



Northwestern Medicine  
Central DuPage Hospital

Fiscal Year 2023

# Nursing Annual Report



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# A Message From the Chief Nurse Executive

It is with great pleasure that I share the Northwestern Medicine Central DuPage Hospital's 2023 Nursing Annual Report with you. This report includes examples of nursing excellence, transformational leadership and achievements in nursing. These exemplify our Interprofessional Relationship-Cased Care professional practice model in which Central DuPage Hospital nurses create a caring and healing environment through multidisciplinary collaboration and a shared commitment to quality and safety.

As an organization honored with Magnet® recognition, we are dedicated to nursing excellence by supporting nurses' professional growth and development. Nurses have advanced practice at the bedside through the Northwestern Medicine Lead, Excel and Develop (LEAD) Program. In addition, Central DuPage Hospital nurses continue to demonstrate their commitment to the nursing profession by pursuing advanced degrees, national certifications and participating in shared decision making. Through this shared decision making, nurses are empowered to exchange ideas and solutions with nursing leaders to affect nursing practice and patient outcomes.

Beyond clinical competence, Central DuPage Hospital nurses have enhanced focus on nurses' health and well-being. By caring for themselves and one other, they are able to nurture the nursing profession, embedding behaviors that support a healthy work environment. Most impressively, in an ever-changing healthcare landscape, Central DuPage Hospital nurses have remained steadfast in Northwestern Medicine's mission to prioritize patients in all that we do. I am most proud of this commitment and am honored to recognize and celebrate the exceptional nurses at Central DuPage Hospital through this report.



*Suzanne McCoy*

Suzanne T. McCoy, DNP, RN, NNP-BC, NEA-BC, Vice President and Flinn Family Chief Executive  
Northwestern Medicine Central DuPage Hospital



# Structural Empowerment

## Excellence in Nursing Care

### Recognized for exceptional practice

In July 2023, the Central DuPage Hospital Emergency Department was presented the Emergency Nurses Association Lantern Award in San Diego, California. This award recognizes emergency departments that, "Demonstrate exceptional and innovative performance in leadership, practice, education, advocacy and research, [showcasing] the emergency department's accomplishments in incorporating evidence-based practice and innovation into emergency care, and a visible symbol of [the emergency department's] commitment to quality, safety, and a healthy work environment." Only 53 emergency departments across the U.S. received this prestigious distinction in fiscal year 2023.



### Dedicated to collaboration and safety

Central DuPage Hospital received additional recognition as a *Money Magazine* Best Hospital for Bariatric Surgery. To qualify, Central DuPage Hospital successfully met the following criteria:

- Achieve Leapfrog standards for bariatric surgery, demonstrating strong patient volume and an operating room team with extensive experience
- Implement best practices through utilization of safety checklists
- Have fewer than expected hospital acquired infections
- Have a grade A or B Safety Grade on the Leapfrog Best Hospitals List

The strong collaboration between the Bariatric Clinic and Surgical Services made this award possible.

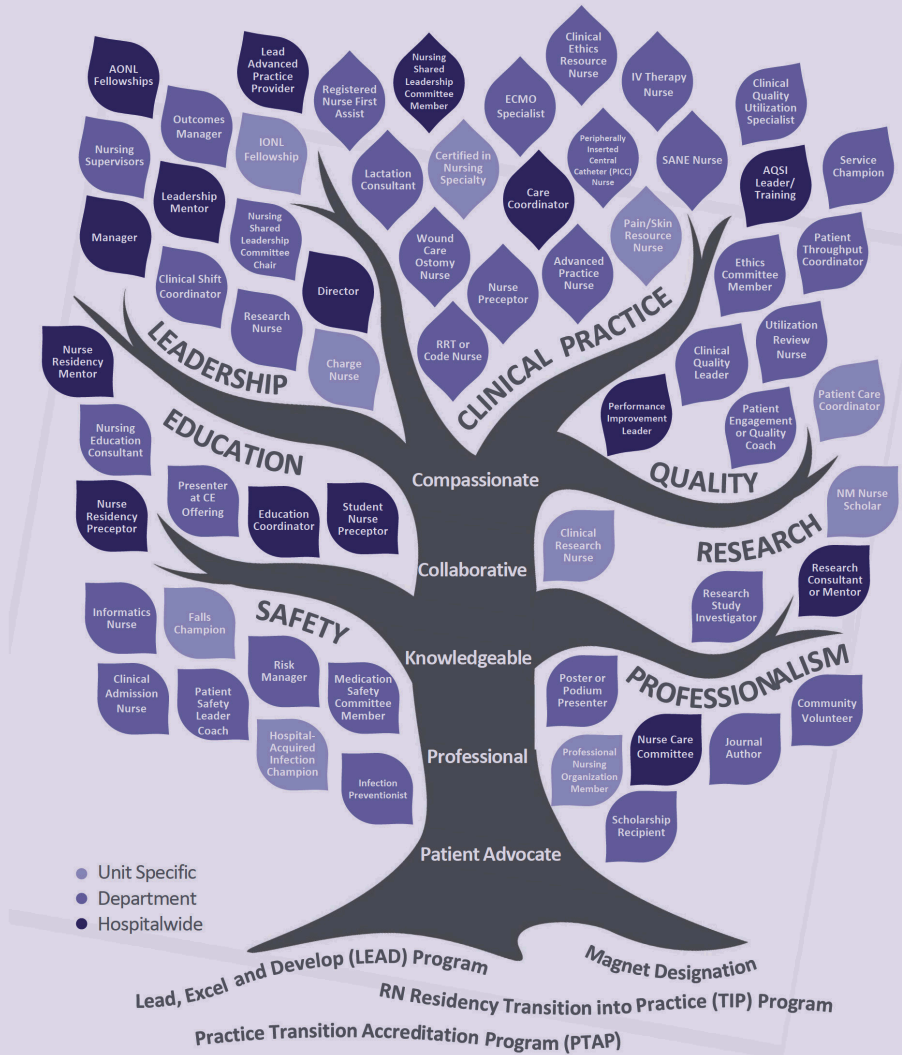
### Providing better care through education and training



Certification Rate of Eligible Nurses: 51%



Nurses With a Bachelor of Science in Nursing or a Higher Nursing Degree: 89%



## Nursing Career Opportunities

Continuing to Grow and Develop at Central DuPage Hospital

# Exemplary Professional Practice

## Caring for Ourselves and Each Other

### Wellness Fair

Nearly 700 Central DuPage Hospital team members attended the FY2023 Wellness Fair at the hospital. The fair aligned with Northwestern Medicine's Interprofessional Relationship-Based Care model and the commitment to strengthen the relationship with self and colleagues. Attendees learned about pet therapy, mindfulness, yoga, massage, volunteer groups and more.

"We are so grateful to have been able to offer this opportunity to our Central DuPage Hospital family," says Angie Black, MSN, RN, CPN, NEA-BC, vice president of Operations at Central DuPage Hospital and chair of the hospital's Wellness Committee. "In caring for themselves, nurses at Central DuPage Hospital are able to better care for their patients and community."





# Exemplary Professional Practice

## Caring for Our Patients and Communities

### Northwestern Medicine LEAD Program

In FY23, 28 Central DuPage Hospital nurses participated in the Northwestern Medicine LEAD (Lead, Excel and Develop) Program. The program is designed for clinicians interested in advancing clinical practice and care through innovation, research, evidence-based practice and quality improvement. LEAD Program participants must complete a project, professional activity points and level-specific coursework.

- Jennie Pentz, RN, BSN, CPN, CPHON, Michaela Cronkhite, RN, BSN, CPN, and Jamie Rogers RN, BSN, CPHON, reduced pediatric sickle cell hospital admissions through nurse education, a new patient reminder process and screening for social determinants of health.
- Maggie Huisman, MSN, RN, CBC; Erica Powell, BSN, RN, CBC; Nikki Berent, BSN, RN, CBC, RNC; Barb Rob, BSN, RN, CBC; and Nicole Kosirog, BSN, RN, CBC, exemplified collaborative practice by incorporating the new American Academy of Pediatrics guidelines on hyperbilirubinemia management into practice to decrease mother-baby hyperbilirubinemia readmission rates.
- Colleen Brusven, BSN, CMSRN, sought to improve nutrition in patients with acute heart failure by supporting those experiencing food insecurity. She was awarded the Healthier Communities Grant to develop a voucher program for patients to buy heart-healthy foods.





# Transformational Leadership

## 2023 Transformational Leader Award Winners

“Transformational leaders are those who stimulate and inspire followers to both achieve extraordinary outcomes and, in the process, develop their own leadership capacity.” — Bass and Riggio, 2006



**Javier Medero, BSN, RN:** A creative leader who approaches problems with optimism, curiosity and a can-do attitude, Medero is passionate about leadership while ensuring that high-quality patient care is being provided. He is adaptable and an

active listener, and he inspires his co-workers to be the best they can be. In a new role as rounding clinical shift coordinator, Medero has contributed to an increase in patient engagement on the 3 South Unit while guiding and encouraging staff.



**Carol Tulley, MSN, RN, TNS, CEN, CPEN, TCRN:** When leading the Trauma Categorization Project, Tulley advocated for nurses to practice at the top of their license to classify traumas within 10 minutes of a patient’s arrival. Tulley

had open discussions with Emergency Department staff and worked in Emergency Department triage to better understand barriers to trauma categorization. This work has made Central DuPage Hospital a leader within Northwestern Medicine for care for patients with trauma, streamlining care and reducing time to treatment.



# New Knowledge, Innovations and Improvements

## Discharge Lounge Improves Patient Experience

Faced with continued high volumes in the emergency room, Central DuPage Hospital nurse leaders recognized an opportunity to develop a discharge lounge, with their goal being to improve patient throughput.

Mary Fran Oskvarek, EdD, MSN, MS, PCCN-K, led a multidisciplinary group to create the Discharge Lounge, which included a dedicated attendant to provide consistent structure and a proactive “pull” approach to prompt patients to use the lounge.

With consistent staff and scripting, discharge rounding is incorporated into the Discharge Lounge experience. Patient concerns are escalated by the Discharge Lounge attendant to the patient’s corresponding unit leader, who performs a follow-up call.

When entering the lounge, staff greet patients and offer them amenities. Staff then ask patients about their:

- Understanding of discharge instructions
- Awareness of new medication side effects
- Satisfaction with responsiveness of staff

Notably, Central DuPage Hospital has experienced a 10-point increase in the patient engagement score for patients who received a discharge round in the Discharge Lounge, compared with patients who did not. As a result of these outcomes, Central DuPage Hospital plans to expand access to the Discharge Lounge to five days a week in FY24.



**2,042** patients  
(33% of all discharged  
patients) used the  
discharge lounge in  
the first five months  
it was available.

# Empirical Outcomes

Central DuPage Hospital nurses used evidence-based practice to outperform national benchmarks for the majority of the last eight quarters.\*

## Central DuPage Hospital inpatient units outperform several national benchmarks:



**71%**

for falls with injury



**83%**

for hospital-acquired pressure injury (HAPI) stage 2 and above



**92%**

for central line associated blood stream infection (CLABSI)



**100%**

for catheter associated urinary tract infection (CAUTI)



**94%**

for falls with injury (ambulatory)

## Central DuPage Hospital also performs highly in:



**100%**

of qualified patients who receive intravenous thrombolytic therapy within 60 minutes of arrival.



**84.5%**

of patients at Central DuPage Hospital respond top box in HCAHPS likelihood to recommend (Q1 to Q3).

\*Data from the National Database of Nursing Quality Indicators



# Northwestern Medicine Nurse Attributes

*Collaborative*

*Compassionate*

*Knowledgeable*

*Patient Advocate*

*Professional*



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