



Endeavor
HealthSM

Skokie Hospital

2024 Nursing Annual Report



Endeavor Health Nursing Vision:

Transforming the lives of our communities through innovative, compassionate, exceptional care.



Message from our Chief Nursing Executive

John Tressa, DNP, MBA, RN, NEA-BC

I am honored to serve as the Chief Nursing Executive for Endeavor Health and am incredibly proud of our nursing colleagues across the health system who continue to advance the professional practice of nursing each day. The year 2024 marked a pivotal moment for Endeavor Health Nursing, as five of our eight acute care hospitals earned Magnet redesignation. Congratulations to our nursing teams at Endeavor Health Edward Hospital, Evanston Hospital, Glenbrook Hospital, Highland Park Hospital and Skokie Hospital for this significant achievement.

We're continuing to make meaningful progress on our journey toward consistent nursing practice across Endeavor Health, with a focus on delivering safe, seamless and personalized care. These efforts are helping us improve outcomes in patient safety, quality and experience. Finally, I want to express my heartfelt gratitude to every colleague who practices professional nursing and supports patient care throughout Endeavor Health. Your voices, compassion and unwavering commitment to excellence are what drive us toward becoming the best place to practice professional nursing in northern Illinois. I appreciate each of you and am proud to call you my colleagues.



Message from our Chief Nursing Officers

We would like to recognize and thank our nurses for their dedication, expertise, and commitment to providing excellent patient care over the past year. One of the biggest highlights of 2024 was celebrating our fourth Magnet re-designation, and we are incredibly proud of all of you for achieving this milestone. A successful Magnet journey requires commitment and hard work from organizational leadership, every nurse, and a diverse array of colleagues across departments and entities.

Thank you for your continued excellence in patient care. Your heart, expertise, compassion, and kindness towards those you care for are an inspiration to all of us and remain at the forefront of our mission. The difference you make in people's lives is both impactful and profound, and we sincerely appreciate you. The many stories shared in our annual report will illustrate the numerous reasons we recognize you and all that you do.

Please take a moment to appreciate the exceptional experiences you have provided for our patients and their families—experiences that will touch countless lives and leave a lasting impact. Remember why you chose this journey: it's not always an easy one, but it is so gratifying in ways that you will be forever touched. Our goal is to continue this journey of excellence together.

It is our pleasure to serve as your Chief Nursing Officers. Thank you for choosing us and for continuing to thrive in your journey every day. We wish you all continued joy and passion for the important work you do.



A handwritten signature in black ink that reads "Nikki Fernandez".

Nikki Fernandez, DNP, MS, RN, NEA-BC

President, Highland Park Hospital and
NorthShore Chief Nursing Officer

A handwritten signature in black ink that reads "Lynn Nolan".

Lynn Nolan, MSN, RN, CAPA, CPAN, NEA-BC

Chief Nursing Officer, Skokie Hospital

Leadership Spotlight

Lynn Nolan, MSN, RN, CAPA, CPAN, NEA-BC

Chief Nursing Officer (CNO) and Assistant Vice President (AVP) of Operations
Skokie Hospital



Lynn Nolan began her nursing career at St. Francis Hospital after graduating from their diploma program. She later earned a Bachelor of Science in Health Care Leadership and Education from National Louis University, and a Master of Science in Nursing from Lewis University—graduating alongside her oldest son as he completed his undergraduate degree, a moment she cherishes.

Throughout her career, Lynn has gained diverse experience across multiple care settings, including inpatient units, the ICU, home care, and the perioperative space—specifically PACU, Preop, and Preadmission Testing. In 2011, she transitioned into leadership, bringing her clinical insight and passion for patient-centered care to the forefront.

Lynn joined the Endeavor Team at Glenbrook Hospital in 2021 and embraced her current role as Chief Nursing Officer and AVP of Operations at Skokie Hospital in late 2024. She is dedicated to fostering a culture where high-quality, compassionate care thrives. Lynn leads with heart and humility, always seeking to inspire and empower individuals and teams to realize their fullest potential.

Glenda Mathews, MHA, BSN, RN

Senior Clinical Nurse Manager, GI Labs
Skokie and Swedish Hospitals

Glenda began her nursing career at Evanston Hospital in 1983, gaining experience in a variety of clinical settings, including six years in the Intensive Care Unit. She also served as the evening and night nursing consultant before transitioning to the Ambulatory Surgery Unit (ASU), where she worked for 13 years.

Glenda earned her Bachelor of Science in Nursing from Chamberlain College of Nursing in 2013. In March 2014, she assumed the role of Nurse Manager of the Glenbrook GI Lab. Over the past 11 years, Glenda has provided leadership across all GI labs in the service line at NorthShore University HealthSystem. She currently serves as the Senior Clinical Nurse Manager for the GI Labs at Skokie and Swedish Hospitals. Glenda also holds a Master's in Healthcare Administration from Herzing University.



Transformational Leadership

Brand

Mission

Help everyone
in our communities
be their best.



Vision

Safe, seamless
and personal.
Every person,
every time.



Values

Act with Kindness
Earn Trust
Respect Everyone
Build Relationships
Pursue Excellence



How Nurses Have Input to the Nursing Strategic Plan:

- Shared Governance
- Staff Meetings
- Leader Rounding
- Share ideas with Nurse Leader
- Engagement Surveys
- Town Halls

Nursing Strategic Plan

The 2024-2026 Nursing Strategic Plan was developed in collaboration with the Nurse Executive Council and with the input of nurses. The plan defines goals and initiatives that will move nursing forward and support a successful implementation of the system strategic plan.

Nursing Goals

Attract and retain nurse leaders, nurses, PCTs, SSTs, and CNAs through differentiated program offerings & culture

Enhance existing value- add partnership sand develop new impactful partnerships that will elevate nursing practice

Enable clinical teams to deliver quality care and strong clinical outcomes through innovative evidenced-based care delivery models

Attract
Retain
Meaningful Recognition

High Reliability Work Environment
Culture of Engagement
Patient Experience

Support in Practice
Education
Research

Nursing Objectives

Structural Empowerment

Nursing Professional Advancement Program (NPAP)

The **Nursing Professional Advancement Program** fosters nursing excellence by offering increased accountability, mentorship, and opportunities for skill and knowledge enhancement. With three advancement levels across four career tracks, this program empowers nurses to grow and excel. It has been one year since the inception of the NPAP which aligns with our mission, vision, values, professional practice model and is inclusive of the Magnet dimensions. We are happy to announce the advancement of 270 of our exceptional nurses systemwide.

Endeavor Health Skokie Hospital is thrilled to congratulate our nurses who achieved their professional advancement level through our Nursing Professional Advancement Program in 2024. This achievement reflects their ongoing pursuit of excellence, professional growth, and dedication to advancing the nursing profession. We are incredibly proud of their hard work and passion for delivering compassionate, high-quality care that makes a meaningful difference in the lives of those we serve.

Congratulations to all our nurses on this well-deserved recognition!

NPAP Program Overview



2024 NPAP Recipients

Advanced Clinical Nurse

Alisha Akerson

Emergency Department

Andrew Alderman

Emergency Department

Anna Weisberg

Emergency Department

Cathy Heuck

4 EW Ortho

Isabelle Pietras

Emergency Department

Jared Johnson

5 East West

Jaskirat Kaur

5 East West

Kaitlyn Wolfer

5 East West

Kathryn Dwyer

Emergency Room

Laura Halvorsen

Post Anesthesia Care Unit

Lindsey Pankow

Operating Room

Loretta Malone

Post Anesthesia Care Unit

Olena Erickson

Emergency Department

Expert Clinical Nurse



Tetley Aguilar-Geier

5 East West



Karlene Beam

Operating Room



Jillian Wander

ASU/PACU

Structural Empowerment

Transition to Practice

Skokie Graduates

Abigail Rodriguez
Alexandra Salazar
Anna Prusinowski
Greg Jenkinson
Jamy Zydel Castro
Jinsty Jose
John Subade
Malora Pollack
Mary Schneider
Olivia Canova
Russell Sanchez

Skokie Evidenced Based Projects:



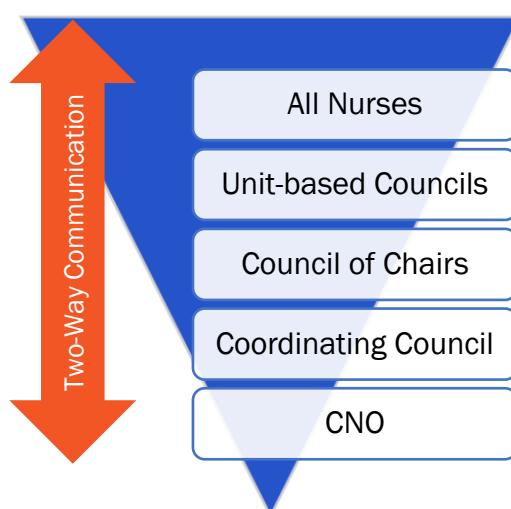
- Importance of Specialty Competencies in an Orthopedic Specialty Hospital
- A New Standardized Practice for Blood Culture Collection
- Standardizing Peri-operative Diabetic Patient Management
- The Importance of Sponge Counters in the Operating Room
- Impact of Distraction During Time Out
- Reinforcing Safety: Traffic Patterns in Operating Rooms

Shared Governance

Shared Governance is the structure which supports Shared Decision Making. Shared Decision Making is inclusive partnership of equity, accountability, autonomy, authority and ownership. This is achieved through the 5 Magnet Dimensions: Transformational Leadership, Structural Empowerment, Exemplary Professional Practice, New Knowledge, Innovation, & Improvement, and Empirical Outcomes.

Model

The structure and function of shared governance connects every nurse to the CNO, and the CNO to every nurse. Shared Governance promotes empowerment, shared leadership, and accountability. It enables shared decision-making in nursing practice and the practice environment.



Structural Empowerment



Skokie Hospital DAISY Award Honorees

The DAISY Award is an international recognition program that honors and celebrates Nurses for the extraordinary acts of compassionate care and clinical excellence they demonstrate every day in their work with patients. The following are the Skokie DAISY Award recipients:

Maggie McGurk – Spine & Pain Center

Jinsty Jose – 5 East/ West

Inna Bessarab - Emergency Department

Ava Olsen – 5 East/ West

Lolita Gonzales – 5 East/ West



Nurse Excellence Awards

5 East/West

Cho-Chi Punam Lim (RN)

Emergency Department

Anna Weisberg, RN

Ellen Erickson, RN

Jasmin Garcia, RN

Jessie Jun, RN

Katie Righeimer, RN

Ambulatory Surgery

Mae Christy Reyes Solano

Operating Room

Edward Querijero, RN

Karlene Beam

Lindsey Pankow, RN

Nicholas Gulliford, RN

Post Anesthesia Care Unit

Noemi San Andres, CC

The Nurse Excellence and Nursing Care Team Excellence Awards recognize and honor nurses and care teams who demonstrate clinical expertise, effective collaboration with team members, and leadership through advanced knowledge. It is a great opportunity for our nurses and care teams to be recognized by their colleagues for the outstanding work that they do on a daily basis!

21 Nurses and 1 Care Team Member were nominated for Nurse Excellence and Nursing Care Team Excellence Awards. **Congratulations to Skokie's Recipients!**



Nursing Scholarship 2024 Awardees

Ambulatory Surgery Unit (ASU)

- Shelly Mary Enriquez, RN
- Elizabeth Navarrete, RN
- Bhaviniben Patel, RN

Operating Room

- Graceson Prince Hueler, RN
- Greg Jenkinson, RN

Inpatient 5 East/West

- Lindsay Cayanan, PCT
- Lolita Gonzales, RN
- Zoeleyka Graham, PCT

Orthopaedic Nurse Navigators

- Tiana Stover, RN
- Penny Constantinou, RN

Spine and Pain Center

- Margaret McGurk, RN

Emergency Department

- Dyshema Robinson, PAS

Capacity Management Center

- Tina Sutton, RN



298 Registered Nurses (RN) at Skokie Hospital (SKH)

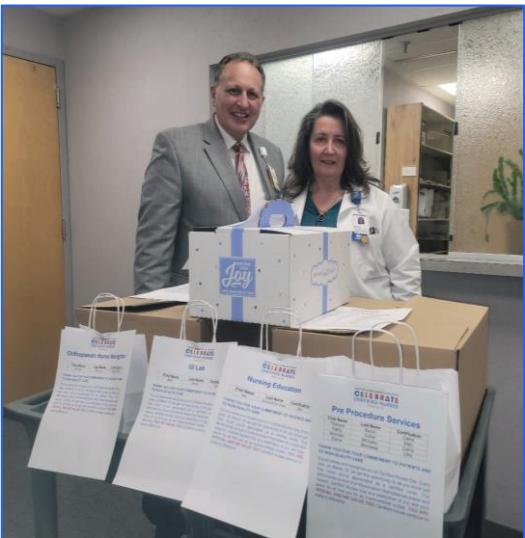
83.89%
SKH RNs hold a Baccalaureate Degree in Nursing or Higher

16.10% SKH RNs hold an ANCC recognized Specialty Certification

24.83% SKH RNs hold a Specialty Certification



**Nurses
make the difference**



SKH Certifications

ANCP-BC	CPHQ	NE-BC
CAPA	CPN	RNC
CCRN	CRRN	ONC
CEN	ECRN	PCCN
CNOR	GCRN	RNC-NIC
CNL	MedSurg	SANE-A
CPAN	NEA-BC	TNS

Exemplary Professional Practice

Endeavor Health Skokie Hospital Receives 4th Magnet Redesignation

On October 17th 2024, we celebrated a remarkable achievement: Skokie Hospital received its fourth Magnet Designation from the American Nurses Credentialing Center (ANCC) and the Commission on Magnet! This prestigious honor, the highest in nursing, recognizes healthcare organizations that exemplify excellence in nursing and patient care.

This milestone is especially significant as it marks the first time Skokie Hospital submitted a separate application, distinct from the previous joint applications of Evanston, Glenbrook, Highland Park, and Skokie Hospitals. This recognition reflects our collective hard work, dedication, and commitment to exceptional patient outcomes!

In addition to this honor, Skokie Hospital was recognized for six outstanding exemplars in nursing practice. Including: Organizational Level Certification Rate, Baccalaureate Prepared Nurse Rate, Ambulatory Nurse Sensitive Indicator: ED to OR for Hip Fracture, and Ambulatory Patient Experience Scores in: Careful Listening, Pain, and Responsiveness.

Magnet is an all-encompassing hospital award for nursing excellence that could not be achieved without the efforts of our team members throughout all disciplines across the system. Thank you to everyone who contributed to this incredible achievement!

Debra "Debbie" Quintana, MS, BSN, APN, ONC, NEA-BC, CPHQ Chief Nursing Officer Highland Park Hospital, former Chief Nursing Officer Skokie Hospital stated "To our incredible nursing staff and to Wendy, congratulations on achieving Magnet distinction for the fourth time! Your unwavering dedication, compassion, and excellence continue to set the highest standards in Orthopaedics. Thank you for your remarkable commitment to our patients and our community. Your hard work and passion are truly inspiring."

Lynn Nolan, MSN, RN, CAPA, CPAN, NEA-BC, Chief Nursing Officer Skokie Hospital shared "I am so proud to be joining this amazing Skokie team, and look forward to our continued journey in providing truly excellent patient care!"

Nikki Fernandez, President, Highland Park Hospital and NorthShore Chief Nursing Officer shares, "I would like to take a moment to express my gratitude for your outstanding efforts in achieving Magnet designation for the 4th time. This monumental accomplishment reflects not only our commitment to excellence in patient care but also the dedication and hard work of every team member. This recognition is a testament to the positive impact we make in our community and sets the bar high for our organization, thank you all so much as this is truly a proud moment. Time to celebrate!"





ANCC Magnet Conference – New Orleans, LA – October 2024

The ANCC Magnet Conference in 2024 was nothing short of an electrifying experience! Held in the vibrant city of New Orleans from October 30th to November 1st, this event brought together 13,000 passionate nurses and healthcare professionals from all over the globe. Skokie Hospital's own incredible team of five nurses had the opportunity to join this massive gathering, diving into the largest nursing conference in the country—and they certainly made the most of it!

New Orleans, a city with a rich blend of French and Spanish history, captivating architecture, and mouthwatering cuisine, set the perfect stage for learning and inspiration. From jazz-filled streets to colorful Mardi Gras vibes, it was a place where culture and knowledge collided.

Over the course of three jam-packed days, attendees were swept up in the excitement of keynote speakers, 120 high-energy educational sessions, 350+ vendors showcasing the latest innovations, and an eye-opening 176 poster presentations. Every moment was a chance to connect, learn, and discover new possibilities in the nursing world.

For Skokie Hospital's nurses, it wasn't just about the sessions and speakers (though they were amazing!). It was about immersing themselves in cutting-edge practices, networking with the brightest minds, and gaining fresh ideas to bring back and elevate their work at the hospital. What a way to recharge, renew, and return with new tools to take patient care to the next level!



Exemplary Professional Practice

Home Run Initiative –A Multi-Disciplinary Approach

Patrice Demos, BSN, RN

The health care journey spans from admission to post-discharge, with a focus on coordinated, patient-centered care. This includes managing pre-operative care, improving surgery timeliness, and promoting early physical therapy and weightbearing. A key goal is reducing the need for Skilled Nursing Facility (SNF) care by facilitating safe discharges to home, closely tracking SNF utilization.

The Home Run Initiative aims to increase the percentage of patients discharged directly to home, with the target of 70% (combined EV & SK), and 50% for Skokie Hospital alone. The care team works cohesively, assessing each patient and family, discussing discharge plans, and offering support through resources like long-term care insurance and safety measures. For patients requiring SNF care, the goal is to minimize the length of stay by continuing aggressive therapy. Feedback from families and patients highlights the positive impact of a team-based approach, while clear messaging about discharge options also improves outcomes. Discharge planning includes scheduling physical and occupational therapy sessions to optimize recovery and ensure a safe transition home. If a patient requires SNF care, therapy continues to minimize LOS. Key questions assess how well the care team communicates, collaborates, and involves patients and families in post-discharge planning.



Emergency Room Well@Work Outing

Alisha Akerson, BSN, RN, TNS, SANE-A



Through the Well@Work initiative, team members can organize departmental outings and events that build camaraderie, strengthen connections, foster creativity and support wellbeing. Since 2021, the program has awarded \$81,020 in grants, made over 160 events possible, and helped 3,900 team members connect, recharge and thrive.

In 2024, the Emergency Department embraced an opportunity to foster team wellbeing and connection by organizing a recreational outing supported by the Wellbeing & Vitality initiative. Held at a park in Skokie, the event featured a lively afternoon of pickleball – a sport accessible to all skill levels – followed by a social gathering around a local food truck offering a variety of delicious meals. This thoughtfully planned event provided staff with a much-needed break from the demands of clinical care, promoting physical activity, stress relief, and team bonding in a relaxed outdoor setting. Feedback from participants was overwhelmingly positive, with many highlighting the benefits of engaging with colleagues outside of the work environment. The success of this event reflects the department's ongoing commitment to supporting staff wellness and building a resilient, connected team.

Professional Practice Model (PPM)

Magnet states that...

"The professional practice model is the overarching conceptual framework for nursing, nursing care and interprofessional patient care. It is a schematic description of a system, theory or phenomenon that depicts how nurses practice, collaborate, communicate, and develop professionally to provide the highest-quality care for those served by the organization."

Our Nursing Professional Practice Model is at the heart of nursing practice demonstrating the integration of core values and beliefs.



Supporting Float Staff in ASU **Georgia Margeolas Sora, BSN, RN**

At Skokie Hospital's Ambulatory Surgery Unit, our nursing team is committed to exemplary professional practice by fostering collaboration, efficiency, and high-quality patient care. Recognizing the challenges faced by float staff unfamiliar with our department, our team brainstormed ways to improve the experience of nurses floating to our unit. We took the initiative to develop a comprehensive cheat sheet filled with essential information.

This cheat sheet serves as a valuable resource, providing quick access to key department-specific protocols, commonly used phone extensions, documentation guidelines, the location of important supplies, and the codes to locked rooms. We also list the names and extensions of our unit charge nurse, clinical coordinator, manager, and educator. By equipping float nurses with this tool, we enhance their ability to adapt quickly, reducing stress and ensuring seamless patient care transitions.

Our decision to create this resource stemmed from our dedication to teamwork and continuous improvement. We believe that empowering all staff—whether permanent or temporary—leads to better patient outcomes and a more supportive work environment. Since implementing the cheat sheet, float nurses have expressed appreciation for the clarity and confidence it provides, allowing them to integrate smoothly into our fast-paced department.

This initiative highlights our commitment to professional excellence, demonstrating how small, thoughtful solutions can make a significant impact. By fostering a culture of support and preparedness, we uphold the highest nursing standards while ensuring that every member of our team, regardless of familiarity with the unit, can provide safe and effective care.



New Knowledge, Innovation, & Improvement

Fall into Research – There's Always S'More to Discover

Debra Rodgers, MSN, RN, CNL

On November 8, 2024, the EEH Evidence-Based Practice and Nursing Research Council hosted a record-breaking research symposium at Edward Hospital, with attendees from all Endeavor hospitals and clinics.

The event highlighted new nursing innovations, quality outcomes, and evidence-based practices across the Endeavor Health system. It began with a welcome from Marcie Lafido, MSN, RN, CNS, Vice President and Chief Nursing Officer of Elmhurst Hospital, followed by an enthusiastic greeting from Justin Brueck, System Vice President of Innovation and Research.

All attendees heard Kerrie Samuelian, DNP, RN, CNL, CPHQ, present her doctoral project on improving fall outcomes using the Johns Hopkins Post-Fall Debrief Tool. Ceil Raymond, BSN, RN, CNOR, and Mary Anderson, MT(ASCP), CIC, CPHQ, presented on preventing C. diff.

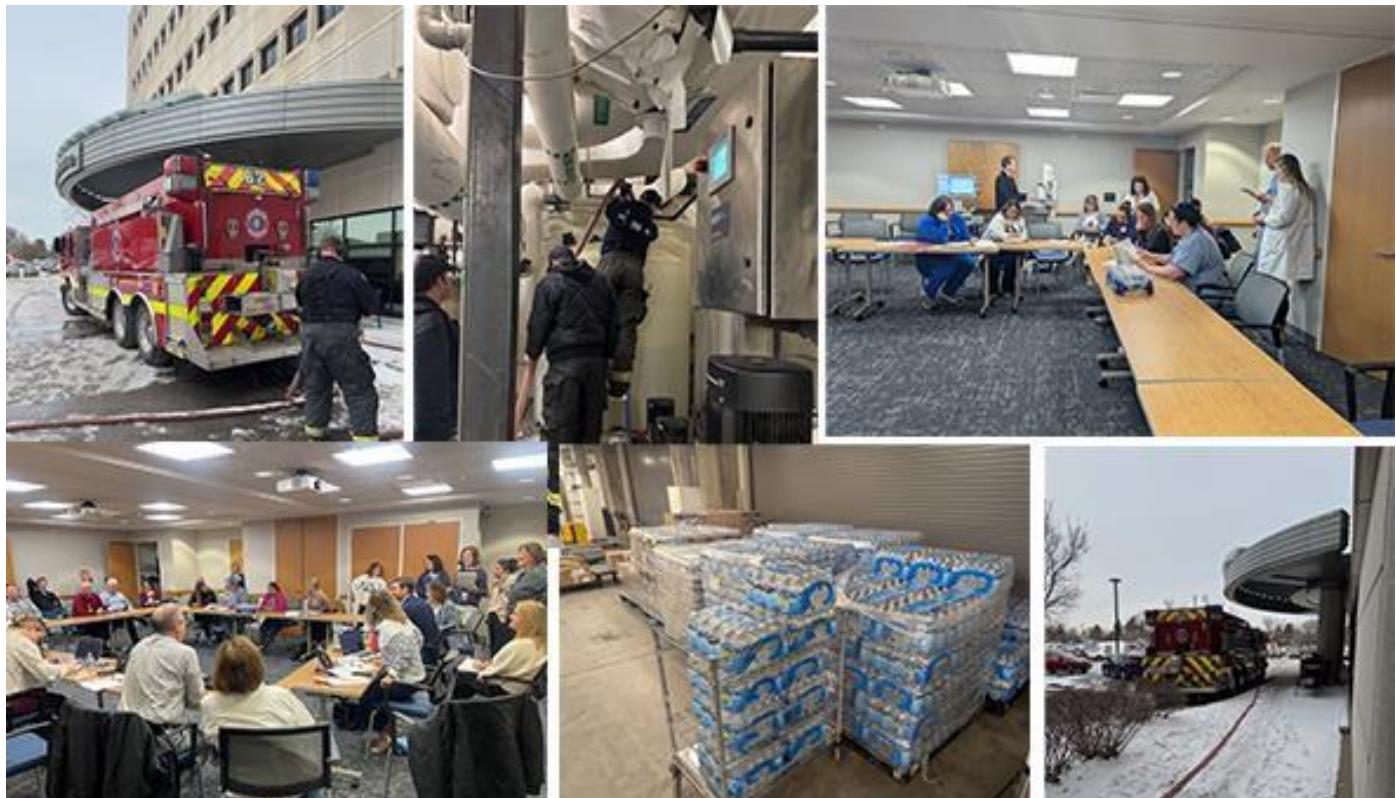
Two presentation tracks were offered, allowing attendees to choose from three out of six scheduled podium presentations. Additionally, 23 posters showcased clinical nurses' dedication to advancing knowledge.



A special acknowledgement to the Nursing Professional Development and Advancement team across Endeavor Health! Their hard work and commitment to advancing nursing practice have made a significant impact on our nurses and played a vital role in making this symposium a success.

Skokie Hospital vs. Watermain Break

Trouble in the Pipes: The Day the Water Wouldn't Flow



"What's wrong?" It was a pre-dawn call on a frigid Valentine's Day morning, and Sarah Farley, System Director, Emergency Management and Business Continuity, knew before she answered that it wouldn't be good news.

Jack Tamraz, Skokie Hospital Chief Engineer, had detected a drop in water pressure at Skokie Hospital. By the time the village called to share that a water main had broken, depriving the entire village of water, Skokie Hospital had already sprung into action. Nearby Medical Office Buildings and an Immediate Care Center also were without water Friday and through the weekend.

An incident command was immediately activated and a flurry of decisions had to be made – each grounded in patient safety. A fire truck was called to supply water for the heating system. Other Endeavor Health hospitals sent cases of bottled water and portable sinks. Thousands of appointments and elective procedures were rescheduled. A Bucket Brigade was even formed to provide water for the toilets. By the end of the day Friday, all of Skokie's patients were either safely discharged or transferred with their care teams to Evanston, Glenbrook and Highland Park Hospitals. "The situation created many challenges," said Kelly Eiden, Vice President, Medical Group. "But I am deeply grateful to the many people across the system who put patient safety first and pulled together to see us through and get us back on our feet."

By Sunday, water pressure had started to climb and facilities teams began flushing systems and checking on sensitive equipment, slowly bringing the impacted sites back online. The boil order was lifted Sunday night and patients were welcomed back on Monday morning.

"We have a truly incredible team who came together to solve problems and keep our patients and team members safe," said Gus Granchalek, President, Skokie Hospital. "I couldn't be prouder of the resilience they demonstrated, and I'm confident this experience will only make us stronger."

Empirical Outcomes

Nursing Sensitive Indicators - Inpatient

Nursing Sensitive Indicators (NSI) are patient outcome measurements that reflect the impact of high-quality nursing care and the commitment Skokie nurses give to our patients. Skokie tracks the last 8 quarters of 7 NSIs. These include: Falls with Injury, Hospital Acquired Pressure Injury (HAPI) Stage 2, Catheter Acquired Urinary Tract Infection (CAUTI), Central Line Acquired Blood-Stream Infection (CLABSI), Medical Device Related HAPI, New Onset of Methicillin-resistant Staphylococcus aureus (MRSA), New Onset Clostridioides difficile (C-Diff). (2023 – 2024)

	Nurse Sensitive Indicator	Quarters Outperforming
	Injury Falls per 1,000 Patient Days	8/8
	HAPI Stage 2 and Above	8/8
	CAUTI per 1,000 Catheter Days	8/8
	CLABSI per 1,000 Central Line Days	8/8
	HAPI – Medical Device Related	8/8
	New Onset MRSA per 1,000 Patient Days <small>*Began reporting Q2 2023</small>	7/7*
	New Onset C Diff per 1,000 Patient Days <small>*Began reporting Q2 2023</small>	7/7*

Nursing Sensitive Indicators - Ambulatory

	Nurse Sensitive Indicator	Quarters Outperforming
	Blood Culture Contamination Rates (ED)	8/8
	Median Time ED to OR – Hip Fracture	8/8

Patient Experience

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey enables the organization to better understand the Patient Experience and identify areas for improvement. Skokie tracks the last 8 quarters of numerous Patient Experience questions in both the ambulatory and inpatient areas of Nursing

	Patient Experience Domains	Actual 2024	Target
	Inpatient Likelihood to Recommend	75.0%	73.0%
	Inpatient Kindness	76.0%	75.0%

Celebrating our Nurses

