

2023 Annual Nursing Report



Endeavor Health Nursing Vision:

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



Message from our Chief Nursing Executive

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!



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

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

Message from our Chief Nursing Officer

It is my pleasure to share with you our 2023 nursing annual report. First and foremost, I want to thank all our nurses for the unwavering dedication to our patients and community. While the stories reflected in this report represent a small fraction of the nursing excellence seen here at Endeavor Health Swedish Hospital, your commitment to quality outcomes is evident in the many achievements highlighted in this report. Throughout 2023, we experienced a great deal of change, and you stood together through it all. You surpassed nursing quality benchmarks while having fun along the way.



Stabilizing the nursing workforce was a primary focus area for 2023. Specifically, the development of the Nursing Professional Advancement Program has given our nurses additional opportunities to grow their careers. Mindful of our guiding principle “to be the workplace of choice for nurses,” we will continue to invest in career advancement, recruitment and retention. This is truly our top priority.

The ways in which we support each other on a daily basis impact not only the experience of patients and families, but the health and wellbeing of us nurses in our role as caregivers. Now more than ever, we continue to emphasize the physical and emotional health of our teams. A new staff lounge and recharge rooms on many of the units were welcome additions to the facilities.

Each day, I am privileged to witness your expert clinical skills, dedication to the profession, compassion and kindness. You are the reason the future of nursing is bright at Endeavor Health. Thank you to every nurse on the Swedish Hospital team for everything you do. I am so proud to be a part of this team!

Kathy Donofrio

Kathy Donofrio, DNP, MBA, RN, NEA-BC
Chief Nursing Officer
Endeavor Health Swedish Hospital

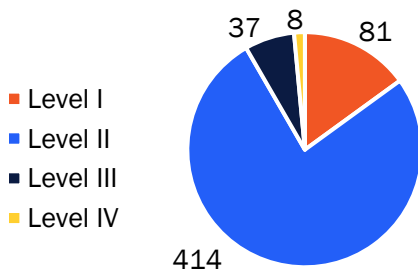
Transformational Leadership

Nursing Strategic Plan 2023-2025

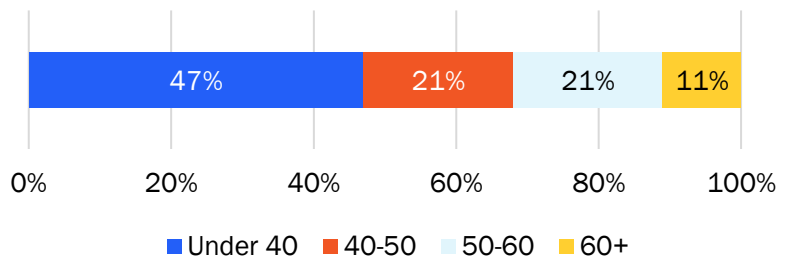
Strategic Priorities	People and Pipeline	Partnerships	Practice
Goals	<p>Attract and retain nurse leaders, nurses, PCTs, SSTs, and CNAs through differentiated program offerings & culture</p>	<p>Enhance existing value-add partnership and develop new impactful partnerships that will elevate nursing practice</p>	<p>Enable clinical teams to deliver quality care and strong clinical outcomes through innovative evidenced-based care delivery models</p>
Objectives	<ol style="list-style-type: none"> 1. Ensure continuing competence of Swedish nursing staff through effective, efficient & innovative educational activities 2. Promote academic partnerships for continuing formal education and career advancement 3. Develop formal mentoring program and expand growth opportunities through succession planning 	<ol style="list-style-type: none"> 1. Promote patient centered care by providing care that is evidence based and personal. 2. Meet and or exceed national HCAHPS benchmarks for nurse communication, responsiveness, care coordination 3. Utilize new knowledge and innovation to improve the patient experience patient. 	<ol style="list-style-type: none"> 1. Utilize new knowledge, innovations and advancements to improve patient outcomes and enhance patient safety. 2. Minimize or eliminate adverse patient and employee safety events. 3. Meet and exceed national benchmarks specific to nursing.

Our Workforce: 681 Registered Nurses

Clinical Advancement



Age



Education and Certification

	Diploma	ADN	BSN	MSN	Doctorate	Certified
Clinical Nurse (other than APN)	3%	11%	76%	10%	0%	28%
Leadership	0%	0%	42%	46%	12%	67%

Transformational Leadership

2023 ANCC National Magnet Conference®

The Magnet conference is the most influential gathering for nurses and health care stakeholders globally. In 2023, NorthShore-EEH cohosted the Magnet conference which was held at the McCormick Place in Chicago from October 12-14th.

In total, fourteen Swedish Hospital nurses joined nurses from around the world and participated in a wide range of educational and innovative sessions, networked with peers from diverse backgrounds and celebrated outstanding accomplishments by Magnet nurses.

Participants who attended the Magnet conference, were invited to the post Magnet luncheon held on November 7, 2023 at the Chicago Botanic Garden to share what sessions they attended, what they learned and plan to bring back to share with their colleagues. Swedish staff felt energized, motivated and ready to recreate many of the ideas they learned from this year's conference!



Clinical Nurse Manager (CNM) Transition to Practice Program



Clinical Nurse Managers (CNM's) from across the system completed the first cohort of the new Transition to Practice Program. This program is designed to help nurses make a successful transition into their new role as a CNM by offering resources, support, and opportunities to network with peers and other nurse leaders. On August 17th 2023, the CNM's accomplishment of completing this 6-session course was celebrated by the program coordinators, facilitators and nurse leaders. John Tressa, System CNE and our system's CNOs provided the group with their wisdom and expertise which undoubtedly reaffirmed their commitment to nursing leadership. At the conclusion of the ceremony, all participants received a special token and Magnet® pin presented to them by their hospital CNO. This gift serves as a reminder of how valuable their role in leadership is to our organization and the patients we care for. Asha Bandari, MSN, RN and Faye Ibanez, MSN, FNP-AANP-C were the first participants from Swedish Hospital to complete this program.



Leadership Retreat 2023

This year’s nurse leadership retreat took place on October 27, 2023, at the Chicago Botanic Garden. Nurse leaders and charge nurses challenged themselves as they participated in team building activities and listened to the current status of goals and objectives of our nursing strategic plan. Leaders worked together to update and develop goals and tactics for 2024-2027 through SWOT analysis.

Another topic on our agenda was our upcoming Magnet redesignation. Magnet® recognition is a prestigious credential awarded by the American Nurses Credentialing Center (ANCC) as an attainment of excellence in nursing. With Magnet document submission coming up in 2024, a main priority was to cover an overview of the Magnet application and appraisal process. Nurses participated in an engaging writing workshop where they learned requirements our organization must demonstrate to achieve Magnet® recognition. The day proved to be a rewarding way to kick off initial preparations for writing our Magnet document.

Charge Nurse Retreat

On September 29th 2023, over twenty Swedish Hospital nurses attended our first Charge Nurse Leadership Retreat. The retreat, held off campus at North Park University, gave these nurse leaders a chance to come together, away from the distractions of the hospital, to discuss a variety of topics unique to the role of charge nurse. The agenda for the day focused on team building, coping with change, managing conflict and communicating empathy. In addition, facilitators guided the participants in a discussion on how to recruit and retain experienced nurses. The information gathered from these highly talented and experienced nurses on the subject of recruitment and retention was extremely valuable. Their thoughts and ideas help to direct our nursing strategic plan as we work to become the workplace of choice for nurses.

Scavenger Hunt Team Selfies



Structural Empowerment

Nurses Week Scholarship Recipients

During Nurses Week, the Division of Nursing awards scholarships to employees who are seeking a career in nursing or advancing their knowledge in the field of nursing. These scholarships are awarded thanks to the generosity of the medical staff, the Swedish Nursing Alumnae Association and private donors.

This year's scholarships were awarded to the following staff:

Medical Staff Scholarships

- Brian Martinez, Tech-ED
- Joseph Micheletti, RN-Vascular Access
- Ayobami Ojelade, RN-AP5
- Madelin Osorio, Tech-ED

Linda Graves Memorial Scholarship

- Prerana Sharma, Tech-OB

Eileen M. Hallman Scholarships

- Megan Ayala, RN-5 East
- Liliana Franco, Para Tech-Lab
- Emmanuela Khayi, PCT-AP5

Lura A. Lawrenz Memorial Scholarship

- Heidi Ulreich, RN-ED

Catherine Peters Memorial Scholarship

- Stephanie Tanielian, CNA-4S

PZRN Scholarship

- Tatjana Vajagic, RN-Cardiology

SCHNAA Scholarship

- Kim Hawkinson, RN Navigator-Surgical Oncology



Excellence in Nursing Awards

Nursing Team Award Nominees

Nurse Team Award is presented to a staff nurse who demonstrates ability to work well with others, motivates staff to excel and has a positive contagious attitude.

- Maggie Breen – OB
- Jeanette Cruz – PACU
- Kristine Gabriel – 7E
- John Katsigiannis – ED

Nurse Leader Award Nominees

Nurse Leader Award honors a staff nurse who demonstrates leadership skills. The award recognizes dedication to advancing nursing care here at Swedish Hospital.

- Cecilia Basilisco – 4E/7E
- Tanya Toppel – CAS PACU
- Emma Rodriguez – ED
- Nereida Ortiz – OB
- Angel Duchi – AP2

CNA Care Award Nominees

CNA Care Award recognizes a Certified Nursing Assistant for excellent direct patient care and demonstration of compassion and respect for our patients and their families.

- Mercedes Pastrana – 4E
- Von Francis Pepito – PACU
- Vasvija Tricic – OB

Nurse Resident of the Year Award Nominees

Nurse Resident of the Year Award is presented to a staff nurse with less than 2 years experience and considered a “rising star.” The award is given for outstanding nursing care and exceeding expectations of a new graduate.

- Jilliane Castanares – PACU
- Jade Dryer – OB
- Charlotte LaFleur – ED



Structural Empowerment

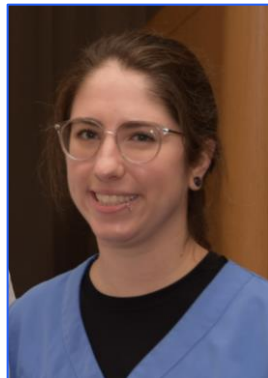
Supporting BSN Completion

The Division of Nursing has committed to supporting our nursing staff financially and professionally in their pursuit of a RN-BSN degree. As such, the Swedish Hospital Foundation has generously granted funds to the Division of Nursing since 2020 for the RN-BSN program at North Park University. This scholarship allowed our nursing staff to complete the RN-BSN program without the cost burden of tuition. Recent graduates include Kathy Ciran BSN, RN, Kimberly Tranchita MSN, RN, Benjamin Hart, BSN, RN. Marinett Santiago, ADN, RN was an initial participant of this program and is currently pursuing her family nurse practitioner degree. Marinette is set to graduate in 2024.

One of the last graduates of the North Park RN-BSN program was Rosalinda Sosa, BSN, RN. A requirement of this degree is completion of a capstone project. Her project looked at improving patient mobility through the use of the John Hopkins highest level of mobility tool (JH-HLM). Rosalinda participated in a mobility task force and was instrumental in providing education to staff nurses on how to use this tool. Additionally, she worked with nursing informatics to complete chart audits and determine whether nurses were using this tool appropriately. Rosalinda presented her capstone project at Swedish Hospital on May 2, 2023.



Call to Care Scholarship



For the past 20 years, nursing has been the #1 most trusted profession in the U.S. Nursing is one of the most vital roles in our healthcare system. We are 4 million strong and the need for nurses over the next 10 years will continue to outpace nearly all other professions. In order to further fulfill our mission, the Swedish Hospital Division of Nursing partnered with the Swedish Hospital Foundation to support the growth and development of future nurses through this scholarship. This scholarship represents an investment in the staff entrusted to provide quality patient care and promotes our commitment to customer loyalty.

Through financial support and mentoring, our 'Call to Care' program was designed to help Swedish employees meet their goal of becoming a nurse. The first step is to determine if becoming a nurse is right for the individual. Staff is given the opportunity to shadow a nurse to make this decision. The next step is to complete an application for Call to Care scholarship. If selected for this scholarship, the final step is for applicants to select an accredited BSN or ADN nursing program. Once in the program, these individuals continue to receive advising and mentoring from the program coordinator. Since 2022, twelve Swedish staff have been awarded this scholarship.

Structural Empowerment

Certified Nurse Assistant Program



Swedish Hospital was excited to start a CNA program on our campus. This program is free for all eligible employees. Accepted students will participate in a 10-week program that includes lectures, labs, and clinical. Currently, **sixteen** employees have completed the program and are working as Patient Care Technicians (PCTs) throughout various locations of the hospital.

The CNA program is designed to provide comprehensive training and hands-on experience, ensuring that our staff is well-prepared to deliver high-quality patient care. By investing in our employees' education, we are fostering a culture of growth and excellence within our healthcare community.

We hope to address our CNA shortage in the long term by creating a pathway for high school students to start as Staff Support Technicians (SSTs) and become CNAs through our program, and eventually transition into nursing roles. The CNA program is a stepping stone for many people, serving as their first job in the healthcare field.

We are proud to support our employees' professional development and look forward to seeing more staff members advance their careers through this valuable program. This initiative not only benefits our employees but also enhances the quality of care we provide to our patients.

2023 DAISY Award Nominees

The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease ITP in 1999. The DAISY Award celebrates nurses in 5,000 healthcare facilities and schools of nursing worldwide.

The nominees for the 2023 DAISY Award were Julia Dominguez, 4 South staff nurse, Elise Cucchiara, ICU staff nurse, Kimberly Herzog, PACU staff nurse, Kelyn Joy Tadtas, 5 South staff nurse. This year's DAISY award went to Maria Rodriguez, Family Connects Chicago staff nurse.



Structural Empowerment

Supporting Professional Board Certification

On March 16, 2023, Swedish Hospital collaborated with Northwest Community Hospital to offer a virtual informational session on obtaining professional board certification. The session reviewed what it means to be certified, Magnet® program changes to certification in 2024, general requirements, eligibility, eliminating barriers to certification and how to prepare for the certification exam. At Swedish, 145 of our nurses have obtained professional board certification. As a benefit to our nurses, the cost of review courses and exams are reimbursed. In some circumstances, nurses have also been supported through failsafe programs. This allows a nurse to take an exam a second time if they do not pass on their first attempt.

Certification Types:

ACSM	CPAN	NCSN
CCM	CPEN	OCN
CCRN	CPN	PCCN
CCRP	CRRN	PCCN-CMC
CEFM	CVRN	PMGT-BC
CEN	CWCN	PMH-BC
CIC	CWON	RNC-NIC
CIN	FNP-BC	RNC-OB
CLC	FNP-C	SANE-A
CCM	IBCLC	SANE-P
CMSRN	LNCC	WCC
CNL	MEDSURG-BC	WCN
CNOR	NEA-BC	WWC

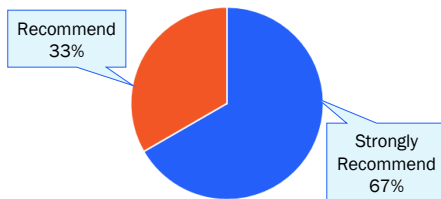


Nursing Transition to Practice Program

The Nurse Transition to Practice Program is a formal program of active learning for newly licensed nurses designed to support their progression from education to practice. New nurse graduates translate nursing school theory into practice at Swedish Hospital. Data shows novice nurses who participate in transition to practice programs have decreased errors and improved safety practices. These nurses are more competent, have less work-related stress, increased job satisfaction and are more likely to remain in their job after 1 year. The transition to nurse practice program has three components: in class learning time, monthly team building sessions and participation in organizational engagement.

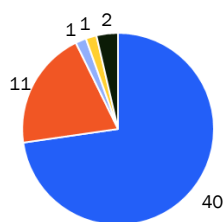


To what extent would you recommend the TTP to a new graduate nurse?

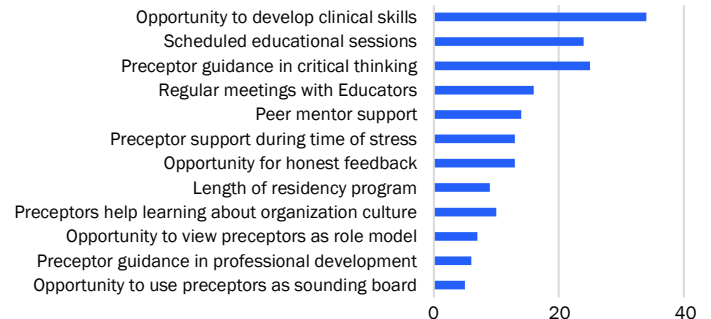


Completion Rates (% of classes attended)

■ 100% ■ 75% ■ 50% ■ 25% ■ 0%



What aspect of the program did you find most helpful? Responses 2023 (N=54)

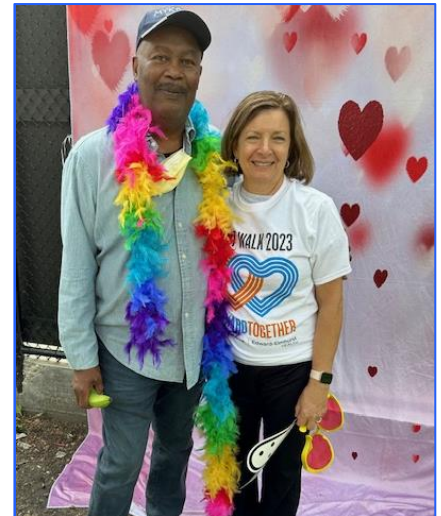


Structural Empowerment

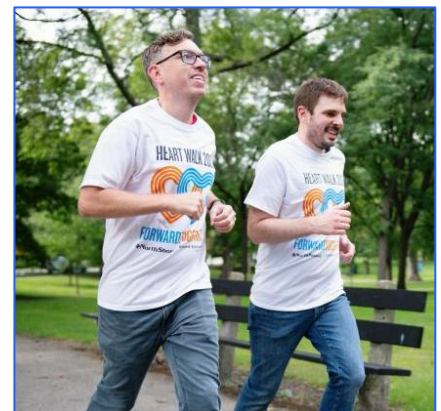
AHA Walk

Did you know that Swedish Hospital has one of the oldest Cardiac Rehab programs in the state of Illinois and was crucial in shaping the heart health of our communities and still is today?

For the past 25 years, we have been proud to partner with the American Heart Association for their annual Metro Chicago Heart Walk. We are excited about the work the AHA is doing across the Greater Chicago Area including bringing blood pressure kits and kiosks to historically underserved neighborhoods of our beautiful cities. What is more, our contributions have helped fund research that could cure heart disease and stroke.



This year, we held our AHA walk at River Park on September 21, 2023. Staff had fun participating in contests for best team names and largest team for walkers. New this year, all registered participants received t-shirts, had fun with photo props and enjoyed shaved ice at the end of the walk. Even our neighborhood grocer, HarvesTime Foods, joined in on the fun by donating bananas for all participants.



World Breastfeeding Event

FEEDS (Furthering Equity Through Infant Feeding Education and Support) is a randomized control trial for pregnant patients comparing strategies to improve education and support for infant feeding. The study takes place from November 2022 to February 2027 at Swedish Hospital and Highland Park Hospital and to date has enrolled 247 of 720 English and Spanish speaking patients who are planning to parent their infant. All participants will receive usual lactation care from their prenatal and delivery sites, and half will additionally receive peer counseling.

World Breastfeeding Week (WBW) is a global campaign celebrated in August to raise awareness and galvanize action on themes related to breastfeeding. WBW was started in 1992 to generate public awareness and support for breastfeeding. Swedish Hospital and Highland Park Hospital in partnership with FEEDS, hosted a World Breastfeeding event on August 19, 2023, for mothers in our community.

Highlights from this event included:

- Twenty-four FEEDS family joined, including 8 babies
- Donated items that were raffled to families which included Boppy pillows, Starbucks products, Jewel gift cards, gift baskets and more
- Vendors from Health Connect One, Family Connects, Dieticians, and Lactation Consultants



Exemplary Professional Practice

Professional Practice Model

The Professional Practice Model (PPM) is an important element that guides our actions and the way we care for our patients. Our model has three circles that demonstrate what we do, who we are and how we do it. Our PPM follows the nursing framework based on Jean Watson Theory of Caring. Encompassing these three circles is our patients. The triangle represents patient centered care which focuses on the patient and their individual healthcare needs we strive to meet.



Nursing Shared Governance Structure

Nurses are at the core of decisions affecting patient care. Shared governance creates a work environment that facilitates and encourages nurses to demonstrate accountability for their own practice and supports an environment that empowers nurses at all levels to participate in a shared decision-making structure. The overarching goal of this structure is to address providing patients and their families' high quality nursing care.

New Knowledge and Innovation

Nursing Research at Swedish Hospital

Kim Tranchita, MSN, BFA, RN (Nursing Education) and Rose Conti, MSN, RN (Quality Care & Transformation) presented “Adult Sepsis and Intervention: Improving Bundle Compliance with Limited Resources” at the 2023 NCH Research Symposium. Kim and Rose participated in the multidisciplinary sepsis workgroup at Swedish and also the national Vizient sepsis collaborative. The Team has been working to improve sepsis mortality and bundle compliance since 2021 and discussed how simple improvements to our workflow have had a big impact on patient outcomes. Through education, chart audits and regular care-team feedback, they strived to increase nursing recognition of sepsis at the bedside. This work started in the Emergency Department (ED) and has now been adopted on all medical and critical care units. This initiative improved our sepsis bundle compliance from 38% to 75%.

In addition, there has been a reduction in sepsis mortality from 1.33 to 0.66. This reduction indicates that more of our patients are surviving sepsis with fewer patients progressing to the more severe septic shock.



Get with the Guidelines Resuscitation Quality Forum



On May 16, 2023, David Williams, MSN, RN, CCRN, Nurse Educator from Critical Care, and Melissa Rader, BSN, RN, CCRN, Charge RN from ICU, gave a presentation to over 200 hospitals across the country at the American Heart Association’s Get with the Guidelines Resuscitation Quality Forum. The presentation reviewed Swedish Hospital’s Mock Code Blue program, where between March of 2022 and March of 2023 David and Linda Beagley, MS, RN, CPAN, FASPAN, Manager of Clinical Nurse Education, completed 22 mock codes throughout the hospital, including Cardiac Tele Units, Rehab, ICU, IMCU, Cancer Treatment Center, Wound Care, and OB. After initiating more frequent mock codes, compliance with shocking pulseless ventricular fibrillation and ventricular tachycardia within 2 minutes increased from 43.75% to 77.8%, and airway confirmation during codes increased from 77.8% to 83.6%.

New Knowledge and Innovation

Comparing Energy Needs for Wound Healing

Wound healing is affected by numerous factors including nutrition and can take many months to heal, negatively affecting daily activities. Malnutrition can impede healing while excessive intake can lead to unnecessary weight gain. Patients with wounds require additional energy because the body is working harder to repair damaged tissue, but how much energy?

Kristen Greska, BSN, CWON, Clinical Nurse Manager of Wound Care Center and Annalisa Tsai, MS, RDN, Clinical Nutrition Manager of Food & Nutrition, seek to answer this question by comparing indirect calorimeter (IC) measurements status over predictive equations that are currently used to estimate total energy needs (TEE). Their goal is to demonstrate how IC accounts for the patient's unique medical and wound status while predictive equations cannot.

If their research proves to be true, this will be an opportunity towards providing clinically significant data that can support a change around how providers care for wound patients. Additionally, their study can add to the literature that will support the use of indirect calorimetry to promote individualized nutrition-related interventions.

Kristen and Annalisa disseminated current findings to Swedish staff and are excited to present their final findings at 2024's research symposium which will be held at Edward Hospital.



Empirical Outcomes

2023 Nursing Skills Days

A nursing skills day fair is an educational event that is both fun and effective. It can include stations where nurses test their skills. Some stations may require hands on testing, while others may be more informational. Participation is intended to help nursing staff improve their clinical performance and demonstrate competence in their work environment. These events can also help nurses learn new procedures or practices, practice skills that are not often used, fill knowledge gaps, build best practice habits, learn new tools and resources, build confidence, take a break from routine and provide an opportunity to network with colleagues.

Critical Care



Emergency Room



Medical/Surgical



Labor & Delivery



2023 CNA/PCT Skills Day

Lack of mobility in the hospital is associated with increased risk of DVT, PE, muscle atrophy, pressure ulcers, falls, affects mental and emotional health, institutionalization, and even death. Despite the importance of mobilizing our patients, staff must understand how to do this safely without injuring the patient or themselves. Upon completion of skills day 84% of our staff certified nursing assistants (CNA) and patient care technicians (PCT) demonstrated competency of patient lift equipment (Hoyer, Maxi Sky, Sara Steady, Sara Flex, and Sara Plus) practiced lateral transfers during patient care, discussed fall prevention strategies and what to do when a patient falls and reviewed gait belt application. This has been instrumental in decreasing patient falls and patient falls with injury.



Empirical Outcomes

Achieving Quality Benchmarks

Numerous committees make up our nursing shared governance structure at Swedish Hospital. One committee in particular is the Nursing Quality Committee (NQC). With recent restructuring, this committee meets monthly to examine current benchmark data related to falls with injury, infection control, restraints, and skin.

The purpose of this committee is to monitor, oversee, and address nurse quality indicators to achieve the desired benchmarks set by our system scorecard. Nursing representatives from all patient care areas work together to examine whether units are meeting system benchmarks. When benchmarks trend in an unfavorable direction, the committee representatives take swift action to implement tactics to keep unit scores trending in the right direction. An initiative in 2022 included the addition of gait belts in all patient rooms and, in 2023, hospital-wide training of sterile technique maintenance during foley insertion.

In 2023, nursing units competed against one another in the inaugural Nursing Quality Olympics. The competition focused on unit performance on quality indicators related to infection rates, falls, and skin breakdown. Gold, silver, and bronze recognition was awarded quarterly to the units that had accumulated the most points for meeting set quality metrics associated with each category. Furthermore, in 2023, the traveling *Golden Gait Belt* was launched as a way to recognize units for fall-free streaks. The *Golden Gait Belt* travels to a unit that meets any fall-free multiple of 100 milestones.



Gait Belts in Every Room

Christina Vanegas, MSN, RN, CMSRN, Clinical Nurse Manager and Falls Committee chair, took the lead on implementing gait belts in every inpatient room at Swedish Hospital. She worked with Falls Committee representatives to develop goals and ensure deadlines were met. An important component included education of nursing and environmental services to ensure staff was knowledgeable in indication, application, contraindication and cleaning of gait belts. As a bonus, Christina hands out candy bars wrapped with a mini yellow zip tie when staff are caught in action using gait belts on patients. These efforts support our initiative to safely mobilize patients as we work towards achieving a culture of mobility for all our patient population.



Empirical Outcomes

Nursing Sensitive Indicators

Nursing sensitive indicators are patient outcome measurements that reflect the impact of high-quality nursing care and the commitment Swedish nurses give to our patients. Swedish submits the four NSIs, CLABSI, CAUTI, Falls with Injury, and HAPI to ANCC Magnet®. Swedish outperformed in four out of the four measures for 2023. This means that Swedish rates were below the NDNQI mean for the majority of units, many of the quarters.

Indicator	Quarters of Outperformance	Meets Magnet® Standards
Percent of Surveyed Patients with Hospital Acquired Pressure Injuries Stage 2 and Above	8/8	✓
Injury Falls Per 1,000 Patient Days	7/8	✓
Catheter Associated Urinary Tract Infections per 1000 Catheter Days	7/8	✓
Central Line Associated Blood Stream Infections per 1000 Central Line Days	8/8	✓
Ambulatory - RN Injury Assault Rate	5/8	✓
Ambulatory - Injury Falls per 1,000 Visits/Cases	6/8	✓

Patient Experience Insight

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

Patient Experience Monitored Domains	Target	Actual
Inpatient Rate the Hospital 0-10	64.8	65.7
Nursing Communication	76.6	72.3
Physician Communication	78.9	79.5
Staff Responsiveness	66.2	61.8
Care Transitions	48.8	49.1

