Dedicated to excellence
The Nursing Annual Report highlights a few of our many accomplishments and exceptional work demonstrating our commitment to advancing the profession of nursing and the IU Health Way. This report shows how our nurses embrace our Values of Purpose, Compassion, Excellence, and Team in the work we do every day.

The IU Health Center for Nursing Excellence launched in 2022 to elevate nurse leader capacity to create a cohesive, high-performing, professional nursing enterprise resulting in exceptional organizational and patient care outcomes. Professional development opportunities were available to all nurses through the IU Health Team Portal and 60 nurse leaders engaged in intensive education experiences.

Despite our third consecutive year managing challenging patient volumes and acuity surges, we ended 2022 with 27 fewer harm events than our goal. We saw sustained improvements in CAUTI and C. diff harm events because of your dedication to excellence. For the first time, all our teams exceeded their mortality index targets. We fell short of our patient experience improvement target in 2022; however, we ended the year 0.56 points above our 2021 baseline. These improvements show progress and continual improvements despite challenging conditions, and I am confident that we will make even more progress in 2023 by leaning into our values.

The 2022-2025 Nursing Strategic Plan is being used to develop goals for 2023. For the next several years, we will concentrate on the following priorities: enhancing healthy work environments; designing and evaluating care delivery models; increasing professional development opportunities for all nurses; and strengthening our academic service partnerships. This plan also includes Professional Governance as a key component of advancing our vision and mission. Our nurses have a voice in decision-making and can participate in the Nursing Professional Governance Councils at the unit, facility, regional, and system levels. Please see the following page for a model of our Strategic Plan.

We saw our share of challenges in 2022, and I am grateful for your leadership, commitment to excellence, and professionalism. I am proud to be part of such an elite team. Together, we are leading the way in making Indiana a healthier state, and our future is bright.
2022 – 2025 Nursing Strategic Plan/Priorities

Antecedents
- Nurse Attributes
- IU Health Way & the System Strategic Plan
- Complex Adaptive Systems (CAS) Theory

Results
- Promise Dashboard
- Team member engagement
- Recruitment / Retention
- Social Capital
- Destination for Nursing
- ANCC Designation

Nursing Strategic Priorities
- Care Model Redesign
- Healthy Work Environment
- Academic Service Partnerships
- Professional Development
- Interprofessional Collaboration
- Professional Governance
- DE & I
- Innovation

FOUNDATION
- Patient/Family
- People
- Interprofessional Collaboration
- Professional Governance
- DE & I
- Innovation
The IU Health Center for Nursing Excellence launch

The center brings clinical nurses, nurse leaders, and other professionals together to strengthen our capacity to advance our mission of improving the health of our patients and communities through innovation and excellence in care, education, research, and service.

A FEW OF THE CENTER’S ACCOMPLISHMENTS:

- Created the Nurse Leader Development Academy program (NLDA) and Fellowship program
- Facilitated virtual leadership development sessions open to everyone
- Hosted Mini-Leader Development Institute (LDI): Two in-person conferences for over 170 participants
- Established a Communities of Practice for program participants
- Developed Micro-learning courses open to all IU Health team members
- Developed Mentorship education: “Guide to mentoring others” and “Supercharging your career with the help of a mentor”
- Designed a website on the Team Portal: Center for Nursing Excellence team page
- Designed a website on iuhealth.org: Center for Nursing Excellence
**IU Health Nursing: Who we are**

We are a dedicated team of more than 9,000 nurses delivering care at more than 800 sites systemwide.

---

**WE ARE NATIONALLY RECOGNIZED**

**Magnet designated**
- IU Health Adult Academic Health Center (IU Health Methodist Hospital/ IU Health University Hospital)
- IU Health Arnett
- IU Health Ball
- IU Health Bloomington Hospital
- IU Health North Hospital
- IU Health West Hospital
- Riley Children’s Health

**Pathway to Excellence designated**
- IU Health Bedford Hospital
- IU Health Blackford
- IU Health Frankfort
- IU Health Morgan
- IU Health Paoli Hospital
- IU Health Saxony Hospital
- IU Health Tipton Hospital
- IU Health White Memorial Hospital

At the end of 2022, 94% of IU Health hospitals were either Magnet or Pathway to Excellence designated—compared to just 10% of hospitals nationwide. IU Health is on track to meet its goal of 100% of hospitals achieving Magnet or Pathway to Excellence designation by 2023.

---

**WE ARE HIGHLY SKILLED AND PROFESSIONALLY ENGAGED**

- **Bachelor of Science in Nursing**: 61%
- **Graduate Degrees**: 12%
- **Certified RNs**: 2,127

3,576 Direct Care RNs were hired across the IU Health system in 2022.

---

**WE PROVIDE EXCELLENT PATIENT CARE**

8 OUT OF 10 patients would recommend IU Health to a friend or family member according to 626,655 surveyed patients.

---

**What makes an IU Health nurse?**
- Is professionally engaged
- Has a spirit of inquiry
- Embraces learning
- Fosters relationships
- Possesses clinical expertise
EDUCATION AND SPECIALTY CERTIFICATION

- Associate of Science in Nursing: 14%
- Bachelor of Science in Nursing: 69%
- Graduate Degrees: 10%
- Certified RNs: 16%

136 RNs received tuition reimbursement

PATIENT CARE QUALITY

- Cared for 2,189 COVID-19 positive patients

CAUTIs*: 45% reduction
C. diff**: 24% reduction

NURSING AWARDS & RECOGNITION

- 1 Indiana State Nurses Association (ISNA) Pillar Award for Professionalism and Practice
- 1 ISNA Certificate of Excellence for exemplifying the values of advocacy, leadership, professionalism, practice and unity
- 1 RN and 1 unit clinical team received the 2022 Values Leadership Award
- 1 2022 Nurse Excellence Award
- 3 Silver Beacon units from the AACN

PROFESSIONAL PRESENTATIONS AND PUBLICATIONS

- 21 Podium presentations
- 8 National publications

EXCELLENT PATIENT CARE

8 OUT OF 10 patients recommend the AAHC

1/1/2022 – 12/31/2022 data

* Catheter-associated urinary tract infection
** Clostridium difficile
EDUCATION AND SPECIALTY CERTIFICATION

- Associate of Science in Nursing: 14%
- Bachelor of Science in Nursing: 69%
- Graduate Degrees: 10%
- Certified RNs: 16%

36 team members using tuition reimbursement

PATIENT CARE QUALITY

- 47.9% decrease in Falls with Injury from 2021
- 26.7% decrease in HAI* (Healthcare Associated Infections)
- 22.3% decrease in Falls

NURSING AWARDS AND RECOGNITION

- Dana Record Nurse Preceptor of the Year
- Arnett Nurse Excellence Award
- 11 DAISY Award winners
- President's Values Leadership Award winner

DESTINATION FOR NURSING

67 new RN team members welcomed

Indiana University Health Nursing Annual Report | 2022
IU Health Arnett

Clinical nurses: 512
Licensed beds: 191
Inpatient admissions: 11,939

Outpatient visits: 98,120
Emergency department visits: 48,350
Deliveries: 1,629

512
191
11,939
98,120
48,350
1,629

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Indiana University Health Nursing Annual Report  |  2022

IU Health Ball

Clinical nurses 773
Licensed beds 379
Inpatient admissions 15,759
Outpatient visits 219,453
Emergency department visits 56,400
Deliveries 1,189

EDUCATION AND SPECIALTY CERTIFICATION

-Associate of Science in Nursing 27%
-Bachelor of Science in Nursing 64%
-Graduate Degrees 12%
-Certified RNs 25%

40 RNs received tuition reimbursement

NURSING AWARDS AND RECOGNITION

-13 distinguished nurses named in 2022
-146 DAISY nominees and 5 DAISY winners

PATIENT CARE QUALITY

-65% reduction in harm over the last 3 years
-Decreased HAPIs by over 50% in 2022

NURSING-LED RESEARCH

-Active IRB* studies: 6 active, 5 closed this year

PROFESSIONAL PRESENTATIONS AND PUBLICATIONS

-7 national podium presentations; 1 regional
-8 national and 21 regional posters

SHARED LEADERSHIP

8 shared leadership councils

1/1/2022 – 12/31/2022 data
*Institutional Review Board
IU Health Bedford Hospital

**Clinical nurses**
- 145

**Licensed beds**
- 25

**Inpatient admissions**
- 1,665

**Outpatient visits**
- 94,629

**Emergency department visits**
- 20,177

**EDUCATION AND SPECIALTY CERTIFICATION**

<table>
<thead>
<tr>
<th>Degree Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate of Science in Nursing</td>
<td>48%</td>
</tr>
<tr>
<td>Bachelor of Science in Nursing</td>
<td>47%</td>
</tr>
<tr>
<td>Graduate Degrees</td>
<td>5%</td>
</tr>
<tr>
<td>Certified RNs</td>
<td>15%</td>
</tr>
</tbody>
</table>

**PROFESSIONALLY ENGAGED**
- 2 Emerging Leader participants
- 1 Nursing Leadership Academy participant
- 1 Leadership Lawrence county participant

**EDUCATION AND SPECIALTY CERTIFICATION**

- Increased ER volume by **19.9%** from 2021

**PATIENT CARE QUALITY**

- Harm events: 0
- HAI*: 0
- SSI**: 0
- HAPI***: 0
- CAUTI*: 0
- CLABSI**: 0
- VAP***: 0

**FOSTERS RELATIONSHIPS**

- Partnership and clinical experience support with Ivy Tech, IU and Vincennes School of Nursing
- Supported 2 Capstone Project students

**NURSING AWARDS AND RECOGNITION**

- 3 DAISY Award winners
- 1 Nursing Excellence Award winner
- 1 Partner in Care Award winner
- 1 Values Leadership Award winner
- 1 President’s Values in Action Award nomination: Surgery

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* • Hospital-acquired infection  ** • Surgical site infections  † • Central line-associated bloodstream infection  †† • Ventilator-associated pneumonia

1/1/2022 – 12/31/2022 data
IU Health Blackford

**Clinical nurses**
- 32

**Licensed beds**
- 15

**Inpatient admissions**
- 381

**Outpatient visits**
- 26,203

**Emergency department visits**
- 9,295

**DESTINATION FOR NURSING**
- 7 new RN team members welcomed

**EDUCATION AND SPECIALTY CERTIFICATION**

- **Associate of Science in Nursing**: 44%
- **Bachelor of Science in Nursing**: 53%
- **Graduate Degrees**: 3%
- **Certified RNs**: 41%

**SERVING THE COMMUNITY**
- 4 RNs participated

**NURSING AWARDS AND RECOGNITION**
- 6 Nominees for DAISY award and 1 DAISY award winner
- 4 Nominees for Nursing Excellence Award and 1 winner

**PATIENT CARE QUALITY**

- **CAUTIs**: 45% reduction

*Catheter-associated urinary tract infection*
Indiana University Health Nursing Annual Report  |  2022

IU Health Bloomington Hospital

### Patient Care Quality

- **CLABSI** - Improvement of average days between CLABSI harm events between 18.2 days on Q1 2022 versus 91.3 days in the remainder of 2022
- **CAUTI** - Improvement of average days between CAUTI harm events between 44.5 days on Q1 2022 versus 58.5 days in the remainder of 2022

#### CLABSI Bundle Compliance
- 4,483 bundle observations
- 93.55% bundle compliance

#### CAUTI Bundle Compliance
- 3,085 bundle observations
- 94.08% bundle compliance

South Central Region had its lowest ever total number HAIs in 2022, the second year in a row they have achieved this outcome.

### Education and Specialty Certification

<table>
<thead>
<tr>
<th>Associate of Science in Nursing</th>
<th>29%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor of Science in Nursing</td>
<td>61%</td>
</tr>
<tr>
<td>Graduate Degrees</td>
<td>12%</td>
</tr>
<tr>
<td>Certified RNs</td>
<td>22%</td>
</tr>
</tbody>
</table>

#### Southern Indiana Physicians Data
- Total count clinical RNs: **157**
- Number of new RNs welcomed: **26**
- Tuition reimbursement participants: **31**

**Notes:**

*Central line-associated blood stream infection
**Catheter-associated urinary tract infection

### Clinical Nurses Licensed Beds Inpatient Admissions

<table>
<thead>
<tr>
<th>Clinical Nurses</th>
<th>767</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensed Beds</td>
<td>185</td>
</tr>
<tr>
<td>Inpatient Admissions</td>
<td>11,267</td>
</tr>
</tbody>
</table>

### Outpatient Visits Emergency Department Visits Deliveries

<table>
<thead>
<tr>
<th>Outpatient Visits</th>
<th>110,560</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Department Visits</td>
<td>52,092</td>
</tr>
<tr>
<td>Deliveries</td>
<td>1,692</td>
</tr>
</tbody>
</table>

### Destination for Nursing

154 new RN team members welcomed
IU Health Frankfort

PATIENT CARE QUALITY
- 2,039 days without a serious safety event (SSE)
- 1,197 days without a healthcare-associated infection (HAI) – CAUTI*, CLABSI**, C. diff***
- 171 days without a patient fall

EDUCATION AND SPECIALTY CERTIFICATION
- Associate of Science in Nursing: 34%
- Bachelor of Science in Nursing: 62%
- Graduate Degrees: 4%
- Certified RNs: 38%
- 5 RNs receiving tuition reimbursement

NURSING AWARDS AND RECOGNITION
- 1 DAISY Award winner
- 1 Nurse Excellence winner

DESTINATION FOR NURSING
19 new RN team members welcomed

PATIENT CARE QUALITY
- 2,039 days without a serious safety event (SSE)
- 1,197 days without a healthcare-associated infection (HAI) – CAUTI*, CLABSI**, C. diff***
- 171 days without a patient fall

EDUCATION AND SPECIALTY CERTIFICATION
- Associate of Science in Nursing: 34%
- Bachelor of Science in Nursing: 62%
- Graduate Degrees: 4%
- Certified RNs: 38%
- 5 RNs receiving tuition reimbursement

NURSING AWARDS AND RECOGNITION
- 1 DAISY Award winner
- 1 Nurse Excellence winner

1/1/2022 – 12/31/2022 data
* Catheter-associated urinary tract infection
** Central line-associated blood stream infection
*** Clostridium difficile
IU Health Jay

Clinical nurses | Licensed beds | Inpatient admissions
---|---|---
65 | 25 | 467

Outpatient visits | Emergency department visits
---|---
33,638 | 10,203

EDUCATION AND SPECIALTY CERTIFICATION

- Associate of Science in Nursing: 35%
- Bachelor of Science in Nursing: 68%
- Graduate Degrees: 7%
- Certified RNs: 37%

PATIENT CARE QUALITY

- 0 CAUTI* and CLABSI** infections in 1,767 days (since transition to IU Health system)
- 1,071 days since last C. diff*** infection

NURSING AWARDS AND RECOGNITION

- DAISY Award
- Nurse Excellence Award
- VLA Regional Award winner
- 1 Academy of Nurse Excellence graduate
- 4 Distinguished Nurse Excellence Program participants
- 2 Nursing Abstracts accepted for National Pathway to Excellence Conference Presentations

INTERPROFESSIONAL PARTNERSHIPS

- 20 RNs serve in other professional organizations or on boards

DESTINATION FOR NURSING

3 new RN team members welcomed

SHARED LEADERSHIP

- 83 RNs participating
- 7 Councils
- 950+ hours of participation

Graduate Degrees

1/1/2022 – 12/31/2022 data

* Catheter-associated urinary tract infection
** Central line-associated blood stream infection
*** Clostridium difficile
IU Health Morgan
IU Health Morgan is an outpatient facility.

**Clinical nurses**
48

**Outpatient visits**
44,563

**Emergency department visits**
13,716

**EDUCATION AND SPECIALTY CERTIFICATION**

- **Associate of Science in Nursing**: 50%
- **Bachelor of Science in Nursing**: 35%
- **Graduate Degrees**: 12%
- **Certified RNs**: 19%
  - 3 RNs enrolled in BSN Program
  - 2 RNs enrolled in DNP Program
  - 1 RN enrolled in MSN Program
- **5 RNs receiving tuition reimbursement**

**PATIENT CARE QUALITY**

- **0 harm events**
- **Average ED door-to-doctor time is 14 minutes**—11 minutes less than national average

**NURSING AWARDS AND RECOGNITION**

- **2 DAISY Award winners**
- **1 Nurse Excellence Award winner**
- **1 DAISY Team Award - Cancer Services**

**INTERPROFESSIONAL PARTNERSHIPS**

- **14 RNs serve in other professional organizations or on boards**

**DESTINATION FOR NURSING**

10 new RN team members welcomed

1/1/2022 – 12/31/2022 data

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IU Health North Hospital

**Clinical nurses**: 407
**Licensed beds**: 165
**Inpatient admissions**: 10,273

**Outpatient visits**: 118,308
**Emergency department visits**: 26,982
**Deliveries**: 2,270

**EDUCATION AND SPECIALTY CERTIFICATION**
- Associate of Science in Nursing: 14%
- Bachelor of Science in Nursing: 66%
- Graduate Degrees: 12%
- Certified RNs: 35%

**PATIENT CARE QUALITY**
- C. diff*: 5C, PCU for 2022
- CLABSI**: ICU for 4 years
- CAUTI***: 5B, 5C, PCU
- CLABSI – PCU
- Falls with Injury – ICU

**NURSING AWARDS AND RECOGNITION**
- 155 DAISY Nominations
- 8 DAISY Honorees
- 1 Nurse Excellence Award

**LEADERSHIP AND DEVELOPMENT**
- 2 nursing research studies initiated
- Best ED Patient Satisfaction in system
- Implementation of Core Diabetes App (CDA) Program
- Implementation of Bedside Hand-off

**DESTINATION FOR NURSING**
- 301 new RN team members welcomed

*Clostridium difficile
**Central line-associated blood stream infection
***Catheter-associated urinary tract infection

1/1/2022 – 12/31/2022 data

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EDUCATION AND SPECIALTY CERTIFICATION

- Bachelor of Science in Nursing: 55%
- Associate of Science in Nursing: 43%
- Graduate Degrees: 9%
- Certified RNs: 34%

PATIENT CARE QUALITY

Harm Free 2 years (2021 – 2023)

- 0 surgical site infections

HAI*: CAUTI**: 0 2015-2022
- CLABSI***: 0 2015-2022
- C. diff†: 1 2015-2022

SERVING THE COMMUNITY

DAY OF SERVICE

- 53 Volunteers
- 107.5 Volunteer hours

- Focused on community revitalization, mental wellness and physical activity

NURSING AWARDS AND RECOGNITION

- 3 DAISY Award winners
- 5 RNs celebrating more than 40 years of service
- 1 Values in Action award winner
- The State Office of Rural Health recognized the hospital's dedication to safe, quality care with its Critical Access Hospital Award, Quality Improvement category in 2022

DESTINATION FOR NURSING

14 new RN team members welcomed

IU Health Paoli Hospital

Clinical nurses: 53
Licensed beds: 24
Inpatient admissions: 482
Outpatient visits: 31,289
Emergency department visits: 10,447
Deliveries: 81

1/1/2022 – 12/31/2022 data

*Hospital-acquired infection
**Catheter-associated urinary tract infection
***Central line-associated blood stream infection
†Clostridium difficile
IU Health Saxony Hospital

**Clinical nurses**
- 87

**Licensed beds**
- 44

**Inpatient admissions**
- 1,923

**Outpatient visits**
- 37,120

**Emergency department visits**
- 12,443

---

**EXCELLENT PATIENT CARE**
8 OUT OF 10 patients are likely to recommend IU Health Saxony Hospital

---

**PATIENT CARE QUALITY**
- 0 CLABSI* harm since Sept. 6, 2012
- 12% increase in ED volumes
- 33% reduction in falls with injury

**DEVELOPMENT & GROWTH**
- Onboarded 47 new RNs
- Increased ICU bed capacity from 6 to 12 beds as part of the Fishers Community Impact Project
- Hired a clinical nurse specialist
- Added Surgical Breast service line specialty

---

**EDUCATION AND SPECIALTY CERTIFICATION**

<table>
<thead>
<tr>
<th>Associate of Science in Nursing</th>
<th>Bachelor of Science in Nursing</th>
</tr>
</thead>
<tbody>
<tr>
<td>15%</td>
<td>72%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Graduate Degrees</th>
<th>Certified RNs</th>
</tr>
</thead>
<tbody>
<tr>
<td>8%</td>
<td>37%</td>
</tr>
</tbody>
</table>

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**NURSING AWARDS & RECOGNITION**

- 1 ISR LOVE award winner
- 1 ISR ACE award winner
- 1 Nurse Excellence award winner
- 1 Nurse graduated from Center for Nurse Excellence

---

* Central line-associated blood stream infection
IU Health Tipton Hospital

EDUCATION AND SPECIALTY CERTIFICATION

- Associate of Science in Nursing: 22%
- Bachelor of Science in Nursing: 68%
- Graduate Degrees: 10%
- Certified RNs: 13%

PATIENT CARE QUALITY

- CAUTI*: 0
- CLABSI**: 0

PATHWAY TO EXCELLENCE REDESIGNATION

- 2 Daisy Award Winners
- 1 Nurse Excellence Award Winner
- 1 Values in Leadership ISR Nominee

SHARED LEADERSHIP

6 clinical RNs participating in Shared Governance Council

16 new RN team members welcomed
**IU Health West Hospital**

**Clinical nurses**
- RN: 440
- Licensed beds: 173
- Inpatient admissions: 8,937

**Outpatient visits**
- 147,700

**Emergency department visits**
- 45,496

**Deliveries**
- 1,082

**EDUCATION AND SPECIALTY CERTIFICATION**
- Associate of Science in Nursing: 19%
- Bachelor of Science in Nursing: 66%
- Graduate Degrees: 12%
- Certified RNs: 30%

**LEADERSHIP AND DEVELOPMENT**
- Implementation of Velum ‘Feel Wheel’
- 1 Center of Nurse Excellence Advisory Group Lead
- 2 Nurse Leader Development Academy leaders
- Nursing Care Exploration Partnerships with area high schools to create pipeline for nursing and innovative support roles

**PATIENT CARE QUALITY**
- 0 Falls with Injury ICU
- 0 CAUTI* MS2
- 0 C. diff** 3B, 3C

44% decrease in Falls and 60% decrease in HAPI – MS2

**NURSING AWARDS AND RECOGNITION**
- 99 DAISY nominations
- 8 DAISY honorees
- 1 Nurse Excellence Award

**DESTINATION FOR NURSING**
- 262 new RN team members welcomed

1/1/2022 – 12/31/2022 data

* Catheter-associated urinary tract infection
** Clostridium difficile
Indiana University Health Nursing Annual Report  |  2022

IU Health White Memorial Hospital

Clinical nurses
44

Licensed beds
25

Inpatient admissions
673

Outpatient visits
43,363

Emergency department visits
14,387

EDUCATION AND SPECIALTY CERTIFICATION

- Associate of Science in Nursing: 32%
- Bachelor of Science in Nursing: 61%
- Graduate Degrees: 7%
- Certified RNs: 36%

- 2 team members using tuition reimbursement

PATIENT CARE QUALITY

- CAUTI*: 0
- CLABSI**: 0
- Surgical site infections: 0

DESTINATION FOR NURSING

14 new RN team members welcomed

NURSING AWARDS AND RECOGNITION

- 2 DAISY Award winners
- 1 Nurse Excellence Award winner

1/1/2022 – 12/31/2022 data

* Cathereter-associated urinary tract infection
** Central line-associated blood stream infection
Riley Children’s Health

**EDUCATION AND SPECIALTY CERTIFICATION**

- **Associate of Science in Nursing** 9%
- **Bachelor of Science in Nursing** 83%
- **Graduate Degrees** 8%
- **Certified RNs** 38%

**DESTINATION FOR NURSING**

- 427 new registered nurses
- 2 new licensed practical nurses
- 136 new patient care assistants

**SERVING THE COMMUNITY**

- 25 active volunteers in the American Red Cross/IU Health Alliance

**NURSING AWARDS AND RECOGNITION**

- 428 DAISY nominations, 12 DAISY winners
- 2 Distinguished Nurse Excellence Program Cohort Inductees
- 15 Distinguished Nurse Excellence Program Participants
- 6 Nursing Scholarship Recipients
- 6 Center for Nursing Excellence Fellows
- 2 Center for Nursing Excellence Academy Graduates

**SHARED AWARDS AND RECOGNITION**

- Partner in Care Award winner
- Platinum Award for Excellence in Life Support
- Children’s Surgery Verification – American College of Surgeons
- Verified as a pediatric burn program by the American Burn Association and the American College of Surgeons
- Riley Maternity Tower earned the INSPIRE Hospital of Distinction
- Only certified PPMD Duchenne Care Center in Indiana
**IU Health Physicians**

<table>
<thead>
<tr>
<th>Clinical nurses</th>
<th>Licensed practical nurses</th>
<th>Advanced practice RNs</th>
<th>Primary care RN triage and Rx renewal messages completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>445</td>
<td>61</td>
<td>653</td>
<td>1,089,301</td>
</tr>
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</table>

**Counties with practice locations**

**EXCELLENT PATIENT CARE**
8 OUT OF 10 patients are likely to recommend IU Health Physicians

**EDUCATION AND SPECIALTY CERTIFICATION**

<table>
<thead>
<tr>
<th>Associate of Science in Nursing</th>
<th>Bachelor of Science in Nursing</th>
<th>Certified RNs</th>
<th>74 RNs receiving tuition reimbursement</th>
</tr>
</thead>
<tbody>
<tr>
<td>6%</td>
<td>39%</td>
<td>12%</td>
<td></td>
</tr>
</tbody>
</table>

**PATIENT CARE QUALITY**
- Regional leaders for 2022 Promise Dashboard Amb Index watch measure
- Exceeded target for 2022 HCC documentation and Value-Based Care Quality Index

**NURSING AWARDS AND RECOGNITION**
- 4 DAISY winners
- 5 Distinguished Nurses
- 1 Partner in Care
- 1 Nurse Excellence
- 1 IUHP Physicians Values Leadership Award

**SHARED LEADERSHIP**
- 18 members – IU Health Physicians Nurse Leaders Council
- 22 members – IU Health Physicians Professional Governance Council
- 7 members – IU Health Physicians Medical Assistant Advisory Council

**DESTINATION FOR NURSING**
- 97 RN team members welcomed
- 215 MA team members welcomed
- 13 LPN team members welcomed

**Practice locations**

- 175

**Outpatient visits**

- 1.6 million

**Telephone triage RN encounters**

- 10,191
IU Health System Health Solutions

**Clinical nurses**
691

**Licensed practical nurses**
41

**Home visits**
46,774

**Hospice**
38,859

**Home visits (RN)**
19,547

**Hospice (RN)**
23,546

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**EXCELLENT PATIENT CARE**
Our Ambulatory Surgery Centers led the way in creating great patient experiences, closing 2022 with a **76.1** patient experience score.

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**EDUCATION AND SPECIALTY CERTIFICATION**

<table>
<thead>
<tr>
<th>Degree</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associate of Science in Nursing</td>
<td>19%</td>
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<tr>
<td>Bachelor of Science in Nursing</td>
<td>60%</td>
</tr>
<tr>
<td>Graduate Degrees</td>
<td>17%</td>
</tr>
<tr>
<td>Certified RNs</td>
<td>24%</td>
</tr>
</tbody>
</table>

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**NURSING AWARDS AND RECOGNITION**

- **8** nurses earned DAISY Awards for excellent patient care
- **2** SHS nurses earned the regional Values Leadership Awards

---

IU Health System Health Solutions services include:

- Ambulatory Surgery Centers
- Business Solutions
- Community Health
- Employee Occupational Health Services
- Employee Assistance Program
- Healthy Results
- Home Health
- Home Products
- Hospice
- IU Health Plans
- LifeLine
- Outpatient Physical Therapy
- Population Health
- Sleep Medicine
- Sports Medicine Outreach
- Urgent Care
- Virtual Care

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Counties served by IU Health System Health Solutions
Comments from our patients and families

I felt heard. Treated with respect and concern with my health issue. I wasn’t treated like a drug seeker. I loved how nice my nurses were. My nurse in the ER comforted and sat with me during a very painful treatment. My overnight nurse was just amazing. Helped in every way possible to help me be comfortable. Very concerned, helpful, and treated me with utmost respect. Empathy and sympathy was shown by all staff. They took care of my problem.

The NICU nurses are absolutely fantastic. Leaving our baby in the hospital for 55 days is the hardest thing we have ever endured as parents but our nurse made our time there much easier. She cared for our child just like we would. We trusted her with our child while we couldn’t be there. She was the best advocate for us as well. She was always a listening ear for us. She made us laugh during the hardest time in our lives as a family. She helped us understand what the doctors were thinking. The doctors were phenomenal as well and always heard our concerns.

I felt the care was excellent. The two nurses were helpful and each had a sense of humor. Made me feel comfortable.

Excellent patient care, excellent attention to detail. My Emergency nurse was superb. She’s very kind and caring. She has a beautiful attitude and a beautiful spirit.
Nursing staff was friendly and caring.

The nursing staff was exceptionally nice, caring and respectful. The staff had a positive attitude and was willing to do what I needed to treat my medical needs.

Everyone that helped me during my visit were kind, compassionate and made me feel comfortable during what is a very uncomfortable experience. The nurses were wonderful.

The nurses on the NICU floor were amazing, tremendous, well trained, very professional, very informational. Amazing nursing staff all across the board. We can’t thank you guys enough for saving our daughter’s life. We’re forever and internally indebted to you guys, and we can’t thank you enough. Highly recommend. The staff is 10 out of 10. Thank you.

I so appreciated the daily checks from my nurse advisor. I appreciated the calls that were sent directly to my house, before my procedure, and I so appreciated the nurse who was with me every step of the way.

The primary reason for having such a good rating is the fantastic nurses that took great care of us during our stay. Thank you.
A private, nonprofit organization, Indiana University Health is Indiana’s largest comprehensive health system and is comprised of hospitals, physicians and allied services dedicated to providing preeminent care throughout Indiana and beyond. Our unique partnership with Indiana University School of Medicine gives our highly skilled physicians access to innovative treatments using the latest research and technology.