

Jennifer Hopwood, DNP, RN, NE-BC, Chief Nursing Officer - OSF HealthCare Saint Francis Medical Center

What is this award/recognition for? :30

In 2016 OSF HealthCare Saint Francis Medical Center had a vision for taking care to our patients in two very underserved ZIP Codes in our community - 61603 and 61605. We're being recognized for bringing care to them and reducing emergency department visits as a result of that. What we saw was that there were people from those two ZIP Codes who are using our emergency department frequently for non-urgent needs.

What nurses saw that led to the program :36

Nursing has been involved in our community health needs assessment which happens with lots of not-for-profit organizations from across our community. And what we knew from that community health needs assessment were that there were two specific ZIP Codes that had needs that weren't being met and so we wanted to bring care to them. So nursing really took it upon themselves to say "what can we do" if the rest of the health care organization or if the rest of the community can't do something, "what can we do" to impact that change. So we implemented our Faith Community Nursing program, partnering with churches, to bring care to these individuals there.

What nursing staff found once they got into these underserved communities :37

There was really a lack of fresh fruits and vegetables and that people in those communities were food insecure, meaning they were either worried that food was going to run out and not have money to buy more or it actually was running out. And even more shocking to us was that they were already receiving governmental assistance. So we needed to figure out how we could help them above and beyond what we were currently doing. So that's how our community garden started, using the resources that we had to plant fresh fruits and vegetables, and as a result we've given away over 5,000 pounds of fresh produce this year to community members.

Why the OSF Saint Francis program stood out to those who decided the award winner :47

I think it was putting all of the components of our program together which really made it stand out among the other prize winners. We had six components to our program: the first was the Faith Community Nursing program; the second one was our OSF CareAVan which is out mobile, free, clinic that we bring into the communities and provide care on; we started assessing for food insecurities; we planted a garden; we found out that our nurses didn't understand what food insecurity was and we had to teach them and then help educate them as to what community resources they could direct their patients to; and then, finally, how do we start to work with kids in these communities to teach them healthy behaviors and what (are) better choices by way of their health.

Impact the program is having :23

Before we started this program what we saw from these 2 zip codes was that they were using our emergency department for a lot of non-urgent care needs, more so than all the other zip codes in the Peoria area. Since implementing this program, what we've seen as close to 2,000 fewer emergency department visits for those non-urgent needs because we're able to bring the care to them.

Why she considers this award/recognition the Nobel Prize for nursing :49

The only people who can apply for this award are Magnet organizations, so we're talking a very small set of hospitals within the world. There're only 800 Magnet organizations throughout the world and OSF Saint Francis is lucky enough to be one of them. We've been recognized as a Magnet designation four times and each time we've been able to demonstrate that our nurses are involved in improving outcomes, they're empowered to make changes, and they are leading changes in health care. And so what the Magnet commission and Cerner is looking for is what solutions are innovative, which ones have sustainability and are able to last for a very long time, which ones are transforming either the health care environment, the nursing environment, or transforming practice in a different way.

Community collaborations are very important to making the program work 1:00

Our Faith Community Nurses have really been the boots on the ground getting out to the communities and providing the care, but what I think is so amazing about this award is that this just wasn't OSF, this wasn't just Saint Francis, this wasn't just nursing, this was our community. We partnered with University of Illinois by providing residents and other positions to go out on our CareAVan, we partnered with the city of Peoria who provided us vacant lots to be able to plant gardens on, we partnered with local community churches to extend our workforce through their nurses, who are parishioners in their church. This has really been a community effort, and

I think that's one thing that I am very proud of is that we have to look for solutions that's going to really transform health in our communities and sometimes that's not the job of the hospital alone, it takes everybody.

This award is a true recognition of the OSF Mission :27

Above and beyond the reduction that we've seen in emergency department visits, I think this really gets at the heart of what the OSF Mission is, and that's to care for people with the greatest care and love and I can't think of anything that really exemplifies our mission more than providing access to basic needs for individuals, understanding that people may not have enough food to put on the table, and we're helping with that.

Susie Smith, RN, BSN, Manager Ambulatory Nursing – OSF HealthCare Saint Francis Medical Center

Faith Community Nurses were are the key to this program working :31

I've been a nurse for a long time and this is unlike any other nursing and I would've never thought that this is how health care would be. This is different because it's outside the brick and mortar of the walls of the hospital, it's going to where the people work, sleep, eat, and pray. And it's going to *them* and that's what we focused on, that we really needed to come to them and provide them with the intentional care of the spirit and serving them with the greatest care and love. Having this program, the Faith Community Nurse program along with at the Garden of Hope has really been just a great experience for me and very rewarding in that we're giving back to the community in a beautiful way.

This has been a very rewarding program/project for her :45

These nurses who focus on the intentional care of the spirit really build relationships and trust and that really helps that connection between community and the health care organization. And when people come together and pray and bring God in the middle of the circle, that really helps with that connection and that trust, and these nurses identified that there was a disconnect between community and health care.

Jo Garrison, MS, RN, NEA-BC, Director Ambulatory Patient Care - OSF HealthCare Saint Francis Medical Center

How the Garden of Hope started in 2018 :39

We were out in the CareAVan with the Faith Community Nurses and we recognized the social determinants of health that were very prevalent and those were large obstacles in them achieving their care, because if you think about it, if you're hungry, you don't have a place to stay, those are things that are big worries to an individual. And one of the things that we recognized that there was a lot of food pantries in the area, but the access to fresh fruits and vegetables was a disparity that we found. And so what we did was we thought about how could we partner with the community and build a garden so that people could have access to fresh fruits and vegetables.

Year 2 for the garden was even better :15

We've been able to expand the garden to over 2 acres and we also have an additional acre out of the Center for Health Route 91. And the purpose of that was to be able to get quite a bit of produce that we could give to the local areas.

Faith Community Nurses – and OSF – had to build trust in these two areas before you could change behavior :38

Our intent is not to become a big food producer here in the neighborhood but as a health care system we're really looking at how can we, number one, assess for social determinants of health, to find out if people, for example, are food insecure and then what type of resources are available. And part of this initiative is really with behavior change and really trying to teach the children and trying to teach adults the importance of fruits and vegetables and your overall health, how it can help with chronic disease, how it can really enhance how you feel on an everyday basis, and so we've been able to do quite a few things in that regard.

Future plans for the garden and program :55

Number one, we would love to have a greenhouse so that we could actually grow the produce during the winter time and be able to supply the areas with fresh fruits and vegetables in the winter. The second thing we would love to do is to get a pavilion so that this summer it was very hot when we were doing the education to the kids

and there's not a lot of trees in the garden so it would be great to have a pavilion, so we are looking at that. And then the third thing we are looking at is if we do recognize as nurses, if we assess a patient for food insecurity and we find out that they are experiencing that, we want to help people and that's very difficult for us to just send people off after we find that out so we want to create the Smart Meals program and then that way if we recognize that they are food insecure we can let them know about the resources available, but at that very moment in time we can give them a meal that will feed four people under seven dollars.

The Sisters had their first hospital in the 61603 zip code – it's nice to return to the neighborhood and have such a positive impact :19

There's nothing better than helping people and feeling that you're really at the core of the mission, and it's really interesting our first hospital of OSF Saint Francis was actually in this ZIP Code and so you kind of wonder how wonderful that is to return back to the roots and really try to make a difference in this community.

Looking at doing horticulture therapy as part of the program in the future :20

We're really looking at chronic pain patients or patients that have experienced trauma and the benefits of gardening and how that can relieve stress and get your mind off and get focused on more of a healthier well-being. So those are avenues we're going to explore here in the near future and I'm anxious to see the results that we can get from that.