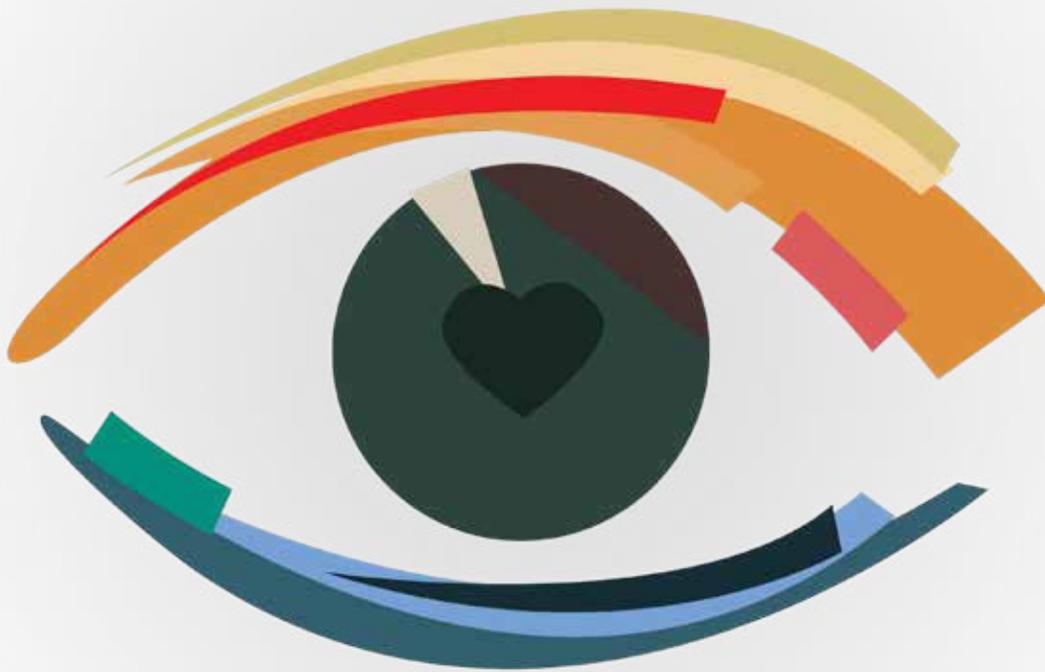




St. Elizabeth's
St. Anthony's
St. Joseph's Breese
Holy Family
St. Joseph's Highland

SID Nursing Annual Report

FY 2018



VISION | FOCUS | GOALS

“Few are those who see with their own eyes and feel with their own hearts.”

— ALBERT EINSTEIN

Our Mission

To reveal and embody Christ's healing love for all people through our high quality Franciscan health care ministry.

Our Vision

Rooted in our Franciscan Mission, we will be the unique, high quality Health System providing exceptional care, centered on the whole person.

Nursing Vision

Enhancing the delivery of patient care with competency, quality and excellence.





Nurses promise to make a difference
~ **Every patient | Every time** ~
Throughout our Southern Illinois Division

Nursing FY 2017: new year. new goals. new inspiration

As we moved into the second year of divisional nursing collaboration, our discernment for delivering care to our patients was a compelling vision for safety. Leading with safety remains a top priority for all ministries. Our commitment to I Promise emphasizes that we as caregivers make a difference with every interaction and every patient to have moments that make lasting memories.

With this important mission in mind, we as nurses have collaborated this year in the following ways:

- Shared Governance Educational Council expanded educational opportunities
- Identified alignment of divisional Infection Preventionists as first Shared Governance Quality Council
- Optimization of Post-Acute Care (Home Care, Hospice, Palliative, and Transitional Care) to create a divisional Home Care/Hospice Steering Committee
- Plan for shared staffing model throughout the SID
- Improvement of competency assessment for colleagues
- Optimization of quality and safety by effective nurse-physician communication utilizing TeamSTEPPS
- Representation from nursing and front-line leaders on system clinical nursing initiatives
- Case Management huddles at each ministry and progress toward Community Collaboratives at each ministry

This work in keeping our patients safe and providing high quality care has remained our priority across the division. Our colleagues serving patients at the bedside via our Unit-Based Councils have come together to identify and mitigate harm before it occurs. These Unit Based Councils have helped us create workflows and put systems into place that enable us to learn from our mistakes and create new opportunities. These workflows include the Nursing Must Haves; daily patient safety huddles, bedside shift report, hourly rounding, discharge callbacks, and unit-specific huddle boards in all clinical areas. These evidence-based practices joined with Lean initiatives such as PDCA (See it, Own it, Solve it, Do it) help us to be more efficient and add value to the care provided at the bedside.

As a collaborative division of health care colleagues, we have worked on developing our nurses so we can continue to utilize innovation to create new and improved workflows, influence patient outcomes, and inspire each other in providing our patients with a higher standard of excellence.

As a division, we strive to become a group of highly reliable organizations. Thank you for all you do as we continue to embark on a greater Mission than ourselves. A Mission in which the patient-centered goals of the team complement the patient-focused objectives of every individual colleague; A Mission in which “We” succeed when “I” take positive, proactive and compassionate action. Service moments are moments of truth when our patients determine if we are providing exceptional care. By caring out loud, we make a connection and as colleagues we are empowered to make a difference with each and every interaction.



Kelly Sager RN, BS, MHA
Chief Nursing Officer, Effingham
Southern Illinois Division Lead

Oh the places we will go!

— Dr. Suess

Passing the Torch

We are all embarking on a greater Mission than ourselves. A Mission in which the patient-centered goals of the team complement the patient-focused objectives of every individual colleague.

By promising to carry on the Mission of the Sisters who came before us, we are accepting an invitation to provide authentic, compassionate care to all we serve.

As nurses, we accept and carry on the torch passed forward!



Living Our Mission

Franciscan Formation and Mission Integration

Goal

Create a culture of shared decision making empowering nurses to own their practice to optimize care, quality, and safety. Each ministry to have active nursing councils.

Shared Governance

Shared governance practice promotes openness among teammates and allows for accountability to change work and workflows in the hands of frontline colleagues.

Nursing excellence and the value of **shared governance** is that **shared governance** structure gives **nurses** across care settings a voice to affect their practice. The SID shared governance model continues to assist nurses in how they provide care to our patients across the division. Based on principles that emphasize accountability and ownership our shared education and infection prevention councils have made strides in collaboration and strategy related to improve workflows which then add value to the driving force of providing excellent patient care.

The Shared Education Committee has a charter and goals that assist our division in looking at evidence-based practice and research, refinement of our residency program and advancement in formal education. The Infection Prevention team has led our divisional ministries in aligning policy and procedure for infection prevention processes. Both of these are mentioned later on in our annual report.

Shared governance meetings are led entirely frontline colleagues and have unit-based council chairs; the unit manager attends only the last 15 minutes to address issues and concerns. This practice promotes openness among teammates and puts accountability for the work in the hands of frontline colleagues so empowerment to change things for the better is at the forefront. If you are interested in knowing more about being part of your local ministries unit-based councils, please reach out to your local Director or CNO.



Advancing Our Quality

Quality and Care Integration

Goal

Develop and integrate health care delivery that emphasizes value while aligning with our care partners; physicians, pharmacists, infection preventionists, and quality leaders.

Infection Prevention

The Southern Illinois Division Infection Preventionists (IP) came together in October 2016 to embark on an IP divisional journey. The team was brought together under the direction of Dr. Ryan Jennings, SAE Chief Medical Officer, and Kelly Sager, SAE Chief Nursing Officer. The group deliverables are reported out at each ministries' Infection Control Committee meetings and the SID CNO meetings.

The team objectives are, but not limited to:

1. Policy Standardization
2. Team Ministry Surveillance (i.e. auditing tools)
3. Standardized monthly colleague education
4. SID IP scorecard and dashboard

The following policies are being created:

1. Indwelling Urinary Catheterization Care and Maintenance and Removal with HOUDINI protocol
2. Outbreak Investigation and Outbreak Investigation Form
3. Construction/Renovation

4. Colleague Work Restriction
5. Bloodborne Exposure Management
6. Standard-Based Precautions
7. Transmission-Based Precautions, including the creation of standard isolation signage and practices

The policies, after final approval from the team, will be presented to the following groups for approval in the following order:

1. Divisional Policy Task Force
2. The Physician and CNO group representatives
3. Local ministries' Infection Control Committees

The team has dedicated a weekly Skype for the policy review and discussion.

The team have performed walk-throughs at each SID ministry with the goal to evaluate and create our first team Surveillance for IP survey readiness. This promotes team building skills, and brings in a fresh pair of eyes for each ministry. A WIN, WIN for all.

The SID Infection Preventionists are also working to align the infection prevention and control education with the SID Education team to promote consistent education throughout the division. This will ensure our shared colleagues are receiving the same information at each ministry, preventing confusion, creating unity in the division.



Patient Armbands

In response to national best practice and to decrease patient harm, the SID Education Council in collaboration with the SJH Clinical Practice Council researched patient armbands and gave recommendations to the SID CNO Council to standardize. The current armbands vary by color, type, and alerts throughout the five hospitals. The goal of the Council was to come up with a single armband along with standardized alerts and colors to decrease variation across the ministries. The project was accepted across all five hospitals and will actually be a cost savings! Look for the new armbands to arrive on a patient near you in August.

National Patient Safety

Together, HSHS ministries commemorated National Patient Safety Week, March 12-16. During this week, all colleagues were asked to participate in a series of activities designed to highlight the importance of, and our ongoing commitment to, patient safety.

Because our patients and their loved ones have put their trust in us to keep them safe as we care for them, we must do everything we can to live up to that sacred obligation. Whether we are providing care at the bedside or supporting those who do, it is imperative that all of us make the safety of our patients our top priority.



Patient Engagement

Making a difference every patient, every time

Franciscan Inspired Care is the human connection that calls us to service. We build relationships by listening, and connecting compassionately with understanding and focus. Each of our ministries have shifted from our model of patient experience to that of patient engagement.

Thanks to each of you for all you do to provide care and elevate experiences for our patients throughout the Southern Illinois Division. We provide great patient care and our drive for continual improvement around this is our mission. This year, we have broad initiatives around improvement in our environment and culture as well as a focus on the aspect of best practices. Each ministry has focused on individual opportunities, even down to the unit level. The following is the work that the division/your ministry have worked on this year:

- Nursing best practices and an audit process for accountability
 - » Bedside Shift Report
 - » Discharge Callbacks
 - » Hourly Rounding
 - » Leader Rounding
 - » SBAR Format
 - » Safety Huddles
- Collaboration with Press Ganey representatives to coordinate monthly service line meetings across the division for ED, IP, OP and Ambulatory.
- Alignment of Standard Huddle Boards with one patient experience goal from the focused service line key driver questions.
- Implementation of the 56-second moment at each ministry.

Expectations are shifting:

PATIENT EXPERIENCE	PATIENT ENGAGEMENT
Passive Patient Role ⇒	Active Patient Role
Provider ⇒	Partner
Answer Questions ⇒	Ask Questions
Care Giver ⇒	Care Advisor
Ready for Discharge ⇒	Ready for Home
What's the Matter with You ⇒	What Matters to You
Talk ⇒	Listen
Relationship is Ending ⇒	Relationship is Transitioning



Dedicated to Our Team

Developing Our People

SID Float Pool

Instead of filling a staffing need outside of the organization with agency, travelers or contract staff, the SID created a team of colleagues to fill those needs. These colleagues are experienced RN's who are assigned to a ministry and department for a minimum of ten weeks, and value and model our Core Values. Currently, there are 28 RN's in the SID Float Pool and soon colleagues that can fill nurse assistant/tech needs will be joining the team. SID Float Pool colleagues now have assignments at all five SID ministries.

Shared Governance Education Council

SID Shared Governance Education Council continued another year of great accomplishments. The educators implemented monthly mandatory education that was uniform across all five ministries. Despite competing priorities, the education reached their target goal of providing "live" education to 80% of the colleagues across the five ministries. They standardized the SID Blood Components Policy with each ministry providing a job aide. The council set their goals for FY19. The council continues to meet monthly to standardize policies and procedures, as well as enhancing the residency and nursing orientation programs. They have a representative on the SID competency task force and the system competency work group as we standardize our competencies across the system to meet our Core Value of competency.

Residency Program

The RN residency program continues to be successful with cohorts offered in October, February and preparing for the July group. Recruitment visits were completed by the Educators to Southwestern Illinois College, Southern Illinois University, Edwardsville, Lindenwood University, Kaskaskia College, Lewis & Clark College and Lutheran School of Nursing. A continuing education program was offered to each site that taught job interviewing skills and then sharing information about our residency program. For FY19, the plan is to coordinate residency cohort start dates from all our source colleges and universities.

Fellowship Program

RN Fellowship is a program designed to welcome experienced nurses to the HSHS system. While in the past, we have used Fellowship to discuss various nursing tasks, this year we changed the program to focus more on the professional development of our nurses. We have also incorporated an evidence-based project that they present on the final day, which was designed to encourage them to think about why nurses do things a specific way, rather than just focusing on completing the task at hand.



Growth for the Community

Stewardship: Operations and Finance

Post-Acute Care

As the landscape of the health care industry continues to transform, post-acute care services continue to be a lead initiative for our ministries and across the country. Expectations of what care can be provided in a home setting have dramatically shifted in the last 10 years. HSHS Home Care and Hospice Southern Illinois continues to be a leader in providing exceptional health care to over 1000 patients each day across 27 counties in South Central Illinois. Over 150 colleagues seek to deliver our Core Values of Respect, Care, Competence, and Joy across the state, while also delivering quality outcomes and patient satisfaction scores above both state and national average.

To continue our success as a divisional ministry, we have focused on meeting the needs of each of our ministries. Post-Acute Care Community Liaisons attend daily rounds at each ministry to lend their expertise to help patients transition to the appropriate level of care upon post-discharge, community collaboratives have been developed, and our Outreach Representatives have been working diligently educating our physicians, colleagues, and patients. In addition to providing direct patient care, HSHS Home Care and Hospice has identified other ways to expand our ministry into the communities we serve. This year, we held our fourth Cram the Car, collecting over 2800 pounds of canned goods for food pantries across the Southern Illinois Division. We also continued our leadership with the Telligent-QIO cohort, the Community Connected Care Collaborative in Effingham, and represented HSHS at numerous community events including health fairs, parades, and professional conferences.

Each year, HSHS Hospice celebrates the work of our colleagues and raises funds and awareness through our Butterfly Ball. This year, we raised over \$85,000 which is used to enhance patient care in our Hospice program as well as to grant Everlasting

Memories to each of our patients. At the Butterfly Ball, we announce our Butterfly release which is an opportunity for individuals to come together to celebrate the lives of loved ones. This year, HSHS Hospice hosted Butterfly Releases at four of our local Southern Illinois Division ministries to offer opportunities to colleagues and community members at the local ministry they are most connected to.

Over 140 years ago, the Hospital Sisters of St. Francis began to deliver care in the homes of the communities we serve today. The growth of our post-acute care programs has brought us full circle from the call the Sisters answered to deliver on our promise at home once again.



Sharing Our Story of Excellence

Division Success

HSHS Holy Family Hospital



Carol J. Dodson is the Chief Nursing Officer at Holy Family Hospital. Carol has served in Hospital Sisters Health System for 38 years in a variety of Critical Care progressive nursing leadership roles. She specialized in Emergency Nursing for fifteen years. Carol has her certification in Clinical Nurse Leadership. She

has her Diploma in Nursing from St. John's School of Nursing, a Bachelor of Science in Nursing from Millikin University, a Master's of Nursing from Millikin University, and a Master's in Business Administration from Tabor School of Business Millikin University. Carol believes that serving others is truly a privilege and has been blessed to practice as a nurse in a ministry where Mission is lived.

Quality

Melissa Cates, Quality Director, accepted the Illinois Association for Healthcare Quality (IAHQ) Presidential Award for our Southern Illinois Division's quality initiative for reducing Hospital-acquired C-Difficile. This award highlights a major contribution to organizational excellence, clinical quality or the broader field of quality and patient safety. Last year, our Infection Preventionist Allison Satterthwaite helped develop a tick sheet SBAR tool that "Stops the Line" for inappropriate C-Diff testing which has elevated Holy Family's approach to patient safety.

Water Births

HSHS Holy Family's Women and Infants Center is one of few hospitals in the area to offer a water birth experience. Women can choose to labor in water and get out for delivery, or they can labor and deliver in water.

Choosing to deliver in water can provide many benefits to the mother:

- Comfort and relaxation
- May decrease operative births
- Decrease in pain or the need for pain meds
- May lower blood pressure
- Enhanced emotional well-being due to increase sense of control
- May decrease length of labor
- Perineal trauma may be reduced
- Buoyancy allows easier movement to find a comfortable position



HSHS St. Anthony's Memorial Hospital



Kelly has been a nurse for 27 years and has been part of St. Anthony's team since 1996. In her role, she provides leadership and resource support to improve the effectiveness of the hospital's nursing services and support areas.

Kelly has degrees in Nursing, Organizational Leadership, and a Master's in Healthcare Administration. She serves as an instructor for area nursing schools and the AHA and is Lean Six Sigma certified. Kelly specializes in critical care management, emergency management, and wound ostomy certified nursing.

Kelly believes that her path was to serve others and feels there is no greater role than to care for someone at the beginning of their life, the end of their life, and all of the moments in between.

Emergency Department Renovation

ED colleagues worked hard on the plans for the ED renovation design. They had the opportunity to place patient care items in the mock room to be able to determine the best set-up for efficient patient care. The renovation will improve the patient and visitor safety while enhancing the patient experience. The square footage will increase from approximately 8,000 to 13,000 square feet, and there will be 17 private rooms. Private patient triage, confidential registration functions and adequate restroom facilities will be provided by the renovation. The revised layout of the nurses' station will provide improved line-of-sight to patient treatment areas. Technology advancements are being made to cardiac monitors, ultrasound machines, ophthalmic examination, bladder scanners, and the nurse call system. Renovation began on February 5, 2018, and is divided into three phases in order to decrease the impact of patient care. Each phase is scheduled to take approximately five months with anticipated completion in June 2019.

Education Center Report

The Education department has had some exciting changes over the last year. We have expanded the space available which has allowed us to increase our lab space and educational offerings.

We invited the Summer 2017 group of RN Residents to come to St. Anthony's three times during

their residency for all-day seminars. We had two RNs complete the Summer 2017 Residency Cohort and we have one colleague in the current cohort.

Infection Prevention and Education have started conducting "Education Rounds" to the nursing units including coverage on evenings and nights. These rounds usually cover two or three topics that can be reviewed in a short amount of time.

We also continue to strengthen our alignment as part of the Southern Illinois Division. The Education departments from the SID hospitals work together to develop education and to provide more class opportunities to colleagues - any SID Colleague can attend a required class at any one of the five SID hospitals.

Women and Infants

HSHS St. Anthony's partnered with SIU Medicine for telehealth services. This enables St. Anthony's providers to consult with a Neonatologist at St. John's in Springfield via our telehealth robot. The robot has been used several times on infants that required additional care, and helps to ensure that these infants receive the specialty care they need.

Women and Infants recently added Neonatal Nurse Practitioners to the provider call schedule. This Advanced Practice nurse attends high-risk deliveries to ensure that compromised infants receive the highest quality care compared to tertiary care centers.

Women and Infants, under the direction of Alison Stephens and Bobbi Kinkelaar, continues on its journey towards Baby-Friendly Certification. Hospitals who receive the Baby Friendly seal of approval have demonstrated that they have policies and care practices that meet the gold standard for mother/baby care related to breastfeeding.

Orthopedic Excellence

HSHS St. Anthony's has earned The Joint Commission's Gold Seal of Approval® for Advanced Certification for Total Hip and Total Knee Replacement. The advanced certification is for Joint Commission-accredited hospitals, critical access hospitals and ambulatory surgery centers seeking to elevate the quality, consistency and safety of their services and patient care. HSHS St. Anthony's Memorial Hospital is only one of 71 hospitals in the nation to have achieved this advanced orthopedic certification.

St. Anthony's also received The Joint Commission's Gold Seal of Approval® for Orthopedic Certification for Total Shoulder Replacement Surgery. Advanced certification is not yet available for total shoulder replacements so St. Anthony's pursued and achieved basic recertification for that service.

HSHS St. Elizabeth's Hospital



Elizabeth (Beth) is the CNO of St. Elizabeth's Hospital. Beth has been a nurse for almost 20 years. She holds a Doctorate in Nursing Practice and is a Certified Medical-Surgical Nurse. She is Lean Six Sigma Certified. Beth serves as adjunct faculty member of Southern Illinois University Edwardsville where she

teaches nursing leadership courses for Master's and Doctorate students. Beth loves nursing and tries to leave bread crumbs along the way for new nurse leaders to use.

Focus on Our Colleagues

At HSHS St. Elizabeth's, it has been a year of focusing on our colleagues. The Council for Nursing Excellence (CFNE) was revamped with a big kick-off meeting in January. A nursing colleague led council; the purpose of the CFNE is to encourage frontline nurses to drive practice changes that elevate the quality of care and patient experience at the bedside. Another nursing-driven council is our Nursing Peer Review. These members look at patient care encounters for learning opportunities and give that feedback to the nursing colleagues. Anyone can send information about a patient encounter to the council to review.

The Champions Council is made up of frontline subject matter experts that colleagues can go to for resources and help on each unit. Champion representatives are given special training on topics such as pain, fall prevention, infection prevention,

wounds, education and Mission. St. Elizabeth's is also developing the leaders of the future with a program called, "Soaring Leaders". This is a six-month program with education that covers everything a great leader needs to know to be successful including: financial management, transformational behaviors, human resource management, communication, conflict resolution and more.

The Road to O'Fallon...

There is perhaps nothing more exciting to share about HSHS St. Elizabeth's than the launching of our new replacement facility in O'Fallon on November 4, 2017. The opening of this new facility is the next chapter in fulfilling St. Elizabeth's health care Mission through advanced technologies, professional, skilled and compassionate caregivers, and the highest level of quality service.

The new \$300 million O'Fallon campus sits on 120 acres and is easily accessible off of Interstate 64. This location and amount of space allows for wonderful outdoor spaces for patients, visitors and colleagues and provides many growth opportunities for the future. Throughout the design of the new facility, we made patient care, privacy and overall experience our top priorities.



HSHS St. Joseph's Hospital Breese



Helen Essenpreis is Chief Nursing Officer at St. Joseph Hospital Breese. Helen received her Nursing Degree from St. John's School of Nursing and also holds an MSN from St. Louis University in St. Louis, Missouri. Helen has over 40 years of experience in rural, community and academic hospitals as a

Registered Nurse, Director and Nursing Faculty. She completed the Green Belt Certification Program at Purdue University and Black Belt Certification. She is certified in Inpatient Obstetrics, is a Certified Nurse Manager and Leader, and a Certified Professional in Patient Safety. She is currently a student again working on her Doctorate in Nursing Practice at McKendree University in Lebanon, IL.

Helen has always loved nursing and cannot imagine doing anything else. She finds great Joy in caring for the patients and families of her community and being able to help each colleague be the best they can be.

Surgical Services

Outpatient Surgery staff were excited in January 2018 when their long-awaited Outpatient Surgery Center was opened. The new unit is designed to increase efficiency and patient privacy in a beautiful environment with all private rooms.

The Outpatient Surgery expansion includes 22 ambulatory surgery prep/recovery rooms, including four infusion rooms, support space, consultation rooms, and waiting areas. The building also has a new discharge exit with an overhang and a circle drive, so patients do not need to travel through the hospital after having surgery.



Emergency Department

SJB Emergency staff were invited to be present at St. Louis University Stroke Recognition Program. Nike Tebbe and Ashley White shared with the group the key role St. Joseph's Emergency department staff played in early recognition and treatment of a patient presenting with stroke symptoms. This patient's success story was featured in the SLU annual report.

Women and Infants Center

SJB's SHARE group organized their first SHARE walk in October. The Women and Infant's Center (WIC) staff coordinated with the SHARE leaders and families to organize the walk. The WIC staff also worked the event so that families could participate in the walk and programs. It was a beautiful fall day for the walk and over 400 people attended. The group raised \$18,000 to be used to purchase the Angel of Hope statue for the healing garden that is planned for next fiscal year.

HSHS St. Joseph's Hospital Highland



Teresa Cornelius is the Chief Nursing Officer at St. Joseph's Hospital in Highland. Teresa has served St. Joseph's for the past 12 years in a variety of progressive roles, including serving as staff nurse, Charge Nurse, Inpatient and Special Care Unit Nurse Manager, Director of Inpatient, Special Care Unit, Emergency Room,

and Prime Care. Teresa is Lean Six Sigma certified. She received an Associate Degree of Nursing from Kaskaskia College, a Bachelor's in Nursing from Southern Illinois University and is currently pursuing a Master's in Nursing from McKendree University. Nursing is truly her passion and purpose.

Year of Change

St. Joseph's Hospital has had a year of change to say the very least. We got new nursing leaders in the Emergency Room, Inpatient Care, Surgical Services as well as added a new nursing educator and myself as the new CNO. While we have had a few bumps along the road, overall the team has really come together and it is evident by the great metrics that they are achieving.

Ambulatory Surgery Director, Megan Espenschied, accepted the Press Ganey Guardian of Excellence Award in the fall for being above the 95th percentile ranking for four consecutive quarters. It was quite an achievement that could not have been possible without the dedication and pursuit of excellence exhibited by the staff.

The Emergency department led by Janetta Feeny has achieved not only patient satisfaction scores in the 90th percentile ranking but is leading the nation in their attempts to combat the Opioid Crisis facing our nation. Staff

of the ED has joined a state-wide task force to advocate for their patients and increase the access to resources. They are also utilizing alternative pain management modalities.

Inpatient Director, Michelle Herzberg, is working with a great team of nurses and CNAs to not only keep their patient satisfaction scores above the 90th percentile ranking, but continuing to keep a focus on the Mission. Through volunteers from the Inpatient department, they have made monthly trips to Mission Outreach to donate their time and talent to help those in need. They have also collected heaters, toiletries, and Christmas presents to donate to the local food pantry.

Nurses throughout the organization are doing great things and it is being recognized. Three nurses have received the Daisy Award over the last year; Debbie Elledge from Same Day Surgery, Tasha Rickman from Inpatient, and Jody Rutz-Marti from Same Day Surgery. Cindy Hostmeyer, Inpatient CNA, was awarded the the IPromise Colleague of the year award for CARE.

I am excited for the momentum and energy that this team has and can't wait to see what the next year brings!





I am an HSHS Nurse

I make a difference

Nursing Vision

Enhancing the delivery of Franciscan inspired nursing care with compassion, quality, and excellence.

Advance Mission

I Promise to have a **PASSION** for service. I value the mission and am inspired to provide high quality **FRANCISCAN** care to all people. I acknowledge the connection between spirituality, health, and well-being. I am gentle, caring and **COMPASSIONATE**. I am a patient **ADVOCATE** and I live within our core values. I am genuine, **JOYFUL**, and radiate positive energy. I display **RESPECT, CARE**, and **COMPETENCE** in the calming and loving way in which I interact with all people.

Develop People

I Promise to be a **LEADER** and lead by example. I am **ENGAGED** and work with my colleagues to improve care and practice. I create a **POSITIVE** environment for change. I am part of an interdisciplinary **TEAM** and **EMPOWER** others. I am a lifelong **LEARNER** and I value **WORK-LIFE BALANCE**. I set goals for improvement. I value self-development, am **MOTIVATED** and **COMMITTED** to clinical excellence.

Embrace Excellence

I Promise to be **PROFESSIONAL**. I have outstanding **COMMUNICATION** skills. I am honest, tactful, and handle conflict skillfully. I **LISTEN** and share my views respectfully. I am **ACCOUNTABLE** and practice with **INTEGRITY**. I strive for **EXCELLENCE** and focus on every patient, every time by seeking out the information I need to provide the best care possible.

Drive Value

I Promise to be a good **STEWARD** of resources. I am an active partner within the organization. I am **FLEXIBLE** and provide care where I am needed to ensure **EFFICIENT** and **SAFE** patient care. I am **RESPONSIBLE** for outcomes, service and quality.

I embody the mission of our founding Sisters. I am the face of HSHS.

I AM PROUD TO BE AN HSHS NURSE



PROUD TO BE AN SID NURSE

www.hshsnursingtogether.org

I Promise
TO MAKE A DIFFERENCE.

15,479
SURGICAL
PROCEDURES
A YEAR

HSHS SID HAS:

- 960** Registered Nurses
- 204** CNAs
- 78** LPNs
- 27** ED Technicians
- 27** Health Clerks
- 21** Sterile Processing Technicians
- 18** Surgery Schedulers
- 9** Nurse Practitioners
- 23** Surgical Technicians

ON AVERAGE AMERICA'S NURSES WALK

4,697,144

MILES EVERY DAY

THAT'S LIKE WALKING ACROSS
THE UNITED STATES 1,753 TIMES!



NATIONWIDE, THERE ARE
MORE THAN **2.7 MILLION**
NURSES:
6.6% ARE MEN

17,037
ADMISSIONS PER
YEAR ON AVG

529,004
OUTPATIENT
VISITS
A YEAR

MOST NURSES WORK

3 shifts a week

80,891
EMERGENCY
DEPARTMENT
& TRAUMA
VISITS A YEAR

 **2166** BABIES
ARE BORN A YEAR

MORE THAN A JOB. IT'S A MISSION.



1 NURSE CARES
FOR APPROX.

6 PATIENTS
PER DAY



43,784
HOME CARE
NURSE VISITS



FOUR
CORE VALUES
RESPECT
CARE
COMPETENCE
JOY



St. Elizabeth's
St. Anthony's
St. Joseph's Breese
Holy Family
St. Joseph's Highland



HSHS St. Elizabeth's
St. Anthony's
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