OPTIMIZING NURSING AS WE CONTINUE TO TRANSFORM THE QUALITY OF CARE

Inaugural Nursing Annual Report
Fiscal Year 2023
(July 1, 2022 – June 30, 2023)
# Table of Contents

## About UI Health Nursing
- Message from Chief Nursing Officer ................................................... 2
- Nursing FY2023 Fast Facts ................................................................. 3

## Transformational Leadership
- Nursing Across the UI Health Enterprise ........................................... 4
- Nursing Leadership Succession Planning ............................................. 5

## Structural Empowerment
- Leading the Way through Shared Governance .................................. 6
- Advancing Nursing Excellence (ANE) Share Governance Councils ........ 6
- Coordinating Council ........................................................................ 6
- Operations Council ........................................................................... 6
- Quality of Care Council ..................................................................... 7
- Professional Development Council .................................................... 7
- Advanced Practice & Research Council .............................................. 8
- Shared Governance in Action: A Focus on Teamwork ....................... 9
- More Professional Practice Model Highlights: A Focus On Community ... 9

## Exemplary Professional Practice
- Recognition & Awards ................................................................. 11
- Daisy Awards ................................................................................. 11
- Top Box APP of the Year; Advanced Practice Provider Of The Year ...... 12
- Presidential Award & Medallion ....................................................... 13
- Nursing Excellence Award Winners .................................................. 13
- Good Catch Award ......................................................................... 14
- Beacon Award ............................................................................... 15
- Beyond the Bedside ........................................................................ 15
- Promoting Equitable and Inclusive Patient Care ............................... 16
- Responding and Recovering from the COVID-19 Pandemic ............... 16
- Transplant Services ......................................................................... 17
- Partnering with Our Communities ................................................... 18

## New Knowledge & Innovation
- Recent Programs and Improvements ................................................. 19
- Presented and Published Research and Innovation ............................ 22
- Further Initiatives and Innovations .................................................... 23

## Advanced Practice Providers Service at UI Health
- The Office of Advanced Practice Providers ....................................... 26
- The Advanced Practice Providers Leadership Team ....................... 27

## Honoring Our Fallen Nurses .......................................................... 28
About UI Health Nursing

Thinking Beyond a Journey that Never Ends
Message from Chief Nursing Officer Tiesa Hughes-Dillard, DNP, MBA, RN, NEA-BC

Nursing was ranked the most trusted profession in 2021, according to the annual Gallup poll on honesty and ethical standards. We all know that being able to rely on others is crucial when we are hurting, sick, or vulnerable. We need assurance that those charged with our care will be there and will do the right thing every time. Given the fact that we may serve unique patients who trusted us for their care in 2022, you can trust that our team of nurses understands — and can be relied upon — to consistently pull through for the care of our patients and families.

This was made evident as we faced the COVID-19 pandemic. Our nurses were all asked to be flexible and were called on to help in ways that went above and beyond their job descriptions. Though we have seen marked improvement from where we were early in the pandemic, COVID-19 and other disease processes are still present, and we are still experiencing the effects of this now-global health crisis.

Yet we continue to support patients and each other during these challenging times. This is what makes being a nurse at UI Health so special. Not only do we strive to continuously provide exceptional care for our patients — and we do — we truly are a family that holds each other up and walks together through each day’s struggles and triumphs. I couldn’t be prouder of this team.

I am proud to present the inaugural UI Health Nursing FY23 Annual Report. The Nursing Annual Report is designed to highlight a few of the many accomplishments and showcase our nurses’ exceptional work that demonstrates the commitment to our mission. In this report, we demonstrate how our nurses embrace our values of respect, compassion, excellence, stewardship, and community in the work they do every day. As you will notice, our nurses have a voice in decision making and have the opportunity to participate in the Nursing Practice Councils at the unit, department, and division levels. A positive impact to patient care and the patient care environment can be found through our staff’s participation in quality and safety initiatives, quality and process improvements, and other interdisciplinary organizational activities. Through mentoring and succession planning, we foster promotion from within Nursing into titled leader roles and promote the mobility of nurses who may be interested in moving into Critical Care, Surgical Services, the Emergency Department, and many other patient care, treatment, and service areas.

This is a journey we embarked upon with great support from past and present leadership and one that never ends. In the year ahead, we look forward to working with our team of nurses and partners across the enterprise. Nurses will continue to be involved in multiple clinical process improvement projects, policy and procedure development and revisions, and nurse quality monitoring and improvement outcomes.
Nursing FY2023 Fast Facts

Staffing Totals

- **1,720** Nurses
- **233** Advanced Practiced Registered Nurses
- **538** Certified Nurses
- **383** Masters of Nursing
- **85** Doctors of Nursing Practice

NURSING RESIDENCY PROGRAM 2022 COHORT

23 Nursing Residents began the program in June 2022 and graduated in May 2023.

Technology Hires...

UI Health is part of an elite group of about 7% of U.S. hospitals and clinics that have **achieved the HIMSS Analytics Stage 7 level for maturity of our electronic health record system** both for the inpatient setting and the ambulatory/outpatient setting.
Transformational Leadership

Nursing Across the UI Health Enterprise

At UI Health, we now have nurses in executive leader positions in our academic center, a historical first. Transformational leaders inspire both achievements of extraordinary outcomes and the development of leadership capacity in others. They communicate expectations, serve as advocates for patients and staff, and evolve to meet the needs of the organization. We will continue our commitment to nurse recruitment, nursing excellence, evidence-based nursing care, and mentoring the next generation of healthcare professionals. In 2018, Nursing raised the torch for its journey for the Magnet® Nursing designation by the American Nurses’ Credentialing Center (ANCC). In 2022, we submitted our application for the first time.

Tiesa Hughes-Dillard, DNP, MBA, RN, NEA-BC
Chief Nursing Officer

Tye was instrumental during our first COVID wave, acting as the Interim CNO and executive nurse leader resource for the division, in addition to having a leadership role in Incident Command. A nurse leader for more than 20 years, Tye also received her Doctorate in Nursing Practice here at the UIC College of Nursing. Nursing leadership has mentored Tye in recent years with the aspiration for her to take over this role. This is the logical next step in her career, and we are proud that she is our first African American CNO at UI Health.

Shelly Major, PhD, RN, NEA-BC, FACHE
Chief Clinical Operations Officer

Shelly, our past Chief Nursing Officer, has made strong headway in improving our processes and operations in ways that make the accomplishment of being designated a Magnet® Hospital a real potential. Areas of responsibility as Chief Clinical Operations Officer include Main Hospital Perioperative Services, Case Management, Radiology, Pathology, Cardiology, Interventional Radiology, Respiratory Therapy, Pharmacy, and Rehabilitation Services.

Sheila Cook, MS, RN, ACNS-BC
Chief Experience Officer

Sheila previously had been our Associate Chief Nursing Officer for Patient Experience. UI Health’s organizational commitment to patient experience endeavors is best supported by direct reporting to Hospital Leadership, reinforcing the organizational commitment to these vital initiatives. Sheila was uniquely qualified to continue and enhance these activities. Her role helps to leverage engagement and cross-functional collaboration in fulfillment of the mission and vision of UI Health.
Nursing Leadership Succession Planning

It is the goal of all nurse leaders to have a highly engaged team that initiates innovative strategies to create a healthy work environment. Through mentorships and working with our teams, leaders have emerged and taken on new roles this past year at all levels.

The Nurse Executive Leadership Team

Over the past year, several of our nursing directors are now part of the Nursing Executive Team.

Pictured, from left:

**Darlene Evans**, MSN, RN, NEA-BC, CPHQ, ACNO, Clinical Practice & Professional Development, Nursing Research, and Quality

**Doreen Norris-Stojak**, BSN, MS, RN NEA-BC, ACNO, Women & Children Services, Palliative Care, Pastoral Care

**Kiana L. Player**, DNP, RN, NEA-BC ACNO, Acute Care Services/Hemodialysis*

**Sisay Mersha**, DNP, Ph.D., MS, APRN-FPA, ACNP-BC, Senior Director, Advanced Practice Providers*

**Tiesa Hughes-Dillard**, DNP, MBA, RN, NEA-BC, Chief Nursing Officer+

**David Barishman**, BSN, MHA, RN, CPHQ, ACNO, Emergency Services & Patient Logistics*

**Osei Omoike**, MSN, MBA, RN Senior Director, Nursing Strategy & Analytics*

**Kimberly A. Bertini**, BSN, RN, NE-BC Past Director, Nursing Excellence, Magnet® Program Director

**Lisa Potts**, DNP, RN ACNO, Nursing Informatics, Information Systems, and Operations

**Nick Dotson**, MSN, RN Senior Director, Inpatient Psychiatry Services*

**Jill Stemmerman**, DNP, RN, CENP ACNO, Adult Critical Care & Clinical Decision Unit (CDU) Services

(not pictured)

**Delisa Jeffries**, DNP, MS, MPH, RN ACNO, Ambulatory Services Administration

*Previously in a Nursing Director Role

+Previously an ACNO

The Nursing Director Team

**Stephanie Marszalek**, MSN, RN-BC, Previously a Nursing Informatics Specialist, now the Director of Nursing Informatics

**Jennifer Kim**, MSN, RN. DNP, BA, RN Previously a Bed Control Manager, now the Director of Patient Logistics

**Regine Larosiliere-Hicks**, DNP, APRN, NE-BC, DNP, RN, Previously an ANIII, now Director, Clinical Practice & Professional Development

**Linsey Panakal**, DNP, RN — Previously a Bed Control Manager, now Patient Care Director, Clinical Decision Unit

Expansion of the Nurse Manager Role

**New Nurse Manager (ANIII) Leaders** We welcomed these Staff Nurses I & II and Administrative Nurses into the ANIII role.

**Maura Conlin**, MSN, RN, SCRN — 6ESD

**Judy Cruz**, MSN, RN, CCRN-P — Pediatrics & Pediatric ICU

**Desiree Dalmacio**, BSN, RN, SCRN — NSICU

**Emmanuel Gonzalez-Angulo**, BSN, RN — 5NE Surgical

**David Kwak**, BSN, RN, — 8 East Adult & Adolescent Psychiatry

**Chester Pajarillo**, BSN, RN, NE-BC — 5SW & The Comprehensive Sickle Cell Center

**Jada Perkins**, MSN, RN — 5SE Surgical

**Megan Sta. Maria**, BSN, RN — Hematology/Oncology Clinic

**Saneesh Thomas**, MSN, RN, CNN — Dialysis

**Kristen Abalos**, BSN, RN, CEN, CPEN — Emergency Department

**Pearl Rodriguez**, BSN, RN — Emergency Department
Leading the Way through Shared Governance

Coordinating Council
The role of the Coordinating Council is to provide oversight, direction, and final approval of all council recommendations. The Coordinating Council supports and facilitates communication between department nursing staff and all councils and committees.

Highlights
• Updated our Professional Practice Model (PPM) bylaws.
• Oversaw the expansion of Unit Advisory Committee membership throughout the enterprise.

Operations Council
Highlights
• Managing critical supplies together, the group has continued to work in 2022 to monitor product usage and to make financial decisions, such as shipping methods, bulk purchase quantities, and implementation of timely product category conservation measures.

Summarized accomplishments
The Operations Council consists of registered nurses from inpatient and outpatient settings. The council is responsible for reviewing various policies and engagement requests from across the organization. This council focuses primarily on reviewing products and equipment that may be used by nurses, physicians, and other healthcare providers. The review process includes collaboration with the requesters, Infection Control, Clinical Practice and Professional Development (CPPD), and Value Analysis. It is the council’s responsibility to ensure products and equipment are selected based on evidence-based practice and cost effectiveness.

This past year, the Operations Council has researched and approved many requests for new equipment. Most notably, the council worked with the wound care team to allow vacuum-assisted dressings to cleanse wounds. In addition, the council approved a request for a new chlorhexidine dressing to be used on central lines and peripheral...
lines. The council also collaborated with the Inpatient Psychiatric Unit to approve the purchase of new adult restraints that maintain patient safety and dignity. Currently, the Operations Council is evaluating a new external urinary management system for males.

**Quality of Care Council**

**Highlights**

- Hardwired the process for all policies affecting nursing to be reviewed by staff nurses.
- Updated and approved over 50 policies to support our ongoing work towards improved quality, and support preparations for the Joint Commission visit.

**Summarized accomplishments**

The Quality of Care Council (QOCC) is focused on clinical excellence in nursing with the goal of improving patient outcomes. The council is accountable for patient safety, quality, evidence-based practice, nursing research, and standards of care. Over the course of the last 12 months, we have reviewed 22 policies and approved 18 of them. We have also reviewed and approved 23 protocols and guidelines. To ensure we are aligned with best practice recommendations, the council obtains clarifications from the subject matter experts and contacts.

In addition, the council members review and provide feedback on staff engagement requests, which leads to process and workflow improvement initiatives. For example, in August 2022, Women’s Health submitted a request to replace the current Bakri Tamponade device with JADA. The JADA is an intrauterine vacuum-induced hemorrhage-control device. Based on literature review conducted by QOCC and discussion with engagement requester, the council determined it would be beneficial to change to the requested device. This was also supported by comparing best practices of neighboring hospitals, which included Christ, Illinois Masonic, Rush, and Northwestern. Another example of process improvement that occurred from an engagement request was the Transport and Patient Safety initiative. In April 2023, QOCC reviewed an engagement request on the efficiency of patient transport services. The council, along with the director and transportation team, evaluated the current policy and workflow. Gaps and barriers were identified, which subsequently led to the development of the transport and safety work group for process improvement.

Most importantly, the Quality of Care Council’s main goal is to streamline processes by making valuable and necessary recommendations. One example of this was the recommendation to make engagement requests through an automated process, in order to ensure the engagement requester is kept informed of the status of their request. Another recommendation submitted by the QOCC teams stemmed from the review of hospital-wide compliance metrics. For example, screening compliance results of 2% for Social Determinants of Health (SDOH) lead to the development of an SBAR and tip sheet to disseminate to the patient care units to increase documentation compliance. Current compliance has improved to nearly 50%.

The QOCC has been tasked to recruit presenters for the Wellness Seminar series. For November, while considering the compliance results of the SDOH metrics, the QOCC recruited Dr. Figueroa to present on social determinants of health, in efforts to further increase awareness and compliance metrics.

**Professional Development Council**

**Highlights**

- Hosted and celebrated our Certified Nurses’ Day!
- Distributed fleece jackets to all certified nurses as a token of our recognition, appreciation, and respect for your professionalism.

**Summarized accomplishments**

The Professional Development Council (PDC) is a part of the ANE structure. PDC is made up of 10 nursing professionals from both inpatient and outpatient care areas. Our primary responsibilities include hosting and organizing Certification Day, Nurses’ Week, monthly Daisy Awards, and a Wellness Seminar series, along with reviewing policies and guidelines, and addressing various engagement requests.

Our year starts with hosting Certification Day in March to encourage and promote resources to obtain and maintain certification. In 2023, PDC members distributed fleece jackets and gift cards to
Shared Governance (continued)

Professional Development Council (continued)

all certified nurses in the Hospital & Clinics, including the Specialty Care Building. We provided refreshments and created FAQ flyers highlighting Lippincott resources and available incentives. In addition, certification plaques are updated quarterly.

PDC is responsible for organizing Nurses’ Week. Nurses’ Week consists of events lasting five days that highlight and celebrate nurses in all care areas. This year, UI Health celebrated Nurses’ Week with a theme: “Lights, Camera, Excellence.” This included Hollywood-theme decorations: red carpet, Walk of Fame stars, and life-size Oscar award trophies. UI Health also hosted their first ever pop-up shop supporting local businesses. PDC collaborated with the UIC College of Nursing and Sigma Theta Tau by hosting a Lunch & Learn to educate nurses about resuscitation. Nurses’ Week always ends with an excellence award ceremony. Nurses are awarded in seven categories, including Excellence in Community Care, Clinical Nursing, Patient Care Support, Volunteerism, Nursing Leadership, Education & Mentorship, and Rising Star.

One major accomplishment was to transition from quarterly to monthly DAISY Award presentations. Every month, the PDC blind-selects a nominee exhibiting consistent focus on meeting patient and family needs, and one that demonstrates the humanistic aspects of nursing in combination with scientific knowledge. Our council celebrates the winner by reading their nominations in front of their peers and leaders. We present them with a certificate, the healer’s touch sculpture, DAISY banner, and flowers on their units.

Advanced Practice & Research Council

Highlights

• Reviewed 44 poster submissions for Nurses’ Week — the highest number we’ve ever had!
• Reviewed over 100 posters for Nurses’ Week based on a structured process for research.

Summarized accomplishments

The Advanced Practice and Research Council (APRC) has meticulously assessed a plethora of guidelines and policies, subsequently leading to the approval of 38 policies and guidelines over the last 12 months. This council conducted a comprehensive review process, including a multidisciplinary team and a recent literature review. This in-depth process ensured that the policies and guidelines we reviewed aligned with organizational objectives and compliance with evidence-based practice and patient- and family-centered care.

We’ve completed many Reviews for Engagement (RFE), but several stand out. Notably, NS-CP3.03 Infusion Pump Policy and Standards reached a successful resolution after a robust effort, including collaboration with Nursing, Pharmacy, IS, Nursing Informatics, Medical Review Safety Committee, Clinical Practice & Professional Development, and Pharmacy Informatics. This process spanned nearly two years.

The implementation of both closed-system and coude urinary catheters has been established, enhancing patient care quality. In a proactive stride toward innovation, the Acumen IQ system is poised for a trial run within the Intensive Care Units (ICUs), promising potential advancements in hemodynamic monitoring and preventing adverse events. Addressing broader medical considerations, the Massive Transfusion Protocol (MTP) was a key discussion point. Esteemed medical expert Dr. Sally Campbell-Lee was invited, leading a comprehensive Grand Rounds session to delve into this topic.

The APRC facilitated the review and implementation of evidence-based projects, including the study of more than 100 Nurses’ Week Posters, underscoring our council’s pride in contributing to institutional progress. Through synergistic, multidisciplinary collaboration, we have effectively harnessed our collective expertise to achieve these milestones by coordinating and hosting monthly Nursing Grand Rounds. Our enduring commitment to informed methodologies has enriched patient care and reinforced our institution’s pivotal role in fostering healthcare advancements.
Shared Governance in Action: A Focus on Teamwork

Based on May 2022 Nurse Satisfaction Survey, our Press Ganey results showed that we almost surpassed our goal of 51% in six of the seven domains. Our Unit Advisory Councils (UAC) and ANE housewide councils worked very hard all year on many of the topics.

This domain reviews several items:

- Have you built trusting relationships with nurses that you work with on your unit and others?
- Do you collaborate with other nurses on nursing practice through shared governance at the unit or housewide councils?
- Have you worked with other nurses on quality improvement projects or patient care?

Here are several accomplishments specific to RN Teamwork & Collaboration.

1. Travel Board for employee engagement to allow staff members to share a picture of their recent travels.

2. Positivity Board continue to showcase three staff members to allow other staff members to post positive remarks on each member.

3. Welcome Initiatives for new hires with pictures and some fun facts.

4. Newsletters that celebrate the unit’s contributions, uniqueness, and shares information that is personal to the unit.

5. Bed Side Shift Reporting: As we implemented BSR across the inpatient nursing units this past year, we educated that a great bedside shift report is one that fully engages and includes the patient with the incoming and outgoing nurse on either side of the patient’s bed and speaking in a way that the patient and family understands. This simple but effective tactic can define a patient’s stay and determine if it was a positive or negative experience.

More Professional Practice Model Highlights: A Focus On Community

Thanksgiving to Our Most Vulnerable

MICU volunteers came out in November to assist with the Thanksgiving food and outerwear distribution event. It was a really cold Saturday morning, but we were able to help and give over 200 families food and jackets for children and adults. Thanks to Matt Hogan, Staff Nurse I; Lillie Hill, Nurse Tech; and Enriqueta (Ket) Gomez, CNCII (and family) who were able to come out and support the Pilsen community and the food pantry.

MICU UAC Supports Colleagues, Neighbors at Pilsen Food Pantry

Looking for volunteer opportunities, the MICU Unit Advisory Council (UAC) reached out to Dr. Evelyn Figueroa of the Department of Family & Community Medicine.

Dr. Figueroa’s family foundation – The Figueroa Wu Family Foundation – operates flyers in the MICU, placed a variety of bins to collect donations around the unit, and have notified staff of ways to donate virtually given the state of the pandemic. Eight members from the MICU team (and some family members) represented UI Health by volunteering on-site for 4 hours. And through the generous donations from MICU team members, we were able to donate over five bins of supplies. There is nothing better than stepping up and helping communities in need, especially when a pandemic has hit many of them the hardest. Please visit the Figueroa Wu Family Foundation site for more information on The Pilsen Food Pantry: [https://www.pilsenfoodpantry.com](https://www.pilsenfoodpantry.com). And special thanks to recognize Liz Nando for her efforts in coordinating/communicating with The Pilsen Food Pantry for volunteering, as a representative for MICU’s UAC.

(continued next page)
Shared Governance (continued)

More Professional Practice Model Highlights: A Focus On Community (continued)

AHA Metro Heart Walk — Lub Dubs & O-Bees

The walk helped MICU staff connect, and support for heart disease research. When the annual AHA Metro Heart Walk was announced this year, MICU staff members found it to be the perfect opportunity to achieve two goals:

• Bring awareness and support for the AHA organization

• Engage our staff in a healthy team-building activity after enduring a rough couple of years from the pandemic.

It was undoubtedly an effort and much-needed activity that was dear to our hearts (pun intended). The MICU staff quickly organized a team called, following a vote, the “6W Lub Dubs.” Within two months of organization, staff held four flower and two bake sales, which generated interest from other nursing and care units. As a result, OB/Women’s Health organized another team, “The O-Bees,” to join. Due to the overwhelming success of the fundraising efforts, UI Health staff raised more than $4,000, surpassing the initial goal of $2,500. The team was in the top 10% of all Heart Walk teams for the Metro Chicago Heart Walk! On Sept. 16, UI Health staff, family, and friends shared their “AHA” moment and attended the AHA Heart Walk. A “heartfelt” thank you to all who supported through donation, participation, and contribution.

Pediatrics Raises over $9,000 for Cancer Research

Nine people shaved their heads to raise awareness, and money, for cancer research at the St. Baldrick’s fundraising event hosted by the Department of Pediatrics on Feb. 18. Participants included a few of our very own pediatric and oncology nurses, UI Health staff members, UIC students, and community members.

Our Pediatric Oncology team recently received the “Do It For Dominic St. Baldrick’s Infrastructure Grant.” This grant will allow our patients to enroll in clinical trials and receive the most up to date therapies and knowledge. We honored Dominic at our event and his mother was able to come and meet our team and enjoy the day with us!

Thank you to everyone who participated, donated, and contributed!

We Even Had a Patient Wedding!

A patient on 6W MICU and his fiancé have known each other for more than 30 years and have been together as a couple for the past eight. Even though being in the hospital and in the ICU, it didn’t stop them from doing everything they could to get married — even over Zoom! The chaplains also did an amazing job of having a small private ceremony, all in Spanish, with just the primary nurse and the couple. They sang songs, the chaplain read a small passage, and they exchanged vows. Dining services also was kind enough to quickly send up two small “best wishes” cakes for the newlyweds, which was very sweet. It was an exciting day for the couple and for the unit!
Recognition & Awards

Daisy Award

The DAISY Award is an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. The University of Illinois Hospital & Health Sciences System is proud to be a DAISY Award Partner. The DAISY Foundation was established in 1999 by the family of J. Patrick Barnes who died of complications of the auto-immune disease Idiopathic Thrombocytopenia Purpura (ITP) at the age of 33. (DAISY is an acronym for diseases attacking the immune system.) During Pat’s 8 week hospitalization, his family was awestruck by the care and compassion his nurses provided not only to Pat, but to everyone in his family. So one of the goals they set in creating a Foundation in Pat’s memory was to recognize extraordinary nurses everywhere who make an enormous difference in the lives of so many people by the super-human work they do every day.

Claudine Garcia, RN
6W SD, December 2022

“Claudine made my stay a great experience. Here are some of her skills which made a huge difference from any level of care that I have ever experienced: professional, dedicated, attentive, caring, empathetic, knowledgeable, compassionate, and patient.”
— Submitted by a patient

Lyn Resos, RN
Mother Baby, January 2023

“Nurse Lynn is so special because of her attention to detail. From the moment she introduced herself to me she had a warm smile which made my postpartum recovery very comfortable. She went the extra mile by listening to me when I was in pain/discomfort and always managed to make that moment better by bringing an ice pack or extra pillows, which definitely helped.”
— Submitted by multiple patients

Rogelio Herrera, RN
Adult Psychiatry, May 2023

“Nurses who work in psychiatry generally are experts in behavioral health management. Our strength lies in the ability to identify signs & symptoms of patients’ mental status, but we still rely on our medical and surgical nursing skills. Due to Rogelio’s nursing assessment skills, trusted interprofessional relationships, and diligence, a patient avoided extreme symptoms of COVID-19 illness. Rogelio identified the need for the team, had the courage to escalate it despite discouragements from others and completed the task with teamwork and efficiency. Rogelio was recognized on the unit, but I do believe such inspiring stories should go above and beyond our unit to show the world who we are. He definitely inspired me and everyone else in our department.”
— Submitted by a co-worker

Janis McCall-Stokes, RN
Labor & Delivery, June 2023

“Janis is the mother of our unit. As our ANI, she is an excellent leader and cares for everyone she comes in contact with. The patients feel reassured when she rounds and often praise her for her efforts and gentle touch whenever we need her assistance. Whether in an emergency, assisting with IV’s, or just taking the time out to listen to patients and families, she’s there. She is the epitome of a team player and makes sure that she is an available resource and things flow as smoothly as possible for all of us.”
— Submitted by a co-worker
Top Box APP of the year FY23

Debara Preston, MSN, APRN, PNP, CDCES

The Top Box APP recognition for FY23 goes to Ms. Debara Preston, a pediatric nurse practitioner in the Division of Pediatric Endocrinology, Department of Pediatrics, at UI Health.

The Top Box APP recognition is given to Advanced Practice Providers who met the 99th percentile in the following selected domains that are used to measure patient experience and provider excellence:
1) Recommend this provider's office
2) Rate this provider
3) Provider communication

Debara received her undergraduate degree in nursing from Northwestern University in Chicago and her master's degree in nursing from the University of Illinois. She’s been licensed as a Registered Nurse since 1979 and a nurse practitioner since 2014. She is a certified pediatric nurse practitioner and certified as a diabetes care and education specialist. Prior to coming to the University of Illinois Pediatric Diabetes Program, she worked as a clinical manager in the private sector teaching insulin pump therapy and was a school nurse in the Barrington school district which serves preschool aged children through high school. Working with children has always been her passion including pediatric inpatient care at the hospital, home care, and in a private physician practice.

Debara’s patients describe her as a warm, exceptionally skilled clinician who provides a holistic and humanistic care to everyone. She’s also been described as efficient with an outstanding communication style. We are proud to have such an exceptional nurse practitioner at UI health that goes beyond and above in patient engagement, communication, and care. Thank you and Congratulations, Debara!

Advanced Practice Provider Of The Year

Benoy George, DNP, APRN, PMHNP, LCPC, NP

UI Health Behavioral Intensive Outpatient Program/IOP Neuropsychiatric Institute/NPI

The 2023 Advanced Practice Provider of the Year Award winner was Dr. Benoy George, DNP, APRN, PMHNP, LCPC, a practitioner in the Health Social Work department where Behavioral Intensive Outpatient Program (IOP) in Neuropsychiatric Institute. Ben has been a nurse since 2008 and a Nurse Practitioner since 2013 practicing in the mental health and behavioral outpatient intensive therapy unit.

His supervisor describes him as flexible, dedicated, and professional in his daily demanding responsibilities at work. His colleagues and students describe him as a great teacher, mentor, colleague, and expert in his field. His patients describe him as someone who’s delicate and has much patience and dedication to listen and understand their perspective and an outstanding practitioner. Beside this, Ben is described by his colleagues to having a fantastic sense of humor that usually brings light and joy as he walks into a room, despite the challenging nature of his work. Congratulations, Benoy!!
**Presidential Award & Medallion**

Mary-Kate Titus, Administrative Fellow  
Paul Gorski, Associate CEO for Strategic Service Line Management  
Dr. Janet Lin, Associate CEO for Strategic Integration & Partnerships  
Kim Bertini, Director of Nursing Excellence  
Dr. Susan Bleasdale, Chief Quality Officer

The above were awarded the University of Illinois Presidential Award & Medallion for their leadership and contributions in creating the first COVID-19 mass vaccination clinic in the city of Chicago.

The award ceremony, held at the University of Illinois Urbana campus, was officiated by University of Illinois President Timothy L. Killeen and was attended by Illinois Gov. JB Pritzker.

**Nursing Excellence Award Winners**

Excellence in Nursing Leadership  
**Katarzyna Golda**, MS, RN, CMSRN, 7E Medicine

Excellence in Clinical Nursing  
**Cheryl Cabildo**, BSN, RN, PICU

Excellence in Patient Care Support  
**Courtney McKenzie**, PICU

Excellence in Education & Mentorship  
**Eliseo Rastrullo**, BSN, RN, 7E Medicine

Excellence in Community Care  
**Amber Rideout**, DNP, CNM, OB/GYN

Excellence in Volunteerism  
**Melissa Angulo**, DNP, MSN, AG-ACNP, SCRN, NE-BC, NSICU & 6E Stepdown

Rising Star  
**Don Luu**, BSN, RN, CCRN, NSICU

(continued next page)
Recognition & Awards (continued)

Good Catch Award

Nursing Services implemented the “Good Catch Award” in 2022. What is a “Good Catch?” An event or circumstances that might have caused harm but was prevented from reaching the patient due to active recovery efforts by caregivers. Examples include early identification of patient changes before deterioration and resuscitation, recognition of an allergy before incorrect medication administered, or early identification of patient changes before medication administered.

Monthly Winners

Jasmine Joseph, BSN, RN, 4W Mother Baby (December 2022)

Lakisha Thomas Taylor, BSN, RN, CMSRN, 5SE Surgical (January 2023)

Nominations for Award

Jasmine Joseph, 6W MICU

Jazmin Bautista, OCC Dermatology Clinic

Jeanette Buenafe, 7E SD

Martha Contreras, Short Stay

Jonothon Dickey, 6W MICU

Susamma George, Sickle Cell Acute Care

Boguslawa Glowka, 5SE

Matthew Hogan, 6W MICU

Keisha King, 4W Mother Baby

Dennis Hartley, 8W Oncology

Leelamma Jacob, 7W WPLC

Jennifer Leibas, 8W Oncology

Mildred Orivida, BSN, RN 5W, Pediatrics (February 2023)

Cheryl Cabildo, BSN, RN 5W PICU/5W SD (March 2023)

UIL Health Nursing Units of Distinction

AMSM PRISM Award

UIL Health’s 5 East Med-Surg Unit is a three-time recipient of the AMSN PRISM Award (2021, 2018, 2014). The award recognizes exceptional nursing practice, leadership, recruitment and retention of nurses, and the use of evidence-based medicine and patient outcomes in hospital medical-surgical units across the country. The University of Illinois Hospital was the only hospital in Illinois to achieve this status.
**Beacon Award**

**The 6ESD and NSICU nursing units** recently were both honored with a silver-level Beacon Award for Excellence by the American Association of Critical-Care Nurses (AACN). The Beacon Award for Excellence — a significant milestone on the path to exceptional patient care and healthy work environments — recognizes unit caregivers who successfully improve patient outcomes and align practices with AACN’s six Healthy Work Environment Standards. Units that achieve this three-year, three-level award with a gold, silver, or bronze designation meet national criteria consistent with the ANCC Magnet Recognition Program®. This was the first time both units have received the Beacon Award.

---

**Beyond the Bedside**

UI Health Nursing serves beyond the bedside! Nurses practice, collaborate, communicate and develop professionally to provide the highest quality care to the patients, families, and communities we serve.

**Purposeful Hourly Rounds**

Putting the Purpose into Hourly Rounds through the best practice of nurse leader rounding, we have been able to obtain real-time feedback from our patients pertaining to:

- Whether they feel prepared to discharge
- The patient’s knowledge around their medications and side effects
- Their many exceptional patient experiences

One additional component of the nurse leader rounds is to learn about the patient and caregiver experience with hourly rounds. During the round, the nurse leader seeks to learn more about the reasons and frequency that our patients are using their call light.

To gain more insight into call light usage, the nurse leader asks the patient or caregiver: “In the last 24 hours, what things have you needed to use your call light for?”

Our feedback for fiscal year 2022 is as follows:

- 20% of patients pressed their call light for assistance with toileting
- 16% of patients called due to pain
- 11% of patients who called needed help being repositioned
- 30% of patients stated that within the past 24 hours, they had no need to press the call light, which could be an indication of proactively meeting patient needs through purposeful hourly rounds, especially when including AIDET.

(continued next page)
Exemplary Professional Practice (continued)

Beyond the Bedside (continued)

Promoting Equitable and Inclusive Patient Care

As nursing and clinical staff members, it is our duty to ensure equitable treatment to all those we care for, treat, and serve. In 2022, nursing continued its focus on patient care diversity, equity, and inclusion efforts. We have worked with leaders and staff throughout the organization to help us overcome barriers and develop strategic objectives for impactful organizational change aimed at making UI Health a welcoming environment where patients, guests, and staff work together to serve the needs of our diverse community. The Patient Advisory Committee was formed in early 2022 to lead and guide the hospital’s commitment toward inclusive excellence and diversity in care. The committee is made up of diverse individuals representing all disciplines and perspectives, including nurses. The team provides recommendations on priorities, strategies, and goals that accelerate equity, diversity, and inclusiveness at UI Health.

Responding and Recovering from the COVID-19 Pandemic

Mass Vaccination Campaigns

We celebrated administering 100,000 doses of the COVID-19 vaccine to our staff, patients, and community — and we are well on our way to our next 100,000. Of special note are our efforts with the Protect Chicago Plus initiative to provide the vaccine in areas hardest hit by COVID, including Englewood, Back of the Yards, South Shore, and Humboldt Park.

As the only public academic medical center in Chicago, it is our foremost responsibility to provide safe, high-quality, cost-effective care for every patient who comes to our Hospital & Clinics.
Transplant Services

We would like to thank all the nurses and support staff throughout UI Health who have contributed to the positive patient experience and positive patient outcomes of our transplant recipients and donors. Key UI Health Transplant program highlights:

- As of CY21, UI Health is now the largest kidney and pancreas transplant program in the Chicagoland area. Our pre-transplant and waitlist transplant coordinators have done a remarkable job of efficiently coordinating care, educating our patients, and monitoring their health status.
- Our post-kidney and liver transplant coordinators have worked diligently to achieve either equal to or higher than the national average patient and graft survival rates. Providing exemplary care has helped our program achieve “Center of Excellence” status for most major insurance plans.
- Our Rockford Kidney Outreach Clinic is led by Dr. Stephen Bartlett, Dr. Zahraa Hajjiri, and Karen Lostaunau MSN, RN, and continues to be a popular site of care. We are now adding post-transplant kidney services so our patients can receive after-transplant care in their hometown of Rockford.
- We recently opened a Spanish-speaking Clinic panel, which is led by Dr. Jorge Almario and Cynthia Meza, BSN, RN. Since 40% of our renal transplant patient population speaks Spanish, we now offer dedicated appointments for patients to be cared for by a Spanish-speaking team.
- UI Health and Gift of Hope, the organ and tissue donation network, partner throughout the year, including Donate Life Month in April, to raise awareness on the importance of being an organ, tissue, and eye donor.
Partnering with Our Communities

The University of Illinois Hospital & Health Sciences System prides itself on being an engaged partner to the many communities we feel honored to serve. We take great pride and accept the responsibility that comes with that commitment. Each year the University of Illinois nursing staff takes part in numerous community events to educate, nurture, and care for the many people that make up each of these communities.

American Heart Association

UI Health welcomed the American Heart Association/American Stroke Association (AHA/ASA) to the hospital for 2022 Get with The Guidelines® Recognition Program Ceremony. This year, we are proud to have been recognized with three GWTG Awards and two Mission Lifeline Awards for treating patients with STEMI heart attacks and stroke. These ongoing achievements showcase the foundational quality and safety efforts on which we continue to improve.

Managing Critical Supplies Together

In March 2020, Materials Management and CPPD collaborated with various key stakeholders across the enterprise and formed a task force in response to the COVID-19 pandemic and the impacts to clinical care delivery. The group was a collaboration between Supply Chain and clinical end-users to determine and communicate adequate substitute products, practice changes, and conservation efforts for supply disruptions. Initially, the group’s primary focus was to monitor inventory levels of personal protective equipment (PPE), determine adequate substitute products, and communicate necessary practice changes and/or conservation methods to end users. The group has continued to work in 2022 to monitor product usage and days on hand (DOH).

Dashboard data also was used to make financial decisions, such as, shipping methods, bulk purchase quantities, and implementation of timely product category conservation measures. In late 2022 and to date, as the challenges of COVID-19 continue to have an impact on the supply chain, the group has continued to meet these challenges.

The scope of product categories experiencing supply disruptions has grown beyond PPE, and the committee structure was evaluated and redesigned. It has been a national challenge to continue to supply hospitals across the country with supplies, devices, and equipment.

To align with a patient-centric focus, subject matter experts (SME) from different specialties and departments from across the enterprise remain on alert to represent their specialty from a systems lens versus a department or service line. The efforts have improved our approach to organizational supply chain-related issues. The model has provided a platform for enhanced communication through the daily Safety Huddle, CNCII CPPD Team, and feedback from clinical end users regarding supply availability issues and product selection.

Pasteurized Donor Human Milk Program

In May 2021, Pasteurized Donor Human Milk (PDHM) was implemented in the Birth Center to support families in meeting their infant-feeding goals. A multidisciplinary group collaborated to develop a PDHM process. PDHM may be used for exclusively breast-fed infants where formula was used previously for medical supplementation. While PDHM is provided to the infant, mothers pump with the goal of increasing breast-milk supply. This is an important intervention in transition the infant to mother’s milk only.

Nurse Advocacy for Sexual Assault Victims

Our UI Health Emergency Department nurses went above and beyond in their role to obtain additional training as Sexual Assault Forensic Nurse Examiners (SANE), with additional education focusing on sex trafficking, strangulation, domestic violence, and victims’ rights. This training has allowed the nursing staff of the Emergency Department to provide specialized care and education for victims of sexual assault at UI Health. Their advocacy in this arena has strengthened the organization’s ability to meet the healthcare needs of the community we serve.
Recent Programs and Improvements

Quality & Safety Transformation

Navigating True North of the Quality & Safety Transformation

As part of our hospital and nursing strategic focus at UI Health, we are transforming our care to bring excellent outcomes and experiences to our patients, staff, and visitors. The Quality & Safety Transformation (QST) goes hand-in-hand in providing ideal experiences and outcomes to our patients. As part of this strategic focus at UI Health, “True North” metrics were identified to ensure collective alignment amongst all care areas and providers.

Additionally, we sought to improve consistency across the organization, we will standardize Unit Safety Huddle Boards across units and clinical departments. This will ensure units and departments are discussing topics such as daily readiness, in addition to quality and safety performance, in a consistent way across the organization. By committing to these efforts, we believe we will change our approach to quality and safety across the organization.

We assessed and improved our Culture of Safety, we launched safety rounds, which will be referred to as WalkRounds. UI Health leaders will round in clinical areas and huddle with staff to discuss the environment of safety. The goals of these WalkRounds are to identify and resolve safety issues and provide recognition and support for UI Health staff who are catching these issues before they affect other staff and patients.

Discharge Lounge

Championed by our nurse leaders in Patient Logistics and the Emergency Room, the UI Health Discharge Lounge opened in September 2021 in the hospital lobby, where discharged patients from many areas of the hospital (inpatient and outpatient) may wait for transportation. Only patients who have been fully discharged and meet specific criteria may utilize this space. These patients are referred to the discharge lounge by their nurse. Eligible patients will wait in the discharge lounge — where recliners, cell phone charging stations, and snacks are available — for their transportation to arrive (UI Health PRONTO service or family/friend pickup, or other arranged transport). All UI Health patients who are admitted to the Emergency Department or are hospitalized as an inpatient should discuss discharge plans at the point of admittance. Conversations between the patient and their nurse and/or care team about early discharge (11 am) should occur upon admission and often. This allows for the patient to best plan and coordinate their departure as well as consider their options for recovery after their stay in the hospital. This new process will help improve our patient’s experience as they leave the hospital and assist units as they prepare for new patients.

Total Number of Patients

![Graph showing total number of patients per month]
Recent Programs and Improvements

Patient Room Service
An increasing number of hospitals are adopting a room service model for patient meals — and UI Health is now one of them! Room service has allowed patients the ability to order food on demand. Research has shown that facilities with a room service program achieve higher patient satisfaction scores, in addition to reduced food waste. Giving patients some choice in what and when they eat leads to higher satisfaction ratings and improves nutritional intake. Room service is not just a Food Service initiative. Nursing engagement has been essential in assisting with educating our patients at admission on the menu and the process.

Patient Expiration Navigator
Epic’s Patient Expiration Navigator allows staff to document relevant information in the event that a patient is deceased. The navigator that went live in November 2021 has allowed us to move away from the paper death routing sheet and move to a more efficient and standardized workflow.

Social Determinants of Health Program (SDOH)
The pursuit of health equity is the core of our mission at UI Health and the Nursing division, and we all should be especially proud of how we lived this mission throughout COVID-19, including our efforts to provide the vaccine in neighborhoods hardest hit by COVID, like Englewood and Back of the Yards.

Nursing Informatics Continues to Support Innovations and Improvements
Nursing Informatics led several major initiatives from 2019 to date in addition to providing support to nursing, physician groups, Information Services, and other disciplines throughout the year. Several nursing and interprofessional initiatives were implemented in support of improving workflows for our nurses and providers when the Epic platform was implemented for physicians’ and providers’ practices. The platforms afford comprehensive management of patients and workloads with the robust functionality to assist with the prioritization of care.

Ambulatory & Outpatient Clinical Care Optimization
We opened our new ambulatory building and outpatient surgery center, the Specialty Care Building (SCB), to great reviews in late September, marking the beginning of a new chapter in the history of UI Health. Part of this journey was committing to doing things differently. In support of this commitment, we launched several initiatives this past fall and winter to improve our system culture of quality and safety and refine nursing processes. There were 82 nurses working here over the past year.

Our relationships with our colleagues, including how we communicate with each other, impact everything we do, especially how we care for our patients. Caring communication with our colleagues will transcend and merge with caring communication with our patients and the communities we serve.
**Provider in Triage**

*Striving to Improve Emergency Department (ED) Throughput in Collaboration with Advanced Practice Providers and Triage Nurses*

With a notable uptick in patients coming through UI Health’s Emergency Department (ED) especially during the summer, it has never been more pertinent to ensure that triaging patients is being done efficiently and accurately, not to mention rapidly.

One role of our ED Advanced Practice Providers (APPs) is to act as the Provider in Triage (PIT). In this role, we initiate a brief medical screening examination, order appropriate diagnostic tests, including blood work and/or imaging, and pain medications. We promote early identification of time sensitive conditions such as strokes, heart attacks, sepsis; identify and follow up on critical results. Having a PIT facilitates front-end ED workflow by rapidly identifying the most acutely ill patients, starting patient workups, and streamlining care. PIT has become a standard of care in many EDs across the country to improve patient safety and satisfaction by improving door-to-provider times and left without being seen (LWBS) rates. Multidisciplinary Collaboration Our front-end team or “Team Triage” consists of the Advanced Practice Registered Nurse (APRN), two triage nurses, a nurse greeter, an ED tech, and a phlebotomist. Together, we collaborate to improve the speed of which patients are triaged and worked up.

**Supporting Patients and Families with Technology**

The nursing staff was able to address the most significant needs of patients during the COVID pandemic through a telecommunications initiative using iPads to help healthcare staff/physicians and parents of NICU babies and inpatients on isolation status to communicate when in-person visits were not possible. With the combination of audio and visual communication made possible by using iPads, parents gained a better understanding of their baby’s care, and patients in isolation were comforted by still being able to connect with loved ones.

During the pandemic, five (5) iPads were generously donated by the Chicago Cubs, enhancing family communication through video chat. This technology has continued to provide solutions for other patient care needs such as fall precautions and other safety risks.

**Simulation Training**

Simulation training fosters confidence and competency, while improving safety and team communication in complex patient situations. This interactive learning method improves nursing skills and encourages critical thinking. Simulations are used for training across the patient care units. Emergency response patient care drills are also used to simulate response needs during patient crises and interventions. Code Blue simulations were held throughout the past two years to ensure preparedness of our patient care teams to provide coordinated, high quality resuscitative care for cardiopulmonary arrest. Participants included nurses, respiratory therapists, pharmacists, and physicians, and debriefings were held following each simulation. These drills are ongoing in 2023.
Presented and Published Research and Innovation

Vizient ANCC Annual NRP Conferences

In 2023: 11 Abstracts submitted – 2 accepted for presentation. 1 out of 28 abstracts selected by Vizient for podium presentations and 1 of 6 total selected by Vizient for poster presentation.

Title: Let’s Get Moving! Early Mobilization in Postoperative Spinal Patients

In 2022: 17 Abstracts submitted – 2 accepted for presentation for a total of 2 of 31 total selected by Vizient for poster presentation.

Titles: Education Improves Neonatal Nurses Perceptions of Pain Assessment and Management: A Successful Transition to the N-PASS
Increasing Appointment Attendance Is Just a Call Away

Congratulations

People’s Choice Award for the poster submitted during Nurses’ Week entitled Using Evidence to Engage Nurses: Starting a Journal Club.

The Advanced Practice and Research Council congratulates contributors Victoria Spivak, MSN, RN, CNL; Katarzyna Golda, BSN, RN, MSCRN; Eliseo Rastrullo, BSN, RN; and Alexia Heiber Johnson, DNP, APRN, NEA-BC, CCNS, CCRN-K, NPD-BC!

Recently Published

Leveraging an Academic Practice Partnership to Support a COVID-19 Mass Vaccination Clinic in the Journal of Nursing Education.

Authors/Contributors: Lauren Diegel-Vacek, DNP, APRN, FNP-BC, CNE, FAANP, Clinical Assoc. Professor, UIC College of Nursing; Virginia Reising, DNP, RN, PEL-CSN, PHNA-BC, Clinical Asst. Professor, UIC College of Nursing; Kimberly Bertini, BSN, RN, NE-BC, Director, Nursing Excellence Magnet Program Director; Rebecca Mischak, MSN, APRN/CNP, COHM-S/CM, Director of Physician Practice; Jean M. Eichenberger, MS, RN, COHN-S/CM, Assoc. Director, Occupational Health Outreach Program; Binni Hagstrom, DNP, RN-BC, Administrative Nurse III, Ambulatory Services Administration; and Susan J. Corbridge, PhD, APRN, FAANP, FCCP, FAAN, Clinical Professor Emerita, UIC College of Nursing.

They were able to highlight great work done by many UI Health and UIC staff, educators, students, and volunteers, disseminating it nationally in a very reputable nursing journal.

Implementation of a Nurse Resuscitation Coordinator at an Academic Hospital abstract selected by the American Organization for Nursing Leadership (AONL) Conference.

Cristina Diaz Pabon, MSN, RN, Resuscitation Coordinator, as Podium Presenter in San Antonio on April 11-14.


Authors: Lolita Fagaragan, MSN, SCRN, CNCII, NSICU & 6E Stepdown, along with pharmacists Brian Phan, Ali Alaraj and Keri Kim.
Further Initiatives and Innovations

Resuscitation Quality Improvement Practice Model
RQI was introduced this year for utilizing a variety of learning tools with an emphasis on skills mastery through low-dose, high-frequency training, and performance feedback. The RQI Program offers three training components: cognitive, psychomotor skills, and simulated patient cases.

Critical Care Outreach Program Development
As an additional service to the Rapid Response Team and ICU Resource Nurses that serve within the hospital, we were thrilled to establish the basis for the newly developed Critical Care Outreach Team’s role in 2022 to act as a resource to all RRTs and Number 1 Emergencies. This was an interim provision that coincided with the opening of the new SCB; however, it has proven effective for patient and staff support across the enterprise. This role will be available to provide consultation when the condition of a patient may be in question, and to proactively round on our most at-risk patients. This role will also help to evaluate and improve the rapid response and code efforts of our ministries. The goal of this nurse will be to optimize the monitoring of patients, continually teach our nursing teams how to effectively recognize and respond to potential concerns before they become emergent and improve patient outcomes.

OB Crisis Response Team
In alignment with The Joint Commission Perinatal Standards, nursing rose to the expectations to maintain an evidence-based focus on timely recognition and treatment of hypertension — assessing every patient for hemorrhage risk, early identification and treatment of postpartum hemorrhage through quantified blood loss measurement, and labor support to prevent primary cesarean deliveries.

Through participation in safety chats, interdisciplinary quality and safety discussions, learning and advancing skills, Woman’s Services continues to demonstrate improved outcomes. This nursing staff recognizes the needed work surrounding the reduction of maternal morbidity and the promotion of safe births through specified performance measures within designation areas of facility participation, equity, and patient partnership, policy and procedure, structure measures and education, and process/outcome metrics. With a commitment to promoting safe, equitable, and dignified births for all birthing persons in Illinois, the focus remains on improving patient outcomes.

Collaboration, Innovation, Success: Using Video Monitoring to Reduce Falls
Before the COVID-19 pandemic, inpatient falls were the third most common hospital-acquired condition. The fall rate has increased significantly during the COVID pandemic. International studies support the premise that despite staffing increases up to 30%, fall rates increased by 13% in the COVID population. Isolation strategies, less frequent observation, patient deconditioning, and acute desaturation were cited as factors in the increase in falls in this population.

The 7E COVID Care Wing (7E, 7ESD, 7CDU) staff saw the opportunity to expand the use of telehealth to video chat or facilitate continuous video monitoring (CVM) with our COVID patients. Our initial goals were to limit staff exposure to COVID, preserve personal protective equipment, reduce falls, and improve communication with patients in isolation. As the peak of COVID pandemic subsided, these units expanded the use to non-COVID patients, as well.

(continued next page)
Further Initiatives and Innovations (continued)

Video Monitoring to Reduce Falls (continued)

Patients were considered for telehealth monitoring if they were at high risk for falls, needed frequent reassurance, were impulsive, or unable to use a call light. Charge nurses, providers, and staff collaborated to consider if a patient truly needed a sitter or if remote monitoring to help keep the patient safe. Staff could just “keep an eye” on more impulsive patients, without keeping a staff member at the bedside. This allowed us to use our staff more effectively without compromising patient safety.

During the last 24 months, telehealth monitoring was used with 256 unique patients. Nurses initiated the video chat feature of two mounted tablets to converse and check on patients, with one tablet facing the patient and the other in the nursing station. Chats ended during direct patient care for privacy. Patients/families were educated on the intervention. Patients reported feeling more reassured and cared for with this intervention.

Despite the clustering of high fall-risk COVID patients, 7NE, the highest utilizer of this technology, outperformed the National Database of Nursing Quality Indicators (NDNQI) benchmark of like units in preventing total falls for seven of eight quarters, without increased use of sitters for high fall-risk patients. No falls with injury were noted during this period, outperforming the benchmark for all eight quarters.

Integrating digital technologies, such as video communication applications used with tablets, cultivated patient safety by reducing falls and improving communication in the acute care setting, with an added benefit of reducing sitter use without compromising patient safety. We look forward to expanding this into other areas in the future in a more formalized process!

SANDPO: Changing Perioperative Workflows to Achieve Excellent Outcomes, Experience

Enhancement of patient safety through error reduction and promotion of a speak-up culture during high-risk procedures is a priority for nursing in the perioperative arenas. The revised Universal Protocol’s goal is to promote a safe and healthy culture ensuring the correct procedure is completed, on the correct patient, and on the correct site. Teams across the enterprise have enhanced their communication during the Time Out through briefing and debriefing. Patients are safer through discrepancy identification, improved communication and staff being empowered to speak up.

Addressing Workplace Violence

It has been, and is, our highest priority to maintain a safe workplace and care environment — free of violence in any form — for our staff, patients, and visitors. Throughout the past year, we have worked to implement new safety measures and protocols to keep our care facilities safe places to work and receive care. Nursing worked in collaboration with Hospital Administration and Hospital Security to further enhance safety in the workplace — this includes acts of violence, such as threatening conduct and statements, whether verbal or written. Code BERT (Behavioral Emergency Response Team) has been activated in the ED and was implemented in February, amongst many other initiatives.
**International Students from South Korea, Japan, and Spain**

The Clinical Practice and Professional Development (CPPD) staff of the hospital works in collaboration with the Global Health Leadership Office (GHLO) of the University of Illinois Chicago to extend opportunities for international students to acquire a global perspective on matters of health and nursing and to help us achieve international outreach and collaboration. This initiative is guided by the philosophy that research and nursing programs at the local level are critical components of global healthcare efforts for nurses of all countries to improve the quality of care delivery in nursing, often by assuming positions of leadership in education, practice, research, and policy. Promoting access to quality healthcare for all people, wherever they live in the world, is a passion for our support of global health nursing and the quality and safe delivery of care to those we serve. We welcomed 30 nurses!

**Nurse Wellness Series**

Over the past couple of years, our nurses across the organization experienced an extreme impact to the delivery of care they provided daily resulting in them worked extremely hard in caring for our patients and their loved ones over the pandemic and many resurgent episodes since its onset.

The mental anguish, heartache, and grief was not only associated with the patients they were professionally serving but also for those personal loved ones, family, and friends within their lives. As a result of this need and the continuing support of our nursing staff and peers, the Wellness Series was established. This inaugural platform was identified as the Nurse Wellness Webinar Series, sponsored by the Nurse Residency Program Cohort 17 and 18, and Clinical Practice & Professional Development (CPPD).
The Office of Advanced Practice Providers (OAPP) within the Nursing Division takes a multi-pronged approach to advancing the practice of Advanced Practice Providers (APPs) throughout UI Health. In collaboration with our physician partners, Hospital, the Colleges of Nursing and Medicine, as well as Mile Square Health Center Clinics leadership, the OAPP continues to work on expanding access for patients and providing general and specialty care services for all patients in the inpatient and outpatient care areas. While the number is a moving target, currently, we have over 300 APPs within the UI Health system; of this, more than 280 are APRNs. Our Physician Assistants (PA-C) number is also growing with an increasing presence in the Emergency, Urgent Care, and Surgical Service areas.

The Office of Advanced Practice Providers collaborates with all levels of hospital and clinic leadership, and with the colleges of Nursing and Medicine on practice guidelines, patient care and practitioner management. One of the recent accomplishments of this group was to assist in the acceptance and implementation of the new APRN Full Practice Authority (APRN-FPA) license at UI health. To this effect, in 2020, UI health became the first Academic Medical Center in Illinois to accept and implement the APRN-FPA license that allows qualified APRNs who met the requirements set by the State APRN practice law to practice without written collaborative agreement. This was a testimony that not only UI Health is an aligned organization with the new APRN practice State Law, but also to the trusting working relationship of each physician and APP that result in excellent and seamless patient care.

Certified Registered Nurse Anesthetists (CRNAs)
Our CRNAs provide anesthetics to patients in every practice setting, and for every type of surgery or procedure. The CRNAs number at UI Health is one of the rapidly growing subsections of the APRN providers, with their current number being 36 and serve as an integral part of our anesthesiology team at UI Health. With the new Specialty Care Building (SCB) being operational, the CRNAs provide the majority of same day surgery anesthesia care.

Certified Nurse Practitioners (CNPs)
Our Nurse Practitioners take the leading position in terms of number when compared to the CRNAs, CCNs, CNMs and PA-Cs in the APP group at UI Health. They’re credentialed and privileged to practice in 15 departments of the college of medicine, from Anesthesiology and Emergency Medicine to Urology and at our FQHC Mile Square Health Center clinics. They function as primary and specialty care providers, researchers and professors across the medical center and the colleges.

Certified Nurse Midwives (CNMs)
There are over 24 Midwives currently practicing across the Hospital and clinics who are hired by the Hospital, College of medicine, and Mile Square clinics. Our Midwives provide from prenatal care to newborn and postnatal follows, family planning and care of mothers throughout the childbearing age. Our Midwifery program at the college of nursing is one of the leading programs in the Midwest that continue to support the community and our Midwives have appointments in the college to teach and mentor our new midwifery students.

Certified Clinical Nurse Specialists (CCNSs)
The number of CCNSs at UI Health who are credentialed and privileged to practice as APP is small, but they are a mighty group that have a significant impact in patient care and our APP practice, teaching, and research. The CCNSs work closely with our nurses to provide evidence-based practice and continuing education to bring the latest evidence-based practices to our bedside nurses and advance the practice of nursing forward at UI Health. The CCNSs also care for patients with Diabetes, Heart Failure, and Psychiatric Illnesses to meet our mission advancing population health.

Certified Physician Assistants (PA-C)
Our PAs work across the life span and across specialties, to care for those patients and their families. While their number is still growing, the current PAs provide patients inside and outside the operating room, as assistants to critical surgeries such as thoracoabdominal, orthopedic and urology surgeries. They also care for patients within the outpatient care center in different specialties and work side by side with their APRN colleagues and physician partners.
The Advanced Practice Providers Leadership Team

Sisay Mersha, DNP, Ph.D., MS, APRN-FPA, ACNP-BC
Senior Director, Advanced Practice Providers

Trinnette Zahakaylo, MSN, APRN/CNP, COHN-S
Assistant Director of Advanced Practice Providers

Mary Ann Zervakis-Brent, DNP, CRNA
Assistant Director of Advanced Practice Providers, Certified Registered Nurse Anesthetist (CRNA)

Elisabeth M. Schreiber, APRN
Assistant Director of APP Clinical Decision Unit
Emergency Medicine

Kathleen Harmon, FPA-APRN, CNM, FACNM
Assistant Director, Advanced Practice Providers – Midwifery Practice, Certified Nurse Midwives (CNM)

Carolyn Dickens, PhD APRN ACNP-BC
Assistant Director of Advanced Practice Providers
Interim Associate Dean for Faculty Practice and Community Partnerships
Clinical Assistant Professor, College of Nursing

Melissa Duckett, DNP, APRN, AG-ACNP-BC
Assistant Director of Advanced Practice Providers
Hospital Medicine

Myriam Davis, MS, APRN, FPA
Assistant Director of Advanced Practice Providers – Surgical Services
Metabolic and Bariatric Surgery Coordinator
Division of General, Minimally Invasive and Robotic Surgery

Edgar Sarmiento, APRN
Assistant Director of Advanced Practice Providers
Emergency Department

Angela Asimakopoulos, DNP, APRN
Assistant Director of Advanced Practice Providers
Department of Neurosurgery
ANSA Annual Nightingale Tribute

The Nightingale Tribute is ANA’s annual recognition of fallen nurses. The ANA collected names from reports in various media outlets and other tracking sources, especially those fallen due to COVID-19 during the pandemic.

UI Health Hospital and Nursing experienced our own loss of our healthcare and nursing staff and would like to honor and remember the remarkable individuals who have made the ultimate sacrifice due to COVID-19 illnesses. We extend our deepest condolences to the families, friends, colleagues, and communities mourning the fallen both personally and professionally in nursing.

Anjanette Miller          Josephine Tapiru          Neuman Kiamco
Barbara Jackson          Joyce Pacubas-Le Blanc          Oluwayemisi “Yemi” Ogunnubi
Beverly Finley-Gardner   Judy Heimann                Ray Fucian
Carolyn McBride          Karon Hoffman               Robbie Sykes
Cathy Copeland           Kiara Anderson-McDade         Robert “David” Reisinger
Nicol Christine Gratzke  Krist Angielen Castro Guzman Roberta Fruth
Dorothy Sims             Linda Hushaw               Rosie Swain
Felicia Ailende          Maevelyn Cabe                Valiente “Al-Al” Adaza
Henning Rockford         Maria Lopez                   
Joan Duda-Kissane        Maria Magaleno
Josefina Guno Javier     Marianne Cahil

Reflection gives us an opportunity to pause, sort through experiences and create meaning. This meaning becomes learning that we can apply to future actions. Thanks to each and everyone of you for a wonderful year in review for our 1st inaugural Nursing Annual Report, we will continue to raise the bar towards excellence.