



2020 Nursing Year in Review

**Kaiser Permanente
Southern California Region**

Welcome



Jerry E. Spicer

DNP, RN, NEA-BC, CPHQ, CHIE, FACHE

Southern California
Regional Chief Nurse Executive and
Vice President Patient Care Services

"Extraordinary Nursing Care,
Every Patient,
Every Time!"

We started 2020 off on a celebratory note, proclaimed by the World Health Organization as the year of the "Nurse and Midwife". Then a pandemic altered the traditional celebratory course. We celebrated our nurses and frontline healthcare workers in "real time", comforted and supported by your daily demonstrations of courage, dedication, expertise, and caring throughout 2020 and beyond. You inspired a nation and all of us at KP through your advocacy for those in need.

The 2020 Kaiser Permanente Southern California Nursing Annual Report serves as a testament to the resilience, innovative spirit, system interdependencies, and commitment toward ensuring quality healthcare despite the magnitude of challenges encountered. The featured stories, awards, and achievements highlighted in this report truly amplify nursing professional practice excellence. It is noteworthy, that during this tumultuous period, our frontline continues to forge ahead with their Magnet excellence pursuits (four new Southern California Medical Centers submitting applications; pg. 14)! You make us proud and you walk the talk... "Extraordinary Nursing Care, Every Patient, Every Time!" We celebrate you!



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The *Story* of Us

Founded in 1945, Kaiser Permanente is recognized as one of America's leading health care providers and not-for-profit health plans. We currently serve 12.4 million members in 8 states and the District of Columbia.

Care for members and patients is focused on their total health. Our expert and caring teams are empowered and supported by industry-leading technology advances and tools for health promotion, disease prevention, state-of-the-art care delivery, and world-class chronic disease management. We are dedicated to care innovations, clinical research, health education, and improving community health. Kaiser Permanente believes that total health is more than freedom from physical affliction. It's about mind, body, and spirit. Delivering total health means our members can enjoy healthy, engaged lives and our communities can benefit from equal access to high-quality health care.

We seek to foster a high-performing, inclusive culture that drives collaboration, engagement, and continuous learning. In an inclusive workplace environment, our employees can thrive, which in turn benefits our members and communities. Our success is demonstrated in part through the many independent accolades we earn as a best place to work.

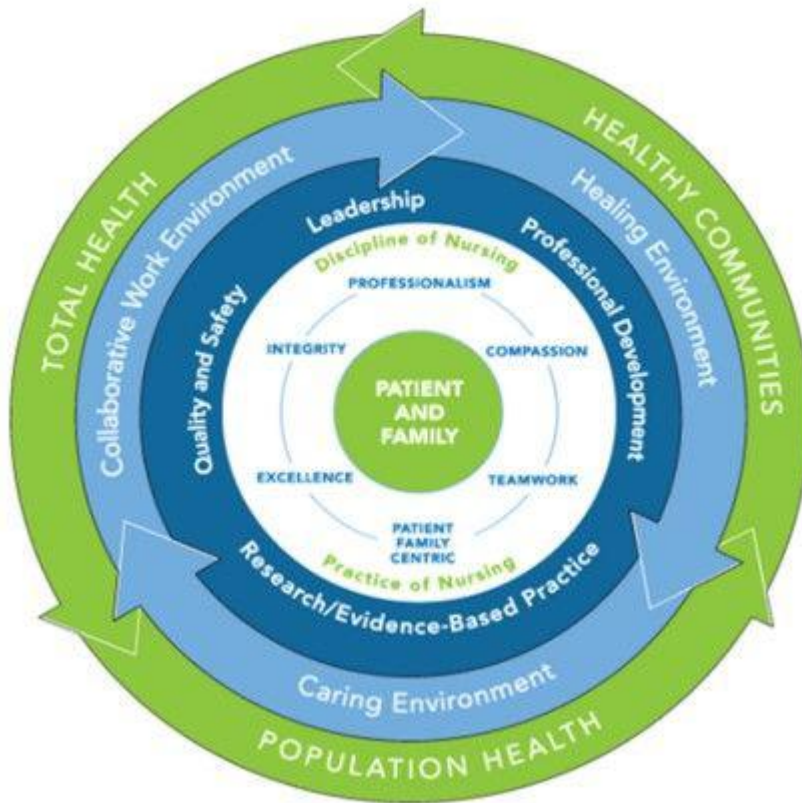
Southern California Region

Communities Served:

Coachella Valley, Kern County, Inland Empire, Metro Los Angeles/West Los Angeles, Orange County, San Diego County, Tri-Central Area, West Ventura/Valleys

We seek to foster a high-performing, inclusive culture that drives collaboration, engagement, and continuous learning.

FOUNDATION OF NURSING PRACTICE



Nursing Professional Practice Model

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.

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.

Values

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

Demographics



The COVID-19 pandemic was unprecedented in terms of the challenges it posed to our society, our economy, our communities, and the health care industry, including Kaiser Permanente and of course our physicians and employees. The people of Kaiser Permanente met those challenges.

We are profoundly and deeply grateful to our frontline clinicians who provided high-quality and compassionate care to protect our members, patients, communities, and each other. The extraordinary commitment and dedication of Kaiser Permanente employees throughout our response to the pandemic, especially those who have been serving on the front-line fight of this deadly virus, have been inspiring and reaffirming.

Demographic Profile

Throughout the pandemic, Kaiser Permanente's highest priority has remained the health, safety, and well-being of our clinicians, employees, members, patients, and the communities we serve.



26,905

Registered Nurses



15

Hospitals



7,801

Physicians



4.7 Million

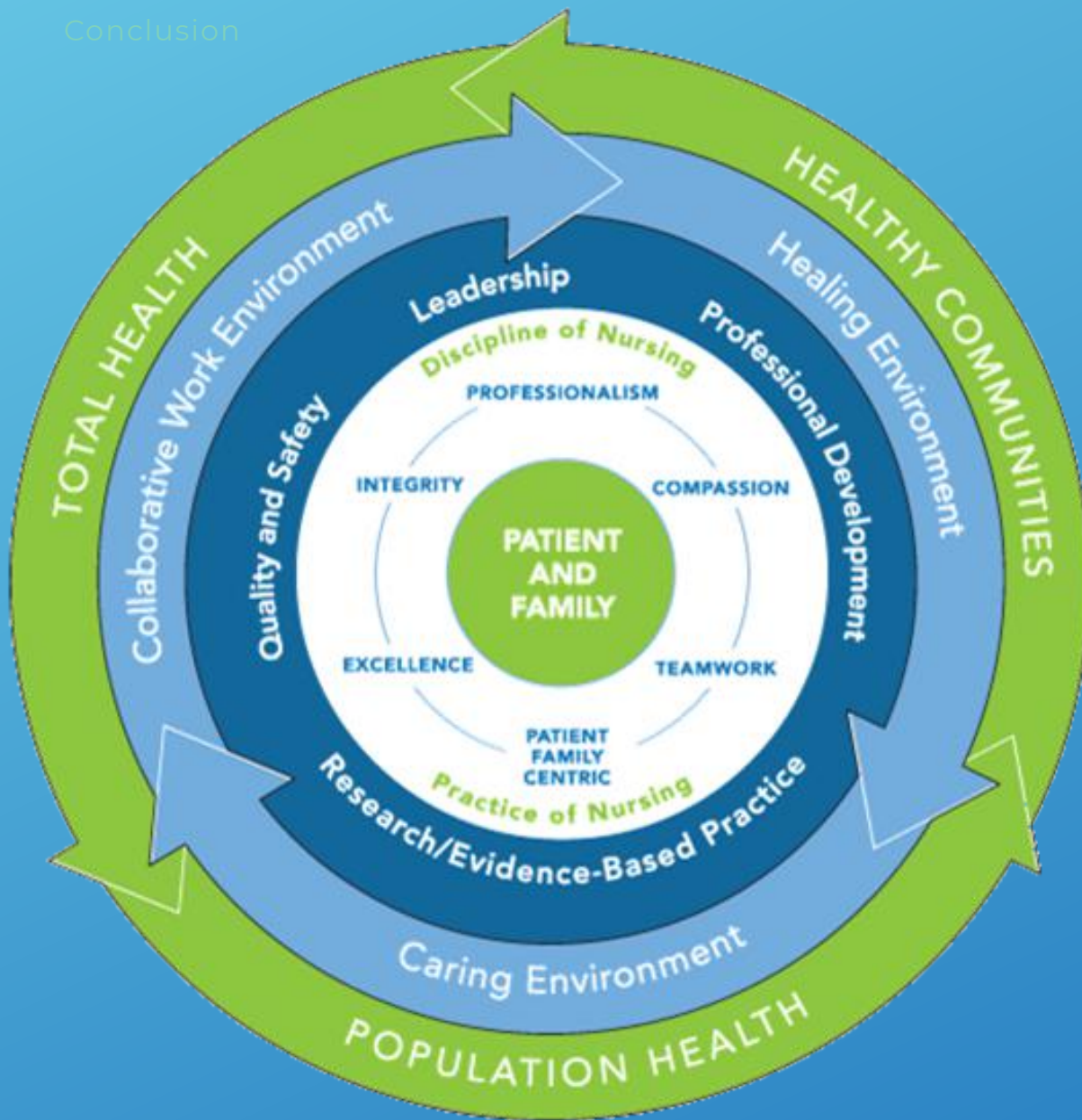
Members served



46,684

Babies delivered

Conclusion



The irony of a global pandemic during the year of the nurse and the midwife has not been lost. Awareness of the nursing profession has catapulted to global attention, an unexpected consequence of the pandemic. Cleanliness of the environment and good handwashing, first introduced by Florence Nightingale, have been on the forefront of everyone's minds from health care professionals to the general public (Bourgault, 2020).

This report is dedicated to Kaiser Permanente nurses; continuously demonstrating bravery, resilience, and compassion to our members, patients, and the communities we serve.

Honoring Frontline Heroes



Nina Vallega, BSN, RN

Intensive Care Unit
Los Angeles
Medical Center

The beginning of the COVID-19 pandemic felt like walking into the unknown, and for Nina Vallega, it is a moment in time she'll never forget. "We saw all the negative reports in the news, the ever-changing stream of information about the virus, and it made us wonder what we were getting ourselves into," Vallega said. One of the things that inspires her most is the bravery of her colleagues. "They still show up every single day, and they still take care of these people," she shared.



Marcial Reyes, MSN, RN

Emergency Department
Fontana Medical Center

Shortly after the start of the pandemic, Marcial Reyes found himself on the other side of the fence when he contracted the COVID-19 virus. After spending 23 days in the hospital — isolated, comatose, and on a ventilator for more than a week — Reyes recovered and returned to his work on the front lines in the emergency department to care for patients experiencing the same illness that placed him in a critical state and near death.



Rene Aventura, BSN, RN

Step Down Unit
Baldwin Park Medical Center

A platoon sergeant in the U.S. Army, Rene Aventura has experienced the reality of being in combat zones on the other side of the globe, even once coming close to losing his life during an airstrike. Now back home, Aventura is fighting another battle as a front-line nurse during the COVID-19 pandemic. "Since I came back, I feel like I'm in a state of war. It's a fight we have to win," Aventura said. He feels honored to be able to provide patient care during this difficult time, sharing that it feels like this is his and his fellow nurses' calling.



KAISER PERMANENTE

Transformational Leadership

Transformational leaders demonstrate positive impacts within the organization by aligning the nursing mission, vision, values, with strategic priorities to influence change. Driven to improve the care delivery, transformational leaders serve others, advocate for change, promote structures to empower clinicians, and strive to improve the quality of care provided to patients, families, and the community at large.

INPATIENT



Julie Miller-Phipps
President
Southern California
Region

Jaime Reiter, MBA, BSN, RN, SPHQ
Executive Director, Clinical Effectiveness

Staci Harrison, DNP, RN
Director, Medical Surgical-Critical Care

Linda Fahey, MSN, NP, RN
Director, Care Experience & Patient and Family Centered Care

Juli McGinnis, MSN, RN, NEA-BC
Director, Professional Nursing Practice

Aaron Bero
Director, Strategic Project Implementation

Leilani Unite, MSN, BSN, RN, CNML
Director, Strategic Workforce Effectiveness

Jennifer Schwartz, MSN, BSN, RN, CNOR, CSSM
Director, Perioperative Services

Marianna Volodarskiy, MSN, RN
Director, Maternal-Child Health

June L. Rondinelli, PhD, RN, CNS | Nurse Scientist
Director, Regional Nursing Research Program

Ghada Dunbar, DNP, RN, MHA, CENP, CNML
Director, Professional Development & Education

Noemi Valenzuela Yi, MSN, RN
Practice Leader, Clinical Systems and Operations Integration



Patti Harvey
RN, MPH, CPHQ
Senior Vice President
Quality, Regulatory, Clinical
Ops Support

AMBULATORY

Sylvia Everroad, MSN, RN
Regional Chief Administrative Officer, SCPMG

Jan Dorman
Vice President, Regional Continuing Care & Outside Medical

Aileen Oh, MSN, RN
Chief Nursing Officer, SCPMG

Annie Russell
Chief Operating Officer, Regional Medical Group

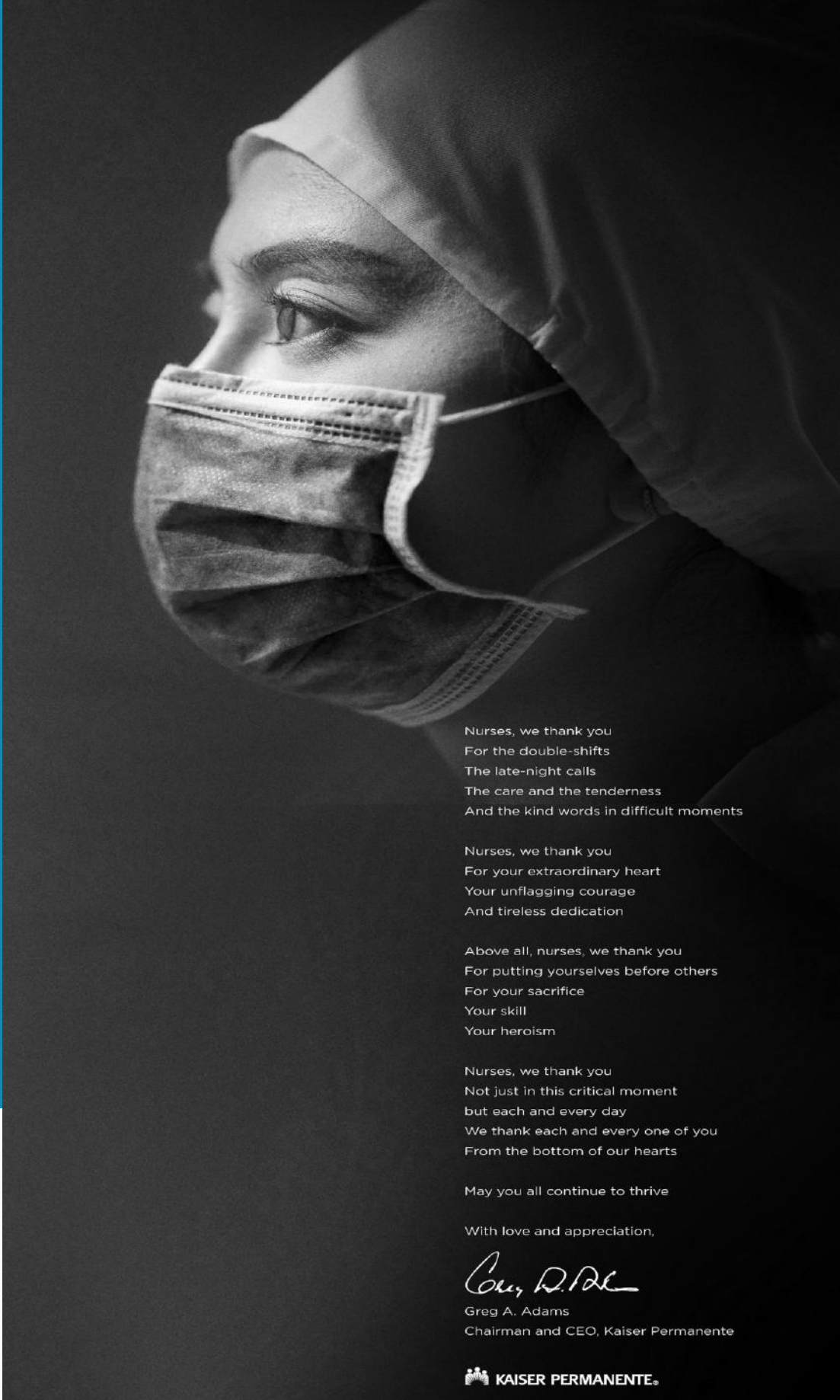
Hazel Torres, MSN, RN
Director, Professional Development & Research

Angel Vargas, FACHE
Executive Director, Home Health Services

A photograph of a healthcare setting. A female nurse in blue scrubs is smiling and looking towards a woman who is holding a baby. A man is standing behind the woman, looking down at the baby. The scene is brightly lit, suggesting a hospital or clinic environment. A teal semi-transparent box is overlaid on the lower half of the image, containing text.

Structural Empowerment

Structural Empowerment reflects organizational support for all levels of nursing including professional development, career advancement opportunities and empowering structures to facilitate clinical nurse engagement and interprofessional collaboration. Kaiser Permanente is proud to sponsor community-based initiatives and committed to providing exceptional patient care.



Nurses, we thank you
For the double-shifts
The late-night calls
The care and the tenderness
And the kind words in difficult moments

Nurses, we thank you
For your extraordinary heart
Your unflagging courage
And tireless dedication

Above all, nurses, we thank you
For putting yourselves before others
For your sacrifice
Your skill
Your heroism

Nurses, we thank you
Not just in this critical moment
but each and every day
We thank each and every one of you
From the bottom of our hearts

May you all continue to thrive

With love and appreciation,

Greg A. Adams
Chairman and CEO, Kaiser Permanente

 KAISER PERMANENTE.



Excellence in Practice



The Magnet® Recognition Program designates organizations worldwide where nursing leaders successfully align their nursing strategic goals to improve the organization's patient outcomes. The Magnet Recognition Program provides a roadmap to nursing excellence, which benefits the whole of an organization. To nurses, Magnet Recognition means education and development through every career stage, which leads to greater autonomy at the bedside. To patients, it means the very best care, delivered by nurses who are supported to be the very best that they can be.

-American Nurses Credentialing Center

**Kaiser Permanente
Magnet®
Designated
Organizations:**

**Anaheim Medical
Center**

&

**Irvine Medical
Center**

Magnet® Applicants:

- Ontario Medical Center
- Los Angeles Medical Center
- West Los Angeles Medical Center
- Downey Medical Center

Kaiser Permanente Patient Care Services

Professional Development & Education 2020 Highlights

Peer Groups

Identify & Spread Best Practices

Directors of Professional Development & Education



Wound, Ostomy, Continence (WOC) Nurse

Standardization

Education Rollouts & Initiatives

B. Braun Large Volume Pump

Hester Davis

BD PhaSeal

Nihon Kohden Cardiac Monitors

8

Enhanced Recovery

Roche Glucometer

Zoll Defibrillator

Starling SV Non Invasive Cardiac Output Monitor

Workforce & Professional Development

58

New Graduate RNs- Transition to Practice Program (1st Cohort)

Institute of Nursing Excellence Funds Recipients

57

77

Participants- RN Leadership Development Program

Preceptor Program-Participants

89

COVID-19 Exemplary Practice

SCAL Safety-Net/ Public Hospitals:

- 40+ Educational Resources Provided
- Advice line Triage RN Call Center stand up
- Drive thru testing centers process



KP SCAL COVID-19 Education Development: SharePoint Site



Regional Labor Pool Program
COVID 19 Interventions & Treatments
Competency Validation Tools

Regional Standardization

New Nurse / Travel Nurse/ Certified Nurse Assistance Orientation...In Progress



Innovative & Interactive Virtual Education



Gamification



Real-Time
Digital
Feedback
Ex: Polling

EKG Workshop

Intermediate Care

Acute Monitored

L&D Scrub

APHON Chemotherapy

Laser Safety

Intra-Op to PACU

Advanced PACU

RN Leadership Development

Community Health



500+ Pandemic Nursing Student & Pre-Licensure New Graduate Nurses joined KP Workforce



90 scholarships & \$189,000 awarded to ADN, BSN, Master's, & Doctoral students

Membership in the Charles Drew University Advisory board to promote changes necessary to health disparities



2 Buddy Benches-Los Angeles County Public Elementary Schools

Expanded EKG Workshop & Lactation Education Consultant course to Safety-Net/ Public Hospital



24 Nursing students participated in Inter-professional Education with School of Medicine



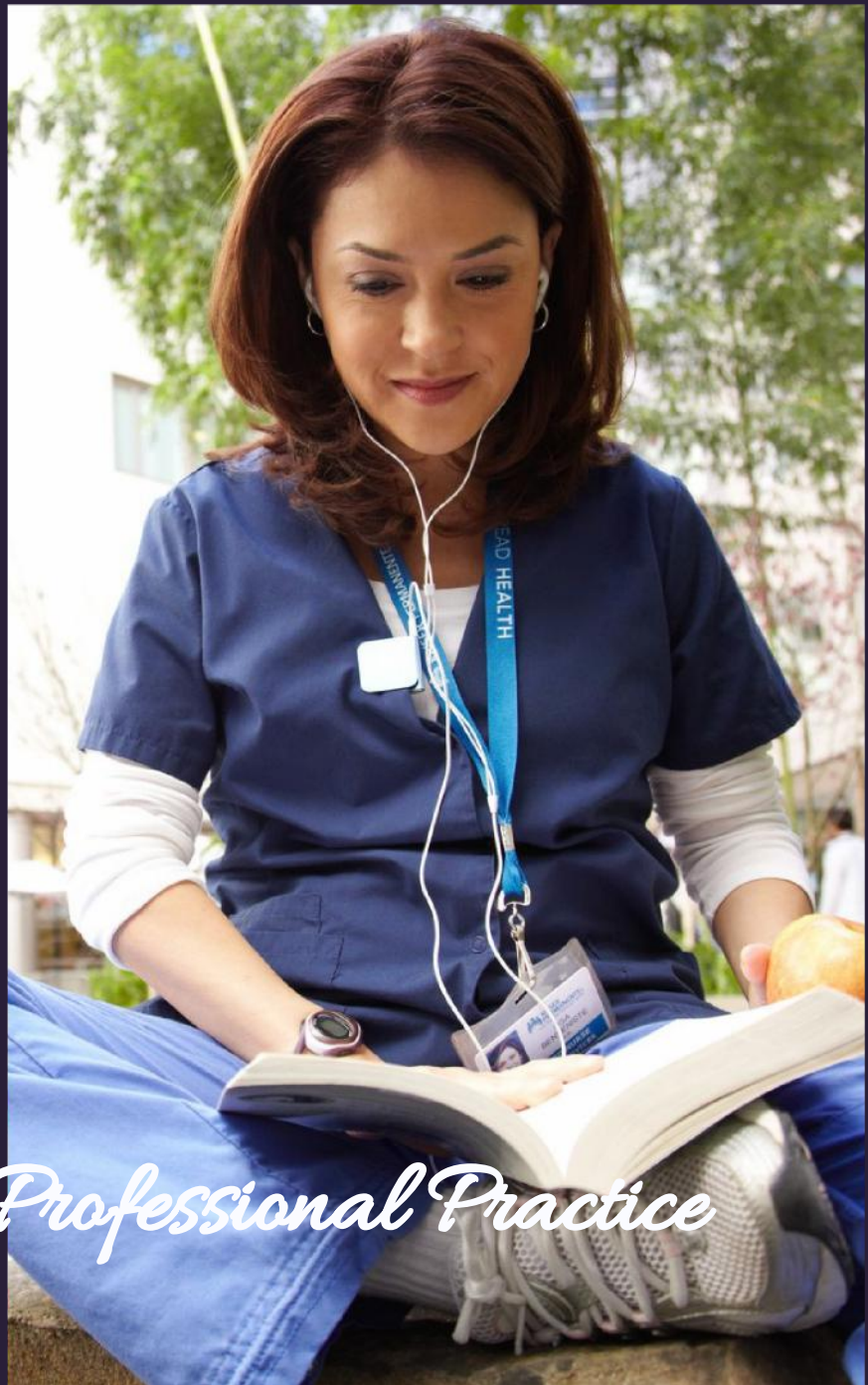
18 affiliation agreements added to increase clinical opportunities for students in mental health

Bioethics

Bioethics *incorporated* into Regional Courses



Education focused on *psychological safety* for Regional Labor Pool



Exemplary Professional Practice

Exemplary professional practice reflects the utilization of Kaiser Permanente's nursing professional practice model to drive effective and efficient care services, interprofessional collaboration, and high-quality patient outcomes. An empowered nursing workforce embraces shared decision-making, professional accountability, workplace advocacy, and evidence-based practice initiatives.



From left: Wilma Baca; Anitalyn Barber, RN; Coston Charles, Bradford Henderson; Benilda Juico, CNA; John Lim; Von Panganiban; Tony Patriarca, RN; Kelly Sheely, Brandon Slames; Theresa Torres, RN; Dorothy Zhou, RN
Not pictured: Daria Lopez, RN; Robert Mendoza; Yoko Ozawa, MD



Irvine Medical Center Intensive Care Unit

Everyone on the Medical Center care team understood a family’s wish to “do just one more thing, one final thing” for their dying father. Knowing that their patient was a Vietnam War veteran, the healthcare team proposed draping his bed with an American flag as he was moved from the Intensive Care Unit. His family embraced this idea.

As the patient left the ICU, the team members lined the hallway and gave him a final salute for his service and a life well lived. “This loving farewell overwhelmed his family with emotion and gratitude,” said Wendy Cortez, RN, Director of Nursing. When the team experienced the profound effect their flag ceremony had on this grieving family, they decided to offer the same service to all military families in the ICU.

“I am so proud of how this team identified a way to help this family and help other families in the future,” says Wendy. “They showed what it means to provide world-class care.”



Nursing Informatics

By: Noemi Valenzuela,
MSN, RN

Regional Director,
Nursing Informatics

Focus: Enhance non-urgent, patient-related communication speed and quality by providing Kaiser Permanente (KP) staff the ability to send secure text messages to colleagues in real-time from a mobile device or desktop computer.

Intervention/Strategy: Leveraged and deployed Staff Chat, a Kaiser Permanente HealthConnect (KPHC)-native functionality as a pilot in Orange County-Anaheim and Irvine medical centers. Staff Chat was deployed to the rest of the medical centers shortly after.

Outcome: Staff Chat adoption and usage rate continue to increase since deployment.



Focus: Improve patient safety and care by providing technology solutions to allow staff to streamline communication and workflows.

Intervention/Strategy: Implement Integrated Enterprise Clinical Communication (IECC), which is a cohesive clinical communication platform that provides the ability to integrate multiple technologies, route information intelligently (e.g., alarms and alerts), and allow secure messaging applications to be used on smart devices and communication platform.

Outcome: IECC was deployed successfully at Baldwin Park, Woodland Hills, and Panorama City medical centers in 2020.

Improving Communication and the Patient Experience

Focus: Support the COVID-19 efforts by providing technology solutions to optimize physiologic alarm management and conserve the use of personal protective equipment (PPE), enhance hands-free communication, and provide video visit and communication capabilities.

Intervention/Strategy: Vocera® badges and Apple iPads were rapidly deployed to the medical centers. The badges are used to communicate hands-free between staff members efficiently and effectively; thus, reducing unnecessary use of PPE. Various video and audio applications are available on iPads to facilitate family video visits, communication, and patient monitoring. Facilitate KP HealthConnect integration of physiologic and ventilator devices across all hospitals to enable more efficient/real-time documentation in COVID-19 expansion units.

Outcome: Nurses and staff in COVID-19 isolation rooms could communicate their needs and other essential information with other staff members outside of the rooms. Patient care-related needs were addressed without the need to don PPE. With the video visit and communication solution, patients and family members can communicate virtually. Also, there are various use cases in which the video visit and communication solution are employed, such as rounding and patient monitoring. Completed physiologic and ventilator device integration, in partnership with the National Medical Device Integration (MDIP) and KPHC teams, for over 400 beds across Southern California hospitals for COVID-19 expansion in 2020.

Proactively Improving Care



Focus: Support Early Warning System (EWS) program that leverages the Epic Deterioration Index (DI) and KPHC documentation tools. Incorporate Epic DI with standardized rapid response workflow using a systematic approach to patient care, leveraging the DI Score to identify patients who are at risk of deterioration; to improve patient outcomes, prevent transfers to a higher level of care, code blue, and mortality.

Intervention/Strategy: Designed and piloted operational and documentation workflows leveraging the Epic DI model and KPHC documentation tools at five medical centers in 2020.

Outcome: EWS DI Program was deployed in five medical centers: Irvine, Ontario, Fontana, Zion, and San Diego medical centers in 2020. Workflow and HealthConnect enhancements developed based on learnings and feedback. Developed final standardized workflows and KPHC tools, two video-based education modules were developed in collaboration with the Regional Education and HealthConnect Training teams. Program outcome and process metrics and regional rollout plan in development.

Delivering Personalized Care Through Innovation

Kaiser Permanente Woodland Hills nurses made creative use of communication and technology to help their patients with COVID-19 maintain family connections and listen to their favorite music. Recently the ICU team used the call-light intercom system to play a favorite hymn at the bedside of a patient on a ventilator.

This idea began with the arrival of a card, sent to the unit, addressed to the ICU team. The card was from the friend of a patient receiving care for COVID-19. The card displayed hand-painted watercolor overlaying the words to the hymn “What Wondrous Love Is This.” The friend’s note explained, “I know it would mean a lot to him if he could hear this hymn.”

Christine Humphrey, Nursing Department Administrator of the ICU, found a version of the hymn and the team played it over a smart phone from the nurses’ station, while the patient’s call-light speaker was placed strategically near his ear. She recalled reading of sedated patients later recalling words or phrases said at their bedside. The ICU team played the hymn for this patient through the call-light system several times. KP nurses and nurse managers are working together to creatively create a healing environment for their patients.

The team is exploring the opportunity to bring more music to sedated ICU patients by way of the WOWs (workstations on wheels).

Kaiser Permanente National Nursing Excellence Awards

Excellence in Nursing Leadership Award

Ruby Gill, DNP, MBA/HCM, RN, NE-BC,
Chief Nurse Executive Irvine Medical Center

Ruby Gill's colleagues and staff say her true leadership essence is embodied in the person that she is – an unequivocally generous, compassionate, and empathetic person who relentlessly advocates for what is right. Under her leadership, the Kaiser Permanente Irvine Medical Center in California earned many accolades including Magnet Designation, an industry gold standard signifying a culture of excellence; and an A grade from the Leapfrog Group, which compares hospital performance on national standards of patient safety, quality, efficiency, and management structures that prevent errors.

**“Generous,
compassionate,
and empathetic;
relentlessly
advocates for
what is right.”**

Excellence in Research and Evidence-Based Practice Award

Cecelia L. Crawford, DNP, RN, FAAN, Regional
Director of Evidence-Based Nursing Practice

Cecelia Crawford is recognized as a champion in providing evidence to inform decision-making, enhance the practice of nursing, and achieve the best outcomes for patients. To date, her work has appeared in 27 publications, 3 books, and more than 100 presentations. She has completed more than 65 evidence reviews. In 2010, Crawford created the Academy of Evidence-Based Practice, a collaborative team of experts from Kaiser Permanente and other health care organizations who provide reviews and summaries of evidence to advance evidence-based care. In 2019, she received the prestigious designation of Fellow of the American Academy of Nursing.

Extraordinary Nurse Award

Rainould “Choi” Bagnol, MSN, RN, Clinical
Nurse, Irvine Medical Center

Rainould “Choi” Bagnol is well known for his dedication, his ability to inspire others, and for challenging the status quo. His innovation on a performance improvement team contributed to a drop in needlestick injuries, which reduces the risk of a health care worker being exposed to blood-borne infections like hepatitis C.

Bagnol also demonstrated how compassion and empathy can provide a higher quality care experience. This past year he provided nursing care for a patient who was having difficulty following her care plan. He took the time to listen to her fears and frustrations and helped her see her care team members as allies.

MATERNAL CHILD HEALTH

2020

Amidst COVID-19, Maternal Child Health continued our unwavering commitment to drive for quality, safety improvement, and exceptional care to create the best place to have and grow families.



A one KP care continuum approach provided the foundation to our drive to develop real time response to the rapidly evolving environment impacted by COVID-19. Standardized policies and clinical guidelines were created and made available for frontline healthcare teams. Robust development of member facing, and staff and provider tools were developed to address the ever-changing demands of the pandemic. Undeterred by COVID-19, we continued to focus on critical elements of patient care.

Perinatal



- To support new The Joint Commission (TJC) *Perinatal Safety Standards*, documentation, education and operational process tools were built and implemented. This supports our efforts to address common maternal morbidities, postpartum hemorrhage and preeclampsia.
- *Enhanced Recovery for Cesarean Section* clinical guideline and toolkit was built to support standardized implementation across the region. This work rolled out ahead of the scheduled implementation date to support COVID-19 workflows and assure patient desire for early and safe discharge.
- *Breastfeeding & Bonding* structure was rebuilt and launched with local leadership at the table building shared accountability approaches for performance improvement. Virtual visit capabilities expanded, and new data was utilized to understand disparities.

- To assure patient safety across all areas and to meet regulatory requirements, specialty suicide prevention education and standardized safety documentation was developed for both maternal and pediatric patients.
- To keep our youngest and sickest patients most comfortable in their home, clinical guidelines along with staff and patient facing education were developed for the Trach and Home Vent programs.
- *Pediatric Care Without Delay* work continued and in 2020 our focus was to implement Family Centered Rounding in all Pediatric units to assure patient centered care and family engagement.
- Fall prevention in all areas is critical. For our youngest members, we developed and implemented a Pediatric and Neonatal Intensive Care Unit (NICU) fall prevention program which included standardized policies and patient education tools.
- Enhancing care experience and adapting new technology, the NICView, a closed-circuit platform, was adapted to support virtual visitation.

Pediatrics
NICU

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



New Knowledge, Innovations & Improvements

At Southern California Kaiser Permanente, we practice evidence-based care. Therefore, all research - whether conducted internally or in our industry at large - is paramount to heightening the care we deliver. Nurses within the organization are encouraged and supported to participate in research initiatives that provides the opportunity to voice ideas and shape the future of nursing.

2020

YEAR IN REVIEW

Southern California NURSING RESEARCH AND EVIDENCE-BASED PRACTICE PROGRAM



NUMBERS AT A GLANCE


- 38** Individual Nursing Research Studies
- 1** Evidence-Based Publication
- 6** Research Based Publications
- 4** Poster Presentations
- 6** Podium Presentations
- 3** Open Access Evidence Reviews
- 6** Abstract/Poster Workshops offered with 74 participants


24 NEW NURSING RESEARCH PROPOSALS

- 16 Inpatient
- 5 Ambulatory
- 3 Hospice/Home care

13 were approved by IRB by the end of year




BUILDING RESEARCH CAPACITY FOR MAGNET® AND COMMUNITY

 **Nursing Research Proposal Pitch**
Piloted in 2020 to assist non-student clinicians in developing nursing research projects

 **2 Infographics** created to guide KPSC nurse local activities to reach research Magnet® criteria:
* NK1 and NK2 Infographic
* New Knowledge GPS Grid

 **8 Medical Centers** were assisted by Nursing Research in reaching NK1 and NK2 criteria

AWARDS

-  **Anaheim Medical Center** awarded Nursing Research Programmatic Status
-  **Lina Najib Kawar, PhD, RN, CNS** received the Excellence in Nursing Research Award at ACNL
-  **Cecelia L. Crawford, DNP, RN, FAAN** received the Excellence in Nursing Research and EBP Award from National KP Nursing Leadership (Cecelia retired Oct. 2020)

COMMUNITY HEALTH & OUTREACH

-  **Incivility Seminar** for Graduating Nursing Students. Collaboration with Cal State LA with 60 Students in attendance
-  **Virtual EBP Bootcamp** at LAMC
54 Attendees
10 from community academic entities
-  **Consultation and Support** for Kern County Medical Center Mobility Program

ENGAGEMENT

KPSC Nursing Research Website
<http://kpsc nursingresearch.org>

4530 Unique Users
021654
Page Views

Nursing Research Series was the most viewed page with **6,379** views



The Academy of EBP Website
<http://academyebp.org>

162 Unique Users
012549
Page Views

TOP 5 downloaded pages:

- Integrative Review Overview
- Evidence Leveling System
- FAQs
- Qualitative Grading Scheme
- Tools of the Trade




COVID-19 RESPONSE

 **34** Inpatient
 **15** Outpatient
KP Resources/ Tools Converted to a generic public format for our community partners

2 **Open-Access Rapid Evidence-Reviews:**
Prone positioning for Adults with COVID-19
Receiving High Flow Oxygen via Nasal Cannula
Wellness Programs for Healthcare Workers to Promote Resiliency and Health during COVID-19

 **Emma M. Aquino-Maneja, DNP, RN, MEd, CCRN** assisted in the Pfizer vaccine trial at Los Angeles Medical Center

 **Veronica S. Timple, PhD, RN, CCRN-K**, San Diego Medical Center, is a co-investigator in the clinical trial 'A Randomized, Double-Blinded, Placebo Controlled Study to Assess the Efficacy and Safety of Pulse, Inhaled Nitric Oxide (iNO) versus Placebo in Subjects with Mild or Moderate Coronavirus Disease (COVID-19)'



Fall Prevention Measure on Hospital Grounds

Monique Edwards, a Pediatric Intensive Care Unit nurse from Fontana Medical Center, championed a safety measure to prevent future visitor and staff falls outside of the hospital. She observed people walking up a hill through the planter instead of using the designated pathway. Monique took initiative to notify the safety team and hospital leadership of the fall risk posed by this shortcut and the subsequent erosion and instability of the hill. As a result, a new railing was installed, diverting traffic to the appropriate pathway, and preventing future injuries.

Emergency Department Covid-19 Tents at Fontana Medical Center

Phase 1: Initial Tent Set-Up

No matter what the challenge, Emergency Department (ED) Nurses and Physicians overcame obstacles through innovation, reassessment, collaboration, and teamwork.

Phase 2: Negative Pressure Tents

Once the negative pressure tents arrived, they replaced the disaster decontamination tents. The negative pressure tents are temperature controlled and proven to withstand harsh elements that may exist.

Phase 3: The Birth of “Tent City”

Work began improving the tent layouts to maximize space, increase lighting, refine workflows, and address weather related issues. This area has redefined care for patients with Covid-19 related complaints amidst a pandemic. Every care delivery area was reimaged, redesigned, and improved over the span of 9 months to create the ideal environment, allowing nurses to provide patients exceptional care in the greatest time of need.



Monique Edwards, RN
Pediatric Intensive
Care Unit

The tents provided safe shelter for many patients while they waited to be admitted. Over a short amount of time, workflows evolved with various weather conditions, the challenges of creating private areas to perform diagnostic procedures and identifying safe storage areas for medical supplies and equipment arose.

Recognition



**Patient & Family
Centered Care:**

The “Pink Heart” in the Window

**Lauren Sanchez, RN
Anaheim Medical Center
Transitional Care Unit**



A patient’s husband conveyed that Lauren Sanchez, RN, went “above and beyond to make this horrible situation a little bit better.” He shared with Lauren that he would sit in his car for hours just to feel close to his wife, so Lauren advised him that his wife’s room overlooked an area above the cafeteria.

He started to sob as he described Nurse Sanchez hanging a pink heart, at his request, on his wife’s window so that he could see it. He also said that Nurse Sanchez patiently helped him Facetime with his wife.

Although the patient couldn't talk, Nurse Sanchez said things like “Squeeze my hand if you heard your husband say, ‘I love you.’” Nurse Sanchez reported to the patient’s husband that the patient squeezed her hand. He had disclosed that he had had COVID himself and felt terribly guilty about possibly giving it to her, and he was beside himself with fear and grief. He felt that Nurse Sanchez was exceptional, and he couldn’t say enough good things about her.

Recognition

Extraordinary Nurses at Kaiser Permanente



ANAHEIM MEDICAL CENTER

- 6 East Med/Surg Oncology Team
- Desiree Carreon, BSN, RN, ADA
-Nurse Leader Award Postpartum
- Lauren Sanchez, BSN, RN
Definitive Observation Unit

IRVINE MEDICAL CENTER

- Chad Murphy, BSN, RN, PCCN
Critical Care Unit
- Grace Chun, MSN, RN, CNML
-Nurse Leader Award Med/Surg
- Qui Cao, BSN, RN, CMSRN
Medical Surgical Float
- Girlie Yu, BSN, RN, CMSRN
Medical Surgical Unit
- Anel Fralick, MSN, RN
-Nurse Leader Award Critical Care

WEST LOS ANGELES

- Gazell Siman, RN
Step Down Unit
- Lisa Lankhandaeng, BSN, RN
Medical Surgical Unit
- Philip Pingual, BSN, RN
Transition Care Unit
- Didier Carmagnolle, BSN, RN
Operating Room
- Patricia Lyamah, BSN, RN, RNC-OB
Maternal Child Health
- Stephanie Guerrero, BSN, RN
Medical Surgical Unit

BALDWIN PARK

- Janette Ruiz, RN
4 East
- Michaeli Gatchalian, RN
5 West
- Rosa Lopez, RN
5 West
- Terrence San Diego, RN
4 West
- Carlo Tinio, BSN, RN
PICC Team
- MORENO VALLEY
- Miriam Dumlao, RN
Medical Surgical Unit
- Angela Centrofrenchi, RN
Medical Surgical Unit
- Dorcus Jeptoo, RN
Medical Surgical Unit
- Maternal Child Health
Team Award

- Jessica King, RN & Alesha Eastland, RN
Team Award -
Medical Surgical Unit
- Stephanie Blankenbeker, RN, Irene Ensomo, RN & Amanda Lopez, RN
Team Award -
Medical Surgical Unit

DOWNEY MEDICAL CENTER

- Marion Darvin, BSN, RN
Neonatal Intensive Care Unit
- Isabel Torres, RN
Neonatal Intensive Care Unit
- Charlene Than, BSN, RN, CCRN
Intensive Care Unit
- Julie Niagara, MSN, RN
-Nurse Leader Award
Telemetry
- Donovan Taylor, MHA, BSN, RN
-Nurse Leader Award
Emergency Department
- May Villareal, BSN, RN
Med/Surg Telemetry
- Morgana Charboneau, BSN, RN,
RNC-OB Maternal Child Health
- Direct Observation Unit
Team Award
- Franchillo Ibasco, BSN, RN
Direct Observation Unit



Reward & Recognition



Extraordinary Nurses at Kaiser Permanente

SAN DIEGO & ZION MEDICAL CENTERS

- Matthew Tedeschi, RN
Medical Surgical Tele Unit
- Victoria Jensen, BSN, RN
Medical Surgical Tele Unit
- Racquel Ballinger, MSN, RN-BC PHN
Ambulatory Practice Services
- Lindsay Krosby, RN
Postpartum
- Kelly Allison, RN
PICC Team, Zion

SOUTH BAY MEDICAL CENTER

- George Anthony Pace, RN
Psychiatry
- Grace Brock, RN
Medical Surgical Unit
- Oncology Team Award

RIVERSIDE MEDICAL CENTER

- Judith Valencia, RN
Medical Surgical Unit

ONTARIO MEDICAL CENTER

- Bindhu Varghese, BSN, RN
Med/Surg Telemetry Unit
- Angel Aluning, BSN, RN
Med/Surg Telemetry Unit
- Robertson Gumban, BSN, RN,
PCCN Step-Down Unit

PANORAMA CITY MEDICAL CENTER

- Dialysis Unit Team Award
- Magdalena Macaraeg, RN
Dialysis
- Melvin Castro, RN
Dialysis
- Mark Joseph Tamayo, RN
Dialysis
- Joselyndon Frankera, RN
Dialysis
- Augustus Ladera, RN
Dialysis
- Joven Espejo, RN
Dialysis
- Carrie Belisle, RN
Dialysis
- Jonathan Calleja, BSN, RN
Inpatient Surgical Unit
- Edith Alvarez, BSN, RN
Definitive Observation Unit
- Yogie Verosa, BSN, RN
Family Centered Care Unit
- Marlene Grant, RN, RNC-NIC
-Nurse Leader Award, NICU
- Maternal Child Health Team Award

LOS ANGELES MEDICAL CENTER

- Ricardo Gutierrez, RN
Oncology Med/Surg Unit

FONTANA MEDICAL CENTER

- Elizabeth Sotomayor, RN
NICU
- Sunny Lee, RN
Peri-Op Services
- Danita Oberlander, RN
Medical Surgical Unit
- Jennifer Esler, RN
PICU
- Rosemary Munoz, RN
7 North
- Richelle Valera, RN
Adult Step-Down Unit
- Jonathan Selhorst, RN
Peri-Op Services
- Maria Uriostegui, RN
Med/Surg Unit
- Raquel Queja, RN
Adult Step-Down Unit
- Rowena Dela Cruz, RN
Adult Step-Down Unit
- Mara Graven, RN
Adult Step-Down Unit
- Terrance Davis, RN
Peri-Op Services

UNIT BASED TEAMS ~ 2020 Patient Care Experience Rewards & Recognition

We are proud to report that even during a pandemic, our teams are making progress in this strategic area of focus.

The Southern California Unit Based Team (UBT) Rewards & Recognition program continues to encourage teams to improve the patient care experience for our patients and families. This program started in 2008 to motivate our inpatient teams to improve performance. In 2018, we transitioned from H-CAHPS Overall Rate Hospital "Top Box" to Nurse communication- RN explained things understandably -as a way to align with our Summary Stars methodology for tracking performance.

This is a quarterly program for our Medical-Surgical and Maternal Child Health UBTs, with two Annual award opportunities: our *Sustain Award*, which recognizes highest performance on "RN explained things understandably" for a rolling 12 months, and our *Most Improved Performance Award*, which recognizes improved performance on this dimension from the previous performance year. We are pleased to announce the following winning Unit Based Teams:

2020 Patient Care Experience Rewards & Recognition

4th Quarter, 2020 Highest Performing Team
West Los Angeles Medical Center - 2A Medical Surgical UBT
Moreno Valley Medical Center - Maternal Child Health UBT
2020 Sustain Award Recipients
South Bay Medical Center - 4200 Medical Surgical UBT
Moreno Valley Medical Center - Maternal Child UBT
2020 Most Improved Performance Award Recipients
Riverside Medical Center - 4 West Medical Surgical UBT
Fontana Medical Center - Maternal Child Health UBT
Panorama City Medical Center - Maternal Child Health UBT

All winning teams are rewarded with a celebratory breakfast hosted by their Labor and Management Medical Center leadership team. Best practices are shared broadly. Thank you for your continued participation in this important program –

Extraordinary Care. Every Patient. Every Time.



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