



**Kaiser Permanente
Woodland Hills Medical Center**
NURSING ANNUAL REPORT
2022



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The Woodland Hills Service Area



Opened in 1986 with 89,000 members

Two hospitals in service area- Woodland Hills Medical Center & Community Memorial Hospital (affiliate hospital) and 15 medical office buildings



54,000 square foot tower opened in 2020

38-bay Emergency Department

10-Operating Rooms and Sterile Processing Department



The Woodland Hills Service Area

Woodland Hills Facilities

Woodland Hills Medical Center
WH Campus I, II, & III MOB
Erwin Street MOB- *Closed*
Warner Center MOB
Porter Ranch MOB
Simi Valley MOB
Simi Valley Behavioral Health
Thousand Oaks, I, II, & III MOB
Ventura Hill Road Offices
Ventura Market Street Offices
Oxnard I & II
Camarillo Offices



Greg L. Rogers
DNP, MBA, RN,
NEA-BC, CCRN



WELCOME MESSAGE FROM THE CHIEF NURSE EXECUTIVE

In reflecting on the past year, words cannot express my awe at the unwavering dedication our team has displayed. 2022 was the year that gave us an opportunity to kick off our shared governance model that will be instrumental in setting the foundation and building the framework for our journey to ANCC Magnet excellence. This process will validate that our nursing practice reflects the highest standards of nursing excellence.

In that same light, we reenergized our four interdisciplinary committees where frontline nurses partner with key stakeholders to collaborate on critical initiatives specific to raising the standards of care delivery. This effort results in greater autonomy at the bedside and better care outcomes for our patients.

Our focus around our growing shared governance model has expanded our ability to shape our culture, to bring the frontline staff nurses' voices to the forefront of everything we do, devise solutions to be put forward, and reaching decisions that ensure we get it right.

It is through unrelenting determination, compassion and innovation that we continue to have a nursing staff that is committed to showing up every day, ready to serve and care for patients.

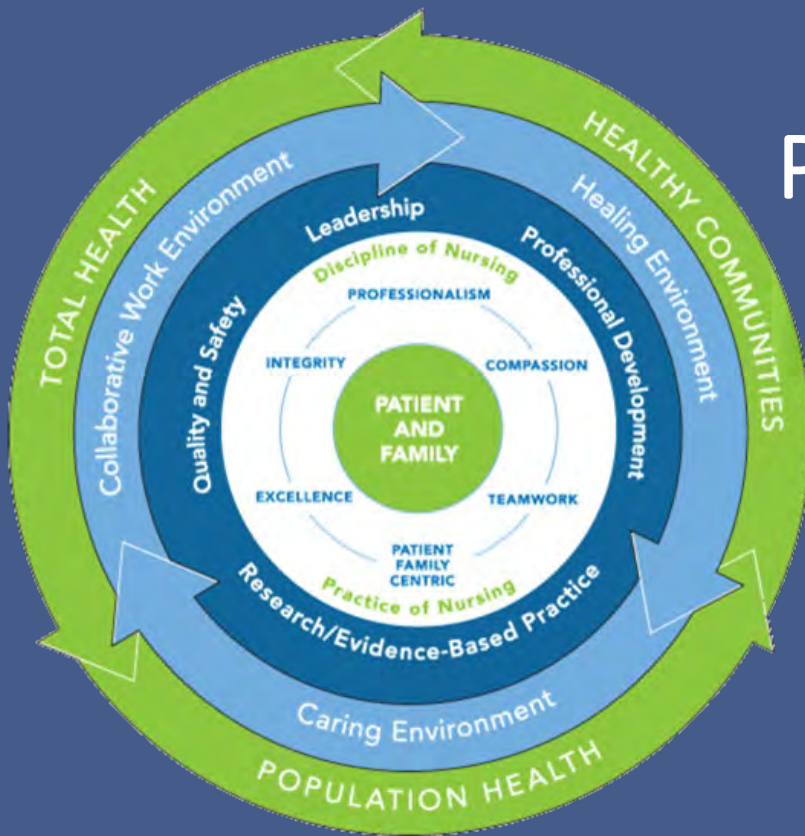
I am honored and humbled by all that you do each day, the sacrifices you make and the kindness you provide to promote an environment of healing.

It is with great pleasure I present to you our 2022 Nursing Annual Report.

A handwritten signature in black ink that reads "Greg Rogers".

Greg Rogers, CNE

Nursing Professional Practice Model



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.

Nursing Values

- Professionalism
- Excellence
- Patient- and family-centric
- Teamwork
- Integrity
- Compassion

Strategic Plans



**Exceptional
Experience**



Affordability



**Sustainable
Growth**



Strategic Plans

Exceptional Experience

Improve New Member Onboarding Process

Local new member onboarding team & process | WV outreach pilot (new members with no service use)

New Services

Neurosurgery | Bariatrics | Cancer Care

Ambulatory

Renewal of Complaints & Grievances Committee process

Focus on Hospital Care Experience

Driving for HCAHPS 4 & 5 star | Acute Care for the Elderly unit | Advancing Real-Time patient feedback | Acceleration site for Maternal Child Health & Inpatient Real-Time

Shifting Care to Home

Care at Home | AMCAH | Same-day surgeries

Affordability

Drive for Value & Efficiency

Business acumen training for leadership | FTE management | Improve productivity

Ongoing Pharmacy Affordability Efforts

COGS and CAMS unwarranted variation | Increased clinical pharmacist support in high-cost drug departments | Pharmacist managed oral chemotherapy program | Pharmacy regional initiatives | Mail order

Optimize Outside Medical Cost

Outside Comprehensive Utilization Program Pilot | Community Memorial Hospital Post Hospital Discharge process | Behavioral health 5-year strategy | Contracting review (SCPMG & KFH) | ED treat and release opportunities

Sustainable Growth

Target High-Value Market Segments

Commercial group onboarding | Oxnard disparity reduction | Porter Ranch | Warner Center 2035 Plan | Virtual Complete product | Marketing outreach

Project Sunrise

Increase Medicare age-in enrollments | WV & WH Latinx focus | Care excellence | Showcasing facilities | Physician & executive ambassadors

Collaboration on San Fernando Valley Strategy

PC MCH collaboration | Balanced use of OMS | Marketing strategy | Placement of services/core services (i.e., capital planning collaboration) | Interdependence Panorama City/Antelope Valley

Members Served



272,000



56%

Registered Nurses
Advanced Degree
Rate
BSN or Higher

Organizational Demographics



Number of Births

1,826

Registered Nurse
Professional
Specialty
Certification Rate



24%



38
Emergency
Department
Beds



515
Registered
Nurses



274
Licensed
Beds



7%
Registered
Nurse
Turnover Rate



Kaiser Permanente Woodland Hills Raising the Bar of Nursing Excellence



Recognizing Professional Excellence

ICU Team earned the Silver Beacon Award



The American Association of Critical-Care Nurses (AACN) awards the Beacon Award for Excellence to nursing units. This award represents exceptional care demonstrating improved outcomes, supportive work environments, collaboration between colleagues and leaders, as well as other attributes.

The lengthy application process focused on evidence-based practice, communication, staff engagement, and leadership. Some of the work highlighted includes multidisciplinary rounds, the UBT, and the nurses that are working towards either their bachelor or master degrees.

Congratulations to all the members of the Intensive Care Unit's multidisciplinary team. This is the third time that this incredible Intensive Care Unit has earned the award from the AACN.

For more information:

<http://mini.aacn.org/wd/beaconapps/content/beacon-program-overview.pcms?menu=beaconapps>

Recognizing Professional Excellence

ICU Team earned the Silver Beacon Award



The ICU team would like to extend a special thank you to Erica Bruce, charge nurse, Definitive Observation Unit. Erica spent many hours collaborating with and writing with the ICU Beacon Application Team. Erica has been an active part of the Beacon application team for application cycles.



Recognizing Professional Excellence



Lisa Tze-Polo
BSN, RN

Medical-Surgical Oncology

Lisa has taken an extraordinary interest in research for many years. She was the first Regional Nursing Research Resident in 2004. After finishing residency, she returned what she had learned to Woodland Hills. Lisa has been examining and disseminating research and evidence ever since! Once the region discovered Lisa's dedication, they would invite her back to ensure the staff nurse's perspective was captured. Lisa uses this knowledge twice yearly to develop educational presentations for the Nursing Practice Council.

Research Work

Lisa is the current Woodland Hills Labor Research Leader and the alternate Liaison to the Nursing Research Committee since 2017. Additionally, she is a long-term and active Academy for Evidence-Based Practice member. She uses this opportunity to engage other clinical nurses in the research process. Many Kaiser Permanente Woodland Hills nurses have become co-primary investigators for regional research projects, and Lisa supports them through her leadership. Lisa has a flair for finding creative titles, which generates excitement, and people stop and ask about the latest evidence! She named the "FEED bundle" and the labels for most NPC projects, such as "A Taste of Sweetness" for the hypoglycemia project.

Publishing

One of the most impressive accomplishments is the frequency with which Lisa is published! In total, Lisa has been published three times in both peer-reviewed journals and nursing textbooks. Most recently, Lisa was published in *Worldviews on Evidence-Based Nursing* with an article titled, "Barriers and facilitators influencing EBP readiness: Building organizational and nurse capacity."

Recognizing Professional Excellence

Lisa Tze-Polo
BSN, RN

Medical-Surgical Oncology



COMMUNITY

Lisa takes her talents outside of Kaiser Permanente and shares her knowledge and passion for nursing and patient care. She has been a guest lecturer at Kennedy High School and California State University Northridge (CSUN). She talks about the social needs of autistic children with the kinesiology department at CSUN. The United Nurses Association of Southern California (UNAC) also asked her to participate in a Conviction vs. Just Culture panel discussion.

ADVOCACY

Lisa greatly advocates for every patient, nurse, and person she interacts with. She is uniquely able to understand a problem, find the research to change the process, and fully disseminate the findings, often outside the Kaiser Permanente system.

Spotlight by: Deanna Mussell, BSN, RN

Recognizing Professional Excellence



Maria Cuevas, RN
Ambulatory Surgery Center

Maria has worked for 16 years in the Ambulatory Surgery Center, helping prepare patients to undergo procedures, and assisting them to wake up and go home.

"We have patients who come in very anxious, who have not been through this before. I help them be a lot more at ease. When it comes to pediatric patients, I help parents as well," she said. Maria grew up in East Los Angeles and always wanted to take care of the sick. She attributes her passion for nursing to religious beliefs and a deep humility, saying: "I hope I can make a difference even in the most minimum way."

Raquel Tanedo, RN
4E – Oncology

Raquel has worked as an Oncology nurse on 4E for 15 years and comes to each shift with a passion for her patients and their families. "Cancer patients and their families go through so much change. Their perception of life is different. All they want is a little more time," she said. "We have to be positive, give them the right support. We are cheering for them."

Raquel remembers the emotional struggles of a family whose 21-year-old son was diagnosed with stomach cancer. "When the patient gets cancer, the whole family gets cancer," she said. She said the friendship with the family is of central importance. "The patients and their families come through the door in denial, then anger. Later on, when they finally accept it, they also accept the people who are around them, their nurses."



Recognizing Professional Excellence

Gene Quizana, RN Emergency Department

Gene has worked for 15 years at Woodland Hills Medical Center, first in Labor & Delivery, and for the last four years in the Emergency Department.

"Nursing is not just a degree, but also a profession of heart, soul, and passion to serve not just the sick but also the well people in our community," he said.

Gene believes that whatever role a nurse performs, there is common cause among all of them. "Let's celebrate our life and appreciate one another for the services that we provide to our community," he said.



Stephany Ferguson, RN Pre-Op and PACU

Stephany has worked for KPWH for 26 years, going through one of the second New Nurse Graduate Program. She is now Charge Nurse in Pre-op and Post Anesthesia Care Unit.

Her first experience of nursing began during the war in Lebanon, when she worked for a USA-sponsored relief effort treating children who were injured by bombs. Since Stephany immigrated to the States, she has worked in ICU, ED, and PACU.

"Nursing is a rewarding profession. You can deliver safe care by following what we have learned in nursing school. Listen to the patient and family, and always be their advocate. You can make a difference," she said.



Recognizing Professional Excellence



Jamie English, RN
Labor and Delivery Unit

Jamie joined the L&D team at Woodland Hills Medical Center in 2021 and describes herself as “blessed to be at such an intimate part of people’s lives.” She was always interested in nursing, starting in high school when she volunteered at Woodland Hills Medical Center.

“Working in L&D, the nurses are so amazing and inspiring. They helped me through the stresses of the pandemic. Though I’m relatively new here, the support of the department reinvigorated me and helped me keep going.”



Sheena Angus, RN
Neonatal Intensive Care Unit

Sheena has worked for 12 years at Woodland Hills Medical Center and has been a NICU nurse for 17 years. She works night shift and loves the sense of teamwork in her department. “When I stepped into the NICU, I fell in love with it. I can’t describe the feeling: You’re one of the first persons that baby will see when they enter the world.”

The NICU team becomes the patient’s and parents’ family away from home. “We facilitate bonding between the parents and their baby and support them as best we can. We do our best to get these babies better so they can be reunited with their parents.”



Katy Lau, RN
4N – Orthopedics

Katy has worked for four years at Woodland Hills Medical Center. Her passion for nursing is rooted in the gratitude Katy still feels for nurses who took care of her late grandmother.

“In Ortho there are a lot of elderly patients with fractures, and it pulls on my heart strings,” she said. “Especially during the pandemic, there were no visitors for a long time. I just know how scary an experience it can be, especially if the patient doesn’t speak English, like my grandmother. I try to be an advocate and treat the patient in the manner I would want my family to be treated.”

Recognizing Professional Excellence



Raymond Ortiz
BA, ADN, RN
MedSurg- Oncology



“He has made him smile through the worst part of our lives.”



Ray has been so awesome with my husband's care. He has made his stay with Kaiser more bearable with the news we were dealt. He has made a great effort to make sure he is always feeling better and making sure he doesn't need anything. The best part was he has made him smile through the worst part of our lives. He is such a great nurse, so caring and taking the extra time to care.

Great asset to Kaiser Permanente!

Recognizing Professional Excellence



Melissa McKay

**BSN, RNC-OB, C-IAP, C-EFM
Manager, Labor & Delivery**

DAISY Nurse Leader Honoree

Melissa is instrumental in turning her department around and improved the culture. The unit has had challenges and turnover of leaders over the years, but when Melissa stepped in, she ensured that her team members are recognized for their hard work. She is a driver for team development and provides a setting where compassion and care is valued.

DAISY Honoree

Toni is an amazing nurse! She goes above and beyond in caring for her patients. She had shown dedication and compassion. Toni ensures that her patients feel comfortable and well-cared for.

Toni Cunningham, RN

**Staff Nurse
Labor & Delivery**

Recognizing Professional Excellence

The TULIP Award



Achamma Sabu, CNA

Telemetry

The TULIP Award, which stands for “Together Uplifting Lives and Impacting Patients” recognizes nursing assistants, in the way that the DAISY Award recognizes nurses. TULIP awards are given to nursing assistants based on the following characteristics:

- Goes above and beyond in providing exceptional care and unforgettable service to patients.
- Demonstrates exceptional skills in the delivery of compassionate patient care.
- Exemplifies the mission, vision, and values of Kaiser Permanente.
- Demonstrates a caring, thoughtful attitude.
- Is an outstanding role model for other employees within the hospital.

In celebration of National Nursing Assistants Week, which runs June 16 through 23, Woodland Hills Medical Center started a **new** tradition of awarding a quarterly TULIP award. Achamma Sabu, CNA, who works on 5S Telemetry, is the **first** recipient of a TULIP, honored for her consistently upbeat attitude toward our members and nursing colleagues. She goes by her surname, Sabu.

Greg Rogers, chief nurse executive, who worked with Sabu on 4-W years ago, described her as being “truly a role model for the care we all strive to provide to our members.”

Greg went on to say: “Her smile, her attitude: No matter how busy the day, she will never say ‘no’ to a patient or a nurse who needs her.”

Recognizing Professional Excellence

The **PETAL** Award

The Performing Extraordinary Tasks & Affirming Lives or PETAL Award, is an internal recognition program that honors and celebrates our ancillary staff who provides the support to our patients and staff everyday.

Joanne Gutierrez

Joanne has exemplified teamwork and collaboration. She has been a huge asset in developing this workflow to help our elderly to ensure they have a Post Hospital Discharge (POSH) appointment after being discharged in the hospital. The feedback she provided during the meeting is the reason why we have a solid process for POSH appointments, which reflects our current metric across the region. Joanne volunteers to help different departments if they don't have an assigned ward clerk by spending time creating the assignment, assigning vocera's to the nurses, and answering the call light. Joanne is highly respected by her peers as she brings wealth of knowledge and resources to the unit as their go-to person if they need anything.

Yvonne Bahaag

Yvonne is an asset to not only the DOU and Critical Care but to the whole hospital. Yvonne is always looking at ways to improve the workflows. She took our process for Thank-You cards and made it accessible for the team-- a simple process but also aesthetically pleasing. She is the most patient-engaging ward clerk. She often introduces herself, "I am the person who answers your call light." What an impact for the patient! Yvonne also ensures that our Critical Care UBT is ready to go, prints agendas, makes our binders. She always is eager to help. She is recognized for her "can-do" attitude.

Recognizing Professional Excellence



Danielle Cull, RN, receives a Good Catch award.



**Good Catch
Award**



Lyn Tabbert, RN, Infusion Center

Recognizing Professional Excellence

Day of Gratitude Capped Off 35-Year Anniversary



Festivities took place at the medical center in Auditoriums B & C, with a 35-Year Timeline projected onscreen, highlighting positive comments, key events and popular culture from throughout the 35 years of our medical center's history.

Medical center administrative team leaders commended employees and physicians for all their good work, personally distributing "35-Years" anniversary commemorative baseball caps and chocolate bars.



Employees who have served the Woodland Hills Medical Center and service area since 1986 received special gift bags with Kaiser Permanente giveaway items.



Recognizing Professional Excellence

The Going Above & Beyond Award [The GA2B]



Internal recognition program that honors and celebrates our staff who went above the call of duty and beyond the expected.

Robert Mejia, Intensive Care Unit RN.
First recipient of the GA2B award

A Kaiser Permanente member wrote:

“Robert Mejia stood out as the most knowledgeable, caring, dedicated, devoted, thorough, detail-oriented, can-do attitude, positive attitude, professional, responsive, and always knew all the details of all his staff members’ patients including my mom.

Robert oversees other nurses, but impressively, he was always available caring for my mom, and all other patients, much more knowledgeable and readily to take actions saving lives in such a meaningful, timely and effective manner.

I thought Robert Mejia was such a magnificent head nurse and we can not express enough how much we appreciate his effort because his proactive actions, knowledge, skills and dedication made such huge positive dignifying, heart-felt differences on those last days of my mom’s life.”

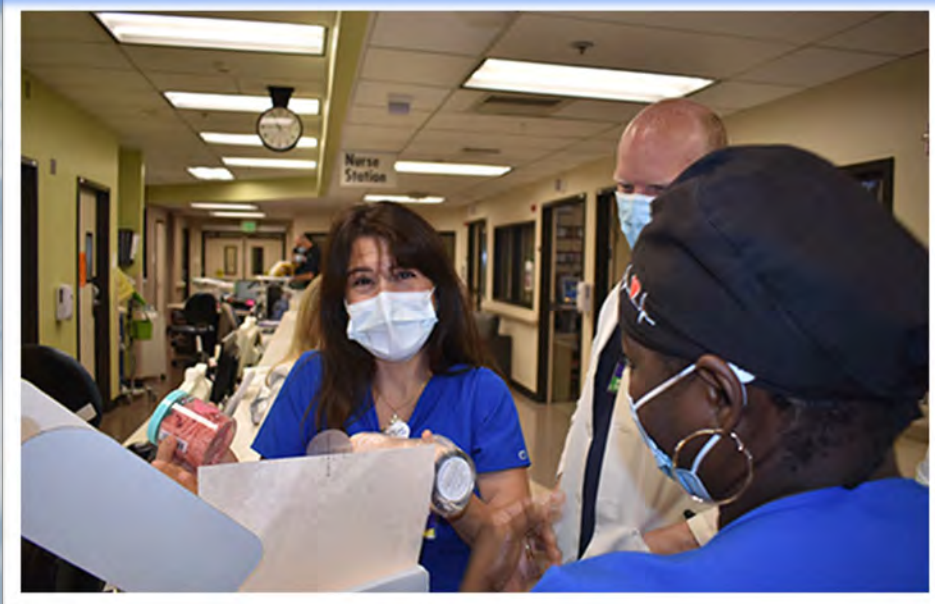
Recognizing Professional Excellence

Recognition from Patients



Kudos to 5 nurses who were specially thanked by a patient they cared for. **Jenna Bowling, RN**, and **Alona Dagan, RN**, in Labor and Delivery, **Smitha Matthew, RN**, and **Patricia Molina, RN**, in Postpartum, and **Shannon Robertson, RN**, in the ICU, received gift boxes with candles and personalized coffee mugs from a patient who delivered twins and then required higher level care in the ICU.

The Postpartum nurses received their gift boxes first; and the unboxing of the last gift occurred during Shannon's shift in the ICU last month. Her team members and some leaders rejoiced on her behalf while she opened the box that included a candle, matches, and a coffee mug engraved with her name.



Recognizing Professional Excellence



People Pulse '22

Theme: Welcome to Fabulous Kaiser Permanente Woodland Hills "People Pulse" Survey



Jackie Rodriguez, CST (Main OR)
Winner of the "People Pulse" raffle!



Shoo the Flu! *Halloween Edition*



The Kaiser Permanente Woodland Hills leadership team brought fun by dressing up as Despicable Me characters as they gave away Halloween goodies promoting the flu vaccine and its importance.

Transformational Leadership



Acute Care for the Elderly (ACE) Unit Reopens on 4 South

The ACE unit for elderly patients reopened on 4 South on August 8th after a two-year closure due to the pandemic. Elderly patients are cohorted into the ACE unit, where they are cared for by a team of geriatric specialists.

"The advantage of having the ACE unit is that our patients have specialized nurses with skills to provide specialized care," said Greg Rogers, chief nurse executive.

Ihor Salo, chief of geriatrics, palliative and continuing care, was glad that the multidisciplinary ACE clinical team of nurses, nurse practitioners, physicians, and pharmacists are back together again. "We can provide better quality care for older patients and prevent functional decline," he said.

Transformational Leadership

Acute Care for the Elderly (ACE) Unit Reopens on 4 South



Herodia Allen, chief operations officer, gave kudos to the ACE unit team and everyone who participated in its reopening. "This is the only unit of its kind in all of Kaiser Permanente Southern California," she said.

In celebration of the ribbon-cutting event, nursing staff wore purple, the color of NICHE (Nurses Improving Care for Healthsystem Elders) program, a web-based program for nurse managers and clinical leaders across the continuum of care. Charge Nurse Anne Loewenthal, who acquired her geriatric nurse certification in 2016, said the NICHE training reinforces age-friendly nursing care and attention to the needs of elderly patients.

The ACE unit will accommodate up to 15 patients.

Structural Empowerment

Staff Hands-on Education and Training



The Department of Professional Development and Education (PDE) at the Woodland Hills Medical Center is leading competencies, updates and trainings in collaboration with the multidisciplinary teams.

Hospital employees spent time attending lectures on evidence-based practices for preventing falls, pressure injuries, hospital acquired infections, stroke, code blue, and workplace injuries. The staff also had a chance to perform hands-on skill competencies focused on safe-patient handling.

Multidisciplinary Team members:

- Vanessa Lopez, RN
- Katie McMahon, RN
- Ilana Cowitz, RN
- Louella Graham, RN
- Rani Matthews, RN
- Gabe Venegas, Lift Tech
- Tennessee Meris, CNS
- Brock Miguez, RN
- Natalie Lopez, RN
- Regina Adad & Crystal Mach, Wound RN
- Bill Fretze, Safety

Structural Empowerment

New Graduate Transition to Practice Program '22

Purpose: To transition and support new graduate registered nurses into new professional practice.

Why: To ensure competency in providing our KP members with high-quality, effective, and safe care.

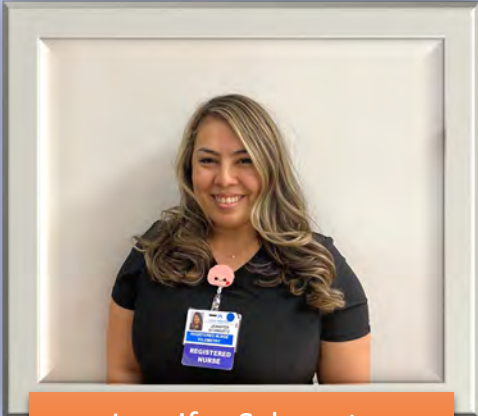
Structure: Program is split into two phases in 6 months. First 12 weeks is organizational enculturation. New grad RNs will build nurse-preceptor relationships. Instructional support is given with didactic session and simulated clinical sessions. Coordinated clinical experience with preceptors is used to build competency and confidence. Next 12 weeks is continued professional development through mentorship. New grad RNs will independently care for patients. Continued support will be provided through mentors. 6 months and beyond: Journey to competent nurse.

Chariza Angeles, BSN, RN, CME

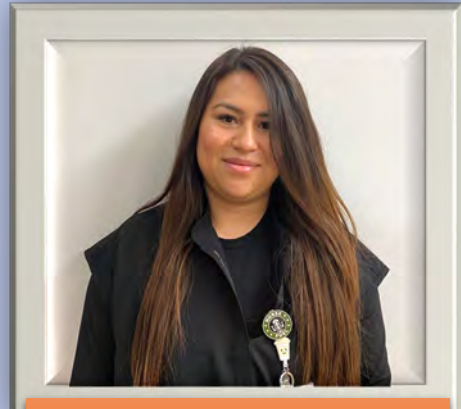


L-R. Joshua Ong, Marybeth Ibarrientos, Chariza Angeles, Jennifer Hernandez, Jennifer Schwartz, Evelyn Hernandez, Alejandra Favela.
Not pictured: Alyssa Castillo (MedSurg Ortho), Karen Estrada (Telemetry)

The Graduates



Jennifer Schwartz
Telemetry



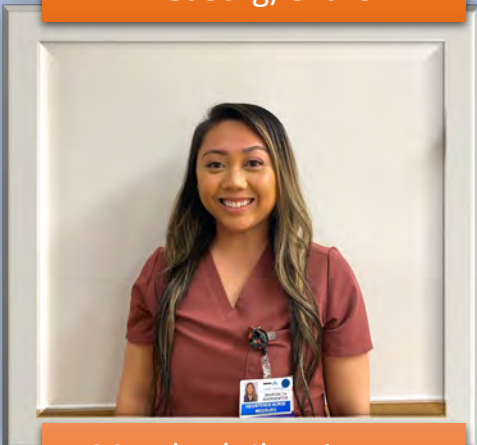
Alejandra Favela
Telemetry



Jennifer Henriquez
MedSurg/Ortho



Evelyn Hernandez
MedSurg/ACE



Marybeth Ibarrientos
MedSurg/Oncology



Joshua Allen Ong
MedSurg/Oncology

Structural Empowerment

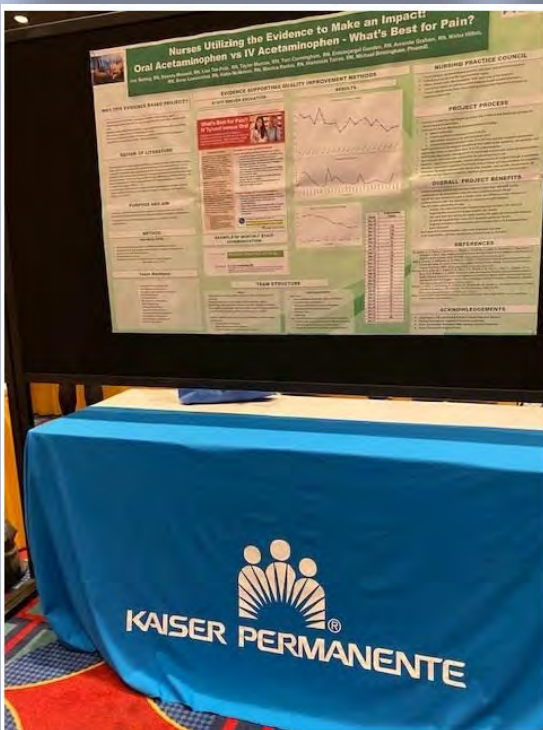
Maternal Child Health Critical Events Team Training



The entire MCH team recently participated in training exercises designed to help them prepare for critical patients, including emergency cesarean section and other events requiring immediate intervention.

Structural Empowerment

Association of California Nurse Leaders (ACNL Conference)



KPWH Nursing Practice Council's Poster at ANCL Conference:
Nurses Utilizing the Evidence to Make an Impact: Oral Acetaminophen vs IV Acetaminophen – What's Best for Pain?

Created and embraced by nurse leaders, ACNL's purpose, vision, and values reflect the principles that guide the organization. They are the foundation for the work we do today and provide purpose and direction for the organization as we look to the future.

Purpose

ACNL is the professional nursing organization that equips nurses to lead self, others and systems.

Vision

Positioning nurse leaders to create and influence the future of health care.

Values

Integrity: Uphold the trust placed in the nursing profession

Innovation: Equip nurses with cutting edge research and educational programs

Inclusivity: Represent all nursing service and academic settings

Diversity: Reflect the communities we serve

Professional Development

Education Fair for KP Staff



Thursday, July 7th, 2022
11:00 AM – 3:00 PM
Auditorium B & C

- ✓ Meet representatives from colleges, universities, Ben Hudnall Memorial Trust, and SEIU UHW-West & Joint Employer Education Fund
- ✓ Earn or advance your degree
- ✓ Information for programs in nursing, business, healthcare, and more
- ✓ Learn about costs, eligibility & enrollment processes, & transfer credit

Structural Empowerment

Staff Support



Schwartz Rounds®
at Kaiser Permanente Woodland Hills Medical Center

“The Patient I’ll Never Forget”
Monday, December 5th, 12:30 to 1:30 p.m.
Health Sciences Library, Lower Level
*In-person attendance will be first come, first serve.
Click here to join the virtual Teams meeting.*

Schwartz Rounds program is a multidisciplinary forum where Kaiser Permanente employees can discuss social and emotional issues that arise in caring for and interacting with patients.

Please join us to hear a panel of caregivers and ancillary staff share their story about a patient they’ll never forget.

Come prepared to share a story of your own!

Lunch will be provided (in-person attendees only)

Open to all Kaiser Permanente employees, affiliated clinicians, and trainees.

Structural Empowerment



Kaiser Permanente
Woodland Hills + Red
Cross Blood Drive

Martin Luther King Jr.
Eyeglass Drive



2022 MLK Service Project
Used Eyeglasses Drive



Juneteenth Celebration

- Education
- Blood Pressures
- Health Screenings

Community Outreach

Structural Empowerment



Sepsis Awareness

Kaiser Permanente Provides Awareness to Leisure Village
Woodland Hills Stroke Coordinator, Karen Bacosa spoke to a group of over 75 seniors on Friday, June 17 at Leisure Village in Camarillo. Karen offered information on stroke prevention, recognizing signs of a stroke, and what to do if you or someone you love is experiencing symptoms. The attendees were very grateful for this valuable information and one gentleman in attendance stated that "the information she shared would likely save someone's life". This was the first Leisure Village seminar we have provided since the pandemic began and the residents were very appreciative of Kaiser Permanente being back in their community.



Stroke Awareness



Community Outreach

Structural Empowerment

The **4 South-ACE UBT** in early 2022 discussed giving back to their community. The team felt that despite the hardships and negativity in the world, these community centers and their hardworking staff did not falter even through the pandemic and never ceased giving hope and rendered services to those in need. The team decided to give their time at the **Simi Valley Samaritan Center** on November 17, 2022, a week before Thanksgiving.

The mission of the Samaritan Center is to offer Simi Valley residents experiencing housing and food insecurities supportive services essential to human dignity.

Anne Loewenthal, 4 South's UBT Co-Lead, have rendered her services to this center before. With the stories that Anne has shared, the team also felt that this is something that they have longed to do, not just on a professional level but also on a personal level.

Volunteers:

Anne Loewenthal

Anmol Chahal

Jerwin Garcia

Sheryl Cornejo



Community Outreach

Structural Empowerment

KPWH Grants



For survivors of assault or an ongoing abusive relationship, there is help available. When a woman decides to leave her abuser, she may be referred to Haven Hills, where she will receive much more than safe housing. A domestic violence survivor may attend school or job training, while Haven Hills assists her with transportation, child care, and covers other expenses. Kaiser Permanente's grant helps Haven Hills provide this support so survivors can succeed in school and job training and move on to a career where they earn a family-sustaining wage. Haven Hills core work is aligned with KP's Priority Health Needs including Housing for Health and Economic Opportunity.



The mission of the organization is to improve lives by assisting individuals transitioning from rehabilitation or with barriers to employment, into the workforce so that they may become contributing members of society.



ONEgeneration is committed to providing programs and services to older adults and their caregivers that help keep them safe and protected. We provide services that enable older adults to age with family, in community or independently.



The Salvation Army Oxnard/Port Hueneme, a community partner and KP Woodland Hills grant recipient, directly assists families in many ways, including camps and recreation programs, food assistance, holiday programs, housing aid and activity centers. Other services such as adult rehabilitation and worldwide disaster relief also help families that are in need.

Exemplary Practice on Display

Patient Experience: Oncology Day



The KPWH Oncology nurses and nursing administration held a colorful Oncology Day reception for their patients at the Woodland Hills Hilton Hotel in August. The event was themed: **Ohana**, which means "family" in Hawaiian. Oncology Day is an annual event that has become a pilgrimage for our WHMC cancer survivors who come "home" to their extended nursing family to mark another year.

Ohana means FAMILY

Exemplary Practice on Display

Patient Experience: Oncology Day

Maisa Rodriguez of Granada Hills came to celebrate with her husband Jose, who had been on the Oncology unit in 2017 and 2018. This was their third Oncology Day celebration. "This is the first time off-site," Maisa said. "There was so much greenery, a Lilo and Stitch theme, hors d'oeuvres that were perfect. It was very well put together. Patients and their families shared their experiences. The nurses were so happy to see my husband and see our children. The oldest had been in middle school back then. Now she's 18. And they got to meet the new baby," said Maisa.

Bedside nurse Amber Witherow, RN, welcomed the patients and their families, telling them that Oncology nurses are honored to care for them in the hospital and extremely gratified when they go home. Gina Kim, DA, Med-Surg, said: "4-East RNs have a true passion for what they do. The oncology nurses are truly dedicated in caring for their patients, providing a safe and comfortable environment for patients who are dealing with a very challenging time in their lives. We are grateful for this day of celebration and to be able to bring our nurses and our patients together to celebrate."



Ohana means FAMILY

Exemplary Practice on Display

One-year Anniversary of New Operating Rooms

It was quite a journey preparing for the opening of the new tower. In the midst of the pandemic and prior to opening, teams had to convert preoperative and post-operative areas into patient rooms; then back again to their perioperative functions. Everyone worked harmoniously together to ensure that clinical staff had the ability to provide quality care to our patients and members.

Among the many new features and pieces of equipment in the new OR tower, Geraldine Clark-Hall points to the O-arm™ that enables surgeons to see and position implants for their spine patients. There are cameras and video technology in all the rooms so that a surgical team may broadcast to other surgical units around the world. "The space in each suite is twice as large as before, with ample room for the equipment, including the O-arm™, with organized storage cabinets, and blanket warmers so staff don't have to walk out of the room. When you take care of staff, you take care of patients," she said.

In addition to expanded capabilities for our Neurosurgery service, the new OR enables more extensive Plastic Surgery services, according to Geraldine.

According to Kathy Garner, we have been able to perform more surgeries since opening the new OR, using nine out of the 10 rooms.

It is through the continued partnership of the perioperative leaders, physicians and frontline staff we are given an opportunity to provide quality surgical care to our patients and members every day.



Exemplary Practice on Display

Hospital Surgical Unit Opening



The Hospital Surgery Unit (HSU) opened on October 4, 2022! The department transitioned from three to seven operating rooms, currently running four. Pre-op and PACU has expanded to include 12 Pre-op bays and 11 in PACU.

Within four months of opening, services added to HSU include Cystoscopy, Endobronchial Ultrasound (EBUS), and Unicompartmental (partial) knee replacements. The HSU UBT was restarted in 2022 post pandemic and moved up to a level IV!



Exemplary Practice on Display

Hospital Surgical Unit Opening



A positive culture shift transpired as evidenced by a successful TJC survey in 2022, staff continue to shine with constant change management, and have taken ownership of their workflows.

KPWH HSU has 45 staff members who have completed multiple trainings prior to opening. People Pulse results continue to trend positively and reflected increase in all categories.

HSU frontline staff had the opportunity to meet with Julie Miller-Phipps during a site visit prior to the transition. The team has included utilization of organizational technological resources such as Microsoft Teams to function more efficiently and effectively. As a result, there has been an increased engagement in hospital wide committees.

Andrea Godinez, MSN, RN

Nursing Research & Innovations

2022 Fun Facts

1

Nursing
Publication

3

Consecutive years of
achieving
Programmatic Status

2

Oral
Presentations

5

Abstract submission
internal and external
conferences

5

Nursing research
studies ongoing

2

Poster
presentations

Nursing Research & Innovations



Nursing Practice Council

“Do the right thing, right.”

Executive Sponsor:

Greg Rogers, Chief Nurse Executive

Members

Deanna Mussell, Labor Chair, ICU Charge Nurse

Una Bantug, Management Chair, Patient Safety Officer

Lisa Tze-Polo, Labor Research Leader, Oncology Nurse

Anne Loewenthal, Geriatric Med Surg/ACE Unit Charge Nurse

Erdenejargal Genden, Medical Surgical Nurse

Katie McMahon, Staff Education Nurse

Mwanaisha Hilton, Peri-Op Services Charge Nurse

Monica Rankin, DOU Nurse

Roohee Rabbani, Hemodialysis Nurse

Taylor Munroe, Telemetry Nurse

Ad Hoc Members:

David Keddle, Medical Library Services Director at Woodland Hills Medical Center Area and Kern County

Lucy Blinder, Inpatient Pharmacy Supervisor

Jake Durbas, Informatics Practice Specialist

Nursing Research & Innovations

Kaiser Permanente Woodland Hills and the Nursing Practice Council earn 3rd Local Nursing Research Programmatic Status!

Deanna Mussell, BSN, RN

The Woodland Hills Nursing Practice Council (NPC) has been operating for over 30 years to ensure quality care through evidence-based nursing practice and research. The NPC has earned programmatic nursing research designation for the third time since the award's inception. To achieve this designation, a local facility must consistently meet the regional Nursing Research Program standards, including dedication to research and evidence-based practice, a clear and detailed process, and demonstration of specific outcomes.

The NPC team consists primarily of clinical nurses with typically one manager partner. Each clinical nurse uses their unique skill set to contribute to various projects. In addition, the NPC members are working on many different regional research projects. The newest study they will participate in is titled "Resiliency Among Southern California Nurses Post COVID-19 Pandemic Surges." The Nursing Practice Council has conducted a variety of Evidence-Based Practice Projects over the last 20 years. These projects involve multidisciplinary collaboration with pharmacists, physicians, and other professionals.

The Woodland Hills Nursing NPC is dedicated to advancing patient care by implementing and developing relevant evidence. They find it necessary to 'do the right thing right.'



Nursing Research & Innovations

Kaiser Permanente Woodland Hills Nursing Practice Council 2022 Highlights

■ PUBLICATION

*Title: Barriers and facilitators influencing EBP readiness:
Building organizational and nurse capacity*

Authors: Cecelia L. Crawford DNP, RN, PHN, FAAN, June
Rondinelli PhD, RN, CNS, Stephen Zuniga PhD, Regina M. Valdez,
Lisa Tze-Polo BSN, RN, Marita G. Titler PhD, RN, FAAN

Publication: Worldviews on Evidence-Based Nursing : Sigma

Date: December 4, 2022

Link: <https://sigmapubs.onlinelibrary.wiley.com/doi/10.1111/wvn.12618>

■ EXTERNAL PRESENTATIONS



*Nurses Utilizing the Evidence to Make an Impact:
Oral Acetaminophen vs IV Acetaminophen - What's
Best for Pain?* [Poster]

February 2022 - ACNL Conference, Anaheim CA



Conviction vs Just Culture

Panel Speaker: Lisa Tze-Polo, RN

July 2022- ACNL Webinar



Addressing social needs for Autistic Children

Community Speaker: Lisa Tze-Polo, RN

December 2022 - Cal State University of Northridge
Kinesiology Department

Nursing Research & Innovations

Kaiser Permanente Woodland Hills Nursing Practice Council 2022 Highlights

INTERNAL PRESENTATION

Nurses Utilizing the Evidence to Make an Impact: Oral Acetaminophen vs IV Acetaminophen – What's Best for Pain? [Poster]

- September 2022
- KP National Nursing Conference



ON-GOING PROJECTS

	Nursing Research Study Title
1	Achieving Patient-Centered Care and Optimized Health in Care Transitions by Evaluating the Value of Evidence (Project Achieve)
2	Achieving Patient-Centered Care and Optimized Health in Care Transitions by Evaluating the Value of Evidence (Project Achieve)-AGGREGATE
3	Determining the Patient's Perception of Quality Sleep and Effective Interventions in the Hospital Setting.
4	Assessment of Bullying among a Group of Southern California Nurses
5	Resiliency Among Southern California Nurses Post COVID-19 Pandemic Surges
6	EBP Project: Hospital Acquired Pneumonia



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