

2023 Nursing Annual Report

Year in Review



A Message From the Chief Nurse Executive

Catie Schmit, MSN, RN, CEN, NEA-BC
President and Previous Vice President and Chief
Nurse Executive Through December 2023
McHenry Hospital and Woodstock Hospital

A Message From the Chief Nursing Executive

It's a pleasure to share the 2023 Nursing Annual Report, our year in review. These high-level updates cover:

- Care delivery and interprofessional collaborative practice
- Quality and safety outcomes
- The care profession
- Caring and helping healthy environments
- Care innovation and interprofessional research



A Message From the Chief Nursing Executive

McHenry Hospital Nursing has made great strides. Looking ahead, we're aligning with the refreshed strategic plan of Northwestern Medicine. Its key focus areas are:

- Delivering world-class care and experience
- Advancing discovery and medical knowledge
- Providing a superior work environment that promotes well-being
- Deepening relationships with our community to reduce barriers to health
- Funding our mission and reinvesting in the organization

In the second half of FY24, Nursing will begin their strategic planning to ensure alignment with the strategic plan.

A Message From the Chief Nursing Executive



I would like to thank **Lori Sullivan, MSN, RN, NEA-BC**, who served as our interim vice president and chief nurse executive at McHenry Hospital during the recruitment of the hospital's next chief nurse executive. Lori is a hands-on transformational leader, and we appreciate all she did to support McHenry Hospital during this transition.



Amy Druml, MSN, RN, NEA-BC, NPD-BC, CMSRN, was named vice president and chief nurse executive at McHenry Hospital in 2024. Amy began her career with McHenry Hospital in 1995 as a patient care technician. In 1998, she transitioned into a clinical nurse position. Since then, she has held various roles in nursing professional practice, operations and nursing leadership. Most recently, Amy was the nurse manager and received the DAISY Nurse Leader of the Year Award in 2023.

A Message From the Chief Nursing Executive



I have no doubt that the division of nursing will continue to thrive under Amy's capable leadership.

Catie Schmit, MSN, RN, NEA-BC, CEN
President, McHenry Hospital

Transformational Leadership

Intensive Care Unit Diary: Family Journal to Reduce Anxiety

Family Journal to Reduce Anxiety

“Transformational leaders are those who stimulate and inspire followers to both achieve extraordinary outcomes and, in the process, develop their own leadership capacity.”

— Bass and Riggio, 2006

In nursing, this leadership style creates a supportive, empowering environment aimed at delivering outstanding patient care. It’s present at all levels, from bedside to boardroom.

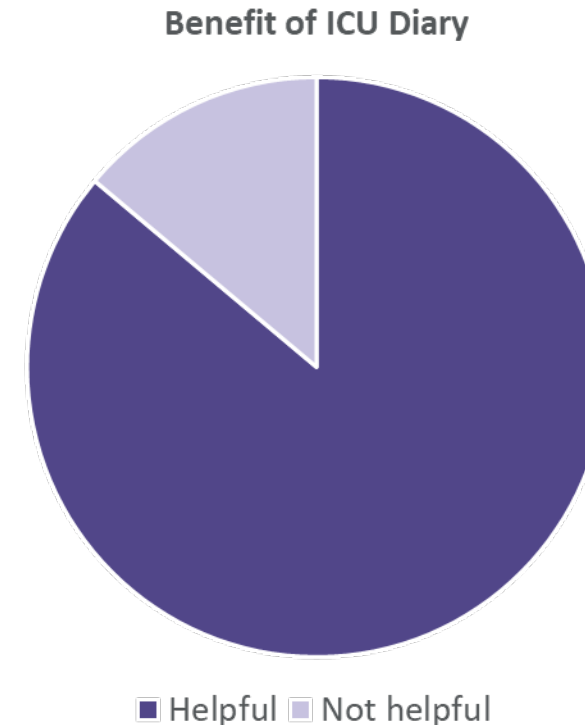
The ICU Diary Project exemplifies this approach. Implemented by ICU nurses **Zhi Dani Brax, BSN, RN, CCRN**; **Sonja Causemaker, MSN, MEd, RN, CCRN**; and **Jennifer Porzak, BSN, RN, CCRN**, it aimed to reduce anxiety in patients and families during critical care admissions. Using the PROMIS Anxiety Short Form for assessment, they educated participants on diary use and encouraged staff contributions. The project yielded statistically significant anxiety reduction ($p < 0.005$), potentially improving overall health outcomes and patient satisfaction scores.



Evaluation Results: Qualitative and Categorical Data

- The large number of positive comments included a theme of helping reduce anxiety for patients and families.
- The small number of negative comments included themes indicating lack of time to use the diary or a desire to introduce the diary earlier in the hospital stay.

Patients and families, (N = 36), reported that the ICU diary was helpful.
(Yes = 86.1 %) versus not helpful, (No = 13.9%)



New Knowledge, Innovations and Improvements

Wellness Studies Impact Nursing

Wellness Studies Impact Nursing

“Magnet®-recognized organizations conscientiously integrate evidence-based practice and research into clinical and operational processes.”

— American Nurses Credentialing Center, 2019 Magnet Application Manual

Emergency Department (ED) nurse Tara McBride, BSN, RN, CEN, completed a two-year research study on nursing burnout prevention and treatment.

Using the Maslach Burnout Inventory, McBride found the McHenry Hospital ED average burnout score was 33.92, significantly higher than the 27 considered a high level.

This study exemplifies how Magnet-recognized organizations like McHenry Hospital integrate evidence-based practice and research into clinical processes, encouraging nurses to use a “spirit of inquiry” to address workplace challenges.

Wellness Studies Impact Nursing

McBride surveyed her peers on effective burnout interventions. Top responses included staffing, scheduling and break support. Recognizing these as basic needs, McBride collaborated with ED Nurse Manager Clarice Marsh, MSN, RN, CEN, CPPS, and LEAD 2 Amy Liggett, BSN, RN, CEN, to improve break areas and encourage regular breaks.

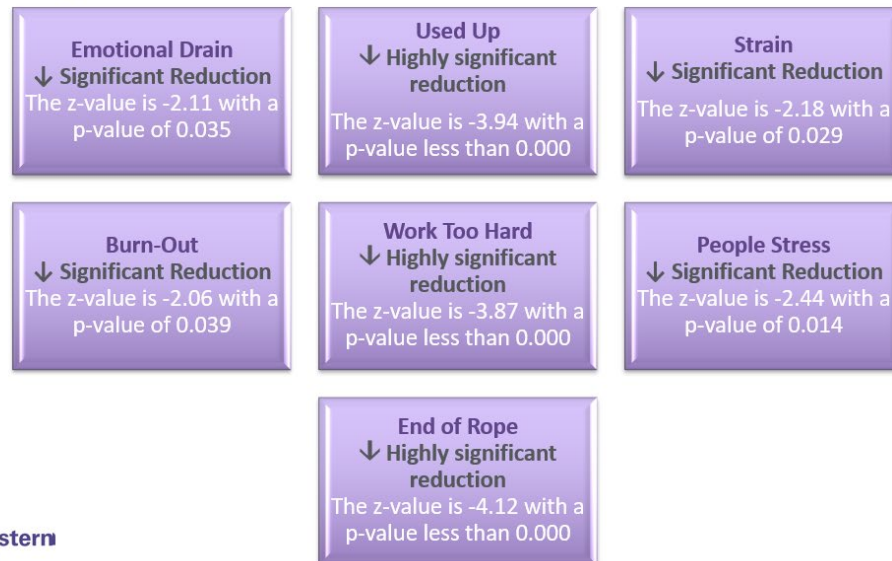


Wellness Studies Impact Nursing

The Wilcoxon Signed Rank Test is a non-parametric statistical test used to compare two related samples or repeated measurements on a single sample to assess whether their population mean ranks differ. The test was applied to evaluate the impact of nurse breaks on the Maslach Burnout Inventory (MBI) scores.

Maslach Burnout Inventory (MBI) scores

Wilcoxon Signed Rank Test



Results suggest that the intervention of nurse breaks led to a statistically significant reduction in burnout-related symptoms across most of the measured dimensions.

This inspired McBride to initiate a new study in September 2023 titled, “Burnout Prevention and Treatment for ED nurses: Relief RNs.”

Structural Empowerment

Addressing Nurse Turnover Through a Nursing
Orientation Redesign

FY23 Key Initiative: Patient Care Role Redesign

Nursing Orientation: Engagement Workstream

- **Goal:**
 - Reduce Nursing turnover
- **Plan:**
 - Started with specialty units: Emergency Department, Intensive Care Unit and Women's Services
 - Later expanded to include inpatient units
- **Key interventions:**
 - Moved from time-based to competency-based orientations
 - Identified core competencies needed to be completed during orientation
 - Developed standardized check-in tools/(minutes) bi-weekly check-ins with orientee/preceptor/manager/clinical practice specialist
- **Outcomes:**
 - Overall decrease in turnover and orientation times

Addressing Nurse Turnover

Post-COVID-19, health care faced a “Great Resignation,” particularly in nursing. In summer 2022, Northwestern Medicine nursing leaders and clinical nurses collaborated to address this global issue. A key initiative launched in September 2022 aimed to reduce the 12-month rolling nursing turnover rate by 5% annually. The team initially focused on aligning nursing orientation in specialty units (Emergency Department, Intensive Care and Obstetrical Services), expanding to Medical-Surgical and Intermediate Care Units in January 2023.

The initiative’s goal was to create a robust, efficient onboarding process that supports new nurses through structured orientation.

This approach aims to improve nurse engagement and retention by ensuring new hires feel welcomed and supported.

Addressing Nurse Turnover

The team assessed existing department orientations, focusing on structure, duration and core competencies. Key interventions included:

- Developing unit-specific core competencies and standardized orientation pathways
- Establishing target orientation timeframes for new graduates, specialty nurses and experienced nurses
- Creating standardized orientation progression and preceptor evaluation tools

Clinical nurse preceptors played a crucial role in implementing the new orientation progression tool. By fostering an environment where new nurses feel supported, listened to and encouraged by their preceptor, clinical practice specialist and unit manager, a sense of belonging is created. This positively impacted retention.

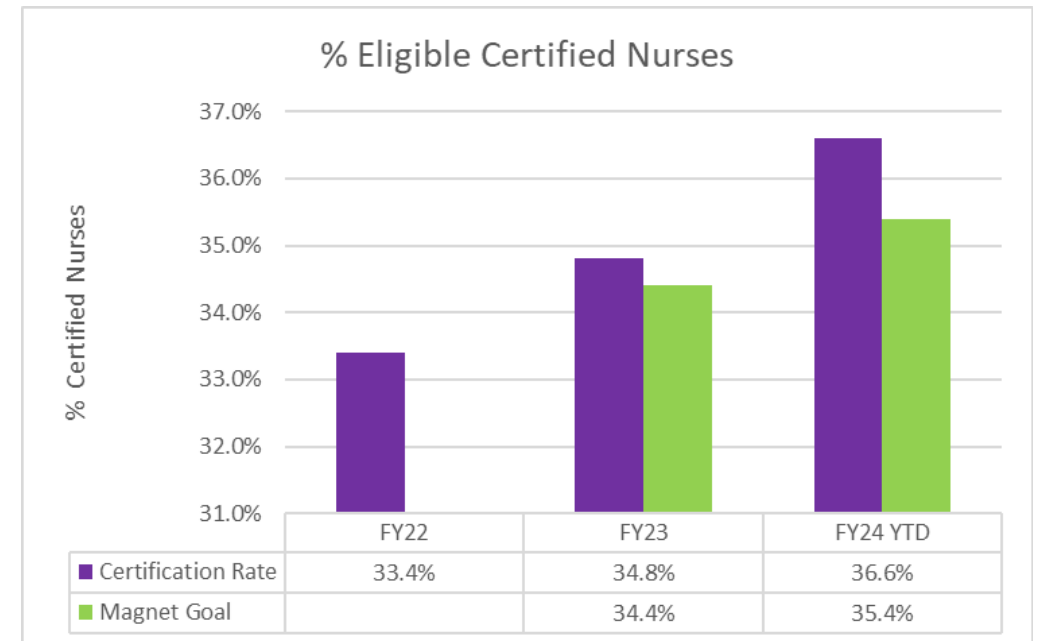
Through these initiatives, McHenry Hospital successfully decreased nurse turnover to 14.46% in 2023.

Structural Empowerment



Certification rate: 36.6% of eligible nurses are certified.

Bachelor of Science in Nursing or Higher Nursing Degree: 70.3% of all nurses



Volunteer Efforts, Community Events

Veterans Path to Hope, Assembly of Personal Hygiene Packs and Girls 4 Girls Ghana



Founded in 1996, the Veterans Path to Hope provides veterans in need and their families services to achieve success through veteran peer support, a food pantry, support for veterans in recovery, employment and housing referral services.



Hygiene packs were created to distribute to local agencies that serve populations in need. The packs included:

- A cosmetic bag
- Shampoo and conditioner
- Body wash
- Lotion
- Comb
- Toothbrush and toothpaste
- Deodorant

Girls 4 Girls Ghana

Girls 4 Girls Ghana is a charitable organization started by **Dina Amoo, BSN, RN**, a nurse at McHenry Hospital. She created this organization to help underprivileged young girls in Ghana who have limited access to basic sanitary needs.

During Nurses Week 2023, staff members helped make several sanitary pads to ship in support of the young girls in Ghana.



Exemplary Professional Practice

Interprofessional Collaborative Practice



Interprofessional Collaborative Practice

McHenry Hospital strives to be a high-reliability organization. To achieve this, all teams work together to support the Northwestern Medicine mission. Key improvements from these efforts have been:

- 62% decrease in falls with injury
- 63% decrease in stage 3 pressure injuries
- Decreases in 30-day readmission rates for acute myocardial infarction (44%) and pneumonia (19%)

The Patient Family Advisory Council (PFAC) is composed of community members and former patients. These members meet quarterly to review hospital projects and provide a unique perspective as the consumer. In 2023, PFAC provided insights into the following initiatives:

- Intensive Care Unit Diary project
- Hospital redesign
- Discharge Instructions Improvement project
- Discharge Phone Call pilot
- District 155 Certified Nurse Assistant Clinical Program



McHenry Hospital FY23 Patient Impact

Patient Safety

↓ **62%**

Falls with injury

+ **207**

Days without a coronary artery bypass grafting surgical site infections

↓ **63%**

Patient Safety Indicator 03
pressure injury 3+

Clinical Excellence

↓ **19 %**

Pneumonia 30-day
readmissions

↓ **44%**

Acute myocardial infarction
30-day readmission

↑ **11%**

SEP-1: severe sepsis/septic
shock core bundle

Patient-Centered

+ **4,416**

Social determinants of health
screenings completed

+ **12,826**

Positive patient engagement
surveys

+ **2,759**

Discharge transition of care
calls to patients

Empirical Outcomes

McHenry Hospital nurses applied evidence-based practices to outperform national benchmarks for eight quarters (calendar years 2022 and 2023) as measured by the National Database of Nursing Quality Indicators.

- 60% of McHenry Hospital inpatient units outperformed falls with injury
- 100% McHenry Hospital inpatient units outperformed central line-associated bloodstream infection
- 100% McHenry Hospital inpatient units outperformed catheter-associated urinary tract infection
- 75% McHenry Hospital ambulatory units outperformed falls
- 100% McHenry Hospital inpatient and ambulatory units outperformed in seven of nine categories for patient experience

McHenry Hospital Select FY23 Quality Accomplishments

U.S. News & World Report

No. 12 in Illinois and No. 12 in Chicago*

Three high-performing specialties

10 High-Performing Procedure and Condition

Received a 5-star quality rating by Centers for Medicare & Medicaid Services (CMS)*

Received an “A” in fall 2022 and spring 2023 Leapfrog Hospital Safety Grade

2022 No. 3 in Illinois for critical care ranked by Healthgrades*

2023 Patient Safety Excellence Award

Top 5% of hospitals in nation for patient safety*

2023 Best Hospitals in the U.S. ranked by Healthgrades*

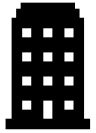
FY23 McHenry Hospital

Patient Family Advisory Council



Intensive Care Unit Diary

- Prototype
- Patient and family insights



Hospital Tour

- Inpatient family waiting rooms
- Comfortable space with windows



Discharge Instructions Improvement Project

- Redesign of after visit summary
- Advisors provided input on language and layout



Discharge Phone Calls

- Reviewed pilot at McHenry Hospital
- Insights gathered around experience and caller identification
- Initial outcomes reviewed regarding impact on patient experience and readmissions



District 155 Certified Nurse Assistant Clinical Program

- Reviewed pilot at McHenry Hospital
- Insights gathered around experience and caller identification
- Initial outcomes reviewed regarding impact on patient experience and readmissions

Recognition

2023 Nurse of the Year Winners and
DAISY Award Honorees



2023 Nurse of the Year Winners

Nurse of the Year: Jackie Deleon, BSN, RN, OCN

Collaborative: Jenny Porzak, BSN, RN, CCRN

Compassionate: Madeleine Mason, BSN, RN, CCRP-REHAB, CV-BC

Knowledgeable: Lindsay Felbinger, BSN, RN, CCRN

Patient Advocate: Tara Nathan, BSN, RN, CMSRN

Professional: Jessica Bridges, BSN, RN

Rookie of the Year: Shannon Bender, BSN, RN, CMSRN

Nursing Partner: Emily Bremer

Friend of the Nurse: Heather Wronski

DAISY Nurse Leader Award: Amy Druml, MSN, RN, NEA-BC, NPD-BC, CMSRN

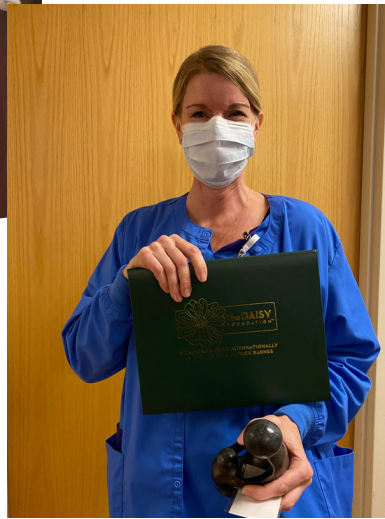
Caring and Healthy Environment: Medical-Surgical Observation Unit

2023 Nurse of the Year Winners at McHenry Hospital





DAISY Award Honorees: January to August 2023





DAISY Award Honorees: September 2023 to March 2024

