



Northwest Community Hospital

2024 Nursing Annual Report



Endeavor Health Nursing Vision:

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



Message from our Chief Nurse Executive

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

It is a great honor and privilege to serve as the inaugural System Chief Nursing Executive for Endeavor Health. 2023 launched our first year in coming together as a broader health system and system nursing organization. I take great pride in representing nursing at the senior executive level of Endeavor Health and ensure that advocacy for clinical nurses, and sharing their unified voices are top priorities. My heartfelt thanks to our more than eight-thousand nursing team members who bring our system vision of safe, seamless and personal care to life each day. We are well on our way to achieving our nursing organization goals of advancing the practice of professional nursing at Endeavor Health and to be the best place to practice professional nursing in Northern Illinois. I appreciate each of you and am so proud to call you my colleagues!



Message from our Chief Nursing Officer

Jeanne Laraia MSN, RN, NE-BC

What a year we had in 2024! We continue to experience growth as the Endeavor Health System, nursing practice innovations and national recognitions! As we celebrate the many examples of nursing excellence in the pages of the 2024 Nursing Annual Report, please take a moment to celebrate you and your team members.

I joined NCH in October of 2024. Joining this incredible community based healthcare organization meant I was joining a legacy of nursing excellence. To become the nurse leader of this legacy is such a high honor and privilege.

As I write this message, I reflect on why I became a nurse. Like so many others, I entered the nursing profession based on a personal experience and desire to make a difference. As nurses, we pursue excellence and show up each and every day ready to care for our communities in their time of need. We are driven by this passion of helping others. We truly emulate the values of kindness, respect, excellence and trust- all foundational elements to building positive relationships.

As you read through our 2024 annual report, please take note of the many opportunities to be involved as a NCH Endeavor Health nurse. Our Nursing Professional Advancement Program experienced the highest enrollment since its inception. Our Clinical Nurse Leader Council has delegates from EVERY area of nursing at NCH. Their involvement in nursing practice is making a significant difference in how we transition evidence based research into our bedside care. We sent nursing representatives to our state capital to influence our legislators demonstrating our voice in upcoming legislation. We have nurses presenting at national conferences sharing our best practices with other organizations.

We are well on our journey to celebrate our 5th Magnet accreditation! Magnet symbolizes consistency in nursing practice excellence. We at NCH Endeavor Health embody nursing excellence! Thank you for all you do not only for our patients and families but for each other. We are making a difference!



Transformational Leadership

Nursing Strategic Plan 2023-2025

Strategic Priorities	People and Pipeline	Partnerships	Practice
	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
	Objectives <ul style="list-style-type: none">• Increase employee empowerment through Performance Excellence and expand to procedural areas• Grow current employee well-being programs and implement new employee engagement teams• Support nurse leaders through succession planning and staff engagement	Objectives <ul style="list-style-type: none">• Develop and enhance relationships with local colleagues and programs to increase employment opportunities• Increase visibility of education benefits, grants available, and foundation funding for professional development to RNs• Increase interdisciplinary teamwork throughout the hospital to improve patient outcomes and experience	Objectives <ul style="list-style-type: none">• Enhance Transition to Practice programs (RN Residency, CUL Program)• Address length of stay and productivity to improve both patient outcomes and patient experience• Implement nursing sensitive indicator focus groups to improve patient outcomes

Succession Planning



Jeanne Laraia MSN, RN, NE-BC, Chief Nursing Officer and Vice President of Operations joined Endeavor on October 2024

Kari Otahal MSN, RN, PCCN transitioned Director of Professional Practice to Director of Nursing

Pauline Vaserman MSN, RN, BSBM transitioned to Director of Nursing in August 2024

Kelli Donohue BSN, RN transitioned to Clinical Nurse Manager in 2024 overseeing the VAT team, wound care for inpatient and outpatient, resource team, and support

Structural Empowerment

Nurse Residency Program

Endeavor Health Northwest Community Hospital's Nurse Resident Program is designed to help new graduate nurses and those newer to acute care nursing build a strong foundation for successful, rewarding careers as professional registered nurses. With guidance from our experienced leaders and Magnet-recognized nurses, nurse residents gain hands-on experience, strengthen communication and critical thinking skills and develop the ability to improve quality outcomes, preparing them to begin their nursing careers with confidence.

To complete the program, nurse residents must attend four foundation classes, participate in at least seven monthly enrichment sessions, and engage in a unit- or hospital-based committee/activity.

Nurse Resident Graduates of 2024

Undral Artan
Karen Martinez
Sherri Cozzi
Annie Adeyemi
Courtney Zygadto
Katy Bailey
Sahar Samadi
Anthony Trevino
Alexandria Cruz
Christine Gebert
August Payton Jones
Liz Bilooka
Michelle Compton

April Keaton
Erin MacDonald
Anna Neitzke
Justin Park
Mikee Lardizabal
Janet Olari
Molly Greenberg
Geraldine Leyva
Ashley Nguyen
Patricia Domagala
Jessica Ollerer
Jessica Hart
Aida Cancer

NPAP Honorees 2024

- | | |
|--------------------------|------------------------|
| • Kathryn Beam | • Tracy Griesmaier |
| • Dena Blane | • Kristen Jakacki |
| • Maria Chudoba | • Sherly Joseph |
| • Alexia Cisneros | • Sindumol Vandanakara |
| • Jessica Davis | • Luke |
| • Giovanna Delozier | • Christina Mathew |
| • Kristen Demtschenko | • Korene Palazzo |
| • Karen Fitzgerald | • Stephanie Rouette |
| • Tracy Hansen | • Maria Petryshchuk |
| • Anthony Incrocci | • Stephanie Nyman |
| • Nate Jordan | • Edmund San Juan |
| • Autumn Kelly | • Rose Lee |
| • Sylvia Kieca | • Samonte |
| • Katy Krabbe | • Anny Debellis |
| • Amanda Merrero | • Erin Fiinlay |
| • Sumi Meltes | • Jennifer Aversano |
| • Elisa Rodriguez | • Julie Schabb |
| • Cecilia Tancun | • Jamie Vera |
| • Radhika Voruganti | • Florence Paloma |
| • Michelle Wojtanek | • Rosa Rago |
| • Debbie Gianokolopoulos | • Jyothi Phillip |
| • Joyce Go | • Phillip Kaminski |
| • Sharon Volpe | |
| • Linda Mchone-Tomlinson | |
| • Sue Owens | |
| • Sierra Telander | |



Structural Empowerment

Nursing at NCH by the Numbers

59.7%	Baccalaureate Degree of Nursing or Higher
1250 Registered Nurses at Northwest Community Hospital	
Professional Board Certification Percentage	14.92%

2023-2024 NCH Foundation Scholarship Awardees

ADVANCE Scholarship

Jason Adams, Behavioral Health
Marion (Missy) Adelberger, Care Coord.
Alana Carter, Behavioral Health
Sooyoung Cho, Inpatient Pharmacy
Martina Christian, Spine and Pain Cntr.
Wojciech Chrzanowski, IT
Nina Danilova, Payor Relations
Teya Drews, Lactation
Rebecca Gaski, Outpatients Wound Cntr.
Jessica Greve, PMR Buffalo Grove
Julie Jami, OP Wound Clinic
Rachel Johnson, Patient Financial Svcs.
Michelle Kim, Revenue Cycle
Christina Lane, Cardiopulmonary Rehab
Ardita Lendi, QMI
Adam Loh, PMR Harper
Predrag Miljkovic, Intermediate Care Unit
Amy Miller, PMR Rolling Meadows
Vasiliki (Betty) Moustakas, Wellness Cntr.
Brendan O'Brien, Patient Access Services, Busse
Victoria Piller, PMR Rolling Meadows
Juan Prado, MRI
Jonathan Price, PMR Harper
Timothy Prosek, PMR Rolling Meadows
Vincent Puzon, Security
Melissa Ramos, IT
Sheri Rezotko, PMR Buffalo Grove & Wellness Cntr.
Tyler Sevcik, Security
Laura Sheppard, QMI
Deborah Sonoda, PMR Wellness Cntr.

Maureen Staunton, Breast Program
Ralitza Stavreva, 6E/7E Boler Rehab Cntr.
Vasilios Toliopoulos, EMS
Julie Tuweiq, PMR Wellness Cntr.
Jessica Urbach, GI Inpatient
April West, Health Connect Dept.
Shelia Whiteside, Professional Practice

Dr. René and Ellen Pecson Nursing Excellence Fund

Elizabeth Barton, Critical Care
Mary Clark, ICC Kildeer
Karolee Fill, Cardiology
Shannon Flint, Professional Practice
Carmela Foster, Cardiac/Renal, 2 South
Nina Iurcu, Ortho, 8 South
Jehyun Lee, Neuro, 7 South
Michael Taccona, Post Surgical, 6 South
Alexandra Vendel, Pediatric Acute Cntr.

William and Mary White Endowed Nursing Education Fund

Kristi Hall, GI Lab
Mikayla Hansen, Oncology
Kasey Liberty, Supply and Distribution
Alexis Morris, Immediate Care Unit
Janet Olari, Intermediate Care Unit
Juan Quispe, ED
Jessica Tokarz, ED
Maria Vega-Cruz, NCHMG – 199
Yennifer Velazquez, 6E/7E Boler Rehab Cntr.

Kathy Reno and John Jartz Endowed Scholarship

Shankar Ayyaswamy, Ortho, 8 South
Valarie Bognanno, PMR Rolling Meadows
Kelly Chung, Cardiac/Renal, 2 South
Klaudia Darlak, Mother Baby
Krystine Dorn, ED
Sharon Freund, Mother Baby
Debbie Gianokopolous, Cardioipulmonary Rehab
Xinxin Hou, Post Surgical, 6 South
Jill Kottmeier, Nursing Leadership
Christina Mathew, Medical Observation Unit
Kendall Mazurek, ED
Korene Palazzon, Cardiopulmonary Rehab
Joy Peart, Day Surgery Cntr.
Aurora Saucedo, Medical Observation Unit
Daria Sorochan, Ortho, 8 South
Nicole Sorrentino, 6E/7E Boler Rehab Cntr.
Cecilia Tancun, Cardiopulmonary Rehab
Margaret Thon, PMR Kideer
Michael Ventrello, Patient Access Services, Busse Cntr.

Structural Empowerment

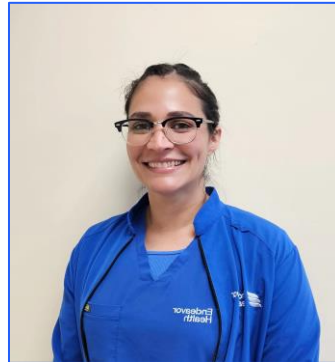
Values of the Quarter

The NCH Values Awards recognize employees who live our values every day, every shift, with focus on kindness, trust, respect, excellence, and building relationships.

Anna Gorfin



Ariana Godinez



Jennifer Szarek



Kelly Franzen



Kristen Jakacki



Sean Cherry



NCH Rock Stars 2024

Kim Herms	Lily Andonov
Michele Lieblick	Kildeer Rock Stars
Elias Bonilla	who work in PAS,
Marta Trinchuk	Outpatient and ICC
Jenny Kang	Gina Gonzalez
Christa Costales	Madeline Vanko
Cindy Kurtz	Cheri Moore
Jennifer Aversano	Linda Lombardo
Krissy Olson	Prisca Chan
Brenda O'Brien	Jennfier Chudik,
Sarah Butler	Paula Cafferata
Tracey Martin	Suzanne Hwang
Nicole Nichols	Nilam Khan
Jon Recinto	Maureen Staunton
Amanda Lipa	Julie Schreiner
Romelyn Acbo	Mike Martin
Jo Fajardo	Nicholas Lemanski
Angelica Roman	Fathia Morales
Krissy Olson	Rose Lee Samonte
Jennifer Aversano	
Rhea Trbojevic	
Maureen Staunton	
Kim Jensen	
Paula Goff	
Vanessa Grazia	

Structural Empowerment

Leader of the Year 2024

Mimi Malesky, Intermediate Care Unit

Nominees:

- Brandi Margolis
- Daniel Henry
- Daniel Maro
- Diana Ludwig
- Jaime Castro
- Kristin Miller
- Linda Tomkova
- Michele Hoeh
- Moises Lorenzo
- Robert Juretschke
- Tamara Perille
- Valerie Waller



Teams of the Year 2024

CATE Endoscopy

In 2024, the Center for Advanced Therapeutic Endoscopy (CATE Endoscopy) at NCH solidified its position as a regional and system-wide leader in advanced endoscopic care. The team consistently demonstrates values of compassion, integrity, and collaboration. Even during times of high stress, staff maintain a patient-first mentality and are routinely recognized by peers for their respectful and solutions-oriented communication. CATE Endoscopy contributed to the academic mission of Endeavor Health by developing the framework for the 16th Annual Las Vegas Interventional Endoscopy Course, one of the largest national CME/CEU-endorsed programs



Pancreas Center

The Pancreas Center at NCH achieved a historic milestone: the highest annual gross revenue since its founding and a record amount of pancreatic and hepatobiliary surgeries performed in a single year. The Pancreas Center has demonstrated resilience and leadership during times of limited staffing and institutional change. Their ability to adapt quickly while maintaining clinical excellence has inspired confidence from referring physicians and build trust with patients facing some of the most difficult diagnoses in medicine. Whether working behind the scenes or directly with patients, the Pancreas Center exemplifies what it means to be mission-driven. Their work reflects the best of Endeavor Health's values and positions them as a model for innovation, compassion, and excellence in cancer care.



Structural Empowerment

Community Involvement

American Heart Association Heart Walk

Endeavor Health Northwest Community Hospital (NCH) nurses volunteered to participate in the AHA Heart Walk. With the organization's support, the NCH team raised \$4,124 to support the AHA Heart Walk's health outreach campaign to raise money to prevent heart disease and stroke. The funds will be used to educate Americans about health issues and advance life-saving science.



Feed My Starving Children

This is a non-profit organization that is located at multiple different sites across Illinois. Many NCH nurses volunteered in 2024 to assemble and distribute meals to those in need.



Professional Practice Model



The Professional Practice Model (PPM) includes beliefs, values, theories, and systems for nursing practices. The PPM provides a framework for nurses' everyday practice and describes:

- How nurses care for patients
- How nurses lead
- How nurse collaborate
- How nurses communicate
- How nurses develop professionally

Structural Empowerment

DAISY Award

- NCH collaborates with the DAISY Foundation to offer meaningful recognition to our nurses. Each month, nominations are gathered from patients and families to acknowledge and celebrate the exceptional clinical expertise and compassionate care provided by our nursing staff.
- It is a highlight of our leadership team to be able to celebrate and recognize our DAISY honorees.

The DAISY Mission Statement:

- The DAISY Foundation expresses gratitude to Nurses with programs that recognize them for the extraordinary compassionate, skillful care they provide patients and families. By honoring compassionate nurses, DAISY reinforces the importance of compassion in healthcare.



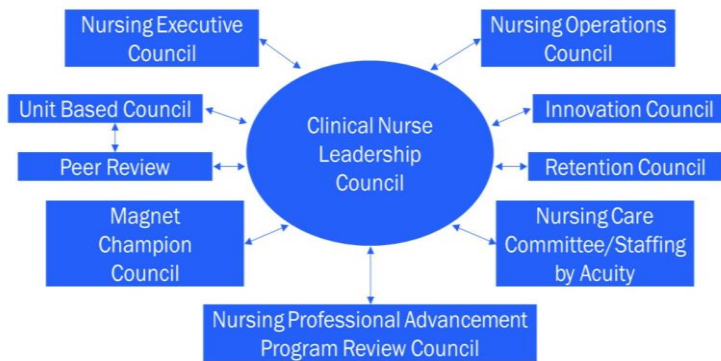
Nurse's Week 2024



2024 Honorees

Jan	Maksymilian Sobkowicz, 4EN
Feb	Jillian Clapp, PACC
Mar	Theresa Dotson, NICU
Apr	Christina Leong, Cardiac Rehab
May	Christina Wasserstrom, ARU
Jun	Roksana Raczko, 7S
Jul	Dan Andrada, 2S
Aug	Patricia Buscher, L&D
Sep	Sherin Chacko, ICU
Nov	Meg Bordine, L&D

Clinical Nurse Leadership Council (CNLC)



Endeavor Health.

Chair: Kristin Jakacki (June 2023-June 2024)

Chair: Anthony Incrocci (June 2024 to Present)

Co-Chair: Gina Brinckerhoff

The Clinical Nursing Leadership Council (CNLC) is Northwest Community Hospital's nursing professional governance. It promotes the collaborative decision making between bedside nursing and leadership. The council ensures that the voice of the bedside nurse is heard and valued in issues relating to patient care and creates a culture of positivity and inclusion. The council recognizes the valuable expertise, insights, and perspectives of nurses and seeks to channel their collective wisdom in shaping policies, procedures, and practices that impact patient care outcomes. The council meets monthly and representatives return to their departments to relay information and gather input at Unit Based Council (UBC) meetings. CNLC continues to encourage collaboration, innovation, and excellence not only aimed at improving patient care but also improving nursing satisfaction. We look forward to another successful year of accomplishments.

2024 CNLC Highlights

- Distributed tips sheet for working with LPNs
- Med Reconciliation Tips sheet
- Update Charter
- Promotional letter/flyer
- Mobility Tool presented and discussed with CNLC
- Dates & Deadlines/Presenter Request Form
- Presenter Request Form
- CNO/VP Ops Candidate Review
- Care Plan/ Summary Note- RN/MD Communication
- Changed 4 eyes due at Transfer
- Bedside Task Force
- CE – Difficult Conversations
- SDOH - Health Literacy
- Improve perioperative flow from inpatient/inpatient information
- Promoted retention committee activities
- Identification of Petitioned Patients for ED
- Reviewed/Confirmed ARU RN responsibility when floating
- Reviewed and Confirmed DAISY Award Process
- Staffing Office Review of Information for Staff
- NPAP Review for Staff
- Review of Interpreter Service
- Shared Volunteer Opportunities
- Introduced Predictive Fall Prevention Tool
- Security Update/Voiced Concerns to security from ED/ICC
- Updating Par Carts
- Code Blue Committee
- ED-Inpatient Handoff- Improving flow from ED to Inpatient
- Surgical Consents
- OR List



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 Northwest Community had the opportunity to send 7 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.

"Attending the Magnet conference was a wonderful opportunity to confirm and share many of the exceptional things we do at NCH but also learn from others and continue to look for opportunities to improve. I was very grateful to represent NCH."
- Gina Brinckerhoff



Exemplary Professional Practice

Nursing Cares Committee

Chair: Jessica Davis

In the beginning of 2024, the Committee spent some time reacquainting ourselves as well as any new members with the Nurse Staffing Improvement Act that our organization abides by and familiarizing the team with the updates to the law. Some of the new/updates language in the act needed to be reviewed to assure we were still compliant. After presentation to the Board of Directors, the focus of the Spring was how to make the Assignment Wizard more "user friendly" and work in some features (with the help of Epic Analysts) that allowed for more accessibility for the nursing staff in hopes that not only Clinical Unit Leaders would utilize the Assignment Wizard more, but all nursing staff for acuity calculations. The Summer brought the integration of the new occurrence reporting system to NCH: RL-6 which was extremely helpful to this committee. The survey the committee had set up to collect data from staff about acuity was challenging to find on the intranet, however with RL-6 the reports were much easier to find and fill out. Mid-year the committee was a factor in getting an acuity report brought to the Staffing Optimization Team four times throughout the day so they, too, are part of the Staffing by Acuity. The end of the summer brought on the beginning of the biggest task the team has taken on to date. From August 2024, through the end of the year, and into the new year, the committee has been reviewing the acuity tool in Epic Production, meaning assessing what orders and actions garners points and at what value. In addition to all of that, the administrative sponsor and chair make time to review any RL-6 reports that have been submitted since the last meeting. Depending on the number, they may be grouped by theme or topic; the committee then discusses them in hopes of finding an insightful response to the reporter (if able). The Nursing Cares Committee is fortunate to have a robust membership and dedicated sponsorship from the Clinical Nursing Leadership Council as well as our administrative sponsor.

Nursing Retention

The Nursing Retention Committee planned team engagement activities throughout 2024. One major event was the 'Kickball Tournament'. After a long hot day and many exciting games, 2 teams were left standing out of the 8 contenders to battle for the Championship and ultimate bragging rights in the 1st Annual Summer Kickball event that took place on August 4. The final game came to a close with a 7-inning nail biter to decide the Champion. The ICC pulled off an 8-7 victory against a stout Neurosciences team that had a "championship or bust" mentality the whole day. Congrats to the ICC for taking home the title this summer and we all look forward to seeing you come out to defend your title next year!



Exemplary Professional Practice

Leadership Retreat



In September of 2024 our nursing leaders attended a retreat at Salt Creek to review a new nursing leadership structure. The new structure saw a change from two AVPs to three directors. This new structure was put in place to better support our teams and advance our shared goals. The retreat provided a collaborative space to review and provide input on strengthening leadership presence, increasing employee engagement, and fostering greater support with professional growth and succession planning.

The retreat defined nursing leadership scope, clarified roles and responsibilities, while establishing metrics for success. Key metrics included: Increased HCAHPs through consistent leadership rounding, hourly rounding and bedside shift report. Improved quality outcomes and nurse sensitive indicators (falls, Clabsi, Cauti, HAPI). Improved employee engagement scores through frequent unit rounding by unit manager, weekly rounding by unit director and unit meetings. Improved staffing efficiencies and productivity through position control documents to accurately monitor vacancy rates to ensure units have needed resources.

The voice and insights of the nursing leadership team was essential in shaping a more connected and empowered nursing community. Together we built a framework that promotes development, strengthens support systems, and ensures a sustainable future for nursing leadership

New Knowledge, Innovation, & Improvement

Spring into Research

The Spring Nursing Research Symposium was held in May 2024 at Northwest Community Hospital. With a total of 6 podium presentations and 20 poster presentations, the symposium provided a platform for exploring evidence-based practices, innovations in patient care, nursing education, healthcare policies, and the overall role of nursing in improving health outcomes. Attendees ranged from nursing students to physicians to schools of nursing.



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

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.

Patient Experience

Cancer Services

In 2024, our Cancer Services Team heavily focused on patient experience in relation to education. The Cancer Services Team held multiple symposiums, chats, and discussions throughout 2024 that was well attended and hosted by physicians and nurses. The discussions included:

- Lung Cancer Screening Eligibility and Navigation
- New Advances in Treatment of Lung Nodule Management: From Screening to Robotic Bronchoscopy
- Treatment in Lung Cancer 2024:
 - Advances in Early-Stage Lung Cancer
 - Advances in Late-Stage Lung Cancer
- Role of radiation therapy
- Preventative screenings and advances in colon cancer
- Breakout sessions discussion nutrition and genetics
- Live Q & A



Emergency Department Throughput Value Stream Analysis

With challenges on ED transfers and discharges, this analysis held in January 2024 led to improved communication and interdisciplinary collaboration across departments, which significantly increased RN efficiency. This, in turn, boosted patient satisfaction and improved staff retention. Additionally, the reduction in Emergency Department (ED) wait times contributed to a noticeable increase in patient satisfaction. Each department gained a deeper understanding of the workflows of other areas, fostering a culture of mutual respect and cooperation. This shift created a more positive environment, where departments were more open to change and willing to collaborate for the overall improvement of care delivery.



Empirical Outcomes

Patient Experience Insight

Patient experience encompasses the entirety of an individual's experience from all disciplines on the continuum of care. Using a patient centered care model, NCH partners with Press Ganey to listen to the voice of our patients, recognizing that a positive patient experience is tied to improved patient safety practices and better clinical outcomes.

Patient Experience Monitored Domains	Target	Actual 2024
Inpatient "Rate the Hospital"	69%	73%
Staff Responsiveness	63%	62%
Nursing Communication	80%	78%
Inpatient Physician Communication	83%	79%
Care Coordination	52%	57%

Nursing Sensitive Indicators

Nursing sensitive indicators provide a look at nursing practice and quality outcomes. Tracking and reporting of these indicators publicly endorses NCH's commitment to practice and patient centered care.

Indicator	2024 Units Outperforming
CAUTI per 1,000 Catheter Days	10/11
CLABSI per 1,000 Central Line Days	10/12
HAPI -Stage 2 and Above	3/12
Medical Device HAPI	10/12
Injury Falls per 1,000 patient days	7/16
New Healthcare Onset C. Diff per 1000 Patient Days	8/11
New Healthcare Onset MRSA per 1000 Patient Days	11/12