

# Orange County Irvine Medical Center



Nursing Year in Review  
2020

# WELCOME TO THE Irvine Medical Center

It is an honor to share with you the 2020 Kaiser Permanente Orange County Irvine Medical Center annual “Nursing Year in Review” report. This summary highlights the extraordinary flexibility and resiliency our nurses have demonstrated in the face of a global pandemic.

Despite the challenges, our nurses have remained dedicated to quality patient outcomes and professional development. They have remained unified to acclimate to our current state, and most importantly, have taken this as an opportunity to showcase our core values of compassion and solidarity to heal those most vulnerable.

This report details the remarkable contributions and expertise our collective team has provided to transform the care environment and implement newly defined infection prevention practices.



**Ruby K. Gill, DNP, MBA/HCM, RN, NE-BC**

*Chief Nurse Executive  
Irvine Medical Center  
Southern California Region*



## Inside This Report:

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## THE STORY OF US

For over 75 years, Kaiser Permanente has been committed to shaping the future of health and health care — and helping our members, patients, and communities experience more healthy years. We are recognized as one of America’s leading health care providers and not-for-profit health plans.

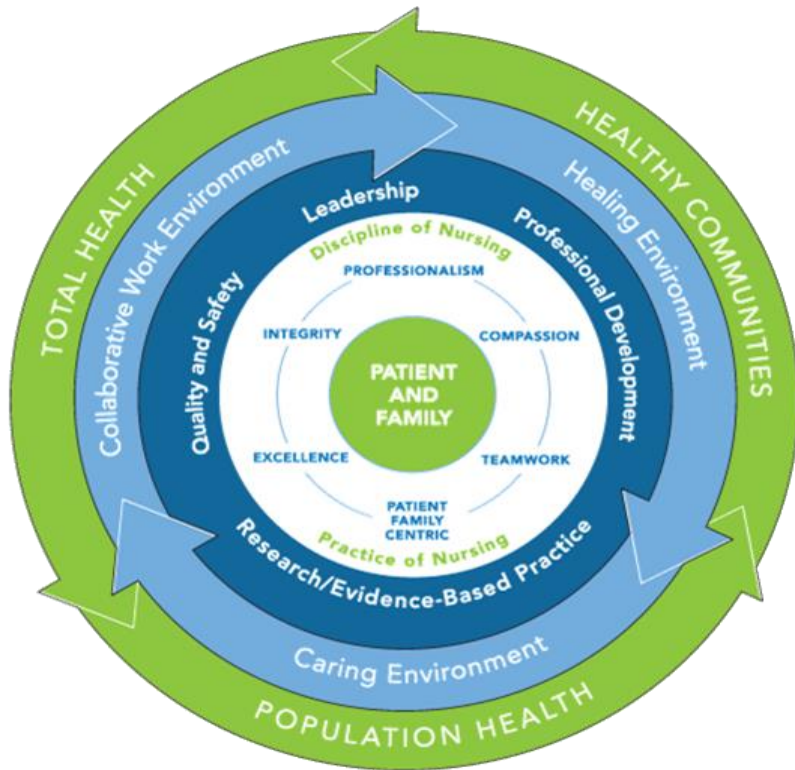
Kaiser Permanente has been an integral part of the Orange County landscape since 1962. It is one of the largest private employers in Orange County with more than 8,000 staff and 1,200 Southern California Permanente Medical Group (SCPMG) physicians, caring for more than 585,000 members, at the Anaheim and Irvine Medical Centers and at nearly 30 medical and specialty offices across Orange County.

In 2007, the Kaiser Permanente Irvine Medical Center opened its doors to members. The medical center is anchored in the Sand Canyon Medical Corridor that was master planned to put comprehensive medical care within a few minutes of everyone’s home. Services in women’s health, orthopedics and pulmonology are among some of the award-winning specialties at this location.

Kaiser Permanente Irvine Medical Center received Magnet® Recognition from the American Nurses Credentialing Center in 2017. The honor was bestowed on the Orange County facility in recognition of its nursing professionalism, teamwork, and superior patient care.

# Nursing Professional Practice Model

*Extraordinary Nursing Care.  
Every Patient.  
Every Time.*



## Nursing Values

- Professionalism
- Excellence
- Patient and Family Centric
- Teamwork
- Integrity
- Compassion

## Kaiser Permanente's Mission

Our mission is to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

## Nursing Vision

As leaders, clinicians, researchers, innovators and scientists, Kaiser Permanente nurses are advancing the delivery of excellent, compassionate care for our members across the continuum, and boldly transforming care to improve the health of our communities and nation.

# Overview of Irvine Medical Center



## Facility Highlights

- 222 hospital beds
- 130 emergency department beds
- 24-hour pharmacy



## Women and Children's Services

- 8 labor and delivery rooms
- 29 perinatal beds
- 15 neonatal intensive care unit beds



## Specialty Care

- Cardiology
- Endocrinology
- Gastroenterology
- General surgery
- Hematology/oncology
- Infectious diseases
- Nephrology
- Neurology
- Nuclear medicine
- Obstetrics-gynecology
- Orthopedics
- Plastic surgery
- Pulmonology
- Rheumatology
- Urology
- Vascular surgery



## Specialty Centers of Care and Expertise

- Cosmetic surgery
- Interventional radiology
- Joint replacement surgery



## Awards

- Named one of America's top 100 hospitals for Patient Experience by Women Certified
- Awarded the Joint Commission Gold Seal of Approval
- Baby Friendly designation
- U.S. News & World Report Best Hospital in six specialties: gastroenterology and GI surgery, geriatrics, gynecology, nephrology, orthopedics, and pulmonology



## Farmers Market

- Every Wednesday



## Cultural Care

- Members have access to interpreters for more than 140 languages at any medical center.
- Kaiser Permanente respects the health beliefs, values, and behaviors of California's culturally diverse population.
- More than 8,000 Kaiser Permanente doctors and nurses in Southern California are bilingual.

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# Organizational Strategic Plan

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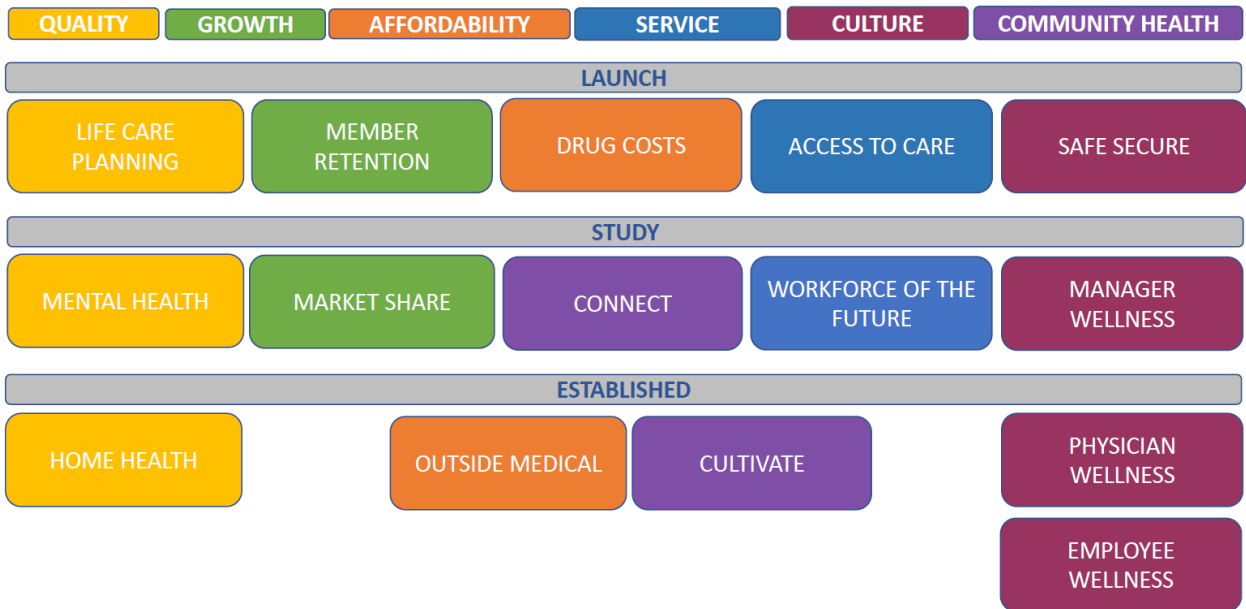
ANCC Magnet Designation



The Joint Commission Certification for Total Joint Replacement Program & Stroke Program



“A” Top Grade for Excellence in Patient Safety





# Transformational Leadership

Transformational leadership reflects nursing's mission, vision, values, and strategic plan in alignment with the organization's priorities to improve performance. This includes advocating for resources, influencing change beyond the scope of nursing, being a strategic partner in decision-making, leading effectively through change, supporting leadership development, utilizing data to support the care delivery system, being accessible, and acquiring input from clinical nurses.



# Transformational Leadership

## OCI COVID-19 SURGE STRATEGY

### Leadership

Under the leadership of Ruby Gill, CNE and Dr. Hassan Movahedi, an Orange County Surge Planning team developed a strategy to effectively manage the current and anticipated surge of COVID-19 patients. This comprehensive plan detailed a multi-disciplinary approach to address each stage – moderate and severe. Each stage considered available hospital capacity and rate of infection. Based on data analysis, the strategy included identifying available resources, optimization of staffing, securing PPE supplies, and maximizing hospital capacity to meet the potential demand. This partnership has been instrumental in the ability to proactively adapt to a continuously evolving health care environment.



## GRATITUDE AND RESILIENCE IN NURSING DURING THE COVID-19 PANDEMIC

*Authors: Angel Hernandez, MSN, RN and Catherine Kalogeries, RN reflect on the impact of the pandemic on nursing and the power of gratitude and resilience.*

“With the COVID-19 pandemic, stress and emotions can be overwhelming, affecting daily life and mental health. Each day, we wake up with the unknown of what will happen. During our shift, there are questions surrounding ability to provide adequate care as the approach to providing patient and family centered care is redefined. There are also the unknowns from our home life, which are bound to cause moral distress. These are difficult times. With nursing resilience, however, we can overcome stressors and unite as a stronger team. One way of doing this is recognizing the power of gratitude and resilience.



Gratitude, by definition, is the quality of being thankful, and the readiness to show appreciation for and to return kindness. Despite all the negatives, we need to remind ourselves of the positives in our lives. Expressing gratitude can decrease stress and depression, and increase attentiveness, sleep quality, and enthusiasm. With relation to health, gratitude can improve the immune system and cardiac health. In the workplace, it can build strong relationships and aid in coping with adversity. We

should take this time as an opportunity to be grateful for the time we spend with our loved ones and on other valued activities.

Resilience is defined as the ability to "bounce back" from adversity and remain optimistic about the future. To maintain individual accountability, we must recognize our mental, physical, and emotional stress levels. Coping with feelings can enhance our relationships and productivity while maintaining a healthy perspective. To reduce stress and anxiety, nurses should be aware of their limits to avoid being overwhelmed and encouraged to ask for help. Additionally, connection with others is valuable to maintaining resiliency.

We have the power, the opportunity, and capability to make a positive difference if we grow together in gratitude and resilience during this pandemic. We are in this together and shall overcome this difficult time. Let us remember to have compassion and self-care for ourselves, so that we can be ready to care for our patients, coworkers, families, and communities.”



# Transformational Leadership

## NURSE LEADER TEAM BUILDING ACTIVITIES

Nurse leaders must work in teams in order to effectively manage the inpatient nursing units. With internal and external pressures, the nursing leaders have increased demand leading to burnout and fatigue. Additionally, they have many responsibilities and must develop creative solutions to meet the needs of the patients and staff while being financially responsible.

In September 2019, we began an adventure to increase teamwork and support the nursing managers of Kaiser Permanente Irvine Medical Center. But first, we let them choose (a) Quarterly wellness activity (example: hike, walk, yoga, etc.) ; (b) Think out of the box - Take 4 hours quarterly (go wherever you like, on the date that works best for your schedule, by yourself OR in a group) to solve the operational "problem" selected and report your creative way to solve at your monthly manager 1:1; (c) Quarterly themed food cookoff (themes include: vegan, international etc.); (d) Introduce alternate ways of learning... and the winner was... Quarterly wellness activity!

### Yoga: February 18, 2020

After the flu season, the nursing leaders were invited to participate in a yoga. Recognizing the value of yoga and mindfulness, and understanding the extensive demand for the hospital employees, Dr. Monahan led a yoga class on February 18, 2020. The invitation was extended to nursing managers and other departments to participate in a one-hour yoga session.

### Virtual Paint Class: August 18, 2020

2020 was a challenging year with COVID-19 impacting the hospital unit. While managing physical distancing, the nursing managers were invited to participate in a virtual painting class. Pinot's Palette hosted a virtual painting class on August 18 with individual paint containers, brushes, and canvases. The critical care director selected the painting option and all nursing leaders completed their design with slight variations that highlighted the nursing leaders' personal style.



### Picnic at the Park: November 17, 2020



On November 17, the nursing leaders were invited to go outside for a creative teambuilding activity. The leaders were invited to Mason Regional Park in Irvine where they were provided with lunch in a large outdoor picnic area, followed by a race in the grass field. Finally, they ended the wellness activity with the creation of a terrarium design.



# *Structural* Empowerment

Structural empowerment reflects involvement of clinical nurses in interprofessional decision-making groups, supported participation in professional organizations, continued professional development, activities focused on improvement of knowledge and patient outcomes, educational opportunities, expertise as a preceptor, and participation in community healthcare outreach.

# Structural Empowerment

**941**

Number of RNs

**37%**

Specialty Certified Nurses

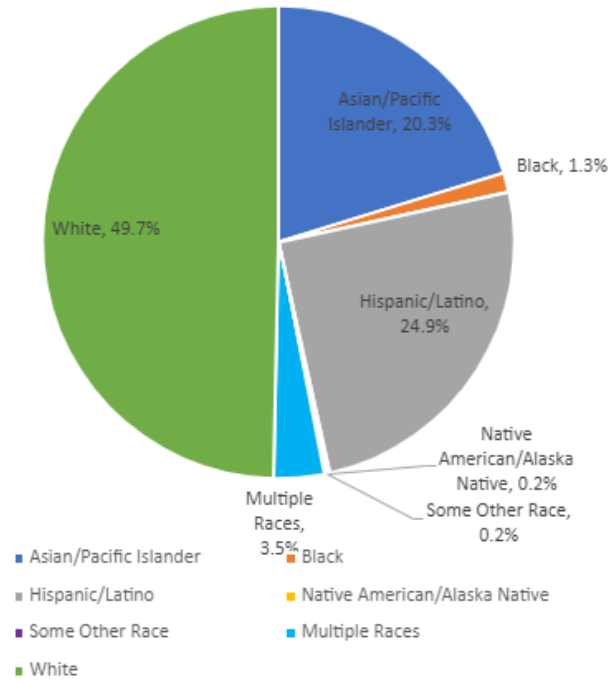
**82.5%**

Nurses with BSN or higher

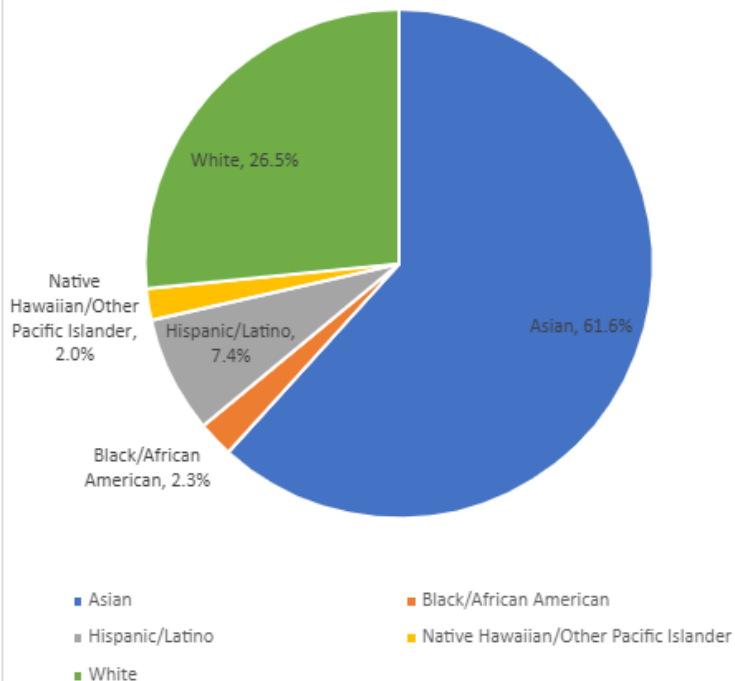
**1.7 Million**

Member Population in Service Area

Kaiser Permanente Irvine Medical Center  
Demographics of Population Served



Kaiser Permanente Irvine Medical Center  
Demographics of Registered Nurse Staff



# Structural Empowerment

## 2020 THE YEAR OF THE NURSE: LIVING OUR LEGACY

### Nurses Leading with Wisdom, Strength and Courage

The World Health Organization (WHO) designated 2020 as the “International Year of the Nurse and the Midwife,” in honor of the 200th anniversary of Florence Nightingale's birth.

“No one expected the Year of the Nurse and Midwife to look like this. The World Health Organization declared 2020 the Year of the Nurse long before a pandemic swept the world, thrusting nurses onto the front lines of an unprecedented public health crisis. Today, nurses are heroes, central to a tireless, overworked workforce leading America through dark days. While nurses have always done the work of caring, healing, innovating and leading, coronavirus is spotlighting this largest segment of the health care work force at its best. Daily stories highlight the courage, strength and wisdom that nurses are displaying at each turn, in this appropriately named Year of the Nurse.” (“Nurses Leading with Wisdom, Strength, And Courage”, 2020)



## NEW NURSING RESIDENCY AND GRADUATE REUNION

On November 2, 2020, there was a celebration for all past and present RN residents.

It was an opportunity to review the Practice Transition Accreditation Program highlights as well as prepare for a new cohort in 2021. All past and present RN residents were involved.

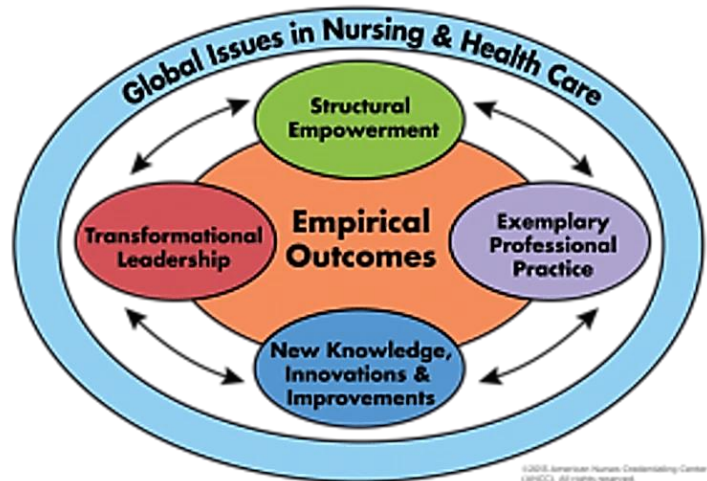


# Structural Empowerment

## ANCC MAGNET DESIGNATION APPLICATION

It has been nearly four years since we first achieved Magnet designation and our re-certification deadline is quickly approaching! As of the end of 2020, our application has been submitted and the document is currently in progress. The final document will be written and submitted by April 1<sup>st</sup>, 2021.

The document focuses on areas of professional practice, recognition of nurses and the organization, exemplary commitments, and quality outcomes. It serves as a validation of our standards of excellence and as leading competitors within the healthcare industry. This certification aims to reaffirm designation of our facility and will be an opportunity to highlight the excellent interprofessional work done by our team.



## GRAND OPENING & LICENSING OF THE SIXTH FLOOR INPATIENT UNITS

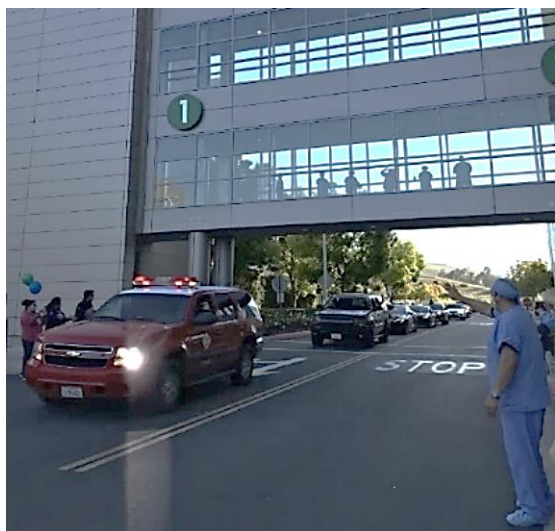


On December 3<sup>rd</sup>, 2020, the sixth floor opened to accommodate non-COVID medical and surgical patients. This expansion was necessary due to the increase in hospital census for adult inpatient services allowing our teams to continue to provide quality care to these patient populations.

This was made possible with the collaborative efforts of many nursing departments and supporting ancillary departments as a part of our surge plan. Licensing was granted and approved by the California Department of Public Health permitting our leadership teams to strategize the operational needs of the sixth floor and prepare for a smooth expansion.

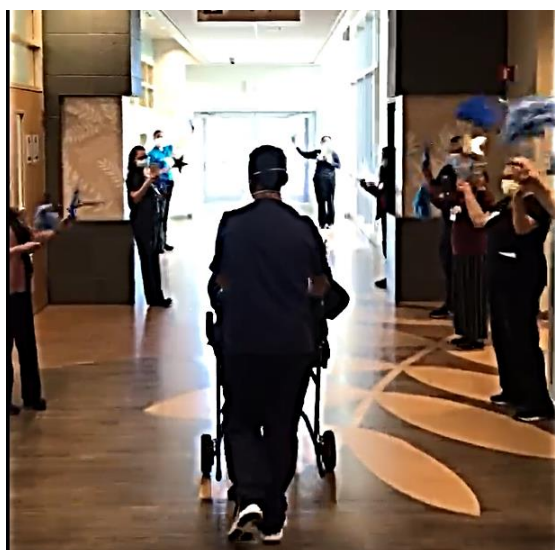
Throughout the summer and fall of 2020, efforts to prepare for an imminent surge required coordination to secure essential supplies, biomed equipment, materials, and devices that our care teams would need to utilize. Ultimately, the expansion of hospital capacity ensured the ability to maintain quality care and adapt to a continuously evolving healthcare landscape.

# Structural Empowerment



## COMMUNITY SUPPORT

On April 14, 2020, the Irvine Medical Center had an appreciation drive-by parade organized by first responders and local organizations. Parade participants drove their cars through the campuses honking horns and sirens, cheering, and waving signs of appreciation, providing a memorable and uplifting moment for our staff. Our community demonstrated tremendous support by delivering meals daily and PPE. Students from local schools also shared words of appreciation with heartwarming cards.



## OCI SUCCESSFULLY DISCHARGES COVID-19 PATIENT

In April 2020, the Irvine Medical Center's COVID-19 unit was instrumental in the recovery and successful discharge of Chriselda Davis after two weeks of hospitalization. She was reunited with her family as our team gave her a joyful sendoff in true Irvine Medical Center fashion. Chriselda's recovery was a result of the diligent teamwork of our critical care nurses, respiratory therapists, chaplain and physicians. This inspiring story was featured on KABC7 and KTLA5's Weekend Morning News. Interviews included Susie Yim Yeh, MD and Joel Santoostaroam, RN.



## MOMENT OF SOLIDARITY

On June 5, 2020, Kaiser Permanente Orange County gathered in silence for 8 minutes and 46 seconds to express solidarity with the Black community and all the communities we serve, against systemic racism, violence, and injustice. This shared moment was an opportunity to prioritize the necessary actions to further our mission and commitment to living our values.



# Structural Empowerment

## VOICE OF NURSING – HEALTHY COMMUNITIES SUBCOMMITTEE

### Community Service

The Voice of Nursing committee collaborated with the Orangewood Foundation to host their first community outreach event. Orangewood foundation is a non-profit leading provider of services to current and former foster children in Orange County. Orangewood means “family, opportunity, and hope.”



Since 1981, the Orangewood Foundation’s mission is to prepare foster and community youth to reach their greatest potential. They assist with housing, education, life skills & employment, and health & wellness.

Kaiser Permanente contributed to Orangewood’s mission by donating over 1,000 hygiene and household items such as shampoo, conditioner, lotion, hand sanitizer, paper towels, toilet paper, and household cleaners.

The committee is grateful and appreciative of everyone who donated and contributed to this important cause. Because of these donations, many children and families had the necessities to stay clean, healthy, and safe during challenging times.



# Structural Empowerment

## SMILE MAKERS GUILD – COUNCIL OF AGING

On December 7, 2020 the Healthy Communities subcommittee of Voice of Nursing donated 285 lap blankets to the Council of Aging Smile Makers Guild. This organization serves more than 14,000 seniors living in long-term care facilities in Orange County, who have no family or friends with whom they can share special moments with like the holidays.

The Council of Aging mobilizes community support to provide holiday gifts to seniors and Kaiser Permanente has been an active partner in their efforts for several years now. With our team's engagement, we were proud to be continuing support of our seniors in the local community with giving the gift of warmth during the holiday season!



## KTTL SPOTLIGHTS ORANGE COUNTY IRVINE NURSE

As a part of its Mother's Day coverage, KTLA featured charge nurse – Gina Yared. Gina shared the challenges of managing COVID-19 at work and at home while studying for her master's degree.





# *Exemplary* Professional Practice

Exemplary professional practice reflects involvement of clinical nurses in the development, implementation, and evaluation of the professional practice model. This includes outperformance in satisfaction data, establishing patient-centered care, involvement in interprofessional collaborative practice to ensure care coordination across the continuum of care, engaging in peer feedback, and maintaining workplace and patient safety.

# Exemplary Professional Practice

## CONNECTION BUNDLE – SHOW ME YOU KNOW ME

Developed by our South Bay colleagues and in collaboration with Anaheim, we kicked-off the implementation of the Connection Bundle training, “Show Me, You Know Me” in October & November 2020 for all of MST & CCS. DOU1 piloted and refined the Connection Bundle practices in Q4 2019; with great success and learnings, we were able to identify standardized processes for a hospital-wide implementation.

The Connection Bundle consists of elements for each phase of stay:

**Warm Welcome:** Starting with the moment our patients are wheeled onto the department, providing a warm welcome by introducing ourselves and setting their minds at ease.

**Getting to Know You (GTKY):** Throughout their stay utilizing the Getting to Know You Card to get to know them on a more personal level.

**Discharge with a Wow:** Leaving them with a lasting impression ensuring that we’ve answered all their questions and they can confidently follow the care instructions given to them. The icing on the cake is that we mail them a personalized thank you card showing our gratitude for choosing Kaiser Permanente and for allowing us to care for them.

Although performance outcomes (HCAHPS) are preliminary to determine impact, we can celebrate that even while going through the challenges of COVID-19, the team was able to implement these best practices to improve the level of personalized care provided to our patients.



## WORKPLACE SAFETY – IRVINE SAFETY COUNCIL

### Working as a Team to Keep Everyone Safe

2020 was a tough year for our patients and staff all around. Despite the hardships, members of Irvine Safety Council team stayed strong to reduce workplace injury. We had three outcome measures for workplace injury. One measurement was to reduce the overall injury rate of multidisciplinary groups in Irvine Medical Center, including inpatient nursing units, OR/PACU, L&D/FCC, NICU, Radiology, ED, EVS, Food and Nutrition, Lab, RT, PT, and GI lab. The second and third measurements were related to Safe Patient Handling injury since this category tends to have the most accepted claims and biggest impact on the employee physically and financially. We met all three goals this year!

1. Decrease workplace injury rate by 10% from baseline of 12.09 (138 incidences) to 10.88 by the end of December 2020 at OCI.  
✓ Goal Met – 14% reduction to a rate of 10.38 (118 injuries in 2020).
2. Decrease SPH injury rate by 10% from baseline of 1.67 to 1.50 by the end of December 2020 at OCI.  
✓ Goal Met – 26% reduction to a rate of 1.23 (17 injuries in 2020).
3. Decrease SPH accepted claim rate by 10% from baseline of 0.61 to 0.55 by the end of December 2020 at OCI.  
✓ Goal Met – 28% reduction to a rate of 0.44 (5 accepted claims in 2020).

We were able to reach these outcomes by building a culture of safety using various implementations. To improve communication during emergent situations, especially with combative patients, we worked with the Security department to adopt a Vocera ‘panic button’. In case of an emergent situation, the “panic button” is used to call Security directly and initiate Code Gray thus increasing the response time for help. In addition, signage (TADA – Tolerate, Anticipate, Do not Agitate) was added to combative patient workflow. TADA magnet sign is used outside of the patient room to increase awareness of the potential combative patient.

We continued to share needle stick videos, which were produced by our staff, to educate the importance of preventing sharps related injuries and promoting proper techniques. During committee meetings, we added routine report out sessions to have injured staff share their stories. Afterwards, a recorded report out is shared with the rest of the team to spread the learning. Instead of disposable gait belts, reusable gait belts were implemented in MST units to increase compliance and quick accessibility. We collaborated with Risk Management to educate our safety champions on TEAM STEPP concept. This education is part of our standing agenda. Lastly, we collaborated with the Physical Therapy department to create an educational video on safe handling of patient to the bathroom. Irvine safety champions diligently work on sharing safety topics in their respective areas including visiting other ancillary departments. We are looking for continued success in 2021 to keep our patients and staff safe.

# Exemplary Professional Practice

## TELEMETRY OPTIMIZATION COMMITTEE

### Care without Delay

In 2020, the Irvine Medical Center telemetry optimization team was able to achieve a significant reduction in patients being discharged with an order for cardiac monitoring and ranked 2<sup>nd</sup> amongst Kaiser Permanente Southern California medical centers. From a 2019 baseline of 32% of patients being discharged on cardiac monitoring to 16% by the end of 2020, our OCI team exceeded regional performance goals with a 50% reduction!



This achievement was made possible through physician-nursing partnership. Specifically, the team collaborated to develop a charge nurse evaluation tool, optimized utilization of Health Connect icons, and gained additional support from unit ward clerks. These efforts were significantly critical during the winter season with anticipation of a high census. It was increasingly important to appropriately utilize cardiac monitoring to maintain adequate patient throughput and minimize the imminent impact on our critical care capacity. Additionally, our teams were motivated by the evidence showing that unnecessary monitoring limits patient mobility and perception of readiness for transitioning to the next phase of care.

The Telemetry Optimization Committee successfully promoted a proactive and collective approach to observe for (1) patients who require monitoring and are missing an order to “initiate cardiac monitoring”, which must be requested from the MD; (2) patients who have a discharge order but have a persisting cardiac monitor order, which should be discontinued prior to discharge, if medically appropriate.

## MST PRACTICE & STANDARDS

In 2020, MST Practice & Standards formally joined collaboratively with RN-MD communication. This partnership resulted in a number of practice related improvements throughout the adult service departments.

With census reaching all-time highs and new technology changing access to the EMR, efforts focused on enhancing communication to create the safest patient care environment. The committee produced NKE+ streamline education, including a refresher video, which focused on concise and consistent information sharing at shift hand-off.

The team also developed and piloted an optional standardized end-of-shift note smart phrase, **.endofshiftRN**, as a tool for RNs to enrich shift summary documentation. A new paging algorithm for contacting the nocturnist physicians was established and adopted throughout the inpatient departments and guidelines regarding the use of secure chat with rounding MDs and nocturnists were socialized by committee champions.

# Exemplary Professional Practice

## OCI INFECTION PREVENTION TASK FORCE

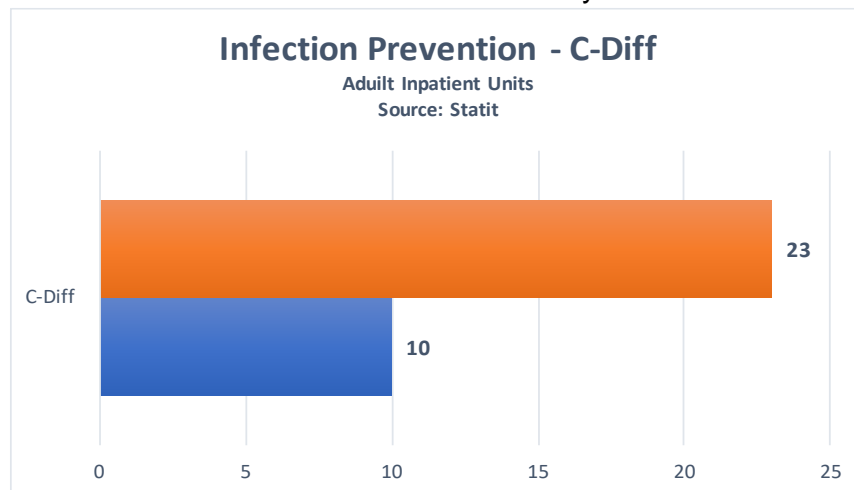
In Q1 2020, we formed an Irvine Medical Center Infection Prevention Taskforce. This taskforce was chartered to address opportunities to reduce hospital acquired urinary catheter infection rate. This interdisciplinary team included clinical nurses from all adult patient care units including the Emergency Department, infection prevention professionals, staff educators, a clinical nurse specialist, a physician champion and department managers.

While the year was largely disrupted by the COVID-19 pandemic, this interdisciplinary taskforce was able to complete a robust practice assessment and implement several strategies from the National CAUTI prevention playbook. They rapidly identified the opportunity to engage the committees responsible for CLABSI and C-Diff prevention to achieve a collaborative education event.

Recognizing that the core infection prevention practices cross several workgroup areas of focus, CAUTI, CLABSI, and C Diff prevention teams collaborated to create and implement an Infection Prevention Roadshow. This roadshow was a fun, interactive educational event that even included a wheel-of-fortune trivia wheel. Launched on November 5<sup>th</sup>, 2020, approximately 350 staff participated in this learning activity.

Notable clinical outcomes achieved in 2020 for our infection prevention efforts include:

- ✓ Improved our C-Diff events from 23 in 2019 to only 10 in 2020 for our Adult Inpatient.



- ✓ Improved our CLABSI cases from 4 in 2019 to 3 in 2020 for our Critical Care Services.

Due to the team's efforts in developing an interdisciplinary taskforce, we are well-positioned to improve our overall infection prevention strategies in 2021. Way to go team!

# Exemplary Professional Practice

## ANNUAL FLU VACCINATION EVENT AND SUCCESSFUL OPPORTUNITIES



On September 9, 2020 the annual flu vaccination event was held at Kaiser Permanente Irvine Medical Center. The turnout for the event was phenomenal with over 320 employees receiving their vaccine and were gifted with small treats.

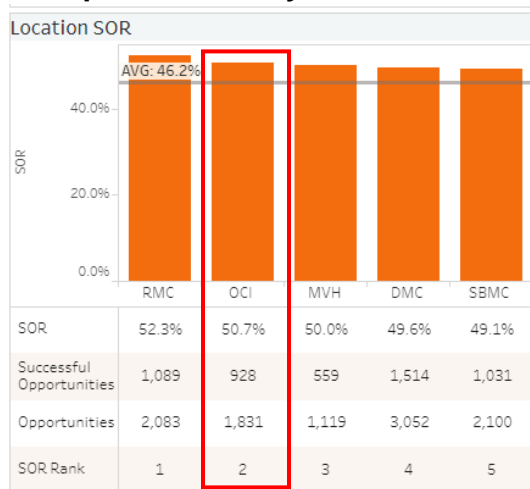
Our member population and successful opportunity tracking began on August 30, 2020, and will continue until the end of April 2021. The regional report reflects the number of flu vaccinations given compared to the number of opportunities present.



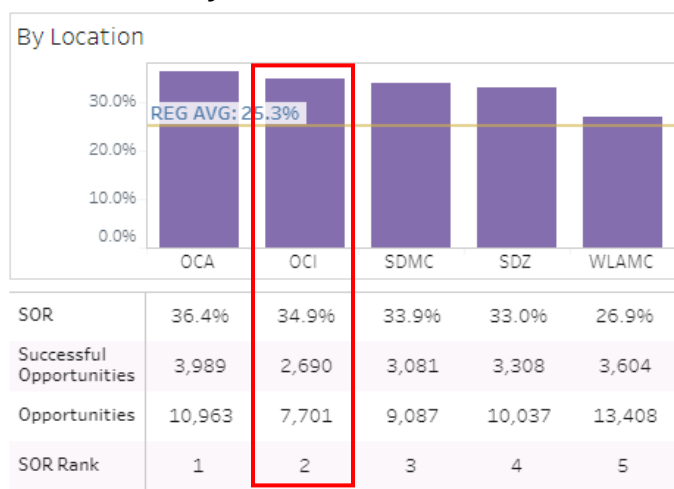
As of the end of 2020, the Irvine Medical Center inpatient departments have achieved 50.7%, which has earned second in rank compared to all other Kaiser Permanente Southern California medical centers. The emergency department has achieved 34.9%, which has earned second place for regional medical center performance!

To encourage promotion of the flu vaccine, the Flu Committee launched a weekly recognition program. High performing inpatient units received free boba drinks or pizza party!

### Flu Inpatient SOR by Location



### Flu ED SOR by Location







# *New Knowledge,* Innovations & Improvement

New knowledge, innovations and improvements reflect advancement of nursing research, dissemination of nursing research findings to various audiences, utilization of evidence-based findings, and involvement in design and implementation of technology to enhance the patient experience and nursing practice.

## EVIDENCE BASED PRACTICE

### Nursing Research Council

The Irvine Nursing Research Council submitted a research study proposal to answer the question:

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*“What is the effect of a patient’s code status on the amount and quality of nursing care provided?”*

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Assessing the patient’s status, anticipating needs, managing changes in condition, and advocating to preserve the patients’ wishes are all a part of the role of a nurse. Nurses are also charged with carrying out orders for patient care. While executing most orders, for instance, labs to be drawn, dietary restrictions, and medication dosages, seem straightforward. The orders regarding a patient’s code status or “do not resuscitate”, otherwise known as DNR, are often unclear. Literature acknowledges that this is not a new phenomenon and over the years as these orders have evolved, there is still misinterpretation and misunderstanding of exactly what care should and should not be provided.

Findings from this study can benefit Kaiser Permanente and the community we serve by providing the groundwork to improve care for patients with a DNR as well as adding to the body of knowledge around the care provided to the patients with a DNR order.

The Irvine Medical Center nursing research team has provided a proposal of the study to the regional nursing research team. The regional team has provided initial feedback and encouragement to proceed with this work. The next steps will be to complete the requirements to participate in a study and apply to the Kaiser Permanente Internal Review Board.



## EARLY WARNING SYSTEM AND DETERIORATION INDEX

The Early Warning Score (EWS) Program helps to improve patient care outcomes associated with unidentified or unaddressed adult inpatient deterioration. These patient outcomes include mortality rate, transfer to a higher level of care and an extended length of stay.

This EWS Program was developed and designed by Epic using an algorithm within KPHC called the Deterioration Index (DI). This model classifies patient by a deterioration index score as low, moderate, or high. The DI score is based on several factors including, but not limited to age, vital signs, neurological assessment, labs, cardiac rhythms, and supplemental oxygen. EWS is an enterprise-wide initiative to implement early warning scores throughout all hospital regions.

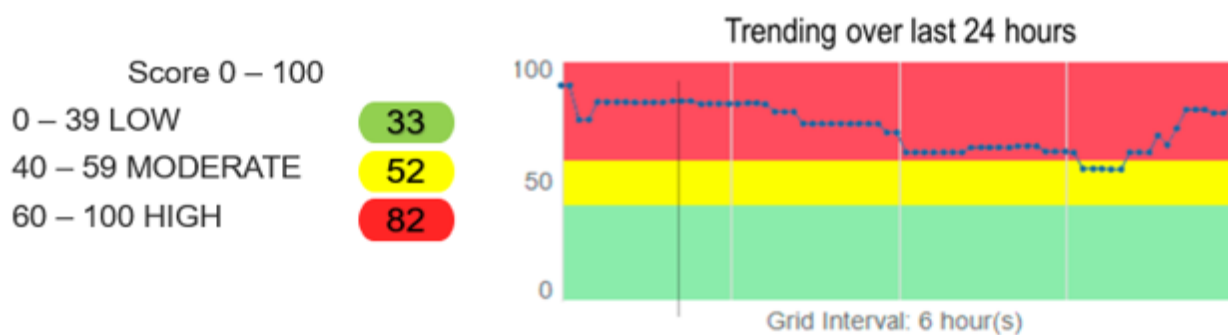
The Irvine Medical Center pilot program began on August 25<sup>th</sup>, 2020 and was the first medical center in the Southern California region to implement. Unit charge nurses, rapid response nurses, and physicians are utilizing the DI score to enhance awareness, assessment, prioritization, and intervention of the adult inpatient population.

With the essential feedback of frontline staff, enhancements to the pilot and tool have improved how our teams use the data and impact patient outcomes. Real time and on-time documentation are essential to the accuracy and efficacy of this valuable tool. Additional education was also developed to empower bedside staff in understanding and using this data.

Patients are classified DI score (high, moderate, and low risk for deterioration) based on several factors including but not limited to age, vital signs, neuro assessment, labs, cardiac rhythms, and supplemental oxygen. Charge Nurses follow workflows to monitor and assess patients with high DI scores closely and escalate to Rapid Response nurses if needed. Escalation to physicians occurs only when physician assessment or intervention is deemed clinically necessary by an experienced RN.

For more information, please visit the EWS SharePoint:

<https://sp-cloud.kp.org/sites/EWSSCAL/>



## 2020 NICHE AND ABIM FOUNDATION CHOOSING WISELY TRAILBLAZER AWARD

Congratulations to Grace Chun, MSN, RN, CNML and Peggy Zill, PharmD! With their poster submissions to the 2020 NICHE Conference, Kaiser Permanente Irvine Medical Center has been awarded the 2020 NICHE and ABIM Foundation Choosing Wisely® Trailblazer Award.

This award recognizes clinical teams for improving care for older adults and celebrates leadership in improving quality care. This award distinguishes the phenomenal contributions of Peggy Zill with the “Pharmacist Transitions of Care Program Shows Reduction of 30-day Mortality and Readmissions” project and incredible efforts of Grace Chun with “Implementing Evidence-Based Fall Risk Assessment Tool for Safety”. With the acceptance of this award is a reminder of our achievements and reflects on our team’s accomplishments, which are changing the landscape of healthcare.



## ROBOTICS FOR MINIMALLY INVASIVE SURGERIES

Robotics for minimally invasive surgeries (MIS) was not always available in Kaiser Permanente Orange County. With members traveling to other facilities for these procedures, there was an increased demand for these procedures to be done locally and it was decided that a local program needed to be developed.

There are many benefits of MISs for both the patient and the clinicians, including: shorter length of stay (LOS), less risk for blood loss, fewer complications, and small puncture wounds, instead of a scar. Decreasing our LOS from two days to a same day procedure, has a significant impact on hospital throughput. The robot provides improved visualization, dexterity, and ergonomics for the surgeon. There is a significant decrease in the amount of equipment needed for MISs, allowing the nursing team to focus more on the patient. By providing services locally additional cases could be accomplished and our back log could be decreased. The use of less equipment, complications, and inpatient stays results in cost savings for the organization as well as decreased travel costs for our members.

The da Vinci XI surgical system was purchased. The three main components include: surgeon console, patient cart, and vision cart. Dennis Talag, BSN, RN became the robotics coordinator for this program and was instrumental in ensuring that all components of this project were implemented. He participated in the Regional Core group, a member of the local implementation team, and completed site visits at another Kaiser Permanente facility. Under his leadership a working group of staff nurses and surgical technicians have continued to refine the program. The program was implemented in Irvine Medical Center’s Main OR with the first case, urology being performed on April 6, 2020.

## TECHNOLOGY FOR VIRTUAL VISITS

Given the challenges of isolation during the pandemic, Informatics introduced new technology with Vidyo and HealthCare Anywhere, which allows patients to communicate with their families and members of the care team. Within a short time of deployment, we observed many successful examples of rounding, family education and even loved ones being able to effectively connect during the most vulnerable time.

## IRVINE MEDICAL CENTER NURSING EXCELLENCE WEBSITE

The Irvine Medical Center Nursing Excellence website officially launched after many requests for a centralized location for all pertinent information! This new platform is a great resource to stay connected to current committee initiatives, view media of our team in action, and keep informed with the Irvine Medical Center quarterly newsletter. Fun videos, including Tik-Tok challenges and dances, as well as photographs from celebrations can be viewed by visiting the site.

Please visit using the following link on a KP device: <https://sp-cloud.kp.org/sites/OCIrvineNursingExcellence>

## NEW HOPE – THE COVID-19 VACCINE

On December 16, 2020, the first round of COVID-19 vaccines was received by the Kaiser Permanente Irvine Medical Center pharmacy staff at the Irvine Medical Center. Kaiser Permanente Orange County administered its first COVID-19 vaccine to Rommel Dacera, RN from ICU followed by another nine hundred Kaiser Permanente Orange County employees and physicians within the first week. This momentous opportunity was made possible by the collaboration of many teams within our organization to successfully prepare and open a vaccine clinic at Irvine Medical Center. With the availability of the vaccine, there is a newfound optimism that our essential healthcare workers will be protected as they continue to put themselves and their families at risk to serve our community during these difficult times.





# *Recognitions,* Celebrations & Awards

Recognitions, celebrations, and awards reflect any activities cultivating a positive workplace culture, creating a collaborative work environment, increasing employee motivation and productivity, expressing appreciation and gratitude, and promoting extraordinary engagement to have valuable impact on the healthcare landscape.

# Recognitions, Celebrations & Awards

## EVERYDAY HEROES AWARD - VETERAN'S SALUTE

R.A. was a 70-year-old male who was seen in the ED for difficulty breathing. After being admitted to the ICU, it became necessary to intubate him. Unfortunately, it was determined that with such an extensive medical history his prognosis was poor and extubation would be nearly impossible. R.A.'s children were faced with the difficult decision to change their father's code status to Do Not Resuscitate. Having developed a connection with his ICU healthcare team, his devoted children shared that their father was a veteran of the United States Army during the Vietnam War.



With several weeks as a patient in the ICU, many healthcare professionals and employees including, physicians, nurses, social workers, and chaplains had come to develop a rapport and emotional connection with R.A. and his family. At the point that R.A.'s health began to decline rapidly, calls to his family were made requesting their presence at his bedside.

Upon his passing, the suggestion was made to honor R.A. by draping him with a United States of America Flag as he was moved from the ICU. The idea was received with gratitude and appreciation by R.A.'s family. Securing a flag on short notice to ensure a respectful farewell then became the personal mission of Chaplain Coston Charles. Not able to locate a flag at our facility, Coston took it upon himself to obtain one from a local retailer.

With R.A.'s family grieving at his bedside, Coston returned with a flag and connected with Charge Nurse Lee "Tony" Patriarca, BSN, RN to execute this impromptu recognition. Tony communicated with various members of the care team and they rapidly developed a plan to line up on either side of R.A. as he was moved from the ICU. The healthcare team respectfully draped the flag over R.A. as his proud family looked on. They then lined up in the hallway to honor R.A. with a solemn salute as he was taken from the room. The family of R.A. was overwhelmed with emotion and extremely touched by the farewell gesture made by the healthcare team.

Later that afternoon, the healthcare team debriefed regarding the impromptu nature of the recognition provided to the patient and the family. It was then realized that the family had left prior to receiving the flag. Overhearing the conversation, Bradford Henderson, Supply Chain Manager offered to hand deliver the flag to the family.

On December 3, 2019 the interprofessional healthcare team members were recognized at the quarterly Radiant Star Award Ceremony for positively influencing the clinical and bereavement care of a veteran patient and his family. Additionally, they were awarded the Everyday Heroes recognition, which is through nomination by their co-workers and peers, and are individuals and teams who go above and beyond the call of duty to provide extraordinary service, extend a helping hand, or create organizational change.

# Recognitions, Celebrations & Awards

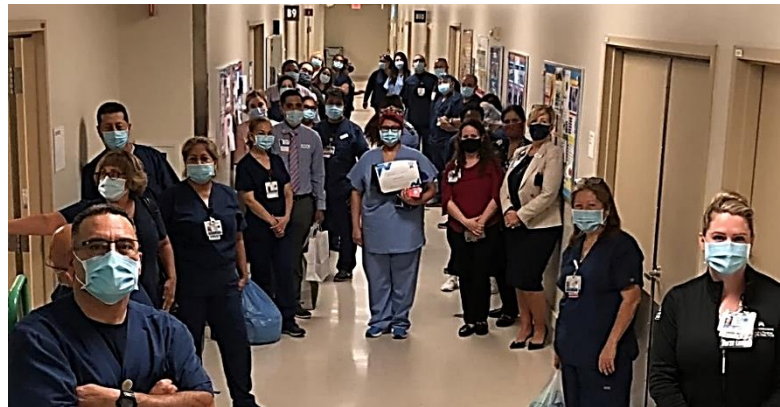


## NATIONAL CERTIFIED NURSES AND ADMINISTRATIVE PROFESSIONALS WEEK CELEBRATION

In honor of our Certified Nurses and Administrative Professionals, we celebrated on March 24 and April 22, 2020 respectively. We recognized their dedication to excellent teamwork with a lunch and photobooth fun. We are incredibly appreciative for the role they play in the continuum of care.

## NATIONAL ENVIRONMENTAL SERVICES WEEK CELEBRATION

On September 18, 2020, Irvine Medical Center recognized our EVS department and the wonderful work they do daily to ensure a clean and safe work environment for everyone. This celebration was a small token of appreciation for the integral part each EVS team member plays in the health care experience to make a lasting positive impression on our members.



## NATIONAL SECURITY WEEK CELEBRATION

On September 22, 2020, we recognized our Security department for the amazing contributions they have on our daily work. From maintaining a safe work environment to greeting us with a smile each day, they are all very much

appreciated as a part of our Kaiser Permanente family. This celebration was an opportunity to express our gratitude for their support and partnership to provide an excellent healthcare experience.



# Recognitions, Celebrations & Awards

## NATIONAL ENGINEERS WEEK CELEBRATION

On October 27, 2020 we celebrated National Engineers Week with a visit to their department and presented a token of our appreciation for the valuable contributions they all make to our daily operations and the impact it has on the quality of our member's health care experience.

## NATIONAL RESPIRATORY CARE WEEK CELEBRATION

On October 30, 2020 the hospital leadership team recognized National Respiratory Care week with a celebration and expressed great appreciation for the significant role they have all played in the ongoing pandemic. Their resiliency and strength in the face of such adversity is commendable and proven to be lifesaving.

## PATIENT CARE EXPERIENCE WEEK

In recognition of Patient Experience Week, we honored those who continuously work to make the most memorable positive patient experiences. Congratulations to all the honorees for earning the Outstanding Patient Experience Award. A full list of award recipients is available below.

|                                    | <b>MST</b>                        | <b>CCS</b>                 | <b>MCH</b>                     | <b>Engineering</b> |
|------------------------------------|-----------------------------------|----------------------------|--------------------------------|--------------------|
| Adrian Baria, Ward Clerk           | Lynn Nguyen, BSN, RN              | Choi Bagnol, BSN, RN, PCCN | Karen Caulfield, RN, RNC-MNN   | Greg Whiteman      |
| Aida Caneba, BSN, RN, CMSRN        | Malika Anton, BSN, RN             | Mirasol Rosales, RN        | Kari Bray, RN                  | Jami DeLeon        |
| Alyssa Wu, BSN, RN                 | Manda Yu, RN, CMSRN               | Taunesa Bielman, RN        | Susan Lu, MHA, BSN, RN         | Ryan Smith         |
| Anahi Zeferino Parra, Ward Clerk   | Maria Ortega, CNA                 | Daria Lopez, CNA           | Sommer Chapman, BSN, RN        | Khanh Hoang        |
| Angel Hernandez, MSN, RN           | Mayu Nagata, BSN, RN              | Arlene Moreno, CNA         | Sarah Bristol, RN              |                    |
| Anthony Conepcion, BSN, RN         | Mercy John, BSN, RN, CRNA         |                            | Krysten Vo, NP, RN, RNC-OB     | <b>EVS</b>         |
| Bernadette Cabarles, BSN, RN, ONS  | Miki Akagi, RN                    | <b>ED</b>                  | Cora Encarnacion, BSN, RN      | Eileen Roa         |
| Bon Ruel San Pedro, BSN, RN        | Pinky Singala, BSN, RN            | Patricia Sampson, RN       | Dewi Kansaku, BSN, RN, RNC-OB  | Darling Quinto     |
| Carol Brown, BSN, RN               | Qui Cao, BSN, RN, CMSRN           | Mark Salunga, BSN, RN, CEN | Twinky Soriano, RN, CMSRN      |                    |
| Cherie Tumlos, BSN, RN             | Rachel Guerrero, BSN, RN          |                            | Gretchen Radzwill, BSN, RN     | <b>Respiratory</b> |
| Digna Orizal-Carpo, BSN, RN, CMSRN | Resna Doria, BSN, RN              | <b>Physicians</b>          | Margaret Mizukami, RN, RNC-MNN | Joseph Guevarra    |
| Elvira Ansay, CNA                  | Rogelio Madarang, BSN, RN         | Austin Hu, MD              | Dina Calvillo, RN              |                    |
| Gina Yared, BSN, RN                | Ruth Martin, CNA                  | Benjamin Montoya, MD       | Sonia Hawley, BSN, RN, RNC-NIC | <b>CM</b>          |
| Grace Chun, MSN, RN, CNML          | Sammy Garcia, RN                  | Henry Lee, MD              | Anna Ng, MSN, RN, RNC-NIC      | Ken Nguyen         |
| Graciela Lopez, CNA                | Sanjaya Niroula, BSN, RN          | Rick Grewal, MD            |                                |                    |
| Ivy Joy Fernandez, BSN, RN, CMSRN  | Sara Pressburg, BSN, RN, CMSRN    |                            |                                |                    |
| Jacob Howell, RN, CMSRN            | Shelly Mchalfrey, BSN, RN         | <b>PA</b>                  |                                |                    |
| Janis Tamayo, CNA                  | Stephanie Bravo, BSN, RN, APHN-BC | Caroline Spindler          |                                |                    |
| Joanna Balmaceda, BSN, RN          | Tiffany Abt, RN                   |                            |                                |                    |
| Katherine Flores, CNA              | Tony Nguyen, CNA                  | <b>F&amp;N</b>             |                                |                    |
| Kathy Alvarado, CNA                | Tracy Mattson, RN, CCRN           | Anu Kaipa                  |                                |                    |
| Katie Thrane, MSN, RN, NP-C        | Trudy Encalade, BSN, RN           | June Sotelo                |                                |                    |
| Kayla Coleman, BSN, RN             | William Chan, BSN, RN             | Vince Paraiso              |                                |                    |
| Kimberly La Soya, BSN, RN, PCCN    | Yuki Kawai, BSN, RN, CMSRN        |                            |                                |                    |

# Recognitions, Celebrations & Awards

## THE YEAR OF THE NURSE: LIVING OUR LEGACY

For the month of May, Kaiser Permanente Irvine Medical Center celebrated the dedication, professionalism, and commitment of our nursing teams. Ruby Gill, CNE, nursing leadership, and the nursing administrative team facilitated recognitions for all departments and varying shifts.

Nursing teams participated in weekly resiliency and collaboration challenges. Congratulations to our winners and our grand finale champions - the PCS and Staffing Office!



### Resiliency Challenge Winners

Gratitude & Joy: Critical Care Services  
 Creativity: Teresita Pasalo, RN  
 Calm & Stillness: PCS & Staffing  
 Authenticity: PCS & Staffing

### Team Collaboration Challenge Winners

HitYoRollie: Emergency Department  
 MusicMakeYouLoseControl: PCS & Staffing  
 HitEveryBeat: Pre & Post Main  
 Team Selection: Main OR

## NURSES' MONTH RECOGNITIONS

Each year, our nurses are peer nominated and selected for demonstrating the highest level of Nursing Excellence and Team Player. Congratulations to our 2020 winners!

### Nursing Excellence

Trudy Encalade, BSN, RN, 5MSA  
 Hazel Cavan, BSN, RN, CMSRN, 4MSA  
  
 Aida Caneba, BSN, RN, CMSRN, 4MSB  
 Rebecca Hsieh, MSN, RN, RNC-NIC, NICU  
 Hyonwook Kim, BSN, RN, CCRN, ICU  
 Aaron Santos, BSN, RN, DOU  
 Rhaffy Niebres, BSN, RN, ED  
 Junylin Cabel, BSN, RN, Main OR  
 Theresa Duran, BSN, RN, RNC-BC, UM/CM  
 Kathy Hua, BSN, RN, PCS

### Team Player

April Nguyen, BSN, RN, CMSRN, 5MSA  
 Sara Pressburg, BSN, RN, CMSRN, 4MSA  
 Rosella Alba, BSN, RN, 4MSB  
 Anna Ng, MSN, RN, RNC-NIC, NICU  
 Joel Santoostroom, RN, ICU  
 Edgar Pangilinan, RN, DOU  
 Mei-Yu Chen, BSN, RN, ED  
 Sarah Dinh, BSN, RN, Main OR  
 Jenalyn Feliciano, BSN, RN, UM/CM  
 Patricia Barber, BSN, RN, CEN, PCS  
 Cambria Burton, RN, GI Lab

# Recognitions, Celebrations & Awards

## THE DAISY FOUNDATION

The DAISY Foundation was established in 1999 by members of the family of Patrick Barnes after he died from complications of ITP. The Barnes family wanted to find a way to turn their grief into something positive and as a result, they came up with DAISY – an acronym for Diseases Attacking the Immune System.



## THE DAISY AWARD FOR EXTRAORDINARY NURSE

The DAISY Award for Extraordinary Nurse provides patients, families, and co-workers a way to express their gratitude to nurses, telling their stories of the amazing work nurses every day. The recipient of this award is an individual who has consistently provided exemplary compassionate care to our patients and their families.

### Congratulations to Qui Cao, BSN, CMSRN



“Qui is very attentive, genuinely kind and caring. She went above and beyond in caring for me during my stay. She offered me a bath every day and made sure to change my bedding. She passed no judgements on anything and treated me with the utmost respect. She would even take time out to simply talk to me about life and check in on me regularly. I had the privilege of having her as my nurse for 3 days in a row. When I had guests visiting, she made them feel welcome, offered them snacks and made sure they felt comfortable. She is such an amazing, kind spirited, warm healing person!”



### Congratulations to Chad Murphy, BSN, RN, PCCN

As described by one our patient’s daughter, “Chad has made my 95-year-old mom feel safe and secure. Through humor and compassion, he has helped her understand her condition and everything she needs to know. Chad has answered questions from all the family members, patiently, even when they were repetitive. He has focused his attention, with exceptional listening skills, making us feel that we are important clients. We are grateful to Chad for his stellar service.” Chad’s recognition exemplifies patient centered care.

# Recognitions, Celebrations & Awards

## THE DAISY AWARD FOR NURSE LEADER

Over the years of The DAISY Foundation's growth, it became evident that the environment created by nurse leaders is a strong factor in how direct care nurses take care of patients. As the healthcare landscape becomes more complex, those who create an environment of compassion and recognition for others strongly deserve to be recognized themselves. These leaders provide a setting where compassion is valued, and staff, in turn, treat patients and their families with deep humanity.

### Congratulations to Grace Chun, MSN, RN, CNML



“Grace is always approachable, kind and patient. She expresses a positive reinforcement and confidence, which motivates me to improve my professional growth. Grace provides constructive feedback and proper guidance to me whenever I ask her for advice on improving the performance for our unit and myself. She taught me not only how to be successful on the 4th floor, but also what was needed for organizational success. It broadens my vision and helps me to see a bigger picture in my nursing career. I believe and trust her because she always does the right things for patients and her nursing staff.”

### Congratulations to Anel Fralick, MSN, RN

Anel was nominated by one of her Charge Nurses, who would like to say thank you to her for the remarkable and wonderful experience of working with her. The nominator states that they can always count on Anel to direct them with a peaceful and calm reply that leaves the nominator highly inspired to be that type of leader one day. Anel always considers the health of the team and nurtures resiliency. Our entire team is thankful for Anel and the positive impact her leadership has on the way care is delivered to our members.



### Congratulations to Girlie Yu, BSN, RN, CMSRN

After receiving a number of nominations for this exemplary Charge Nurse, there was no doubt that Girlie exemplifies the essence of the Daisy Nurse Leader award. “Girlie is an extraordinary Charge Nurse with a heart for patients, who loves her team and demonstrates clinical excellence, every day. This nomination comes from her whole team who lovingly call her “Mama Girlie.” We greatly appreciate Girlie’s impact on nursing across Irvine Medical Center.

# Recognitions, Celebrations & Awards

## EXCELLENCE IN NURSING LEADERSHIP AWARD



### Congratulations to Ruby Gill, DNP, MBA/HCM, RN, NE-BC

This award recognizes a Registered Nurse in a formal leadership position at Kaiser Permanente, who has consistently demonstrated outstanding nursing leadership. Below is an excerpt from the nomination:

“Since starting her nursing career with KP as a staff nurse in 2000, Dr. Ruby Gill has transitioned from charge nurse to ADA, DA and ultimately CNE of Kaiser Permanente Irvine Medical Center. Through evolving a shared governance structure, enhancing frontline engagement, and

nurturing interdisciplinary relationships, Ruby and her team have achieved trended exemplary outcomes including: Overall Hospital Rating, RN Communication, Fall Rate, HAPI Rate, and numerous organizational accolades.

While the exemplary outcomes are impressive enough, it is not the legacy that Ruby will ultimately leave on our profession. When you ask any of Ruby’s colleagues and staff about her, they reveal her true leadership essence: Ruby is unequivocally the most generous, compassionate, and empathetic person, ever. She encounters every person on a humanistic level and relentlessly advocates for what is right. Through all the accomplishments of our team, Ruby reminds us to remain humble as there remains much to accomplish for our patients and our team. We are each honored to get to work alongside this exemplary nurse leader.”

## EXTRAORDINARY NURSE AWARD



### Congratulations to Choi Bagnol, BSN, RN, PCCN

This award recognizes a Registered Nurse who exemplifies the Kaiser Permanente Nursing Vision of advancing the delivery of excellent compassionate care for our members and boldly transforming care to improve the health of our communities and nation. Below is an excerpt from the nomination:

“Choi exemplifies the Kaiser Permanente Nursing Vision through and through, his dedication to the nursing profession is immeasurable. One of Choi’s greatest strengths is how he inspires others to elevate nursing

through our nursing values, education, innovation, and patient-centered care. For the past several years, Choi has taken a lead role in developing and facilitating our annual professional practice summits. The sole focus of these summits is to elevate nursing through inspiring action; some of the topics have included: Building Resiliency, Peer-to-Peer Feedback, Civility, KP Nursing Vision & Values, Creating a Healthy Work Environment, Empathy workshops, and more. Most importantly is that Choi lives the nursing vision through example, continually taking responsibilities well beyond his Charge Nurse role and challenging the status quo.”

*Extraordinary Nursing Care.  
Every Patient.  
Every Time.*

