



Highland Park Hospital

2024 Nursing Annual Report



Endeavor Health Nursing Vision:

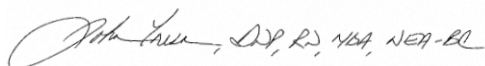
Transforming the lives of our communities through innovative, compassionate, exceptional care.



Message from our Chief Nursing Executive

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.



John Tressa, DNP, MBA, RN, NEA-BC
System Chief Nursing Executive, Endeavor Health

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.



Nikki Fernandez, DNP, MS, RN, NEA-BC
President, Highland Park Hospital and
NorthShore Chief Nursing Officer



Debra Quintana, DNP, MS, APRN, ONC, NEA-BC, CPHQ
Chief Nursing Officer, Highland Park Hospital

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

Nursing Objectives

Promote a nursing culture of mutual respect and appreciation, open communication, teamwork, wellness, professional development and safe staffing as measured by biennial nursing satisfaction scores above the national mean.

Create opportunities and experiences to enhance internal nursing department partnerships. Strengthen relationships with Surrounding academic colleges, EMS systems, community outreach groups as evidenced by increased co lead learnings and programs.

Enhance and improve clinical delivery through evidence based preceptor models, nursing orientation design, and improved efficiency structures as evidence by sustained and/or improved clinical outcome metrics, patient satisfaction metrics and employee engagement metrics.

Transformational Leadership

Nursing Professional Advancement Program

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 Highland Park 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!

Advanced Clinical Nurse

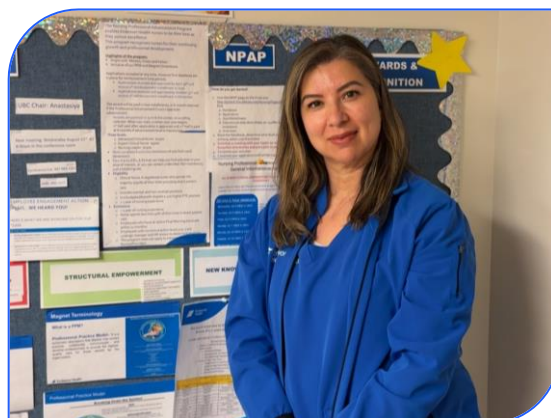
Dawn Mirowski
Sedona Bieniek
Helen Hwang
Melissa Holzer
Debra Schmidt
Amra Sabovic
Avigal Niederer
Eve Dudek
Monica Yuquilima
Joanne Zanni
Allison Salud
Nancy Miranda Garcia
Jeff Jackson
Kira Hecka Chalmers
Chrissie Cobb
Nahrain Odisho
Brittany Mueller

Expert Clinical Nurse

Carol Paras
Cheryl Isberto
Dessi Loparska
Sandy Leung
Andriana Revis
Jennifer Bonnke
Marina Zolotereva
Dionne Venhorst
Bridget Roberts
Carol Holzer
Yuliya Rudenko
Kristin McLenighan

Nursing Leader

Patricia Kuehn
Diane Teng



"Through professional advancement, I can take on greater leadership responsibilities, such as guiding staff through challenging situations, leading quality improvement initiatives, and fostering collaboration within the healthcare team."



Transformational Leadership

The Taste of Highland Park Enhancing Partnerships with our Community



Endeavor Health understands that working in healthcare can be both rewarding and demanding. Highland Park Hospital's Wellbeing Committee works to promote employee wellbeing by hosting team building events and other employee engagement activities throughout the year.

In May of 2024, Highland Park Hospital's Wellbeing Committee hosted a Taste of Highland Park where numerous hospital departments provided tasty treats for purchase. A total of ten departments participated in the event. Funds raised from the event were donated to a local organization, Orphans of the Storm in Bannockburn.

Team members were able to participate in a survey and vote on the recipient of the funds. More than \$1,800 was donated to the animal shelter that helps pets in need that come to them from local animal control facilities and municipalities in Illinois and shelter partners in Tennessee, Texas, Alabama and more.

Opening of the 2 East Inpatient Adolescent Psychiatric Unit

According to the World Health Organization, in 2019, 970 million people globally were living with a mental disorder, with anxiety and depression the most common. Mental health conditions can cause difficulties in all aspects of life, including relationships with family, friends and community. They can result from or lead to problems at school and work. Globally, mental disorders account for 1 in 6 years lived with disability. People with severe mental health conditions die 10 to 20 years earlier than the general population. Having a mental health condition increases the risk of suicide and human rights violations. The economic consequences are enormous, with productivity losses far outstripping direct care costs.

Highland Park Hospital served the community with a 12-bed inpatient adolescent psychiatric unit focused on adolescent patients needing mental health care. In 2020, with COVID surging, the demand for mental health care increased tremendously. With rising numbers of patients needing care, Highland Park Hospital's leadership met to discuss how to best address the community's needs. Through these discussions, plans were created to relocate the existing unit and expand from 12 to 20 beds.

In December 2022, construction began to relocate the unit. Catherine Dreho, BSN, RN, Clinical Nurse Manager, and her team of clinical nurses were deeply involved in the planning process. Their participation included touring other Endeavor Health inpatient facilities to provide feedback and recommendations for the new unit. After 17 months of construction, the new 2 East Inpatient Adolescent Psychiatric Unit opened on May 7, 2024.



Exemplary Professional Practice

Endeavor Health Highland Park Hospital Receives 4th Magnet Redesignation



On November 20, 2024, Endeavor Health Highland Park Hospital was thrilled to learn that it had achieved Magnet redesignation for the 4th time! In addition, ten exemplars highlighting outcomes for patient experience, nursing satisfaction and nursing sensitive indicators were received.

Magnet recognition is the highest honor for professional nursing practice and reflects Endeavor Health's unwavering commitment to providing high-quality patient care. Following a comprehensive review of data and other key information during our Magnet documentation process and site visits, the American Nurses Credentialing Center (ANCC) and the Commission on Magnet (COM) recognized our hospitals for numerous outstanding exemplars that showcase the exceptional work of our nurses. These nurses consistently exceed expectations, demonstrating excellence in both nursing practice and patient care.

"This accomplishment is a testament to the extraordinary compassion, expertise and collaboration of our nurses. Magnet recognition is more than an award—it symbolizes the shared voices of our Clinical Nurses in how we approach patient care, develop our team members, foster innovation and continually improve outcomes for our patients. I am immensely proud of the work we do together to achieve this honor," said John Tressa, DNP, RN, MBA, NEA-BC, System Chief Nursing Executive at Endeavor Health.

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!"

Exemplary Professional Practice

EMS and Our Community

The opportunities in nursing are endless and unique. One of the most unique nursing environments include the Emergency Medical Services (EMS) Department at Highland Park Hospital. Highland Park has been the EMS Resource Hospital for its EMS System, since the early 1970s with nurses responsible for the education and collaboration with EMS providers (the fire service and ambulance services) in our area. Our EMS team performs various drills using simulation to mimic events such as mass casualty disasters to ensure emergency preparedness for our community. Mass casualty drills is just one example of the many training drills our EMS team recreates to ensure readiness.



Therefore, the care and impact of Endeavor nurses begins before any patient is transported to our facilities.

The EMS nurses of Endeavor support, collaborate and facilitate relationships between our local EMS departments and our Emergency Departments. This following team of nurses strive to ensure excellence in emergency patient care provided by our EMS System providers: Deerfield Bannockburn Fire Protection District, Glencoe Public Safety Department, Gurnee Fire Department, Highland Park Fire Department, Northbrook Fire Department, Six Flags Great America and the Botanic Gardens. The Dispatch Centers in our EMS System are Gurnee Police Department and the Regional Emergency Dispatch (RED) Center.



The EMS Coordinators include Raeann Fuller MSN, RN, Manager/EMS System EMS Coordinator responsible for oversight in conjunction with Dr. Ben Feinzimer, EMS Medical Director.

Jill Maryan MSN, RN, Assistant EMS Coordinator at Highland Park Hospital is the Paramedic Training Program Director responsible of oversight of the Paramedic Training program.

Cheri Smirles MSN, RN is the EMS Coordinator at Glenbrook Hospital coordinates continuing education within the EMS System.

Eric Anderson BSN, RN is the EMS Coordinator for Skokie and Evanston Hospitals and the Paramedic Training Program Clinical Coordinator.

Structural Empowerment

Making Strides Against Breast Cancer Walk



The American Cancer Society Making Strides movement raises lifesaving funds that support breast cancer patients, survivors, thrivers, and caregivers through every step of the journey. According to the American Cancer Society, approximately 313,000 people will be diagnosed with breast cancer and an additional 56,500 cases of ductal carcinoma in situ will be diagnosed in women.

In October of 2024, Cristy Sali, BSN, RN, led and assembled her ASU & PACU team members representing Endeavor Health Highland Park Hospital to walk for Breast Cancer Awareness. This walk is a personal one for Cristy, and she has participated and has led her team for the past 2 years.

Strong community relationships are essential to foster trust in the community, increase access to care, enhance patient outcomes and meet the community's specific needs and goals. Endeavor Health is proud to partner with the American Cancer Society Making Strides Against Breast Cancer and is grateful to Cristy, and the ASU & PACU nursing care team for providing strong community stewardship.

Feed My Starving Children



In 2022, the United Nations reported that hunger had risen to 828 million in the previous year. Children make up a part of that 828 million. These numbers are so problematic that the United Nation named one of its Sustainable Development Goals as “Zero Hunger”. The UN’s goal according to its website is to, “End hunger, achieve food security and improved nutrition and promote sustainable agriculture”.

Feed My Starving Children (FMSC) is a 501(c)(3) nonprofit with three Illinois locations. Their mission is “to feed God’s starving children hungry in body and experience.”. Volunteers hand-pack rice, soy, dried vegetables, and a nutritionally complete blend of vitamins and minerals into bags which are then sealed, boxed, placed on pallets, and shipped to FMSC’s partners worldwide, including the United States.

In June 2024, the PACU team of nurses representing Endeavor Health Highland Park Hospital volunteered for a two hour block at Feed My Starving Children. In total, the PACU team helped to pack a total of 73 boxes which will provide 15,768 meals to children all over the world.

Thank you to the PACU team for their support and commitment to community involvement.

PACU Nurses

Cristy Sali	Lisa Rouhotas
Mary Higgins	Melissa Ceballos
Carol Holzer	Michelle Badua
Rosalie Nuqui-Tonsol	Kim Olan
Okhee Huh	

Structural Empowerment

Highland Park Hospital DAISY Lifetime Achievement Award

The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day.

Renee Fasanella, MS, RN, NEA-BC, CCRN was presented with the Lifetime Achievement Award for devoting her life's work to the service and care of others. Thank You Renee for all you have done for our patients and the Nursing profession!



Nurse Excellence Awards

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!



Andriana Revis
Allison Salud
Sedona Bieniek
Joseph Calderone
Dessi Loparska
Elena Williams
Romelia Rosas

Sabrina Ortiz
Christina Yasenak
Monica Yuquilima
Rachel Gutierrez
Eve Dudek
Angie Kane
Kate Verdun

Kerry Flammini
Marina Zolotareva
John Ko
Tatiana Popovici
Yovanny Williamson
Xingjian Miao
Faisal Aizz

Ryan Cambry
Mary Miller
Maia Young
Sabina Cruz
Beth Price



Nursing Scholarship 2024 Awardees



Diane Teng
Jacob Taylor
Diane Stanek
Dessi Loparska
John Dispensa
Tatiana Popovici
Maneepan Blanchard

Elene
Bezdenzhnykh
Ellan
Baltazar Ernest
Abraham
Olatunde Akande

Structural Empowerment

Transition to Practice



2024 HPH Graduates

Ajla Husic - LDRP	Jenna Geib - LDRP
Ashley Berry - 2N	Jiezi Lorenzo - 4N
Catherine Deering - 3N	Jorelle Dancel - 3E
Charlene Binarao - 2N	Joseph Babbini - 4N
Damian Mena - 4N	Kayla Yanik - LDRP
Dulce Aponte - 4N	Kwanyin Linares- ICU
Elizabeth Ventura - LDRP	Lyna Truong - OR
Emma Radzik - OR	Maia Young - 3E
Erika Guerrero - 2N	Nahrain Odisho - 3E
Farrah Aton - 4N	Natosha Thormo - 3N
Grace Wilson - ICU	Stephanie Fernandez - 2N
Hadjer Atlaoui - ED	Tiffany Estrella - ED

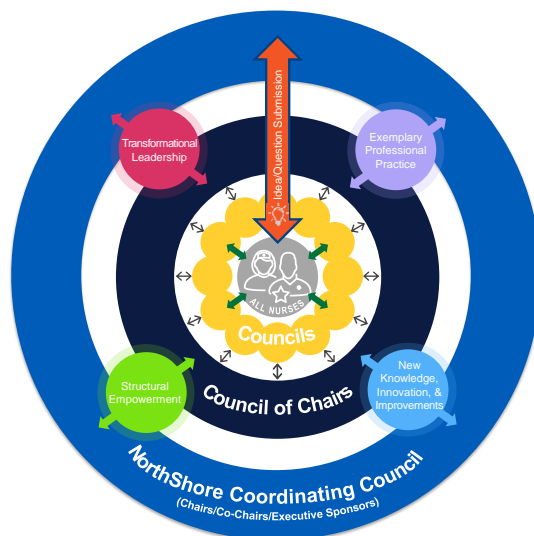
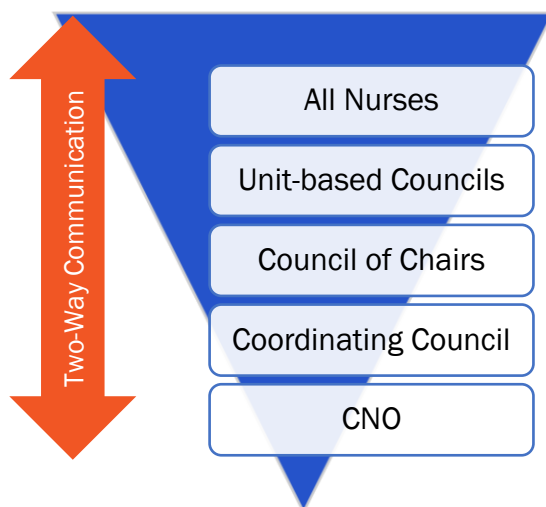
Evidenced Based Practice Projects

- From Code Brown to Code Gray: Preventing Patients From Losing More Than Their Bowels During Colonoscopy Preparations
- Education on Responding to Telemetry Alarms and Reduction of Alarm Fatigue
- Implications of Continuous Labor Support on Patient Outcomes
- A New Standardized Practice for Blood Culture Collection
- Alarm Fatigue: A Problem in Telemetry Monitoring
- The Importance of Sponge Counters in the Operating Room
- Therapy Animals: Helping Patients Stay Happy and Healthy
- Newborns and Safe Sleep
- Let's Get Moving: Early Mobilization and Verticalization therapy
- The Impact of Inadequate Staffing Among PCTs: a Deeper Look
- Reinforcing Safety: Traffic Patterns in Operating Rooms



Shared Governance 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.



Exemplary Professional Practice

2024 ANC Magnet Conference



Attending a Magnet Nursing Conference is a significant opportunity for nurses at all levels to engage with the latest trends, research, and best practices in the healthcare field. Whether you're a seasoned professional or an emerging nurse leader, this conference offers invaluable insights into the Magnet Recognition Program, which acknowledges excellence in nursing practice and patient care. Endeavor Health Highland Park Hospital had the opportunity to send 5 nurses to engage and learn at the Magnet Conference in 2024 in New Orleans, Louisiana. Attending a Magnet Nursing Conference is more than just an educational experience—it's a chance to engage with the broader nursing community, foster professional growth, and advocate for high standards in patient care.



TeamSTEPPS (Team Strategies & Tools to Enhance Performance & Patient Safety)

According to The Joint Commission Sentinel Event Data 2022 Annual Review, failures in communication teamwork and consistently following policies were the leading causes for reported sentinel events. To combat this, the Evanston and Highland Park Women's Hospitals implemented TeamSTEPPS (Team Strategies and Tools to Enhance Performance and Patient Safety). TeamSTEPPS is a curriculum designed by the American Hospital Association based on evidence based best practices from the aviation industry and military to support optimal communication and teamwork. To prepare, nursing and physician representatives from all inpatient Women's units at Evanston, Highland Park, Edward, Elmhurst, Swedish, and Northwest community came together to obtain Master Trainer certification in October of 2023. In February 2024 a "Falling in Love with TeamSTEPPS" kick-off party was hosted on nursing units. Then from February through April of 2024 the Master Trainers led training sessions in collaboration with the Grainger Center for Simulation and Innovation on how to use three components of the TeamSTEPPS toolkit: Situation Background Assessment Recommendation (SBAR), Concerned Uncertain Safety (CUS), and the Two Challenge Rule. The team then practiced using the communication tools in an OB Hemorrhage and Hypertension Simulation. In total, 89 physicians and midwives (including residents), 144 Evanston Nurses, 72 Highland Park Nurses, and 15 Resource Team Nurses received training.

Highland Park Nurses

Gail Leiter

Marissa Newman

Patricia Kuehn

Exemplary Professional Practice

“No Cause for Alarm”

Root Cause Analyses through 2024 of patient safety events concerning failure to rescue led to a determination of a need to address alarm management on the inpatient units. Concerns were taken to Nursing Leadership to develop an action plan that included a gap analysis and a recommendation to move forward with alarm management education for all medical-surgical RN staff.

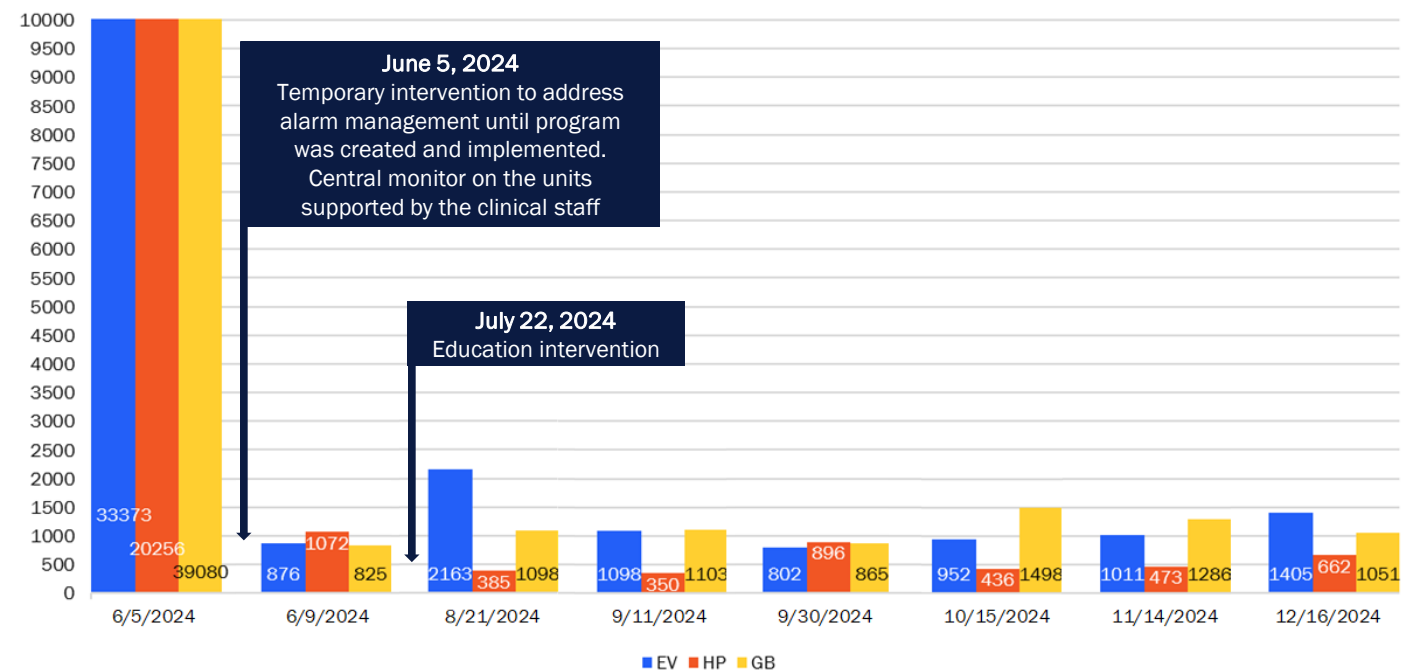
The NPDA team who consisted of Erica Flynn, MSN, RN, MEDSURG_BC, Clinical Practice Specialist at Highland Park Hospital, worked with risk management and leadership to develop education aimed to standardize alarm management across the four Northshore hospitals. The goal of education was to decrease sentinel events related to failure to recognize, respond and rescue. The objectives of the education were to identify which alarms are actionable versus non-actionable, demonstrate and verbalize how to reduce non-actionable and false alarms, recognize steps of escalation and requirements for handoff and documentation. No new telemetry information was introduced during the education sessions. This education was designed to reinforce nursing practice. Throughout teaching these sessions, the nurses asked for education to be provided to providers and PCTs regarding their roles and responsibilities for alarm management. This led the NPDA team to develop and disseminate an additional document to provide to those team members.

Overall, 90 educational sessions and a total of 496 RNs across the four Northshore hospitals were educated including Highland Park Hospital.

Results tracked showed a reduction in critical red alarms at Highland Park Hospital from 20,256 pre education to 385 post education.



Critical Red Alarms by Hospital Pavilion in a 24-hour Period



New Knowledge and Innovation

Moxi the Robot arrived at Highland Park Hospital

Over the past year, Moxi, the Robot has been a familiar sight in the hallways of Edward and Elmhurst Hospitals. As of this February 2024, she is also visible at Highland Park Hospital. With plans to increase Moxi deliveries from Outpatient Pharmacy and Inpatient Pharmacy, Moxi began deliveries at Highland Park Hospital at the Infusion Pharmacy.

The Diligent Robotics team developed Moxi robots to assist nurses and clinical team members with point-to-point deliveries, thus freeing up staff members' time to attend to their patients or take care of themselves. There are now four living robots at Elmhurst Hospital and three at Edward Hospital.

On average, Moxi saves clinical teams more than 200 hours and completes about 300 tasks each week. Moxi is easy to use, with kiosks to request the robot strategically located around the hospitals. Moxi has become another familiar face at Highland Park Hospital



Nurse Led Innovation in the Operating Room



Anesthesiologists face physical challenges daily. After intubation, moving a patient lower on the bed is strenuous and safety compromised.

Surgical Area Specialist Marina Zolotareva, BSN, RN, CNOR, had an innovative idea..Why not make the obstetrics and gynecology bed design shorter?

Marina has a remarkable passion for surgical safety an efficiency. Dr. Richard Cockrum, obstetrics an gynecology states, "I think most team members I work with at Endeavor Health are committed to safety and doing their jobs well, but Marian goes step beyond to always have an eye on how grade A safety can be advanced to A+ safety".

After conducting trials, gathering survey data from participants and gaining approval from leadership, this innovation is now in practice by the broader clinical team.

Thank you to Marina and Dr. Cockrum, for continuing to improve surgical safety and efficiency at Highland Park Hospital!

New Knowledge and Innovation

ICU Skills Day



January 10, 2024:

ICU nurses from Evanston, Glenbrook, Highland Park, and Skokie participated in the annual ICU Skills Day. Participants worked through stations covering a variety of topics, including a review of cardiac devices and cardiogenic shock, a room of errors centered around patient safety, quality indicators, and skin prevalence, a stroke and neuro-surg review, and an EKG competency with different scenarios.

4 Stations Included:

- **Room of Errors-** focused on patient safety. Devices were set up erroneously and the RNs will looked for errors and needed to demonstrate the correct setup and review their skills with the care of patients that included pulmonary artery catheter, IV pump, CRRT and pressure injury.
- **Hemodynamics review-** a quick overview of basic hemodynamics followed by an exercise for the staff to participate in. This exercise is geared towards having the RNs identify/label different aspects of each device and how it affects hemodynamics. It emphasizes safety features as well as basic troubleshooting techniques for the bedside RN.
- **EKG Competency/Crash Cart Medication Review/ICU Resource Page-** 3 scenarios on critical and challenging cardiac dysrhythmias- severe bradycardia, SVT, and QT prolongation leading to Torsades de Pointes were discussed and designed to stimulate critical thinking and apply appropriate and timely interventions.
- **The Philips cardiac simulator** - utilized to assist in cardiac dysrhythmia interpretation with emphasis on QTc measurement and prevention of lethal dysrhythmias resulting from prolonged QTc.

Thank you to the more than 200 ICU nurses who participated!

Highland Park Educators

Aurorita Amador, MSN, RN, CCRN

Maureen Walsh, MSN, RN, CCRN

Empirical Outcomes

Nursing Sensitive Indicators

Nursing sensitive indicators are patient outcome measurements that reflect the impact of high-quality nursing care and the commitment. Glenbrook reports on 6 initiatives. As seen below, Glenbrook was successful in outperforming national benchmarks and standards.

Indicator (Excluding CVICU)	2024 Quarters that Outperformed
Inpatient Falls with Injury Per 1,000 Patient Days	2/4
% of Surveyed Patients with Hospital Acquired Pressure Injuries (HAPI) Stage 2 and Above	4/4
Central Line Associated Blood Stream Infections (CLABSI) per 1000 Central Line Days	4/4
Catheter Associated Urinary Tract Infections (CAUTI) per 1,000 catheter days	2/4
New Healthcare Onset C-diff per 1000 Patient Days	4/4
New Healthcare Onset MRSA per 1000 Days	3/4

Patient Experience

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey enable the organization to better understand the patient experience and identify areas for improvement.

Patient Experience Monitored Domains	Target	Actual 2024
Inpatient “Likelihood to Recommend”	76%	72%
Inpatient Kindness	75%	78%
Staff Responsiveness	62%	62%
RN Communication	78%	80%
Care Transitions	52c%	54%

Celebrating our Nurses

