



Nursing Year in Review

THRIVING TOGETHER
in the **NEW NORMAL**



2021

Kaiser Permanente Orange County
Anaheim Medical Center



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Welcome Message from the Chief Nurse Executive

As we reflect on another year, we continue to deal with the challenges of the ongoing pandemic and its lasting implications for our world, and health care in particular. The unforgettable events of the past year highlighted the extraordinary commitment and dedication of our nursing staff to providing exceptional care and service. We continued to innovate and implement new care models and workflows as we adjusted to changing recommendations and guidelines within what had become the new normal. Our team remained resilient and resolute in the face of the evolving crisis – and we have emerged even stronger, together.

It is with heartfelt appreciation that I acknowledge your commitment to the nursing profession, our organization, and the communities we serve. As we advance our Mission and Vision, our nursing team continues to contribute significantly to service and outcomes, as we joined 6 other Southern California Kaiser Permanente hospitals recognized by the prestigious **“A” grade for excellence in patient safety** from The Leapfrog Group – an honor we have held for 9 consecutive years. Our medical center was also honored “among the best in the nation for delivering high-quality care,” according to the U.S. News and World Reports’ 2021-2022 Best Hospitals rankings.

This Nursing Year in Review is a celebration of the extraordinary response and outstanding work of our nursing staff, and their ability to *thrive* in the face of unprecedented challenges. As we move forward together into a new year, may you all continue to **“LIVE WELL and THRIVE!”**

Martha Dispoto, MA, BSN, RN, NE-BC
Chief Nurse Executive
Anaheim Medical Center
Southern California



Martha Dispoto, MA, BSN, RN, NE-BC
Chief Nurse Executive



Nurses touch lives in ways that are deeply human and deeply spiritual.

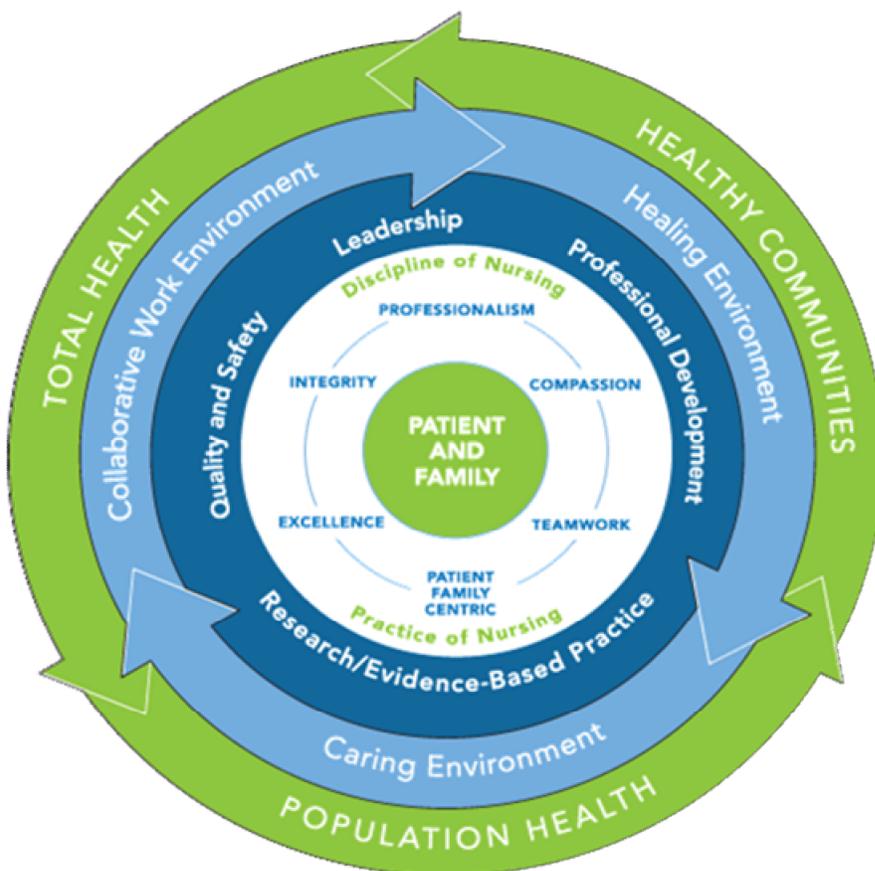
Nurses heal through therapeutic relationship-based care, which is essential to achieving the balance to health and wellness.

May the commitment to your role as healer be carried throughout the rest of the year and beyond.

Adapted from Nurses as Healers, Joyce Fitzpatrick

Foundation of Nursing Practice

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

Organizational Demographics



**Licensed Beds
All Private Rooms**

262



**Anaheim
Service Area Membership**

320,565



ED Visits

68,799



**Outpatient OR Surgical
Procedures**

3429



**Outpatient Surgical Center
Procedures**

4660



**Inpatient Surgical
Procedures**

4660



Babies Delivered

3616



NICU Births Attended

685



Registered Nurses

870

Leadership Spotlight

The COVID-19 pandemic presented many operational challenges. There were equally many opportunities to demonstrate agility within the practice environment to ensure quality care for our patients, families, and members. The frequent changes in local, state, and federal guidelines required vigilance and flexibility, and a pivot from the status quo. The Kaiser Permanente Orange County Women's and Children's Health Services Leadership Team managed changes from various entities such as the Kaiser Permanente Southern California Region, California Department of Public Health (CDPH), the Centers for Disease Control & Prevention (CDC) and the American Association of Pediatrics (AAP). Standardization was a priority for consistency and safety of all stakeholders.

The team created a local workgroup that met every Friday at the peak of the pandemic to review changes and update workflows based on new recommendations. This ensured all departments were aligned in best practices, according to department specifications. The workgroup comprised primarily of leaders from the Service Lines and other department leads were included as needed. They standardized workflows, algorithms and protocols related to visitation, PPE use and management, human resources, alternate nursing models, and COVID-19 testing protocols.

The regional guidelines were informed by the state and federal recommendations and were centered around 4 major pillars or operational practices, established to prevent spread in high-risk areas based on site specific resources and disease burden.

Pillar 1: Visitor Access

Pillar 2: PPE Stewardship

Pillar 3: Universal Testing

Pillar 4: Cohorting



Clinical nurses and other staff from the various departments were updated in real time through virtual meetings. They asked questions and provided their clinical perspectives to the workflows and protocols. This shared decision-making process promoted transparency and nurtured trust among the staff and leaders amidst uncertainty. This supported the team's focus and commitment to quality and safety.

Primary Team Members: Anaheim Medical Center: Crystal Schaper, Director, Children Services; Lauren Kartoian, Director, Perinatal Services, Jan Guy, Assistant Manager, NICU, Heaven Holdbrooks, CNS, NICU, Kathleen Long, CNS, Perinatal Services: Irvine Medical Center: Kelly Phillipson, Director Perinatal Services, Sherri Eskew, Department Administrator NICU, Laura Eichhorn, Educator Maternal Child Health, Dr. Nguyen, Neonatologist, Dr. Gebrekristos, neonatologist.

Leadership Team Wellness

New beginnings: Nurturing and “Growing” our Team

The health care world never stood still despite the shutdowns caused by the pandemic. The accompanying challenges require ongoing personal and team resilience to ensure we continue to thrive. In June 2021, the Anaheim Medical Center Leadership Team under Martha Dispoto, Chief Nurse Executive, convened at the Assembly in Tustin for a team building experience to help leaders recharge, restore and rejuvenate. In collaboration with Debbi Freedman, Senior Organizational Development Leader; Agi Horspool, Learning Consultant, Jenna Rodriguez, Project Manager II and Sonia Davis, Administrative Specialist II, the team developed the idea around the theme “Nurturing & Growing a Team” – New Beginnings.

The goal was to provide nursing leaders an opportunity to relax, reflect, and reconnect away from the practice environment, with the following objectives:

- Improve how you show up and function as a team
- Build and strengthen individual and team capacity
- Feel a deeper appreciation for self, each other, and the team
- Understand the challenges of operations and the strengths of the team
- Build trust and interdependency
- Build on the culture of engagement and promote “Joy in the Workplace”



The objectives would be met through ice breakers and a dive into the art of storytelling, to explore the power of emotional connection, shared values and beliefs, and the impact of individual experiences on individual leadership styles. The atmosphere promoted interaction with peers outside of the others department, sharing individual stories and engaging in learning things they had in common. These were then shared with the larger group.

Research suggests improved performance in organizations with high levels of trust. Building and strengthening trust were explored through the “Trust Triangle” model and the 13 behaviors of high-trust leaders. The highlight of the experience was a fun succulent plant-bar activity to inspire continual growth. Plant specialist, Diane Barnes guided the team through the steps of creating individual succulent planters to nurture and grow overtime. The day ended with reflections on the experience and their connection to the servant leadership style. The leaders agreed, “It was so much fun to meet off site and engage in dialogue that didn’t involve staffing and bed placement.”



Nurse Empowerment

Helping Hands

The ongoing pandemic continued to impact operations across the continuum of care resulting in necessary interruption in elective surgeries and procedures, and the temporary closure or curtailment of ambulatory care services. Hospitals throughout the nation responded to these disruptions in diverse ways including reduction in work hours for staff in affected departments.

Kaiser Permanente Orange County's (KPOC) executive leadership team collaborated with inpatient and ambulatory leaders to create alternative roles for all categories of staff from the departments impacted by closure or significant reduction in operations. The *Helping Hands* program was created to provide staff with shifting opportunities outside of their home departments, thus minimizing the financial

impact from lost hours while meeting the need for extra hands. The staff deployed to our medical center assisted with simple patient care activities, served as runners and hospital entry screeners, assisted in the COVID-19 testing tents and other tasks as needed. The program was managed through a dedicated centralized Labor Pool in our medical center, which created the weekly schedules and assignments to facilitate smooth transition. In collaboration with the Professional Development & Education Department, resources for onboarding to the inpatient setting were designed and provided to staff prior to their assignment. The necessary real time skills training was provided through self-learning modules and hands-on practice prior to assignment to units and the Materials Management department.

"Careen, I was also hoping that you could forward this email to their respective managers. I thank their managers for supporting them. They all have been so amazing. They verbalized to me that they have learned a lot during their experience here in the Covid unit. I would also like to recognize J. P. and E.V for their willingness to always help and even to just sit, stay and talk with the patients who needed constant redirection and reorientation because they were just weaned off from sedatives. I really wish they could stay longer but I know their departments need them too. On behalf of all the staff in the DOU, we thank you from the bottom of our hearts" – Definitive Observation Unit Staff

"Hi. I would like to recognize all our helpers who have been so proactively helping the DOU. We usually have A., L., V., and S. Monday through Thursday. They ease our workloads. We are lucky to have A who is our level 2 translator and who is very efficient and prompt. S volunteered to sit at the bedside with an intubated patient and calmly talked with the patient. I thank and appreciate them so much. I know I can't have them forever, but I will surely miss the team when all goes back to normal. I also thank the KP organization for extending this help to us." –

Nurse Empowerment

“Dutiful Inspiration”: The Main Operating Room COVID-19 Proning Team

Perioperative Services were drastically curtailed during the COVID-19 surge. The majority of the operating room staff were deployed to other departments to help care for our sickest patients. The pre/post unit staff cared for patients held over from inpatient units.

A Proning Team to assist with critically ill patients was soon established, and a core group of staff stepped up as volunteers. The team was led by Jonathan Ajimine RN, and consisted of Rob Melton CST, Josh Espinoza CST, Celeste Palma RN, Maria Covarrubias CST, Jorge De La Cruz CST, Beata Slosarski ORA, Robert Dibble, charge nurse and Justin Lee, physical therapist, with anesthesiologists supporting.

The team provided support to COVID-19 units including Critical Care Services, Proning patients on a schedule. The team also helped with other duties such as starting IVs, runners, and other tasks. The inpatient staff expressed gratitude for the extra help and the Proning Team was humbled by what they had witnessed on the units - the reality of COVID-19 hitting them especially hard. They shared their experiences at morning huddles, of how blessed they felt being able to help in this small way.

The positive experience of peers inspired a wait list for other staff members wanting to volunteer. “The outcome for our team members was that they were able to lighten the load of our critical care nurses and assist our patients in receiving the care they needed to recover from their

illness” Yolande Walton, RN, Department Administrator stated, “The team was honored with a special “United in Caring, Courage and Compassion” plaque and pins at a special Nurses’ Week ceremony in May.”

Jonathan Ajimine, RN, Proning Team Lead

“It started as bravery and sacrifice. None of those who signed up had any idea what they were walking into. All we knew was that we would be in close contact with the sickest COVID patients in our hospital. That, and our sacrifice would keep our coworkers in safety. You’re the people who run towards danger, thinking first of others. It continued in dutiful inspiration.

Before the end of the pilot with Irvine, more than one of you came to me and said that you wanted to do more, to find new ways to help. They left on Friday; we increased our scope the next Monday morning. We perfected our craft. I’m sure all of you can remember the telltale signs that a patient had been positioned by us, the elevated shoulder and bent knee. We did our best every time.

Walking down the hallway with our cart and looking through the door to see our OR nurses “pre-opping” patients, our pre-post nurses functioning as ICU nurses... watching us all find ways to help filled me with inspiration. It showed the might of perioperative services.”



Nurse Empowerment

NICU Staff Shows Gratitude and Support to Peers Caring for COVID-19 Patients

Throughout the pandemic, staff across our medical center devised ways to support their peers and colleagues. The NICU team, led by Elizabeth Anawati, RN, brought good cheer to the units impacted by COVID-19 with 90 boxes of girl scout cookies. The unit also created a gratitude project to provide thank you notes and gifts of appreciation to their peers deployed to assist as “helping hands” in the adult COVID-19 units.



“Thank you so much to all our staff nurses assigned to help in the COVID units. As a token of our appreciation, please take one of our gratitude gifts.”
Your NICU family



Clinical Nurse Spotlight

Our Inspiration: *Why Nurses Love Being Nurses*



No matter the day or circumstance, nurses make a difference in the health and well-being of our society. Nurses sharing their experience is empowering and especially powerful with their accounts of inspiration, accomplishments, challenges, and how they continue to thrive through difficult times. Much of the challenges they face result from the rapidly changing work environments where they continue to deal with experiences that are painful and emotionally taxing to process on a daily basis.

The pandemic in the extended “*Year of the Nurse*” 2020-2021, brought increased visibility to the crucial work and multiple roles of nurses in caring for patients, families, and communities on the frontlines. Sharing stories of being a nurse contributes to the ongoing awareness of a nurses’ professional role, while advancing the profession and image of nursing in the community. Nurses were invited to share their reflection on “being a nurse” on the frontlines during these challenging times.



“Some days are rough, both mentally and physically, caring for couples who are about to become parents. The birthing experience may be filled with joy and dreams come true, heartbreak and devastation, or sometimes trauma. For 33 years, I continue to love being a nurse as I care for couples welcoming their newborns. After several exhausting shifts, I just received a beautiful card from a former patient who expressed her sincere appreciation as I guided her through her birthing journey complicated by COVID. Knowing that I make a difference by helping, supporting, encouraging, and caring, is why this nurse loves being a nurse”

Sue Stone, MSN, PHN, RNC-OB, C-EFM, Labor & Delivery

“Every little thing counts to make sure patients have a safe and successful delivery, from PPEs to peanut ball to help bring out that bundle of joy” - Cristine Veloso, BSN, RN, labor & Delivery - in full PPE



Empowering Patients and Caregivers



In July, the Anaheim Medical Center went live with **CaringTogether@KP** to integrate caregivers into the patient’s health care team. Using human-centered design, this ecosystem of solutions allows families and caregivers to stay informed about the patient’s care plan and needs from admission to discharge. Under the leadership of Jenna Rodriquez, MHRM, operational project lead and Angelu Mayyaleh, BSN, RN, Clinical Informatics Specialist, the following

HealthConnect capabilities were deployed:

- **Caregiver designation:** Patients 18+ years old can designate family and friends to assist in their care as ‘visit contacts’ during the registration admitting process
- **Text alerts:** Designated caregivers receive text alerts upon patient’s admission and discharge, plus daily estimated rounding window timeframe from participating hospitalists.

The Nursing Informatics Committee assisted with awareness among peers. Clinical nurses are better able to support patients and caregivers by proactively planning ahead for the physicians rounds and providing the designated rounding window timeframe to caregivers.

In September, a cross functional group of admitting managers, inpatient nurse leaders, Clinical Nurse Specialist, Information Technologists, and hospitalists provided feedback and suggestions for **19 improvement opportunities** to enhance the program. Our Information Technology partners **completed 7 enhancements** by the end of 2021.

In November, members of the project team consulted with the Orange County Patient Advisory Council for feedback on the program and specifically the wording of the discharge text message to caregivers. Their feedback resulted in a meaningful change in wording of the text message to caregivers.

Final Recommendation - Discharge Charge (DC) Text Message

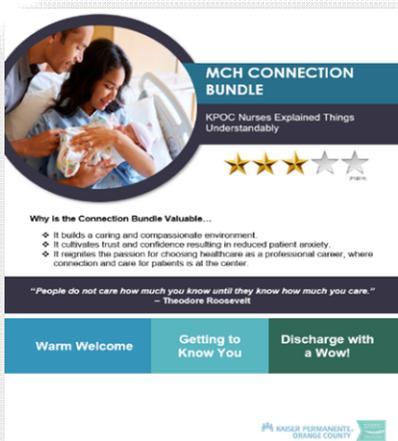
Text Type	Current Message	Final
Header	KP Caregiving:	KP Caregiving:
Admission/Welcome to CT@KP (84-character limit, including spaces)	A discharge order has been submitted. A nurse will be reaching out with more info. (82)	The discharge process has started. The patient/nurse will be calling with more info. (84)

Results: Since program launch, **59%** of eligible patients have had caregiver(s) designated with a rate of enrollment in recent weeks: consistently around **60-70%**. Overall, caregiver(s) have received at least one rounding timeframe text during **6% of enrolled hospital stays** with recent rate of 9.1% at Anaheim.

The wife of a patient said, "It was great! I got a text this morning saying the doctor would be here between 9 to 11 a.m. I had some errands that I could do."

Patients' Perspective of Care

The Voice of the Patient on Their Care Experience



Providing the best care and service to our patients is a top priority at Anaheim Medical Center. We're constantly assessing to discover gaps and make improvements in the services and care we provide. In alignment with our Kaiser Permanente Mission, Vision and Values, we implement best practices to ensure we achieve the best outcomes and high satisfaction for our patients. The care experience priorities in 2021 included improving communication and deepening daily connections with patients/families and staff. Our Medical Center utilizes the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), the national, standardized and publicly reported survey of patients' perspective of our hospital care.

Patients' Rate our Hospital Care

HCAHPS Dimension	Linear Mean (Star Rating) ★
Overall Hospital Rating	91.7 ★★★★★
Nurse Communication	91.9 ★★★★★
Cleanliness	87.4 ★★★★★
Responsiveness	86.3 ★★★★★
Discharge Information	88.6 ★★★★★
Communication about Medication	80.0 ★★★★★

The Kaiser Permanente Orange County *Connection Bundle* is a suite of best practices for building connection and empathy with patients from admission to discharge. Following a successful launch in the Medical Surgical and Critical Care Services in 2020, the bundle was customized and implemented in Maternal and Child Health Services in April 2021. The Anaheim core team led by Jenna Rodriguez, MHRM, care experience lead, included:

- Katie Khey-Benedicto, RN, BSN, Post-Partum
- Shelley Burgoon, RN, BSN, Labor & Delivery
- Bernadette Elias-Koon, RN, MSN, Labor & Delivery
- Desiree Carreon, RN, BSN Post-Partum
- Lauren Kartoizian, RN, MSN, Perinatal Director
- Lisa Gonzalez, Ward Clerk, Labor & Delivery
- Angela Lopez, Ward Clerk, FCC

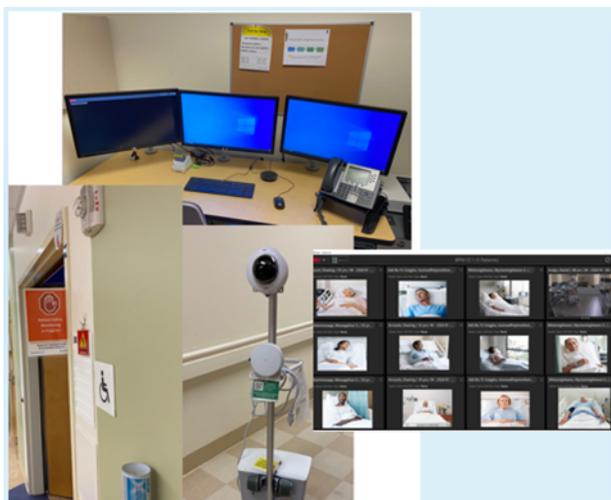


Technology in Action

The Nursing Informatics Council supported the launch of multiple technological applications to enhance the work of the teams and support patient safety and outcomes.

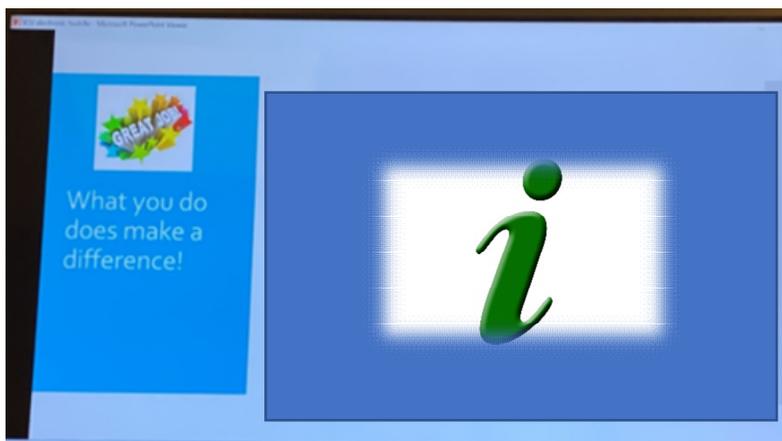
In June, the team supported education and facilitated the smooth pilot launch of the **Early Warning Sign-Deterioration Index (EWS-DI)**. The program will help to improve patient outcomes through early identification of those at risk of deterioration during hospitalization. An algorithm within the electronic medical record helps charge nurses to proactively assess and classify patients by a Deterioration Index Score based on several clinical factors. The early assessment and identification of changes in a patient's clinical status alerts the clinician to the need for early intervention.

Epic Virtual Remote Sitter: October 2021



The virtual remote sitter is a patient observation model designed to provide caregivers with a safe, cost-effective alternative to in-person sitters. It delivers continuous technology-enabled patient monitoring with interventional steps and escalation paths that can be customized to enhance fall prevention measures and promote patient safety. Evidence supports the virtualizing and scaling of the in-person sitter function to deliver the same level of fall prevention with potential cost saving opportunities. This technology promises benefits for patient safety and staffing and productivity costs.

Electronic Huddle Board: December 2021



With the COVID-19 pandemic came frequent and necessary changes to workflows and this created a challenge for staff and leaders to keep up with important information on a daily basis. Used in conjunction with daily huddles and other forms of communication, this electronic solution is a “one stop shop” for staff to view and review important information related to changes affecting their practice. It also helps to minimize clutter.

New Knowledge

Nursing research is foundational to an excellence culture. Our nurses remain committed to advancing nursing practice and improving care outcomes for patients and families. The Nursing Research Steering Committee is the local arm of the research infrastructure that supports clinical nurses in their discovery of new knowledge and application to practice, in advancing the profession and meeting the changing needs of the communities we serve.

The Research Committee mentors clinical nurses in the principles of research and evidence-based practice using the “Evidence-Based Practice Model and Tools,” as a problem-solving approach to integrate best evidence into practice and making clinical decisions. These tools help to build capacity among frontline nurses as they learn to evaluate and identify best practices for improvement and apply them into daily care provided to patients. Clinical nurses are also engaged as co-principal Investigators in ongoing regional and local research studies.

The Anaheim Medical Center Pediatric Team

The Pediatric team with Dr. Vanwinkle, Shareemae Salvador, CNS, Janet Gilbert-Lambert, RRT, and research experts, conducted a descriptive retrospective study on the safety and flow limits of high flow nasal cannula in children admitted to community hospitals without a Pediatric Intensive Care Unit (PICU). The study concluded and concurred with the evidence that high flow nasal cannula can be safely administered in a community hospital without PICU expertise and capability. Based on the study and available evidence, the Anaheim Pediatric Unit revised its practice to reflect the current evidence through new treatment pathways for their patients needing this therapy. The Practice & Standards Committee was instrumental in providing feedback on the revision, education, and implementation of the new algorithm in collaboration with respiratory therapists and their physician partner.

The study was published in the *Permanente Journal* in May 2021.

■ ORIGINAL RESEARCH ARTICLE

High-Flow Nasal Cannula Use in Children with Bronchiolitis in a Community Hospital Setting: Evaluation of Safety, Flow Limits, and Intensive Care Unit Transfers

Patrick J Van Winkle, MD¹; Allen M Castro, BS²; Shareemae A Salvador-Lloyd, RN¹;
Janet M Gilbert-Lambert, RRT³; Qiaoling Chen, MS²

Perm J 2021;25:20.261

E-pub: 5/12/2021

<https://doi.org/10.7812/TPP/20.261>

Service: *Giving Back to Seniors*

The Council on Aging, Southern California, is a private nonprofit corporation serving older and disabled adults in Orange County since 1973, with a mission to promote adult empowerment, prevent abuse, and advocate for the rights and dignity of those experiencing health and aging challenges.

The Anaheim Medical Center Nursing Division partners with the Council’s annual SmileMakers holiday gift program. In 2021, we adopted “Angel Gift Tags” to fulfill specific Christmas gift requests of 300 senior residents living in skilled nursing and/or residential care facilities.

The nursing leadership team participated in the SmileMakers Workshop creating magic, wrapping, and preparing gifts for pickup and delivery to the residential care facilities. The generosity of the nursing division continues to warm the hearts of the recipients, year after year.

Kaiser Permanente Anaheim Medical Center was highlighted in the OC Register on December 5 for its participation and contribution, under the title, “**Season of Giving: Council on Aging programs focus on helping older people.**”

Team Members participating in the gift-wrapping workshop: Rose Pantoja, Bless Lising, Carmen Ferrell, Allison Murphy, Jeissel Restor, Mary-Ellen Clark, and Jenna Rodriguez (program coordinator).



Service: “Foster Your Greatness”

The Voice of Nursing Partners with the Community to Impact Outcomes

Too many young people who grew up in foster care face unnecessary life challenges decades after leaving the system. The Foster Greatness Program is a 501(c) (3) nonprofit organization, working to address the root causes of poor outcomes associated with young people aging out of the foster system, through proven strategies that lead to positive results. They utilize meaningful relationships such as mentoring and job placement to break unhealthy cycles within that population as they transition to the real world.

Community Engagement During a Pandemic

In spite of the curtailment of in-person activities due to limits on social interactions, we found new and innovative ways to engage with the community. The Anaheim Voice of Nursing

(VoN) Committee hosted an information session for young people from the foster care system who are working towards a career in nursing or other health care professions. The goal was to educate them on the role of nurses, with a view to inspire them for the future.

The young adults received information on nursing as a career from the clinical and academic perspectives, with our clinical nurses sharing their nursing career journey, and the Dean of Nursing, Chamberlain University, Irwindale providing information on qualification and types of nurses. Our Respiratory Therapist and Ultrasound Technologist partners provided information on their specialty. The experts were selected based on the career goals of the young adults. Nurses from across inpatient units participated by donating basic items from a wish list of specially selected items, as a way of removing barriers to their success as they pursue their career.



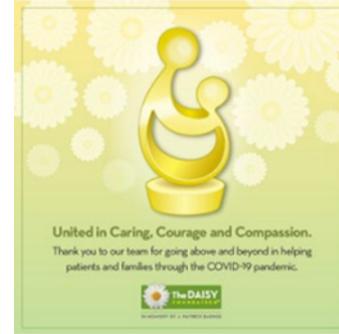
Words of gratitude from our Foster Greatness community

“This is awesome! I really needed these cleaning supplies.”

*“I am so geeked about this!”
(Geeked: very happy to the point of extreme excitement)*

“I like how Kaiser focuses on more than business.”

Honoring Service Excellence



The United in Care plaque and pin were created to recognize the compassion and courage nurses and other staff on the frontline demonstrated during the COVID-19 pandemic.



Carmen Munoz, BSN, RN, DOU



April Lanteri, BSN, RN, 6 East



Labor & Delivery Team



Eyad Wahdan, MBA, BSN, RN, CRRN, Asst. Manager, DOU

DAISY Award Honorees May 2021



COVID-19 Prone Team, Main OR



4 East



Critical Care Services/Interdisciplinary Team

A special thanks to **Kate Ananson, program manager-west, DAISY Foundation**, for presenting the plaques at our virtual DAISY ceremonies.

Honoring Service Excellence



Transformational Leadership
Crystal Schaper, MSN, RNC-NIC
Director, Children Services



Innovation: Technology
Angelu Mayyaleh, BSN, RN, CIS



Innovation: Work Environment
Lisa Lawton, BSN, RN, CPN, ADA,
Pediatrics



Extraordinary Leadership
Bless Lising, BSN, RN, Director
Med/Surg/Telemetry Services

All labor that uplifts
humanity has dignity and
importance and should be
undertaken with painstaking
excellence.

Martin Luther King, Jr.



Clinical Nursing Excellence
Neena Nguyen, BSN, RN
6 East Med/Surg Oncology



Nursing Leadership Excellence
Neelima Tigulla, MBA, BSN, RN, CCRN,
ADA, 6 East Med/Surg Oncology

Honoring Service Excellence



TEAM:
Anaheim Medical Center
OC – Anaheim Medical Center



Jillian Aguila-RN
David Almaguer-RN
Jasmine Carrillo-RN
Dr. Lisa Choi-Anesthesiology
Michelle Chung-RN
Chase Daniels-ER Assistant
Lectrice Gray-Ward Clerk Transcriber
Rowena Kirchen-RN
Dr. Mark Lee-Emergency
Mark Maio-RN

Chad Essex Mariano-RN
Dr. Binh Van Nguyen-Radiology IR
Myrna Raheb-RN
Harinder Sandhu-RN
Annabelle Smith-RN
Andrew Tan-RN
Dr. Moe Tin-Emergency
Irene Tolentino-RN
Trisha Vu, Respiratory Therapist
Robert Wright-ER Assistant

TEAM:
Critical Care Team
OC – Anaheim Medical Center



Gina Bui-RN
Michael Burk-RN
Dr. William Ford-Geriatric Medicine
Janine Golino-LCSW
Ruben Gonzalez-IT Consultant
Lauren Guillory-RN
Rinna Harper-RN Asst. Manager
John Ibarra-RN Asst. Manager
Shannon Jones-IT Support Tech
Mark Kibbe-Supervisor
Bleisha Lising-Director of Nursing
Santos Martinez-Assoc IT Consultant

Maria Mayorga-Sr. Manager IT
Angelu Mayyaleh-Informatics Specialist
Shella Mercado-RN
Kenneth Milhander-Chaplain MC & MHC
Thao Nguyen-RN
Dr. Tuan Anh Nguyen-Hospitalist
Patricia Quon-Sr. Manager IT Support
Thuy Ta-Respiratory Therapist
Malinna Taing-RN
Melinda Tomenis-Supervisor
Jesse Velazquez-LCSW
Linda Vu-RN

Honoring Service Excellence



Carmen Muniz, RN
Transitional Care Unit



Kathleen Long, Clinical Nurse Specialist
Labor & Delivery



Paul Gayon, RN
Medical/Surgical Telemetry



Havah Fulson, RN
Labor & Delivery

Brett Reyes, RN
Emergency Department

"To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity."

Douglas Adams



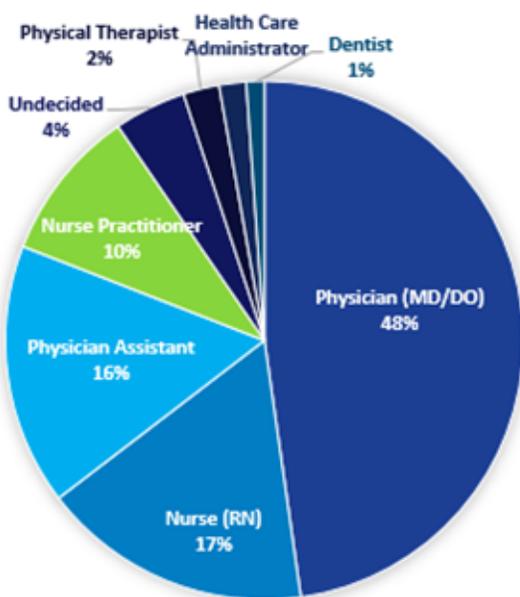
A Vision for Tomorrow

Mentoring the Next Generation of Healthcare Practitioners: COPE Health Scholars

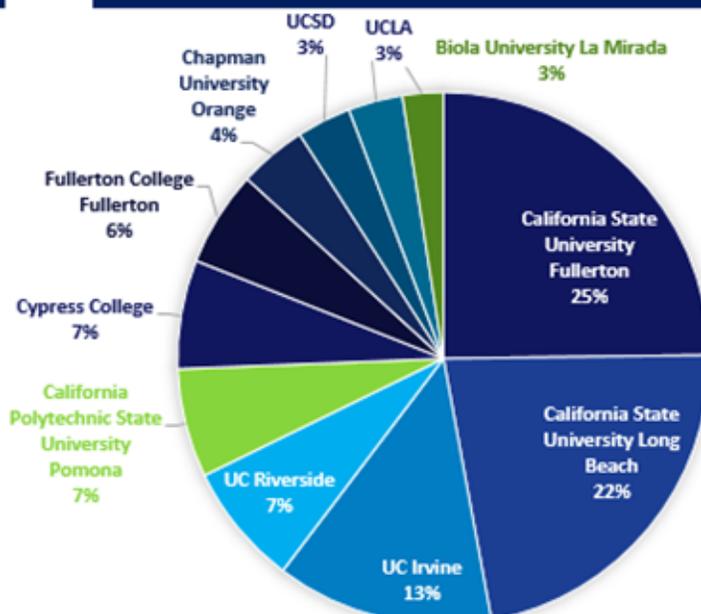
The COPE Health Scholar program at the Anaheim Medical Center has grown from five in 2019 to over 200 scholars in 2021. The program complements the education of a college student's career path in healthcare through experiential learning and a certificate from Keck Graduate Institute. COPE accepts, trains, and deploys Scholars to various departments in our hospital to support staff and assist with initiatives for improving the patient experience. Scholars learn about different specialties and gain experience as an essential part of the patient care team, through professional mentorship. The inaugural scholars were assigned to the 6 East Med/Surg Oncology unit and the program has been expanded to several other units within the medical center.



Career Interest*



School Representation*



Health Scholar Staff Support



204

Average Enrolled Scholars

166

Average Active Shifting Scholars



13

Average Departments



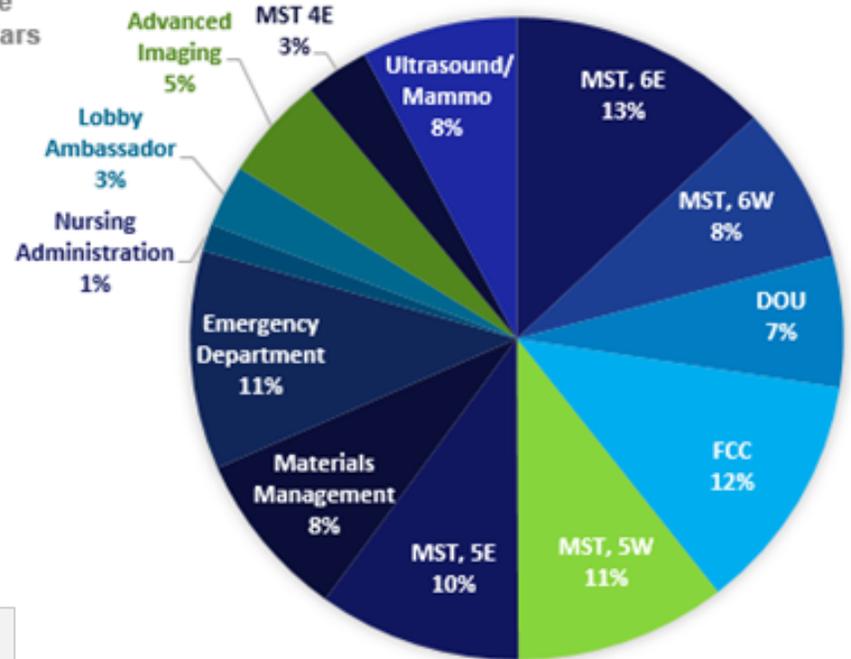
3,485

Average Total Hours

20

Average FTE

Scholar Support by Percentage and Department



Scholar Quotes

"I discovered the COPE Health Scholar Program through a college fair, and I am eternally grateful for my experience thus far. This program offers a unique opportunity to network and grow professionally. Through my Health Scholar role, I have observed and learned what quality care looks like and I will surely use it as a foundation throughout my nursing journey."

- **Angela Lynn Cayas, Health Scholar**

"One of my favorite parts of being a Health Scholar is not only learning from the staff but also getting the opportunity to talk with the patients and learn from them as well. As I talk with patients, I learn a lot from their experiences, stories, and advice too. Each time I shift on the floor, I feel very proud of myself. Even if it's a small thing like making the staff laugh or making a patient smile. I am very happy to be in the program. I will continue to challenge myself, expand my horizons, and create the best version of me as I can in this program!"

- **Kathy Nguyen, Health Scholar**

Staff Quotes

"I have to say – every scholar that we have had has been special. Every single one has been super helpful, and I don't have a single negative thing to say. This group of scholars have been moving fast and have been asking lots of questions. They always ask if we need help, and it makes a huge difference. We really appreciate them!"

- **Maria Cleo, DOU Ward Clerk**

"The Health Scholars are on top of everything, especially call lights. They are always willing to learn!"

- **Christine, 5E RN**

"Scholars have been very good and super helpful! They are up on their feet and walking around the unit."

- **Elisa, 6E Charge Nurse**



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

