



Nursing Year in Review

Stronger Together. #KPOCAnaheimStrong



STRONGER TOGETHER

*Celebrating the Strength of our **TEAM***

2022

Kaiser Permanente Orange County
Anaheim Medical Center



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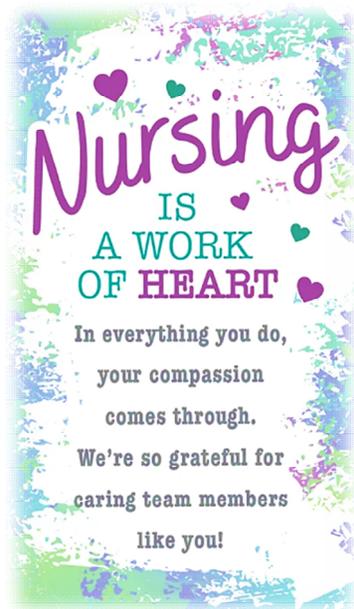
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Welcome Message from the Chief Nurse Executive



I am honored and proud to introduce our 2022 Nursing Year in Review, a compilation of exemplars and accomplishments demonstrating our commitment to a culture of service and practice excellence.

Our Philosophy of Nursing and Professional Practice Model, underpin our relationship-based approach to patient/family centered care. Our nurses are empowered to innovate through new care models and solutions for improving quality and safety, and supported through our Shared Governance structure, which gives them a powerful voice in practice related decisions. This foundational framework promotes and supports our ability to continually improve and sustain quality outcomes.

The 2022 annual review celebrates **“The Strength of our Team.”** With the ongoing impact of the global pandemic, our nursing team continues to build on its strong interprofessional relationships through the spirit of collaboration and interdependency. The teamwork across disciplines and the mutual care and concern for each other are noteworthy in every setting and each interaction.

Join me in recognizing and celebrating the outstanding accomplishments of our nursing division through an ability to thrive within the interdisciplinary team and **“Rise Stronger Together”** in the face of ever evolving challenges.

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



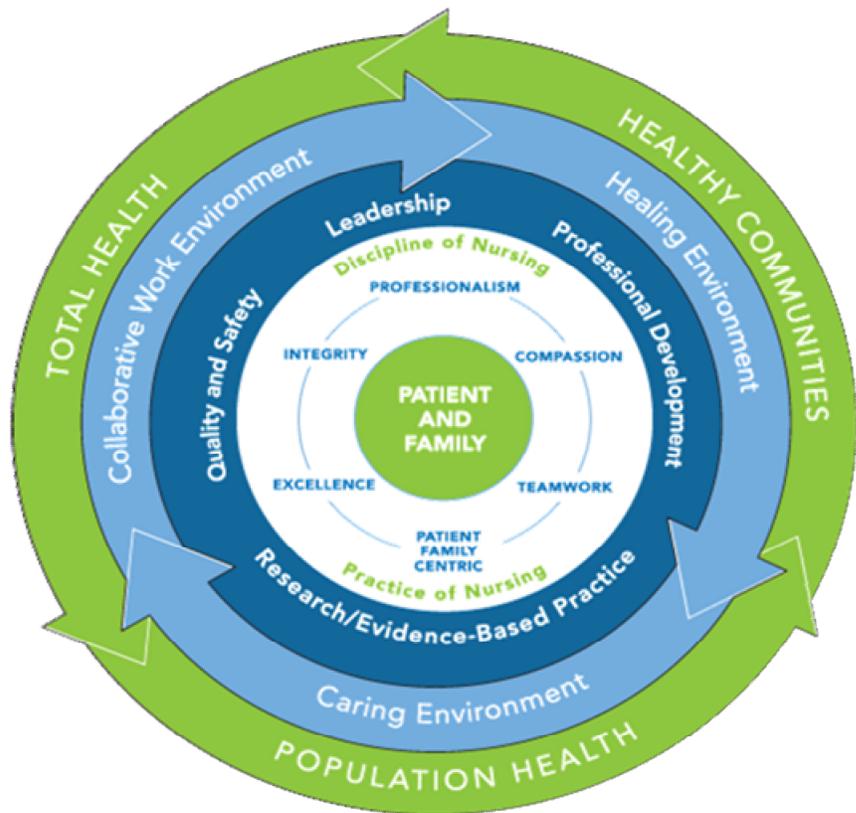
2022 Outstanding Patient Experience representing the top 15% nationwide for overall patient experience.

Extraordinary nursing care.
Every patient. Every time.

KAISER PERMANENTE NURSING

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

Members Served



582,147




83%

Registered Nurses with BSN or Higher

Organizational Demographics



Number of Births

3568

Registered Nurse Professional Specialty Certification Rate



32%



Number of Emergency Department Visits

70,213



872

Number of Registered Nurses



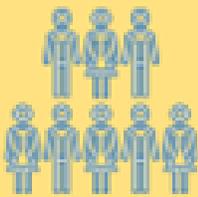

Licensed Beds

262



Annual NICU Births Attended

592



Outpatient Surgical
Procedures
Main OR



3879




5307

Outpatient
Surgical Center
Procedures

Organizational Demographics



Inpatient
Main OR
Surgical
Procedures

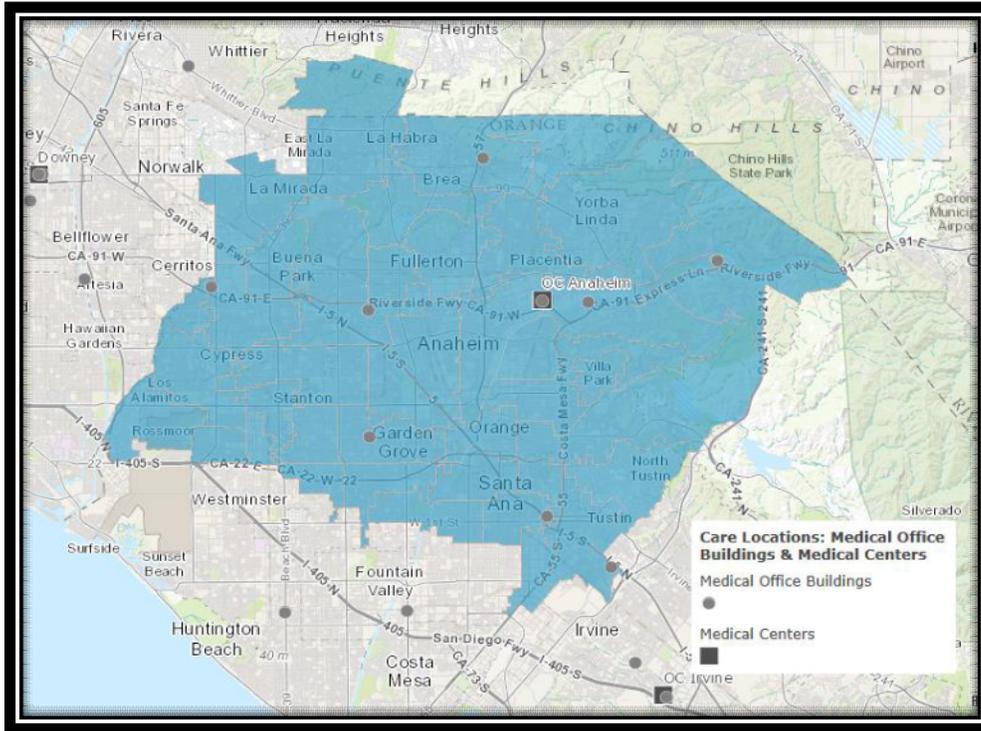
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2022 American Heart/American Stroke Association Get With The Guidelines (GWTG) Awards

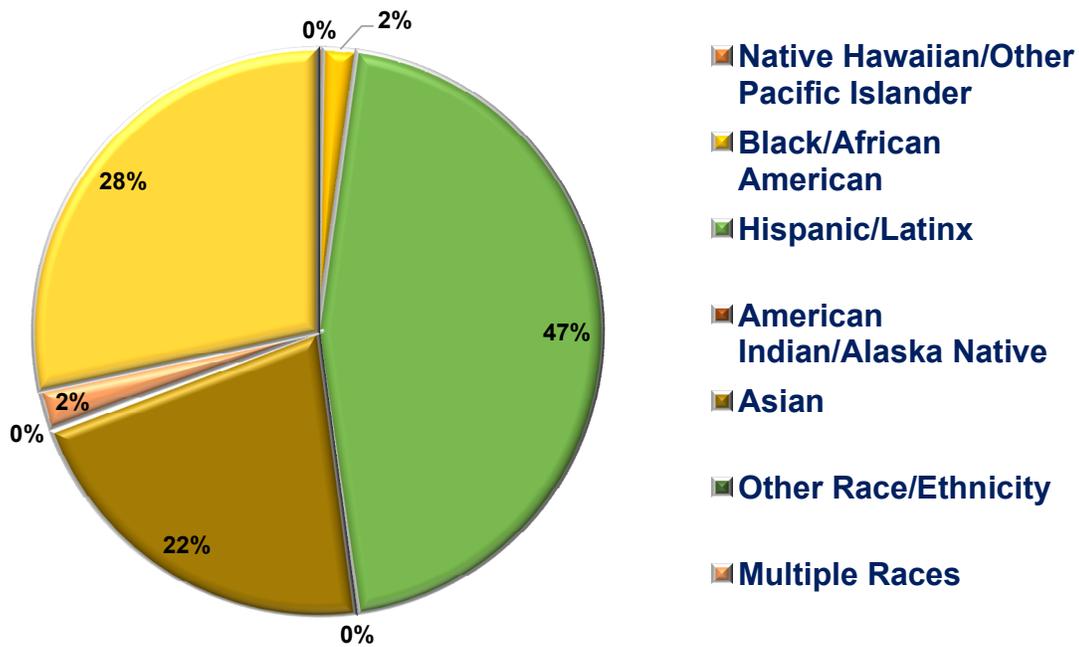
Stroke Gold Plus with Honor Roll Elite and Target: Type 2 Diabetes



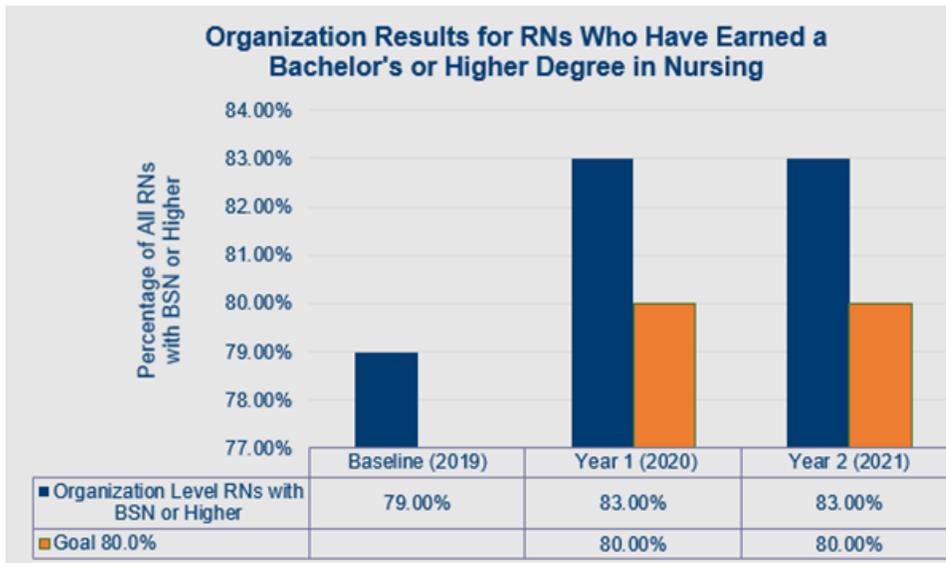
Anaheim Service Area Demographics



KP Anaheim Service Area Demographics



Anaheim RN Professional Demographics



An ongoing strategy of our Nursing Division is meeting the Institute of Medicines' 2010 recommendation for achieving 80% of RNs having a BSN or higher nursing degree. The seminal 2010 Institute of Medicine report on the future of nursing highlighted nursing's unique, human-centered, holistic approach toward healthcare improvement and the profession's versatility and adaptive capacity to lead

transformative change (IOM, 2011). This leadership influence, it contends, will be achieved through a highly educated workforce, increasing the supply of advance practice nurses such as Nurse Practitioners to increase access to care, nurses practicing to the full extent of their education and training, and leading from the bedside to the boardroom.

A Nursing Strategic goal over the past several years was to achieve 80% of professional registered nurses obtaining a baccalaureate or higher degree in nursing by 2020 and to maintain or increase over the ensuing years. Another priority goal was to commit to ongoing professional development beyond acquisition of nursing degrees, to include increasing the number of eligible RNs with a specialty certification. All this was achieved with the exceptional support and resources provided by Kaiser Permanente.



The achievement of these professional development goals assisted in meeting the professional development standards for the American Nurses Credentialing Center (ANCC) Magnet Recognition Program, and specifically for our document submission in August 2022, towards our second Magnet designation.

Celebrating the Strength of our TEAM

Within diverse roles and settings, our team thrived through unprecedented times, bravely answering the call to save lives during a pandemic and its aftermath. We contemplated, learned, and made care decisions together, as we stood against the threat of an invisible enemy.

As we reflected and contemplated a theme that would truly capture what we continue to experience together, feedback was sought from nurses and staff across units and committees. It was unanimous that we celebrate the *strength and diversity of our team*, and the commitment demonstrated by each individual within the team to overcome the challenges faced together.

All hands-on deck was real and amplified during the pandemic and continued as we settled into the new normal over the past year. Employees and staff from all disciplines, settings, specialties, and levels are better skilled and

equipped for service outside of their traditional specialties. The idiom, *“It takes a village”* took on real meaning and was articulated through **CommYOUity, Team-ing and Resilience**, as everyone cooperated and collaborated to achieve our shared goals. Our nurses and interdisciplinary healthcare team met the challenges of the times with an extraordinary response and commitment to serving and meeting the needs of our patients, families, and members, and we **“Rise STRONGER together!”**

Among the best assets of our team, are our multicultural and multiracial dimensions, and we celebrate the unique differences they bring to create an unbreakable bond, in service.

DATA is our *TRUTH. INFORMATION* our *POWER*. Let’s celebrate the accomplishments of our TEAM through data in black and white, and our stories animated in **COLOR**.



#AnaheimSTRONGER



Straight A's for Patient Safety



Kaiser Permanente **Anaheim** and Irvine medical centers once again received the prestigious “A” Leapfrog

Hospital Safety Grade for excellence in patient safety for spring and fall 2022. This national distinction recognizes our medical centers' achievements in protecting patients from preventable harm and error in the hospitals.

The Leapfrog Group, an independent national watchdog organization, assigns letter grades to general hospitals across the country based on more than 30 national performance measures reflecting errors, accidents, injuries, and infections, as well as systems hospitals have in place to prevent harm. Earning an 'A' Leapfrog Hospital Safety Grade is in no small part due to efforts of our hard-working physicians, nurses, and care teams, who consistently strive to

deliver safe, high-quality care that our members and patients expect and deserve.

Because of our dedicated and committed staff, **Anaheim** has achieved **straight A's** since Spring 2012 and Irvine since Fall 2012, which further exemplifies our continuous commitment to prioritize patient safety and medical excellence. Only 22 hospitals across the nation, including **Anaheim**, have achieved **Straight A's** over all reporting periods.

We are extremely proud of these recognitions, as it further exemplifies our continuous commitment to prioritize patient safety and medical excellence, even during these unprecedented times. We are grateful for the heroic efforts of our hard-working physicians, nurses, and care teams, who consistently strive to deliver safe, high-quality care that our members and patients expect and deserve.

America's Best Maternity Hospitals Award

Congratulations to Kaiser Permanente (KP) **Anaheim** and Irvine medical centers for being recognized by **U.S. News & World Report** as high performing “Best Hospitals” in maternity care for 2022-23, thanks to the delivery of high-quality services to expectant mothers.



The two medical centers joined 9 other KP hospitals in Southern California in being listed on U.S. News' national list of Best Hospitals for Maternity Care. To be considered for its list, U.S. News rated participating hospitals across the country in the following categories: Cesarean births, exclusive breast milk feeding, unexpected complications in term newborns, and vaginal births after C-section. Our Anaheim Medical Center achieved an average C-Section rate of 24.6% for first time births of normal single baby pregnancies and 64.5% for exclusive breastmilk feeding, in 2022.

Supporting Staff Wellness: Flu Vaccination Event

KEEP
CALM
AND
GET YOUR
FLU SHOT



OCA Employee Flu Vaccine Event

On Tuesday September 27, Orange County Anaheim Medical Center held its 2nd annual employee flu vaccine event, which was a huge success.

Thanks to the many staff, nurses, and physicians who attended to get the shot, enjoy the entertainment, and treat themselves to the giveaways and yummy cookies from Crumbl Cookies.

Our Flu Clinic nurses, and nurses from the Med/Surge Tele unit administered 245 flu shots - more than the previous year.

CONGRATULATIONS to the Radiology department for achieving the greatest turnout. A pizza party was provided by the Medical Center to celebrate their participation.

This important event would not have been possible without the hard work of the planning committee, support services and volunteers from multiple departments.

Thank you, Team!

Living our **ICOUNT** Behaviors: **Nurturing** and **Thrilling** the Team in Challenging Times



The **Holiday “Elves”** from the combined Unit Based Team (UBT) of Critical Care Services (ICU & DOU), donned their Elf’s hat and handed out individually packaged treats to the staff in the ICU, DOU, 5 West Med/Surg Unit and senior leadership, to demonstrate gratitude for their support throughout the year, and to say, they are VALUED: **Nurture** Behavior.

“**Tinsel**” the Holiday Tree, in the person of Mary-Ellen Clark, MHI, RN, Manager, Intensive Care Unit (ICU), made her debut throughout the medical center visiting inpatient units to entertain the staff and hand out treats. The staff across units enjoyed the good cheer interacting with “Tinsel”- Making work fun: **Thrill** Behavior.



“**L&D Little Free Library**” where you “**Borrow a Book. Bring a Book... Read.**” As exciting and rewarding working in the Labor and Delivery (L&D) Department can be, it’s fraught with stressful life and death situations requiring prompt intervention. These critical situations require nurses and staff to re-group, debrief and prepare for the next emergency. It is essential that nurses practice some form of selfcare and create opportunities to decompress by spending time with family, each other, or in quiet time, reflecting and recharging. Our L&D unit has some avid readers who love to relax with a great novel. In Summer 2022, rather than shelving the books at home, nurses left their finished novels in the staff lounge for others to enjoy. As the collection grew, Joyce Yim, BSN, RN, constructed and decorated the makeshift “*Little free library*” from a cardboard box.

Her simple, yet effective message was, **Borrow a Book. Bring a Book. Read.** The library continues to grow and is utilized by nurses and staff. Kaiser Permanente Orange County promotes the **Nurture** and **Thrill** Promise Behaviors of looking for even little ways to make a difference and making work fun wherever possible. While the demands of the workplace may be uncontrollable, Joyce and the team demonstrated these behaviors in an innovative way for coping with the day-to-day unpredictability of this high-risk work environment. **Borrow a Book. Bring a Book. Read!**

An Emotional Goodbye to a Nurse Colleague

In Memoriam: A Nurse Honor Guard Tribute to Mel Guran, RN



Nursing is a calling, a way of life. Nursing is a service profession that cannot be lived in isolation.

Nurses rely on each other for the synergistic effect of teamwork in our efforts at care giving. In the midst of life there is loss and grief, and nursing is not exempt. It is appropriate that we honor our colleagues not only during their career, but also at the end of life's journey.

The Nurses Honor Guard **gives meaningful recognition to the nurse who has passed and helps to ease mourners' grief during their time of loss.** The nurses participating in the service pay tribute to the nurse who passed by performing the Nightingale Tribute at the funeral or memorial service.

The Nurses Honor Guard exists to pay tribute and respect to nurses at death. It recognizes them for their dedication to the practice of nursing at the end of their journey and officially releases them from their nursing duties. The ceremony is adaptable to the beliefs and traditions of the deceased nurse or family.

In August 2022, the 4 East Medical Surgical Telemetry Family said goodbye to one of their own – staff nurse, friend, and confidante to many, Mel Guran, RN. She was respected by peers, colleagues, patients, and physicians alike. Prior to her passing, they were privileged to honor her at an early retirement dinner where they celebrated her life, reminisced on the “good old days,” and looked to the future with promise



Nursing Honor Guard

Nursing Honor Guard recognizes and pays homage to men and women who have dedicated their professional lives to nursing. The nursing Honor Guard has been established to honor these individuals upon their death. The Honor Guard's presence helps shine a light on a nurses' dedication to their chosen profession, and helps ease mourners' grief during their time of loss. The nurses who are members of the Honor Guard consider it both an honor and a privilege to participate in final services for their fellow nurses.

and hope. Overcome with gratitude and humility, in her emotionally moving response speech to her colleagues, she thanked them for their support, generosity, and compassion.

Sadly, she was soon to answer the call to her eternal rest. Her passing took an emotional toll on the team as they navigated grief associated with her loss. The team received support from our Employee Assistance Program (EAP) consultants. Listening, talking, crying, sharing stories and silence helped the team to cope as they pulled strength from each other.

Jeissel Restor, BSN, RN, unit Manager, obtained permission from Mel's husband to conduct the special Honor Guard tribute during the memorial service on September 23, 2022. He was appreciative and grateful for the

gesture. Nine nurses including Dawn Vonderheide, DNP, RN, from Ambulatory Services and Jeissel participated, sharing an overview of Mel's career and beautiful life which included relentless support for nurses to be their best, love for her family, and her professional accomplishments.

During the emotional Nurse Honor Guard ceremony, the Nightingale Lamp was lit and extinguished at the release of Mel from her nursing duties. Each nurse read a portion of the Nightingale Tribute and the audience participated by saying Mel's name at particular sections. The lamp was presented to the family at the end of the ceremony. A triangle was chimed to symbolize Mel's Release from

Service and white roses presented by all nurse volunteers to the family members as a representation of their appreciation for Mel. Her family was appreciative, and Mel's husband expressed to Jeissel that Mel would have loved the tribute. To Mel we say, "Sleep on Beloved

Mel and take your rest. We will see you in the morning."



Mel's Nurse Honor Guard Volunteers



Nightingale Tribute: *Mel Was There*

*When a calming, quiet presence was all that was needed, **Mel was there.***

*In the excitement and miracle of birth or in the mystery and loss of life, **Mel was there.***

*When a silent glance could uplift a patient, family member or friend, **Mel was there.***

*At those times when the unexplainable needed to be explained, **Mel was there.***

*When the situation demanded a swift foot and sharp mind, **Mel was there.***

*When a gentle touch, a firm push, or an encouraging word was needed, **Mel was there.***

*In choosing the best one from a family's "Thank You" box of chocolates, **Mel was there.***

*To witness humanity, —its beauty, in good times and bad, without judgment, **Mel was there.***

*To embrace the woes of the world, willingly, and offer hope, **Mel was there.***

*And now, that it is time to be at the Greater One's side, **Mel is there.***

[©2004 Duane Jaeger, RN, MSN]



Mel Guran, RN, we honor you this day and present this white rose and light this candle to symbolize our honor and appreciation for being our nurse colleague.

“Ribbon Cutting” Ceremony in Peri Operative Services

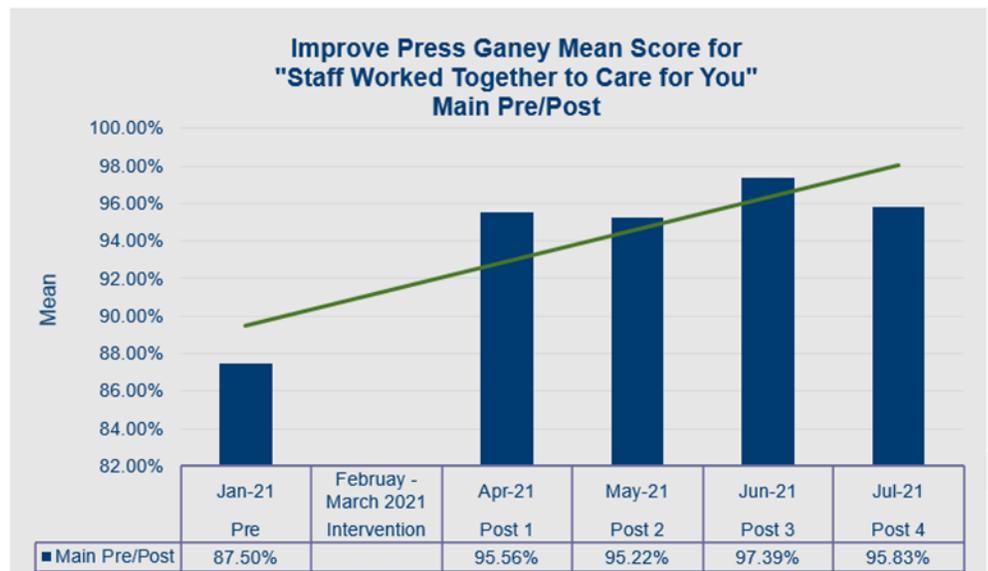
Peri Operative Services Team Reclaim Workspace Post COVID

In March 2022, the Perioperative Team, in a symbolic **ribbon cutting** ceremony, reclaimed two patient care bays previously assigned to the care of patients admitted from the Emergency Department (ED) to support throughput goals, by ensuring patients for admission to inpatient units are timely transferred from the ED.



Perioperative Services Team: Main Pre/Post Anesthesia Care Unit

Perioperative Services were curtailed during the COVID surges as census in the inpatient setting and the ED increased steadily. Long term care for medical/surgical patients in this non-traditional space required adaptations to ensure the necessary equipment and supplies would be available 24/7 to provide safe high-quality service to patients. In 2022, as the pandemic waned and inpatient services census stabilized, one patient care bay in the Pre/Post Anesthesia area remained dedicated to admitting patients from the ED while another was used for storing equipment and supplies to support the care of these patients. The team was honored to support inpatient services and the ED in ensuring smooth care transition for our patients, in spite of space limitations. Over the period of the surges, the team improved care experience for long staying patients in their department.

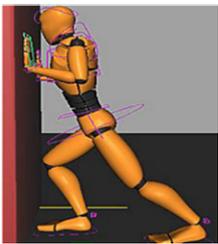


5 West Reduced Patient Falls Using the “Pull” Principle

In spite of increasing patient acuity in the Neuro patient population, the 5 West staff succeeded at reducing patient falls to a new low in 2022. The nurses and staff assess patients using the evidence-based Hester Davis (HD) Fall Risk Assessment Scale, a highly predictable tool for patients at risk for falls or injury, with interventions tailored to each patient’s risk factors. It provides a complete care pathway for care teams to implement the right interventions for the right patient, using data to inform actionable decisions. 5 West continued to experience fall events during 2020 – 2021. The staff was committed to progressive improvement in this patient safety area, in 2022.



Pull vs. Push Principle



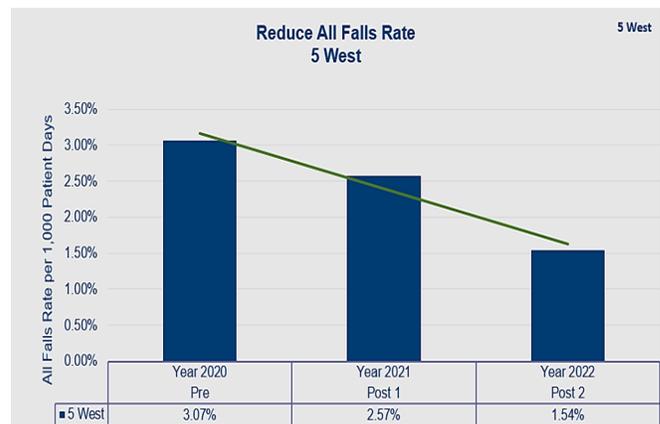
The 5 West nurse leaders and clinical nurses, and Orange County Quality and Performance Improvement experts collaborated to identify root causes and improvement strategies centered around the “pull” approach where each stakeholder saw the opportunity for improvement and committed to the mission to improve. “Pull” is predicated on creating conditions that inspire others to choose to act based on the benefits. The team aimed higher because they cared about the safety of their patients.

A key priority area identified for improvement was ensuring chair and bed alarms are activated.

Our shared decision-making structure and process support this approach of inspiring caregivers to determine the solutions impacting practice. In conjunction with the Hester Davis (HD) Fall Risk Assessment Tool and equipment, the 5 West staff brainstormed and implemented enhancement strategies during purposeful hourly rounding and throughout the shift, to include a new daily rounding sheet with the HD scores for all patients and twice per shift reminder by charge nurses to check bed alarms. The Leadership Team improved the staffing resource to include a breaker RN to ensure break/meal coverage. A mini pulse survey in September focused on satisfaction related to safety and teamwork yielded additional information for nursing leadership to empower staff through shared decision-making.

Empowering patients & families in fall prevention

A key factor in the success of reducing patient falls in 5 West was the recommitment to engaging patients and families, who had the most to gain, in Fall Prevention education about their specific risks factors, individualized interventions and how to partner with caregivers to enhance their safety. These strategies combined resulted in a reduction in patient falls by 56% in 2022, with increasing number of days between incidents, and for which they hold the HD Fall Prevention trophy for no falls for more than three consecutive months.



Supporting Breastfeeding Goals in the NICU

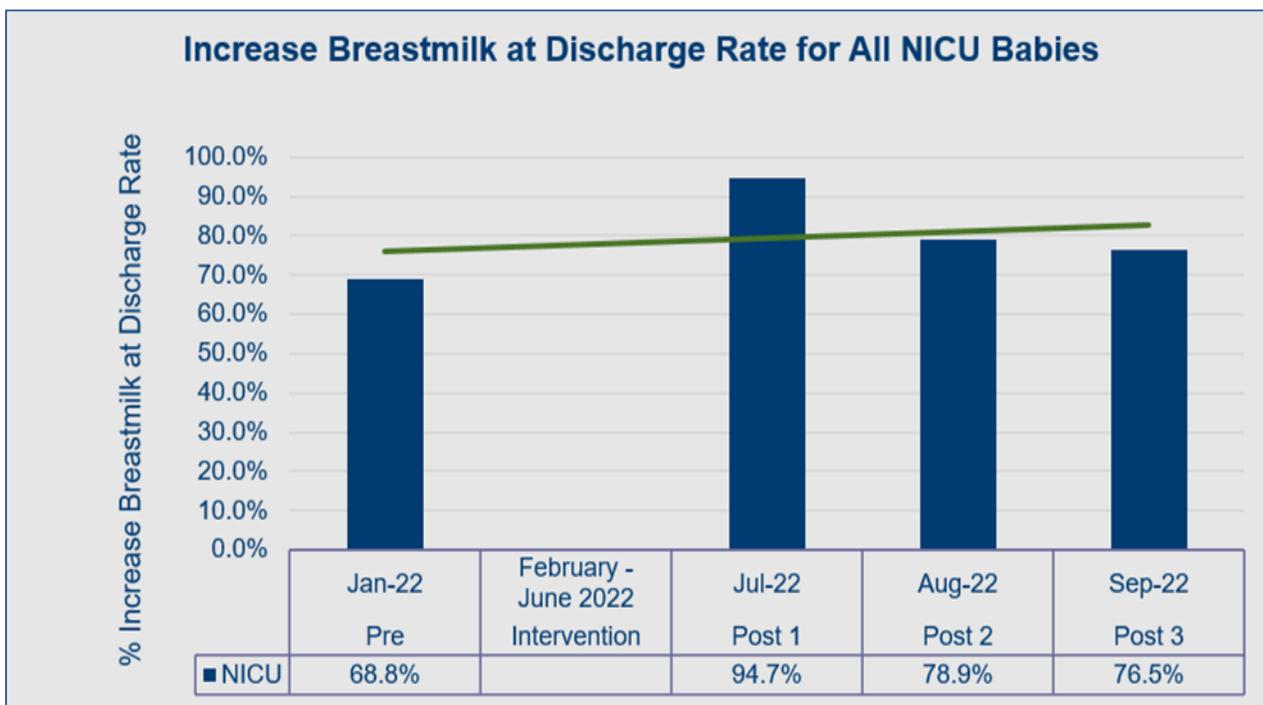
A Nesting Room for the moms of our tiniest most vulnerable patients

The Neonatal Intensive Care Unit Based Team (NICU-BT) advocated for resources to design a quiet, safe and private area for moms of NICU infants to pump their breastmilk in support of providing the best nutrition for their tiny babies while in hospital and upon discharge. Breast milk is the best food for babies, even while in the Neonatal Intensive Care Unit, as it contains key antibodies and nutrients to boost immunity and help with growth and development.

Babies in the NICU may experience delay in early breastfeeding due to the complexities of their medical condition. The way they are fed will depend on their medical condition and how well they can suck and swallow. Nonetheless, breastfeeding goal through breastmilk production can be supported by helping moms with a safe and quiet place to pump while visiting their babies in the NICU. For NICU babies that may not be breastfeeding due to prematurity or other reasons, mom’s can be supported to

express/pump and store their breast milk for feeding their baby when it is appropriate.

The availability of adequate supply of breastmilk supports the unit’s priority for increasing the percentage of all NICU babies discharged home on breastmilk, which was **68.8%** in January, as shared with the UBT by Clinical Nurse Specialists Heaven Holdbrooks and Tracy Delacruz. Between February and June 2022, the team of clinical nurses converted a linen/supply room into an inviting, comfortable, quiet and private nesting room, free from distraction, which can be extremely helpful in breastmilk production while pumping. They created a space with adequate back support and the essential items within reach. The percentage of “All babies discharged on breastmilk” progressively increased after the establishment of the new Nesting Room. The project was supported by Asst. Dept. Administrator Jan Guy, MPA, BSN, RNC-NIC, and Crystal Schaper, MSN, RNC-NIC, Director.



NICU Nesting Room



1. Please rate the cleanliness of the room when you used it.

[More Details](#)

● Exceptional	1
● Good	0
● Fair	0
● Poor	0
● Very Poor	0



2. Did you have the supplies you needed?

[More Details](#)

● Yes	1
● No	0



3. If you answered no for previous question, what items were missing?

0 Responses

[Latest Responses](#)

4. Please provide any suggestions on how we can improve this space.

0 Responses

[Latest Responses](#)

5. Please provide any additional comments.

[More Details](#)

1 Responses

[Latest Responses](#)

"This space was exceptionally perfect! Great job & keep it up!"

The newly designed Nesting Room was ready in time for the World Health Organization's Breastfeeding Week in August. NICU moms are enjoying the new space and have the opportunity to provide feedback through a satisfaction survey created by Tracy.



A Fun-Filled Year for our Pediatric Patients

A visit from **Spiderman**, **Wonder Woman** and our new Senior VP/Area Manager, Payman Roshan, surrounded by pediatric staff. Clinical Director Crystal Schaper, MSN, RNC-NIC and Dr. Pham in their “Wonder Woman” pose alongside the character.



Halloween "Reverse Trick or Treat"



Our pediatric patients enjoyed the Halloween fun in spite of being in the hospital. They were treated to the unique experience of the staff dressing up in Crayola costume, alongside well-loved and recognized characters, and visiting their rooms to pass out Halloween treats.

An Awesome Holiday for our Pediatric Patients

To end 2022, the inpatient pediatric staff led by Certified Child Life Specialist Katie Detrich, MS., CCLS, provided an awesome holiday event for their young, hospitalized patients. Throughout December, the mini “Elf on the Shelf” visited the unit and handed out holiday crafts. Special visitors to the unit on December 21 were Santa and Mrs. Claus, and princesses and superheroes from Kids Can Cosplay. Katie and Kayle, Peds/Hematology/Oncology Certified Child Life Specialists, converted the pediatric unit playroom into a “toy shop” where parents were invited to “shop” for presents for their hospitalized child.

The most generous and meaningful donation was received from a past patient who were hospitalized during Christmas 2021, and his family. The Hawkins’ family donated dozens of toys, and mom Laura created “care kits” for the parents. Laura shared that she knew what it was like to be in the hospital with a sick child at Christmas, and so she put together some go-to care items intended for an extended stay, including toothbrush and toothpaste, liquid IV, ChapSticks, hand sanitizer, among other necessities. Our parents appreciated these special kits this year! Other generous donations were received from Donovan’s Smile, The Let It Be Foundation, and Allure Ink Academy, all based in Orange County.



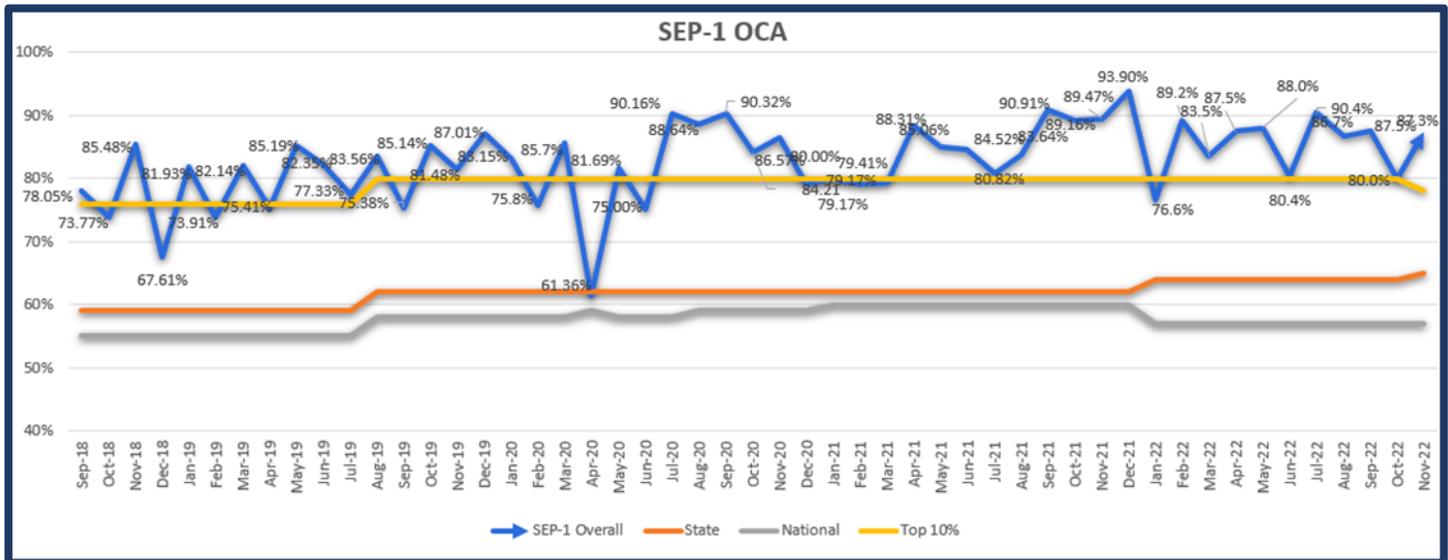
Staff and patients with Characters and Superheroes; Tate with some donated toys from his family; Tate family with wagon of donated toys.

Care Experience: Sepsis Performance

Anaheim Performs Within Nation's top 10% for Sepsis Measure

In June 2022, our Emergency Department (ED) transitioned from a paper Sepsis checklist to peer-to-peer feedback in conjunction with utilization of modified duty or other assigned nurses who perform real-time Sepsis audits and provide real-time feedback to physicians and

staff in the department. Compliance with the Centers for Medicare & Medicaid Services (CMS) Core Measure is reviewed and fall outs addressed monthly. Anaheim Medical Center has continued to perform within the nation's top 10% in spite of challenges within healthcare.



Strategies for compliance to ensure quality patient outcomes for patients with Sepsis:

- Orange County (OC) Quality Coordinators perform 100% concurrent review of all Sepsis coded cases, with feedback and accountability in partnership with nursing leadership and physician leads.
- Senior leadership is involved and engaged in the Sepsis committee with monthly monitoring of Sepsis performance for all metrics and Sep-1 bundle.
- Ongoing ER pilot for monitoring patients in the waiting room whose lactic acid results are 2 or greater; escalation of care to the Highly Efficient Emergency Room Operations (HEERO) physician, who determines the need for patients to be moved into an ED bed.
- Spread of Inpatient Sepsis alert process developed by nursing, to most inpatient units.
- Annual Sepsis education for all inpatient unit nurses, except the NICU, Labor and Delivery and Pediatrics, due to different sepsis criteria.
- Research of viable options for the future of OC nursing Sepsis education.
- Quality Coordinators and Physician leads engaged in ongoing physician Sepsis education through peer to peer, physician messaging system or physician department meetings.

Care Experience: *Patients' Perception of Care*

In April 2022, the National Research Corporation (NRC) **Real Time** patient survey was rolled out for our Orange County adult inpatient and Maternal Child Health Services. While a portion of patients continued to receive the traditional Hospital Consumer Assessment of Healthcare Providers System (HCAHPS) patients' perception of care survey, others received the new **Real Time** survey. This enhancement for survey feedback has been exciting as it enables leaders to identify trends and areas of opportunity, perform service recovery, and recognize staff in a timely manner.

In addition, our Orange County Service Area welcomed a new Care Experience Team to support both medical centers in efforts related to the hospital experience. The team consists of Care Experience Leader – Carol Florek and Project Managers – Kiren Chima, MBA and Joey

Cifra, MHA. The focus of the team is to support our hospital leaders and front-line teams in care experience initiatives, as well as train and onboard new hires on communication and service recovery best practices.

The 2022 performance year closed for the HCAHPS member survey in September 2022, and the **Anaheim Medical Center** achieved a **3.6 Summary Star rating**. This Summary Star rating is a critical metric that is publicly reported and indicates how our members view the hospital experience.

Based on survey results, areas of strong performance include **Cleanliness of Room (4-Stars)**, **Communication about Medicines (4-Stars)**, **Communication with Doctors (4-Stars)**, and **Responsiveness of Hospital Staff (4-Stars)**.



Anaheim Medical Center		
Summary Star Rating	Overall Hospital Rating	Recommend the Hospital
3.6 Star Rating	4 Star Rating	5 Star Rating

Care Experience Nursing Summit



In August 2022, the Care Experience Team hosted an Orange County Care Experience Nursing Summit. It was a successful event that promoted the importance of compassionate care, and a wonderful opportunity for our champions and leaders to refresh their knowledge on compassion and the art of service recovery. Facilitators and content experts discussed topics including Compassionate Care, Nurse Knowledge Exchange, Service Recovery, and Caring for the Caregiver. Participants were guided through the workshop with content customized to fit learners at all levels regardless of tenure or role. There were a variety of didactic, role play, discussion, and scenario-based learning throughout the program. Our teams

completed the day long summit feeling inspired and reinvigorated to connect the purpose of their daily work to create a culture that positively impacts our patients and their families.

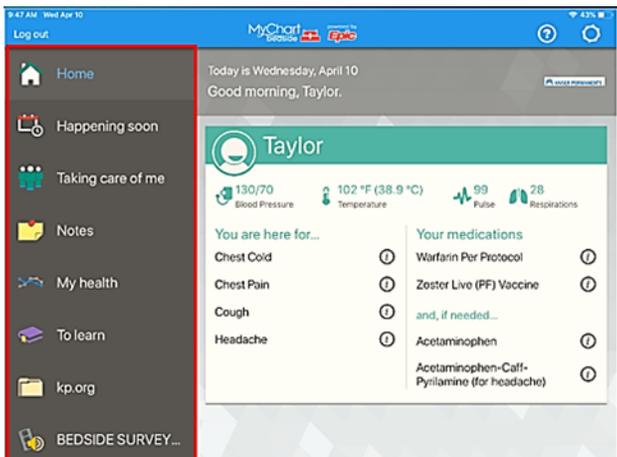
Bridging the Gap Between Technology & Nursing Practice

The Nursing Informatics Council (NIC) supported the launch of multiple technological applications to enhance clinical practice and promote patient safety and outcomes, in 2022.



In July, the NIC Superusers supported the smooth transition from Vocera "Badge" to the TC51 Phone allowing nurses to use the powerful capabilities of a smartphone to communicate with each other, access patient chart, scan medications, and take clinical images, all from one device. A survey was created for feedback from staff related to future enhancements they would like to support practice.

MyChart Bedside: June 2022



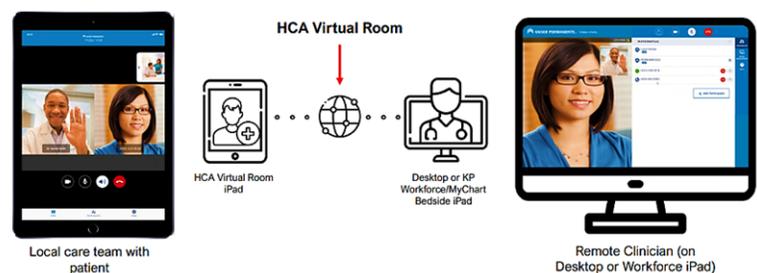
MyChart Bedside is a tablet-based program for patients and families to access their medical record and other useful information during their hospital stay. Launched in Post-Partum, Peds, & 4 East Medical/Surgical Telemetry units in June 2022, patients & families are now able to access the following key information. The App is scheduled for medical center spread in Q1 2023:

- Patient Education
- Diagnosis
- First time meds
- Sign E-Consents

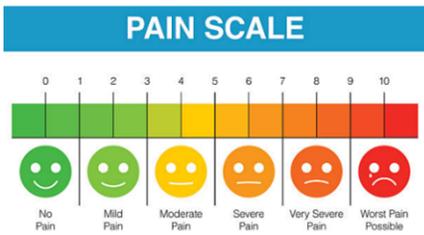
Health Care Anywhere (HCA) Virtual Room (VR) is a tablet-based program allowing patients to communicate with their family, remote clinicians, and interpreter services. The App is immediate for telecommunication needs and is available in Pediatrics, Critical Care Services, and most of the Medical Surgical units.

01 – WHAT IS AN HCA VIRTUAL ROOM

HCA Virtual Room provides an instant video connection between the local care team (iPad) and a remote clinician (HCA app) that is always available without the need of links, invitations, or prescheduled appointments.



“Pain, Pain, Go Away”: Improving the Quality of Care Through Pain Reassessment



A critical step in pain management and meeting patients' comfort needs, is pain reassessment after each intervention, per policy, to **evaluate the effect and determine whether modification is needed.** Following a gap analysis among clinical nurses by the Nursing Informatics Champions in November 2021, the team determined the following strategies targeted at the units with lowest performance.

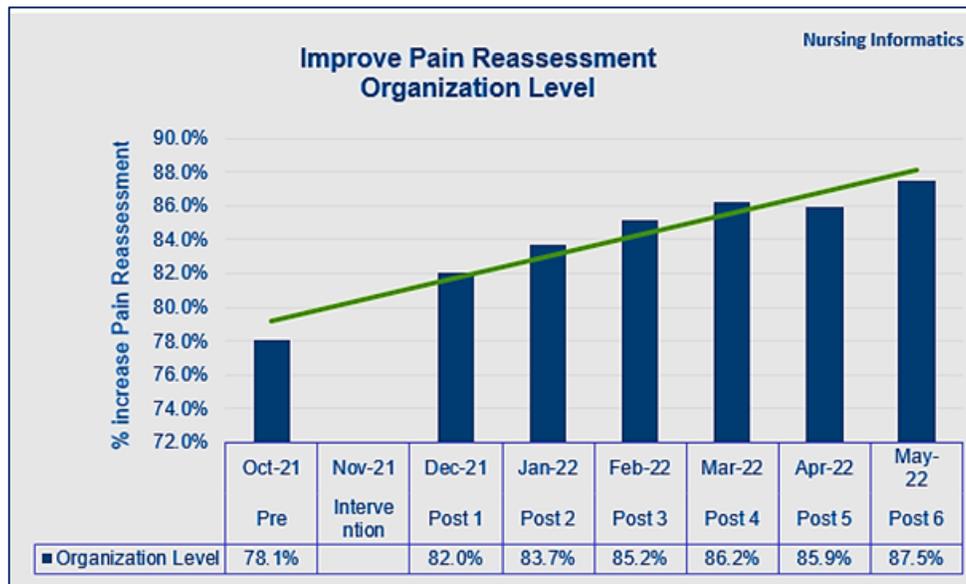
A 3-Tier System

was utilized to efficiently focus resources on units identified as low performing based on pain reassessment scores.

- **Tier 1: >85%**
- **Tier 2: 70-85%**
- **Tier 3: <70%**

Interventions

- Peer to peer staff education on available resources and how to use
- 1:1 staff evaluation
- Created Pain Reassessment Dashboard in HealthConnect
- 7 O'clock reminder to all nurses



Nursing Excellence Share Point Launched

Welcome to the OC Anaheim Nursing Excellence SharePoint!

This site was created to share and celebrate our exemplary nursing achievements. Here, we will highlight our medical center's journey to Magnet Recertification well as the latest news from our shared governance committees.

- Messages from the CNE & Sr VP/Area Manager
- Organizational Overview

The challenge of staying up to date with ongoing changes and important information continued into 2022. Used in conjunction with daily huddles and other forms of communication, this electronic solution is a central repository for staff to view and review information and outcomes related to nursing practice and the Magnet Redesignation Journey. The Share Point was created in collaboration with Clinical Informatics Specialist, Ryan Sanchez, MSN, and the Voice of Nursing Committee.

New Knowledge: Regional Nursing Research

Registered Nurses (RNs) comprise the largest proportion of healthcare workers in the United States (over 3.8 million), and so, nursing's capacity to impact patient, staff, organizational, and community outcomes is considerable (Institute of Medicine [IOM], 2011; Smiley et al., 2018). The seminal 2010 Institute of Medicine report on the future of nursing highlighted nursing's unique, human-centered, holistic approach toward health care improvement and the profession's versatility and adaptive capacity to lead transformative change (IOM, 2011). Nursing care structures and processes are associated with patient care experiences and are inextricably linked to multiple healthcare quality and safety metrics (Oner et al., 2020).

Despite nursing's constant presence, impact capacity, and contributions within healthcare, the profession's involvement in significant organizational-level decisions that hold the power to influence policies and clinical practice improvement has been limited (Choi & Kim, 2019). The existence of authoritative, top-down healthcare management structures continues; such structures do not engage or support RNs with professional practice authority and/or institutional decision-making opportunities (Anthony, 2004; Choi & Kim, 2019). Traditional, top-down, power infrastructures perpetuate silos, thus heightening the risk of unsafe practices, poor quality, and negative outcomes (Kutney-Lee et al., 2016; NAS, 2018).

In 2022, Kaiser Permanente Anaheim Medical Center (KP AMC) engaged in a regional multi-site nursing research with Primary Investigator (PI) Juli McGinnis, MSN, RN, NEA-BC,

Regional Director, Nursing Professional Practice/Magnet, and local co-I Jefferey Ng, MSN, RN, ED, to explore the ***Socio-demographic Characteristics of Nurses and Their Perception of Shared Governance and Autonomy on Nursing-sensitive Indicators Among Integrated Care Facilities***. 86 nurses from Anaheim participated in the study.

Findings infer that our nurses perceive governance as "primarily management/admin" driven. Regarding autonomy, our nurses perceive high levels of autonomy and organizational endorsement with lowest scores of perception of autonomy related to Empowerment, indicating a moderate ability to practice at top of scope. These findings serve as a baseline for further study and action planning.

Recommendations include further study at the local unit and organizational levels to provide a broader understanding of nurses' perceptions regarding control over their practice, influence over practice-related resources, organizational goal setting, decision-making and participation in committees, related to governance activities, and access to information.

The findings related to governance and autonomy within this study provide a rich, informative baseline assessment of RN perceptions that can be utilized as a platform for the collaborative development of incremental strategies to support autonomous nursing practice and move the governance continuum towards heightened levels of shared decision-making at the organizational level.



Other ongoing nursing research: Examining the Neonatal Skin Risk Assessment and Management Tool (SRAMT) for Inter-rater Reliability, Predictability, and Implementation Feasibility with Kaiser Permanente Southern California Neonatal Intensive Care Units: Co-Investigator Maria Garma, BSN, RN.

In the Community: *Fighting Food Insecurity in Orange County*

Partnering with Nana's Kidz to feed low-income families in Orange County

No child should go to bed hungry, but many in our community face food insecurity. Since 2007, *Nana's Kidz* has been providing healthy meals to children and families in low-income housing or experiencing homelessness. Through partnership with 5 organizations across Orange County, including Kaiser Permanente (KP), *Nana's Kitchen* distributes over 300,000 nutritious meals annually. The meals are thoughtfully packaged so the children are able to prepare them independently.

Through partnership with the Voice of Nursing (VoN) Committee, our Anaheim Medical Center inpatient, Emergency (ED) and Perioperative Services nurses donated hundreds of needed food items which were then packaged into more than 400 bags of food distributed to Orange County families in November.

SUSTAINABLE DEVELOPMENT GOALS



This local community initiative aligns with the United Nations' Sustainable Development Goal of Zero Hunger, one of 17 goals adopted in 2015.

Nana's Kidz is one of three core programs at *Grandma's House of Hope*: **Housing, food distribution, and education enrichment.**



In the Community: *Stroke Education*

Providing Stroke Education to Girl Scouts & Seniors in Orange County

The Girl Scouts of Orange County STEM Expo is a local forum to inspire young girls to embrace the importance of science, technology, engineering, and math (STEM), as career goals and part of their daily lives. This year's volunteer Expo was attended by over 200 Girl Scouts, with their parents, Troop Leaders, and volunteers, for an incredible day of fun hands-on learning activities for advancement of Girl Scout Juniors and Cadette grades 4 – 8.

On **November 22**, an interdisciplinary team educated young Scouts on the signs and symptoms, early identification, and response to stroke, foundations of a healthy diet, and performing basic Cardio-Pulmonary Resuscitation (CPR). The 200+ Scouts attending the Expo had fun learning through gaming and other interactive activities, and winning prizes donated by the Kaiser Permanente Orange County (KPOC) Public

Affairs Team. Scouts had the fun opportunity to create their own “Stroke Hero” Story, validating their knowledge and understanding of the education they received.

As part of the ongoing community education efforts, Sandy engaged seniors at the Village Stone Haven Senior Housing on the risk factors and signs and symptoms of stroke, in **July**.

Stroke education on early detection and response is a Healthy People 2020/2030 Goal, with the following key elements:

- Prevention Education: Nutrition, fitness, risk factors
- Health screening
- Signs and symptoms: Identification and early treatment
- Accessing the emergency medical services



Volunteers: **Sandy Warren**, BSN, RN, Stroke Coordinator, **Christine Berringer**, MSN, RN, Educator, **Mary-Ellen Clark**, MHI, RN, ICU Department Administrator, **Caren Campbell**, MSN, RNC-OB, Nursing Project Coordinator, **Sue Stone**, MSN, RNC-OB, C-EFM, Labor & Delivery (L&D), **Toni Lopez**, BSN, RNC-OB, L&D, **Jessica Duong**, MSN, RN, Educator, **Wendy Fukushima**, PharmD., Inpatient Pharmacy Supervisor, **Joanelle Adajar**, MSN, RN, Director of Nursing, Riverside Service Area.

In the Community: *Paying It Forward*



Paying it Forward is the focus of ongoing community outreach endeavors in the 4 East Med/Surg Telemetry Unit. During the 2022 Winter

Holidays, the 4East/5 East staff and nurse manager, Jeissel Restor, BSN, RN, remembered those who Serve. She inspired the team to remember the men and women on the frontline for our freedoms, through selfless sacrifice and service.

Throughout their deployments, the hours may be long and irregular, with dangerous tasks and unknown risks. They may long for the comforts of home life and miss important family milestones and celebrations. But this they do selflessly, so we all can enjoy life, liberty, and the pursuit of happiness, three examples of unalienable protected human rights, because they serve.

The team dedicated their time to writing Holiday well wishes to members of our troops, served by CREDO Marine Religious Ministry. Jeissel partnered with the organization to coordinate the effort. 81 Holiday cards were written and delivered to the organization for Service Members.

CREDO offers transformational retreat-based programs and non-retreat events designed to assist Marines, Sailors, and their families in developing the spiritual resources and resiliency necessary to excel in the military environment.

Since 1971, CREDO has offered spiritual, personal, and relational growth opportunities profoundly enhancing the lives and service of participants. CREDO provides commanders with a key resource by which to care for and strengthen their Marines, Sailors, and families.

Remembering our troops this Holiday Season




*Hi Team,
This holiday season, as we make our holiday wishes, I hope we all make two list. One list are wishes for those close to our hearts whom we know will get most if not all what they desire. The other list are for those who will spend this Holiday season with sacrifice and hardship.*

Hoping to bring even just a little smile to the men and women serving and away from their family, we were able to send 81 Holiday cards with nothing but warm wishes of good tidings and a grateful heart to those who serve!

*Happy Holidays Everyone!
Jeissel*

A Fun Care Experience for our Tiniest Patients

Fun Innovative Events to Improve the Care Experience for our Smallest Patient Population: Neonatal Intensive Care Unit (NICU)

Our tiniest and most vulnerable members require special attention to ensure their unique needs are met to achieve the highest-quality care and outcomes. In 2022, the NICU Team spearheaded by the Developmental Committee introduced several initiatives and fun events to meet these goals and improve perspectives of care, as well as to celebrate significant milestones.

NICU Reunion: May 2022 **Theme: Under the Sea, Drive Thru Reunion**
Held every 2 years to celebrate NICU graduates within the last 5 years



March **Read-a-thon** to promote developmentally supportive care and parent-infant bonding



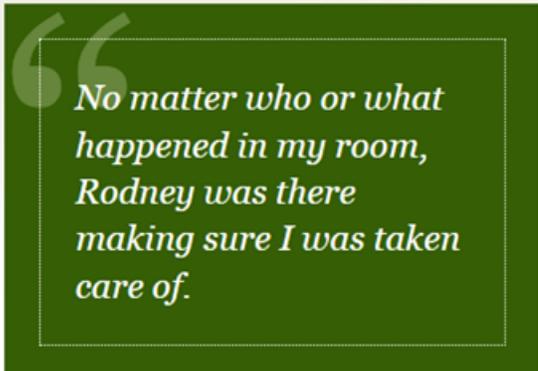
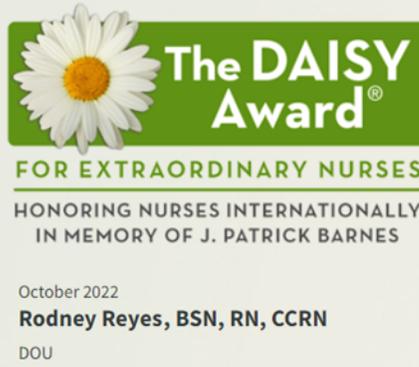
August 2022 **Latch-a-thon** to promote breastfeeding



November **Kangaroo-a-thon** to promote skin to skin care



Accolades: DAISY Honorees for Compassionate Care



Rodney was recognized in October during a special breakfast reception for Melissa Barnes, VP Operations, DAISY Foundation. In attendance were Payman Roshan, Snr. VP/Area Manager, Martha Dispoto, CNE, nurse leaders, former DAISY recipients, and members of the Manual Proning Team from Peri Operative Services, during COVID. They were the recipients of the special 2021 DAISY United in Caring, Courage & Compassion recognition, created to recognize those on the frontline of care during the pandemic.

April – May 2022



OCA Nursing Excellence
 Congrats to Anaheim DAISY Awardees [Ivana Garcia](#), [Christine Berringer](#) (Lifetime Achievement Award), [5 East "Joy" Team](#), [DOU 2-22-22 Team](#), and [Caren Campbell](#) (Nurse Leader Award).



A Special Visit from the DAISY Foundation



No matter who or what happened in my room, Rodney was there making sure I was taken care of.

DAISY Foundation Reception

Tuesday, Oct. 18, 2022

The Vice President of Operations for the DAISY Foundation, Melissa Barnes, visited the Anaheim Medical Center for a special presentation to the Nursing Leadership and former honorees. She presented some best practices used in other organizations to generate nominations that reveal the best stories of compassionate care. In addition, she was honored to present a DAISY Award to a very deserving nurse.

DAISY Award Honoree

CONGRATULATIONS to Rodney Reyes, BSN, RN, CCRN, DOU, for recognition by his patient for being an extraordinary nurse. As his patient stated, "Rodney exhibits a superior level of competency, empathy, professionalism, levity, and just a huge dose of caring for his patients." Because of the extraordinary care he provided, his patients feel at ease for the time they are in the hospital .



Accolades: Extraordinary Nurse Honored for Excellence

Double Awardee for Nursing Excellence

In September 2022, **Catherina (Karen) Manalo**, RN, received the Kaiser Permanente (KP) “Extraordinary Nurse” award which recognizes a registered **nurse who exemplifies the KP Nursing Vision of advancing the delivery of excellent compassionate care** and displays our nursing values of professionalism, integrity,

patient and family-centric care, compassion, teamwork, and excellence. Prior to receiving this prestigious national award, Karen was honored with the Anaheim Medical Center’s (AMC) Annual Nurses’ Week award for Excellence in Clinical Practice – May 2022.



Nursing is a very personal journey for Karen. While a young mother of two children, Manalo lost her first husband to leukemia. The experience of caring for him alongside his team of nurses has stayed with her. As a relief nurse in the Kaiser Permanente Anaheim Medical Center Oncology Unit, she seeks to pay it forward through each of her patients. The excellent care she delivers with professionalism, compassion, and integrity has been recognized with the KP 2022 Extraordinary Nurse Award and the AMC Annual Nurses’ Week Excellence in Clinical Practice Award. As part of her work on

the hospital’s Oncology Committee, she introduced the idea of using aromatherapy with patients experiencing nausea. “When I work with oncology patients I am limited to a certain amount of medications, so I give peppermint oil in gauze for my patients to smell,” Manalo said. “You have to think, ‘What else can I do for my patient?’ You have to be creative to help them.”



Karen is a proud KP Anaheim nurse who feels privileged and blessed to help people during their most vulnerable moments through relationships, advocacy, and positive healing environments. CONGRATULATIONS Karen!

Accolades: Stars and Heroes Honored

Meet our 2022 Radiant Stars recognized for their exemplary service and care to our tiniest patients in the **Neonatal Intensive Care Unit (NICU)**. The team made a very difficult situation one of a lasting loving memory for a family, and they were grateful.

- **Maegan Culver, RN**
- **Carly Carlson, RN**
- Tracy Churchick, RN
- Vanessa Vincent, RN
- Holly Ventresco, RN



Maegan and **Carly** were also recipients of the Kaiser Permanente Orange County (KPOC) Schwartz Center Rounds Compassionate Caregivers of the Year Award, given to those who demonstrate exceptional human kindness, communication, and compassion. Recipients of this award are considered extraordinary health care professionals who represent the characteristics of compassionate care, exemplify the ideals of Schwartz Center founder, Ken Schwartz, and the passion of caregivers whose mission is to help and heal others.



2022 Radiant Stars and Everyday Heroes from the Definitive Observation Unit (DOU).

Thao Nguyen, BSN, RN



Shella Mercado, BSN, RN, CCRN



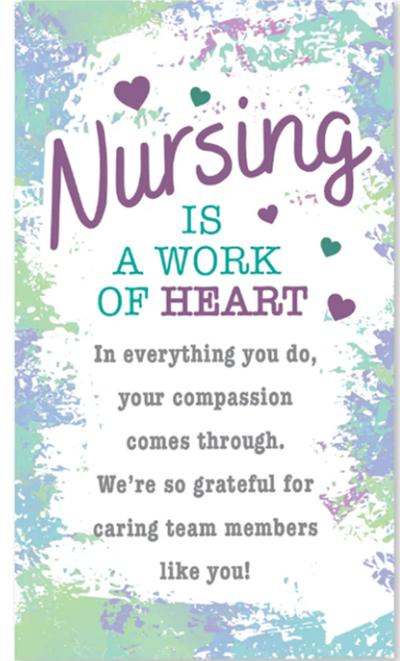
Maria Arvis, Ward Clerk, Radiant Star



Accolades: Stars and Heroes Honored



5 West Stars and Heroes



Ivana Garcia
DAISY and
Radiant Star
Award



Nicholas Nguyen
Rising Star



Karen Manalo
Nursing Excellence
Award and KP
Extraordinary Nurse
Award.



John Galvez
Radiant Star

Celebrations: Nurses' Week 2022

INTERNATIONAL NURSES' WEEK OF ACTIVITIES: May 6 - 12



Nurses' Week Calendar MAY 6 - 12

Celebrating Nurses as HEALERS

May 6: "FUN" Fri-YAY
Wear something fun/wacky/Share fun team spirit

- Bright colors
- Socks

UNIT ROUNDING
Sweet Treats sponsored by **CHAMBERLAIN UNIVERSITY**
An Adobe Global Education Institution

May 9: "Disney" MonDAY
Showcase your favorite Disney Gear/character



10am: Blessing of the Hands
With Chaplain Ken Milhander & Martha

11am: "Treat Yourself"

May 10: "TACO" TuesDAY
Celebrate our diverse cultures by wearing something from your or another culture



Celebrate our **DIVERSITY**

May 11: "WELLNESS" WednesDAY
BE KIND to self and others

- Share how you practice self/team care

Practice **KINDNESS AND Self-Care**

May 12: "Throwback" ThursDAY
"Blast from the Past"
Wear something from the 70s/80s/90s; Collect nursing school pics and play "guess who" game.



Happy Nurses' Day
7:30a – 10:30a: Celebratory Breakfast

- Awards Ceremony
- Information Tables with Partnering Universities & Ben Hudnall Memorial Trust

Special Feature: Caricature/Cartoon Artist M.E.

8:30pm: Blessing of the Hands
With Chaplain Ken Milhander & Martha



Nurses touch lives in ways that are deeply human and deeply spiritual. Nurses heal through the emotional, interpersonal, spiritual, and physical care they provide, to help individuals, families and communities achieve a state of harmony of mind, body, and spirit. Most of all, 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 Joyce J. Fitzpatrick, 2003.



"Celebrating KP Anaheim Nurses as "Healers"

"You deserve to believe you make a difference, because you do!"
Dr. Renee Thompson

Celebrations: Nurses' Week 2022

The **2022 Nurses' Week** celebration was marked under the America Nurses Association (ANA) theme: *"You Make a Difference."* The Anaheim team focused on the difference nurses make as healers, with sub-themes to support the week of fun activities and inspire reflection. Each unit honored the week in unique ways. The week's celebration culminated in a special breakfast and awards ceremony in the Healing Garden on Nightingale's birthday, May 12, with several of our Senior Leaders and academic partners in attendance. M.E Pierce, Caricature Artist, was on hand to capture attendees in cartoon art. Special guests Bonnie Barnes, Co-Founder of the DAISY Foundation and Kate Ananson, Program Manager, were in attendance virtually, and presented our DAISY individual and team awards.



Celebrations: Nurses' Week 2022



**The Voice of Nursing Champions
Information Table**



**Nursing Quality & Safety Council
Information Table**



**Caricature Artist, M.E.
Pierce, capturing
attendees in cartoon
art**



THANK YOU KP-ANAHEIM
Drawing 'toons' for the Nurse Appreciation
Celebration was truly a blast AND
an honor for me to do!
#loveNurses

Celebrations: *Unit Accomplishments*



6 East: 1279 days without Catheter Associated Urinary Tract Infection (CAUTI): Implemented CAUTI playbook and Charge RN and Asst. Manager perform Foley Patrol Audits daily.



6 East: 1073 days without Hospital Acquired Pressure Injury (HAPI): Charge RN and Asst. Manager perform Tissue Rounds with Primary RN every Tuesday.



6 West: 555 days without Central Line Associated Blood Stream Infection (CLABSI): Charge RN and Asst. Manager perform CLABSI audits every Monday.



Employee of the Quarter: 6 East and 6 West



Susanne Winterscheid



Dawn Pattison



Thuy Do



Angel Fano

Employee of the Quarter awarded to staff who receive Sparkling Stars recognitions from patients and peers

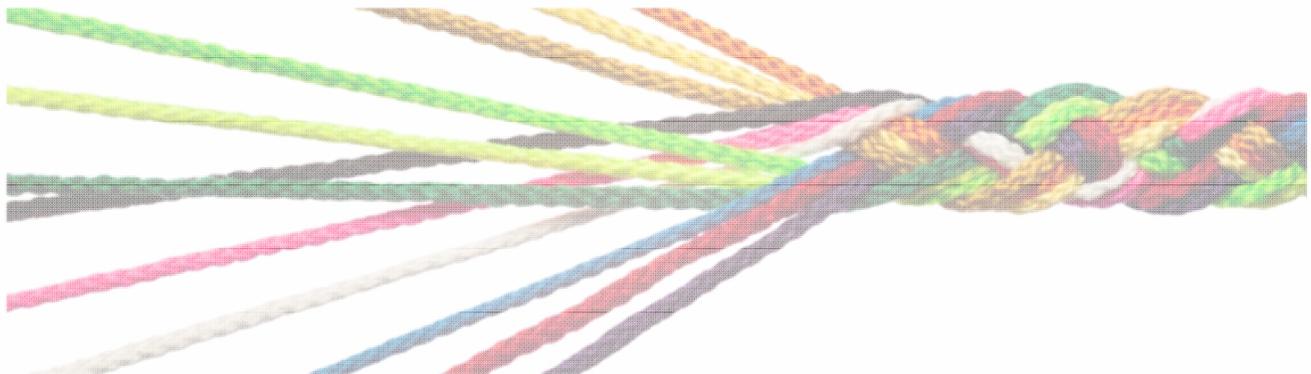
Anaheim wins Southern California Softball Championship

In October, Anaheim's Peri Operative Softball Team comprising of staff from Materials Management, Surgical Processing Department, Environmental Services (EVS), Central Sterilizing, Registered Nurses (RNs), Technicians, Certified Registered Nurse Anesthetists (CRNAs), Anesthesiologists, and Surgeons were crowned champions, defeating Kaiser Permanente South Bay.

The fun activity grew into a mini tournament during the Summer of 2022 from its humble spontaneous beginnings in 2021, by Amy Thompson, RN, Anaheim Perioperative

Services. Amy initiated the fun team building activity for Anaheim and Irvine staff to play against each other. Amy and Moses Delgado, Materials Management, organized the Anaheim team which advanced to the finals with South Bay after their rematch victory against Irvine.

The future of this team and competition is bright, with other medical centers having expressed an interest in participating in 2023. Go Anaheim! A true demonstration of the strength of our team.



Stronger Together. #KPOCAnaheimStrong

Special Recognition



Celebrating the Team

6E and 6W celebrated their EVS staff: Week of 9/11-18, with a special treat.

“Appreciation can make a day, even change a life. Your willingness to put it all into words is all that is necessary.”
-Margaret Cousins

September was Pain Awareness Month and because of the **PAIN, PAIN, Go Away** program at OC Anaheim, our nurses did a great job achieving 87.5% compliance with pain reassessment performance goal. We celebrated our specialty nurses: Clinical Nurse Specialists, Vascular Nurses, Educators, Neonatal Intensive Care Nurses, Nephrology Nurses; Surgical, Monitor and Emergency Dept. Techs and Environmental Services Staff.

October was National Physical Therapy and Pharmacy month. We also recognized Supply Chain staff, Pediatric Nurses, Case Managers, Emergency Nurses, Medical Assistants, Respiratory Therapists and Facilities/Engineering staff for all they do for our members and organization.



▲ *6W celebration for their EVS staff.*



Special Recognition



Weekly staff appreciation treats – 4 East



Celebrating our Certified Nursing Assistants & Monitor Technicians!



National Administrative Professionals Day



Louise James



Ginger Baca



Tana Harvey

It takes a village, and other fun stuff (to “raise” a child)

Says the Neonatal Intensive Care Unit (NICU) Team

“It takes a village to raise a child” is an African proverb, the sentiments of which are not lost on the NICU team. The idiom suggests that many people must cooperate to achieve goals and acknowledges the role of others in the success of a project or accomplishments of shared goals. The NICU interdisciplinary team works diligently to care for its unique population, and each child belongs to everyone, in spite of assignment. As depicted in the “NICU Village” created in fulfillment of a holiday gingerbread house decorating competition, the team recognizes and celebrates the need to be surrounded by diverse resources to support the



care of their patients for desired outcomes. The creation of this masterpiece required all hands-on deck. The call went out near and far to those on and off duty, to contribute their time, talent, kind, and good cheer. What began as a holiday gingerbread house project grew into this Winter Wonderland depicting the supporting

structures of the NICU department, in a fun and creative way.

The “*under the Sea*” theme for the 2022 NICU Graduate Reunion is a further testament to the strength of the team in bringing unique projects to fruition, for enjoyment by our tiniest members.



Let’s Go Under the Sea

The NICU “village” created an “*Under the Sea*” experience for the 2022 Reunion of all graduates from the NICU in the past 5 years.

“Baking” up the Perfect Team

“We are created to serve others and make the world a better place, and in doing so, we make our world a better place.” Serving others by influencing them to achieve their goals occur through a selfless, service attitude. When we help others to achieve their dreams and get what they really want in life, ethically, there is an exchange of energy through the law of reciprocity that returns to us in abundance. – Timothy Carroll. When we meet the needs of (others), those we serve, they in turn meet the needs of those they serve. A win/win!

Ingredients:

- Team roles (clearly selected and defined)
- Diversity - the spice of life
- Purpose – clearly defined & communicated (you do want cake, right?)
- Knowledge – of self and your team
- Problem solving ability
- Trusting relationships

Method:

- Co-ordination (*mix well*)
- Build connections - *people want to know you genuinely care*
- Psychological safety (*foundation - don't overheat*)
- Dish up praise and constructive feedback - *the food that fuels champions*
- Utilize individual strengths generously
- Lead by example - *people learn more by example than from instruction*
- Listen powerfully – *they want to be valued*
- Manage conflicts timely and appropriately
- Add a dash of dignity
- Reward and celebrate - *repeat daily and often*



Adapted from: Recipes for a Strong Team, Taylor Stauffer; How to “bake” the perfect team, Management Today.

A Tribute to our Exceptional Nurses on the Frontline



“**Blessing of the Hands**” ceremonies are now fairly commonplace during [Nurse’s Week](#). Human touch is a crucial part of health care. Blessing of the hands with oils or water is a way to acknowledge that importance, while honoring the spiritual aspects of physical care. Typically, during this week, many chaplains hold “Blessing of the Hands” ceremonies for the nurses in their organization.

As is customary, on May 26 & 27, 2022, Martha, CNE, partnered with Chaplain Kenneth Milhander for Blessing of the Hands for our nurses on the day and evening/night shifts. They wanted our nurses to know, “**We are grateful for the work of your hands.**”

*The hands of a nurse are steady
as they administer medications, help with procedures, start an IV,
and bring healing to the broken.*

*The hands of a nurse are callused, cut, and worn down
from the constant hand washing, sanitizing, and wearing of gloves.*

*The hands of a nurse are sore
from charting, writing notes, typing long emails,
and comforting families who cannot be present.*

The hands of a nurse are beautiful, strong, and gentle, as they bring new life, save those whose time has not yet come, and hold the hands of those who are breathing their last.

*The heart of a nurse is courageous,
not just through a pandemic.*

*We honor your sacrifices
of energy, time, heart, and selflessness,
as the world seems overwhelming.*



We support YOU. We honor YOU.

Adapted from Hosparus Health

Nurse: A Healing Hand. An Inspiring Heart





Anaheim Medical Center Celebrates

10 Years

2022

In November, Anaheim Medical Center (OCA) staff shared memories and enjoyed cookies, hot cocoa, and a photo booth celebrating the 10th anniversary opening. Back on September 12, 2012, before 7:00 a.m., ten ambulances lined up outside the emergency department of KPOC's Lakeview Hospital (old AMC), the mother ship of Orange County since 1979. 66 patients including NICU babies were transferred throughout the day, to the current OCA location.

Extraordinary Nursing Care. Every Patient. Every Time.



Congratulations
Anaheim Medical Center

Celebrating 10 Years
Serving Orange County