

# 2024 Nursing Year in Review



**SSMHealth**®

# Letter from Amy Wilson, Chief Nurse Executive

As we reflect on 2024, I want to express my deepest gratitude for your dedication, compassion, and resilience throughout the year. Nursing is both an art and a science, and it requires a deep commitment to excellence, not just for our patients, but for ourselves.

This year, SSM Health made intentional strides in prioritizing nurse well-being through innovative wellness programs, professional development opportunities, and a renewed focus on work-life balance. We listened, adapted, and took action to create a work environment that nurtures your professional success and personal fulfillment.

From launching wellness initiatives to celebrating significant milestones in our field, 2024 was a year of meaningful progress. This report captures the incredible steps taken to strengthen our nursing community and set the stage for continued success in 2025.

You are the heart of SSM Health. Thank you for all that you do.

With gratitude,

**Amy Wilson, DNP, RN, CPHQ**  
Chief Nurse Executive, SSM Health

Caring for others begins with caring for ourselves. When we invest in the well-being of our nurses, we strengthen the very foundation of compassionate health care.

- **Seth Lovell**, System Vice President, Nursing Transformation and Innovation

In 2024, SSM Health prioritized nurse well-being, recognizing that a healthy, supported, and fulfilled nursing team leads to better patient outcomes and a stronger healthcare system. This year's review highlights our collective efforts in fostering resilience, professional growth, and a culture of care for our nurses.

**Our Mission:**  
Through our exceptional health care services, we reveal the healing presence of God.

**Our Vision:**  
Peace, hope, and health for every person, family, and community, especially those most in need.

**Our Values:**

- Compassion
- Respect
- Excellence
- Stewardship
- Community



# System Professional Nurse Practice Council (SPNPC)

The [System Professional Nursing Practice Council](#) (SPNPC) celebrated 10 years of nursing excellence in 2024! We are empowering our nurses and nursing teams through this shared leadership and governance structure – applying evidence-based learning and best practices in decision-making, standardizing processes across the system, and exploring challenges related to defining, advancing, and improving a nurse’s role in healthcare. SPNPC Council Members serve as a voice for practicing clinicians as we make decisions that affect the nursing profession and patient care at SSM Health.

## 2024 SPNPC representatives:

**Leslie Tomlin, RN**  
SPNPC Chair



**Adele Edmonds, BSN, RN, CMSRN**  
SPNPC Chair Elect



## Fast Facts About SSM Health

- Community Benefit: \$406 million in 2024
- Team Members\*: 40,000
- Providers on Medical Staff\*: 15,000
- Dean Health Plan Members\*\*: 433,000+
- Navitus Members\*\*: 17.7 million across 50
- Inpatient Admissions: 152,317
- Outpatient Visits: 2.2 million
- Completed Medical Group Appointments:
- Outpatient Surgeries: 99,061
- Virtual Visits: 234,979
- Home Care Visits: 200,580

Fast Facts reflect 2024 totals, unless otherwise noted.  
\* Values are approximate as of April 2025  
\*\* Values for Dean Health Plan (including Prevea360) and Navitus as of January 2025



# Professional Practice Model Awards

Our PPM Awards recognize nurses who exemplify the SSM Health Nursing Professional Practice Model through their consistent, exceptional service to our patients, customers, and the communities we serve. With a remarkable 374 award nominations systemwide, we are honored to present our 2024 PPM Award Winners.



## I am a professional

**Heather Richardson, RN**  
SSM Health St. Agnes Hospital - Fond du Lac  
Medical/Surgical 5W

“Heather continually seeks to achieve improved outcomes for patient care and to improve workflows and environments for the teams by being actively involved in several committees. She often serves as charge nurse, mentors new team members, and helps to lead education to the team through our Donna Wright Model. She listens to her peers while supporting them and encouraging them to be active in unit councils.”



## I am an advocate

**Traci Waller, RN**  
SSM Health Saint Louis University Hospital - SLUCare  
Clinical Research Coordinator

“Traci has been involved in patient advocacy at the national level, joining letter writing campaigns to get persons in government to fight for better healthcare resources. She has gone to Washington D.C. several times to push for lower costs and easier access to specialty medications. She attends disease specific conferences each year to increase her knowledge of the disease and new treatments, and passes that information to her patients, clinic staff, and just about anyone who will listen!”



## I am an partner

**Jonathon Pratscher, RN**  
SSM Health St. Mary’s Hospital - Madison  
Stepdown/Critical Care

“Jon has not been a nurse for a long time, but I believe he must have had the spirit of connection his entire life. He is born to be a nurse. His connection to his patients and colleagues is natural. He can de-escalate very intense patient interactions. However, he doesn’t see this as de-escalation; he is just connecting as a fellow human and partnering. Jon listens, and in listening, he hears what matters most to his patients.”



### I am accountable.

**Abigail Jackson, RN**  
SSM Health Cardinal Glennon Children's Hospital  
Poison Center/Call Center

"Abigail has always shown an exemplary drive to support her coworkers and her patients/callers. She has also made leaps in expanding and proving her own knowledge in her practice. A coworker described Abby as "the epitome of what a partner should be in a team" when she helped her peer who was dealing with many critical cases."



### I am a leader.

**Jeana Nordike, RN**  
SSM Health Clinical Education Director

"Jeana embodies the characteristics of an SSM Health nurse leader. She leads through role modeling and encouraging continuous growth and models how to lead through change. She creates a psychologically safe, flexible, and inclusive environment to meet the needs of her diverse team. I am a better nurse and leader because of Jeana's example."



**Fun Fact:** As of March 2025, SSM Health has **14,430** team members dedicated to an RN role.

# Nurse Well-Being: A Year in Focus

## ProjectOne

Through our partnership with Epic, we gained access to data that revealed a harsh reality - SSM Health nurses were spending more time charting than 75 percent of nurses at other organizations using the same EHR system. We lacked systemwide standardization, and our nurses were losing valuable time they could be spending with patients.

Project One was created to enhance the well-being of our providers and nursing team members, supporting you in the delivery of high-quality, safe, and consistent patient care. How do we plan to do this? Through Project One, we will modernize our Epic EHR foundations while streamlining and standardizing workflows - reducing care variation, removing duplicative documentation, decreasing cognitive and administrative burdens, and increasing clinical and operational effectiveness - all while giving time back to you to give back to your patients.

To jump-start this work, SSM Health invited a group of 23 nurses representing over 15 different specialties from across the system to the Epic Headquarters in Wisconsin. This

original group of nurses, eventually coined as "The Bees", collaborated to investigate the current state of nursing documentation and ways they can improve the process.

Our nursing team at SSM Health is trailblazing the decrease of documentation burden, serving as one of the first groups in the nation to identify and test these domains head to toe. To date, Project One has decreased admission assessment charting by 19 minutes per patient and shift assessment documentation by 9 minutes per patient, leading to more meaningful patient interactions, better care, and improved employee satisfaction and well-being. It's empowering to know that our voices as nurses are heard and that our leadership team trusts us to be the change agents. Through this synergy, we have been given the gift of time back to take care of ourselves and our patients.

For more information on Project One, please contact [Kelly Weary, RN Program Manager, Nursing Excellence](#).



Find out more about our bees here!

## Professional Development

At SSM Health, we are deeply committed to supporting our nurses at every stage of their careers by creating meaningful opportunities for professional development. Through robust education programs, clinical ladders, leadership development pathways, and mentorship, we empower our nurses to reach their full potential. By investing in our caregivers, we not only elevate individual practice but also strengthen our teams, improve patient outcomes, and shape the future of compassionate, expert care across every SSM Health facility.

- Our Clinical Ladder Program accumulated over **4,000 applicants**, and more than half of those applicants stemmed from nursing, patient care support, or surgical support roles!
- **25 out of 30** EBP Fellowship Program participants were nurses.
- We accepted **31 abstracts** that were presented at the 2024 Spirit of Inquiry event.

# DAISY Lifetime Achievement Awards

Our DAISY Lifetime Achievement Awards recognize nurses with more than 25 years of dedication to nursing through active mentorship, role modeling, advocating for their patients, and promoting the positive image of nursing. We are honored to present our 2024 DAISY Lifetime Achievement Awardees!

## Mid-Missouri

### Jackie Glover, RN, BA CIC

SSM Health St. Mary's Hospital - Jefferson City Specialty: Infection Preventionist

"Jackie has consistently been an advocate for all staff but especially for her nursing colleagues. She has been an amazing resource for me and for our hospital. She has taught me so much about infection prevention over the years."

## St. Louis

### Angie Freeman, RN

SSM Health Cardinal Glennon's Children's Hospital

"Angie has remained focused and powerful in her nursing practice and is a pioneer in pediatric interventional radiology sedation at Glennon. She is the epitome of an advocate and a leader and has spent a lifetime achieving excellence in nursing."

### Mary Reedy, RN

SSM Health DePaul Hospital - St. Louis

"Mary Reedy has been the face and voice of orthopedic nursing in St. Louis for decades and is recognized nationally by her peers for excellence in orthopedic nursing. She dedicated her life and career to caring for orthopedics patients at SSM Health DePaul Hospital. For four decades, Mary has built a reputation as a nurs-

ing leader and the resident expert of orthopedic nursing practice, especially in the management of total joint replacement patients."

### Angie Oldani-Jones, RN

SSM Health St. Joseph Hospital - Lake Saint Louis

"With her experience and critical thinking, Angie does an exceptional job not only making challenging and sometimes risk mitigated decisions but also communicating them effectively to involved parties so that everyone can understand the vision, plan, and goals of the day. Angie promotes a positive image of nursing as a profession and engages the team to work together every day to improve patient care."

### Leslie Andreasen, RN

SSM Health St. Clare Hospital - Fenton

"Leslie has spent her 33-year nursing career becoming an expert in the care of critically ill patients. We are fortunate she has chosen to share her skills and expertise with us. As a professional role model who loves her career, Leslie ensures that St. Clare continues to deliver quality outcomes to our patients and helps maintain a spirit of excellence among our nursing team."

### Kathleen Vogt, RN

SSM Health St. Joseph Hospital - St. Charles

"Kathy has been a constant and consistent presence for decades at SSM Health and within the cardiac specialty service line. She advocates for her team and ensures high-quality care for patients and their families with every interaction."

### Marla Lopez, RN

SSM Health Saint Louis University Hospital

"Marla is truly a servant leader - one who leads by example and her action as she serves those she leads. As an exceptional nurse, she works side-by-side with her team, patients and families. She has an incredible and consistent reputation of being Mission driven with the highest standards in ethics, integrity and compassion. I can think of no nurse more dedicated, committed and actively engaged in the science and art of nursing or more deserving of this recognition than Marla."

### Windy Rhodes, RN

SSM Health St. Mary's Hospital - St. Louis

"Windy once told me, 'I knew that I was going to be a nurse when I was four years old, the first time I had my blood drawn.' She participates in several mission trips every year and organizes supply drives to collect coats, blankets, toiletries, backpacks, etc. to distribute to the homeless during the holiday season. She is one the calmest, caring, compassionate individuals that I know."

### Roxanne Dalske, MSN, RN, CCRN

SSM Health St. Louis Region

"Roxanne has an amazing positive attitude about being an SSM Health nurse. She believes in our Mission and is always asking her co-workers to tell her something good or positive that happened lately. She is always going the extra mile in patient care and encouraging and giving her co-workers KUDOS!"

## Oklahoma

### Patty McKinney, RN

SSM Health St. Anthony Hospital - Oklahoma City

"The Daisy Award was built upon the compassionate care that the Barnes family experienced in the nurses who cared for their son. Patty not only brings this to her work every day, but she brings this to our community on a volunteer basis. She has made the world a better place and we honor the work she has done! It is a privilege to have her on our team!"

### Peggy Beabout, LPN

SSM Health St. Anthony Hospital - Midwest City

"Peggy is always a 'Saint in Action.' She is so kind to everyone she talks to on the phone, in person, and even to everyone in the hospital. She goes above and beyond for her co-workers, patients, and all hospital employees - always willing to go the extra mile in whatever way she can."

### Mary Love, RN

SSM Health St. Anthony Hospital - Shawnee

"Mary promotes trustworthiness, empathy, healing, and commitment to those she encounters and is a true servant for Palliative Care. No matter how stressful or challenging a situation might be, patients and their loved ones feel blessed while under her care and guidance."

### Michelle Faulkner, RN

SSM Health St. Anthony Hospital - Oklahoma City

"Michelle sets the example of what it means to be a 'Saint.' She models the definition of (he)art and science of nursing. She uses critical thinking in her daily role, while going out of her way to display compassion and kindness to staff, providers, and patients."

## Southern Illinois

### Janita Collier, BSN, RN

SSM Health St. Mary's Hospital - Centralia

"Jeanne has given her all and dedicated her life to helping others. She has developed an outstanding team who is extremely competent, highly regarded, and supportive of SSM Health's Mission."

### Luzetta Lam, BSN, RN

SSM Health Good Samaritan Hospital - Mt. Vernon

"Luzetta has shown time and again how much she not only cares about the patient, but also the staff. She makes sure staff is appreciated for what they do, be it a card or an encouraging word."

## Fun Fact:

All **26** awardees have accumulated **875** years of nursing experience!

# Wisconsin

**Kim Kachel, RN**  
SSM Health Dean Medical Group

“Kim is resolute and purposeful in the face of competing priorities and tasks. She is an approachable resource for peers and leadership alike, identifying missed opportunities and providing regular, direct feedback to co-workers. She often trains new charge RNs, sharing her experience and knowledge to grow future oncology nurses.”

**Robin Frankowski, RN**  
SSM Health Monroe Clinic

“Robin is an invaluable asset to our health care community, embodying the core values of integrity, excellence, and compassion. Her unparalleled dedication to patient care and extraordinary contributions to the field of OR nursing make her a most deserving candidate for this prestigious recognition.”

**Kristy Hilt, RN VA-BC**  
SSM Health St. Agnes Hospital - Fond du Lac

“Kristy is always one to do whatever is best for her patients, coworkers, department, and organization. She has accomplished this by always being available to assist others, as well as increasing her own professional knowledge. Kristy always has those in need at the heart of what she does.”

**Christine Lange, RN**  
SSM Health St. Mary’s Hospital - Madison

“Christine has changed the lives of many patients, families, and coworkers. I am blessed to know her and work alongside her. I hope that I can provide even a fraction of the care that she does throughout the rest of my career.”

**Jenny McMullen, BSN, RN**  
SSM Health St. Mary’s Hospital - Janesville

“Jenny spends numerous hours volunteering her time and supporting cognitively disable adults. She has dedicated the last 37 years of her career to the patients of SSM Health. Whether it

has been in the role of a family medicine RN or radiation oncology RN, Jenny is compassionate and strives to provide the highest quality care for her patients.”

**Kim Graff, BSN, RN**  
SSM Health Waupun Memorial Hospital

“Kim has a true heart for nursing and embodies the qualities that define an outstanding registered nurse. She has consistently gone above and beyond the call of duty to make a lasting and positive impact on both individual patient lives and her colleagues.”

**Jennifer Bunker, BSN, RN**  
SSM Health Ripon Community Hospital

“Jen Bunker is an exceptional nurse. She truly feels that her team reflects her and her leadership. Therefore, she is constantly coaching, mentoring and providing a guiding presence. Her years of experience and the care and compassion she provides to our patients and our staff is remarkable.”

**Nancy Patrick, DP, RNC-OB, C-EFM**  
SSM Health Wisconsin Region

“Nancy’s entire career has been in service to promoting healthy pregnancies, healthy babies, and healthy communities. She is a role-model to many, an exceptional colleague to her CNS team members, and an influential voice for exceptional birthing outcomes across the system and beyond. Nancy exemplifies our Mission and Values, as well as the “I am” statements that ground our professional practice model.”

# Continuum of Care

**Kristy Scoville, RN**  
SSM Health Hospice

“When I look back over the many years Kristy and I have worked together, I continue to be in awe of Kristy’s phenomenal skills. I remember some of the more involved cases she has had over the years, I smile because I know how hard she worked to break down any barriers and how skilled she is at connecting with patients.”

**Flora Bresser, RN**  
SSM Health Long-Term Care

“Flora has been with the Christian Home for 34 years. She has always come to work with a smile on her face. She cares for her residents like they are her own family. Everyone she works with respects her advocacy, leadership, and knowledge.”

**Angela Schnell, RN**  
SSM Health Home Health

“A lot of changes have occurred in home health since I started working at SSM Health. All of these changes have been good! Angela was key in making these changes. She keeps an appropriate focus, is supportive of staff and shows by example the Mission of SSM Health at Home.”

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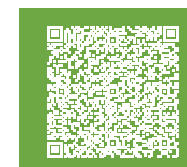
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