

A photograph of four healthcare professionals, three women and one man, all smiling and wearing blue scrubs. They are positioned in a row, with the man in the center. The background is a bright, out-of-focus indoor setting.

ADVANCING NURSING EXCELLENCE AT COOK COUNTY HEALTH

NURSING REPORT
2019-2023

A logo consisting of three concentric white circles on a light blue background.

COOK COUNTY
HEALTH





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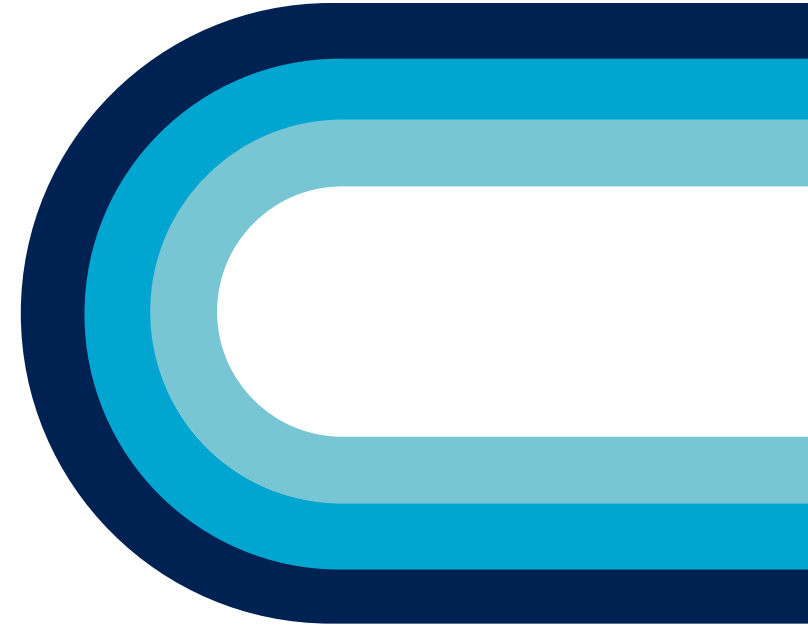
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COOK COUNTY
HEALTH

A MESSAGE FROM OUR INTERIM CHIEF EXECUTIVE OFFICER



I am pleased to celebrate the inaugural triennial nursing report for Cook County Health that highlights the excellence demonstrated by our nursing team across our health system.

Cook County Health has a historic legacy of caring for all in need, regardless of race, ethnicity, citizenship status, or ability to pay. It is the dedication to our mission to serve that truly sets the Cook County Health nursing team apart. Nursing professionals play an integral role in our organization, ensuring we can fulfill our mission by delivering exceptional care and services with expertise and empathy.

This report showcases the outstanding contributions of the nursing team, focusing on their advancements, innovations, and compassionate care. Within these pages, you will find compelling insights into the high-quality care provided by our nursing staff, as well as the strategies employed to ensure patient safety, satisfaction, and outcomes. It further delves into the ongoing efforts to support professional development and the overall wellbeing of nurses, to foster a culture of collaboration, and embrace emerging innovations to enhance the delivery of care.

I would like to extend my deepest thanks to Cook County Health's Chief Nursing Executive Beena Peters, DNP, and the team for their efforts to capture three years of successes and growth into a single document. I hope it serves as a source of pride and inspiration, reaffirming our collective commitment to excellence in nursing practice. I am immensely proud of our nursing team and grateful for their remarkable contributions, compassionate care, and unwavering dedication to uphold the highest standards of care each and every day.

A handwritten signature in dark ink, appearing to read 'Eric Mikaitis', with a stylized flourish at the end.

Eric Mikaitis, MD, MBA
Interim Chief Executive Officer
Cook County Health

A MESSAGE FROM OUR CHIEF NURSING EXECUTIVE



Dear Colleagues,

It is my humble honor to present the first Cook County Health (CCH) triennial nursing report, which highlights the extraordinary contributions and talents of our nursing professionals.

Over the years, CCH has made notable improvements to ensure safety and quality care, especially advances in nurse-sensitive quality indicators. We could not have accomplished the progress we have made without your diligence and drive to find better, more efficient, and effective ways to provide exceptional services to our patients and the community we serve.

You know that the work you do every day touches many lives, speeds recovery for our patients, and provides essential support for their loved ones. You play a vital role in ensuring the nursing at CCH continues to move forward. In 2019, we embarked on an exciting journey of Nursing Excellence to achieve Pathway to Excellence or Magnet designation. This roadmap to the future reflects the voice of nursing and will keep us on course, incorporating best practices and supporting our nursing workforce.

Achieving external validation of our organization is not just a testament to your individual faith in our accomplishments over the past five years, but also a celebration of our collective achievements. The Nursing Excellence designations involve more nurses in all aspects of patient care, and to celebrate the excellent work we do, both at the bedside and in completing our strategic priorities. As we embark on this journey, our priorities include enhancing employee well-being, promoting diversity, equity, and inclusion, ensuring workplace safety, promoting top-of-licensure practice, and embracing new care models enhanced by technology and Artificial Intelligence. Without your spirit, dedication, drive, and leadership, the miracles we perform every day would not be possible.

It's difficult to choose only a few stories for this publication because we know that these examples only show a small portion of what our amazing nursing force accomplishes every day.

Please accept my profound thanks and appreciation for your daily contributions to safe, high-quality patient care delivered compassionately over the past years. Please know that the entire organization is proud of you, individually and collectively, as an excellent team of remarkable clinicians transforming the health of the communities and world in which we live. It has been an honor to serve as your Chief Nurse Executive, and I look forward to another successful year moving forward, together, on the road to the future.

With respect and admiration,

A handwritten signature in black ink, appearing to read 'Beena Peters'.

Beena Peters, DNP, MS, RN, FACHE, FABC
System Chief Nursing Executive
Cook County Health

COOK COUNTY HEALTH MISSION/ VISION/ STRATEGY

MISSION

Establish universal access to the world's best care and health services for all Cook County residents, regardless of the ability to pay, so all may live their healthiest life.

VISION

To ensure health as a human right.

VALUES • ICARE

Innovation
Compassion
Accountability
Respect
Excellence & Education

COOK COUNTY HEALTH STRATEGIC PILLARS



PATIENT SAFETY, CLINICAL EXCELLENCE & QUALITY - Ensure the highest quality service and best clinical outcomes by providing patients the right care, at the right time, and in the right place.

HEALTH EQUITY, COMMUNITY HEALTH & INTEGRATION - Create just spaces where our patients' and community's comprehensive health needs are fully met and guide our development.

WORKFORCE: TALENT & TEAMS - Serve as the employer of choice by supporting and investing in our workforce, recruiting the best.

FISCAL RESILIENCE - Ensure CCH finances enable the expansion of our mission.

PATIENT EXPERIENCE

Develop systems of care and education that provide for an empowered patient experience.

OPTIMIZATION, SYSTEMIZATION & PERFORMANCE IMPROVEMENT - Optimize our systems to ensure they are accessible, reliable, appropriate, effective, standardized and resilient.

GROWTH, INNOVATION & TRANSFORMATION - Lead the journey to effective care and better health outcomes through sound infrastructure and transformative access to care resources.

Cook County Health (CCH) is one of the largest public health systems in the United States, providing a range of health services to its patients, health plan members and the larger community. Through the health system and the health plan, CCH serves more than 600,000 unique individuals annually.

COOK COUNTY HEALTH OPERATES:

- John H. Stroger, Jr. Hospital of Cook County, a 450-bed tertiary, acute care hospital in the Illinois Medical District;
- Provident Hospital of Cook County, 79-bed community acute care hospital on the South Side of Chicago;
- More than a dozen community health centers throughout Cook County offering primary and specialty care, along with diagnostic services;
- The Ruth M. Rothstein CORE Center, a comprehensive care center for patients with HIV and other infectious diseases. The CORE Center is the largest provider of HIV care in the Midwest and one of the largest in the nation;
- Cook County Department of Public Health, a state and nationally certified public health department serving suburban Cook County;
- Correctional Health Services providing health care services to the detainees at the Cook County Jail and residents of the Juvenile Temporary Detention Center;
- CountyCare, the largest Medicaid managed care plan in Cook County

A STRONG FOUNDATION

“The strength of the Nursing team is the fabric of our organization.”
Dr. Beena Peters



A STRONG FOUNDATION



Nursing Mission Statement

Building a high quality, patient-centered and integrated health system that maximizes resources to ensure the greatest benefit for the patients and communities we serve.

In 2019, the Nursing Leadership Team met and established our Nursing Mission and Guiding Principles. SMART Goals were adapted to ensure that our actions to deliver and improve quality care and ensure access to care were results driven and aligned with our mission and guiding principles.

Smart Goals



Our mission is performed by harnessing the legacy of Cook County Health with its nearly 200-year mission of caring for all regardless of their ability to pay, combined with our current work, which must include ensuring both coverage AND quality, timely and equal access to health services for all. We are proud of our nurses and their accomplishments in the past 3 years in one of the most difficult times in our healthcare history. CCH's strategic vision and focus for nursing maintains the legacy of the past, combined with a strong foundation, leadership and employee engagement to move us from accountability to ownership and clinical excellence, which will take us to the future.

As members of the Department of Nursing at Cook County Health, each of us individually and collectively affirm and uphold the following guiding principles.

- We understand and embrace that our patients and families, as well as their perceptions, are at the center of the patient experience.
- We commit to providing culturally competent care to every patient in an environment that is respectful and committed to zero harm.
- We hold in the highest regard a culture of clinical excellence, quality, safety, and compliance and will leverage our shared governance structure to empower staff nurses to play an integral role in quality improvement efforts.
- With the utmost respect and collegiality, we hold ourselves and our colleagues accountable for the mission, vision, and values of the organization, optimal patient care, compliance and quality, and an environment of care and safety.
- We support shared governance to promote the professional practice of nursing and patient care, collegial decision making, and accountability.
- We embrace a just culture and teamwork, and understand our interrelatedness and work together to create consistency based on the framework of population health and levels-of-care.
- We utilize evidence to implement best practice changes, and we develop and lead research efforts to create new evidence within the professional practice of nursing and patient care.
- We collaborate with our Healthcare partners using a systems approach to achieve desired outcomes based on strategic initiatives.
- We commit to life-long learning, mentorship of colleagues, old and new, while continually assessing and improving our processes and performance.
- On an ongoing basis, we decrease waste and improve efficiency.

A STRONG FOUNDATION

2019 - 2020 - Using Data to Provide Safe, Effective Care: Leveraging information Technology, lean principles and predictive analytics helps achieve results!

Dashboards and various data driven tools are used to promote sound decision making and improve adherence to evidence-based practice guidelines. The ability to capture and utilize data is critical for evaluation of specific actions taken and to promote ownership and pride in performance.

In partnership with Nursing Business Operations, CCH Business Intelligence and Human Resources, multiple dashboards and tools are now readily available and used by CCH Nursing teams to evaluate and drive improvements in patient care, access and predict workforce needs.

Setting Our Priorities

In 2019 we identified Priorities for nursing at CCH, based on patient safety, quality, high reliability and just culture. Many of our accomplishments that we will highlight reflect the impact nursing has made in these strategic priorities.



2021-2023 Nursing Structure Development

With close to 2000 nurses and ancillary staff working in inpatient, outpatient, public health and correctional health settings, nursing is the largest caregiver group within Cook County Health. Nursing has become a structured, unified organizational component of the health system. The Nursing leadership structure has been redesigned to elevate and support all clinical nursing areas, with Chief Nursing Officers (CNOs) for each entity and new nursing leadership roles, including directors, associate directors, and clinical nurse leaders to support our staff and lead our initiatives.

The CCH Nursing Structure has developed robust support systems that enable our strategy for patient safety, nursing excellence, quality, high reliability and just culture to move forward. Nursing Support departments include:

- **Nursing Business Operations & Finance**
- **Staffing & Workforce Management**
- **Nursing Quality, Professional Development & Clinical Excellence**
- **Nursing Innovation & Research**

NURSING CARE ACROSS THE CONTINUUM



NURSING CARE ACROSS THE CONTINUUM



Jacquelyn Whitten-Bailey, DNP, MSN, RN
CNO, John H. Stroger, Jr. Hospital

John H. Stroger Hospital of Cook County, a 450-bed tertiary acute care hospital features one of the most respected Level 1 Trauma centers in the nation.

- Recognized by U.S. News and World report as a High Performing Hospital in 5 specialties: Heart failure, Heart Attack, COPD, Kidney Failure, Pneumonia
- IDPH- Level III NICU & Administrative Perinatal Hospital Designation
- IDPH - Dialysis Unit Certification.
- American Burn Association Certification
- The Joint Commission -Advanced Primary Stroke Care
- Accredited by Commission on Cancer
- Hospital Corpsmen Trauma Training Program for U.S. Navy training of Navy Core Nurses and Physicians

Dr. Whitten has set the strategy for Stroger Hospital Nurses, representing multiple specialties and service lines. The focus: the development of Safety Champions for each Unit, to rank in the Top Decile for Nurse sensitive indicators and improve the patient experience. Unit councils, Shared Governance and leadership development promote staff engagement. Dr. Whitten promotes strong recognition of staff for making Stroger Hospital the best place to be and their employer of choice.



Michael Moonan, RN, MBA
CNO, Provident Hospital

Provident Hospital of Cook County, a 79-bed community acute care hospital. Provident Hospital and Training School for Nurses, the first Black-owned and operated hospital in America, was founded in 1891 by Dr. Daniel Hale Williams. Provident joined the Cook County Health System in 1993 and serves resident of Chicago's South Side. Provident is accredited by the Joint Commission and has IDPH- Dialysis Unit Certification.

Provident recently celebrated 30 years with CCH.

A Primary strategy for Provident Hospital has been to improve Access to Care for residents in the community, based on their needs. Provident has supported a 48% growth in ED volumes from 2022 to 2023. In October of 2022, Ambulance Runs were resumed. An ICU was opened. Telehealth services are available, as well as an array of Primary and Specialty care in the clinics. A new Outpatient Dialysis center opened in 2021.

Since 2020, Provident surgical services have experienced a 77% growth, with a focus on Ophthalmology and GI Care.

In 2024- Provident will be opening its Crisis Treatment and Stabilization Center. This innovative center- a first on the south side of Chicago- will serve as an alternative to treatment outside of the Emergency department for persons suffering from an acute behavioral health crisis. The center will be staffed with nurses, counselors and providers specially trained to deal with behavioral health issues as a means to improve safety, quality and service in a more patient focused manner.



Elizabeth Vaclavik, DNP, RN, OCN, NEA-BC
Associate CNE, Ambulatory Services

Ambulatory and Community Health Network (ACHN) Services Care for the County's most vulnerable. CCH has more than a dozen community health centers throughout Cook County offering primary and specialty care, and diagnostic services. Each Primary Care site has been accredited by The Joint Commission as a Primary Care Medical Home. CCH Patient Centered Medical Homes (PCMH) are team-based health care delivery models led by a health care provider, intended to deliver comprehensive continuous medical care to patients to maximize health outcomes. The RN in Primary Care cares for patients from birth to end of life. Chronic Care Management visits by RNs help patients with chronic conditions to remain at home, minimizing hospitalizations and partnering with patients to achieve optimal wellness.

Ambulatory nurses collaborate with our substance use disorder team to educate patients and the community on naloxone inhalation and to provide doses to those interested individuals.

Patients requiring specialty care are treated with over 40 specialty clinics and specialty care visits available in many of our community clinics. Patient education, care coordination, procedures, infusions and patient navigation are a few of the services our nurses provide on a regular basis.

Ruth M. Rothstein CORE Center is a comprehensive care center for patients with HIV and other infectious diseases. This center provides not only primary and specialty care for those individuals living with HIV, but is a center for the community to find care for STI and other infectious diseases in a caring and respectful environment

New Arrivals Health Care- Nurses provide screenings and vaccinations for new arrivals at various settings within CCH and shelters.

NURSING CARE ACROSS THE CONTINUUM



Denise Gilbert, MSN, RN
CNO, Cook County Dept. of Public Health

Cook County Department of Public Health, a state and nationally certified public health authority that serves the public health needs of nearly 2.3 million suburban residents, focuses on health promotion and prevention and advocates for assuring the natural, environmental, and social conditions necessary to advance physical, mental, and social well-being. CCDPH brings residents, partners, and resources together to optimize health and achieve health equity for all people living in suburban cook county.

Our Public Health Nurses provide direct services which include case management, patient assessment, referral Coordination/ Outreach, Direct Observation Therapy for active TB patients, Program collaboration and follow up for six programs that resulted in 24,051 visits/ year and 1,588 patients served:

- Adverse Pregnancy Outcomes Reporting System (APORS)
- Lead
- TB
- Illinois Breast & Cervical Cancer Program (IBCCP)
- Genetics
- Hepatitis B

CCDPH Nurses:

Implemented the use of Video Visits to augment patient assessments when home visits are not feasible.
Facilitated the use of Community Health Workers into each of the nursing programs to assist with the procurement of resources and follow up for families.



Nury Marcelo, MSN, FNP-BC, CCHP-RN
CNO, Correctional Health

"Help us make a change and treat the vulnerable populations that effect our community."

Correctional Health – Cook County Correctional Center is the largest single sided jail in the country and provides 24/7 services to over 6000 detainees. Health services are provided to the detainees at the Cook County jail and residents of the Juvenile Temporary Detention Center. Cermak Health Services is Accredited by National Commission on Correctional HealthCare.

Correctional Health nurses provide healthcare to incarcerated individuals. They are often the first healthcare professional a detainee sees about a medical condition. They partner with physicians, Advanced Practice Providers, Mental health workers, pharmacists, paramedics and Nursing assistants. Correctional Health nurses perform intake exams, distribute daily medications and assess to determine if a patient needs to see a specialist or transfer to another level of care. They provide healthcare education, help patients to manage their chronic conditions and frequently advocate for their patients. At Cermak Health Center and the Juvenile Temporary Detention Center, nurses provide care in a variety of settings/programs:

- Urgent Care
- Specialty Clinics with Telehealth
- Implement Chronic disease Care Sets
- Behavioral Health & accredited Medication Assisted Treatment (MAT) program
- Intake screening for STI and Hepatitis
- Care Coordination upon release



Debra Brophy, RN-BC, CCM, MBA
Director of Integrated Care, CountyCare

CountyCare is the largest Medicaid managed care plan in Cook County. CountyCare renders services to members within its vast network which includes all CCH facilities, Federally Qualified Health centers throughout Cook County, community mental health centers and drug treatment centers as well as 4,500 primary care providers, 20,000 specialists and more than 70 hospitals. The nurses at CountyCare function as Community Based Nurse Care Coordinators for all members with specialized roles for Home and Community Based Services. All nurses serve as patient advocates to support, guide and coordinate care for patients, families and caregivers as they navigate their health and wellness journeys. Their goal is to enable people with complex medical and social needs to be able to continue living in their community. Care Coordinators use evidence- based guidance to manage a caseload of 70-100 patients with various levels of health risks and social determinants.



Diane Creal, RN MS CNS
Director, Complex & Community Care Coordination

Cook County Health also offers care coordination services to patients with complex care needs, including the uninsured. The Nurse Care Coordinators work closely with the Ambulatory care clinics. Their role is to screen patients, stratify risk status, assess medical and social needs, perform medication reconciliation, create a care plan, and perform outreach to patients on an ongoing basis.

NURSING WORKFORCE



Priyang Baxi, MBA, MPH
Senior Director of Business Operations and Finance

Areas of Responsibility:

- Oversight of Nursing Request-to-Hire (RTH) process, training and approvals.
- Report development and management including position control, patients that can be served and productivity.
- Management of the annual Nursing budget and capital submission processes.
- Procurement liaison for Nursing contracts including various paperwork, requisitions, and business reviews.
- Coordination of capital, operational and lease equipment purchasing process and approval.
- Contract invoice payment process.
- Office of the CNE Space Management.
- Business operations and Finance leadership training (i.e. Nursing Business Ops. 101 and Finance 101).
- External operational data reporting (i.e. IHA and NDNQI®).



Liza Shuttz, DNP, MSN, MBA, CCRN, CNML
Director of Staffing and Workforce Management

Areas of Responsibility:

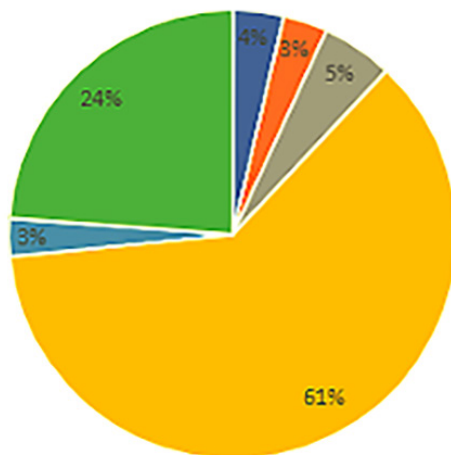
- Collaboration with CCH Human Resource Team for Recruitment and Hiring Strategies
- Management of job descriptions: Revised to recruit new graduate nurses in ED, Critical Care, Med Surg, Maternal Child Health
- Management of process for enrollment of frontline nurse leaders to the Organization of Nurse Leaders (AONL) 6 month Nurse Leader Fellowship Program
- Workforce Wellness Program
- Establishment of system wide float pool
- System management of nursing agency contracts
- Rounding for Retention Program
- Quarterly meetings with our CNE and all new RN hires
- Nurse Extern Program
- Supports the development, training and utilization of enterprise scheduling system.
- Labor Relations Liaison



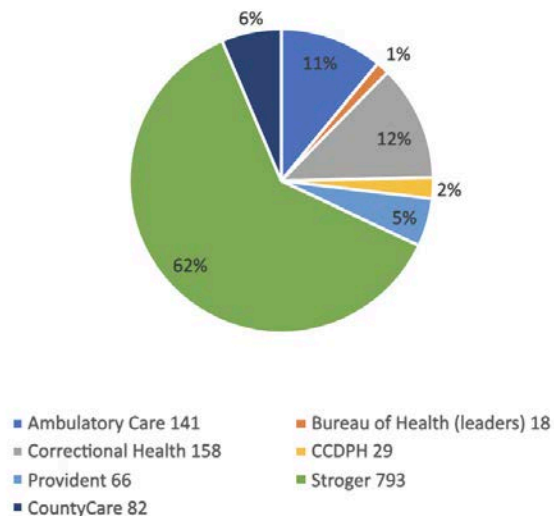
NURSING WORKFORCE

Nursing Workforce December 2023 - Total 1845

- Ward Clerks 68
- APRNs 59
- Nursing Leaders 95
- Direct Care RNs 1133
- LPNs 50
- Clinical Support Staff 440



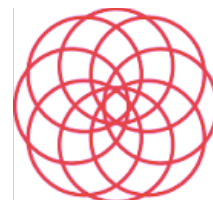
Where do CCH RNs Work?



- Average Age of Nursing Workforce - 50
- Average Accrued Tenure – 13 years
- Over 1,200 RNs across system
- 49% BSN (or higher)-prepared
- Tenured: Approximately 30% have been with CCH over 25 years
- Committed: Our RN/ LPN Turnover rate of 11.9% is much lower than national average for RNs
- Experience range-new graduates to 50+ years
- Over the next five years we will need to hire approximately 1,000 RNs

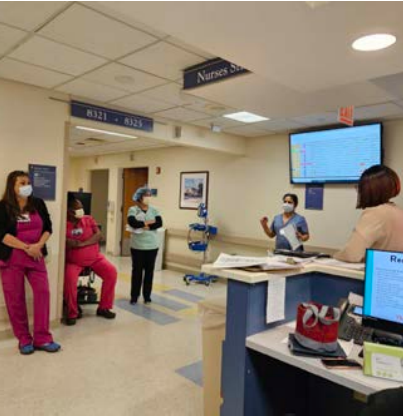
MOST INCLUSIVE HOSPITAL IN ILLINOIS

Stroger Hospital was ranked by the Lown Institute as the #1 most racially inclusive hospital in Illinois and the #2 most racially inclusive hospital in the U.S.!



LOWN
INSTITUTE

EXCELLENCE IN NURSING MAKES A DIFFERENCE



EXCELLENCE IN NURSING MAKES A DIFFERENCE

Nursing Quality, Professional Development & Clinical Excellence



Simi Joseph, PhD, DNP, RN, APRN, ANP-C, NEA-BC, FNAP
Senior Director of Nursing Innovation & Research Program

Areas of Responsibility:

- Leads the design and implementation of the Nursing Innovation and Research Center in collaboration with the Office of Research and Leadership across CCH.
- Facilitates Nursing Strategic Planning process in partnership with the CNE.
- Remains abreast of advances in the areas of nursing and healthcare research and anticipates their translation into nursing practice.
- Collaborates with Nursing leaders to ensure that research requirements and Standards for Nursing Research for Magnet are met
- Guides and directs an operational plan to include continuous research and innovation to carry out the mission, goals, and objectives of the nursing department's strategic plan.
- Leads the design and implementation of innovative nursing care delivery systems in conjunction with colleagues throughout the nursing service.
- Promotes, develops, and implements evidence-based research, and nursing innovation throughout CCH to optimize clinical outcomes and create a cost-effective health care delivery model.
- Identifies, reviews, and prioritizes research/innovation opportunities to improve organizational efficiency and effectiveness. Conducts clinically focused and public health research.
- Oversees the procurement of external funding opportunities and the writing of proposals and Nursing research grants.
- Provides leadership support in nursing publications.
- In collaboration with CCH Leadership, develops and/or utilizes effective communication systems and methods that promote sharing, partnerships, integration, and collaboration across CCH.



Jessica Salgado, DNP, MSN, RN, CWOCN
Director of Nursing Quality and Regulatory Compliance

Areas of Responsibility:

- Nursing regulatory and Compliance
- Management of system initiatives to improve nursing quality indicators
- NDNQI® Site Coordinator
- Wound Team management
- System Wide Committees:
 - HAPI Prevention -Incidence and Prevalence Day
 - HRO Steering Committee
 - Restraint Committee



Lisa Naftzger-Kang, MSN, APRN, MS, FNP-BC
Director of Nursing Professional Development and Education

Areas of Responsibility:

- System Wide Orientation, training and competency assessment of clinical nursing staff
- Coordination of all affiliation agreements with academic institutions and assignment of clinical rotations
- Coordination of Graduate student projects for nurses obtaining advanced degrees
- Nursing Education Committee
- Charge nurse Program
- Nurse Preceptor Program
- Nurse Residency Program

EXCELLENCE IN NURSING MAKES A DIFFERENCE

Excellence in Evidence Based - Practice has a positive impact on prevention of multiple types of safety events from 2019 to 2023

CCH nurses are empowered to become change agents and strive for clinical excellence across the healthcare system. Our staff care for the most complex patients in underserved communities, which became even more apparent with the COVID-19 pandemic. CCH has adapted accordingly to improve individual and community health, by providing the highest quality of care and access to all. One of Nursing's foundational principles is a responsibility to measure, evaluate and improve practice. In 1998, the National Database of Nursing Quality indicators (NDNQI®) was established by the American Nurse Association (ANA) to compile a database and quality measurement program related to factors that influence the quality of nursing care and its impact on patient outcomes. CCH Nurses have risen to the challenge and understand that it is crucial to measure and evaluate the quality of nursing care provided and ensure that patient harm does not occur on our watch. Our most effective tool to measure our nurse-sensitive quality patient outcome indicators is through the utilization of the NDNQI® database, which allows staff nurses and leadership to review and evaluate unit level nursing performance in relation to patient outcomes. It also allows us to compare our data and outcomes with national benchmarks. Our Nursing Quality and Professional Development department assist us to collect, track, trend and benchmark several patient outcomes directly impacted by nursing care.



Over the past few years significant improvements have been made by engaging nursing staff and the entire healthcare team to implement and hardwire known Nursing Best Practices. In review of our successes there are 4 Best Practices that stand out as having a positive impact on all of our nurse sensitive indicators:

- **Purposeful Hourly Rounding**
- **Nurse Leader Rounding**
- **Annual training**
- **Nurse Driven protocols.**

Stroger hospital monitors NDNQI® measures and Provident Hospital will soon be submitting NDNQI® data. NDNQI® has recently developed metrics for ambulatory care and our Ambulatory care division will soon be reporting ambulatory NDNQI® metrics to evaluate the quality of nursing care.



EXCELLENCE IN NURSING MAKES A DIFFERENCE

Hospital Acquired Pressure Injury (HAPI) Prevention (NDNQI®): 96% reduction in HAPIs from 2019 to 2023

Nursing Actions in Motion:

- Implemented the 4 Eyes Skin Assessment by 2 RNs, which prompts early identification of wounds within 4 hours of admission.
- Expanded 4 Eyes on admission in the Emergency Department
- Tracked and hardwired compliance with 4 Eyes
- Created a bed ordering process for appropriate surface for patients who are high risk for HAPI
- Developed care plan for those who are at risk HAPI

Congratulations-630 days without a HAPI!!

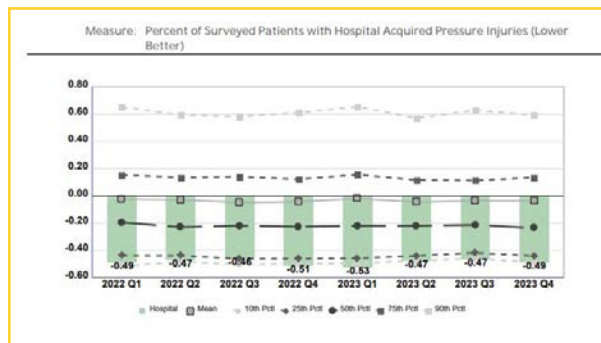
CCH cost avoidance over \$14M.

CMS Star Rating:
Top 10th percentile performer nationally.

Stroger
SICU
BURN STEPDOWN
6 SOUTH
6 WEST
7 EAST
7 SOUTH
8 SOUTH
8 WEST
PICU
NICU
OB/L&D
PACU

PROVIDENT
Unit
8 WEST

HAPI
97% reduction.
Top 95th percentile performer nationally.



Falls With Injury (NDNQI®): System Level Falls – 80% reduction from 2019 to 2023

A Fall is a “Never Event”, and all efforts should be put in place to prevent falls.

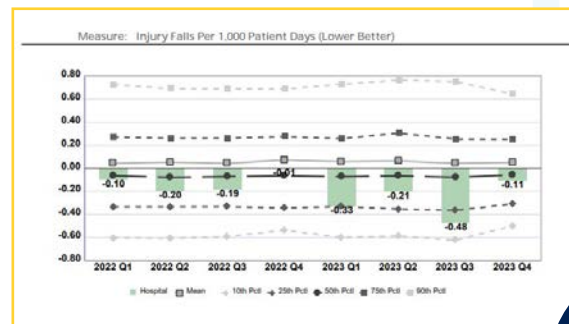
Nursing Actions in Motion:

A Falls Prevention team was led by nursing and engaged all disciplines, caring for patients. The team identified the following best practices to be implemented:

- All disciplines prioritize Zero harm
- Unit / Clinic Fall Prevention Packets were developed and distributed
- Fall Risk Tools were implemented and incorporated into our documentation system to Identify the Risk for all ages: Kinder 1, Morse Fall Scale, Little Schmidy, Infant Fall Risk Assessment
- Hardwire hourly rounding
- Alarm Equipment to detect patient movement which may result in a fall
- In the event of a Fall, a Post Fall Huddle is enacted immediately to identify and mitigate contributing factors.

An A3 project on Fall Prevention was implemented in January 2023 for Medical Surgical Units at Stroger to address contributing factors for falls.

Stroger CMS star rating in highest performing group compared with national groups.



Approximately
\$1M in cost savings/cost avoidance.

Falls with Injury
56% reduction.
Top 75th percentile performer nationally.

EXCELLENCE IN NURSING MAKES A DIFFERENCE

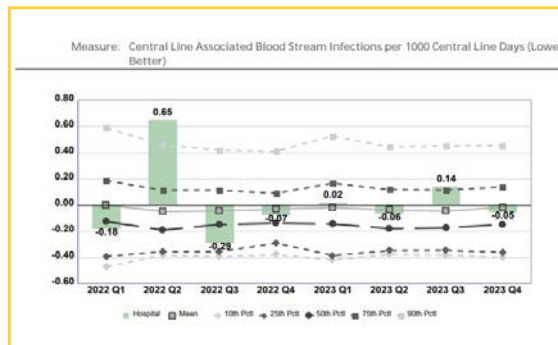
Central Line Associated Blood Stream Infection (CLABSI) Prevention (NDNQI®): 81% reduction in CLABSI from 2019 to 2023

Nursing Actions in Motion:

- Single pack insertion kits implemented
- Insertion checklist in place
- Use Clinical Leader Organizer for Nurse leader rounding
- Tegaderm w/ Chlorhexidine dressings are being used
- 2023 annual skills fair included CLABSI Prevention
- Scrub the Hub with chlorhexidine wipes
- Hardwire bundle compliance
- Standardize a day for dressing line change

Congratulations!!

Stroger Hospital has been below the national mean for CLABSIs in 5 of the past 8 Quarters.

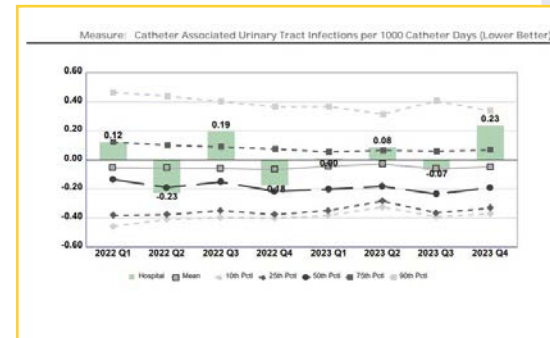


**CLABSI
48%
Reduction**

Catheter-Associated Urinary Tract Infection (CAUTI) Prevention (NDNQI®): Stroger had an 83% reduction in CAUTI from 2019 to 2023 and Provident had 0 CAUTI

Nursing Actions in Motion:

- Daily Bundle compliance program
- Nurse driven protocol for Indwelling Urinary Catheter removal
- 100 % review for all incidents
- Hardwire Nursing Protocol compliance



**CAUTI
55%
Reduction**

Restraint Utilization: Prevention of Harm!

Nursing Actions in Motion:

- Development of an Interdisciplinary System Wide Restraint Committee to drive evidence-based practice.
- Purchase of new restraint equipment
- Crisis Prevention Training (CPI) regularly occurring at Provident and Stroger
- Review of policy and current practices
- Education on alternative therapies and behavior modification being reviewed

Compared to our national competitors, Cook County Health had lower restraint use in two out of 2 out of 3 quarters in 2023!

**Between
2019 and 2023
Stroger has been below
National Means
for 7 quarters.
Top 90th percentile
performer**

EXCELLENCE IN NURSING MAKES A DIFFERENCE

The entire CCH Health system has focused on improving care to those we serve. Cumulatively these efforts have had an impact on how CCH ranks on public facing scorecards. We are so proud of our efforts to increase our visibility and demonstrate the quality of care we provide on the national front.

Leapfrog score moved to a B in 2023

Current Grade:



Nursing specific safety and quality initiatives to improve hospital Leapfrog safety grade are:

- Increased and sustained bar code medication administration scores above 95%
- Implemented and sustained hand hygiene observation program for all clinical units



CMS Star Rating- Health Care Compare

Hospital Acquired Pressure Injury: Top 10th Percentile performer nationally

Catheter-associated urination tract infections in ICUs and select wards: Better than benchmark

Clostridium difficile intestinal infections: Better than benchmark

Healthcare personnel who completed the COVID-19 primary vaccination series:
CCH - 92.2%

Healthcare Personnel who received flu vaccine: CCH 85% - Better than benchmark

John H Stroger Jr Hospital 



Overall star rating



EXCELLENCE IN NURSING MAKES A DIFFERENCE

Cermak Health Services receives Accreditation from National Commission on Correctional Health Care (NCCHC) in September 2023!!

Dear Cermak Team,

Congratulations on behalf of the Cermak leadership team for your role in helping Cermak Health Services achieve the high bar of “Jail Accreditation” from the National Commission on Correctional Health Care (NCCHC). The health of incarcerated people is a vitally important component of public health, however NCCHC accreditation is not required but is a voluntary process. Cermak has come a long way since the prior years of challenging Department of Justice activity. Together with our Department of Corrections partners we withstood 4-days of rigorous assessments and scrutiny from a team of experienced physicians and experts in correctional health care. We were evaluated in every area of our facility for compliance with Jail specific standards such as governance and administration, patient care and treatment, health promotion, safety and disease prevention, personnel and training, special needs and services and medical legal issues. We commend everyone for successfully completing this challenge.

Congratulations again with heartfelt appreciation!

Jesus “Manny” Estrada, MPA, CCHP Chief Operating Officer, Cermak Health Services
Priscilla Auguston-Ware, MD, CHCQM Chair, Department of Correctional Health/ Medical Director, Cermak Health Service
Irene Marks MS, RN, WHNP-BC, CNS, CJCP Director of Quality Improvement, Cermak Health Services



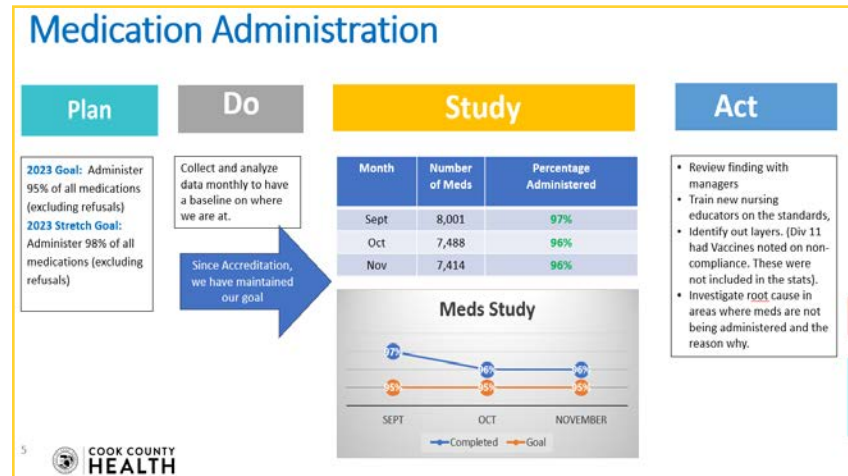
EXCELLENCE IN NURSING MAKES A DIFFERENCE

Correctional Health: Proper Sharps Inventory within PCS Intake: All Areas are 99% Compliant.

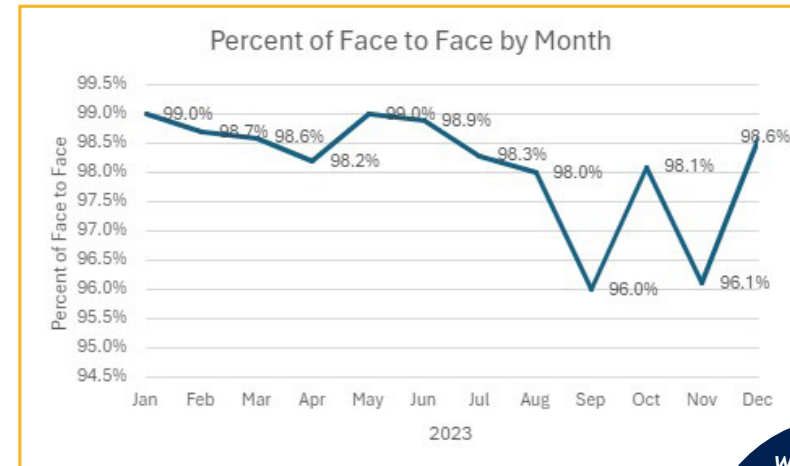
It is a criminal offense to bring contraband into a penal institution. There is a list of 40 items which are prohibited, from weapons to cell phones to paper clips. The presence of any contraband poses a significant risk to detainees, staff and possibly, the public. Counts of items subject to abuse are inventoried every shift by nursing. Correctional Health implemented education, best practices and streamlined the list of items.

Medication Administration: 96% Compliance.

It is critical that Detainees receive their medications as prescribed. The nurses at Correctional Health strive for 95% compliance.



Face To Face Evaluations for all Detainees: 98% Face to Face encounters.



We met our goal for 2023 through averaging 98% Face to Face Encounters for the year and reaching our stretch goal.

Juvenile Temporary Detention Center

The Juvenile Temporary Detention Center provides temporary secure housing for youth from the age of 10 through 16 years, who are awaiting adjudication of their cases by the Juvenile Division of the Cook County Courts. The Center also provides care for youth who have been transferred from Juvenile Court jurisdiction to Criminal Court. These youth would otherwise be incarcerated in the county jail.

The Juvenile Temporary Detention Center provides the children with a safe, secure and caring environment with programs and structure that enhance personal development and improve opportunity for success upon return to the community.

JTDC has maintained their NCCHC accreditation since 2012, providing around the clock care to minors. They also exceeded the Administrative Office of the Illinois Court and Illinois Department of Juvenile Justice standards in 2023.

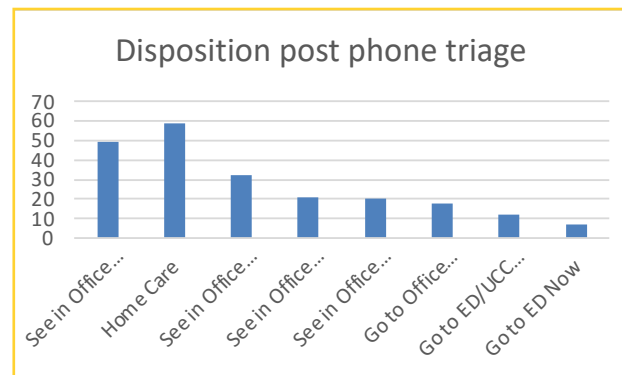


EXCELLENCE IN NURSING MAKES A DIFFERENCE

Ambulatory Care: Improving Access and Appropriate Level of Care with Telephone Triage

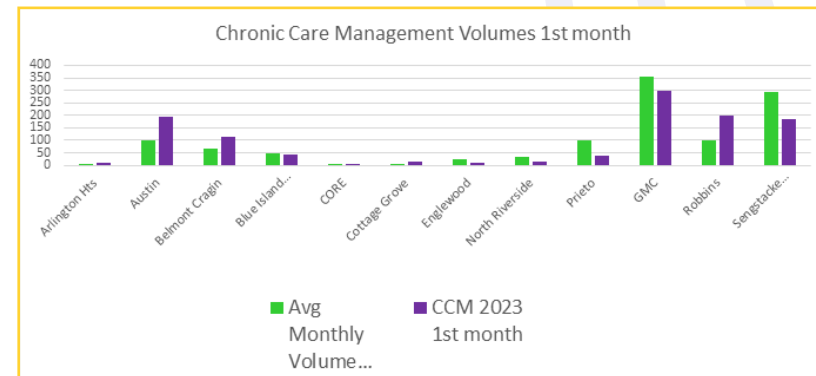
The Ambulatory RN's role in nurse triage, assessment, care coordination, and care management is an essential component of the Primary Care Medical Home (PCMH). Telephone Triage is a complex process that allows RNs to practice at the top of license. It is an interactive process between the nurse and client that occurs over the phone and involves identifying the nature and urgency of client health care needs and determining the appropriate disposition. It focuses on assessment, prioritization, and referral to the appropriate level of care. Standardized Evidence based telephone triage protocols and electronic documentation of the call was introduced as a component of the PCMH at our Ambulatory Care sites. The top 5 complaints patients have when calling the nurse triage line are:

1. Back Pain
2. Cough
3. Sore Throat
4. High Blood Pressure
5. Painful Urination



Nursing Chronic Care Management promotes Top of License Practice and improves patient outcome

Chronic Care Management Visits provide ongoing focused nursing care to patients with two or more chronic conditions requiring frequent follow up. Patients with two or more chronic conditions are at an increased risk for hospitalization, and regular Chronic Care Management Visits with a nurse promote a partnership with patients to achieve self management goals, and reach a state of optimum wellness. The nurse partners with the patient to focus on diet, exercise, medication management and education to improve chronic conditions such as hypertension, diabetes, or asthma. These Chronic Care Management Visits have also shown to improve patient outcomes, and overall quality of life. Ambulatory nurses provide 80-100 visits a month per clinic.



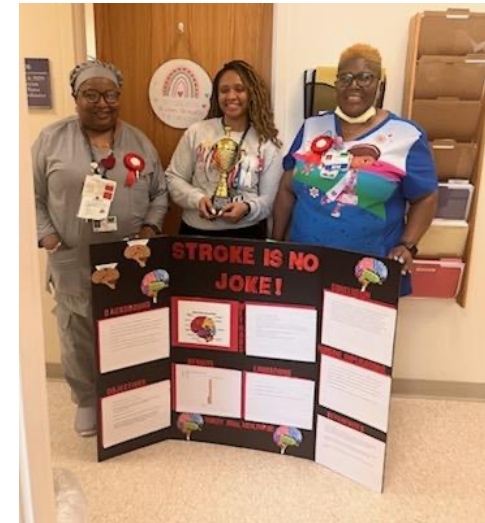
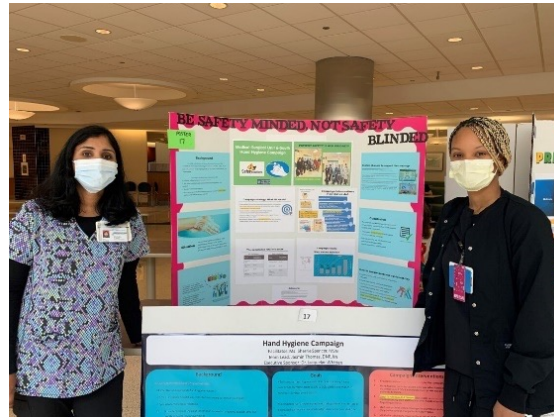
Cook County Department of Public Health: Hepatitis B Program

CCDPH Nursing staff in the Perinatal Hepatitis B program have worked to improve the health metric of infants reported born to Hepatitis B positive mothers to receive Hepatitis B Immune Globulin (HBIG) within 12 hours of birth and for infants to receive a complete Hep B series by 6 months of age, and to finally receive serology testing by 12 months of age to 70%. As of the third quarter, 2023:

- 98% of infants received HBIG within 12 hours of birth
- 75% of infants had serology testing by 12 months of age
- Zero (0) cases of Perinatal Hepatitis B transmissions to date of nursing managed cases

EXCELLENCE IN NURSING MAKES A DIFFERENCE

CCH Quality and Safety Fair: Nurses proudly display their Projects!



EXEMPLARY PROFESSIONAL PRACTICE

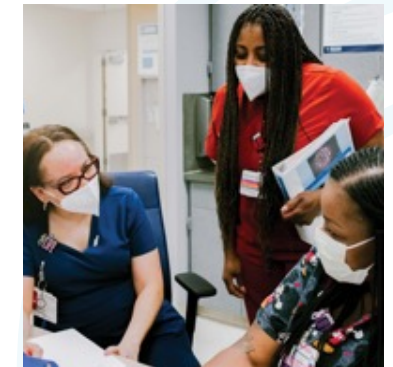
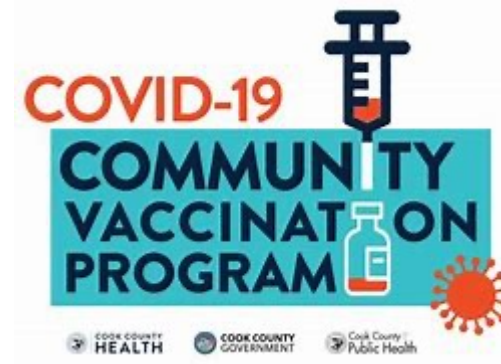


EXEMPLARY PROFESSIONAL PRACTICE

2020-2022 Pandemic Response & Preparedness

Over the course of the unprecedented COVID-19 pandemic, the healthcare industry rallied with a sense of urgency in a way we have not experienced in decades. CCH rose to the occasion.

- Provided care to more than 2000 hospitalized patients with COVID-19; Patient Cohorts were assigned to Designated units: 6 West and 7 East
- Provided more than 300,000 COVID-19 tests- Drive through Testing sites were set up at Stroger hospital, Provident and all community clinics
- Built one of the largest mass vaccination efforts in the US and administered over one million doses.
- Partnered with Illinois national Guard and opened 5 Mass Vaccination sites in Cook County
- Provided an additional 45,0000 vaccines in the community
- Developed an award winning public education campaign
- Recognition of Correctional Health by CDC for outstanding work in COVID-19 management
- County Hot Line Phone Bank managed over 7000 calls related to COVID-19
- NNOC partnership to establish staff assignments to areas of greatest need
- Schwartz Rounds 2022: Suffering in Solitude, What Covid meant to me
- Cermak Recognition by CDC for outstanding work in COVID-19 mgmt.
- Public Health Alternative Housing for Suburban Cook County—51 housing placements



EXEMPLARY PROFESSIONAL PRACTICE

Best Practices to support our new nurses! Vizient/ AACN Nurse Residency Program™

Practice Readiness: The Department of Professional Development and Nursing Education (NPDNE) are utilizing a cutting-edge Nurse Residency Program to support CCH onboarding. To date over 25 Cook County clinicians and nursing leaders have been trained to facilitate the program. This program supports nurses as they transition from students to novice nurses. Med Surg, Critical Care, ED and Maternal Child Health are now hiring new nursing graduates.

The Vizient/AACN Nurse Residency Program™ helps transition new nurse residents into their clinical roles and build their confidence. The program includes an evidence-based curriculum and final project (Vizient). It has been designed to:

- Support newly graduated nurses as they transition into professional practice for 12 months
- Support professional development and decision-making skills
- Apply evidence-based practice to clinical practice
- Improve Nurse retention

COHORT GROUP 1'S EVIDENCE-BASED PROJECTS

**Effect of Mindfulness
Meditation on Nurse Stress**
Brita Holmlund BA, RN

**CAUTI Prevention & Reduction
Through Nurse Driven Protocols**
Norma Molina ADN, RN

**Use of Scripted Education for Fall
Prevention**
Sade Lyles BSN, RN

**Debriefing for Collaboration
& Teamwork in Nursing**
Isabelle Ramos ADN, RN

**Communication Boards to Enhance
Nurse-Patient Communication**
LaDonna Spencer BSN, RN

**Use of a Medication Fall Risk Score
Tool to Enhance the Identification of
Patients at Risk for Falls**
Valerie Duran BSN, RN

**Addressing Patient Social
Isolation and Loneliness During
COVID 19
Visitor Restrictions**
Ajok Okwonga BSN, RN

**Implementation of Real Time Peer
Feedback to Improve Hand Hygiene
Compliance in 7-East Medical
Surgical Unit**
Angel Mary ADN, RN

COHORT GROUP 2'S EVIDENCE-BASED PROJECTS

**Use of a Medication Fall Risk Score
Tool to Enhance the Identification of
Patients at Risk for Falls**
Abidemi Ayinde, RN

**Using a standardized hand off
tool regarding perception on
communication between
RN and Physical Therapy**
Janet G. Martinez, BSN RN

**Unit Specific RN to RN hand off tool
– Patient Communication**
Muna Yousuf BSN, RN

**Walking Exercise on Nurse Burn Out
& Stress**
Aiesha Meghie, BSN RN
& Falynn Demby, MSN RN

**Visual Aid Impact on Nurse –
Patient Communication**
Margie Jaime, RN



EXEMPLARY PROFESSIONAL PRACTICE

Advanced Practice Registered Nurse (APRN) Fellowship Program

To provide comprehensive care within our communities and address the shortage of primary care providers in ambulatory care, Cook County Health (CCH) identified the need to expand Primary Care teams with additional APRNs. The goal was to create a pathway for graduates of nurse practitioner programs to transition into practice, with an emphasis on leveraging the unique skill set that an APRN brings to the team. An APRN Fellowship Program was established in 2019 and has been very successful. The program is grant funded from the Health Resources and Services Administration (HRSA) and was created in partnership with CCH Nursing Leaders, Medical Staff, Advanced Practice Provider (APP) Leaders, and Loyola University Marcella Niehoff School of Nursing.

The APRN Fellowship Program is designed to support new graduate APRNs during the critical first year of their transition into APRN practice. Each cohort spends one year of transition to practice in an interdisciplinary care model and an immersive practice-based learning environment. Fellowship participants are mentored and guided by experienced APRNs and physician colleagues in a patient-centered medical home model. Each participant's professional development is supported to create an evidence-based quality improvement project, which is presented at Graduation.

A total of five (5) APRNs has completed the program. Three (3) of them are currently working in the CCH ambulatory care clinics where they had their clinical training. There are currently four (4) participants in the program completing the last cohort of the 2019 grant award. Consequently, the APRN Fellowship Program was granted another award to continue the program. This grant was awarded in July 2023 and will conclude in July 2027.

In March 2023, the program applied for the Advanced Practice Provider Fellowship Accreditation (APPFA) through the American Nurses Credentialing Center (ANCC) and was successfully accredited on November 28th, 2023.

CONGRATULATIONS ON ACHIEVING THIS HONOR AS A MARK OF EXCELLENCE!!

Jocelyn M. Sales, MSN, APRN, PCNS-BC is the Director of the APRN Fellowship Program



"This program has elevated the professional practice of Nursing at CCH"
**Dr. Mark Loafman, Chair
Family & Community
Medicine**



A Focus on Diabetes:

Examples of Evidence Based QI Projects completed by Fellows:

Re-Establishing Connections with Patients with Diabetes Via Phone Outreach

Emma Oanes, DNP, APRN, FNP-BC

Impact of Nurse Practitioner Patient Education on Diabetes Care

Diana Sandoval, MSN, APRN, FNP-BC

Diabetic Retinopathy Screening In Adult Diabetic Patients In A Primary Care Clinic

Jacek Wesolowski MSN, APRN

EXEMPLARY PROFESSIONAL PRACTICE

Transformational Leadership:

The Nurse Leadership Academy was established in 2023- Meet our new leaders who completed the 1st Nurse Leadership course in November, 2023.



NURSING LEADERSHIP ACADEMY CAPSTONE PROJECTS

Email Etiquette, Meeting Structure,
& Communication Process

EXPLORING THE DIFFERENCES OF AMBULATORY AND
ACUTE CARE NURSING ROLES

Contemplating a Nurse Shadow program at CCH

Update Preceptor Program

Nurse Manager Pipeline

Nurse Manager Residency
New to Role or Organization

Contemplating a Nurse Shadow program at CCH

Job-Sharing within Cook County Health Systems

STAFF ENGAGEMENT
CCH LEADERSHIP ACADEMY PROJECT

FOCUS ON REAL
ISSUES & SOLUTIONS!!

EXEMPLARY PROFESSIONAL PRACTICE

Improving the Patient Experience: Patient experience encompasses the range of interactions that patients have with the healthcare system. Understanding the patient experience is a key step in moving toward patient-centered care and encompasses many aspects of care.

The Stroger Nursing team has led the charge and committed to improve the patient experience by listening to the voice of their patients and ensuring their needs are met, by empowering the patient to be involved in decision making and by optimizing patient outcomes and their experience at CCH. A Patient Experience workgroup was created and identified Best Practices to be implemented. Over 500 nursing staff members have been trained on the following:

- CI-CARE,
- Commit to Sit
- Bedside Report
- Purposeful Hourly Rounding
- Post Discharge follow up calls – Connected with over 400 patients

STROGER NURSING LEADERSHIP

Dr. Jacquelyn Whitten-Bailey, Chief Nursing Officer

Dr. James McCracken, Emergency/Trauma Services

Mrs. Kathleen Minogue, Maternal Child Health

Mrs. Sherrie Spencer, Medical-Surgical

Mr. Peter Sesi, Patient Flow & Critical Care

Press Ganey patient experience survey resulted in 32% increase in nursing hourly rounding.



C-I-CARE

	C	Connect Greet the patient appropriately, address people by their proper or preferred name, use appropriate body language, make eye contact
	I	Introduce Tell the patient your name and role, allow others in the room to introduce themselves, speak highly of others when introducing them
	C	Communicate Tell the patient what you are going to do, how long it will take, and how it will impact them

	A	Ask Ask permission before entering a room, examining a patient, or undertaking an activity
	R	Respond Respond to patients' questions or requests promptly and anticipate the patient's needs
	E	Exit Explain what will happen next, provide a time frame, thank the patient, restate your name, and ask: "Is there anything else I can do for you?"

EXEMPLARY PROFESSIONAL PRACTICE

Tackling a National Crisis: Substance Use Disorder (SUD)

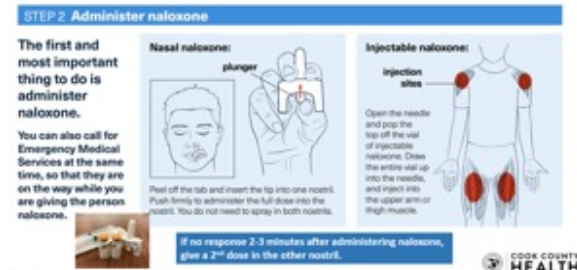
25% respondents in the CCDPH health assessment responded that substance use is a community health problem.

Medications for Addiction Treatment (MAT) for Opioid Use disorder is available at all CCH sites of care with a single phone call to the Behavioral Health Access line (844)-433-8793) or via the Bridge Clinic (1-312-4MAT). A full team of providers with experience in MAT provide services at all locations, including correctional health. The team consists of physicians, Recovery Coaches, Behavioral health specialists, Social workers, RNs and APRNs. RNS play a significant role in the administration, monitoring and patient education related to injectable medications used in MAT, such as Sublocade and Naltrexone. A Powerplan has been developed to provide clinical decision support and improve documentation.

CCH Advanced Practice RNs (APRNS) have embraced the MAT program and thus far four have been certified to provide MAT to patients with substance use disorders.

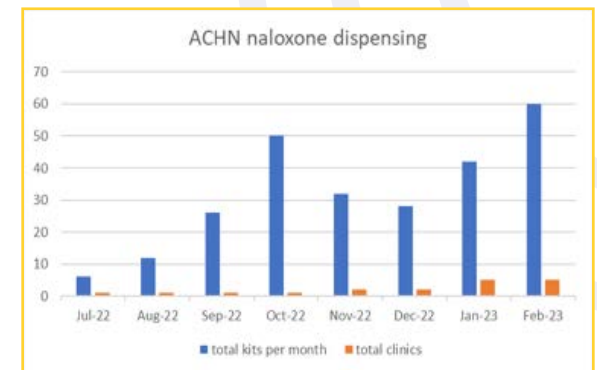
“MAT providers use motivational interviewing to build a trust based relationship with clients first, which is judgement free.”
APRN Nurse Fellow

Responding to an Overdose with Naloxone



Despite advanced efforts to provide therapy for Substance Use Disorders, in the last decade, opioid use has skyrocketed, with over 2000 opioid related fatalities in Cook County in 2022. Naloxone is an FDA approved medication to reverse overdose effects of opioids and increasing access to naloxone is a key overdose prevention strategy in the Illinois State Overdose Action Plan and the U.S. National Drug Control Strategy. Illinois law allows for direct dispensing of kits to individuals by community-based organizations and health systems and Illinois Department of Human Services provides free naloxone. CCH had previously implemented dispensing protocols within the emergency department and established protocols enabling staff members to administer naloxone at any site, including correctional health, when overdose is suspected. Building on this practice, a multi-disciplinary team developed a system-wide policy for dispensing naloxone within any CCH care site. This partnership between Nursing, Pharmacy, Department of Medicine, Health Information Systems, Ambulatory Community clinics (ACHN), the Center for Health Equity and Innovation and SUD program launched an effort to dispense naloxone from all ACHN clinics in 2022. CCH clinics have dispensed 546 kits (2 kits/ box) in 2023, in addition to kits dispensed in the ED.

“The CCH nursing team is such an amazing partner to move the needle on all of this.”
Juleigh Nowinski Konchak, MD MPH, FASAM, Cook County Health Program Director, Center for Health Equity & Innovation.



Next Steps: Install vending machines for Naloxone dispensing at CCH clinic sites (rendering pictured).



EXEMPLARY PROFESSIONAL PRACTICE

CCDPH Maternal Child Health

Illinois is working to build the Universal Illinois Newborn Support Systems (UNSS) that provides free voluntary short-term home visiting and referral services to every family at the birth of a new baby. CCDPH nurses participated in the workgroup that developed the rubric for the model of care that incorporates principles and practices that support the identification of family health and psycho-social needs and connects the family to care.

County Care Nursing Home Initiative

County Care nurses are involved in a project to assist long term nursing home patients to transition back into their communities. This is a complex process which spans domains of chronic medical conditions management, Social Determinants such as housing and supportive resources to safely remain in community.



Complex and Community Care Coordination Focus on High Utilizer Population

A team of Transition of Care nurses focused on patients at risk for hospital readmission to determine if targeted proactive outreach and participation in care coordination would decrease ED encounters and hospitalizations. Patient contact rate was 51% with rate of recidivism slightly lower for those accepting care coordination. Patients assigned to a PCMH were less likely to visit the ED. There is a need for further exploration of these interventions.

Correctional Health

The nurses implemented measures to ensure continuation of care upon admission or discharge into the community

- Obtain records from outlying hospitals
- Design an Interagency Discharge planning process
- Care coordination to continue substance use disorder (SUD) treatment in the community clinics

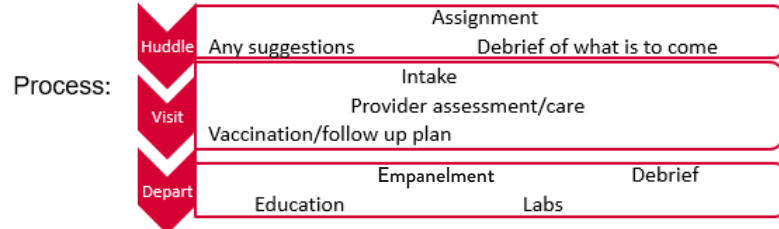


EXEMPLARY PROFESSIONAL PRACTICE

Ambulatory Care - A Call to Action: Healthcare for New Arrivals

In September of 2022, The CCH team was notified that Illinois had an urgent need for migrant care. Within 4 days on September 8, 2022, a Refugee Health Clinic opened at Belmont Cragin Health Center. The Goal was to provide Health Equity to new arrivals, who faced perilous travel to get to the US and were facing rising levels of repression, food shortages, social turmoil, and economic instability. A Multidisciplinary team utilized the Donabedian framework to develop a successful model for migrant care, initially at established CCH clinics, which has expanded to migrant shelters. Care coordination teams, consisting of an RN and an aide are now deployed to shelters to screen new arrivals who are sick and prioritize those that need to be seen in clinic.

Structure: Belmont Cragin/Shelters w/agency
RN/MA/Clerks/APP/MD



Outcomes:

Unique Patients Seen	CCH ED Visits	Total Scheduled Visits
26, 908	4213	110,000

“Just two days ago, we were sleeping on the floor of a police station and today we are grateful for the amazing staff at this CCH clinic who have been treating us with dignity and respect.”

- Mr. Mendoza and Family



“One does not ask of one who suffers: What is your country and what is your religion? One merely says: you suffer, that is enough for me. You belong to me, and I shall help you”
Quote in *Louis Pasteur, Free Lance of Science (1960)*
by Rene Jules Dubos

New Arrivals Health Care- Nurses provide screening and vaccination at the landing zone of new arrivals as they are coming off the bus from other locations. They also have outreach into the shelters for screening and vaccination. At Our Belmont Cragin Clinic New Arrivals are scheduled for comprehensive assessments, screening, treatment and care by a full team of professionals.

WHAT DOES HEALTH EQUITY LOOK LIKE

Services Provided to New Arrivals:

- Screenings
- Vaccinations
- Comprehensive Healthcare
- Primary Care Medical Home
- Transportation
- School Physicals
- Medications
- Labs
- Language Services
- Privacy

EXEMPLARY PROFESSIONAL PRACTICE

CCH REGIONAL AND NATIONAL PRESENTATIONS

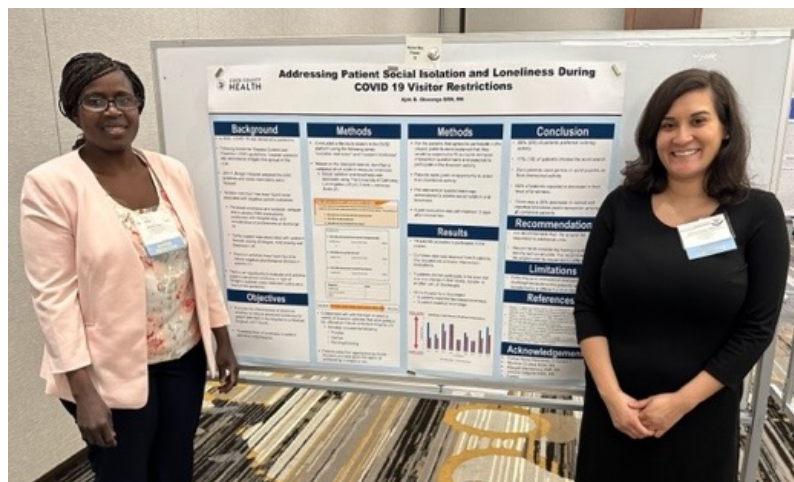
Nursing Documentation Tips and Tricks

Mrs. Nury Marcelo, CNO of Cermak and JTDC presented “Nursing Documentation Tips and Tricks” at the National Commission on Correctional Healthcare Conference. She emphasized the relevance of clear, legible, concise, contemporaneous, progressive and accurate documentation in the Correctional setting using SOAPE. Examples of Case studies that ended in legal proceedings were discussed.



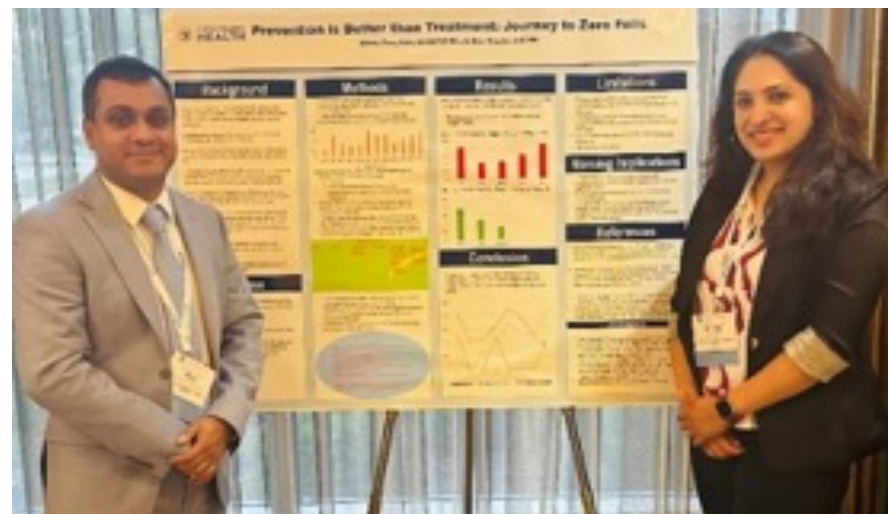
Addressing Patient Social Isolation and Loneliness During COVID 19 Visitor Restrictions.

Ajok B. Okwonga BSN, RN and Jessica Salgado presented their poster at the University of Iowa's Evidence Based Practice



Prevention is Better than Treatment: Journey to Zero Falls:

Nimmy Toms & Gins Thachil presented a poster on Fall Reduction at the IONL Leader Program.



IHI- Wellness: Liza Shuttz, Director of Staffing and Workforce Management partnered with Linh Dang, CCH Chief Experience Officer and Raji Thomas, Director of Patient Safety, to create a poster describing their Wellness pilot at CCH as part of the National IHI (Institute for Healthcare Improvement) initiative on Workforce Wellness. The Poster was presented at the Annual IHI Conference in December 2023.



EXEMPLARY PROFESSIONAL PRACTICE

CCH REGIONAL AND NATIONAL PRESENTATIONS

Sexual Assault Nurse Examiner (SANE) Program

CCH acquired a workforce development grant to develop the Sexual Assault Nurse Examiner (SANE) training programs. SANE nurses are available in CCH hospitals and correctional facilities.

Program Objectives: Provide specialty training to nurses who are interested in providing medical-forensic services to victims of Domestic Violence, Sexual Assault, Child Abuse, and/or Elder Abuse.

Training and Developmental Activities

- Exploring the World of Forensic Photography Workshop.
- Multidisciplinary training with police, states attorney office, crime lab specialist, and advocacy groups.
- Peer review with national experts through partnership with Midwest CAC
- Forensic Fridays (Quarterly training opportunities with the Illinois Association of Forensic Nurses).
- Annual SANE Skills Day.
- Professional development and networking through professional organizations.

Student Achievements:

- Two students were provided poster presentation in Pheonix, Arizona titled, “Keeping Things Fresh! Building a SANE Reference Library!”
- Two students conducted round table presentation on SANE Program Development at the American Professional Society on the Abuse of Children Conference in Denver in Denver, Colorado 2023.
- Three students provided lecture at the 2022 International Conference on Forensic Nursing Science and Practice on the Development of the SANE Champion and Succession Planning in Dallas, Texas.
- One student from the program became recognized as a National Expert as an Adult/ Adolescent Sexual Assault Nurse Examiner (SANE-A).
- Partnership with the Nigerian Nurses Association to increase certification of minorities.

Keeping Things Fresh! Building a SANE Reference Library

Serena Valino, Associate Director Professional Development and Education and Domenica Flanagan presented their Poster at the 2023 International Conference on Forensic Nursing Science and Practice in Phoenix, Arizona.



WORKFORCE DEVELOPMENT AND WELL BEING



WORKFORCE DEVELOPMENT AND WELL BEING

BECOMING THE EMPLOYER OF CHOICE

The 2022 American Organization of Nursing Leadership (AONL) Insight Study identified staffing as the top challenge for nurse leaders of all levels. Pre-pandemic the workforce began to shift due to the retirement of Baby Boomer nurses, which comprise approximately one-third of the nursing workforce. The Covid-19 pandemic exacerbated this shift and nurses left health care for a multitude of reasons. Even as the pandemic began to abate, the difference between nurses returning to the bedside versus remaining home or opting to work in another profession, remained high, and there continues to be a reduced number of nurses available to work in health care. Fortunately, nursing turnover at CCH has been lower than the national average in the past few years. CCH Nursing leadership recognized the need for a robust workforce strategy early on in 2020 and have focused on recruitment, retention, development and well-being of the workforce. It also became critical to ensure the development of a pathway for recruitment of nursing staff for the future by partnering with Nursing schools and promoting healthcare as a profession within the community and among ancillary staff at CCH. CCH Nursing leaders met in 2023 to prioritize and implement many of the strategies and best practices from the 2023 AONL Nursing Leadership Workforce Compendium, with the goal of becoming the Employer of Choice for nurses throughout the area.

Our Staffing and Workforce management team have partnered with Human Resources to implement multiple activities to attract candidates and streamline the hiring process.

Outreach and Marketing strategies include community outreach via social media and videos, highlighting CCH benefits and the creation of a website for the application process.

2023 Nurse Turnover
CCH: 11.9%
National Rate: 22.5%



Join Our Team

Cook County Health Nursing

Why Cook County Health?

Nursing is the largest department within Cook County Health, and a critical driver of the organization. Our nurses are passionate about advancing the quality and availability of care for everyone in our community and serve as champions of our mission.

Our teams work in a variety of specialty departments throughout the health system, including two acute care hospitals (community and teaching), correctional health, ambulatory care, and public health.

To help our employees thrive, we offer compensation and benefits to support your personal and professional development. Learn more here!

Two Opportunities for Salary Increase!
Salary Increase Within 6 Months* & Contract Increase Once a Year

Benefits	CCH	Local Competitors	Agency
Pension (Plan 2) <small>Provides eligible employees with a secure retirement plan through defined contributions, including 401(k) and 457(b) plans.</small>	10-Year Vesting Contributions: 8.5% Payments: 8.5%	✗	✗
Retirement Fund	Voluntary Participation - Roth IRA Roth IRA Roth IRA	On average, local competitors offer about 4% less savings than CCH	✗
Tuition Reimbursement	100% Tuition Reimbursement after 1 year	On average, tuition reimbursement is available for eligible employees	✗
Shift Differential	Evening, Night and Weekend Shift Differentials	100% differential may be available	✗
Additional Health Benefits	Vision, Dental & Life Insurance (No Charge)	Additional benefits may be available	✗
Paid Time Off**	10 PTO days as full-time employees 15 PTO days as part-time employees	On average, local competitors provide 10-15 PTO days per year	✗

*Based on the average of the beginning of the fiscal year (October 1st) and the end of the fiscal year (September 30th)

Additional Opportunities for Growth at CCH

Gain 1 additional PTO day* (10 total) after 1 year of service | 1 Annual Education Day | 10 Academic Residency Programs

**Based on the average of the fiscal year (October 1st) and the end of the fiscal year (September 30th)



WORKFORCE DEVELOPMENT AND WELL BEING

ATTRACTING TOP CANDIDATES

CCH has offered monthly hiring Fairs

Weekly Cadence interviewing for Inpatient units and Expedited

Hiring Processes: Weekly interviews are held for key vacancies at Stroger and Provident Hospitals. CCH Nursing is testing an expedited hiring process, whereby candidates are screened and if they meet the qualifications for the position, an offer is made. Times are made available for candidates to meet with nurse leaders prior to acceptance of offer. 186 offers made with the new process.

Visibility at External Hiring Events:
See what CCH Nursing has to offer!!

Making an Impact:

With the implementation of innovative recruiting, hiring processes and increased visibility in the market, CCH has seen a significant increase in our hiring capabilities, especially in the last 6 months. There have been a total of 238 New Nursing Hires in 2023. We are confident that this trend will continue.

- 145 Direct Care RNs
- 84 Non- RNs (Ancillary Staff)
- 24 Leaders



WORKFORCE DEVELOPMENT AND WELL BEING

Workforce Retention:

Student Nurse Extern Program: Since 2022 CCH has offered a 16-week program for nurses entering their final year of school have a chance to gain hands-on experience on units, SIM lab and classroom learning. For 2024, the extern program will move to a summer-only program which will allow externs greater shift flexibility and more robust educational offerings. Our goal is to recruit the students to permanent positions.

Rounding for Retention:

The Associate Director of Nursing Recruitment and Retention rounds on newly hired nurses to learn about their onboarding experience and to remove any barriers to success.

CNE Quarterly Meetings with New Hires:

CCH CNE and other nurse leaders meet with Newly hired RNS to obtain feedback and address any concerns.



WORKFORCE DEVELOPMENT AND WELL BEING

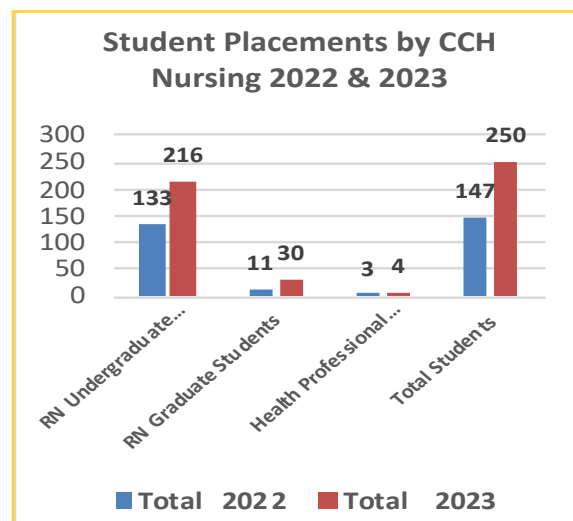
Nursing Academic Partnership: 1st CCH Nursing School Summit to Build future Workforce



In June of 2023 CCH held its First Annual Nursing School Collaboration Summit, with the goals to create partnerships for a premier academic experience for the students and help to build CCH's future workforce.

Outcomes:

- Over 50 participants from 18 Healthcare education institutions/universities across Midwest.
- Collaborated with Education institutions to address CCH's future workforce needs.
- Expanded our Clinical opportunities to Correctional Health and Provident
- Identified other clinical opportunities for Patient Care Technicians, Surgical Technicians, and Medical Assistants



WORKFORCE DEVELOPMENT AND WELL BEING

Workforce Development: Education and Training

Nurse Preceptor Program:

Offered Quarterly: Mentors and Preceptors accelerate practice readiness of new nurses.

Course Objectives:

Articulate the health system mission and Department of Nursing guiding principles as a foundation for every Nurse's role and responsibility at CCH.

- Demonstrate the role of the preceptor
- Demonstrate precepting models and strategies
- Demonstrate precepting concepts
- Develop a learning plan
- Use effective communication skills as a foundational and critical aspect of precepting
- Demonstrate the use of resources in support of the preceptor role and preceptee learning
- Assess preceptee strengths and opportunities for improvement
- Demonstrate efficiency and effectiveness in the role of preceptor
- Demonstrate strategies to maintain self-care as a preceptor.



Charge RN Workshop:

Quarterly training provided to nurses ready to begin their next stage of their professional development. 4 hour workshop with CEUs

Course Objectives:

- Discuss and perform the roles and responsibilities of the charge nurse.
- Describe the qualities and expected competencies of a charge nurse.
- Review the key aspects of quality and regulatory compliance as well as the Charge Nurse's role in leading quality and regulatory compliance.
- Provides hand-off communication tools and reviews the use of the clinical nurse organizer or ambulatory nurse organizer.
- Conduct Morning Huddles

**Congratulations to the 76
Nurses completed in the
course in 2023!**

**Over 170 nurses have
completed the course
since 2022!**



WORKFORCE DEVELOPMENT AND WELL BEING

System Wide Annual Training and Competency Evaluation for 1,200 nurses across the Cook County Hospital and its affiliates. Annual competencies provide the nurses an opportunity to get hands on training with the clinicians, senior instructors, and master educators. System wide annual competencies review educational components that apply to nurses and ancillary staff with similar skill sets. Whereas departmental competencies will validate specialty knowledge among a cluster of nurses.

Competency fairs are held for all facilities and sites of care to ensure nursing staff are up to date on complex nursing skills and Safety Practices.

Pediatric Competency Classes provided for Ambulatory Clinics:

Some staff (nurses and medical assistants) verbalized a lack of experience and fear of caring for pediatric patients. They requested training for care of pediatric patients. 10 classes were offered to all staff in the ambulatory clinics with the following objectives:

- Deliver safe, quality pediatric care in ACHN according to pediatric quality metrics and expected workflow
- To increase access to care for pediatric patients
- To develop a competent and confident staff to care for pediatric patients through identifying the barriers, staff needs, assessment and education.

This class will be incorporated into Nursing and Medical Assistant onboarding to CCH.



WORKFORCE DEVELOPMENT AND WELL BEING

Investing in Workforce wellness = Employer of Choice

A group of multidisciplinary system leaders attended the Institute for Healthcare Improvement (IHI) Workforce Wellness Program, with the deliverable of a CCH Nursing workforce wellness program. The Program went live with a Test of change in 2023.

AIM Statement: Employing the elements of the IHI Joy in Work framework, CCH implemented several measures at the unit, organizational and system levels to improve and enhance employee wellbeing, engagement and collegiality.

The project aimed to test effectiveness of some of the wellbeing tools in reducing burnout in clinicians and identify the most effective tools that could be customized for the system. The multi-pronged approach to employee wellbeing included local test of wellbeing tools, organizational efforts around creating venues for employees to engage with each other and develop long lasting relationships that will serve to enhance resilience and joy in work.



Deliverables and Tactics

Increased Joy in Work/Less Burnout

-Daily Shift Huddle Initiatives: 3 Good Things, Know Me Template, Peer of the Day

Employee Appreciation: Food Truck Event/Hats Off Photo Op

-Contract with various food trucks to feed 3000 employees

-Live music

-Hand out swags as we thank the staff for their hardwork

-Photo op with logo merchandise, such as caps and t-shirts

Employee Recognition: Commit to Excellence Award

-Monthly review of nominations by peers for peers

-Recognize 5 candidates monthly on their units

-CEO and Executive Leaders hand delivers edible arrangement & certificate on units.

-Photos taken and shared on social media

Employee Engagement: Talent Show

-Open call for talent show to win plaque for first, second, third and people's choice award

-Staff to submit video

-Viewing of video opened to everyone

-Popcorn and drinks provided during viewing

-Odd number of judges to break any ties

-Invited winners to perform at Food Truck event

Daily/Shift Huddle Initiatives

3 Good Things

- 1.
- 2.
- 3.



Peer of the Day

Month _____

RECOGNITION OF NURSING EXCELLENCE



RECOGNITION OF NURSING EXCELLENCE

Daisy Awards: In Memory of J. Patrick Barnes.

The DAISY Award for Extraordinary Nurses was created in 1999 by the Barnes family after suffering the tragic loss of their son, J. Patrick Barnes at age 33. Mr. Barnes suffered from an autoimmune disease, so the DAISY program was created and named in his honor, DAISY stands for Diseases Attacking the Immune System. It is a recognition program to celebrate and recognize nurses from patients, families, and co-workers. It is a way to thank nurses for the care and kindness they provide.



*Tina Koomson, RN, 6 West
Medical/Surgical Nursing*



*Anu Thomas RN, 6 West
Medical/Surgical Nursing*



*Taryn Cephas, RN, 4 South
Obstetrical Nursing*



*Lakesha Mitchell, RN, Cermak
Health Services*



*Rachel Kellum, RN, 6 South
Medical/Surgical Nursing*



*Rose Pita, RN, 6 East
Medical/Surgical Nursing*



*Wojciech Rusiecki, RN,
Burn ICU Nursing*



*Tamara Alexander, RN, 4 South
Obstetrical Nursing*



*Juanita Ellison, RN,
Labor & Delivery Nursing*



*Martia Brown, RN,
Englewood Health Center*



*Victoria Akwarandu, RN, 8 West
Medical/Surgical Nursing*



RECOGNITION OF NURSING EXCELLENCE 2023 NURSE CLINICAL EXCELLENCE AWARDS

CCH NURSE CLINICAL EXCELLENCE AWARD:

The Nurse Clinical Excellence Award Program was established over 10 years ago to celebrate and recognize nurses across the Health Care System. The Nurse Award recipients are nominated by colleagues and demonstrate outstanding clinical performance.

Our 2023 Award Winners:

Sharon Shields, Health Advocate
Patient Care Support

Angelica Moore, RN
Rising Star

Tahitia Martin, RN
Volunteerism

Adelaida Espiritu, RN
Leadership

Sonya Mitchell, RN
Correctional Health

Vicki Odom, RN
Community Care

Richard Nwaorgu, RN
Clinical Nursing

Cisy John, RN
Education & Mentorship

Shalise Roberts, RN
Excellence in Public Health Care



RECOGNITION OF NURSING EXCELLENCE 2022 NURSE CLINICAL EXCELLENCE AWARDS

Our 2022 Award Winners:

Augustus Alabi
Correctional Health

Martia Brown, RN
Community Care

Cheryl Eadie, RN
Education and Mentorship

Regina Lapcevic, RN
Clinical Nursing

Joyce Ogunti, RN
Volunteerism

Rosemary Salas, RN
Patient Care Support

Blaine Stringer, RN
Leadership

Anu Thomas, RN
Rising Star



RECOGNITION OF NURSING EXCELLENCE

Good Catches-
Reporting of “near missed”
events allows our organization
to understand how our
systems and processes might
inadvertently contribute to
errors and also allows us to
take timely actions to institute preventive strategies
to prevent harm from reaching the patients. Staff
members are nominated for Good Catch award!
– Raji Thomas

There are usually multiple team members involved in
identifying these events. The following nursing staff
have received the Good Catch Awards in 2023.



August 2023:
Taryn Cephas, RN, Mother Baby Unit and Team



October 2023:
Juvenile Temporary Detention Center Team



March 2023:
Maribel Tejeda, Surgical Scrub Technician



September 2023:
Luis Blanco-Vasquez, RN, from CCU



October 2022:
Philsy Edakara, RN, and her team in the ED

RECOGNITION OF NURSING EXCELLENCE

I AM A STROGER NURSE

Stroger Weekly Patient PX Reflections shares patient stories and highlights Stroger Nurses commitment to excellence!

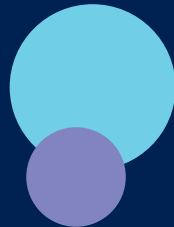
Patient Engagement = Staff Engagement!!

- Adheres to quality and safety standards
- Uses the “commit to Sit” best practice
- Conducts Purposeful Hourly Rounding (6Ps)
- Demonstrates appropriate and professional actions or behaviors
- Participates in Bedside Shift Reporting (Handoff)
- Provides exceptional patient experiences by using CICARE

I AM A STROGER NURSE RECIPIENTS:

(pictured from left to right)

Agron Ernesto, RN
Patience Alilionwu, MSN/ FNP-BC, ECRN, IPVNE, RN
Philsy Edakara, RN
Mary John Elengical, BSN, RN
Vincy George, RN
Hilo Douglas, RN
Sharon Hollivay-Wheeler, MSN, RN, CCRN, CNS
Megan Calcagno, BSN, RN, ECRN
Jackson Deanna MSN RN CCRN, TCRN, TNS, TNCC, ABLs, PHTLS
AlmeAiesha Meghie, BSN, RN
Milany Tubillara, MSN, RN
Nirmala Neupane, MSN, RN
Jisha Abraham, RN
Sarah Osae-Asante, RN
Shirley Paloma, RN
Delia Poblete, RN
Jisha Poothurail, BSN, RN
Tracey M. Ross, MSN, RN, FNP
Anu Keruppayil BSN, RN
Varisara Vinotai, RN
Muna Yousuf, BSN, RN



RECOGNITION OF NURSING EXCELLENCE

PATIENT CHOICE AWARDS

Marietta Jucar
Clinical Nurse I

Agnieszka Stanis
Clinical Nurse I

Dr. Joy Eneogwe, APN
Nurse Practitioner

Ollie Rogers, APN
Nurse Practitioner

Yemisi O. Allibalogun
Health Advocate

Titilayo Akinjiyan
Patient Care Technician

Alicia Grayson
Telemetry Monitor Technician

Cherry Joy Barrios
Clinical Nurse I



RECOGNITION OF NURSING EXCELLENCE

National and Regional Recognition: Leadership and Clinical Excellence - The Impact we have beyond CCH!

Beena Peters, DNP, RN DNP, RN, FACHE, FABC
System Chief Nursing Executive, Cook County Health

On November 3, 2023, Dr. Peters received the Joan L. Shaver Outstanding Illinois Nurse Leader Award for 2023. This award honors the hard work, commitment, and dedication necessary to serve the healthcare needs of the people of Illinois through supremely skilled leadership and the courage to break through barriers. It symbolizes the celebration of individual achievement and represents excellence in nursing leadership for our state. (UIC College of Nursing Power of Nursing Leadership).

During her tenure at CCH, Dr. Peters has redesigned the nursing quality programs to refocus on patient safety and quality and implemented a Nursing Leadership Academy and Nursing Academic Partnership program.

Under her leadership, CCH achieved significant improvement in nurse-sensitive quality indicators by implementing evidence-based best practices and high-reliable principles. Dr. Peters' visionary leadership, hardwork and dedication to excellence have significantly elevated CCH nursing practice and the health of the community.



 **Power of
Nursing Leadership**

Dr. Beena Peters was recognized in Becker's 153 Hospital and Health System Chief Nursing Officers to Know - October 13, 2023

BECKER'S HOSPITAL REVIEW

Beena Peters, DNP, RN. System Chief Nursing Executive of Cook County Health (Chicago).

Dr. Peters is system chief nursing executive for Cook County Health, which includes two hospitals, 14 community centers, a public health department and correctional health services. Her role necessitates close collaboration with the system's CEO and oversight of various facilities' CNOs. She provides leadership and strategic direction for nursing operations, clinical practice, quality, education, research, and workforce development throughout the system. In addition, she is accountable for the \$200 million annual budget process for the entire nursing service. Throughout her five-year tenure, Dr. Peters has redesigned the nursing quality programs to refocus on patient safety, implemented a leadership development academy, streamlined hiring processes, secured grants for workforce development and much more.



RECOGNITION OF NURSING EXCELLENCE



Congratulations to the 2020 SAGE Award Winner!



*Kathleen Pavkov, MN, RN
Associate Nurse Executive
Ambulatory Services*

A SAGE makes a Significant impact as an Advisor who influences and shapes the careers of others by: sharing wisdom and experiences and offering possibilities; acting as a Guide who helps others along their career paths toward leadership opportunities; offering Enlightenment through challenges that urge others to grow and take risks as role models, facilitators, and mentors. The purpose of the SAGE Award is to spotlight nurses who mentor and support leadership of today while always looking for ways to mentor the nurse leaders of tomorrow.

Congratulations to Pinnacle Nurse Leaders: The PNL Awards acknowledge exceptional individuals for their leadership and mentorship in nursing.

2023 Pinnacle Nurse Leaders



*Jacquelyn Whitten-Bailey
DNP, MSN, RN, CNO,
John H. Stroger, Jr. Hospital*



*Denise Gilbert, MSN, RN
CNO, Cook County Dept.
of Public Health*



*Elizabeth Vaclavik, DNP,
RN, OCN, NEA-BC
ACNE, Associate CNE,
Ambulatory Services*



*Nury Marcelo, MSN,
FNP-BC, CCHP-RN
CNO, Correctional Health*

2022 Pinnacle Nurse Leaders



*Jessica Salgado DNP, MSN,
RN, CWOCN, Director of
Nursing Quality*

*Radhamani Nair, MSN, RN
Director of Critical Care
Services (not pictured)*



RECOGNITION OF NURSING EXCELLENCE

Illinois Organization of Nurse Leaders (IONL) Nurse Leaders: Nimmy Toms & Gins Thachil were the first CCH leaders to complete the IONL Leader program. Four leaders have been selected to attend in 2024.



CNP Anitha Philip of the Nephrology Department being recognized by the American Nephrology Nurses Association with a Journal Writing Award in the area of Education



The National Association of Counties (NACo) selected Nursing Business Operations & Finance Structure Development (Public Sector) for an Achievement Award.

The National Association of Counties (NACo) Achievement Awards program is a non-competitive awards program recognizing innovative county government programs for meeting eligible criteria. In 2023, Nursing Business Operations & Finance Structure Development (Public Sector) got selected for the NACo Achievement Award for the criteria of improving administration and upgrading the level of training for employees. Specifically, in 2019, it was discovered the absence of a business operational structure in the Nursing department was negatively impacting business processes including contract management, invoice payments and position requests. To address this, new executive Nursing Leadership developed a business operations and finance team to manage business processes, reports and educate Nursing Leadership. This team has evolved in the past 4 years and the work executed by this team has resulted in fruitful outcomes for the department, including cost savings in agency & invoices payments as well as decreased processing time for position requests. The education component of the program has equipped Nursing Leadership to make decisions in alignment of providing cost-effective patient care.



RECOGNITION OF NURSING EXCELLENCE

CCH Celebrated Certified Nurses Day

Certified Nurses Day™ is an annual day of recognition for and by healthcare leaders dedicated to nursing professionalism, excellence, recognition, and service. Every March 19, employers, certification boards, education facilities, and healthcare providers celebrate and publicly acknowledge nurses who earn and maintain the highest credentials in their specialty. Certified Nurses Day™ honors nurses worldwide who contribute to better patient outcomes through national board certification in their specialty.



**COOK COUNTY
HEALTH**

Thank you for making a difference. Your commitment to excellence in caring for patients and families makes the world a better place.

You are an inspiration!

www.aacn.org/certnursesday

Certified Nurses Day
This Is Your Moment – Let's Celebrate!

Cook County Health
Department of Nursing

Certified Nurses Day™ Recognition

March 20, 2023

Certified Nurses Day™ is an annual day of recognition for Nurses dedicated to nursing professionalism, excellence, recognition, and service. Certified Nurses Day™ honors Nurses worldwide who contribute to better patient outcomes through national board certification in their specialty.

All Nationally Certified Nurses are Invited and Encouraged to Participate in this Special Day of Recognition.

There are several ways that you can participate:

- Stop by the recognition table on Monday, March 20, 2023 in the following locations:
 - Provident Hospital Lobby 7 AM – 9 AM
 - Main Campus/Stroger Hospital Lobby 7 AM – 9 AM
 - Cermak Correctional Health Main Entrance 11 AM – 1 PM
 - Main Campus/Professional Building Lobby 2-3 PM
- Complete the documentation of your current national board certification using the attached paper form and sending it to Nursing Professional Development – Suite 5630 Stroger OR by completing the documentation using the following link.

[Nurse Certification](#)

All Certified Nurses will be provided a “Certified Nurse” badge tag to wear as proud recognition of the professional achievement of certification.

All Certified Nurses who register using the attached form or QR code above will be entered into a raffle. Winners will be announced via email on Tuesday, March 21, 2023.

BUILDING OUR FUTURE



BUILDING OUR FUTURE

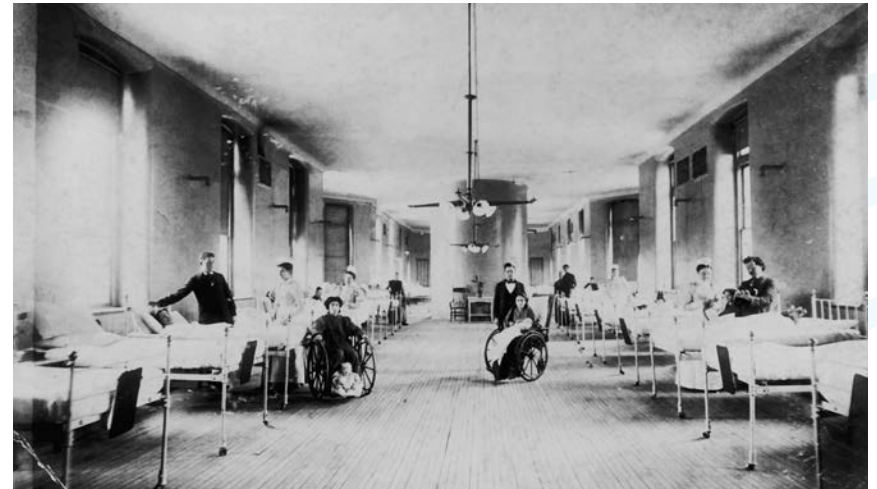
From our humble beginnings as the Cook County Health Nurses School of Nursing, 1918, CCH Nursing will continue the journey to Nursing Excellence. With the establishment of a strong Quality and Safety program, based on highly reliable processes and creating a just culture, Cook County Health will soon participate in the ANCC Pathway to Excellence Program. This program recognizes the organization's commitment to creating a positive practice environment that empowers and engages staff. By investing in the optimum workplace for nurses, organizations demonstrate a culture of sustained excellence in patient care, resulting in the successful recruitment of top candidates and staff retention through job satisfaction.

CCH has begun its journey to nursing excellence with a vision of achieving Pathway to Excellence or Magnet designations from American Nurses Credentialing Center. The Pathway to Excellence designation recognizes healthcare organizations that demonstrate a commitment to establishing a healthy workplace for staff. The six standards of Pathway are shared decision-making, leadership, safety, quality, well-being, and professional development. Cook County Health entities started their journey of nursing excellence to achieve Pathway to Excellence or Magnet designation by ANCC.

- John H. Stroger, Jr. Hospital-Pathway to Excellence or Magnet
- Provident Hospital-Pathway to Excellence
- Correctional Health-Pathway to Excellence
- Ambulatory Services (ACHN)-Pathway to Excellence
- Cook County Dept. of Public Health-Pathway to Excellence



"As we look ahead, it is important to pause and reflect on what we have overcome in the past few years. As we continue to settle into a new sense of normalcy, these times can feel overwhelming, but can also serve as a catalyst for redefining the future of healthcare."
Dr. Beena Peters



BUILDING OUR FUTURE

We envision a future at CCH where nursing staff function at their highest level of licensure/ education, in collaboration and partnership with all healthcare disciplines to design innovative patient care delivery models which will improve access to equitable care for all Cook County residents regardless of the ability to pay. This will require:

- Design of Innovative Staffing Models
- Removal of scope of Practice Barriers
- System & workflow redesign
- Reliance on Research and Evidenced Based Practice



In order to become the employer of choice, we must focus on taking care of our workforce and encouraging a new influx of health care workers with the training, skills and enthusiasm to continue providing high quality safe care to all in need. This will require:

- Commitment to Workforce Wellness
- Self Care and Personal Development
- Ensure that nursing staff engage in lifelong learning



Foundational to building a Vibrant Future, we must have leaders that are able respond to current and emerging challenges, have the space to be creative and test changes and are provided the opportunity to grow and develop professionally. It is critical that we provide the structure and education for:

- Mentorship/ Professional development
- Transformational Leadership
- Teamwork
- Expansion of opportunities for nurses to collaborate and lead



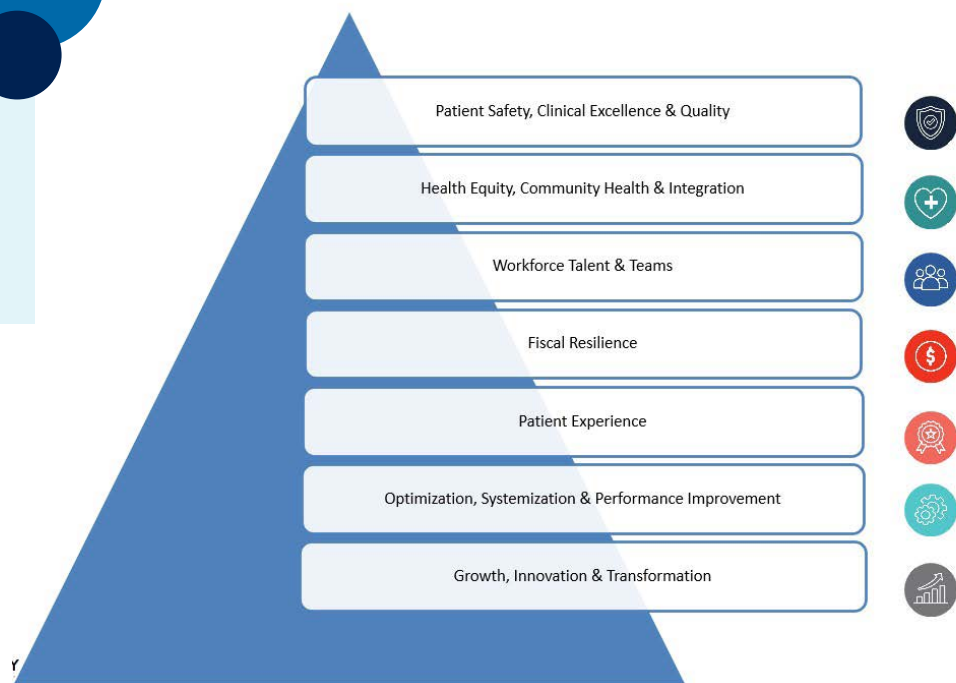
*"Let us never
consider ourselves finished
nurses...we must be
learning all of our lives."
Florence Nightingale*

BUILDING OUR FUTURE

- Pathway to practice programs.
- Invest in PCT Pipeline (Community college partnership).
- Streamline hiring process.
- Data definition and integration to drive change.
- Grow your entry-level pipeline- Nursing School summit and partnership.
- Wellness Program to support Frontline resilience.
- Reduce early turnover through targeted retention programs.
 - Transition to Practice Program (Residency).
- Expand structured pathways to advanced practice - clinical ladder programs.

- Flexible workforce - Part-time positions.
- Staffing model to support Top-of-license-practice.
- Non-traditional shift length.
- Assistive Personnel role to ease RN workload.
- Establish Nursing Informatics Structure.
- Augment staffing with virtual care technology.
- Virtual Nursing
- Tele-sitters
- Tele-ICUs
- Documentation optimization

- Innovate on staffing model using predictive analytics.
- Nursing workflow optimization by removing non-value-added workload.
- Nursing Excellence Program to optimize Nursing Practice Environment.
 - Pathway to Excellence/ Magnet Program
 - Shared Governance Structure and Councils
 - Leadership positions to support Pathway to Excellence/Magnet Structure
- Correctional Health Nursing Conference (planning phase).
- APRN practice structure development.
- Mentorship programs.
- Marketing efforts to recruit current agency personnel to permanent position.



To Our Nurses:

Thank you for everything you do every day.

Your dedication, commitment, and courage deserve deepest gratitude and admiration.

Your service to patients is saving countless lives and making thousands of differences during this unprecedented time!

The strength of the Nursing team is the fabric of our organization.

You make a Difference everyday at CCH.



Beena Peters, DNP, MS, RN, FACHE, FABC
System Chief Nurse Executive
Cook County Health



NURSING MISSION STATEMENT

Building a high quality, patient-centered and integrated health system that maximizes resources to ensure the greatest benefit for the patients and communities we serve.

CONTRIBUTORS

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Interim Director, Special Projects

Simi Joseph, PhD, DNP, RN, APRN, ANP-C, NEA-BC, FNAP

Senior Director of Nursing Innovation & Research Program

All Staff and Nursing Leaders from:

- Ambulatory Services
- Complex and Community Care Coordination
- Cook County Department of Public Health
- Correctional Health
- Integrated Care, County Care
- Provident Hospital
- John H. Stroger, Jr. Hospital
- Nursing Business Operations and Finance
- Nursing Staffing and Workforce Management
- Nursing Quality and Regulatory Compliance
- Nursing Professional Development and Education
- Nursing Innovation & Research Program



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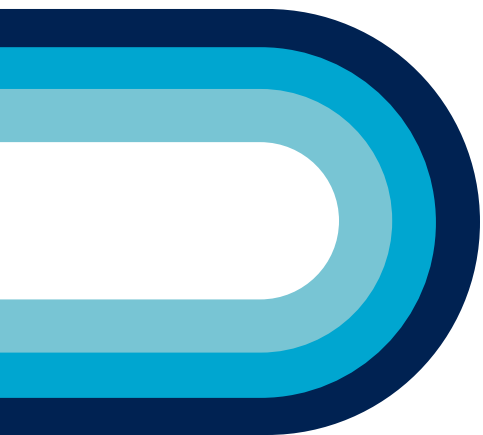
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HEALTH
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