

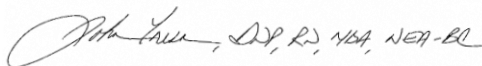
2024 Nursing Annual Report



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
Interim Chief Nursing Officer, Evanston Hospital

Transformational Leadership

Nursing Strategic Plan 2023-2025

Strategic Priorities	People and Pipeline	Partnerships	Practice
	Goals	Goals	Goals
	Objectives	Objectives	Objectives
	<p>Attract and retain nurse leaders, nurses, PCTs, SSTs, and CNAs through differentiated program offerings & culture</p> <p>Provide nurses the autonomy and authority to lead nursing practice</p> <p>Create a safe, welcoming, and supportive practice environment</p> <p>Expand programs that promote growth, development and rewards for nurses</p>	<p>Enhance existing value-add partnership sand develop new impactful partnerships that will elevate nursing practice</p> <p>Strengthen nursing through system, community and academic partnerships</p> <p>Promote nursing participation in interprofessional care and teams</p>	<p>Enable clinical teams to deliver quality care and strong clinical outcomes through innovative evidenced-based care delivery models</p> <p>Achieve exceptional clinical and patient experience outcomes</p> <p>Elevate nursing practice through the professional development of nurses</p> <p>Promote EBP, research, and innovation in nursing practice and the care environment</p>

New 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*



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 Evanston 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

Nicole Lips
Susan Anderson
Vonda Love
Maria Harrison
Desirae Yeomans
Yuliya Vovchak
Jessica Smith
Emily Waterloo
Noah Connolly
Dana Edwards
Grace Villaceran
Meagan Gross
Lauren Kreda
Nicole Maciejewski
Shlomit Peikes

Expert Clinical Nurse

Klara Brugger
Kyle Sisler
Kelsey Linney
Caitlin Collins
Shobhana Christian
Kathryn Miller
Jennifer Balster
Katlin Dosky

Nursing Leader

Elizabeth Gregory
Lauren Cote
Julyana Agrelo
Jill Verde



Transformational Leadership

Magnet® Redesignation



Hard work, dedication, and exceptional patient outcomes came to a culmination earlier in the fall of 2024 when two of our eight Magnet-designated acute care hospitals achieved their fourth Magnet® designation! Skokie Hospital and Evanston Hospital received notification of this prestigious achievement from the American Nurses Credentialing Center (ANCC) and the Commission on Magnet (COM) on Thursday, October 17.

Magnet® designation – the highest honor in nursing – recognizes health care organizations that demonstrate excellence in nursing and the highest standards in patient care. Further, Skokie and Evanston Hospitals were recognized by ANCC and COM for several outstanding exemplars in nursing practice. A Magnet exemplar is a special commendation for work that goes beyond the standard in nursing practice and patient care.

This Magnet® redesignation milestone is especially significant as it marks the first time Skokie and Evanston Hospitals submitted a separate application, distinct from the previous three combined designations of Evanston, Glenbrook, Highland Park and Skokie Hospitals.

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.

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!”

Structural Empowerment

Transition to Practice



2024 Evanston Hospital Graduates

A'Quira McWilliams - 4SC	Kelsey Coy - ICU
Adrienne Bortis - ICU	Kevin O'Brill - GI
Allison Masciopinto - ISCU	Kimberly Rader - L&D
Amanda Triunfol- L&D	Leila Cavan - 4SC
Anav Levin - ISCU	Lucianne Santiago - 4SC
Andrea Jalloh - 4SC	Madison Tenney - ICU
Angelica Ventula - 5SS	Maha Ali - ED
Anne DeVera - 5NS	Malora Pollack - OR
Autumn Vo - 2EL	Marianna Kalembara - 4EL
Badr Soufi- 4SC	Marianna Salazar - 5SS
Bertha Reyes - 5SS	Marie Mekemgue - 4EL
Cameren DeCaluwe - ICU	Maya Bushhouse - 2EL
Cassandra Agyemang - ICU	Meg Staunton - 5NS
Charlotte Andiabelong - 4EL	Megan Munoz - OR
Dhea Carr - 5SS	Mira Nedic - OR
Diana Irrizarry - 5SS	Molly Brennan - 5NS
Elon Torres - OR	Nicole Cruz - ISCU
Erin Warzecha - ICU	Nicole Helinski - 5NS
Grace Lombardi - L&D	Nicole Kravtsov - 4EL
Hailey Smith - ISCU	Nyri Torosian - 5SS
India McFarlane - 4SC	Olha Lototska - 2EL
Irina Movila - 2EL	Samantha Beltrano - 5NS
Jenni McCarthy - ISCU	Sarah Slocum - L&d
Judith Mayard - 4EL	Stephanie Piuian - ISCU
Julie Bodiwala - 5NS	Trinity Floyd - 5NS
Kate Andrews - ISCU	Una Agic - ICU
Kate Slodowy - 5NS	Ximena Muro - 5SS
Kayla Lawrence - ISCU	

Evidenced Based Practice Projects

- Implications of Continuous Labor Support on Patient Outcomes
- Teach Back Method In Preventing Readmission in Neonates
- Accurate Intake and Output in the Heart Failure Population and The Role of Patient Care Technicians
- Risky Business
- Improving Sharps Injury in the Operating Room by Implementing a Safety Zone
- A New Standardized Practice for Blood Culture Collection
- Best Practices for Handoff Between Labor & Delivery and Infant Special Care Unit
- Let's Prep to Reduce Tele Alarms
- Telemetry Observers Improving Patient Outcomes
- How Does Light Therapy Affect the Neurologic Status of Hospitalized Patients?
- Goals of Care in Critically Ill Patients
- The Importance of Sponge Counters in the Operating Room
- Newborns and Safe Sleep
- Let's Get Moving: Early Mobilization and Verticalization therapy
- Push vs Gravity
- Communication between RNs and PCTs on a Medical-Surgical Unit
- Predicting Fall Risk in Elderly Patients
- Nurse Satisfaction with Early Diabetes Education
- Does Using Licensed Practical Nurses (LPNs) Affect the Incidence or Severity of Nurse Burn-out in an Inpatient Specialty Unit?
- The Impact of Racism and Implicit Bias on Adverse Outcomes
- The Effect of a Compassion Fatigue/Resiliency Program on Perceived Compassion Fatigue/Resiliency



Structural Empowerment

First Annual Respectful Care Breakfast



The Second Annual Respectful Care Breakfast at Evanston Hospital was held on February 19th, at Evanston's Women's Hospital. The event welcomed eight families and over 30 members of Evanston Hospital's care team, including physicians, nurses, perinatal family support, and research staff.

In small table groups, patients and care team members engaged in meaningful discussions about what respectful care should look like in a hospital setting. Each table then had the opportunity to share their key insights with the entire room.

One major takeaway from patients was their appreciation for the personalized and patient-centered care they received. Patients from each table shared positive experiences, not only about their physicians but also about the nurses who played a vital role in their care.

Structural Empowerment

March of Dimes Walk



March of Dimes leads the fight for the health of all moms and babies. The funds we raise in the March for Babies fundraiser support the research, education, advocacy, and programs and services needed to help families have healthy pregnancies and strong babies.

Each year in the US, 1 in 10 babies is born preterm, and maternal mortality in the US is up to six times higher than most high-income countries.

Team ISCU (led by Vicki Kucera BSN, RNC-NIC) answered the call along with others across the nation to tackle America's maternal and infant health crisis—one person, one community, and one step at a time. Go Team ISCU!!!

The DAISY Award



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.

Structural Empowerment

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!



Ada Stanford
Andrea Julissa Sanchez
Aubrey Goco
Christine Zymantas
Dora Benitez
Elizabeth Rehberger
Falguni Dilip Thakkar
Faye Ibanez
Gabi Rivera
Grace Villaceran

Hannah Pop
Janet Gayes
Jeannie Olegario-Loy
Jenie Darsantos
Joseph Gauss
Judy Morton
Julyana Agrelo
Katelin Dosky
Kim Dung Ky
Kyle Sissler

Lauren Cote
Lindsey Rossetti
Liohalith Ramirez-Camacho
Lori Shepard
Madeline Trixie Mitchell
Marianna Rigert
Mariya Kapmar
Maureen Beckford
Meghan Vanasco
Melisa Marcelo

Melissa Morton-Jost
Michelle Chambers
Noah Connolly
Ron Paloma
Shanice Barker-Horton
Sharon Falasco
Tina Malyj
Valerie Schubert
William Colias

Nursing Scholarship 2024 Awardees



Abito Kolamkanny
Adriana Donates
Angela Catherine Righi
Ankit Damania
Ava Richter
Charmaine Melegrito
Esther Grinblatt

Gina Murphy
Grace Hyman
Jessica Isho
Joeanna Dyan Jabines Santos
Kasia Kaminski
Mary Preza
Mehak Jamil

Nordia Natalee Brown
Olufunmilayo Pearson
Rachel Rosen
Rebecca Arneson
Renata Durakovic
Tiara Suarez
Zachary McGraw

Exemplary Professional Practice



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.”

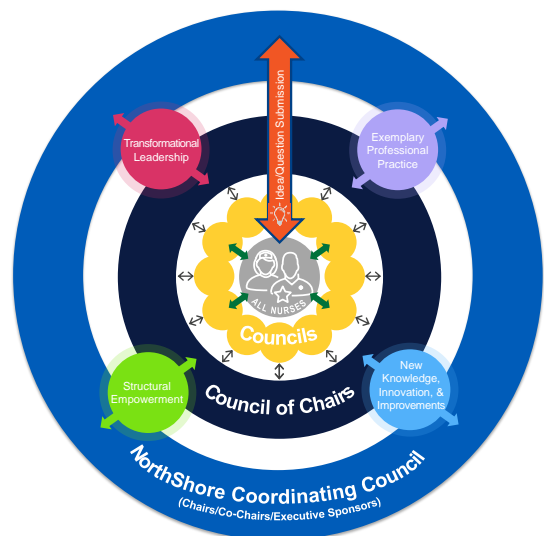
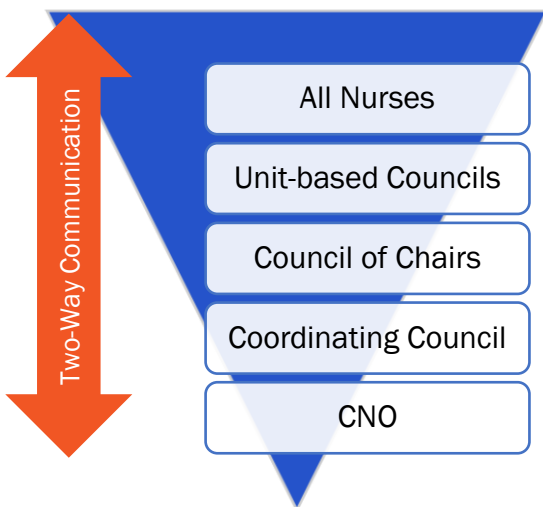
Our Nursing Professional Practice Model is at the heart of nursing practice demonstrating the integration of core values and beliefs.

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.

Council Chairs & Co-Chairs

- **Council of Chairs:** Jessica Isho & Brigitte Atcheson-Demke
- **Nursing Cares Committee:** Antonio Homdes
- **System Nursing Research & Evidence Based Practice Council:** Sandee Hayes & Debra Rodgers
- **EV, SK, GB, HP Coordinating Council:** Wendy Andersen



Exemplary Professional Practice

2024 ANCC 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.



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.

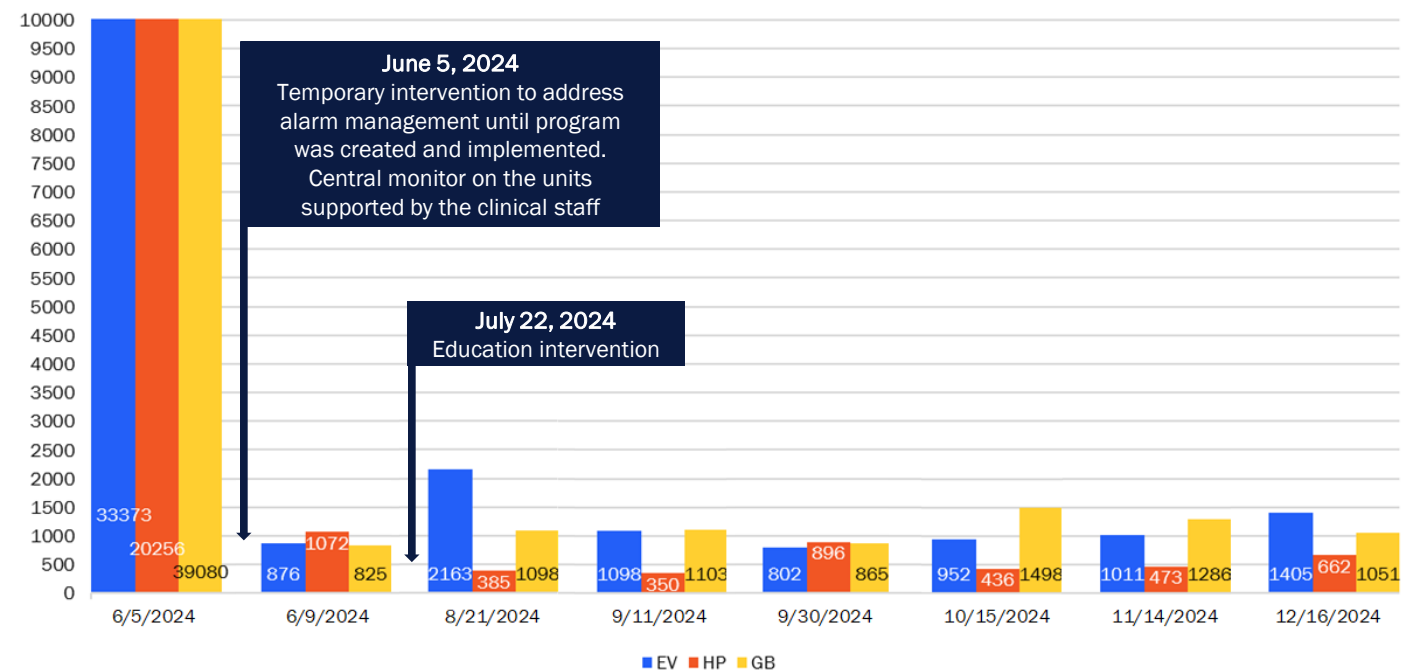
The NPDA team who consisted of Donna Palma, MSN, RN, Clinical Practice Specialist at Evanston Hospital, worked with risk management and leadership to develop education aimed to standardize alarm management across the four Northshore hospitals. The goal of education was to decrease sentinel events related 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 Evanston Hospital.

Results tracked showed a reduction in critical red alarms at Evanston Hospital from 33,373 pre education to 2,163 post education.



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



Exemplary Professional Practice

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.

Pre implementation data was collected by administering the TeamSTEPPS Teamwork Perceptions Questionnaire (T-TPQ), a tool offered by the American Hospital Association that evaluates teamwork perceptions on each of the five components of the TeamSTEPPS framework using a Likert scale. 128 team members at NorthShore responded to the survey in early 2024 including nurses, physicians, anesthesiologists, and patient care technicians. The same survey was readministered one year later to determine if these tools made an impact. 60 team members responded to the post-survey. While survey questions that related to CUS and the Two Challenge rule showed a minimal increase, the question that relates to use of SBAR "staff relay relevant information in a timely manner" showed a 4% increase. Patient safety continues to be of utmost importance at Endeavor Health and the team will continue to work to improve communication.

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!

Evanston Educator

Jennifer Myers, MSN,RN, CCRN

Empirical Outcomes

Nursing Sensitive Indicators

Indicator	2024 Quarters Outperforming
New Onset C Diff per 1,000 Patient Days	4/4
New Onset MRSA per 1,000 Patient Days	4/4
Injury Falls per 1,000 Patient Days	4/4
Medial Related HAPI	4/4
HAPI Stage 2 and Above	4/4
CAUTI per 1,000 Catheter Days	4/4
CLABSI per 1,000 Central Line Days	4/4

Patient Experience

*Outperforming means that > 50% of units, performed better than the benchmark for > 50% of the timeframe

Patient Experience Monitored Domains	Target	Actual 2024
Inpatient Kindness	75%	77%
Staff Responsiveness	62%	60%
Nursing Communication	78%	78%
Care Transitions	52%	54%

Celebrating Our Nurses

