



# CHI St. Vincent Nursing Annual Report

FY2021





**“There are different kinds of gifts, but the same Spirit distributes them. There are different kinds of service, but the same Lord. There are different kinds of working, but in all of them and in everyone it is the same God at work. Now to each one the manifestation of the Spirit is given for the common good.”**

**- 1 Corinthians 12:4–7 (NIV)**



# Nursing Vision

**OUR** Mission.  
St. Vincent **STRONG.**

*St. Vincent*  
**STRONG**





# Welcome

I am pleased to present a document highlighting the impact of CHI St. Vincent nurses in the communities we serve. In FY 2021 (July 2020-June 2021) the nurses of CHI St. Vincent took steps to achieve the optimum nurse practice environment and provided excellent patient care when faced with the obstacles that manifested amidst a global pandemic. The pages that follow contain the first annual report to include all four hospitals in a comprehensive view of nursing at CHI St. Vincent. Embracing Hello Humankindness®, the new brand of CommonSpirit Health®, was made easier by foundational work done through Kindness Matters and is a vital part of the vision the nurses have for nursing at CHI St Vincent. I am humbled by the compassion, excellence, determination and perseverance of my nursing coworkers and feel honored to have served with them in FY 2021.



**Bryan Williams, DNP, MBA, RN, NE-BC**  
*Senior Vice President of Patient Care Services  
and Chief Nurse Executive*



# Market Intro



**Rhonda Mayfield**  
MBA, BSN, RN, NE-BC,  
ACNO/VP PCS



**Teresa Lambert**  
MBA, BSN, RN,  
ACNO/VP PCS



**Melissa Morgan**  
MSN, RN, NE-BC,  
Clinical Director of Nursing



**Angie Longing**  
MSHM, BSN, RN, NE-BC,  
CNO/VP PCS



# Nursing Vision

As CHI St. Vincent Nurses, we extend the healing ministry of Christ by providing excellent patient care and cultivating a safe, collaborative and diverse work environment.



# Professional Practice Model (PPM)

## The model that guides Hot Springs Nursing Prac-

CHI ST. VINCENT  
NURSING



COMPASSION ■ INCLUSION ■ INTEGRITY ■ EXCELLENCE ■ COLLABORATION

PATIENT & FAMILY ■ SELF ■ COWORKERS

THE LOVE OF CHRIST IMPELS US

- ◀ The pieces of stained glass reflect the elements of Relationship Based Care (RBC): professional nursing, teamwork, care delivery, leadership, caring & healing environment, resources, outcomes, quality, and accountability.
- ◀ The Cross is a reminder that our ministry is a continuation of the healing ministry of Jesus Christ.
- ◀ Patient & Family, Self, and Coworkers: the three primary relationships of RBC.
- ◀ “The love of Christ impels us”, the motto of St. Vincent de Paul, our patron saint.

## Care Delivery Model (CDM)

Each practice area uses people in unique ways, but this model illustrates the foundational elements of Hot Springs care delivery.

The CDM for CHI St. Vincent is Shift Primary Nursing. The nurse maintains overall responsibility for the patient during their shift as the primary caregiver, but they are assisted by others in the provision of direct care.

The patient is the center of everything we do.

The patient is surrounded by the people who care for them. Every group points to the patient as the center of the collaborative care efforts.

CHI ST. VINCENT  
NURSING

SHIFT PRIMARY NURSING

NURSING CARE TEAM

PATIENT

CARE PARTNERS

FAMILY

THE LOVE OF CHRIST IMPELS US



# Hello humankindness®

hello humankindness article

here?



## Hello humankindness®

## Mission

As CommonSpirit Health™, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

## Vision

A healthier future for all – inspired by faith, driven by innovation, and powered by our humanity.



# Core Values

## Inclusion

Celebrate each person's gifts and voice. Respect the dignity of all.

## Collaboration

Commit to the power of working together. Build and nurture meaningful relationships.

## Integrity

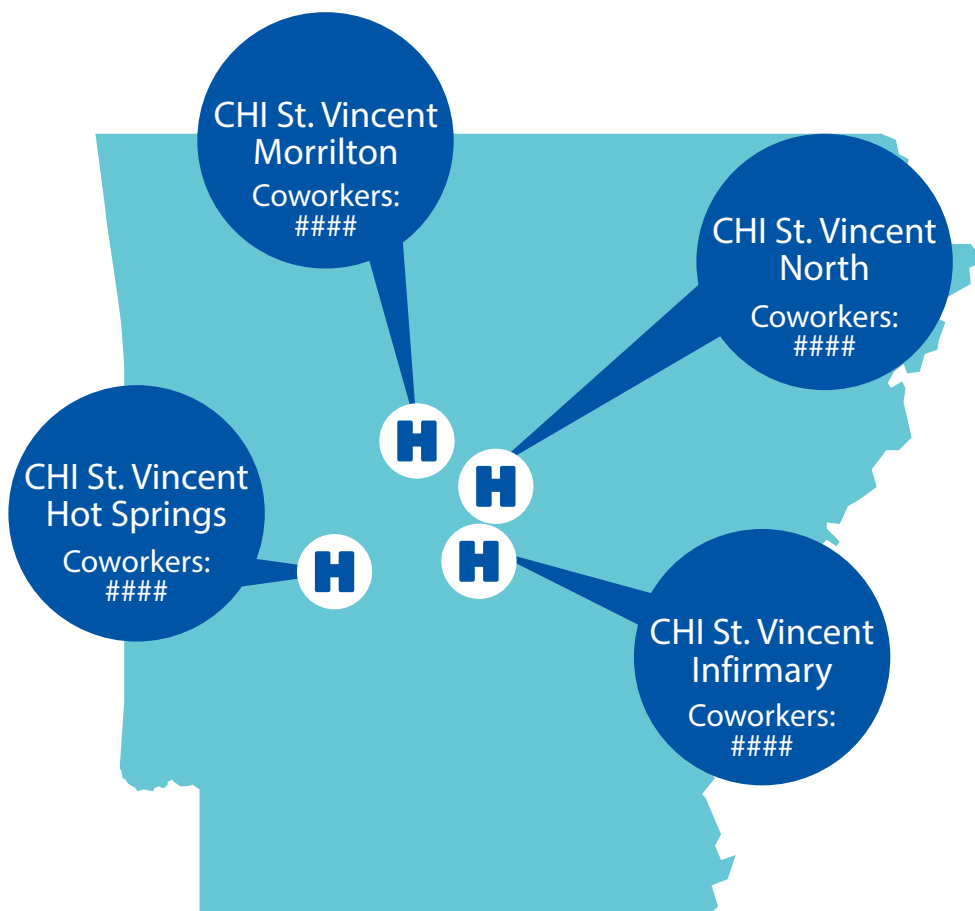
Inspire trust through honesty. Demonstrate courage in the face of inequity.

## Compassion

Care with listening, empathy and love. Accompany and comfort those in need of healing.

## Excellence

Serve with fullest passion, creativity and stewardship. Exceed expectations of others and ourselves.



LR trauma designation - North's ANI status, Morrilton?

We care for thousands of patients each year.

**1,000,000+**  
physician visits



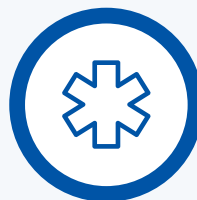
**22,000+**  
total surgeries



**31,000+**  
inpatient admissions



**91,000+**  
emergency room visits



**140,000+**  
outpatient admissions



**1,000+**  
births





# Awards

## Infirmary



## Morrilton



# North

## Hot Springs



A **QUALITY PROGRAM**  
of the AMERICAN COLLEGE  
OF SURGEONS



# Strategic Plan

**Service to the Community**

**Engagement**

**Clinical Service**

**Growth**

**Transformation**

**Financial**

CommonSpirit 

# Service to the Community

## Caring for those who need it most



Serving our communities is integral to the mission and vision of CHI St. Vincent. The nursing team brings the mission to life in many different ways.

FY2021 brought the Infirmary and Hot Springs the unique opportunity to serve our community through vaccine administration. In mid-January Roger Swayze, RN, BSN, MBA, HCM, CCRC collaborated with Dori Haddock, Laura Cook, Kathy Taylor, and Tracey Chesser to open a first floor unit at the Infirmary to provide vaccines to the Little Rock community. Numerous nurses volunteered daily to administer the COVID-19 vaccine to the community. The in-hospital vaccination

clinic ran through mid-March until the St. Vincent clinics were able to pick up the charge. During its running, the clinic provided vaccinations for up to 800-900 community members in a day.

In addition to the in-hospital clinics and CHI Clinics, St. Vincent nurses participated in community vaccination through partnering with local organizations. In Hot Springs, Smith Drug and Compounding partnered with Crossgate Church to provide community vaccinations in a venue with 800-1200 person capacity. Anna Coble, Clinical Nurse and Clinical Ladder Champion, asked for volunteers to assist with this vaccine effort. Clinical Nurses Karen Street and Ligi Tony, along with Nurse Supervisor Phillip Nahas volunteered with Anna Coble and administered hundreds of vaccines to the Hot Springs community.

Although COVID put a lot on everyone's plate, that did not stop CHI St. Vincent nurses from assisting their community in other ways. Morrilton and North nurses pulled their resources to support needs close to their hearts. At North, nurses collaborated through Shared Governance to lead a hospital wide fundraiser





during brain cancer awareness month. Through their “Go Gray in May” campaign nurses and care partner teams came together to raise \$1000.00. This money provides lodging and necessities for patient families during the vulnerable and challenging time of having a loved one hospitalized with brain cancer.



Morrilton sponsors Abundant Life Pregnancy Resource Center with a diaper drive during Nurses Week. Abundant Life Pregnancy Resource Center is a pregnancy crisis center that provides free and confidential services to the community (physical, spiritual or emotional) for women in need. Services include free pregnancy testing, ultrasounds, counseling, parenting education and community referrals.

The Morrilton emergency department team has been a shining example of resilience in the face of COVID. Despite being faced with difficult situations daily, they remain some of the most compassionate nurses. One example of their compassion on display came when a homeless patient was brought to the ED via EMS during the winter, when temperatures were extremely cold. This patient lived in a tent that was worn out with multiple holes that provided absolutely no shelter amidst the freezing temps. Additionally, the patient did not have adequate clothing to provide warmth for such conditions. ED nurses Becki Ellis and Sarah Gaines took time to bathe the patient. Jackie Loyd and Hope Hartman purchased insulated clothing and supplied him with additional warm clean clothes from our compassion closet. They also searched for a shelter that the patient could be accepted at, knowing that his living circumstances were not adequate for the current weather conditions. After multiple calls, placement was found with a shelter. However, the shelter was an hour away and the patient had no transportation. Again our nurses went to work and teamed up with the sheriff's department in order to provide transportation to the shelter for this patient. Despite having to work a busy ED, our nurses demonstrated compassion by going above and beyond to help a patient in need, regardless of the extra time it took to put all the pieces together.



# Engagement

## Being the Best Place to Work

Shared Governance is the venue in which St. Vincent nurses share in the decision making process for hospital clinical practice. Through Shared Governance, Clinical Nurses engage in making St. Vincent a better place for both patients and coworkers alike. The following examples detail a few of the FY 2021 improvements made possible by giving clinical nurses a voice in their practice.



Morrilton nurses reduced the volume of patient lost belongings. Katie Lee, an ED Clinical Nurse, noticed inconsistencies in storing patient belongings. Through Shared Governance, Katie created and implemented a standardized process. Now each department has a patient belonging binder. When patients leave personal items, coworkers log items in the binder, log where the items are stored, and notify the patient's family. When belongings are picked up, the patient or their family sign the items out as confirmation. A binder was also given to maintenance for belongings found outside of nursing departments. Thank you Katie for protecting patient belongings!

The Infirmary Critical Care Specialty identified an opportunity around intravenous (IV) tubing changes. IV tubing is changed at regular intervals to prevent contamination and protect patients from infection. However, practice guidelines did not dictate that primary and secondary tubing be changed at the same time since the amount of time between changes is different for primary and secondary tubing. The Critical Care nurses noted that changing both types at the same time, even if it's early for one set of tubing, decreases the chance of contamination. Through a Shared Governance proposal, the Critical Care specialty changed the practice so now all tubing is changed together. Additionally, this change was shared and implemented across all four hospitals. Thank you Critical Care nurses for keeping our patients safe!





The Hot Springs Woman's specialty is always looking for ways to improve safety for the mothers and newborns in their care. In FY2021, the Shared Governance Woman's Specialty Council made improvements to increase the speed in which they can respond to two common Labor, Delivery, Recovery, Postpartum (LDRP) unit emergency

situations. One of these emergencies is called postpartum hemorrhage. This occurs when a mother has an abnormally large amount of bleeding after delivery and requires extra care from the team to get the bleeding stopped. There are multiple medications needed in this emergent situation. Before the improvement, LDRP nurses had to pull the medications one by one which wasted precious time. Carla Buttrum collaborated with pharmacists Tiffany McCain and Christi Amerson to develop a single kit that has all of the necessary medications in one location.

The second improved emergent situation is known as shoulder dystocia. Shoulder dystocia is when one or both infant shoulders get stuck during delivery. To increase the speed and quality of emergency response, the team purchased more stools to make them readily available, got timers for each room, and developed keywords to identify the situation. Thank you to Carla, Tiffany, Christi, and the LDRP nurses for keeping our mothers and newborns safe!

The North nurses led a hospital wide project to improve the nutrition offerings available to patients. It all began with the Post Anesthesia Care Unit (PACU) Shared Governance representative identifying the limited nutrition readily available for post-surgery patients with low blood glucose. Through Shared Governance discussion, it was identified that similar availability concerns existed in ED, MedSurg, Critical Care, and other procedural areas. Douglas Britt and Christopher Compton with food services joined the Shared Governance meetings and promised to make improvements to better serve our patients. Douglass and Christopher more than fulfilled their promise. They quickly began better stocking the units and food services hired a team member solely responsible for stocking patient refrigerators on all units. Truitt Traugher was hired into this position and presented with a Spotlight Recognition Certificate for her Outstanding Performance and Service Improvement. Thank you to the nursing and food service teams for improving patient service and nutrition!



# Engagement

## Coworker Recognition

Our coworkers display the core values of Integrity, Compassion, Inclusion, Collaboration, and Excellence, and for this we say thank you. Through the DAISY award, Service Hero award, coworker week, nurses' week, and spotlight celebrations we commemorate the commitment and excellence demonstrated by St. Vincent nurses. DAISY and Service Hero nominations can be found online and throughout each facility to recognize the outstanding achievements you witness. When walking through Hot Springs and the Infirmary take a moment to reflect on the DAISY wall which honors recipients of this inspiring award. This is an example of the plan to grow these recognition programs throughout the market as St. Vincent continues to pursue bigger and better ways to say thank you to the nurses that make the St. Vincent healing ministry possible.





# Cover Article

*"Two are better than one because they have a good return for their labor. For if either of them falls, the one will lift up his companion. But woe to the one who falls when there is not another to lift him up."*

*- Ecclesiastes 4:9-10*

This verse highlights the strength of working together. 2020 and 2021 have highlighted St. Vincent teamwork and resilience at all levels. The team we work with everyday supports us through the good and bad times. All of the different teams within a whole facility can only survive and thrive if each team does their part and looks out for one another. The four hospital St. Vincent team share resources with one another and learn from each other to grow. Finally, being part of the CommonSpirit Health® team provides structure and resources that we could never achieve on our own and allows us to be part of nationwide movements such as Hello Humankindness®.

In many ways this report highlights and celebrates the differences between the four St. Vincent hospitals, but the purpose of the cover is to remind our community and ourselves of the similarities. The cover features four nurses, one from each hospital, that was awarded for demonstrating St. Vincent core values. In the nominations below we see compassion and a love for patient care clearly demonstrated. Our communities are different, we are all unique and separated by distance, but we are one team with one vision and benefit from all the camaraderie, support, and healthy competition that this entails.

Together we are St. Vincent Nursing.



## Infirmery DAISY Nomination

Tim Guinee, Clinical Nurse, was recognized with an Infirmery DAISY Award for the kindness he showed to a patient.

Tim was nominated by a patient who praised his "words of encouragement and infectious smile." The patient continued with,

"He catered to my needs. When I rang my bell, he was right there explaining the purpose of my pills. From the time he clocked in until he clocked out, he was taking care of his patients."



## Morrilton Service Hero Nomination

Jennifer Wilson, Clinical Nurse in MedSurg Stepdown, was named a Service Hero in Morrilton for displaying the value of compassion. Jennifer was caring for a patient who was being discharged over the weekend. The physician called in an antibiotic the patient needed to take post-discharge.

When Jennifer told the patient his medication was ready to be picked up, the patient said he could not afford it and would not be picking it up.

When the patient was discharged, Jennifer gave the patient \$20 so he could get his medications. Weekends can be challenging with limited resources. Jennifer showed compassion by taking care of a patient's need personally without delay.



## Hot Springs Daisy Nomination

Hilda Buckley, Clinical Nurse in Labor, Delivery, Recovery, Postpartum (LDRP) was awarded a DAISY when a patient nominated her by saying, "Being pregnant and having a baby during the pandemic has been stressful and has come with a lot of sadness and anxiety. We missed out on a lot of special moments we would normally be granted because of restrictions and safety precautions. The day after welcoming our daughter into the world, my husband and only support person I was allowed to have there wasn't feeling well and had a high fever.

Due to the possibility of it being Covid-19 related he had to leave me at the hospital alone with our daughter the day after a c-section and report to the ER. I was distraught, I was sore, hormonal/emotional, scared and sad. It felt like one more thing I had to do alone and was getting stropped away because of this virus. The nurse walked in moments later. I cried and expressed all my fears and sadness to her. She was amazing. She held me. She prayed with me. She assured me. As luck would have it, that night was really rough for my baby. She cried most of the night and had a lot of trouble feeding. The nurse spent hours with me and my little girl. She got to know me, checked on my husband constantly, who luckily was negative for Covid-19. She held and fed my baby to give me a break, walked with me down the hallways, let me get to know her and prayed for me and my family some more. She made sure to come see me before her shift ended to tell me goodbye and make sure I was okay and didn't need anything else.

When I say this woman was a light in a lot of darkness for me that is no exaggeration. She is an example of what a nurse should strive to be for his or her patients. I believe she is more than deserving of the DAISY Award. She's already the best in my book."

# Clinical Service

## Delivering Everyone From Harm While Delivering Excellent Compassionate Care

Exemplary professional practice is what CHI St. Vincent nurses strive for. This takes hard work from everyone on the team and it makes us proud when we have data showing that the hard work pays off. Here are examples of FY2021 improvements in the clinical service provided at St. Vincent

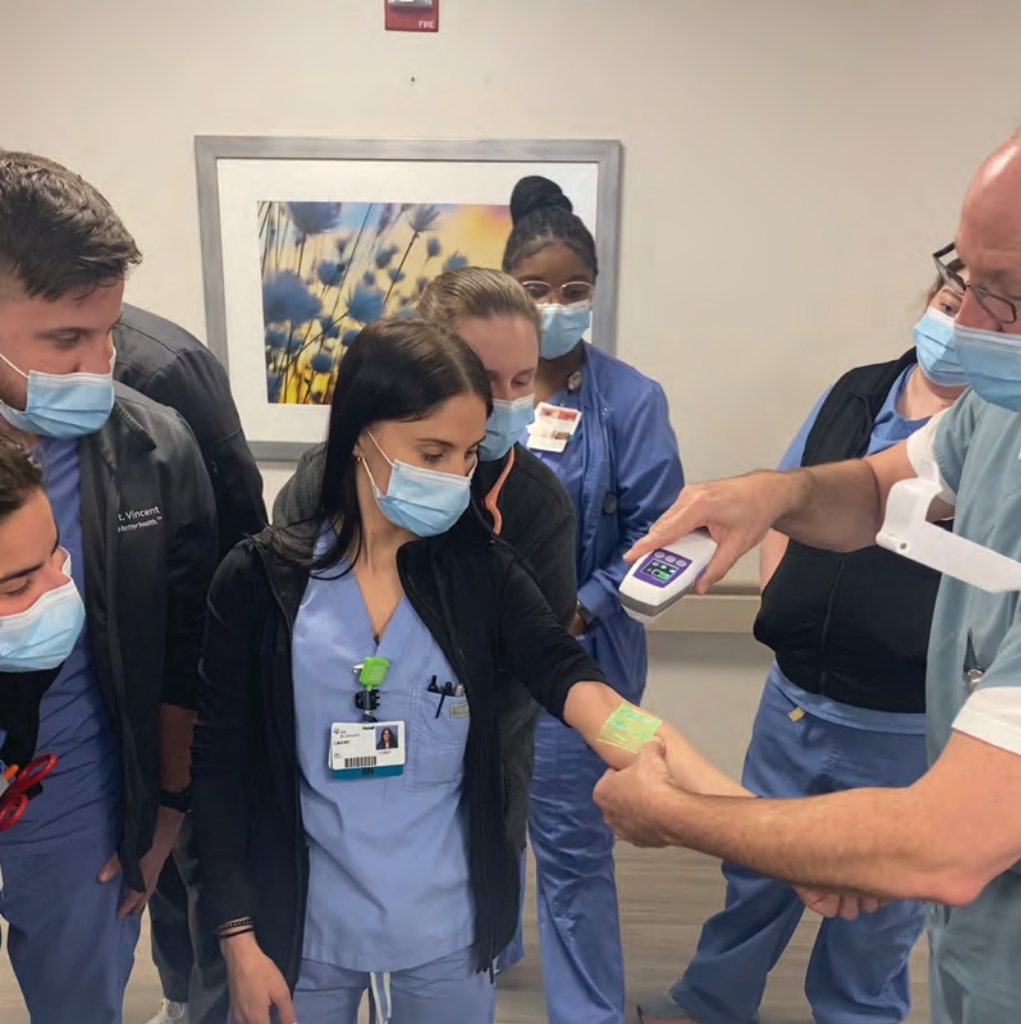
The Neuro service line addition to the Sherwood campus in 2019 increased the acuity of the patient population. Increased acuity includes additional invasive lines such as urinary catheters. Indwelling urinary catheters pose a risk for infection and every effort is made to remove them as soon as possible to mitigate this risk. To keep patients safe, the Sherwood team developed an expansive urinary catheter monitoring plan and an interprofessional team tasked with reducing urinary catheter utilization.

In hospitals equipped with barcode scanning, nurses scan the patient armband and the medication barcode before administering the medication to ensure the correct medication is given to the correct patient. Scanning medication barcodes improves medication safety. The Morrilton team increased their compliance from 90% to 98%. The team is also on track for quality achievement recognition for Heart Attack (STEMI) performance from the American Heart Association Get With the Guidelines program.



To improve the patient experience, the Infirmary hired and trained Service Excellence Techs (SETs) to focus on responding to patient needs. This increased patient experience scores in multiple MedSurg units including doubling the responsiveness percentile rank on 3NW.

Patient falls can lead to severe problems, including fractures and head trauma, which can hinder the



recovery process and lengthen time in the hospital. To prevent these injuries, the Hot Springs Falls Task Force is leading the care teams to adopt a “not on my watch” fall prevention culture. In FY2021 the Task Force implemented unit coordinator fall safety rounds, yellow gowns to identify patients needing additional mobility assistance, and call don’t fall signs on the ceilings. This decreased the injury fall rate from between 0.6-0.7 in the months of September, November, December, January, and February down to a rate of 0.0 from March through June.



Nothing can prepare a family for the tragic loss of a beautiful soul. In these times of heartbreak there are no answers to explain the loss and no words to provide sufficient comfort, but in cases where organ donation is an option some solace can be had from the knowledge that the loss of one life can potentially save many other lives.

Braydon Anderson entered the Hot Springs ED following a trauma. The ED and ICU teams did everything within their power to save his life, but when there was no possible road to recovery the team made the call to ARORA (Arkansas Organ Recovery Agency). There were some challenges in the process related to COVID that put Braydon's ability to donate organs at risk. However, the team identified the issues and persevered to get all of the necessary answers. In the end, Braydon was eligible for organ donation. This was a win for the team to be able to honor Braydon's expressed wishes. The family, in their desire to honor Braydon's wishes and potentially save other lives, supported the organ donation decision. Alicia, Kaydee and all team members provided holistic compassionate care and Chaplain Shane prayed in the operating room (OR) on behalf of the family and OR coworkers.

Hot Springs is a longtime supporter of organ donation and in this circumstance the team honored the patient and family with the first ever Hot Springs donor walk. Trish Nicholas, Critical Care Manager, Lana Lambert, Clinical Educator, Tiffany Self, ARORA coordinator, and Michael Millard, Market Director of Mission Integration coordinated the effort. Nurses, Respiratory Therapists, Patient Care Techs, ED leaders, the ED nurses who received Braydon, ARORA staff, and a Med Student all held a single candle and lined the hallway to the elevator door. Critical care can be a busy and loud place, but for those few moments it was silent. The family was escorted through the unit and down to the front lobby doors where family and friends lined the sidewalk of the drive. As the family walked to the donor flag, the family, friends, and patient's dog filed in behind them. The family's

pastor said a few words and a prayer before 19 (his age) blue balloons were released in Braydon's memory. The evening ended with the singing of Amazing Grace.

Tiffany Self reflected, "I don't believe the blue cross on top of the hospital that overlooks the front garden has ever shown as brightly as it did last night. A true testimony to the caring ministry of CHI St. Vincent Hot Springs. God's presence was definitely felt."

We are thankful to care for our community and honored to mourn the loss and celebrate the life of Braydon. Our hearts go out to his family and friends.





# Growth

## Serving More People By Growing Our Ministry for Long Term Viability

To serve the community, we grow where we are needed. FY2021 saw incredible growth at all St. Vincent Hospital campuses.

The importance of taking care of your mental health has been a prominent topic over the last year. In 2019, the Hot Springs annual Community Needs Assessment revealed that care of the older, mental ill persons in our community was a deficit. CHI St Vincent recognized that promoting wellness and providing mental health services was an issue our local area needed assistance with. After much data gathering, the facility made a decision that the previously closed Senior Behavioral Health Unit needed to reopen.

In July of 2020, Hot Springs opened a 16 bed Senior Behavioral Health Unit to offer inpatient care for individuals, age 55 and up, who are in a mental health crisis. The Hot Springs team is trained to address the most vulnerable situations. The unit was blessed to open with a manager and nurses with experience in the specialty of serving the senior behavioral health population. The staff of nurses, techs and psychiatric providers collaboratively offer group therapy, medication management, social services, and activities to help this population in their road to recovery. The unit has grown from an average census of less than 2 in early FY2021 to an average census of greater than 10 at the end of the fiscal year.

St. Vincent North developed a new Epilepsy Monitoring Unit in partnership with Advanced Monitoring Services. "This unit is an incredible step forward for our community and those from across the state and region who come to ANI for the very best in neurological care," Arkansas Neuroscience Institute director Dr. Ali Krisht said in a statement. "Staff in the Epilepsy Monitoring Unit benefit from direct coordination with our team of neurosurgeons at ANI to ensure the full continuum of care as we work daily to improve treatment outcomes for patients, map the human brain and tackle the most complex cases." The new unit provides advanced neurodiagnostic resources such as electroencephalograms (EEGs), long-term seizure monitoring and ambulatory monitoring so patients will benefit from real-time observation by board certified staff within the unit and even when a patient is at home.

The new unit will help patients referred by their neurologists or individuals taken to the Emergency

Department due to a fall, head injury, seizure or altered mental state with an unknown cause. The new Epilepsy Monitoring Unit allows CHI St. Vincent North to continue leading neurological care in the state of Arkansas and is the neuroscience destination for patients to receive the most advanced and successful care. "It's an exciting time for Arkansans to have this service here at St. Vincent North, seeing patients learn about their condition and what triggers a seizure and deciding a course of treatment is exciting," says Julie Hendrickson, RN.

St. Vincent Morrilton has worked towards meeting community needs by expanding services offered in the midst of COVID. An outpatient, drive through testing site was created at the hospital to offer COVID testing Monday through Friday, helping to keep potential COVID patient's out of the physician offices for COVID testing. Patients were able to drive up and receive a test without even getting out of the car. Over 7,000 tests were performed for members of our community.



St. Vincent Infirmary partnered with Bradford Health Services to open the first Addiction Recovery Program in the state of Arkansas that offers the full continuum of care through an integrated approach that includes both outpatient and hospital inpatient components. Nancy Purtell, the Bradford Health Chief Nursing Officer and expert in addiction recovery programs, consulted on nursing care for this new service line to pave the way for success of the program. The Infirmary Addiction Recovery Program led by Dori Haddock opened for Intensive Outpatient Services on November 9, 2020 and the Inpatient Services opened on March 24, 2021. This

program recognizes the growing need for integrated, compassionate care programs that offer recovery for addictive diseases in Arkansas. A behavioral health nurse educator will soon be joining the team as the Infirmary continues to grow the behavioral health nursing specialty. The Addition Recovery Program is part of St. Vincent's commitment to help protect all Arkansans, regardless of race, gender or socioeconomic background, as the healing ministry works to create healthier communities.

# Growth

## ANCC

The American Nurses Credentialing Center (ANCC) is a subsidiary of the American Nurses Association (ANA), a prestigious national nursing professional organization. The ANCC credentials both individuals and organizations that advance the profession of nursing. Within this work, the ANCC recognizes individuals for being on the Pathway to Excellence® and for achieving Magnet® nursing excellence.

Morrilton first received their Pathway® designation in 2014 and are now in the process of redesignation. The Infirmary initially achieved Magnet® recognition in 2013 and is planning to submit for redesignation in February 2023, and Hot Springs proudly joined these ranks by achieving Magnet® recognition in October 2020. Achieving this designation in 2020 was a huge feat amidst a global pandemic, but the team shone through to spotlight the nursing excellence that perseveres regardless of circumstance.







Hero. This is a term used often when reflecting on the year 2020. It's used to describe teachers, food service workers, doctors and more. The word is used for many reasons, but most commonly this term honors individuals who do things many of us can't imagine doing. One of the reasons a profession such as nursing is given this title is because the job is 24/7 365 days a year. Nurses are caring for the sick while you watch your children open christmas presents and when you ring in the new year at midnight. When you stay at home to avoid a pandemic nurses are donning protective gear to care for those infected, and in February 2021 when most people avoided the slick roads nurses came to work because there were people in need.

The Infirmary Nurse Leaders started working on Friday February 12 to plan and prepare for the biggest Arkansas snowstorm predicted in a century. Little did they know that the official total of snow would be 20.3 inches! The Nurse Leaders were joined by the whole leadership team and ancillary teams to hunker down and wait out Snowmageddon, a storm that would test the very core of our resiliency. The team converted two hospital units into a makeshift hotel (Hotel St. V's). Extra linens, extra food, and multiples of everything were needed to sustain a weeklong completely booked Hotel St. V's. At the height of this storm we had over 150 invaluable coworkers staying at our new "hotel". Hotel St. V's housed nurses, physicians, housekeeping, dietary, maintenance, security and yes, our patients. The team took care of everyone without missing a beat. Staying a whole week was an incredible undertaking that ultimately highlighted the teamwork and resilience of St. Vincent leaders and coworkers. Everyone stepped up and out of their comfort zones to take care of each other. The maintenance team kept the roads clear. Bill Bledsoe, Erica Jackson, DeJuan Daniels, and Roger Swayze braved icy roads to transport coworkers to and from home. Although challenges were being faced, the team kept up morale, built tighter connections and had some fun in the process. Humankindness® was seen by all in Snowmageddon 2021.

# Transformation

## Creating Healthy Communities

Monoclonal Antibody infusion treatment targets the virus that causes the COVID-19 infection, blocking it from getting into the cell so that it can't replicate and grow. This helps to limit the extent of how sick a person with Covid may become, and hopefully keeps them out of the hospital. CHI St. Vincent rose to the challenge to provide this innovative treatment for our communities and opened Infusion Centers at both St. Vincent Infirmary and St. Vincent Hot Springs campuses. Thousands of people were able to be treated at both sites - providing the care needed while allowing patients to stay at home through the course of their illness.



# Transformation

## Professional Development Opportunities

Evidence shows that nurses with professional certification, continuing education, and advanced education produce better patient outcomes. St. Vincent both supports and encourages nurses to pursue these endeavors to provide the best patient care and engage in creating healthy community.

### Advanced education and professional certification support

- Tuition reimbursement
- Clinical Ladder program. A BSN and a professional certification each count towards achieving a Level III and Level IV
- Academic advising
- Textbook purchase discount
- Reduced tuition for 100 and 200 level courses
- Discount program with colleges and universities. Save 5% to 20%+ on tuition charges and waived application fees for many schools
- Professional certification exam reimbursement. Reimbursement occurs prior to completing the examination. If unsuccessful on the first attempt, a nurse can receive reimbursement for the same certification exam for one additional attempt within the same fiscal year (July – June)
- Reimbursement for professional certification renewal. 1x/fiscal year

*Access these resources through Employee Central >>> Tuition Reimbursement (in the Employee Quick-links Menu)*

### Professional Organization Membership

Reimbursement available for one professional organization active membership fee per year for professional organizations affiliated with the American Nurses Association.



The winter storm of 2021 was a weather event like none of us have seen in our lifetime. This event brought to the forefront the teamwork and resilience of St. Vincent North coworkers. The team pulled together as a family to support each other and our community.

Supervisors drove coworkers to and from home. However, many coworkers stayed in hospital rooms to ensure patient care wasn't interrupted. The house supervisors kept the hospital going and at the same time acted as innkeepers to ensure everyone had space to stay if needed. Coworkers shared space to allow everyone to stay that couldn't go home and get back. Food services provided meals to coworkers that made it to work and those that stayed in the facility. They did it all with a smile and we were very grateful.



Following the rupture of three water pipes, maintenance, EVS, and leaders responded swiftly so there was only minimal damage. A respiratory therapist spent the whole week at the hospital delivering excellent patient care and made sure that we had everything we needed from that department. One coworker had a medical emergency while working, but the entire team jumped in to assist to cover for and take care of our teammate.

Through all of the challenges the entire hospital stepped up and shined. The team kept each other's spirits high and even found a bit of time for fun with family pictures of the record breaking snow and late night food runs. The North team demonstrated resilience through teamwork as a family against the odds to take great care of each other and the community despite crippling weather.



# Financial

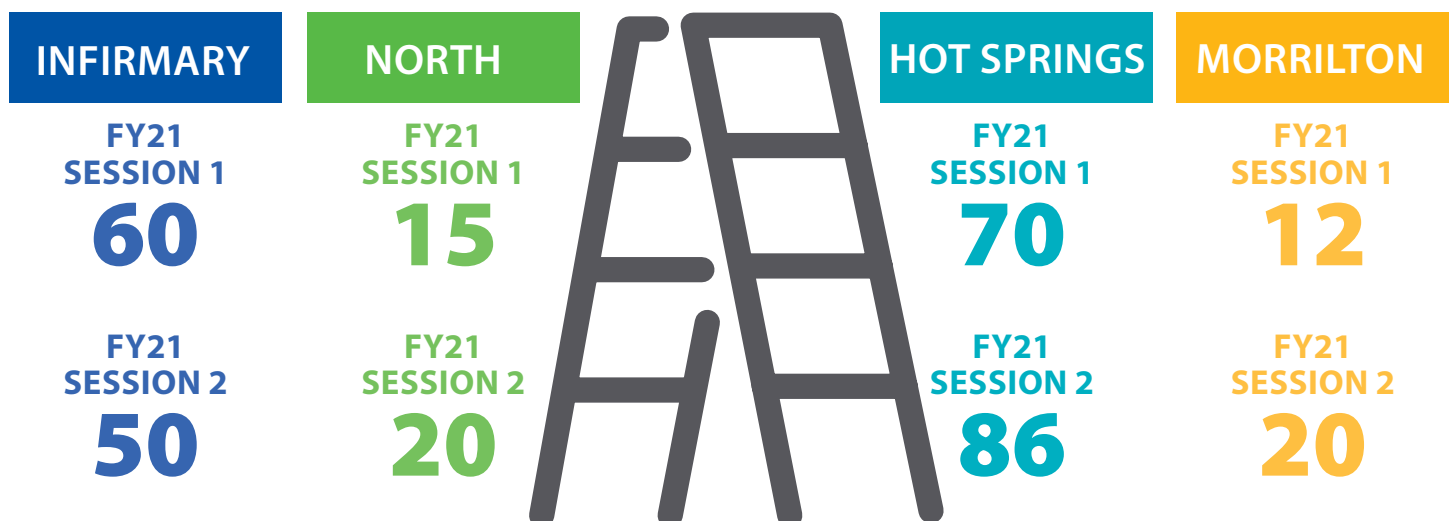
## Building a Sustainable Ministry

Retention and recruitment are keywords related to CHI St. Vincent patient care services cultivating a sustainable ministry. Two integral programs to this work are the Nurse Residency Program (NRP) and Clinical Ladder. The NRP provides a supportive and structured transition to practice for new graduate nurses and the RN clinical ladder program recognizes and rewards nurses for engaging in professional development.

### Nurse Residency Program FY21



### Clinical Ladder







# **FY2021**

# **NURSING ANNUAL REPORT**

