

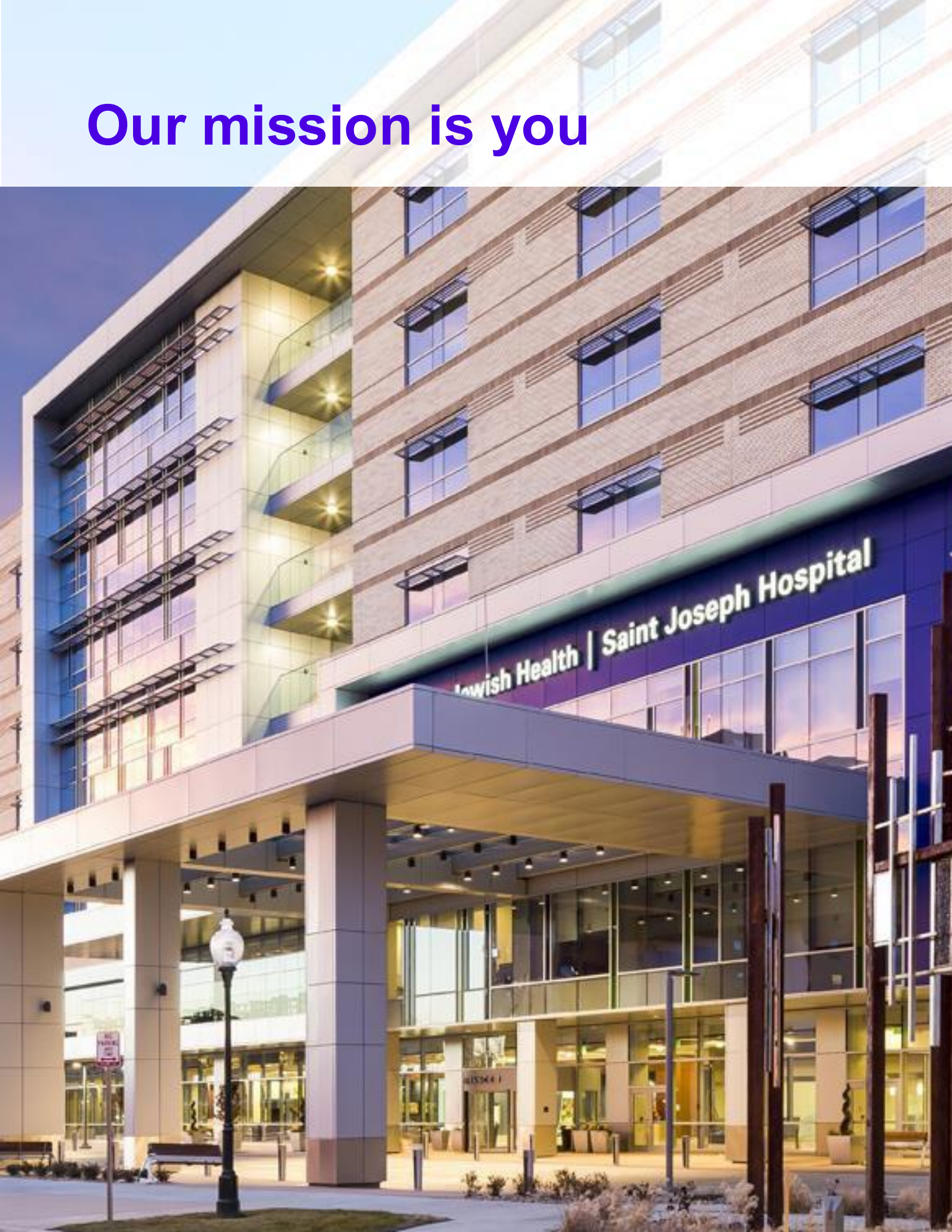
# Saint Joseph Hospital

## 2024 Nursing Annual Report

### Celebrating Nursing Excellence



**Our mission is you**



# CNO Welcome

*Jelden Arcilla, MBA, RN, NEA-BC  
VP and Chief Nursing Officer at SJH*



As we complete integration to become One Intermountain and move on to the harmonization and optimization of a high performing organization, we cannot lose sight of the fact that even though some faces, names, and practices may change our Mission remains the same not only to serve the poor and vulnerable but also has newly expanded to “helping people live the healthiest lives possible”.

Our new Intermountain Health Vision is to strive to “Be a model health system by providing extraordinary care and superior service at an affordable cost.” This can only be accomplished through Excellence in Nursing which is evidenced by our amazing accolades and achievements over the past year which are depicted throughout this report.

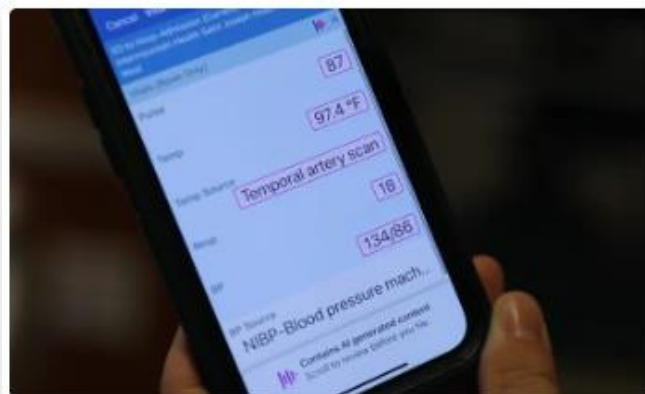
As we embark on a new year, we face continued challenges and headwinds with the uncertainty of the ever-changing future landscape of healthcare as we know it. One thing that remains and has stood the test of time is the culture and spirit of Saint Joseph Hospital Nursing. Not only have I experienced this professionally but also on a personal level that miracles do occur here in this special place every day.

I have the utmost confidence that we will overcome any obstacle, barrier, or pressure placed before us as we are never alone. There's you. There's us. And together, there's we. That is The Power of We and there is nothing that cannot be overcome as WE are Saint Joseph Strong!

A handwritten signature in black ink, appearing to read 'J. Arcilla', with a long horizontal flourish extending to the right.

# Exciting 2024 SJH Nursing Achievements!!

**Ambient listening** pilot site – SJH partnered with Microsoft to pilot a new ambient listening tool that reduces administrative burdens, improves data accuracy, and improves the patient experience.



Caregivers using the ambient listening technology



**Lauren Zobec, BSN, RN, PCCN, Cardiovascular nurse** and Chair of Nurse Peer Review Committee, conducted a Quality Improvement study on how a new surgical bra saved \$750k in care costs and improved patient's pain and outcomes. She later published this study in the Critical Care Nurse journal!



**Arienne Roper, BSN, RN-BC, Surgical nurse**, conducted a research study on adult postoperative colorectal patients and if pain management differs by race. Arienne found no statistical significance in her study.



**2024 Nightingale nominees: Krisha Clopton, Carina Diaz-Duquette, Theresa Eisinger, Raychelle Estacio, Alex Herbig**

# Who We Are

## 2024 by the Numbers



**400** Beds



**52,096** ED Visits



**16,205** Admissions



**11,286** Surgeries



**79,654** Patient Days



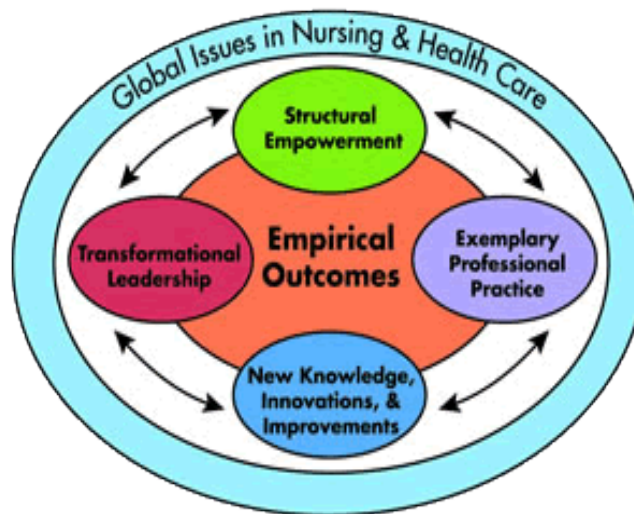
**4,050** Deliveries



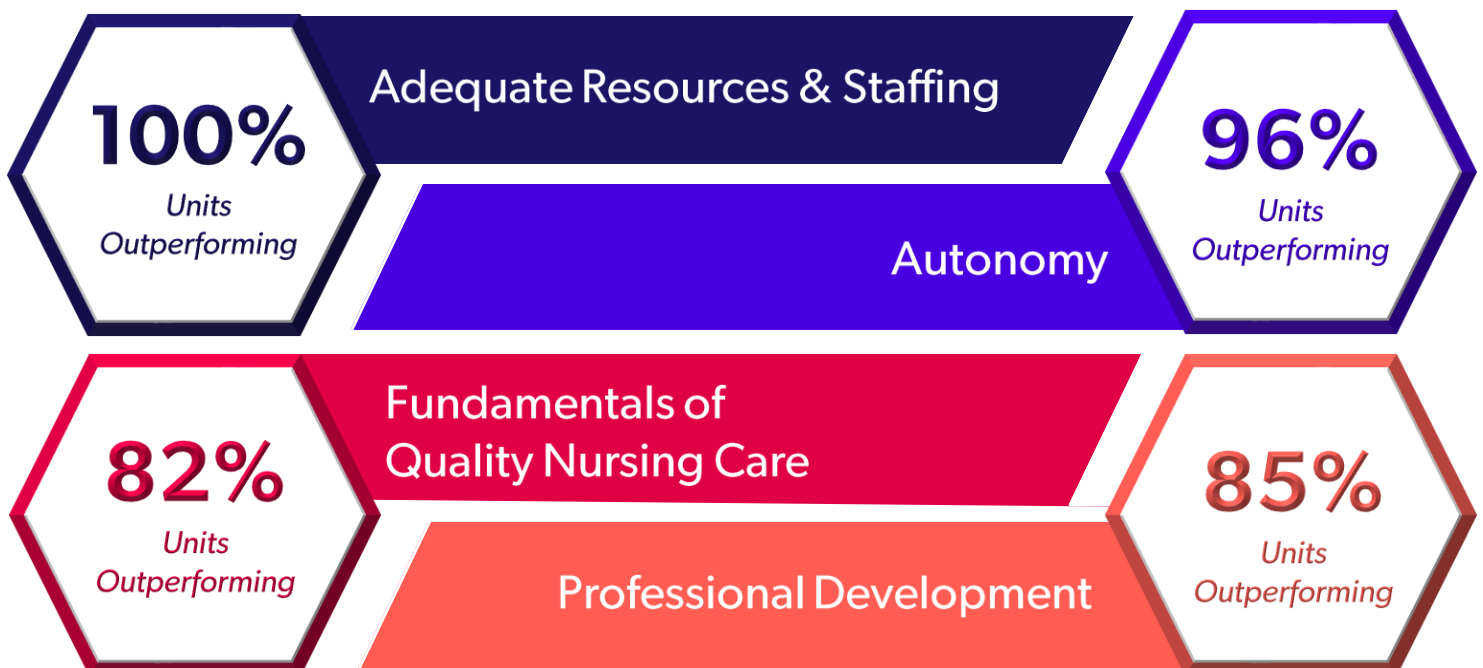
# Magnet<sup>®</sup> Journey to Re Designation



Saint Joseph Hospital is re-designated from January 18, 2022-February 1, 2026. The year 2024 marks the beginning of our 8-quarter window to present nursing data outcomes to Magnet. We will also continue to ensure our other Magnet structures are in place. These structures will help us support and maintain the four components of Magnet recognition: Transformational Leadership, Structural Empowerment, Exemplary Professional Practice, and New Knowledge, Innovations, and Improvements.



## Caregiver Engagement Survey Results



# Who We Are



# Transformational Leadership

## Transformational Leadership is defined as:

Leadership that meets the demands of the future  
 Requires vision, influence, and clinical knowledge  
 Involves innovative solutions and voices heard from all roles  
 Nurse leaders create visions for the future that take root in the organization  
 Executive nurse leaders use input from clinical nurses to influence change in the organization



## STRATEGY DEPLOYMENT CYCLE



CLARITY | ALIGNMENT | ACCOUNTABILITY

# Transformational Leadership DAISY Leader Award



The **DAISY Nurse Leader Award** was created to shine a light on the managers and others who do not typically have direct patient care as part of their work.

These leaders provide a setting where compassion is valued, and staff, in turn, treat patients and their families with deep humanity.

**Leaders** are those responsible for creating the environment where compassionate care by clinicians can thrive. The people who nominate them for The DAISY Nurse Leader Award are typically their staff who describe the impact leaders have on their ability to provide quality, compassionate care.

## 2024 DAISY Leader Award

### Julie Jenkins | Care Management on ICU

#### Caregiver Nomination:

“Julie provided comfort and care to a patient’s family during a code blue in the ICU. She went out of her way to watch over these children and provided distractions and comfort which allowed the patient’s wife to be present during this emergency event.

Julie continued to remain present after the event to create a calming and compassionate environment for the children to grieve and process their emotions.

Julie exemplifies all the values of the hospital and will always go out of her way to provide a high level of care for all her patients. ”



# 2024 Nursing Strategic Plan

## Experience

Deliver the best consumer experience

### Likelihood to Recommend

- Nurse Leader Rounding
- Care board Updating

## Safety

Ensure patients, members and caregivers are always safe

- Safe Patient Handling
- Cognitive Care Program
- Workplace Violence Training

## Quality

Deliver evidence-based care that leads to top performance and meets each individual's health goals

- HAPI Hour Committee
- Wound Care Team
- Falls Committee

## Engaged Caregivers

Create an unparalleled caregiver experience that supports us in delivering on the fundamentals of extraordinary care and service

- Village Teams
- Caregiver Recognition
- Professional Certification & BSN rates

## Stewardship

Be an indispensable community partner, achieving the healthiest communities with cost per person among the lowest in the nation while enabling access and growth. Be a financially sound, forever organization

- Workload Intensity
- Social Determinates of Health
- Vizient targets

# Structural Empowerment

## Structural Empowerment is defined as:

- The organizations mission, vision, and values come into practice to achieve desired outcomes
- Outcomes are achieved through the organizations structures, policies, and programs that empower caregivers

### Professional Governance Structure at SJH:



**50%**  
Certified nurses



**\$5,250/year**  
In Tuition Education



**89%**  
Nurses with a BSN or higher



**Nurse Residency Program**  
92 new grad RNs w/ a retention rate of 97%



**147**  
Continuing Education Credits offered

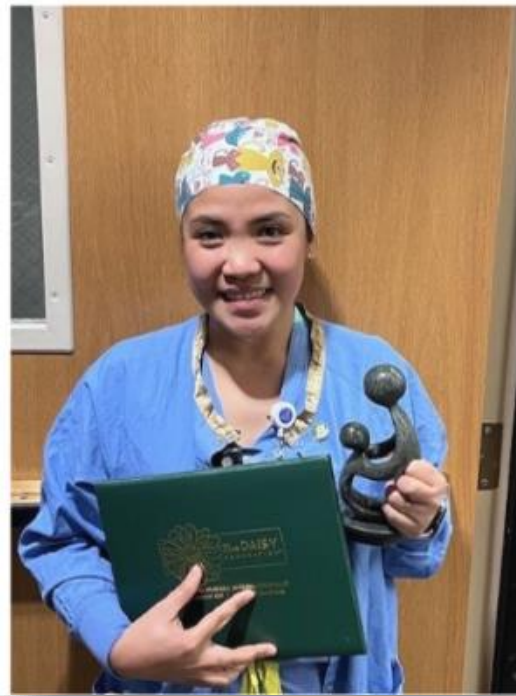


**150+**  
Nurses on iAspire

# The DAISY Award



**Sibi Matthew**  
**Med North**



**Mariafe Cabeal**  
**Perioperative Services and  
International RN**



**Inez Smith**  
**Cardiac Rehab**

# The DAISY Award

## **Lifetime Achievement DAISY Award Winner Danielle Molden Clinical Nurse Manager Medicine West**

Danielle has been part of SJH for 43 years and has made an incredible impact on her patients and fellow caregivers.

Throughout her decades of service, Danielle has been a driving force behind numerous process improvements particularly in the areas of workplace violence prevention and the care of very vulnerable patients especially those with mental health and substance abuse issues.

She is an inspirational and compassionate leader who embodies the mission and values of Saint Joseph Hospital.



# The DAISY Award



**Macy Abbott**  
**Labor and**  
**Delivery**



**Jessi Taylor**  
**Emergency**  
**Department**



**Kathy Aries**  
**Labor and**  
**Delivery**

# The DAISY Award



**Marina Pursley**  
ICU

**Olivia McMahon**  
Med Onc Infusion



**MedNorth Caregivers:**

|                  |
|------------------|
| Allis Espinoza   |
| Iliana Perez     |
| Danielle Trotter |
| Sandra Madrid    |
| Jessica Lombardo |
| Kimmi Duong      |
| Trevor Jacobson  |
| Mireya Salomon   |
| Philomena Serwaa |
| Sarah Novak      |
| Craig Buster     |
| Donna Wrubel     |
| Chris Robinson   |

**Nicole Cabrera**  
Labor & Delivery



# The DAISY Award



**Raychelle Estacio**  
RN Care Coordinator  
Denver Midtown



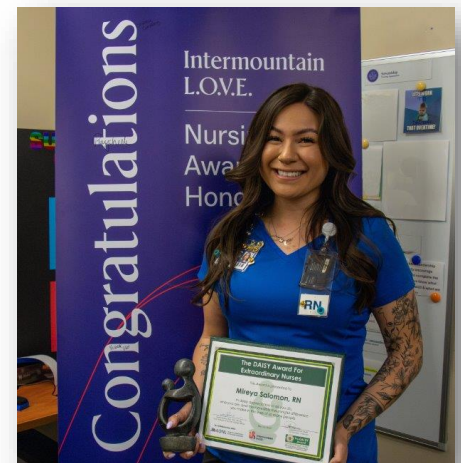
**Sierra Lanier, RN**  
Labor & Delivery



**Heather Rinderle, RN**  
ICU



**Natalie Diller, RN**



**Mireya Salomon, RN**  
Med North

# Team DAISY Award



## **SJH Intermediate Care Team** *(pictured above)*

A touching nomination letter from the family of a long-term patient noted how the nurses and caregivers on the IMC Unit worked tirelessly to not only make sure their daughter's medical needs were met, but also took the time to do her nails, cheer her up with stories and pictures of their dogs, and decorate her hospital room for Christmas.

## **SJH Respiratory Institute and Oncology Unit** *(pictured below)*

The grateful family of a long-term patient sent a beautiful note about this team that talked about how everyone was professional, tender and cared for their daughter's mind, body and spirit. The family recalled how the caregivers worked tirelessly to attend to her every need, not only clinically but would also take her outside to see sunsets, braid her hair, and come in on their days off to bring her coffee.





The Power of We



# Exemplary Professional Practice

## 2024 Patient Satisfaction

Qualtrics



**Likelihood to Recommend**  
84.49%



**Listen Carefully**  
83.9%



**Responsiveness**  
81.2%



**Teamwork**  
70.4%



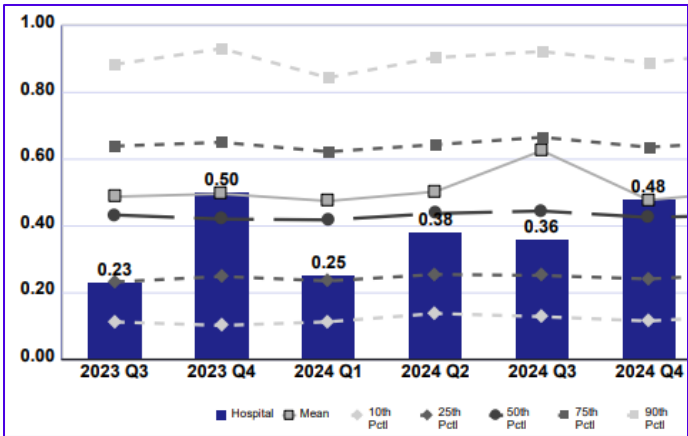
**Nurses Explain**  
82.3%

# Exemplary Professional Practice

## 2024 Nursing Sensitive Indicators (NSI) NDNQI



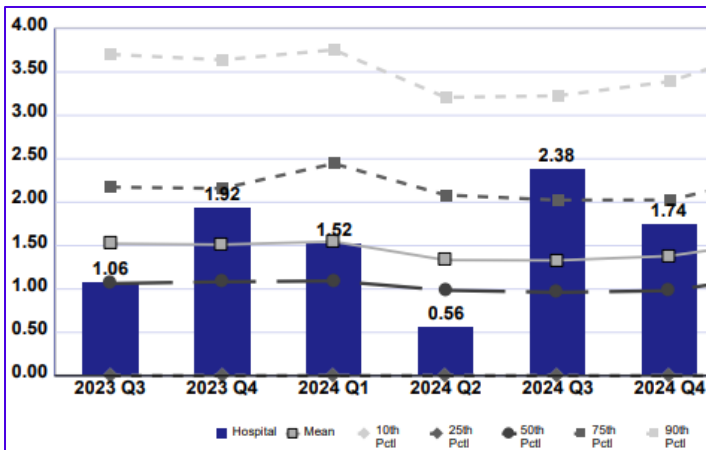
Injury Falls per 1,000 Patient Days\*



| Quarter                     | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 |
|-----------------------------|---------|---------|---------|---------|---------|---------|
| Hospital-Unadjusted Measure | 0.23    | 0.50    | 0.25    | 0.38    | 0.36    | 0.48    |
| Mean                        | 0.49    | 0.50    | 0.47    | 0.50    | 0.63    | 0.48    |



% of Surveyed Patients with Stage 2+ Hospital Acquired Pressure Injuries



| Quarter                     | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 |
|-----------------------------|---------|---------|---------|---------|---------|---------|
| Hospital-Unadjusted Measure | 1.06    | 1.92    | 1.52    | 0.56    | 2.38    | 1.74    |
| Mean                        | 1.52    | 1.51    | 1.55    | 1.33    | 1.33    | 1.38    |

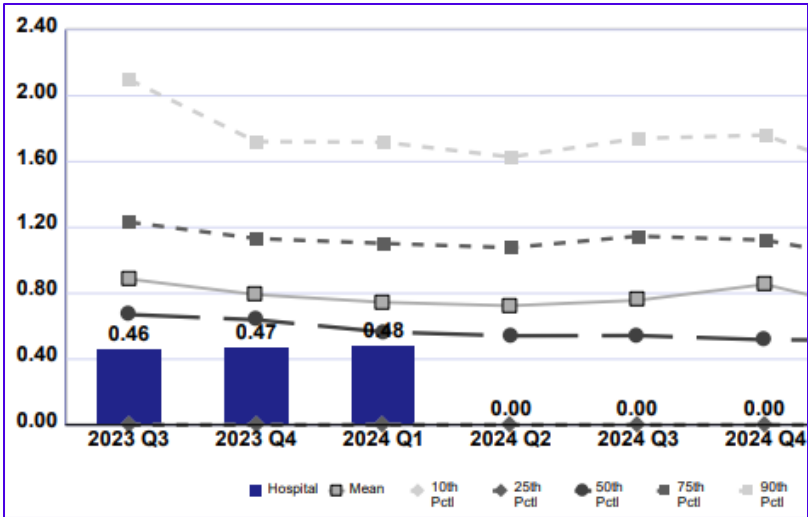
Bars should be below the benchmark line for a minimum of 5 out of 8 quarters  
\*Falls Data are incomplete for Quarters 1-3 of 2023

# Exemplary Professional Practice

## 2024 Nursing Sensitive Indicators (NSI) NDNQI



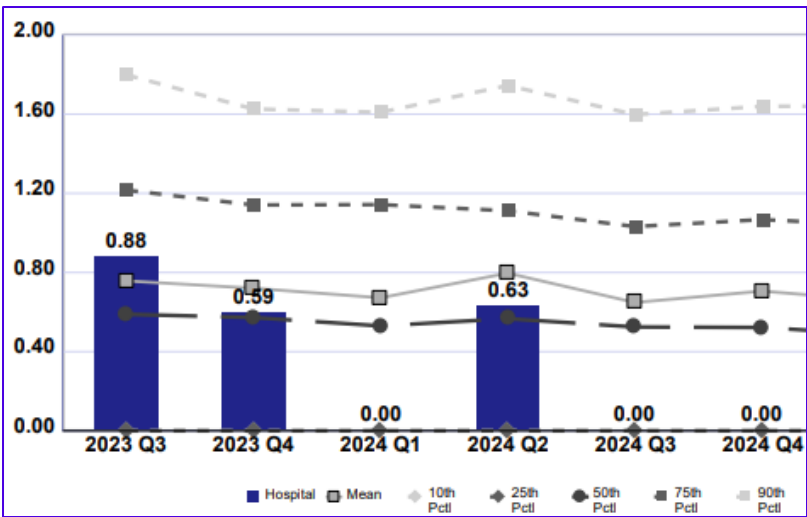
CAUTI per 1,000 Catheter Days



| Quarter                     | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 |
|-----------------------------|---------|---------|---------|---------|---------|---------|
| Hospital-Unadjusted Measure | 0.46    | 0.47    | 0.48    | 0.00    | 0.00    | 0.00    |
| Mean                        | 0.89    | 0.79    | 0.75    | 0.72    | 0.76    | 0.85    |



CLABSI per 1,000 Central Line Days



| Quarter                     | 2023 Q3 | 2023 Q4 | 2024 Q1 | 2024 Q2 | 2024 Q3 | 2024 Q4 |
|-----------------------------|---------|---------|---------|---------|---------|---------|
| Hospital-Unadjusted Measure | 0.88    | 0.59    | 0.00    | 0.63    | 0.00    | 0.00    |
| Mean                        | 0.76    | 0.72    | 0.67    | 0.80    | 0.65    | 0.71    |

# New Knowledge, Innovation and Improvements

**2022 –  
2023**

## Nursing Research Fellows

Arienne Roper, BSN, RN, RN-BC  
*The impact of race on pain management for adult postoperative colorectal patients*

## Ongoing Research Study

Leisl Gilchrist, BSN, RN  
*A Retrospective Study of Post-Operative Pain Control in Open Heart Surgery Patients that Report Marijuana Use*

**2023 –  
2024**

**4** completed research studies  
and  
**1** QI study since 2021



# Saint Joseph Hospital

## Top Moments of 2024

In July, NICU reunion! We were thrilled to welcome 500 NICU graduates, families, caregivers, physicians, and retired staff back to Saint Joseph Hospital.

It's been since 2018 since we last gathered, making this event even more special as families and our NICU team reunited, celebrating milestones and accomplishments, and sharing stories.



# Saint Joseph Hospital

## Top Moments of 2024

In July, we celebrated the incredible career of Vicki Vowell, who retired after 52 years of dedicated service at Saint Joseph Hospital.

Starting in 1972 right after nursing school, Vicki became the face of nursing at Saint Joe's, providing compassionate care to countless patients, mentoring generations of caregivers, and exemplifying the mission and values of the Sisters of Charity.



# Saint Joseph Hospital

## Top Moments of 2024

Expanding primary and specialty care options in Aurora. The new East Crossroads Clinic and Medical Office Building, located at E470 and I70, officially opened in August.

The new facility, approximately 80,000 sq. feet, expands care offerings in the east Denver metro area, with both primary and specialty care options.



# From the family of a patient at SJH:



"One month ago, we walked into the SJH ED with our son, after being ill for several days with a sore throat and fevers which then developed into chest pain and shortness of breath. After a rapid diagnosis and interventions for pneumonia, Severe Sepsis and septic shock multi organ failure from Strep A, he was quickly transferred to ICU.

**From the moment we entered the door, he received nothing but EXCEPTIONAL care from ED staff, physicians, residents, medical students, nurses, PCTs, phlebotomists, Respiratory Therapists, Occupational therapists, Physical therapists, Dietary, Housekeeping, Pastoral Care, and Case Management.**

Not only was his care exceptional, he was treated by everyone like a member of their own family including us, his mother and father and his 3 brothers. We were involved in multidisciplinary rounds in ICU and always had a voice in his care. I have been a registered nurse for almost 38 years with Saint Joseph Hospital on the Women's Unit and I am SO PROUD to be a part of this organization!

ALL his caregivers were amazing. A heartfelt thank you from our family."