Transformational Leadership
Structural Empowerment
Exemplary Professional Practice
New Knowledge, Innovations and Improvements
Empirical Quality Outcomes

On the Cover:
Surgical nurse Melissa Chahin is smiling, because she’s exactly where she should be.

“I have been a nurse for 17 years. I always knew I would be in the health care field. My grandmother was the nurse in her hometown village in Mexico. In the summers I enjoyed watching her give shots. I remember her having to boil the needles. I also remember the village people paying with all kinds of things, from money to chickens. Also, as a child, I enjoyed and looked forward to receiving shots. I had a fetish with band aids. I would always request the circular ones. They were my favorite.

“It takes a certain kind of spirit to take care of patients - strangers who you don’t even know. To show great compassion and care, to restore one’s physical and spiritual state - this is what I love about nursing. One of my favorite sayings is “Nurses are not angels, but they are the next best thing.””

Editors:
Colleen Klein, PhD, RN
Therese Michels

I am utterly amazed at the gigantic twists and turns our national health care system is going through. That which was thought to be impossible is now happening right before our eyes – the transition of an entire health care system away from a “sickness model” to a “population health management model.” The challenge for health care professionals during these times of great turmoil is to find order in the chaos, to bring clarity and understanding to that which appears to be somewhat murky.

Whether in the “old” model or the “new” model, nursing excellence remains at its very core. Whether it is the more traditional bedside nursing role or the numerous new opportunities that are unfolding in population health management, exceptional nurses will still make the difference. In our future, much of primary care will be provided by nurses. Effective transition through different mediums of care will also be facilitated by nurses. At the end of the day, in a process that may seem somewhat mechanical and business-like, nurses will still be the ones who provide much of the compassionate care.

Magnet status speaks to nursing excellence wherever it is provided. The OSF Saint Anthony Medical Center nearly 12-year Magnet journey has benefitted all aspects of health care delivery within our OSF Northern Illinois Region. I am always proud to say that I am a member of OSF HealthCare. But within our local family of OSF, I take great pride in pointing out our many accomplishments. One of the greatest accomplishments is working hard as a team to meet the stringent criteria to become a Magnet hospital. I want to thank all of you who make this recognition possible and who strive every day to find new ways to advance our journey. It has served us well in the past and will serve us very well in the future.

David A. Schertz, FACHE
President, Chief Executive Officer
NEW HEIGHTS IN NURSING EXCELLENCE

Dear Colleagues and Friends of OSF,

Our nursing leadership and care team invites you to share and celebrate our accomplishments with us, and we hope you enjoy reading our 2012 annual report.

In this report, we proudly illustrate the critical role that OSF Saint Anthony Medical Center nurses play in our ability to achieve high quality, safe and innovative bedside care. Core to our success is our Mission “to serve with the greatest care and love.” As nurses we recognize that our practice is multidisciplinary; it requires collaboration and coordination with other members of our organization. Woven throughout the report are stories of how our entire clinical team continues to advance care while providing compassion and commitment to our community.

With deep respect and appreciation,

Paula Carynski, MS, RN, NEA-BC, FACHE
Vice President, Patient Care Services
Chief Nursing Officer

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Susie Minakes laughs when she recalls that the real reasons she pursued her LPN when she was a junior in high school were to be with her friends and to get out of going to traditional high school classes. However, as soon as she began interacting with patients it became clear that she wanted to continue on for her RN.

Even after 28 years in nursing, Susie finds every day challenging and rewarding. Working in the Emergency Department, no two days are alike, but there are some experiences that she says really make her job worthwhile. “When I can say that what we did saved a person’s life, or that we helped them through a process that made a difference…those are the people I will never forget,” Susie says. She also is proud to be able to have teaching moments with patients, knowing that they will have that foundation of knowledge when they hear the information again from their physicians.

Susie remembers the veteran nurses she worked with when she first started in the ED. “There was a group of nurses who I admired and I have, to this day, tried to become as excellent a nurse as they were,” she says. “The impression they left on me as a new nurse was ‘I hope someday I can be that good.’” According to Susie’s peers, that is a goal she has achieved.

Susie Minakes, RN, CEN, TNS

As today’s health care environment changes drastically and quickly, so must health care leadership. As the American Nurses Credentialing Center points out, transformational leaders must lead people to where they need to be to meet the demands of the future, instead of leading them where they would like to go. Lead by Paula Carynski, chief nursing officer, who was recognized by the community for her leadership skills, OSF Saint Anthony nurses continue to move in the direction of striving to create new ways to deliver the best care. Some of those initiatives are highlighted in this section.
Chief Nursing Officer Recognized with Distinction

Paula Carynski, vice president and chief nursing officer, epitomizes the definition of transformational leadership, and that was recognized with two distinguished awards from the Rockford Chamber of Commerce in 2012. Carynski was named the Chamber’s Woman Manager of the Year, an award bestowed on a woman in a supervisory role who demonstrates strength in professional achievement, community involvement and leadership. She was also selected as one of the People You Should Know, which includes business leaders who make an impact in a business or industry or who positively impact the local business environment. In an interview for the Rockford Chamber’s publication announcing the selected leaders, Carynski is quoted as saying, “The best part of my job is seeing other people do well. If they’re successful, I’m successful. We all win.”

Extended Mentoring Program Implemented

Studies have shown that new nurses remain vulnerable throughout their initial 12 months of nursing practice. As a way to provide continued transitional support for nurses and to help them begin the journey toward professional growth, the Nursing Education Department implemented an extended mentoring component to the existing nurse residency program.

After the completion of the 18-week program, residents meet on a scheduled basis up until one year from their hire date. They are required to complete a quality improvement project under mentor supervision. A poster presentation outlining the project and its outcomes is created and displayed during Hospital Week at the Nursing Education Department’s winter fair.

Tytus Cardenas believes in being “present and genuine” when caring for patients. He is committed to being truthful and using language patients understand. That nurturing character may have come from being surrounded by family members who were teachers when he was growing up. He did, however, have health care workers in his family. He decided to go the route of caring for the sick and injured, but brought the teaching examples with him.

His 13-year career with OSF Saint Anthony has taken Tytus from cardio-pulmonary care to the Critical Care Center to Supplemental Staff. He says he has many special memories of his time caring for patients but especially takes pride in seeing patients’ faces transform from showing worry and anxiety to showing relief and comfort. “Sometimes taking time to explain a test or procedure to a patient at his level of understanding is enough to make his hospital stay bearable,” Tytus says.

As a member of the Emergency Department to In-Patient Handoff committee, Tytus is working to improve ED nurse to inpatient nurse reporting and patient flow. He is also working to find barriers to real-time charting and devise a plan for improvement, thereby increasing efficiency.

Tytus Cardenas, RN
The Pharmacy Practice Council (PPC) was created to develop and support initiatives that enhance professional practice, quality patient care and safe medication use at OSF Saint Anthony and across the OSF system. The group is comprised of pharmacists, pharmacy technicians and Pharmacy Department management.

In 2012 the PPC worked on developing best practices to prevent medication errors related to medication distribution and dispensing. The council also developed a technician preceptor program for new technician training. A third endeavor for the year was developing block scheduling for technicians to reduce schedule variability and increase employee satisfaction.

Going forward, the group plans to focus on transforming the pharmacy practice model at OSF Saint Anthony to promote collaboration between Pharmacy staff, nursing and other interdisciplinary partners at the beside, unit meeting and other committees within the shared governance model.
Jessica McCartney, who knew from the time she could hold a crayon that she wanted to be an artist, originally went to school for a career in graphic arts. It wasn’t long before she realized she needed a career that focused on “caring, compassion and concern for the people of my community.” So it was back to school for Jessica, who earned her Bachelor of Science in Nursing and has been a surgical/trauma nurse on the night shift for five years.

Along the way, Jessica has figured out how to combine her passion for art with her nursing skills to give the best possible care to patients. One story that stands out to Jessica is that of an elderly man who was admitted on the night shift. Although he was alert, he spoke in a dialect that was unavailable through the language interpretation line at the time. His supportive family knew they would soon need to go home and they were concerned. Suddenly Jessica had a flashback to critical thinking skills being taught in nursing school. “My longstanding history of art and studying pictures as a form of education would finally come in handy,” she recalls. “I quickly went to work at the bedside, drawing pictures of basic needs.” With the help of the patient and the family, Jessica was able to devise a plan that allowed the patient to communicate his needs in a way he clearly understood.

“By combining both my art and nursing skills, I was able to communicate with a patient in a calming environment, serving with the greatest care and love.”

Jessica McCartney

Empowering health care workers to achieve the best outcomes for patients and to develop their own personal growth is accomplished through a variety of structures and programs. Some of those structures and programs identified in 2012 include further education and thoughtful recognition, while others include lighter fun activities that reach into the local community.

PROFESSIONAL ENGAGEMENT, COMMITMENT TO PROFESSIONAL DEVELOPMENT, COMMITMENT TO COMMUNITY INVOLVEMENT, RECOGNITION OF NURSING
Magnet Rays, looking for a quiet way to take the Hospital Week celebration into the night, came up with the idea to have “Magnet Midnight Marauding Mimes” travel through OSF Saint Anthony Medical Center. They tip-toed onto each nursing unit and into each department providing a silent acknowledgement of appreciation to all night staff. Since noise is always a challenge on the units at night, mimes were the perfect answer. They created a sense of merriment and celebration without the customary horns and whistles. Armed with brightly decorated baskets filled with treats and goodies, the mimes used exaggerated facial expressions and gestures to communicate their unspoken gratitude for the exceptional care the night staff extends to patients and families.

Shared Governance Fair Debuts

The Interdisciplinary Coordinating Council held its inaugural Shared Governance Fair in May of 2012. The event was created to educate all clinicians on the diverse opportunities available to be part of the exciting and innovative work that takes place in the various councils, subcouncils and committees every day. Fourteen shared governance groups created poster presentations and had members on hand to provide information and answer questions on their focus and unique roles in the Magnet vision. The groups also highlighted the accomplishment they achieved during the previous 12 months, including advancements in patient safety, ethics and research. Of the 160 people who attended the fair, many expressed interest in joining a shared governance committee in the future.

Participation Continues in Local Cancer Walk

OSF Saint Anthony was well represented at the local American Cancer Society’s Making Strides Against Breast Cancer Walk again in 2012. A large, spirited OSF team walked in the event and representatives from the hospital’s Women’s Center staff manned an educational booth. More than 6,000 individuals from the community participated in the walk.
Professional Recognition Expanded

Professional certification is the formal recognition of the specialized knowledge, skills and experiences earned by individuals and demonstrated by the achievement of standards identified by a specialty to promote optimal health outcomes. At OSF Saint Anthony Medical Center, the Nursing Recognition Subcouncil honored nurses on National Certified Nurses Day for achieving professional certification in their specialties. As changes occurred, the subcouncil became interdisciplinary, shortened its name to Recognition Subcouncil and expanded certification recognition to professionals from other disciplines. These included: Central Scheduling, Medical Imaging, Dietitians, Medical Laboratory, Lifeline Ambulance, Pharmacy, Respiratory Therapy, Social Services and Sterile Processing. In 2012, 364 interdisciplinary professionals were honored for achieving national certification in their specialties. While certain skill sets such as BLS, ACLS and PALS are crucial to patient safety, professional certification goes above and beyond this to measure and acknowledge an exceptional level of competency in all specialties. The Recognition Subcouncil continues to support, promote and recognize those individuals who achieve professional certification in their specialties.

Growing Number of Nurses Pursue Formal Education

In early 2011, OSF Saint Anthony nurse leaders began investigating and strategizing ways to best prepare its work force to optimize patient outcomes and prepare for the upcoming changes in health care. One priority strategy was to transition registered nurse hiring practice to include only nurses with at least a Bachelor of Science in Nursing (BSN) degree. It is believed that BSN-prepared nurses are better equipped with the knowledge and skills to meet the expected aims of improving patient safety and quality of care. It is also believed that the education of nurses is an important part of the efforts to maintain the highly coveted Magnet status. Provisions have always been available to assist nurses in the pursuit of formal education, and that will continue.

For the past two years, there has been an increase in the number of OSF Saint Anthony nurses pursuing formal education. Since 2010, 10 percent more of the nursing workforce enrolled in programs to complete advanced degrees. In 2012, 7.8 percent of nurses were enrolled in programs leading to Master of Science in Nursing degrees, and 6.6 percent of the nurses are working toward BSNs. Multiple studies have confirmed the importance of BSNs for improved patient outcomes and reduced mortality rates. OSF Saint Anthony is proud that 58.7 percent of its direct care nurses currently possess at least a BSN.

Andy Schultheis worked various social work type jobs for several years after his graduation from the University of Iowa but decided to go back to school to learn the technical skills required to become a nurse. Since his graduation from the Saint Anthony College of Nursing, he has been working in Neuro/Trauma ICU.

Even with several college degrees, Andy finds the mentorship of his colleagues a constant source for education. “I’ve learned an incredible amount from them about providing quality, knowledge and compassionate care to our patients,” he says. And he finds pride in the way patients are treated. “I am proud of our values, especially justice and compassion, and I try to integrate them into my daily work.”

Andy also finds it important to see things from the patient’s point of view. “It is essential to understanding their needs and assisting them and their families through a difficult time.”

Andrew Schultheis
Safety Safari Attracts 1,100 Community Members

The 11th Annual Children’s Health and Safety Safari, always held the third Saturday in September, was again a success, drawing 1,100 members of the local community. Each year the Safety Safari committee reviews the past year’s fair and works to improve the event, largely based on suggestions from the community. For 2012 the committee added health literacy, the Rockford Public Schools Early Childhood Program, United Way Success by 6 program, Alignment Rockford and the OSF Congenital Heart Center.

OSF staff members entertain and teach all day at the more than 40 booths. Subjects that continued from previous years include illness, preventing injury, defeating germs, poison, asthma, diabetes, nutrition and fitness, burn prevention and bullying. In addition to the 218 hospital staff volunteers, 18 community agencies brought 75 volunteers to help. Families interact with experts and leave with bags full of information that can help facilitate further conversation at home.

Sister Josephine Brings the Lord to Those She Serves

Sister Josephine Neumann, O.S.F., was only 24 years old when she arrived in the United States from Germany to begin her life of service to others. And still, nearly 60 years later, Sister finds much reward in her ability to “bring the Lord” to those she serves.

Within a few years of Sister’s arrival, she enrolled at the College of St. Teresa in Winona, Minn., where she earned a Bachelor of Science degree in home economics and business. In 1968, she became a registered nurse, graduating from St. Francis Nursing School in Peoria, Ill. Sister Josephine served as a staff nurse, clinical instructor of rehabilitation nursing at the St. Francis School of Nursing, head nurse on a medical floor and as supervisor of the Forest Park Rehabilitation Center at OSF Saint Francis Medical Center in Peoria. Finally, in 1989, Sister was missioned to OSF Saint Anthony Medical Center and continues to serve as a patient representative there.

“I see patients and answer their questions and concerns,” Sister Josephine says. “Many just want to talk or ask me to pray for them or with them. With my nursing background, I can help them understand things, but I can also make sure they know we care.”

Sister Josephine remembers one family in particular who recognized the caring environment at OSF Saint Anthony. She ran into family members in the cafeteria who told her that a few weeks prior their father was dying and that he was afraid to be alone. The family had to leave for a bit but promised to be back in a few hours. While they were gone, Sister Josephine went to visit the man and prayed with him. Soon after, he called home and told his family they didn’t need to hurry back. He said that a peace had come over him and he would be fine.

But Sister also says that based on what she sees on the units and what she hears from patients, her caring acts are not unique. “We have a very good nursing staff,” she says. “They stand out and give this community the best possible care. I want to thank them all and the nurse managers for their hard work and compassion.”
The American Nurses Credentialing Center defines Exemplary Professional Practice as entailing “a comprehensive understanding of the role of nursing and the application of that role with patients, families, communities and the interdisciplinary team.” During 2012 at OSF Saint Anthony, nurses demonstrated that understanding by undertaking initiatives to further involve patients in their own care and expand programs targeting patient safety.

“Knowing I’m making a difference every day is very fulfilling,” Kathy Fowler says. Working on 4 East, Cardiovascular/Telemetry, Kathy sees many patients who are very sick. “A lot of them don’t have families there. I can sit with them – talking and educating them on how they can improve their health once they go home.”

But Kathy wasn’t always fulfilled at work. She had worked a secretarial/bookkeeping job she didn’t find rewarding, but a layoff prompted her to study for her CNA. After seven years in that position, she finished her BSN at Saint Anthony College of Nursing and has been a nurse for the past six years.

“I love when patients verbalize how good I’m doing,” Kathy says. “It feels so good.” And she likes the culture at OSF, too. “I oriented on several different floors and I feel comfortable asking anyone for direction. There is a culture of helping.”

Serving as chairwoman of the 3 East and 4 East UPC Council, Kathy has been involved in initiatives involving bedside reporting, fall huddles and updating patient white boards – proving she embraces the culture of helping, too.
When Shirley Tanuyan was a young girl growing up in the Philippines, she watched the doctors and nurses as they came and went from the hospital near her home. She remembers being impressed by them and attracted to the medical field. Although her first wish was to be a doctor, being one of 10 children kept medical school out of reach. Shirley became a nurse in 1980, relocated to the United States in 1983 and spent several years working in New York before coming to Rockford.

Shirley embraces the OSF Mission because it is focused on human dignity. “Every human life is precious and unique,” she says. “God has given me talent, strength and knowledge to work with patients who are members of someone’s family. I do my best no matter how challenging.”

In addition to patient care, Shirley is a member of the Pain Research Nurse Subcouncil and is a Versant mentor.

“At the end of the day, I can say, ‘Lord, I have done my best,’” she says.

Safe Patient Handling Program Expanded

The SMART safe patient handling program, first implemented in 2009, has continued to grow. The acronym SMART stands for Safe Movement, Activity, Repositioning and Transfers. It was originally developed in response to increased staff injuries on a newly designated stroke unit.

Within one year of the implementation, the number of staff injuries decreased significantly, and success was shared with hospital administration. Plans were immediately made to expand SMART throughout OSF Saint Anthony Medical Center. In 2010, SMART was featured at the National Magnet Conference, and in 2011 it was adopted Ministry-wide as the OSF safe patient handling program. The program continued to grow during 2012.
Patient-Focused White Boards Created

Sparked by the 2012 Advisory Board Report, which focused on “Enhancing the Patient Experience” by creating patient-focused white boards, the OSF Inpatient Satisfaction Team decided to follow the best practice and work toward creating new white boards.

Starting in January of 2012, the team began interviewing patients and staff members to gather feedback on how the old white boards could be improved. That feedback indicated a need for more information on the boards and dedicated spaces for that information. The goal is to enhance communication.

Once the design was complete it was presented to the interdisciplinary staff at Professional Practice Days. The Inpatient Satisfaction Team members then provided education to their peers and to ancillary department personnel who would also be utilizing the new boards.

The plan was to begin auditing the boards for completeness and accuracy during FY 2013. Staff members will receive immediate feedback to ensure best practice. Initial reaction from patients, families and staff was extremely positive.

Ticket-to-Ride Process Instituted

Aimed at improving patient safety and caregiver communication, OSF Saint Anthony Medical Center has instituted the Ticket-to-Ride process to facilitate pertinent medical information following every patient within the hospital. Increased communication regarding the care of the patient occurs when the sending unit prints a summary of current care information, signs the form and sends it with the patient. No matter where the patient is within the medical center, caregivers have ready access to respond quickly and efficiently. Once the patient arrives at his final destination, the receiving unit is provided with the information. The process, initiated through the Transport Team, is truly about communication and safe care.

Jackie Swanborg, a nurse on the Pediatric Unit, makes sure transporter Mel Tallada has all the information needed to travel with patient Brendon as he heads to his next destination in the hospital.
Aware of the growing need for consumer health literacy, nurses in the Patient and Family Education Subcouncil are always looking for ways to better educate patients and families. To reduce readmissions and improve health outcomes, a patient education tool was created to be distributed to all inpatients at OSF Saint Anthony. Each patient receives a binder upon admission and is encouraged to use the binder as a medical journal. To enhance communication across the continuum of care, patients are instructed to take the binder with them to follow-up appointments.

Standardized information that inpatients must receive as mandated by regulatory bodies is enclosed. Examples of those include information on patient safety, services, isolation and pain management. Individualized information pertinent to tests, procedures, medications and discharges are also added to the binders.

All patient care areas provide patient education. It is important for health care providers to remember to use plain language and explain in a way the patient can understand. The use of teach-back, or having the patient repeat what they heard and understood, is vitally important to assess the patient’s level of understanding of important information. Teach-back is particularly important upon discharge to assess comprehension of information such as follow-up appointments, medication indications, side effects and dosing schedules, and when to seek medical attention.

Teach-Back and Patient Binders Help with Patient Understanding
Contributing to patient care, the organization and the nursing profession in terms of new knowledge, innovations and improvements are the ethical and professional responsibilities Magnet organizations have. A commitment to those responsibilities was demonstrated well in 2012 at OSF Saint Anthony Medical Center, with a dedication to research, investments in new equipment and the continuation of bringing new procedural advancements to the community.

**Deanna Kitchen** has worked at OSF Saint Anthony since she started as a CNA 26 years ago because “there has never been a reason for me to leave,” she says. “It has always been a great place to work no matter what department or unit I worked on.” Babysitting for a nurse’s children when she was a teenager influenced Deanna’s decision to become a nurse. “I just wanted to help people,” she says. And she can recall many experiences that show she truly does help people. “When I worked in the Neuro/Trauma Intensive Care Unit, I saw many trauma patients and dealt with a lot of tough situations. Just being there for the families through it all and providing competent care put the families at ease and was very rewarding.”

Now, as charge nurse in the EKG department, she finds new ways to help people. “I try to help people through coordinating testing, alleviating fears of testing and providing very good care during procedures,” Deanna says.

In addition to working toward her BSN degree, she is on the Outpatient UPC committee and helps with May Day, an annual conference, each year.

“Hopefully, my commitment to OSF Saint Anthony, my department and co-workers, as well as collaborating well with other departments and my desire to give very good care to each patient supports the Mission of the Sisters,” she says. Those who know Deanna would say it surely does.

Deanna Kitchen, RN
Evidence-Based Survey Conducted

Through evidenced-based practice, the relationship between nursing professional attire, patient satisfaction and the identification of nurses at OSF Saint Anthony Medical Center is being explored.

In January 2012, the exploration started with a literature search and review of more than a dozen articles. An article from “Nursing 2011” titled, “Nursing Image: What Research Tells Us About Patients’ Opinions” written by Cheryl Dumont and Katheryn Tagnesi, included survey questions the authors asked of patients in 2009.

OSF learned that Dumont’s survey was adopted by Freeport Health Network and administered to staff nurses and patients. FHN’s clinical nurse specialist, staff nurses and chief operating officer shared their survey process with OSF Saint Anthony.

With Dumont’s permission, her survey was adapted and made available to clinical staff at Professional Practice Days in 2012. There were 600 respondents, including nurses and interdisciplinary professionals. The results are being analyzed to determine what future action should be taken.

Creation of Hybrid OR Allows for TAVR Procedure

The concept of creating a hybrid or dual specialty operating room (OR) began in March 2011 to allow OSF Saint Anthony to provide minimally invasive cardiac procedures that require the expertise of both cardiac surgeons and interventional cardiologists. It would also allow for OSF Saint Anthony to be the sole provider of trans-aortic valve replacement (TAVR) in the area. The procedure, which potentially extends the lives of a select group of patients who are medically unstable and considered too high risk for traditional open-heart surgeries, received FDA approval in late 2011.

The OR project required collaboration with the OR cardiovascular team, the Cardiac Catheterization Lab staff and cardiologists. Over several months, staff worked with equipment vendors, architects, engineers, the management team and physicians to select everything necessary to furnish the room. Because the Cardiac Cath Lab staff and physicians were not accustomed to working in an operating room, an education plan was created.

During June and July of 2012, the Cath Lab team and the surgical team completed several mock-up procedures and scenarios in the new hybrid room. The mock-ups presented an opportunity to think through individual portions of procedures and work-flow processes unique to each specialty and within limited space. On July 30, 2012, the OSF team performed its first TAVR case in the hybrid OR.
eICU Enhances Critical Care

Patient vital signs, medications, blood test results, X-rays and other information are monitored remotely by OSF Hospital eICU specialists. With OSF ConstantCare, an expert eICU team is reviewing real-time data and responding quickly to avoid crisis. Should an emergency occur, the eICU physician is there to guide medical staff through the emergency until the on-call physician can respond.

The Phillips eICU program chosen by OSF transforms critical care using a proactive care model clinically proven to reduce mortality and length of stay, resulting in patients who experience fewer complications and faster recoveries.

TrueBeam Brings Latest Radiation Advancements

OSF ConstantCare is an advanced telemedicine solution using eICU remote monitoring technology to enhance the care of critically ill patients at OSF Saint Anthony Medical Center. The eICU provides additional support to the Intensive Care Unit staff to augment the quality and efficiency of the care provided and enables round-the-clock access to critical care experts.

The OSF Saint Anthony Center for Cancer Care became the first medical facility in the Rockford area to offer the TrueBeam radiotherapy system, the latest advancement in
image-guided radiotherapy technology from Varian Medical Systems. It uses arc therapy, a 360-degree treatment, providing faster treatments than with the conventional fixed-beam of radiation.

The TrueBeam system is a game changer in the fight against cancer. It was developed from the ground up to deliver powerful cancer treatments with pinpoint accuracy, opening the door to new possibilities for the treatment of complex cases, such as lung, breast, abdominal and head and neck cancers. This includes the ability to perform stereotactic radiation for lung and brain tumors with improved accuracy.

Designed with the patient experience in mind, the TrueBeam system allows physicians to perform treatments with precision and speed. In fact, most treatments take just a few minutes a day. The TrueBeam system also features quieter operation, enhanced communication that enables constant contact between the patient and operator, and the option for music to be played during therapy. Treatments that once took 10 to 30 minutes can now be completed in less than two minutes. Less time on the treatment couch reduces the chance for motion during treatment, which ensures accurate treatment and better protection of adjacent healthy tissue and organs.

**Diabetes Center Transitions to Joslin Affiliate**

The OSF Saint Anthony Medical Center Diabetes Self-Management Education Center transitioned to a Joslin Diabetes Affiliate and OSF Medical Group Endocrinology. The hospital-based diabetes program, which served outpatients and inpatients, is now in an ambulatory setting. The Joslin Diabetes Center is associated with the Harvard School of Medicine and Beth Israel Hospital in Boston. It is recognized as one of the premier facilities in diabetes management and research.

The Joslin model recognizes that the patient who has diabetes is managing a complex set of behaviors that involve decisions on what to eat, checking glucose levels, taking medications correctly and getting more activity. This requires the patient to have the means, knowledge and ability to perform self-care. The education team works closely with our endocrinologist and other referring providers to help the patient manage the disease.

*Julie DeRoush*, diabetes educator, makes sure patient Kathy knows everything she needs to know to care for her diabetes at home.
Joslin provides the diabetes education staff with up-to-date assessment tools and educational materials that can be tailored to each patient’s unique learning abilities. Staff members are also able to provide support and follow up in ways that are meaningful to patients.

3T MRI Doubles Magnet Strength

In March of 2012, the GE Discovery 3T MRI, the first of its kind in the Rockford area, was installed in the MRI department. Since then, OSF Saint Anthony quickly gained attention as GE’s first international show site in the United States for this technology. OSF has hosted visitors from all over the world. When compared to a standard 1.5T unit, doubling the strength of the scanner’s magnet to 3T allows the OSF facility to image with a greater level of quality and clarity previously unavailable to patients. The comfort-driven design dramatically improves the patient experience and reduces anxiety by allowing shorter scan times. A larger opening allows the patient to enter feet first, and the unit has noise reduction technology. Combining the new technology with skilled technologists who have more than 100 years of combined experience allows for the production of the highest level of diagnostic MR imaging in the history of OSF Saint Anthony.

New Medical Helicopters Come to OSF

OSF Aviation launched a new fleet of aircraft in 2012. The new EC145s, manufactured by American Eurocopter, replaced the OSF Lifeline Helicopter program’s Bell 230 and improved the ability to transport patients in a safer environment. The EC145 has the capability of holding up to two patients and four others, including the pilot and medical team members.

Karen Daub, flight nurse, arrives back from a mission on the new EC145 helicopter.

The safety features of the aircraft, including high set main and tail rotors, the large cabin and rear loading clamshell doors, have made it the helicopter of choice for a large number of EMS programs worldwide. With the additional space offered in the EC145’s cabin, OSF is capable of flying team flights, carrying isolettes and dual patients if the mission requires. The new helicopters are a significant investment in safety features that provide added protection for patients and crew members.
Truth be told, **Dawn Cook** actually had aspirations of following in the footsteps of Jacque Cousteau and becoming an oceanographer who lived on a submarine. “Once I saw the ocean, I got to thinking,” she recalls. “Who knows what lives down there? I think I’ll stay on land.” She began working as a nurses’ aide at a nursing home and realized how much she loved helping people and taking care of them. “It just seemed natural to progress toward nursing,” she says.

Working as a charge nurse in PACU, Dawn sees patients when they are just waking up from anesthesia and very vulnerable. “It gives me great satisfaction when I see a patient leave PACU happy, talking, comfortable and with his or her dignity,” she says. “When they came in they were totally the opposite of this.”

Dawn also takes pride in working to improve nursing and patient outcomes. She is on the UPC for Surgery, participates in Clinical Ladder and is currently working with a co-worker on reviewing and revising PACU policies and procedures.

Although Dawn can read off a long list of nurse mentors, the one piece of advice she says will always stay with her came from a patient. “I once had a patient who gave me words of wisdom that I live by – ‘Take all the advice that everyone gives you and put it in a sifter. Keep what’s good and what you like – the other stuff – throw it away.’”

Moving forward in health care, the questions will not be “What do you do?” or “How do you do it?” but rather “What difference have you made?” Through many initiatives implemented in 2012, staff members at OSF Saint Anthony have truly made a difference.
Deep Tissue Injury Study Set to Enhance Patient Outcomes

OSF Saint Anthony Medical Center is one of 15 hospital sites involved in a randomized controlled multi-center study designed to determine the effects of ultrasound treatment for deep tissue injury pressure ulcers (DTIs). Colleen Klein represents OSF Saint Anthony as the principal investigator. Registered nurses and registered dietitians consult the Wound Ostomy Continence Department for patients who have suspected DTIs.

The co-investigators, Joani Browning, Gayle Kruse and Betty Villars, assess and confirm the DTIs and enroll patients into the study once authorized consent has been obtained. All levels of nursing are directly involved with the study by providing the usual standard of care for enrolled subjects. Staff awareness allowed OSF Saint Anthony to have the first qualifying subject in the study. The DTI study began in 2011 and is planned to continue through December 2013.

In September 2012, the Wound and Skin Subcouncil co-sponsored renowned researcher Dr. Joyce Black for a dinner event. She provided an interesting lecture titled, “Pressure Ulcer Documentation: Telling a Complete, Accurate and Legally Defensible Story,” attended by more than 60 nurses and dietitians from northern Illinois.

Project Leads to Improved IV Starts

The IV start program was a Six Sigma project requested by the Nursing Practice Council and the Pain Resource Subcouncil. In an effort to improve and standardize skill level, competence and consistent pain prevention hospital-wide, a project team was assembled in January 2012. The project team included representatives from multiple care areas, including the Emergency Department, Ambulatory Care, Oncology, Obstetrics, Pharmacy and Anesthesia. The peripheral IV policy was revised and approved in May of 2012, and IV Start Champion training began soon after. Over the course of three weeks, nearly 100 IV start champions were trained on the new policy, process and approved pain management methods. The champions then validated RN staff from 15 departments. Using the enhanced capabilities of the electronic medical record, an electronic report was created to measure compliance with the expected practice and is tracked monthly. Both pain prevention and documentation of successful starts have shown consistent improvement.

Fall Prevention Process Shared Ministry-Wide

Fall prevention in clinical Microsystems is challenging. Through an integrative approach to fall prevention across clinical Microsystems, frontline nursing staff was challenged to change the culture from “falls are inevitable” to “falls can be prevented – every patient, every time.” Providing very good care includes ensuring fall prevention for all at-risk patients. This is what Chelsea Hardacre, a frontline leader, believed as she was working with members of the Ministry-wide fall prevention team and 4 West. Several units, including 4 West have shown significant decreases in falls since the implementation of the fall prevention program. In addition, OSF Saint Anthony was utilizing the pharmacy as part of the post-fall debriefing, whereas other hospitals within the Ministry were not. As a great example of the strong interdisciplinary collaboration with the OSF Ministry, OSF Saint Anthony was able to share its process and increase the number of disciplines involved in post-fall debriefings to continue to reduce patient falls.
OSF Recognized for Excellent Obstetric Care

OSF Healthcare System was awarded the Illinois Hospital Association 2012 Quality Excellence Achievement Award in the Urban Hospital category for its “Improving Obstetrical Care through Organization Collaboration” project. The OB collaborative committee meets monthly to standardize quality care throughout all of the OSF hospitals. This initiative was to decrease the less-than-39-week elective inductions and cesarean sections. Through multi-hospital collaboration and across state lines, the less-than-39-week inductions have decreased from 18 percent to less than 3.5 percent. At OSF Saint Anthony, the less-than-39-week elective deliveries over a two-year period went from a 20.5 percent occurrence in 2010 to 4.8 percent by the end of calendar year 2012. As noted in the graph, this percentage is significantly below national and state averages and is slightly better than the desired LeapFrog aims.

Cancer Center Earns Prestigious Award

OSF Saint Anthony Center for Cancer Care became one of seven hospitals in Illinois to be recognized by the Quality Oncology Practice Initiative (QOPI) Certification Program, an affiliate of the American Society of Clinical Oncology (ASCO). At the time the award was received, only 116 oncology practices nationally had received the designation. The QOPI Certification Program is a new initiative to certify oncology practices that meet rigorous standards for high-quality cancer care.

QOPI is a voluntary self-assessment and improvement program launched by ASCO in 2006 to help hematology oncology and medical oncology practices assess the quality of the care they provide to patients. Through the QOPI program, practices abstract data from patients’ records up

Elective Deliveries Less than 39 weeks
OSF Saint Anthony Medical Center 2010-2012 Data

Nurses from across the OSF Healthcare System celebrate a successful OB initiative.
to twice per year and enter the information into a secure database. OSF Saint Anthony Center for Cancer Care was the first oncology practice to receive the certification in 2012. More than 700 oncology practices had registered for the program.

QOPI analyzes individual practice data and compares these to more than 80 evidence-based and consensus quality measures. The information is then provided in reports to participating practices. Individual practices are also able to compare their performance data with other practices across the country. Based on the feedback, doctors and practices can identify areas for improvement.

Nurses Participate in National Pain Care Quality Study

Bedside nurses had a unique opportunity to participate in a national multi-site study to evaluate how pain is managed in U.S. hospitals. OSF Saint Anthony was selected as one of 400 nationwide sites to participate in The National Database of Nursing Quality Indicators (NDNQI) Study: “Dissemination and Implementation of Evidence-Based Methods to Measure and Improve Pain Outcomes.” The study required a one-day audit of most patients experiencing pain on three of the inpatient units. The audits were conducted at two different points in time: April and November. Patient participation was voluntary and confidential.

The nurses who participated completed an educational module on research collection and interview techniques. Using a pre-test/post-test design, data were collected approximately eight months apart. Multi-site investigators from the University of Utah and NDNQI analyzed the data for benchmarking and the development of national standards of care. After sending initial data to NDNQI, OSF Saint Anthony received a feedback report which included comparison data and analysis. This information was used to establish goals for improved pain management. The bedside nurses’ awareness of the research process and improvement of pain management was greatly improved.
Each year OSF Saint Anthony Medical Center chooses to recognize the accomplishments of its nurses and their commitment to professional development. The number of professional presentations at the regional and national levels is significant for a hospital the size of OSF Saint Anthony. Mentoring and support is provided by advanced practice nurses, nurse leaders and Colleen Klein, director of professional practice and research.

This past year, new recognition programs were introduced.
Interdisciplinary Clinical Excellence Awards

2012 marked the second year OSF Saint Anthony recognized clinicians through the Interdisciplinary Clinical Excellence (ICE) Award program. Based on the Magnet Model Criteria, six awards are presented.

Barb Cross, Community Involvement Award

Amy Kroos, Performance Improvement Award

Marissa Frost, Rookie of the Year Award winner and Shauna Fletcher, Professional Practice Award winner, not pictured.

Kristin Dolphin, Above and Beyond Award

Jeanie Sullivan, Interdisciplinary Relationships Award

Publications
Linda Matheson, PhD, RN & Elizabeth Levi, MS, RN (2011). Optimal Utilization of Registered Nurses through All Phases of Care in the Cardiac Cath Lab. Cardiac Cath Lab Director, 1(3), 110-112.

Linda Matheson, PhD, RN & Mary Stephenson, BSN, RN, & Benjamin Huber, BS (submitted for publication). Reducing pain associated with arterial punctures for blood gas analysis. Pain Management Nursing.


National Podium Presentations
Colleen Klein, PhD, RN, FNP-BC
Improving Heart Failure Outcomes – Magnet Research Study
IHO Collaborative Annual Meeting
October, 2011, Baltimore, MD

Gordana Dermody, MSN, RN, CNL; Shannon Lizer, PhD, RN, FNP-BC; Gayle Kruse, RN, ACHPN, GCNS-BC; Patty Hamilton, BSN, RN, CMSRN; Anne Hammes, MS, RN; NEA-BC
Clinical Nurse Leader Role Collaboration at the Point-of-Care: The Value, Outcome and Lessons Learned
Clinical Nurse Leader Association National Podcast
October 5th, 2011, Rockford, IL

Colleen Klein, PhD, RN, FNP-BC; Vicky Goeddeke, MS, RN, CEN, CPEN; Susan Herrmann, MS, RN; & Karen Carroll, RN, PhD, NEA-BC
Nurses beyond Borders: A Magnet Consortium Advances Understanding of Evidence-Based Practice, Performance Improvement, and Research
ANCC National Magnet Conference
October 2011, Baltimore, MD

Beverly Ethridge, RN, BSN, PCCN
Stronger Bolder Chapter Websites
National Teaching Institute & Critical Care Exposition
May 2012, Orlando, Fl.

Brenda Meintz, BS, RN, PCRN; Esther Hellman, PhD-RN; Christine Anderson, MS, RN, APN, CNS-BC; Colleen Klein, PhD, RN, FNP-BC – Pi; Julie Bredlau, BSN, RN, PCRN; Amy Kummlien, RN; Bridget Penwell, MS, RN
Nursing Intervention to Reduce Heart Failure Patient Hospital Re-Admission
The Nineteenth National Evidence-Based Practice Conference
May 2012, Iowa City, IA

Beth Hayden, MS, RN, MBA, OCN
Promoting Excellence in Cancer Care: QOPI
2012 American Society of Clinical Oncology Update
June, 2012, Chicago, Il.

National Poster Presentations
Anne Hammes, MS, RN, NEA-BC; Sarah Wilkinson, BSN, RN
Charge, Change, and Accountability
ANCC National Magnet Conference
October 2011, Baltimore, MD

Dana Dermody, MS, RN, CNL; Patricia Hamilton, RN, BSN, CMSRN; Gayle Kruse, RN, ACHPN, GCNS; Shannon Lizer, PhD, FNP-BC
The Evolution of a Nurse-Driven Mobility Initiative on a Certified Stroke Unit: Pioneering the Clinical Nurse Leader Role in a Magnet Designated Medical Center
The Nineteenth Annual National Iowa Evidence-based Conference
April 2012, Iowa City, IA
Peggy Malone, MS, RN, OCN
Pursuing Useful Knowledge on Emesis (PUKE)
The Nineteenth Annual National Iowa Evidence-based Conference
April 2012, Iowa City, IA

Chelsea Hardacre, BSN, RN; Julie Carlson, MSN, APN, AOCNS; Darlynn Venne, RN, BSN, OCN
Hourly Rounding with Intention
The Nineteenth Annual National Iowa Evidence-based Conference
April 2012, Iowa City, IA

Beth Hayden, MS, RN, OCN; Vandana Rajagopalan, MD, Julie Carlson, RN, MSN, AOCNS; Debra Silva, RN, BSN, OCN;
Kim Calabro, RN, BSN, OCN
Quality Oncology Practice Initiative… The Blueprint
37th Oncology Congress
May, 2012, New Orleans, LA

Regional Podium Presentations

Colleen Klein, PhD, RN, FNP-BC
Rockford Health Council’s – Ask the Audience
Health Equity: Deepening the Dialogue
February, 2012, Rockford, IL

Julie Carlson, MS, APN, AOCNS
Current Trends in Oncology
Nurses’ Expo 2012
March, 2012, Rockford, IL

Steve Loudon, MS, RN
Care Provider Burnout
Nurses’ Expo 2012
March, 2012, Rockford, IL

Amy Kroos & Sheri West
The Northern IL Region Palliative Care Experience
2012 Annual Supportive Care Conference
May 2012, Peoria, IL

Kathy Stocker, RN
Patient Safety Presentation to Medical Students
University of IL College of Medicine
July, 2012, Rockford, IL

Regional Poster Presentations

Dana Dermedy, MS, RN, CNL; Patricia Hamilton, RN, BSN, CMSRN; Gayle Kruse, RN, ACHPN, GCNS; Shannon Lizer, PhD, FNP-BC
The Evolution of a Nurse-Driven Mobility Initiative on a Certified Stroke Unit: Pioneering the Clinical Nurse Leader Role in a Magnet Designated Medical Center Nurses’ Expo 2012
March, 2012, Rockford, IL

Peggy Malone, MS, RN
Pursuing Useful Knowledge on Emesis (PUKE)
The Nineteenth Annual National Iowa Evidence-based Conference
April 2012, Iowa City, IA

Chelsea Hardacre, BSN, RN; Julie Carlson, MSN, APN, AOCNS; Darlynn Venne, RN, BSN, OCN
Hourly Rounding with Intention
The Nineteenth Annual National Iowa Evidence-based Conference
April 2012, Iowa City, IA

Beth Hayden, MS, RN, OCN
Quality Oncology Practice Initiative… The Blueprint for Oncology Practice
37th Oncology Congress
May, 2012, New Orleans, LA

Research Studies

Colleen Klein PhD, RN-FNP-BC; Patty Hamilton, BSN, RN, CMSRN, Christine Anderson, MS, RN, APN; & Gayle Kruse MS, RN, GCNS, ACHPN
Oral care interventions in the acute care setting: Frequency, Delegation, & Knowledge of Evidence-Based Practice for Oral Hygiene

Colleen Klein PhD, RN-FNP-BC; Gayle Kruse MS, RN, GCNS, ACHPN; Joani Browning, RN, BSN, CWOCN; Betty Villiers, RN, BSN, CWOCN
A Prospective Randomized Controlled Multi-Center Study of the Effects of MSTTherapy® on Treatment of Deep Tissue Injury Wounds

Amanda Salcinski, PhD & Donna Pionczynski, PhD, RN – Northern Illinois University
Colleen Klein, PhD, RN, FNP-BC, PhD Sponsor
The Effects of Exercise on Quality of Life and Fatigue

Colleen Klein PhD, RN-FNP-BC; Karen Sikorski, MS, RN, & Theresa Fritz, RN
Dissemination and Implementation of Evidence-Based Methods to Measure and Improve Pain Outcomes – Multi-site National Study in conjunction with University of Utah, College of Nursing; & Kansas University Medical Center

Randolph Schild, MS, RN, Colleen Klein, PhD, RN, FNP-BC; Teresa Hunt, MS, RN
Transformational Learning Experiences of Perioperative Registered Nurses who have completed a perioperative training program

Colleen Klein, PhD, RN, FNP-BC
2012 NINGNI Survey with Job Satisfaction Scales

Cindy Bauling, BSN, RN; Shirley Gustafson, MS, RN; Colleen Klein, PhD, RN, FNP-BC PhD Nancy Spector, Multi-Site Principal Investigator
Multi-Institutional, randomized Study of the Transition to Practice (TTP) Model on Patient Safety and Quality Outcomes in Other Health Care Settings

Colleen Klein PhD, RN-FNP-BC; Christine Anderson, MS, RN, APN; Brenda Meintz, MS, RN; Julie Bredlau, BSN; Ester Hellman, PhD, RN; Amy Kamilen, BSN; Bridget Penwell, MS, RN
Improving Heart Failure Outcomes – Magnet Multi-site National Research Study

Beth Hayden, RN, BSN, MBA, OCN; Peggy Rogers, RN, BSN, OCN; Colleen Klein, PhD, RN, FNP-BC; Laurie Badzek LLM, JD, RN, FAAN; Kathleen Calzone, PhD, RN, APN, FAAN; Jean Jenkins, PhD, RN, FAAN
Expanding RN Scope of Practice: A Method for Introducing a New Competency into Nursing Practice

Evidence-Based Practice Projects

Becky Parizek, BSN, RN; Carin Richter, MS, RN-C, APN; Andrea Doughty, PhD
Exploring the Relationship between Perceived Professionalism, and Patient/Nurse Satisfaction

Roxanna Griffiths, RN, BSN, Carin Richter, MS, RN-C, APN; Karen Sikorski, MS, RN, Colleen Klein, PhD, RN, FNP-BC
Protocols for the Obstructive Sleep Apnea Patient

Beth Pearson, BSN, RN; Colleen Klein, PhD, RN, FNP-BC; Tonia Statum, BSN, RN; Patty Sterrett, RN; Danica Ford, RN; Terri Fritz, RN; Mary Stephenson, RN; Christina Markese; Karen Blatter, RN
Successful Peripheral IV Starts

Denise Kempel, RN, RHA; Jennifer Hudson, PharmacD; Lisa Horton, CMSRN; Julie Carlson, MSN, APN, AOCNS; Barb Baner, RN; Bryan West, BS; James Girardry M.D.
Venous Thromboembolism Post-Surgical Rate Reduction

Awards

Darla Bradle, RN, MS, RN, DON, APN
Illinois Nurses Association Third District Excellence in Nursing Award
31st Annual Nurses Expo, Rockford, IL

Paola Czyzynski, MS, RN, FACHE, NEA-BC
2012 Woman Manager of the Year
Rockford Chamber of Commerce, Rockford, IL

Beth Hayden, BSN, RN, MBA, OCN
2012 YWCA Women of Achievement – Business Award
2012 YWCA Leader Luncheon, Rockford, IL

Kathleen Hyams, RN, BSN
Geriatric Resource Nurse of the Year
NIU Subcouncil

Colleen Klein, PhD, RN, FNP-BC
2012 Professions Award
2012 YWCA Leader Luncheon, Rockford, IL

Colleen Klein, PhD, RN, FNP-BC
Finalist for the Advancing & Leading the Profession Award
Nursing Excellence – Nursing Spectrum – Chicago, IL

Carol Middleton, RN, MS
Clinical Data Analyst
Illinois Nurses Association Third District
Distinguished Nursing Advocate Award
31st Annual Nurses Expo, Rockford, IL

Heidi Pena, RN
Nursing Central Intensive Care Unit
Skinner Champion Nurse of the Year
Skin & Wound Subcouncil

Karen Daub, RN
Pain Resource Nurse (P RN) of the Year
Northern Illinois Pain Resource Consortium

Deanna Weaver, Certified Nursing Assistant
4 West – Oncology Unit
Geriatric Certified Nursing Assistant of the Year
NIU Subcouncil

Vicki Edmisten, BSN Student
Student of the Month – December 2011 – Saint Anthony College of Nursing

Bethany Pulinow
Who’s Who Among American Colleges and Universities (2011)

Scholarships

Julie Carlson, RN, MS, APN, AOCNS
Oncology Nursing Society – Scholarship Recipient for ONS Conference Attendance - 2011

Vicki Edmisten, BSN Student
Legacy Endowment Grant – Saint Anthony College of Nursing

Marie Gonzalez, RN, BSN
University of IL – Chicago – Rockford Women’s Health Program – Scholarship Recipient, Master of Science - Nurse Practitioner Program

Emily Rae – Certified Nursing Assistant
Bullard Trust Scholarship – Saint Anthony College of Nursing