



Glenbrook Hospital

# 2024 Nursing Annual Report



## Endeavor Health Nursing Vision:

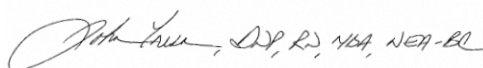
*Transforming the lives of our communities through innovative, compassionate, exceptional care.*



# 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.

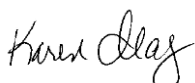
Thank you for your continued excellence in patient care. Your heart, expertise, compassion, and kindness towards those you care for are an inspiration to all of us and remain at the forefront of our mission. The difference you make in people's lives is both impactful and profound, and we sincerely appreciate 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



**Karen Ilag, MNA, BSN, RN, NEA-BC**  
Chief Nursing Officer, Glenbrook Hospital

# Transformational Leadership

## 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.

### How Nurses Have Input to the Nursing Strategic Plan:

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

## 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

- To serve as transformational leaders across all sites while collaborating with Professional Development & support partners, to further structural empowerment & build upon the strategic vision & plan for the nursing workforce.
- Strengthen a culture of empowerment that focuses on advancement & recognition of the significant and unique contribution of nurses at all levels within the nursing structure.
- Support a culture of learning & development that recognizes the value of learning, mentors-hip & peer support in order to develop & empowers all nurses as leaders within the profession.

- Recognize & further the influence of Nursing as a unique profession, & within the broader care delivery model and its impact on clinical outcomes, safety culture & the patient experience.
- Ensure nursing & its partners continue to respond to the changing needs of the workforce & ensure the voice of nursing is heard, responded to & embedded in the nursing & organizational culture.
- To ensure the needs of the workforce, both professionally & personally, are assessed & responded in order to optimize the workplace, support the principles of relationship-based care, & staff nurses' & leaders' personal "why" remains embedded in the care provided.

- Ensure that new knowledge, innovation & improvement are encouraged, supported & embedded within nursing practice.
- Continue to form strong partnerships that are mutually beneficial & innovative for the provision of relationship-based care, which includes leadership & front-line staff & fostering an environment of inclusion.
- Provide a strong nursing presence & influence in the development of the Glenbrook CVI, beginning with the CNO down to the front-line staff.



# Transformational Leadership

## Leadership Succession

**Maria Knecht MSN, RN, NE-BC, President of Glenbrook Hospital**  
Previously CNO and Senior Vice President of GBH

**Karen Ilag MNA, BSN, RN, NE-BC, CNO of Glenbrook Hospital**  
Previously Vice President of the Cardiovascular Institute for North Region

**James Choi BSN, RN Clinical Nurse Manager 3S**

Last year, I had the privilege of stepping into a leadership role, building on my journey that began as a Patient Care Technician (PCT). From there, I transitioned to working as a nurse on the floor, later advancing to a nurse consultant position, and now proudly serving as a manager on 3-South. This progression highlights the importance of succession planning, and I'm excited to share my experience as part of the ongoing development within our team. I'm truly grateful for the opportunities I've had to grow, and I look forward to continuing to support and inspire others on their own paths to success.

**John Baker MSN, RN, TNCC, ECRN- Clinical Nurse Manager 5S**

I began my healthcare career as a battlefield medic in the U.S. Army, where I developed adaptability, leadership, and crisis management skills. After transitioning to civilian healthcare, I worked as a medical assistant in a pediatric outpatient clinic with NorthShore University Health System in 2018. In 2020, while in nursing school, I joined Glenbrook Hospital as a patient care technician on 3N, where I built a strong foundation for my future nursing career. After earning my MSN, I became an emergency department nurse, gaining experience managing high-acuity patients in a fast-paced environment. After 2 years in the emergency department my leadership journey began as a Registered Nurse House Operations Administrator, overseeing hospital-wide operations and driving quality initiatives. Now, as a Clinical Nurse Manager on 5S, I lead a dedicated team, focusing on patient-centered care, staff development, and operational excellence.



## Professional Practice Model

A professional practice model describes how registered nurses practice, collaborate, communicate, and develop professionally to provide the highest quality care for those served by the organization (Silverstein & Kowalski, 2017). The PPM symbolizes our beliefs, values, theories, and systems for nursing practice, and is a depiction of all the key components of nursing practice at Glenbrook Hospital.



# 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

Erin Leonte  
Haley Sachs  
Jessica Placzek  
Kara Catsaros  
Leslie Park  
Yesenia Garcia  
Josephine Pebenito  
Elly Lim  
Laura Sfikas  
Jessica Valencia  
Pharah Mondesir

### Expert Clinical Nurse

Jennifer Madhani  
Adriana Grimaldi  
Katarzyna Rolon  
Juliette Triebe  
Christine Chang  
Tammy Malyszek

## 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*



# Exemplary Professional Practice

## Endeavor Health Glenbrook Hospital Celebrates Their 4th Magnet Designation



Magnet Designation is a highly coveted recognition that exemplifies a hospital's commitment to nursing excellence. Achieving and maintaining this status requires dedication, innovation, and a focus on continuous improvement. For Glenbrook Hospital, receiving a 4th Magnet Designation is not only a testament to our staff's commitment to providing high-quality care but also a clear indication of our dedication to supporting and empowering the nursing staff, ensuring better outcomes for patients and the healthcare community as a whole.

Glenbrook was recognized by the Magnet Program Office to have 6 exemplars.

1. Our organization maintains our baccalaureate degree or higher in nursing of: 85.15%.
2. The Emergency Department was recognized for the nursing sensitive indicators of:
  - ED to OR for hip fracture
  - Door to balloon time. The magnet appraisers at site visit recognized our exemplary work in the Cardiovascular Institute and the improvements that have been made in this category.
3. Ambulatory patient satisfaction outperformed the benchmark set by the vendor's national database in:
  - Courtesy and Respect
  - Responsiveness
  - Careful Listening



# Structural Empowerment

## Glenbrook DAISY Award 2024 Honorees

The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The following are the 2024 DAISY Award Recipients:

- Cherilyn Mendoza, GI Lab
- Jose Galaviz, 3 East
- Juliette Mironas, 4 North
- Shelley Siegal, CVICU
- Starr Meyers, 4 North
- Joe Vukovich, KCC
- Mary Ann Salgado, ED
- Artur Rydzewski, ICU



# Structural Empowerment

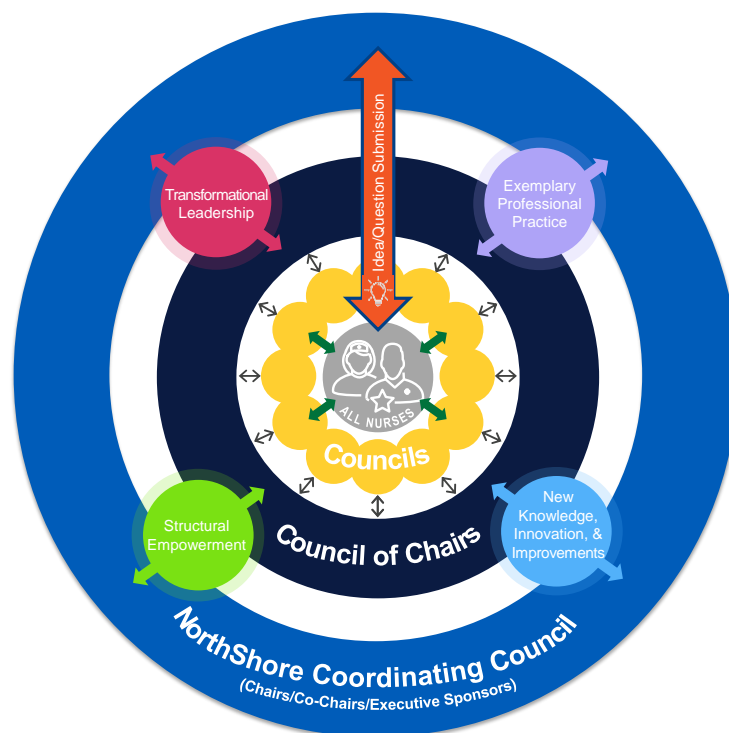
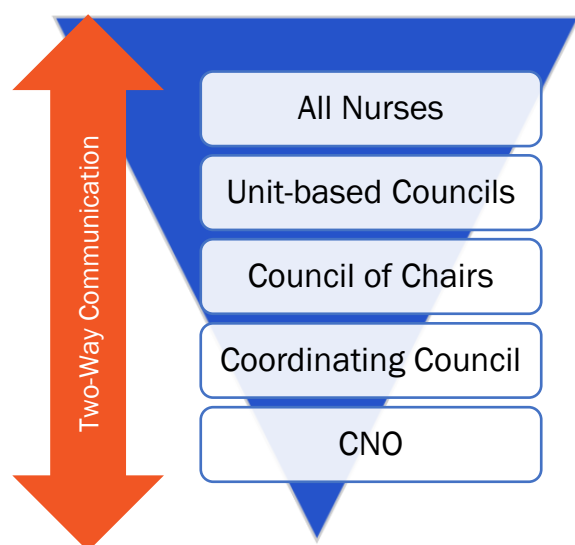
**526 Registered Nurses at Glenbrook Hospital**

**BSN or Higher- 85.15%**

**Specialty Certification-  
32.78%**

## 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.





# Structural Empowerment

## Nursing Excellence Award Recipients

- Artur Rydzewsky
- Bernadette Barnai
- Binu Josy
- Debra Raineri
- Deibi Ibarra
- Erin Meer
- Gino Rizzari
- Harshil Patel
- Jackie Oberth
- Julisa del Villar
- Jungsoo Lim
- Kristina Terrulli
- Lorena Escasa
- Mairead Mcloughlin
- Malgorzata Skotnicka
- Margaret Yang
- Melissa Mruk
- Nothando Nkomo
- Patricia Buhay
- Rena Golzar
- Ruben Castro
- Sosamma Isaac
- Starr Meyers
- Stephanie Ledyard



# Structural Empowerment

## Transition to Practice



### 2024 Glenbrook Hospital Graduates

Ajay Thankachan – 4N	Kelly Ciecko – 3E
Amanda Gutierrez – 5N	Kirsten Lindgren – 5S
Amy Thalackan – 3E	Kyle Hartline – ED
Anahi Arcos – 3S	Larissa Bascon-O’Connell – 3S
Anjit Joseph – ICU	Lina Banani – 5S
Anna Lin – 4N	Lubov Tseytlin – 5 North
Ashna Thomas – 5S	Marlene Shunnarah – 4N
Daniela Sivinova – 3E	Maxine Landicho – 3E
Elly Woo – 5 North	Mia Martin – 5N
Erika Rubio – 4N	Namhee Ji – 3S
Faith Eugenio – 5N	Noura Abdulla – 3S
Grace Mahon – 5S	Riya Sabu – 3E
Helday Coy – 3S	Samantha Kolosick – ED
Jeremy Kim – 5N	Sarah Kim – 5N
Jessica Rybrandt – S	Sharlin Arellano – 5N
Julie Kang – 3E	Susan George – 5N
Kathryn Karsten – 3E	

### Evidenced Based Practice Projects

- IVPB Infusion Practice and Critical Drug Loss
- Goals of Care in Critically Ill Patients
- The Importance of Metal Detectors in Hospitals for Safety
- Improving the Bereavement Process in Critical Care
- Central Lines: Heparin vs. 0.9 Sodium Chloride Flush
- Effectiveness on Subcutaneous Anticoagulation Injections vs. SCD/IPC’s
- Eye Protection for Droplet Isolation Precautions
- The Use of IV Push vs IV Piggyback Antibiotics in the Clinical Setting





# Structural Empowerment

## Nursing Scholarship Awardees

- Bora Kwon, RN  
CVI Intensive Care Unit
- Diana Raichici, RN  
Intensive Care Unit
- Jesse J Scala, RN  
Emergency Department
- Liam Higgins, PCT  
Ambulatory Surgery
- Megan Morris, PCT  
5 South
- Monika Zwolinski, RN  
CV Intensive Care Unit
- Ye Eun Jun, RN  
Post Ambulatory Care Unit
- Yevin Kim, UC / PCT  
5 South



# 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 Glenbrook 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.

## Nursing Cares Committee

The Nursing Staffing Improvement Act as signed into law by Governor Pritzker in August 2021. The overall intent of the law is to ensure that direct care nurses have a strong voice in nurse staffing based on patient conditions and needs or acuity-based staffing.



**Chair:** Shikha Mahay



**Advisor:** Natalie Robbins



# 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.

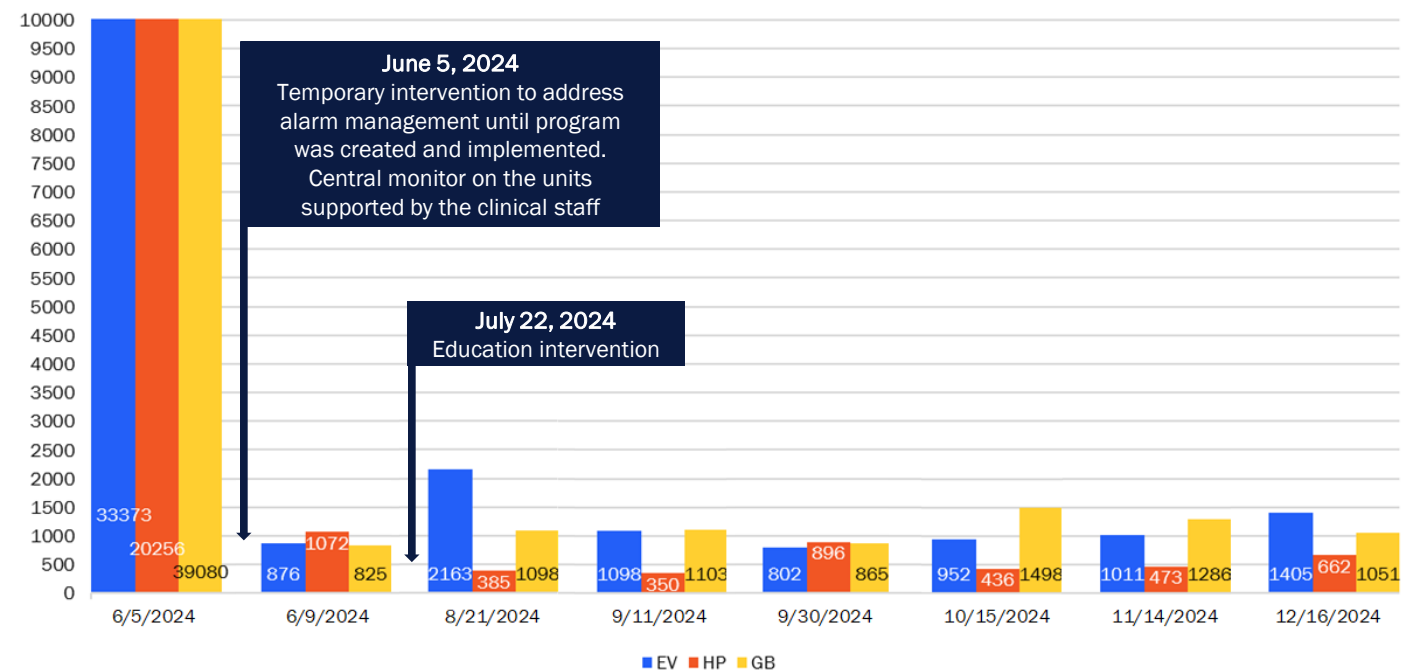
The NPDA team who consisted of Erica Flynn, MSN, RN, MEDSURG\_BC, Clinical Practice Specialist at Highland Park Hospital, worked with risk management and leadership to develop education aimed to standardize alarm management across the four Northshore hospitals. The goal of education was to decrease sentinel 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

## 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!

Glenbrook ICU Educator

Christian Del Rosario BSN, RN, CSC, CCRN

# New Knowledge and Innovation

## Cardiovascular Institute Ribbon Cutting

The Cardiovascular Institute of Glenbrook Hospital held a ribbon cutting ceremony on May 13, 2024. The initial day began with transferring 4 patients from Evanston Hospital. The range of care for these patients that day was one patient on ECMO and the first mitral valve replacement surgery.



The CVI at Glenbrook Hospital, primarily serving Endeavor Health's patients in northern Chicagoland, has nine cardiology procedure labs and six surgical suites (including four open-heart operating rooms and two hybrid operating rooms), 16 Post-Anesthesia Care Unit bays and 38 pre- and post-procedure rooms. The facility is set up to evolve with emerging technologies – from AI and robotics to advanced imaging, digital health and wearables. The structure is also built to accommodate the addition of three floors (60-70,000 square feet) in the future. Glenbrook Hospital will continue to serve as an award-winning acute care hospital and emergency department. Day in the life education sessions were held for all disciplines regarding new equipment and devices that will be utilized.



# 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	5 out of 6
% of Surveyed Patients with Hospital Acquired Pressure Injuries (HAPI) Stage 2 and Above	6 out of 6
Central Line Associated Blood Stream Infections (CLABSI) per 1000 Central Line Days	6 out of 6
Catheter Associated Urinary Tract Infections (CAUTI) per 1,000 catheter days	5 out of 6
New Healthcare Onset C. Diff per 1000 Patient Days	4 out of 6
New Healthcare Onset MRSA per 1000 Days	6 out of 6

## Patient Experience Insight

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"	71%	77.42%
Inpatient Kindness	75%	73%
Staff Responsiveness	62%	81.82%
RN Communication	79%	83.29%