

# More than a Career. A Calling.



Your inside look into nursing at OSF Saint Francis Medical Center and Children's Hospital of Illinois. [www.osfsaintfrancis.org](http://www.osfsaintfrancis.org)

2011 / 2012

## Did you know?

- The food service department has answered 255,793 room service calls in the past year.
- March 2011 was the busiest month for the ED ever with 7122 patients – the first time over 7000.
- Patient satisfaction scores have increased for all units in the new building including; Emergency, Adult Heart, and Children's Hospital.
- OSF Saint Francis has a Facebook page. Become a Fan today!

 Find us on Facebook

## What a year it has been.

It was a year of growth and transition for OSF Saint Francis and the Children's Hospital of Illinois with the opening of our new building.. Tackling this huge project was a major challenge, but as the past year has shown, it has been a great success. With emphasis on safety, privacy, and a focus on family it has been gratifying to see the improvements benefitting patients, family, and staff.

- Private rooms are what patients and staff say are one of the greatest improvements. One parent of a General Pediatrics patient noted, *"Privacy is so important for meeting with doctors and helps to lower the stress level of family."*
- According to a NICU Clinical Educator, *"The patient rooms now allow the family to focus on the patient. The new unit brings the medical team to the family and allows them to participate as a partner in the patient's care."*
- In the new Diagnostics Services area, patient flow and convenience is number one. *"The most positive comments come from multiple testing patients. The fact that everything is all right here in one location is wonderful for them"*, says a Nuclear Technician.



- "What we hear from patients is how much quieter, bigger, and more private the new Emergency Department space is," says the Director of Trauma and EMS. She adds, *"Even when full, the department is quiet."* Keycards have further helped the experience of the patient by adding another level of privacy and security.

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## Contact Us Anytime!

 **OSF**  
SAINT FRANCIS  
MEDICAL CENTER

**Children's  
Hospital  
of Illinois**  
at OSF Saint Francis Medical Center

Route To:  Faculty  Student



## From Lori...

September 2011

We are excited to share our commitment to excellence and the impact our nurses have every day!

Our nurses are leaders, nationally recognized for their outstanding care through the Magnet designation in 2004 by the American Nurses Credentialing Center (ANCC) Magnet Recognition Program. In March 2009 we were unanimously re-designated, putting us in the top 2% of hospitals in the country for our commitment to our nurses.

This focus on nursing excellence as both a standard and a vision encourages each Registered Nurse to practice to their fullest potential with a care team that supports collaboration and respect for each individual's diverse needs. Our commitment to our nurses extends to further educational opportunities through excellent scholarship and tuition reimbursement programs. We are proud of our alignment with Saint Francis College of Nursing as well as the academic credentials and professional certifications that our nurses earn.

Our nurses touch lives while extending a healing hand to those in need within our community. This art of caring as well as the commitment to excellence in clinical practice is what sets our Nurses apart as they fulfill the calling to "serve our patients with the greatest care and love".

Are you called to join our nursing team? We would love to share with you or answer your questions.

Sincerely,

*Lori Wiegand*

Lori Wiegand, RN, MSN, NEA-BC  
VP Patient Care, Chief Nursing Officer

Check out our video tour of the Children's Hospital and OSF Saint Francis Medical Center:

[www.youtube.com/osfsaintfrancis](http://www.youtube.com/osfsaintfrancis)

- A recent patient has said of the new surgery floor, *"It felt as personable as a surgery floor possibly could."* The entire building reflects this enhanced environment with colors and artwork that are uplifting and bright. According to one staff member, "They are such a tasteful and effective expression of our person centered mission that celebrates life."



It is not the physical environment alone that creates a great patient experience. It is also those that serve in that environment and their words and actions that create this wonderful experience. This past year has brought these two aspects of care together and has enabled OSF Saint Francis and the Children's Hospital to serve with "the greatest care and love."



## Ask the Recruiters



### Question:

I'm interested in working while attending nursing school. What employment opportunities do you offer nursing students?

### Answer:

We have positions specifically for nursing students! After completing your first semester of clinical practice, you are eligible for a Student Nurse Technician (SNT) position. This position complements those basic skills you have already learned during your first clinical/lab rotation. The SNT position gives you the ability to integrate those clinical skills from the lab setting into the work practice. The summer before you graduate, you're eligible for Nurse Externship. During this ten-week program you will be assigned to work with a nurse preceptor, gaining valuable experiences through observation and clinical practice. The summer experience includes hospital orientation, skills lab, and educational in-services.

## Nurse Residency Program

We realize the transition from nursing student to professional nurse is a challenge. It is our philosophy that no new nurse should start their journey alone. Our Nurse Residency Program is structured to support the new graduate nurse through their first year of clinical practice. NRP assists the new nurse's professional development and promotes relationship building, the use of evidence-based practice, and interdisciplinary collaboration.

Once a new nurse gains employment at OSF Saint Francis Medical Center, they are automatically placed into the residency program. NRP is a 12 month program with new groups of Residents beginning each April and October. Meetings are scheduled once per month for Residents to meet with other new graduates.

The NRP staff is comprised of a RN from Human Resources who acts as the Coordinator. Scholars from the Learning Academy also make up the staff to ensure that content is pertinent, accurate, and delivered in an effective manner. Simulation, case studies, expert speakers, and discussions are used in the learning experience. All Residents will receive ACLS or PALS certification (dependent upon their area of practice) in NRP. A Completion Ceremony is held at the end of the NRP. At this ceremony, Residents present their process improvement projects to Administrators, Managers, Educators, and Peers and receive certificates of completion.

NRP hopes to provide the new RN with resources that will promote success, serve as a foundation on which to grow personally and professionally, and assist the new nurse in providing the "greatest care and love" to patients and families.

Please contact the NRP Coordinator with any questions or concerns at 309-624-3045.



*For detailed information contact:*

*Saint Francis Medical Center College of Nursing  
511 NE Greenleaf Street, Peoria, IL 61603-3783*

*Ph: (309)655-2596 or 655-2245 / [www.sfmcon.edu](http://www.sfmcon.edu)*

## Resident's Stories

The Nurse Residency Program has gone through an immense amount of change this year and has improved for the better. It pairs certain specialties together in smaller groups, which encourages participation and



*Ashley Marmon, RN*

promotes a sense of unity. I felt the NRP allowed me to learn the inpatient nurses' daily struggles and policies, and listen to their experiences as they did to mine. Nursing is a high demand occupation. We all face struggles and question our decisions. With this program, we were able to help each other get through this first year of our new career feeling confident about ourselves and our accomplishments. The final commitment concluding the NRP was a unit specific process improvement project that was presented in front of managers, clinical educators, and the CON of the hospital. Our project drew a lot of attention and the possibility of being made into a working protocol within our department or even hospital wide. The Nurse Residency Program is an amazing opportunity that truly helps to propel the Sister's mission to each and every new nurse.

I found myself wanting to be a better nurse after each NRP. The small group sessions were very helpful. It was good to hear from nurses from other areas of the hospital and gain a mutual respect for their particular practice.



*Layne Steffen, RN*

The NRP offered us an opportunity to "see the bigger picture" when it comes to the holistic care of our patients from start (often in the ED) to the finish (possibly rehab). NRP sought to infuse the OSF Mission into its new nurses. I found that, after NRP, I saw my career as more of a calling than a job and my appreciation for this organization has grown. Overall, NRP is a valuable program for OSF. Chris Karpowicz has brought so much enthusiasm and positive thinking, which has been a catalyst for this program's growth.

**“In the spirit of Christ and the example of Francis of Assisi, the Mission of OSF HealthCare is to serve persons with the greatest care and love in a community that celebrates the Gift of Life.”**

## **Mark Your Calendar 2011 Career Fairs**

**September 19**  
10:30 am – 1pm  
Saint Louis University

**September 28**  
11 pm – 1:30 pm  
Millikin University

**October 5**  
10 am – 3 pm  
Illinois State University

**October 22**  
9 am – Noon  
OSF Saint Francis  
Medical Center,  
Nursing Open House  
7th Floor Auditorium - Call  
(309) 655-2667 or visit  
[www.osfsaintfrancis.org](http://www.osfsaintfrancis.org)  
for more information

**November 8**  
Noon – 3 pm  
Bradley University

**November 9**  
10 am – 2 pm  
Illinois Wesleyan University

**November 9**  
3 pm – 6 pm  
St. Ambrose University

## **Student Nurse Externs 2011**

Seventy-one summer nurse extern participants at OSF Saint Francis Medical Center represented 16 different nursing programs in 2011. The “Building Bridges” extern program began in 1988 and since that time more than 1,100 junior nursing students have participated in this ten-week summer experience. The program offers nursing students an opportunity to learn valuable clinical skills and increase their confidence and enthusiasm for the nursing profession. Additional educational in-services are presented to the externs throughout the summer to further supplement the learning process.

This summer, parents and significant others of the externs were invited to “Meet the OSF Family”. This event included a lunch meeting and an opportunity for family members to learn about OSF Saint Francis Medical Center, meet the extern’s patient care manager, preceptor, and take a tour of the unit. It was well attended and a great way for the extern to share their summer experience with their family members.

The externs celebrated the end of their summer experience at a luncheon, sharing their experiences with one another. To be a part of the 2012 extern program, apply on-line at [www.osfsaintfrancis.org](http://www.osfsaintfrancis.org)

Building Bridges Coordinators:  
Kay Shank, RN (309) 655-4008 and Don Schultz, RN (309) 655-2036

