

# Orange County Anaheim Medical Center



## Nursing Year in Review 2020

A Celebration of Strength & Resilience in the Year of the Nurse and Midwife



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



## Message from the Chief Nurse Executive

2020 was declared “The Year of the Nurse & Midwife” by the World Health Organization. Soon we were faced with the enormous task of managing a pandemic from a novel coronavirus which threatened to overshadow this theme. Nurses have been proud to be ranked the most trusted professionals in the U.S. for almost two decades. The pandemic caused concern to many that they would not be able to uphold the high standards that earned them such respect. Though we confronted many challenges and uncertainties, we met each with courage, commitment, and resolve, and overcame together. As the pandemic evolved, we learned many lessons that will serve us well in 2021 – a year of restoration, hopefully.

The pandemic affirmed what we already knew to be true - that our nurses and staff are resilient, compassionate, brave, and graceful in the face of a crisis, which helped to create a renewed kindred team spirit. This teamwork crossed all disciplines and the mutual care and concern for each other were noted in every location and each interaction.

Despite the challenges and hardships, we worked towards a shared goal of consistent high-quality and safety, through interdependence, adapting to new ways of working, and the development and implementation of innovative approaches to care. We adapted to new ways of connecting and celebrating, in spite of the rapid changes and imposed limitations. We persevered within the spirit of our mission, vision, and values, to ensure Extraordinary nursing care. Every patient. Every time - and our patients, members, families, and community expressed their gratitude in many encouraging and supportive ways.

The 2020 nursing year in review is a compilation of the extraordinary accomplishments of the Nursing Division during a challenging year. It acknowledges that central to our success are the members of the interprofessional team and local community, who supported us along the way.

Congratulations and thank you for the outstanding impact you make across the Kaiser Permanente enterprise and the surrounding communities we serve.

With best wishes,

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

Extraordinary nursing care.  
Every patient. Every time.

KAISER PERMANENTE NURSING

**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.

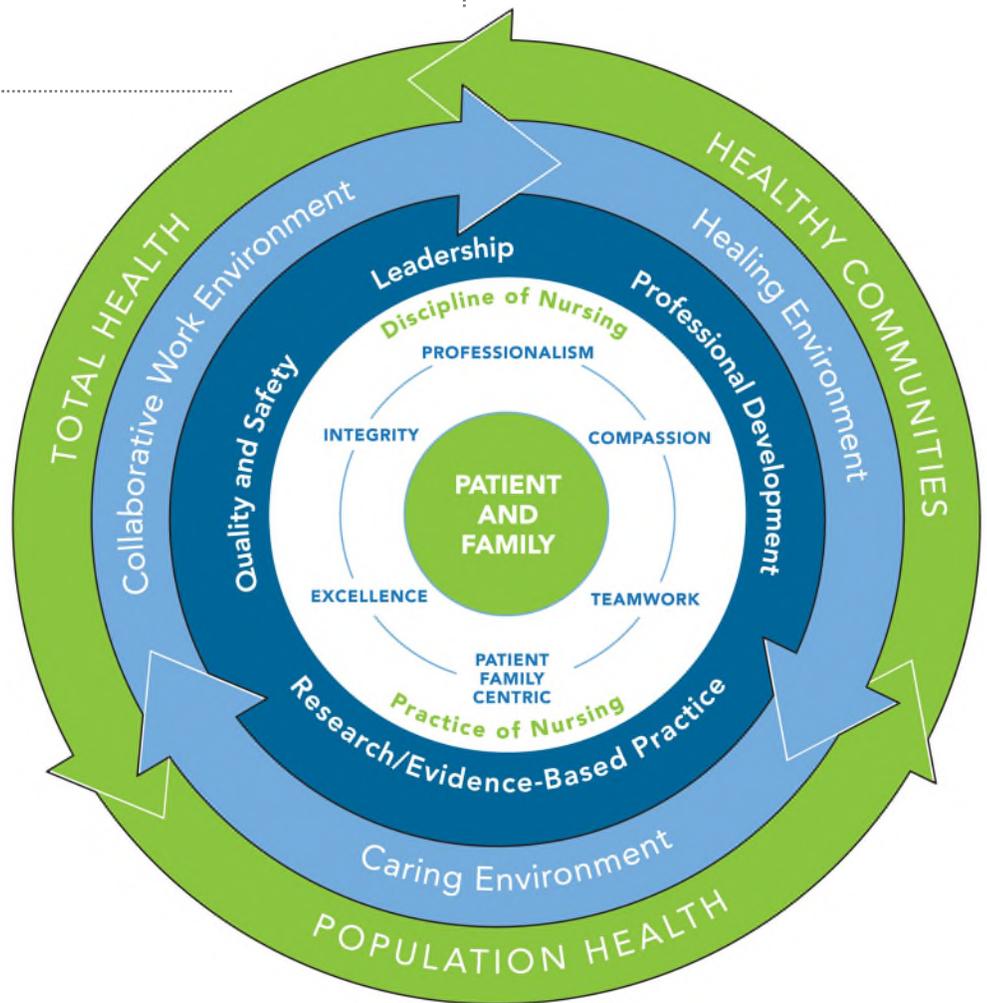
**Nursing Vision**

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

**Kaiser Permar  
Nursing  
Professional  
Practice Mode**



## ORGANIZATIONAL OVERVIEW

### Leading the Way: *Accolades*



As a trusted partner in the growing communities we serve, we are united to lead the transformation of total health and deliver the finest health care in the world. To be leaders in our industry, we must set ourselves apart from others.

The accolades, awards, and recognition Kaiser Permanente Orange County continues to receive for quality clinical care, diversity, and partnership, reflect the hard work and the compassion at the heart of our organization. We are extremely proud of our physicians, nurses and staff who work together every day and continue to demonstrate dedication to excellence and making safe and compassionate patient care a top priority.

Thank you for your dedication, commitment, and hard work every day in delivering the finest health care in the world.

**Anaheim & Irvine:** 2020 Get with the Guidelines Stroke Gold Plus Quality Achievement Award & Stroke Elite Honor Roll & Type 2 Diabetes Honor Roll – AHA/ASA.

#### Women’s Choice Award for Obstetrics

**Newsweek Magazine’s Best Maternity Care Hospitals** prestigious list

**CA Office of the Patient Advocate Quality Report Card:** 5 Star rating for overall care



## Demographic Data



262

Licensed beds  
All private rooms



62,129

ED Visits



4,039

Outpatient Surgical  
Procedures



7.0%

Average Nurse  
Turnover

900+

REGISTERED NURSES



6,053

Inpatient Surgical  
Procedures



3,601

Babies Delivered

## Living our Legacy, Boldly Transforming Care

### Celebrating Kaiser Permanente's Pioneering Approach to Nursing in the Year of the Nurse



Kaiser Permanente nurses provide *Extraordinary Nursing Care. Every Patient. Every Time* and have been for over 75 years. Our Nursing Vision articulates the diverse roles we play in transforming care and contributing to longer healthy years for our members, patients, communities, and nation; creating a legacy to advance our Mission and Shared Agenda.

The World Health Organization designated **2020 The Year of the Nurse and Midwife** in honor of the 200<sup>th</sup> birthday of Florence Nightingale and the invaluable contribution nurses make to the total health of the global community, from good beginnings to dignified endings. We reflected on, honored, and celebrated the pioneer, health care reformer and founder of modern nursing, whose visionary approach to the health care of individuals and the community at the time, was disruptive and innovative. Her work gained the attention of decision makers and led to significant reforms and redesign of health care systems and structures.

The pioneering spirit of our Kaiser Permanente founders, as Nightingale, demonstrated their visionary approach to challenges, embracing them as opportunities for innovation for the benefit of the wider community, focused on prevention of illness and preservation of health. The challenges of their time served as the impetus for innovative transformation in health care – in which our nurses played a vital role.

The legacy of Kaiser Permanente as an organization is inextricably linked to its **nurses**, through the history of the Kaiser Foundation School of Nursing (KFSN), established in 1947 as a disruptive response, reimagined to meet the health care need of the day. In boldly reimagining health care, Kaiser Permanente and the KFSN challenged conventional thinking about sick care models and contemporary views of nursing education and professional practice.

In the true spirit of evolving innovation, the school formally closed in 1976, as a result of Kaiser Permanente's commitment to supporting baccalaureate education through an academic partnership, while maintaining its independence - a model not supported by nursing accrediting bodies at the time. Over a period of 30 years, the KFSN graduated 1065 nurses, the alumni of which remain engaged in nursing advocacy today.



KFSN students in form room, Circa 1956



Classroom at KFSN, Circa, 1960



Nurses in training at the KFSN, 1968



Mother and baby "rooming in" at KP Walnut Creek Hospital, 1953



KFSN students participate in a capping ceremony after 6 months of study, Circa, 1960



Kaiser Foundation School of Nursing Logo

#### NURSE MIDWIFE

A challenging opportunity is now available for experienced nurse-midwives. This position offers a full range of nurse-midwifery services. Kaiser Permanente Medical Care Program is one of the largest and fastest growing MWDs in the United States.

Newspaper ad for nurse-midwife, KP Ohio, 1980



Nurse Midwife Marisa Chong, with Karen Morris and her newborn, at OC-Anaheim Medical Center

April 5, 1984



Carolyn Stadler, early KP midwife, at KP Vancouver Medical Center, 1989

## Celebrating Kaiser Permanente's Pioneering Nurse-midwives in the Year of the Nurse & Midwife



Carolyn Stadter, early Kaiser Permanente midwife, at Kaiser Permanente Vancouver Medical Center in 1989.

According to historian and archivist, Lincoln Cushing, expectant mothers deserve specialized care and support, especially during a pandemic. At Kaiser Permanente, that support often includes certified nurse-midwives (CNMs) who for decades have been part of our allied health team helping to bring babies into the world, even in the most challenging of circumstances.

With the World Health Organization designating **2020 as the Year of the Nurse and Midwife**, there is renewed focus on the crucial role nurse-midwives play in women's health care. Certified nurse-midwives are trained to provide health and wellness care to women from adolescence, pregnancy and childbirth, family planning, menopause and beyond.

Midwifery practice blossomed in the 1970s to transform practice as more women demanded childbirth to be less rigid and more natural. However, hospital privileges for nurse-midwives was generally opposed by male physicians who argued that their services were only needed in communities with limited physician presence. In the early 70s, only six states allowed the practice of midwifery, when Kaiser Permanente Oregon moved to hire its first CNM, Yale graduate **Nancy Holmes**, due to a shortage of OBGYNs at the Bess Kaiser Hospital in Portland. **Carolyn Stadter** with professional training and academic degrees from Columbia University soon joined Holmes. At the insistence of the state Board of Medical Examiners on physician-only deliveries and requiring these practitioners to register as PAs,

Holmes quit and Stadler moved to Vancouver, Washington, to continue practice at a clinic.

After much resistance, as described in an article in the American Journal of Public Health, "*The Introduction of Midwifery in a Prepaid Group Practice*" most physicians agreed that the nurse-midwifery program should be maintained and expanded. In 1980, **Kaiser Permanente Orange County Anaheim Medical Center** initiated a pilot program for CNMs described by the LA Times as "the wave of the future." **Marisa Chong** and **Janice Goings** pioneered this regional initiative and proved themselves within this role traditionally held by physicians. In 1984 with the success of the program, 6 nurse midwives were added to the staff and by 1990 Kaiser Permanente medical centers in NCAL adopted the practice.

Chong explained midwifery's contribution to improving traditional obstetric practices: "If we consider childbearing a natural process but continue to treat the patient as though she is ill, we have failed to communicate its naturalness." Many low risk women prefer midwives for their care, for various reasons. In 1971, Kaiser Permanente challenged traditional thinking and practices to ensure culturally competent care for this patient population, which continues today. Extracted from article by Lincoln Cushing, Archivist and Historian. Retrieved from <https://about.kaiserpermanente.org/our-story/our-history/kaiser-permanente-s-pioneering-nurse-midwives>.



Nurse-midwife Marisa Chong, with Karen Morris and her newborn, at Orange County-Anaheim Medical Center on April 5, 1984.

## NURSE MIDWIFE

A challenging opportunity is now available for experienced nurse-midwives. This position offers a full range of nurse midwifery. Kaiser Permanente Medical Care Program is one of the largest and fastest growing HMOs in the United States.

Pauline M. Seitz  
CNM MSN  
Director of Nurse  
Midwifery Services  
**K A I S E R P E R -  
M A N E N T E**  
Medical Care Program  
2475 East Blvd.  
Cleveland, Ohio 44120

Newspaper want ad for nurse-midwife, Kaiser Permanente in Ohio, 1980

## TRANSFORMATIONAL LEADERSHIP

### Mounting a Comprehensive Response to COVID-19

The COVID-19 pandemic upended the course of our lives and health care in the blink of an eye and might have overshadowed the focus on nurses, as the World Health Organization declared 2020 a year to celebrate their contribution and vital role in global health. Instead, the pandemic affirmed what we already knew to be true – nurses can be trusted to rise to the demands of every moment, including a new pandemic with grit, strength, and resilience.

#### Supporting our Frontline Staff

On March 4, 2020 Governor Newsom declared a state of emergency which extended to a stay at home order by March 19, 2020 as the virus spread rapidly. In step, Kaiser Permanente took measures to protect our patients, members, and staff and to ensure adequate supplies to support operations. Multiple forums were created to provide updates and engage staff locally and across the enterprise. New supplemental benefits and pay programs were instituted to help physicians and employees on the frontline of care or working in a support capacity, and their families, during the global health crisis. New online resources were provided to support the health and wellbeing of employees. Changes were rapid and ongoing as we adjusted to the demands of what would become the new normal. Chief Nurse Executive Martha Disposto, MA, BSN, NE-BC, kept nurses informed through forums, rounding and the weekly *Martha's Minute Newsletter*.

#### Preparing for the Surge

Nurses were important partners in daily Command Center calls to discuss system-wide strategies. As the pandemic evolved, daily demands were made of the nursing team which forced rethinking of operations and optimizing processes within compressed time to meet emerging and rapidly changing needs. Changes included implementing and staffing COVID-19 testing drive through and screening stations, expanding capacity from the Emergency Department to inpatient units and Pre/post services, assisting with redeployment of staff from

closed services and closing elective services during the peak of the stay at home order.

#### Transitioning from Preparedness to Management of a Disaster

Nurses and other frontline staff received praise and support from within and throughout the organization. Gratitude boards were created for staff and visitors to write notes of support, and donations of food, flowers and treats poured in to sustain the team. The nurses' role expanded beyond clinician and advocate to family support when the "no visitor policy" was instituted. Nurses balanced the safety of their families, while maintaining their dedication and commitment to caring for our patients, members, and each other. Team members from Perinatal & Children Services provided food and treats for team members in our designated COVID-19 units and the ED. Nurses and non-nursing staff from across settings provided support by serving as runners or helpers. Our team members were soon to be declared HEROES with a sign reading "**Heroes work here!**"

#### Cross-Training/Upskilling

As patient activity increased in some areas and decreased in others, Julia Chapman, BSN, RN, Director, Professional Development & Education, and her team partnered with ambulatory and inpatient leaders to evaluate and determine competency for cross-training in essential skills for diverse staff from the ambulatory areas and Surgical Services. Nurses from the Main OR and PACU were trained/refreshed in necessary skills to assist in the Critical Care and Medical Surgical areas, the focus of the COVID-19 activities. GI nurses assisted in the Emergency Department with screening and other essential duties. A labor pool was created for physicians and other licensed health care employees as most of the labor force was pulled into our hospitals to meet the anticipated need. Regardless of the phase we were in, it was clear that the safety and wellbeing of the staff, patients and members was top priority and nursing met and exceeded expectations in partnership with our interprofessional team in responding to the pandemic.

## Adapting Care: The Expanded Role of Nurses

Kaiser Permanente Orange County Anaheim nurses are committed to providing *Extraordinary nursing care. Every patient. Every time* and are supported in doing so. The impact of the state-wide mandates required that visitors to our hospital be curtailed to only hospice and other special cases. The nurses became the support system for patients along the continuum of care and bridged the gap with loved ones who were unable to visit. They celebrated birthdays and other special occasions, arranged for visits through the window of patient rooms as family members stood outside and waved; held patients' hands during difficult procedures, read special prayers and messages from loved ones, performed religious rituals, and facilitated peaceful dignified transition.



### Keeping families connected with technology during the pandemic: Kaiser Permanente Health Care Anywhere

As the pandemic evolved and in keeping with safety precautions, physical distancing became the practice to keep patients, members, employees, and the wider community safe from transmission without disrupting care. Clinical Informatics Specialist, Angelu David, BSN, was kept busy rolling out new gadgets and applications to mitigate the impact of the “No Visitor Policy” and support interprofessional practice. Our interdisciplinary health care teams facilitated patient/family/caregiver connection through web-based communication with iPads. The iPads were equipped with regionally approved applications for video calling to facilitate web visits, consultations, and conferencing with patients, families, and the care team. Our daily interdisciplinary rounds were successfully conducted using these devices and applications.

*“A Stitch in Time” to say thanks:* Labor & Delivery staff adapted to the safety demands of the pandemic by sewing and donating cloth masks to peers and their families. Some face coverings were sewn and donated by family and friends of the nurses as an expression of gratitude for being on the frontline of the pandemic.

Felor Abbasnejad, RN, L&D

Kathy Yturalde, RN, L&D

Kerri Udomsap, RN, L&D

Apple Gonzaga, RN, L&D

Lisa Lawton, RN, ADA, Pediatrics

Angelette Aoki, RN, L&D

Kathleen Gonzales, RN, L&D

Penny Gaines, Charge RN, L&D

Kim Pinkham, RN, L&D

Sheena Escalante, WCT, L&D

Michelle Terry, Charge RN, L&D

Kelly Brock, Charge RN, L&D

Jenilee Carnero, RN, L&D

Leslie Patin, BSN, RN, 4E and UNAC Hospital President, sewed and donated 100 colorful washable cloth masks to staff on 4 East, one of the COVID designated units.



## Pediatric Nurses Lead in COVID-19 Response: Pediatric COVID-19 Testing Drive Through



During the early days of the COVID-19 pandemic, the impact on the pediatric patient population was unique yet unclear. With limited data on this novel virus, our knowledge and understanding in this patient population continued to evolve. Within the Orange County Service Line there was an established adult COVID-19 testing drive-through but none for ambulatory pediatric patients.

Pre-surgical, anesthesia and chemotherapy pediatric patients needed to be cleared with a COVID-19 test prior to procedures. The lack of services for this population was recognized when a physician had a patient needing pre-surgical clearance the day prior to surgery.

The team sought to explore a process for meeting this need for pediatric patient going forward. Crystal Schaper, MSN, RN, RNC-NIC, Clinical Director, Children's Services, was contacted to assist with meeting this need. Crystal got to work to investigate how we could meet the moment for these special members. The service became available within 24 hours to meet the immediate need for this one patient, but a permanent process was needed for this population.

Crystal had email and weekly virtual Microsoft Teams conversations with the pediatric nurses. She provided COVID-19 related updates and sought general questions and concerns about the proposed new practice, and to elicit staff support for this special service. Pediatric nurses were among the first group of nurses in the medical center to be education on COVID-19 specimen collection prior to the Universal Screening Protocol going into effect in mid-April. This allowed for immediate implementation of the new service.

The pandemic forced the rethinking of operations within compressed time with the need to optimize processes and make decisions in real time to meet emerging and rapidly changing needs. With the unique needs of the pediatric population, special attention was given to appropriate resources. This included physical space, size-appropriate equipment, and qualified staff. In early May, detailed email conversations ensued between physician partners in Primary Care and Inpatient Pediatrics Services about the workflow. With the uncertainty of the pandemic and this new process, various suggestions were proposed based on the limited information available. Meaningful collaboration facilitated the process utilizing pediatric nurses in the existing adult drive through. Appropriate space and equipment were secured.

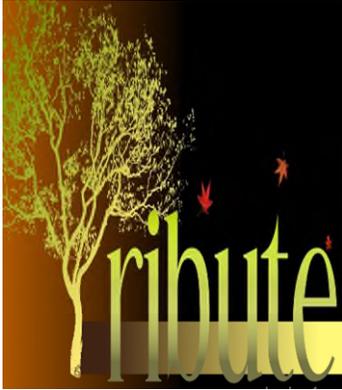
On May 14, 2020, Crystal completed a walk-through of the area and confirmed the availability of resources for implementation of the new initiative: A special tent with an examination bed and chair to accommodate those unable to be tested in the car; and computer stations and printer already in place. She also proposed a process for staff scheduling and sought their input into creating the workflow.

Crystal updated her team with information on the evolving plans for start date on Monday May 18. Pediatric nurses staffed the pediatric drive through tent Mondays, Wednesdays, and Fridays, 08:00 -17:00 and weekend screenings were covered by nurses deployed from the unit.

On May 18, 2020 the new initiative went into effect. To facilitate this new practice, simple workflows were adapted and updated in real time and focused around indication for testing, nursing staff availability from the inpatient pediatric unit and anticipated volume. Crystal reported that families expressed their relief that the screening was being performed by the pediatric nurses with whom they had established relationships on the unit, as they were concerned about staff sensitivity.



## From Surge Plans to a Culture of Readiness: Resilience Amid Uncertainty



“As leaders and mentors, we hold the power, platform, and arguably the promise to ignite optimism - to be the beacon of hope, particularly when people are desperate for it. Like now.” Ann Tardy, *LifeMoxie Mentoring*. Here is an example of resiliency and optimism in our 4 East Team amid uncertainty and urgency – fostered by leading through presence and with empathy.

**The Struggle was Real: 4 East** was the first inpatient unit at Kaiser Permanente Anaheim to receive a “PUI” one fateful Friday afternoon in February. One single beep and message from the pager were the beginning of a great change in the lives of the team. Talk about being in a panic-mode! Suddenly the story of a deadly disease happening outside their secured space is now close to home. Suddenly masks, gloves, and gowns became a must. Handwashing was the

reiterated word of the day, every day.

Different signs went up – some confusing, some bothersome, and some familiar. Changes were happening almost every day. Looking at the assignment was dreadful and making the assignment was fearful. Suddenly uncertainty was the only concept they thought they had. The team leaned in despite their personal fears, smiled beneath their masks and alleviated the sorrows of their fearful patients. The team supported each other on their good days and lifted each other’s spirit on the not-so-good-days. There was a lot of confusion and a long list of “why’s.” Tears were shed, comparisons were made but also a magnitude of good deeds were shared.

Despite their personal anguish, each nurse made sure patients were not alone. Who would have thought that a simple wave through the glass window would make such a big difference? A simple thumbs up was comparable to the act of holding their patients’ hands in the time of heightened stress. Regardless of how they communicated, the message was clear; patients were not alone, and they were there for them. The commitment to advocate for their patients did not falter but instead grew more steadfast.

“The **unfamiliar territory** was and still is a **learning ground**. It has made the team **stronger, closer, and more persistent** through hard situations. As the manager of this **resilient team**, it gives me a lot of pride to see how each one has grown, each one has tried to support each other and how majority have remained committed” said Jeissel Restor, BSN, RN, DA, 4 East.



The team utilized signage to communicate with empathy from behind closed doors, between rounding. This brought cheer and smiles to isolated and depressed COVID-19 patients daily. The appropriate sign was held up at the glass window through the door for patients to see. This gesture thrilled and captivated them patients to the point of one requesting to “see the nurse with the signs” as he wanted to take a picture. Others smiled back, waved, or returned a thumbs up in acknowledgement.



For their heroism and commitment, 4 East staff were recognized with the Heroic Team Award during Nurses’ Month.

*“The unfamiliar territory was and still is a learning ground. It has made the team stronger, closer, and more persistent through hard situations. As the manager of this resilient team, it gives me a lot of pride to see how each one has grown, each one has tried to support each other and how majority have remained committed” said Jeissel Restor, BSN, RN, DA, 4 East.*

## HEROES WORK HERE: PANDEMIC FRONTLINE

### It Took a Village: On the frontline of the pandemic

DOU was the first designated COVID-19 critical care unit in our medical center. The staff and all team members were recognized by the local community for their heroic efforts. It took a village to cope... and will take the community to help us heal from our courageous efforts!!!!



## Crossing the “border of separation”: ICU and DOU Teaming It!

As the first designated COVID-19 critical care unit at Anaheim, the DOU staff were challenged with caring for ICU patients which pushed them to hone and expand their clinical skills. The ICU staff assisted initially by ‘floating’ to the DOU to provide respite relief to their peers and eventually this broke down the barrier of the door separating the two units. Today, they work as one great big team. WOW!!!!

Eventually, the ICU became a designated COVID-19 unit and the non-COVID-19 ICU patients were cared for in the PACU. Elective surgeries were cancelled and staff from ambulatory services were deployed to help with the surge in March, July-August, and October-December. Each surge brought new challenges, and each was met and managed by the team.

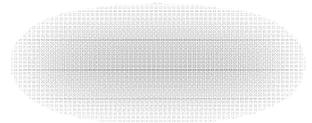
There were many challenges to overcome: The daily changes in clinical practice, availability of supplies on the unit, the fear of coming to work and contracting COVID-19, distress from seeing patients suffer, challenges with families not being able to visit their loved ones, and the general exhaustion of the team.

What stood out the most was the camaraderie developed among the multidisciplinary team as they showed up to work and partnered even when the challenges seemed overwhelming.

New clinical teams and protocols were developed and implemented to assist in the management of this patient population.

- Sedation Protocol
- COVID-19 Management Protocols
- Intubation Team
- Prone Team

The success of these efforts is demonstrated in the outcomes for our patients recovering & discharged to home and an ICU COVID patient survival rate of 23.5%.



Roving Code Lavender Cart



Fun Friday!



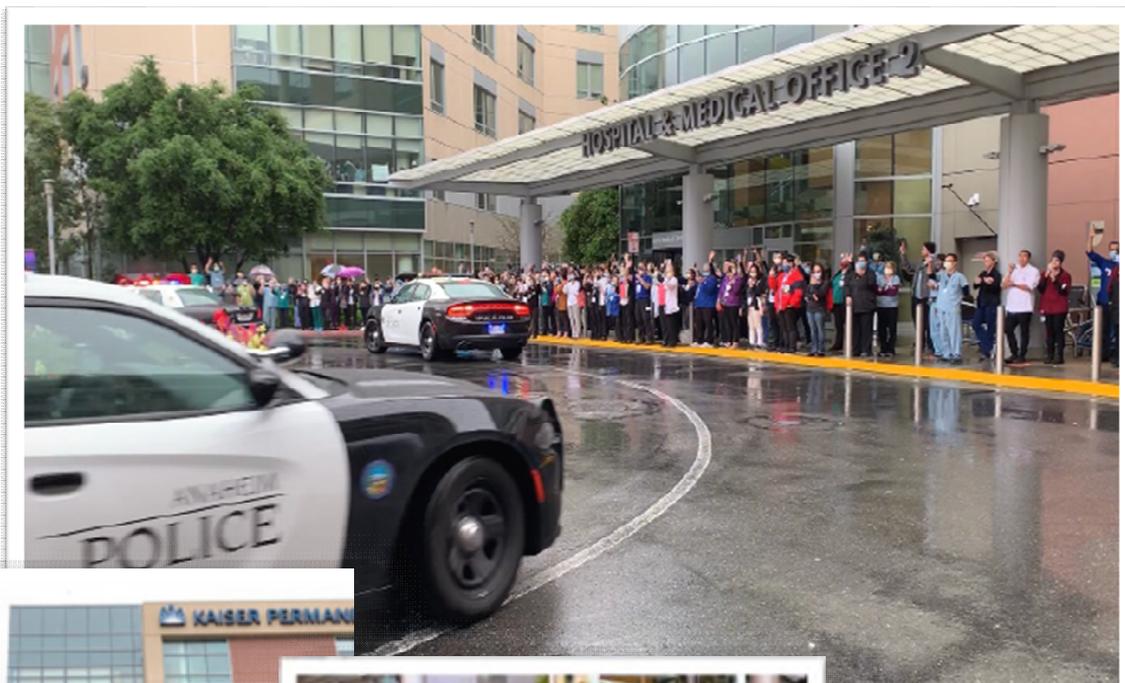
WOW Wednesday!



Thankful Thursday!

## Appreciation Parade Honors our OCA Frontline Staff

An outpouring of appreciation, gratitude and expressions of encouragement were provided by our local community. On April 9, 2020, a 120-car convoy of police, fire crews, local church groups, community members, and former patients paraded through our Anaheim hospital campus in an Appreciation Drive-by to thank health care workers on the front lines fighting the coronavirus. The participants drove through the campus honking horns and sirens, cheering and waving signs of support and appreciation. This brought encouragement and strength to our staff. Generous food donations were also provided throughout the period by Avalon Bagels, Hickory and Spice BBQ, Porky's Pizza, and many, many others.



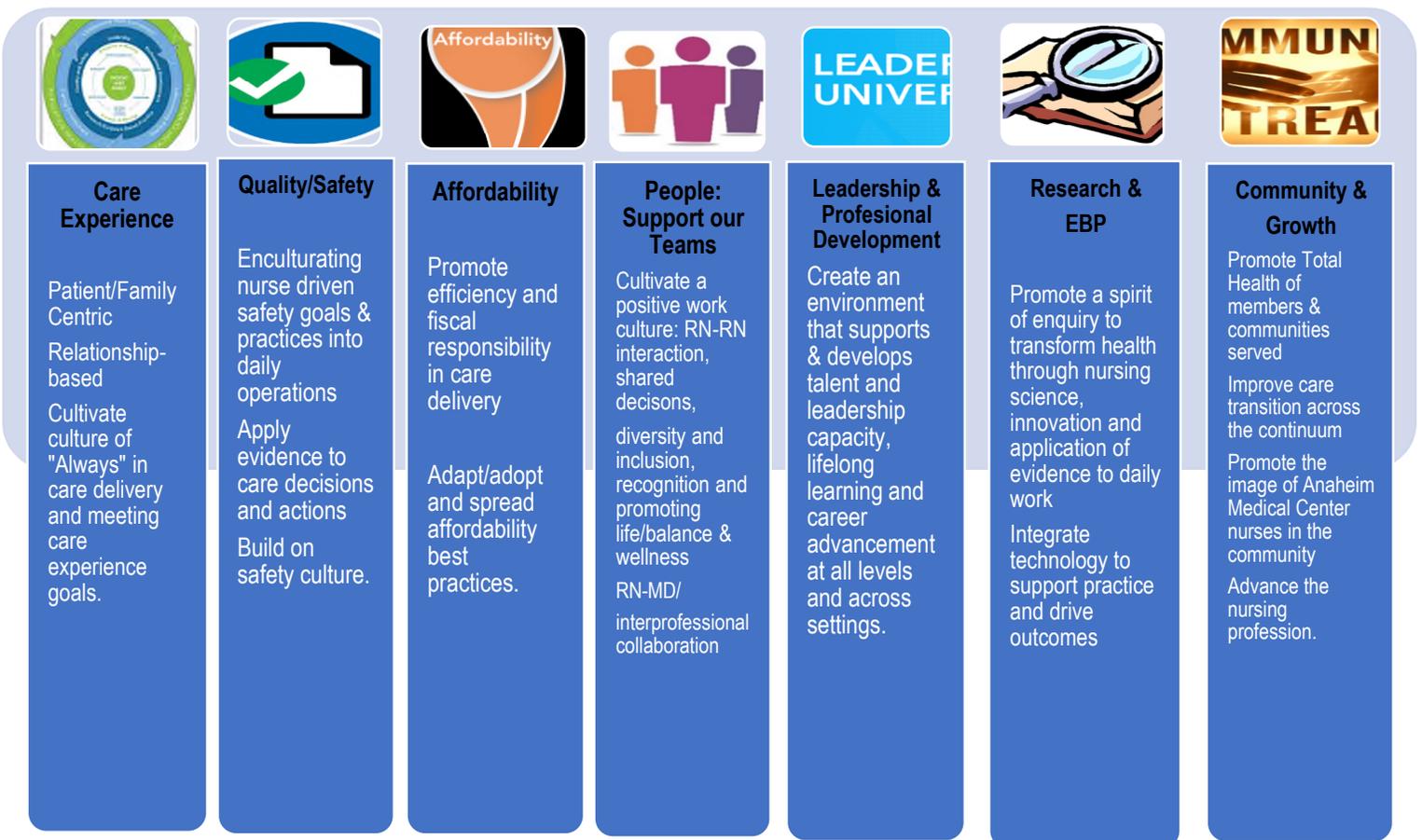
## Nursing Strategic Plan: 2018 - 2020

Strategic planning establishes a clearly defined direction for evaluating the present and approaching the future to ensure relevance and responsiveness to the workforce, patients, and community needs.

The Kaiser Permanente Anaheim Medical Center Nursing Strategic Plan is an outline of the future priorities/goals of the Nursing Division and the outcomes we want to achieve to meet the needs of patients/families while supporting our nurses in a positive engaging practice environment. The plan provides the framework for organizing activities, monitoring progress, results and impact of the activities implemented to achieve our goals.

The Nursing Division led by the CNE, Martha Dispoto, MA, BSN, RN, NE-BC, and inclusive of nursing leaders and clinical nurses collaborated in the process of creating the strategic plan.

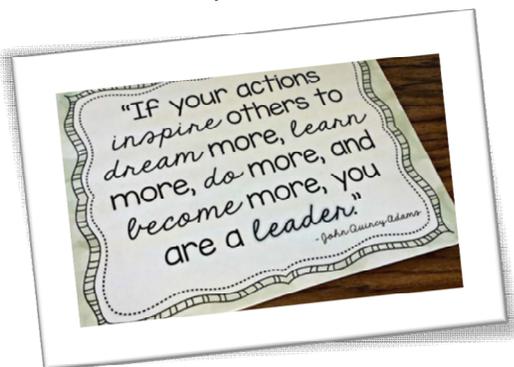
### Strategic Priorities: Care Experience, Quality/Safety, People, Leadership/Professional Development, Research/EBP, Community/Growth



## Mentoring & Succession Planning

### *“Shadow the Leader” - Gaining experience from a different perspective*

Talent development requires ongoing professional development opportunities, through ongoing processes of evolving, maintaining and documenting professional skills from formal training and informal on-the-job observation of others. Our nurses are supported with a variety of resources and unique opportunities to assist their growth/development and the acquisition of new skills, such as “Shadowing” as a way to gain new perspectives into processes they are already involved in. Further, it promotes networking across settings, nurture interdependence, and cultivates empathy and understanding among peers/colleagues.



Feedback from participant in the shadowing experience: “I just took a class on Rounding and with the shadowing experience I believe that I have a better understanding and more confidence to succeed with my own rounding experiences....the main takeaways from this experience are to establish work/life balance, confidence in my own rounding with patients and family members, better interviewing practices.”

“Shadowing” is a succession planning strategy at Anaheim for introducing current and potential future nurse leaders to critical roles. It is a unique opportunity for clinical nurses with a goal for a career in leadership to gain valuable practical experience in the nurse leader role through mentorship. The experience also serves to strengthen the clinical nurse in his/her current role through upskilling for job enrichment.

Nurses are invited to submit their interest by responding to questions about why they want to participate in the experience and how the experience aligns with and will advance their career goals. Learning objectives, guidelines and reflection questions are provided for consideration to make the experience focused and meaningful. This was an extension of the “Walk in the Shoes of the CNE” shadowing experience in 2019.

### Role Development

#### Perinatal/Children’s Services

- **L&D:** Charge RNs revised Relief Charge RN Training and mentored six RNs into the role.
- Kristina Lewis, ADA mentored by Desi Carreon; Brittany Romero, DA mentored by Lauren Kartzozian, CD
- **FCC:** Charge RNs mentored Relief Charge RNs to role by including them in monthly meetings.
- **NICU:** Jam Garma, RN, mentored by Heaven Holdbrooks, CNS, as Nursing Research Co-PI; Nancy Cooper achieved Lactation Educator Certification; Emily Bowman validated as Pediatric PICC Consultant.
- **Peds:** Tina Thomas, RN mentored by Barbara Rhoton, RN into Charge RN position.

#### Medical Surgical/Telemetry

- **6 West:** Hazel Bermudez RN, Susan Lin RN, and Vanessa Bondoc RN, completed GRN Training; Tiffany Lim, ADA, Peer Navigator/mentor to newly promoted Aivee Saso, RN, ADA
- **6 East:** Hatem Abukhalaf RN, completed AIA training; Ivana Garcia, RN, PICC Training

#### ED:

- All 4 ACDs completed online training in *Eradicating Bullying & Incivility: Essential Skills for Healthcare Leaders*. This online course is an essential first step in being able to recognize, address and eradicate the prevalent, disruptive behaviors that are undermining the work culture.

\*Inpatient Charge RNs completed Regional Nurse Leader Rounding Training

## Mentoring & Succession Planning

### Group Mentoring: “Nurses Helping Nurses Thrive”

KAISER PERMANENTE



KAISER PERMANENTE ANAHEIM  
MENTORING COMMUNITY

The Voice of Nursing Committee Group Mentoring



“Mentoring doesn’t just end when 6 months is [sic] up, it’s an ongoing journey. It’s okay if plan to remain at the bedside at this time. Good to hear this, there is no pressure to change roles. PowerPoint was very informative and great explanation of what mentoring is and isn’t.” – Participant’s Feedback.

Group mentoring is an efficient strategy to connect employees and advance shared learning and mutual support to drive individual and organizational success through effective relationships. It contributes to a vibrant learning culture and promotes diversity in thought, practice and understanding.

Aligned with our efforts to nurture our excellence culture through professional development, the VoN launched a 6-Month Group Mentoring Experience for committee members. The goal is to support clinical nurses in creating and working towards individual professional development goals and to leverage available resources and peer and manager support, in building meaningful mentoring relationships. The experience is crafted around the 70-20-10 Learning/Development Model: 10% of learning is completed through formal instruction implemented through content presentation, 20% through interaction with peers and others implemented by requiring mentees to collaborate at least monthly with a Learning Partner, unit peers and managers, and 70% is accomplished through on the job experiences which is achieved through an Individual Learning/Mentoring Plan. Mentees are supported with resources from the online Anaheim Mentoring Community Platform as well as with manual tools.

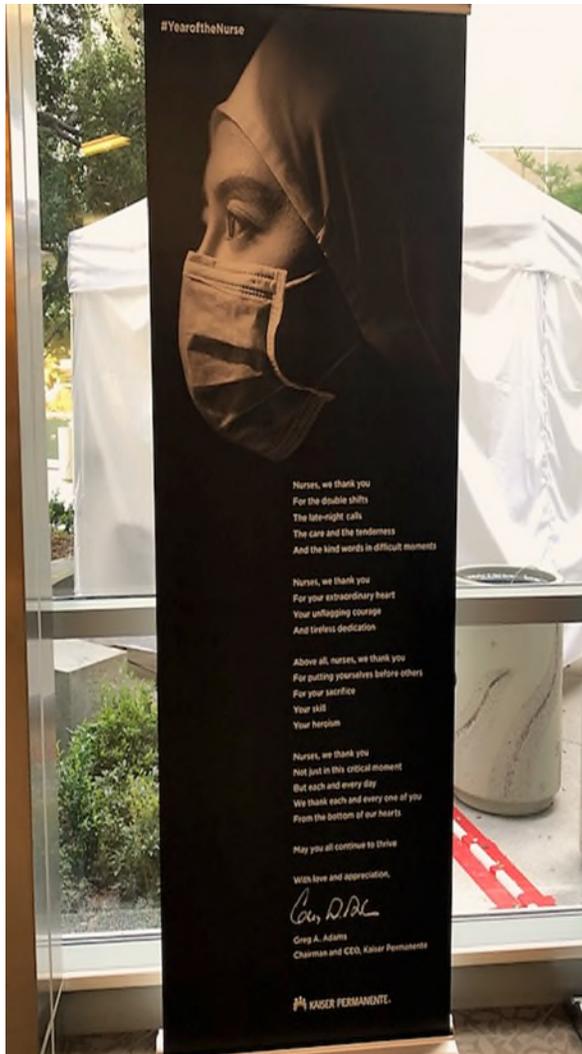
1.2 professional development credit units are provided for each session for a combined total of 8.4 hours which includes an Overview Session. The feedback has been positive. Due to the impact of the COVID-19 pandemic surge, some sessions were postponed until the situation allows in 2021.



## STRUCTURAL EMPOWERMENT

Nurses' Month: Celebrating nursing excellence during the pandemic

### Message from Greg Adams, Chairman and CEO, Kaiser Permanente



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

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

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

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

May you all continue to thrive

With love and appreciation,

**Greg A. Adams, Chairman and CEO, Kaiser Permanente**

# Nurses' Month During COVID-19: "You make a difference"

Celebrations looked a lot different this year due to the pandemic and need for physical distancing. Guided by the themes from American Nurses Association and Kaiser Permanente National Patient Care Services, articulated in gratitude and girded with commitment, resilience, fervor, grit, and gumption than ever before, we celebrated Nurses' Month in support of our nurse heroes and the care teams that support them – nurses leading from the frontlines providing care and standing in the gap for family members; nurses whose expertise guided us through the surge planning; nurses leveraging technology to prevent interruptions in care, and those in the background creating and supporting the workflows and structures for the work on the front line. For YOU, we are GRATEFUL!

KP National Theme: Living our Legacy. Boldly Transforming Care

MAY is Nurses' Month! INTERNATIONAL NURSES' WEEK, MAY 6 - 12

**KAISER PERMANENTE. CELEBRATES YOU!**

Get ready to **RECOGNIZE** and **CELEBRATE** our team's contribution to our KP Mission.

**KAISER PERMANENTE** Anaheim recognizes and extends a special **THANK YOU** for all your invaluable contributions that have helped to elevate the status of nursing across the health care spectrum. Thank you for continuously providing the highest level of care, and for your commitment to ensuring **Extraordinary Nursing Care. Every Patient. Every Time.**

KP Nurses Provide Extraordinary Nursing Care. Every Patient. Every Time.  
And have been for 75 Years.

"You Make a Difference" the theme selected by the ANA for National Nurses Week/Month 2020, in celebration of the "Year of the Nurse and Midwife" declared by the WHO in recognition of the valuable contribution nurses make to global health, and the commemoration of Nightingale's 200<sup>th</sup> birthday.

Over the recent weeks and months, the nursing world has quickly shifted its attention from the WHO's proclamation of this important milestone to the COVID-19 pandemic and nurses have proven yet again to be the reliable heroes the nation and the world have come to trust and rely on to meet and advocate for the healthcare needs of patients and communities.

KP National Nurses' Month Theme 2020: **Living our Legacy: Boldly Transforming Care.**

Our Nursing Vision articulates that our nurses are leaders, clinicians, researchers, innovators, and scientists who are transforming care, and contributing toward more healthy years for our members, patients, communities, and our nation, and has been for the past 75 years; creating a legacy through their vital contribution to advancing our mission of improving the health of our members and the communities we serve."

Nurses Week/Month is a most opportune time to celebrate the bravery of our teams and individual contribution to our KP Mission through **Recognition and Gratitude**, **Professional Growth and Development**, **Outreach/In reach** to our teams – "Getting to Know You" - Staff Edition, and **Self-Care**.



WEEK 4  
SELF CARE



WEEK 3  
GETTING TO KNOW ME  
"COMMUNITY" OUTREACH



WEEK 2  
PROFESSIONAL DEVELOPMENT



WEEK 1  
RECOGNITION



## Nurses' Month Highlights

### 2020 Nurses' Month Awards

In honor of Nurses' Month, select nurses were recognized for their commitment and dedication to daily practices and professional behaviors that exemplify nursing excellence in meeting the organization's mission. Awardees were surprised with a mini ceremony on their individual units. Congratulations!



**Colleen Juban, BSN, RN, DOU**  
**Nursing Excellence | May 2020**

Colleen went on to receive the Kaiser Permanente Orange County Radiant Star Award for her exemplary work engaging her peers to implement sustainable solutions for improvement.

**Jan Guy, MPA, RNC-NIC, ADA, NICU**  
**Leadership Excellence | May 2020**

Jan works tirelessly with the team to bring resolution to issues. She has a calming presence and takes the time to listen to both staff and families. Jan has the ability to de-escalate stressful situations, address needs timely and advocate for patients and staff with a team approach that is well thought out and respected.

**Dawnita Wicks, BSN, RN, Lactation Consultant, IBCLC, Family Centered Care/Post-Partum**  
**Preceptor/Mentor | May 2020**

Dawnita's passion, enthusiasm and desire to educate, mentor and find solutions for improvement, helped to increase the breastfeeding rate in FCC shortly after she joined the team - and she continues to make positive impact on the patients, staff and outcomes.

**Daneesha (Dani) Hinds, BSN, RN, Family Centered Care/Post-Partum**  
**Rising Star | May 2020**

Dani joined the Post-Partum team after a travel assignment in 2018. She immediately captured the admiration of all and became involved with the UBT, P&S and the breastfeeding Education Group, an idea she pitched while a traveler. Her dream became reality in early 2019 – leading to the creation of a breastfeeding education tool for parents.



Colleen Juban, BSN,



Jan Guy, RN, ADA, NICU



Dawnita Wicks, RN  
Lactation Consultant, FCC



Dani Hines, RN, FCC

## Celebrating Nursing Excellence

### Individual DAISY® Awardees

The DAISY Award recognizes extraordinary nurses who go above and beyond to provide, promote, and support compassionate care. The DAISY Award is presented to clinical nurses, nurse leaders, and nurse led teams based on nominations from patients, families, peers, and colleagues. Meet our 2020 “DAISYs.”

#### Lauren Sanchez, BSN, RN, DOU: “Look for the “Pink Heart” in the Window”

When Lauren’s patient’s husband told her that he sat in his car in the parking lot at the hospital for hours so he could be close to his ailing wife, she jumped into action. She fulfilled his request to feel closer to her by placing a pink heart in the window of her room – she told him to “**look for the pink heart in the window.**” He sat outside and looked at the heart in the window for hours.



The pink heart would let him know what room she was in and so he could sit closer to the unit downstairs and look at the heart in the window and feel even closer to her.

Lauren Sanchez, BSN, RN  
DOU | May 2020

### DAISY® Leader Award

#### Desiree (Desi) Carreon, BSN, ADA, Family Centered Care/Post-Partum

Desi looks at trended data to increase patient satisfaction scores, improve safety within the unit, and focus on core measures to help drive success.



Recognizes leaders who create and support an environment of compassion and recognition for their team and inspire nurses and staff to do their best by modeling caring behaviors. These leaders provide a setting where compassion is valued, and staff, in turn, treat patients and their families with deep humanity.

## Celebrating Interprofessional Excellence

### 6 East Med/Surg Oncology DAISY® Team Awardees

DAISY was created to say "thank you" to honorees like these...

Home to multiple individual DAISY awardees, 6 East for the first time received the prestigious DAISY® Team Award for demonstrating extraordinary service, team spirit and compassionate care, in the most challenging of circumstances. We applaud the commitment of nurses and support staff to our Mission.

"The DAISY Team Award recognizes that while an idea to achieve better patient and family outcomes may start with one individual, it often takes an entire team to implement successfully. The DAISY Team Award is designed to honor collaboration by two or more people, led by a nurse, who identify and meet patient and/or patient family needs by going above and beyond the traditional role of nursing." - *The DAISY Foundation*



6 East was recognized for the exemplary teamwork demonstrated by the clinical nurses, leadership team and ancillary staff, resulting in a safe outcome for one of our patients diagnosed with a severe autoimmune condition. They cared in a manner to ensure minimal discomfort and prevent life threatening hospital acquired conditions such as infection and superimposed pressure injuries – to which he was at increased risk. The team developed and executed an effective and efficient multidisciplinary approach to specialized individualized care for our patient.

On discharge after 2 ½ months, the staff sent our patient off with well wishes, and a sign they created, which read, "Congratulations, You Will Be Missed." This brought tears to his eyes.

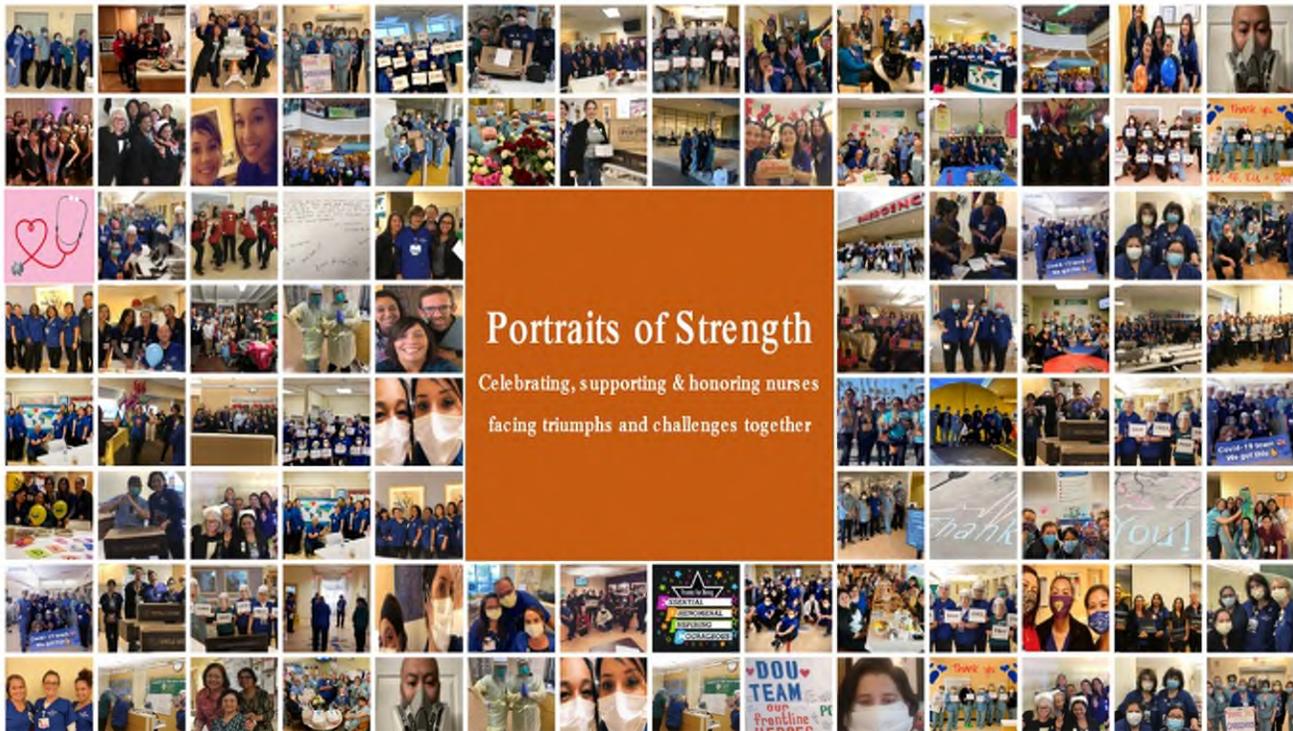
The team included RNs, Certified Nurse Assistants, Unit Clerks, Wound Care RNs, Materials Management, Environmental Services, Internal Medicine, Infectious Diseases & Dermatology.



Bless Lising,  
BSN,  
Clinical  
Director

## Tribute to our Special COVID-19 Heroes

### Celebrating, Supporting and Honoring NURSE HEROES



### Facing Triumphs and Challenges Together!

The COVID-19 pandemic forced the nursing world to quickly shift their attention from the World Health Organization's proclamation of 2020 the Year of the Nurse & Midwife. The response affirmed nurses to be the reliable heroes the nation and world have come to trust and rely on to meet and advocate for the health care needs of patients, families, and communities in crisis. The pandemic amplified what we've all known to be true and now demonstrated to the world, that nurses are committed and resilient clinicians, advocates, healers, and trusted partners in care.

During Nurses' Month and beyond, we celebrate, support, and honor your courage and commitment, especially in this challenging time.

Every day nurses answer the call to care for and serve our most vulnerable populations.

With pride and gratitude for your unstoppable **strength, grit, and dedication**, we stand as one to face challenges, celebrate successes and continue this journey together.

## Heroic Teams Award

### 2020 Nurses Month Heroes Award

To mark Nurses' Month, COVID-19 impacted units were recognized for their flexibility, grit and heroic commitment and dedication to service, daily practices and professional behaviors that exemplify nursing excellence in meeting the organization's mission during the pandemic. Awardees were recognized in a mini ceremony on their individual units. Lindley Garcia, ED Clinical Director, received an Excellence in Nursing Leadership award for exemplary leadership during the pandemic. Congratulations!

**Lindley Garcia, MBA, RN, CD, ED**  
Nursing Leadership Excellence | May 2020

### ED Heroic Team



### DOU: COVID Unit Heroic Team

The team was recognized for its role in providing exceptional and compassionate care to COVID-19 patients. Here are examples of how they supported our Mission.



**TEAM:**  
Intensive/Transitional Care Unit  
OC Anaheim Medical Center

- Heather Davis, RN - Intensive Care Unit
- Hugo Fernandez, RN - Transitional Care Unit
- Nancy Guzman, Nursing Attendant - Transitional Care Unit
- Colleen Juban, RN - Transitional Care Unit
- Angeli JD McCann, Clinical Informatics Specialist - Nursing Admin
- Ruby Nieves, RN - Intensive Care Unit
- Valerie Rodis, RN - Transitional Care Unit
- Lauren Sanchez, RN - Transitional Care Unit

**Connecting patients with families and the interdisciplinary team:** The DOU team requested the expertise and guidance of the Nurse Informatic Specialist on setting up video calls using the unit iPads to connect patients with families and other members of the interdisciplinary team, virtually. With the video call technology, an 18-month old baby would not take his eyes off his dad, the patient, on the iPad screen.

**A birthday celebration in the DOU:** DOU nurses helped a patient and family celebrate his special 60<sup>th</sup> birthday from a distance using Face Time and interacting through his hospital room window.



The team received the Kaiser Permanente Orange County Radiant Star Team Award for their service and contribution to the Kaiser Permanente mission.

## Stars and Heroes

Kaiser Permanente Orange County sponsors the Radiant Star Program to recognize staff, physicians and managers who make outstanding contributions to advance the mission of our organization. The Star award rolls up to the **Everyday Heroes** award which celebrates teams and individuals who go above and beyond to provide extraordinary service, extend a helping hand, or create organizational change. An Everyday Hero is an individual or team that embodies our values, mission, and vision, and supports our strategic objectives. Meet our 2020 Stars and Heroes.



EDRALYN PATULOT, RN

| a DAY to  
REMEMBER |



Edralyn Patulot, BSN, RN, Critical Care Services at Kaiser Permanente Anaheim Medical Center, took it upon herself to create a loving memory for a family during a very difficult time. Edralyn was part of a team caring for a young man who'd sustained severe injuries in a bicycle accident. She knew that he'd be unable to fulfill his dream of graduating with his high school class and that his parents had arranged for him to receive his diploma in the hospital. It was planned as a simple bedside ceremony, but Edralyn wanted to do more — something special and memorable — for this concerned family.

So she rallied her colleagues to decorate his hospital room and arranged for the kitchen to deliver some special treats. Above all, she gave this family a day to remember as they faced the road ahead. "Edralyn saw a family's pain and was moved to help relieve it," says Olive Redulla, RN, Perioperative Support. "With this caring act, she created hope and celebrated life."



## No Patient Should Die Alone

Myra Aquino, RN, 4 East



During shift handoff Myra received report that one of her patients with COVID-19 was in comfort care and the plan was to start a Morphine drip. Myra became concerned and immediately informed her nurse manager, Jeissel Restor, and ensured her patient was comfortable, pain free, and that the patient's family was updated through phone calls.

Myra also offered the option of using the electronic application – *Health Care Anywhere*, to the patient's daughter to allow the family to see and speak to the patient even if she was unable to respond. An unconventional way to say their goodbyes to their loved one, the family declined. Myra offered to hold the phone and have it close to patient's ears - the family still declined.

With the family declining multiple requests to participate in virtual interaction, Myra became the clinician and "family" to her patient. When Myra was about to commence the Morphine drip, she made another attempt to include the family but was again unsuccessful. Shortly after the drip was started, Myra and her 4 East peers remained present with the patient, comforting her as she passed peacefully.

**Myra received the Radiant Star and Heroes Awards for her compassionate care.**



**EVERYDAY  
HEROES**



## The “*Pink Heart*” in the window

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

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

Although the patient couldn’t talk, Nurse Sanchez said things like “Squeeze my hand if you heard your husband say, “I love you.”” Nurse Sanchez reported to the patient’s husband that the patient squeezed her hand. He had disclosed that he had had COVID-19 himself and felt terribly guilty about possibly giving it to her, and he was beside himself with fear and grief. He felt that Nurse Sanchez was exceptional, and he couldn’t say enough good things about her.



**Lauren was awarded with the Radiant Star and Heroes Awards for her unique approach to compassionate care.**



**EVERYDAY  
HEROES**

## Giving Hope

"My first day here on admission was very devastating about my new health crisis. I was very sad, crying, no hope, my whole world was crashing down on me. A nurse walked in and introduced herself as April - held my hands and said, 'I am here for you, it will be okay. All the nurses, doctors, and the entire team are here for you and your speedy recovery with all the support.' She gave me tissue to clean my tears. 'We have treated so many patients and they all go home very happy, so will you,' April reassured her. She gave me a big hug and said, 'it will be well with you.' Since then I have stuck to her words of advice, support and hope she has given to empower my strength. Even when my lab work result was devastating, I heard nurse April's voice in my head - the words of encouragement, hope and support that has kept me going. Nurse April is an extraordinary nurse who shows empathy, care, support, and hope. All other nurses who cared for me were all unique and caring, supportive - great teamwork, super, super nurses. They are all unique in extraordinary ways. I appreciate and celebrate them all. Great nurses you have on the 6 East floor."



April Lanteri, BSN, RN  
November 2020

Heaven  
Holdbrooks, CNS,  
NICU – Anaheim  
Medical Center  
September 2020

### TEAM 2: Parent University Team Anaheim/Irvine Medical Centers



**Christy Cortez** – Lifestyle Educator, OB/GYN

**Sherri Eskew** – RN Manager, NICU

**Eva Ghabrial** – Lifestyle Educator, OB/GYN

**Heaven Holdbrooks** – Clinical RN Spec, NICU

**Colleen Weeks** – Project Manager II, OB/GYN



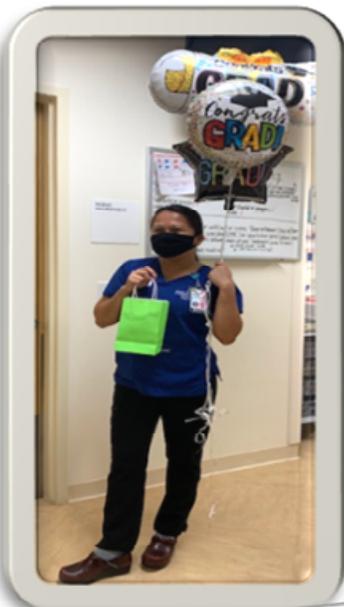
Parent University is a joint program between the NICU and Perinatal Education leaders **Sherri Eskew** DA, **Heaven Holdbrooks** NICU Nurse Educator and Perinatal Education Manager **Colleen Weeks** and some of her educators who support families with fragile infants. Once a week in Anaheim and Irvine the educators, **Christy Cortez** and **Eva Ghabrial** work with parents to make crafts that decorate their newborns Isolette and room while they talk about how they are coping with a challenging and often unexpected start to life with their baby, followed by practical parenting education.

## Professional Development: Advanced Nursing Degrees

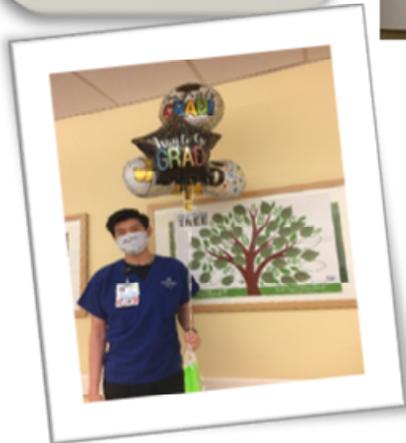
### Cheers to our Nurse Grads

Professional Development is a Pillar of our Nursing Professional Practice Model, and Anaheim Medical Center uses multiple strategies to support and promote our culture of lifelong learning. Our nurses value professional growth and development and avail themselves of resources and opportunities to meet their career needs. During **Professional Development Week of Nurses' Month**, nurses who obtained a nursing degree between 2018 and 2020 were surprised with a special treat of personalized artisan crafted cap and gown shaped cookies, a commemorative "graduation" handbook, and celebratory balloons. **Congratulations** on your success and commitment to **lifelong learning!**

Flory, MSN, Peds



Personalized Grad. Gown-shaped Cookie



Gordon, BSN, 4 East



Jackie, BSN; Tony, BSN.  
Courtney, BSN; Jessica, MSN  
Labor & Delivery

## Professional Development: Enrollment/completed nursing/other degrees

Names	Unit/Dept.	Degree
<b>Completed</b>		
Trang Vu	5 East	MSN
Emely Munoz-Luna	6 West	BSN
Natalie Padilla	6 East	MSN
Henry Chhouk	4 East	MSN
Flory Bonto	Peds	MSN
Marian Madriaga	Peds	MSN
Kathleen Militante	5 West	MSN
Afrielle Fondevilla	5 West	MSN
Michelle Fondevilla	5 West	MSN
Quan Pham	5 West	MSN
<b>Enrolled/In Progress</b>		
Julie Straubinger	5 East	MSN
John Paul David	5 East	MSN
Janice Yalung	5 East	BSN
Fabiola Sandoval	5 East	BSN
Melissa Beall	6 West	BSN
Vanessa Bondoc	6 West	MSN
Diana Fruzza	6 East	MSN
Monica Flores	6 East	MSN
Josie Alagao	6 East	MSN
Hiyasmin Tran	6 East	MSN
Jihee Kim	6 East	MSN
Hatem Abukhalaf	6 East	MSN
April Lanteri	6 East	MSN
Catherina Manalo	6 East	MSN
Ivana Garcia	6 East	MSN
Suman Lata	4 East	MSN
Stephanie Tran	4 East	MSN
Liza Limpengco	4 East	MSN
Louise James	4 East	BSN
My Pham	NICU	MSN
Priscilla Herzog	5 West	MSN
<b>Non-Nursing Degree Completed/Enrolled*</b>		
Anna Ignacio	5 East	MA*
Stephanie Gutierrez	5 East	MA*
Lori Davis	NICU	MBA*

## Professional Development: Enrollment/completed degrees & specialty certifications

Names	Unit/Dept.	Degree
<b>Completed</b>		
Elizabeth Moua	FCC	BSN
Marianne Javier	FCC	BSN
Alysha Fernandez	FCC	BSN
Toni Lopez	L & D	BSN
Angie Martinez	L & D	BSN
Lori Bellows	L & D	BSN
Debbie Tannler	L & D	BSN
Kristin Langton	L & D	BSN
Michelle Palacios	L & D	BSN
May Murray	L & D	BSN
Juanita Velasco	L & D	BSN
Sarah Graziani	L & D	MSN
Jason Noda	ICU	MSN
Jaemee Nhu Nguyen	ICU	MSN
Brianne Poff,	ICU	MSN
Catherine Quinlan	ICU	BSN
Marjorie Alvarez	DOU	BSN
<b>Enrolled/In Progress</b>		
Kaila Mees	ICU	BSN
Liana Viera	ICU	MSN
Destinee Torres	ICU	MSN
Maneka Maxwell	ICU	MSN
Phillip Ostermann	ICU	MSN
Mary Eastham	ICU	MSN
Frank Guzman	ICU	MSN
Danika Askew	ICU	MSN
Tiffany To	ICU	MSN
Eileen Sabalbuero	ICU	MSN
Brett Wheatfill	ICU	MSN
Jovani Rioja	ICU	MSN
Ashley Carbajal	ICU	MSN
Dina Nguyen	ICU	MSN
Dennis Romasanta	ICU	MSN
Hiram Diaz	ICU	MSN
Hannah Choi, ICU	ICU	MSN
Catherine Quinlan	ICU	BSN
Marjorie Alvarez,	DOU	BSN
<b>National Specialty Certification</b>		
Albert Shey	DOU	CCRN
Kelly Brock-Maxwell	L & D	RNC-OB
Rebecca Midley	FCC	RNC-OB
Alyssa Medina	4 East	PCCN
My Pham	NICU	RNC-ELBW
Emily Bowman	NICU	RBC-NIC
Cassie Figueroa	NICU	RNC-ELBW
Diane Norton	NICU	RNC-NIC

## Community Partnership

### A Halloween Parade for Pediatric Hem/Oncology Families Amid the Pandemic

The 2020 Pediatric Hematology/Oncology Halloween Parade was done a little differently...drive thru. This annual event did not disappoint, despite a pandemic. Great job team!!



### No Senior Forgotten

Kaiser Permanente Anaheim Medical Center partnered with the Council on Aging on its annual SmileMakers holiday gift program to collect 400 Lap Blankets as Christmas gifts for the Programs senior residents. Due to the COVID-19 pandemic, participation looked a little different this year. Our nursing staff shopped for and donated lap blankets for isolated seniors living in skilled nursing and/or residential care facilities.

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

Our nursing team received the Council on Aging 2020 Impact Award for ongoing and generous support of the SmileMakers Program.

**"The COASC 2020 Impact Award is proudly presented to the Kaiser Permanente Nurses of Orange County for their dedication and generous support of our SmileMakers Holiday"**



## SmileMakers Program

Fulfilling Holiday Wishes for Seniors in Our Community

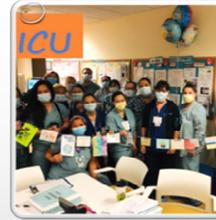


## Reflections: Outreach from the Community

Dear Healthcare Workers....



FLOWERS FOR HEROES



NOTES FROM THE COMMUNITY



**Nurses' Month Week 3 Theme**  
**Getting to Know You: Staff**  
**Edition Community Outreach &**  
**In-Reach**

**Nurses posing with gratitude**  
**cards and flowers provided by**  
**community members**



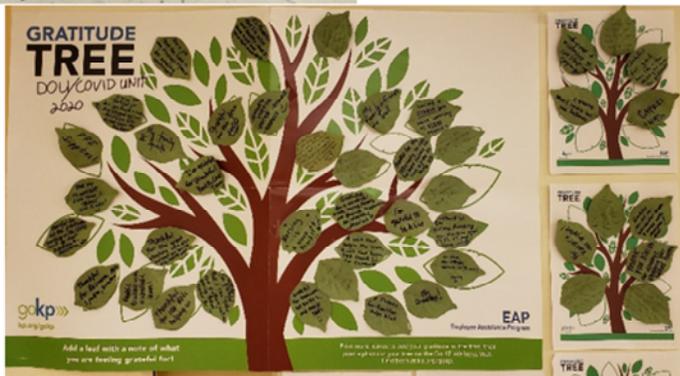
NOTES FROM THE COMMUNITY

With love and gratitude, your Community Partners.

## Reflections: Gratitude to the Community

Lunches for healthcare workers from the **Walnut Shiek Temple** and **OC Frontline Foods** – catered by **Panini Kabob Grill**...

**Dear Community Partners....**



**Thank You!**  
In Service, from the frontlines.

## From Hearts to Heroes



Dear Health Care Heroes,

“Our names are H, A, and D and we are current sophomores at the “N” High School in Irvine. We are the co-founders of an organization called Hearts to Heroes where we are dedicated to giving back to the everyday heroes of our community, and with everything going on in the world right now we just wanted to wish you a happy Nurses’ Week and say a big thank you for everything you do to keep us safe! We greatly appreciate all the sacrifices you are making and your hard work, and we sincerely cannot thank you enough! You are truly an inspiration to all of us. As a small way to give back to our health care heroes and

essential workers while we’re stuck at home, we wanted to make care packages for all of you guys and we hope you enjoy all the (sanitized) snack goodies! We can’t thank you enough for everything you’re doing to keep us safe, and we hope these care packages make your day just a bit better and let you know that you will always have the full support of our community!”

With love, *The Hearts to Heroes Team*



**Our Educators**



**Our Nurse Leaders**

Dear Hearts to Heroes Team,

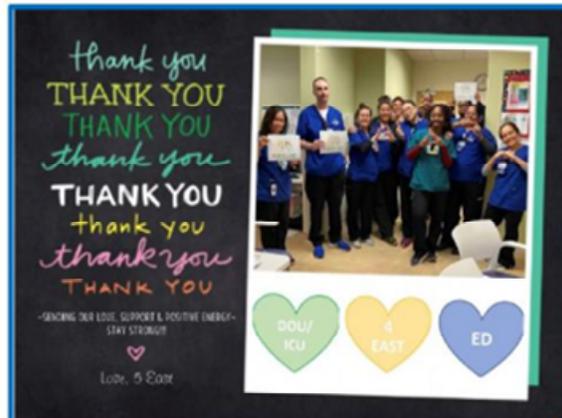
From the bottom of our hearts we want to thank you for taking the time to create these beautiful snack packages and cards with such touching messages. We are proud to be part of your community and to serve your healthcare needs. Our Nurses’ Week/Month was that much better because of this personalized gesture.

Our nurses were touched with emotions on receiving and reading these beautiful works of art. And they will enjoy the wonderful treats you have provided. They will come in handy for a quick bite on their busy days. Please let us know how we may support your organization in the future.

With gratitude, Kaiser Permanente Anaheim Medical Center Nurses, Nurse Educators and Nurse Leaders.

Community In-Reach: "Notes" of gratitude to peers on the front line

**THANK YOU! ED, DOU, ICU, 4E Frontline Team Members!**



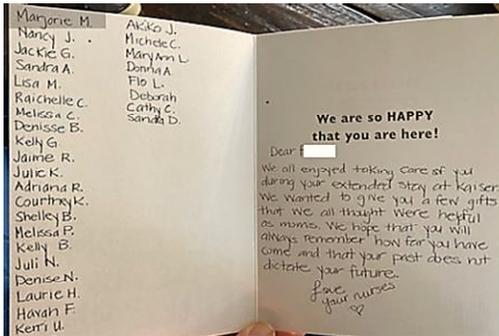
TO ALL THE PHYSICIANS, NURSES, TECHS, ADMIN STAFF, FRONTLINE SUPPORT & ANCILLIARY STAFF (RT, OT, PT, EVS, CASE MANAGEMENT, F & N AMBASSADORS, SOCIAL SERVICES) ON THE COHORTED UNITS:  
**ED, DOU, ICU, 4E**  
Please accept this simple token of appreciation from your **KP Family** - Peers, friends, colleagues, team members, for all you do every day. **Thanks** for coming to work every day to ensure our **patients** who need you have the **best experts** to **serve** and **care** for them!



**With Gratitude, your peers and team members, Perinatal Services, MST & Perioperative Services**

## COMPASSION/TEAMWORK

### Giving Back: Labor & Delivery nurses brought surprising joy amid the pandemic



Labor and Delivery nurses are privileged and honored to support families in their vulnerable time of bringing new life into the world. Pregnancy is often a happy experience but can be mixed with misfortune and unfortunate circumstances. 2020 was especially challenging with the pandemic robbing families of the joys of the labor and childbirth experience and many people losing their jobs and source of income.

On the other hand, the pandemic brought overwhelming displays of support and generosity from the public to our nurses as they faced the crisis head on, and the L and D nurses created an opportunity to give back to their teen mom-to-be who spent over two months on the Antepartum unit. Her mother was her only support and due to childcare issues and the curtailed visitor policy, she spent many days alone without a visitor, except for her nurses - several of whom rotated caring for her over the period of her hospitalization and connected with her through conversations as they provided the needed support in this difficult time.

The nurses discovered with time that their patient did not have a stroller for her expectant baby, and soon a voluntary collection was organized by Kerri Udomsap, RN, RNC-OB and Havah Fulson, BSN, RN, to purchase a stroller. The nurses' generosity yielded over \$500 allowing them to purchase several items to include the stroller and a car seat. Due to premature delivery, they were robbed of the opportunity to surprise her with the gifts at a baby shower, but that did not thwart their plan to bring some happiness to this otherwise difficult situation. To her surprise on her New Year's Day visit to see her baby in the NICU, the L and D nurses presented her with the needed gifts and a message of encouragement.



A variety of baby gifts purchased and presented to patient by L and D nurses on New Year's Day

EXEMPLARY PROFESSIONAL PRACTICE

Patient Satisfaction: You've Got Mail! Gratitude notes for 4 East staff



**Patient Satisfaction: You've Got Mail! Gratitude notes for 6 East staff**

To the Oncology staff of Kaiser Hospital -

I express my wholehearted appreciation for your care and professional attention you are providing for [redacted] as he is needing close attention the most right now.

Thank you.. Thank You.. Thank You  
x 1000000000

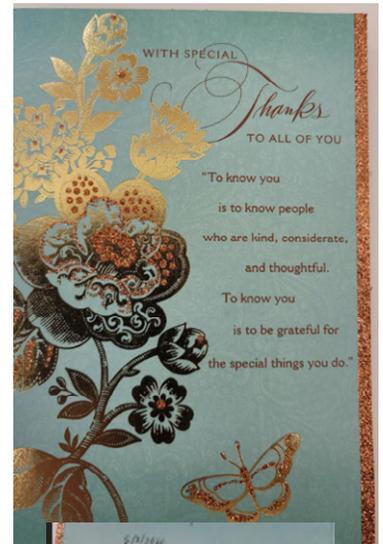
I hope one day I will be able to personally Thank and express my gratitude to you all.

Dear Kaiser ONCOLOGY team,

Thank you so much for your kind, tender care to my father as he faced the final stages of his cancer. This was such a difficult time as we could not stay with him at the hospital due to COVID - we were touched that you let us visit him shortly & deliver food as well! My father also wanted to say thanks to nurse Jessica - he had told me that she was very kind. I'm also personally very thankful to nurse Sony, who took such good care of my father as well. Thank you for being there for him when we couldn't. Even with the language barrier, your kindness & compassion was felt & understood.

I know this is a difficult time for everyone - especially for healthcare workers. Please take care of yourselves, I hope you can rest well. Thank you so much for being God's blessing to us & so many other families. Thank you for serving so faithfully, even when it goes unnoticed. We thank God for you all.

Sincerely, M



We are so grateful for all that you do everyday. THANK YOU SO MUCH!

Felt words so deeply AND Sincerely

Blessings + Love!

Dear Nursing Staff,

Thank you for all your kind attention to our mom during these days. We are forever grateful for your wonderful service. We know your jobs are not easy but we are grateful you are here! Thank you!

The Care I have received since the last 7 1/2 weeks has been outstanding. Nursing care has been the best. Dad's care the best. THANKING everyone involved with patient care on this floor including housekeeper, nutrition, phlebotomy (evils), KEEP UP THE GREAT WORK. ENJOY THE SNACKS

Dear Kaiser,

I'd like to thank you all nurses, doctors, & support staff for the excellent care I received recently. This was my 5th visit for my problem and I really appreciate all your kindness & consideration to me during difficult times.

Sincerely, [redacted]

TO DR. VAN & TEAM

WHEN I WAS ADMITTED TO Kaiser on Dec 21, 2019 I HAD NO IDEA WHEN I WOULD BE ABLE TO RETURN TO SOME NDEPENDENCY. HOWEVER THANKS TO THE CARE & ATTENTION BY YOU AND YOUR COLLEAGUES, I CAN UPDATE YOU TO KNOW I AM SCHEDULED TO RETURN TO WORK ON SEPT 1, 2020 MANG SOUNWON, BUT WOULD PREFER BY YOU AND THE Kaiser Team & ME TWO BEST

...for being oh-so-wonderful!

Thank you for your selfless act of helping patients during this difficult time.

Thank you for sharing mercy and compassion to those who are isolated from family.

You are appreciated and Prayed for.

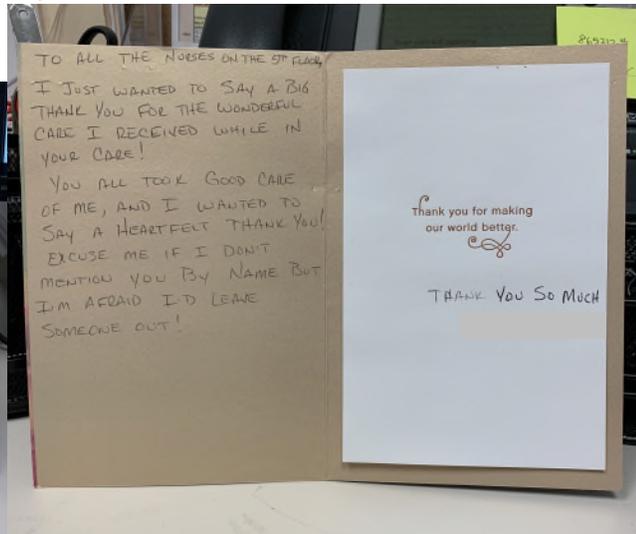
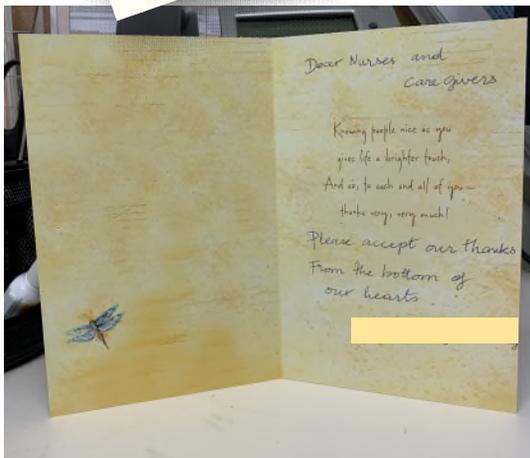
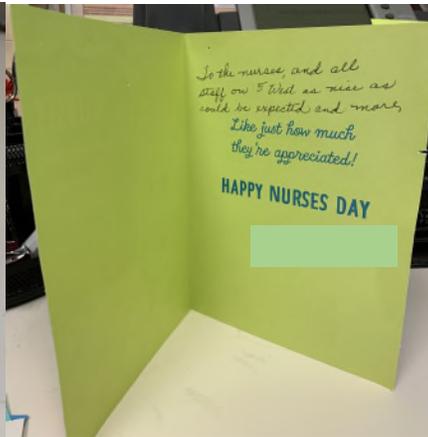
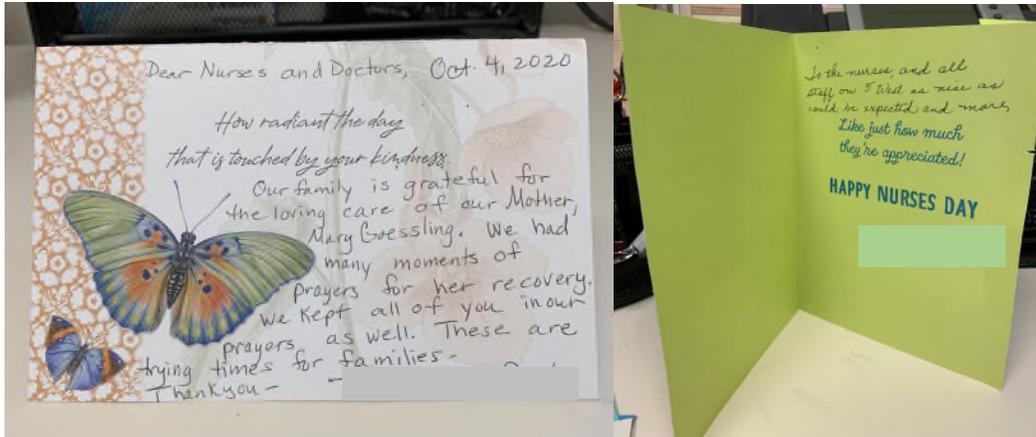
Dear staff, for I am with you, be not dismayed, for I am your God, I will strengthen you, I will help you, I will uphold you with my righteous right hand.

Isaiah 41:10

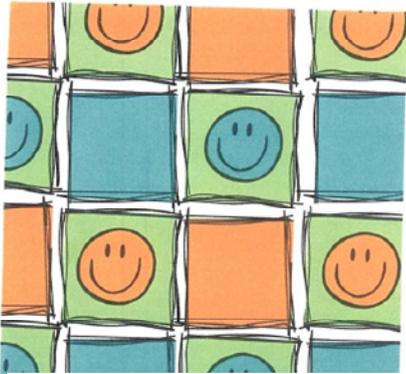
thankful AND grateful



**Patient Satisfaction: You've Got Mail! Gratitude notes for 5 West staff**



**Patient Satisfaction: You've Got Mail! Gratitude notes for 6 West staff**



Hello 6 west!  
 I am truly grateful for everyone in 6 west. My time there, though sometimes difficult because of my circumstance, has otherwise been wonderful. Without anyone there of the support I received, I wouldn't be where I am now. Thank you for bearing with me and caring for me during my worst times. It is forever instilled in my heart. From the bottom of my heart; Thank you!

thankful  
 AND  
 grateful

THANKS  
 THANKS  
 THANKS  
 THANKS

REPLY APPRECIATED  
 the "THANK YOU" CARE-D  
 you sent me.  
 Jones a Women Rel  
 & Thoughtful group.

Thanks so much

sincere happiness,  
 Bonson Li  
 I of 6 west &  
 math in

With grateful gratitude for the care you have given John during his hospitalization. The 6th floor team has been so professional and kind and gone above and beyond for him.

Your kindness is greatly appreciated you have been a blessing to us. Thank you & God bless.



Specially:  
 Hazel RN  
 Nelly RN  
 Grace RN  
 Camelia RN  
 Christine RN  
 Marissa RN  
 Beverly RN  
 Mason RN  
 etc: from  
 3-19-2020  
 To  
 3-22-2020  
 Room #603

...more than I can say.

You took such good care of me during my stay at 6 west. May God bless you all. Be safe, take care of yourselves.  
 Sincerely

Thank You

DEAR CONNOR;  
 THANK YOU SO, SO MUCH FOR ACCOMMODATING OUR DAD & EXPEDITING HIS ROOM CHANGE! HE IS ALSO VERY APPRECIATIVE!!  
 HAVE A BLESSED DAY!

**Patient Satisfaction: “Dear Martha” emails from our Ombuds & Mediator**

**Crystal Devona Jones-Reynolds, Registry Nurse**

“Amazing.” Nurse was aware of the potential for a language barrier and discounted disorientation. Nurse described patient accurately based on her powers of observation. Placed patient in a fresh gown and powdered him in all the right places.

**Lillette Navarro, Case Manager**

“Amazing.” Patient with family. Explained everything slowly and checked for comprehension. Followed up as promised.

Thank you all! It is so nice to hear good news. Please thank these two wonderful professionals. August 10, 2020

Our Health Care Ombuds & Mediator Gecole Harley, follows up with phone calls to our patients/families after discharge. She captures and conveys the accolades to Martha and nurse leaders.

Dear  
Martha,

I spoke to the daughter of a deceased COVID patient. The daughter describes herself as “a Kaiser baby” and Kaiser employee for 25 years. She said that, in her dad’s final days, the iPad was “glitchy”, so **the nurses** used their own personal cell phones to allow the family to connect with the beloved patient before he died. The daughter also said she received a “get well” card for her dad. She said, “My faith in Kaiser has been restored after all these years.” The patient’s wife was also hospitalized with COVID. The wife survived, returned home, and walked over one mile with her daughter the last couple of days. The daughter was clearly touched.

I felt very proud of your team after hearing such positive comments. November 25, 2020

On Friday I got a rave about **Nurse Colleen Juban**. The nurse gave the family frequent updates. Also, right before the patient was intubated, **Nurse Juban** reassured both the patient and the family. **Nurse Juban** comforted the patient before the procedure, telling the patient that the nurse would be by her side. Then **Nurse Juban** followed up and told the patient’s children that she reminded the patient she was right there by her side, as promised, after intubation. That thoughtful gesture touched and calmed the family.

A big shout out to **Nurse Colleen Juban** for a job WELL done. November 16, 2020

Warmly,  
Gecole

## Improving the Care Experience

Providing the best care and service to our patients is a top priority for our 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 best outcomes and high satisfaction for our patients. The Care Experience focus for 2020 was on Nurse Communication, Medication Education, Nurse Leader Patient Rounding and Direct Report Rounding.

## 2020 NRC Patient Satisfaction Scores

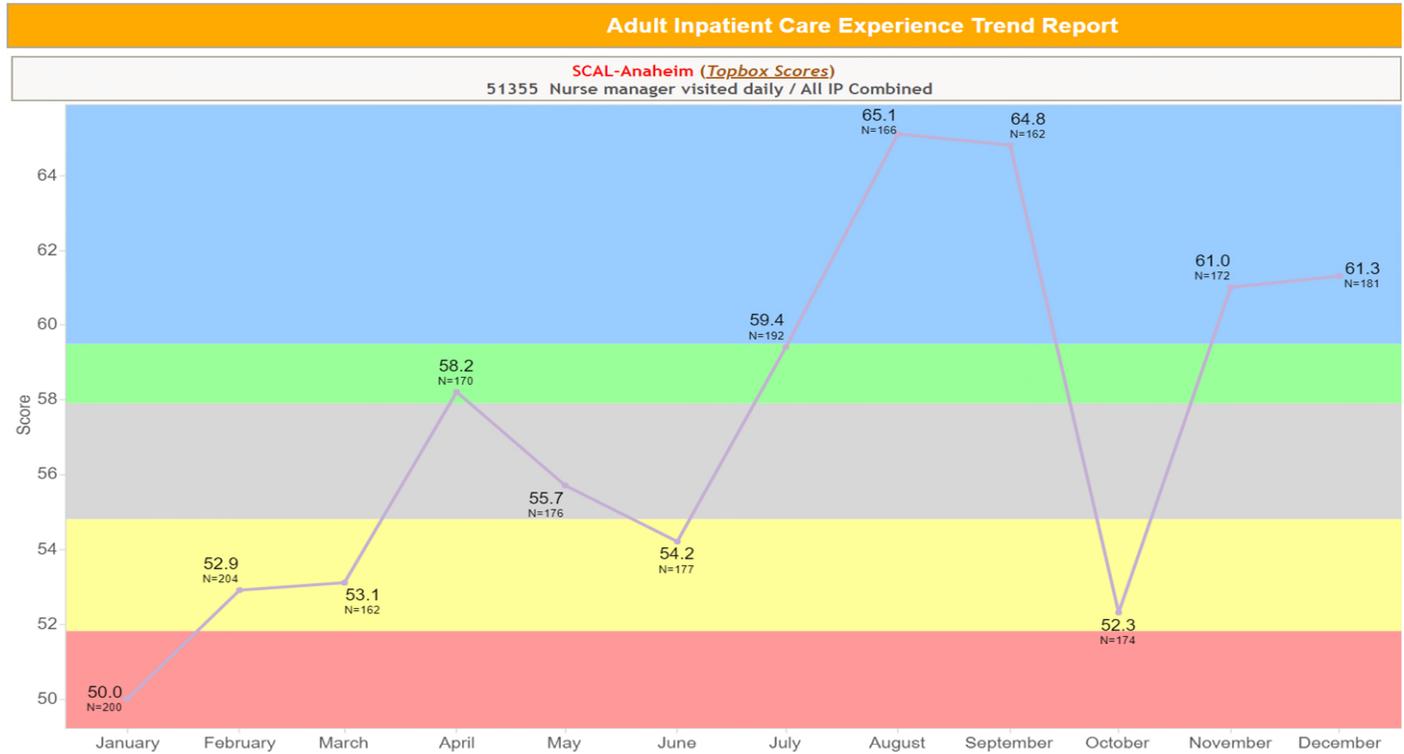
	Topbox	Linear Mean (Star Rating) ★
Overall Rating	79.0%	91.6 ★★★★★ (4 Stars)
Likely to Recommend	80.6%	92.3 ★★★★★ (4 Stars)
Responsiveness	65.5%	85.1 ★★☆☆☆ (3 Stars)
Communication about Meds	67.2%	82.0 ★★★★★ (4 Stars)
Discharge Information	87.5%	87.5 ★☆☆☆☆ (3 Stars)
Care Transition	56.6%	83.3 ★★★★★ (4 Stars)

## Patient Experience Week

every moment matters

## Nurse Leader Patient Rounding

Through the HCAHPS Survey, our Patients had voiced that they were not always getting daily visits by a Nurse Leader/Manager. After some thorough analysis, the connection was made that there is a direct correlation between the overall Patient Satisfaction and daily Nurse Leader Rounding. Care Experience Leaders Jenna Rodriguez (Anaheim Medical Center), and Harmony Gamez (Irvine Medical Center) partnered with Dexter Borrowman, Regional Operational Excellence Coach to design and facilitate the training of Nurse Managers and Charge Nurses in Orange County. Over the course of four days, Anaheim Leaders received the training and participated in a Self-Evaluation, Peer-to-Peer Observations in a class environment as well as an on the unit observation. Observers received training on effective observation and coaching/feedback. Training was completed from June to July 2020 and we immediately saw an increase in Patient Satisfaction as indicated by graph below.






### NURSE LEADER PATIENT ROUNDING

Evidence Based Practice for Performance Improvement

**WHAT IS NURSE LEADER PATIENT ROUNDING?**  
Nurse leader patient rounding is an essential aspect of the nurse leadership practice, where nurse leaders visit every patient on their unit on a daily basis. During these five-minute exchanges, they discuss the quality of the care and experience.

**THE PURPOSE OF NURSE LEADER PATIENT ROUNDING**

- Verify the safety and quality of care being delivered and experienced.
- Gather information to coach and develop team for consistent excellence.
- Have the opportunity to course correct the care experience.

**SUPPORTING EVIDENCE BEHIND THE VALUE OF ROUNDING**

- Improve Patient Experience
- Improve Employee Satisfaction
- Improve Environmental Safety
- Increase Transparency and Build Trust

**STEPS TO SUCCESSFUL ROUNDING**

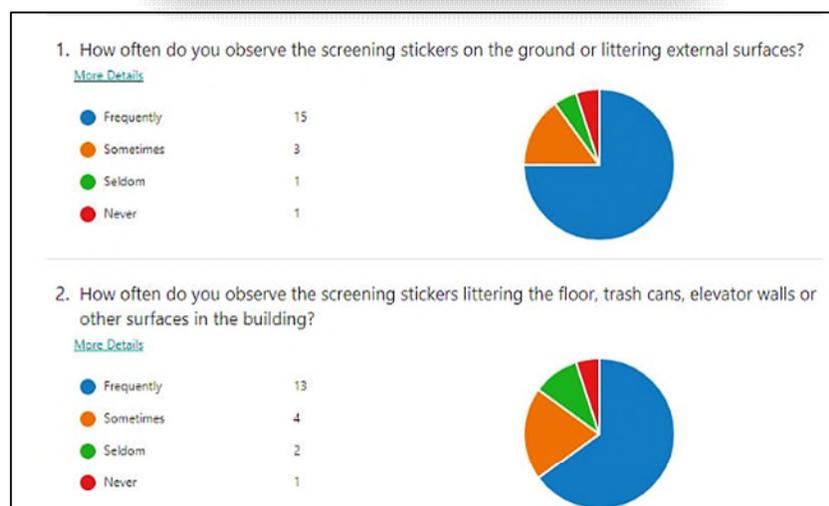
1. Prepare
2. Opening Statement
3. Address Common Questions
4. Address Phase of Stay Questions
5. Address Area of Priority Questions
6. Make Observations
7. Closing Statement
8. Documentation
9. Follow Up




## Cleanliness HEART

The pandemic brought additional challenges for our campus in maintaining a Clean & Healing Environment. To protect our members and staff, and prevent potential spread of COVID-19, all entrants to the medical center were screened and provided a color-coded sticker for visible display on clothing. This served to reassure members and staff that all entrants had been screened and deemed symptom free. This created a litter issue as stickers were being placed all around campus on floors, walls, sidewalks, and other surfaces, which led to a less than clean environment.

The Anaheim Care Experience Committee came up with the excellent idea of placing a poster board at the hospital exit for all to affix their stickers upon leaving the building, in an attempt to create “ART” while reducing the litter. Prior to implementation, a two-question perception survey was conducted between December 10 and 17 to solicit feedback from staff. As indicated in the results below, majority of respondents frequently saw stickers on various surfaces on campus. The He-ART poster was implemented on December 18 through the end of January. On February 8, the use of stickers was discontinued across the campus.



## Keeping Patients Informed in the Emergency Department: *My ED Care Card*

In October 2019, the Emergency Department (ED) nursing staff began implementing new practices to ease patient anxiety and undue stress during wait time, with a view to improving their total care experience and specifically, their experience with nurses explaining their care as it is provided. The work continued in 2020 with sustained improvement.

### My ED Care Card

The ED staff increased the participation of patients in their treatment using the Care Card. Similar to the Care Boards in the patient rooms, the card documents the treatment journey patients can expect, estimated wait times, and updates as treatment progresses. The card transitions with the patients and highlights all aspects of care provided by our physicians and staff.

### Advantages of the Care Card

- Can be utilized by the ED Physicians when reviewing care plan, tests, and results.
- Patients may take the Care Card home which will serve as a reminder of the care they received and what tests were done while in the ED.

The back of the Care Card has the ED email and phone number, so patients can reach out to staff and leadership with comments/concerns regarding their visit.

**KAISER PERMANENTE. My ED Care Card**

My Test Status			
Test	Ordered	Performed	Average Time
EKG			10-30 mins
Blood			90-120 mins
Urine			60-90 mins
X-Ray			60-90 mins
CT Scan			3-4 hours
Ultrasound			3-4 hours

**My Care Team**

Nurse	Doctor	ED Tech

May I eat/drink?  
 Yes  No  Water  \_\_\_\_\_

Misc. Comments:

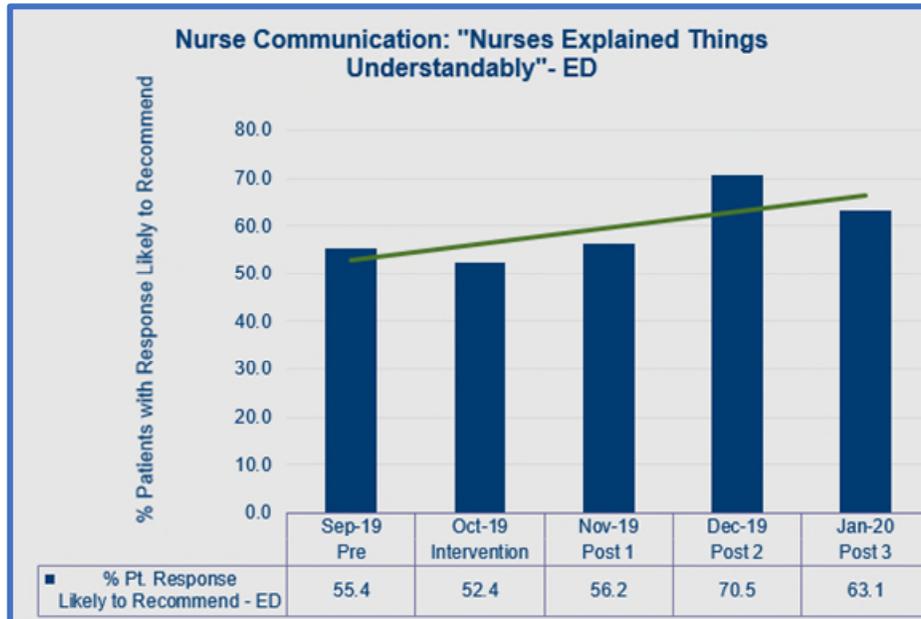
**Patient Journey in the ED:**

Check-in/Triage → Treatment Room → Medical Evaluation → Treatment/Orders → Discharge/Consult

Discharge  Consult  
 Transfer  Admission  
 Location / Room #

**Anahaim ED Leadership Team**

Clinical Director: Lindsay G.  
 Assistant Clinical Directors: Elizabeth G. Jeffry, Michelle M. Olivia C.

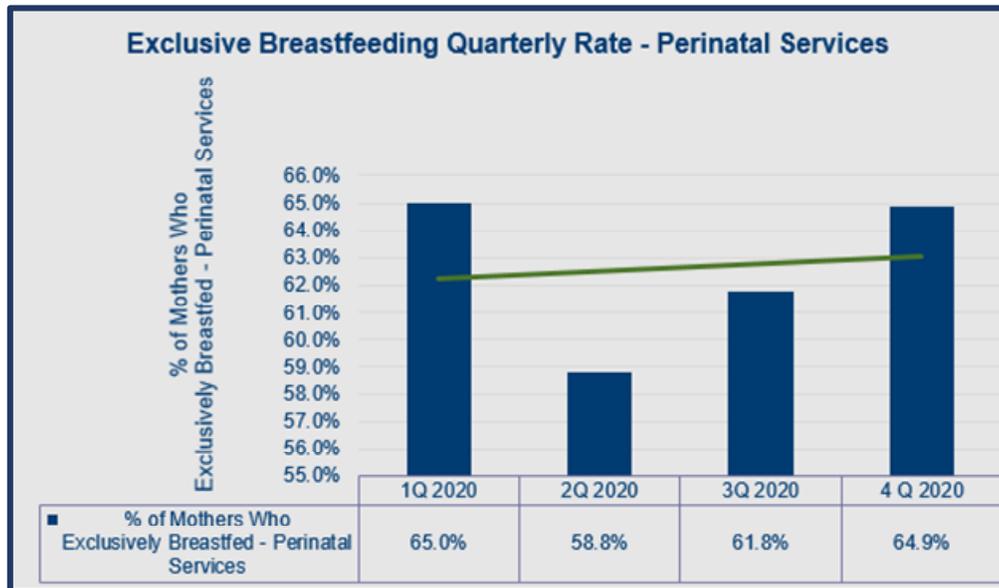


## Protecting, Promoting and Supporting Exclusive Breastfeeding: Perinatal Services

Breastmilk is the ideal food for infants. It is safe, clean and contains antibodies which help protect against many common childhood illnesses. Breastmilk provides all the energy and nutrients that the infant needs for the first months of life, and it continues to provide up to half or more of a child's nutritional needs during the second half of the first year, and up to one third during the second year of life (World Health Organization, 2021).

As a Mother/Baby Friendly organization, all perinatal nurses receive specialized training to support parents with initiating and supporting successful breastfeeding soon after delivery. The staff is constantly in search of new ways to improve this experience for our families. A multidisciplinary team led by Britany Romero, MSN, RN, RNC-OB, DA and Dawnita Wicks, BSN, RN, IBCLC, facilitated breastfeeding breakout sessions in an effort to strengthen the breastfeeding culture among staff. They wanted to ensure staff had the best evidence and tools to support families with establishing and protecting breastfeeding. The topics included positioning, hand expression and engaging parents. 135 Labor & Delivery and Post-Partum staff attended the sessions and were guided through 1 on 1 hands-on skills demonstration. A new patient handout was created for educating parents and the work will be sustained through future projects to include:

- Milk Money
- Patient certificate for exclusive breastfeeding
- Milk cookie quiet hour
- Breastfeeding board for staff information
- Supplemental nursing system formal rollout
- Lactation consultant education for RNs



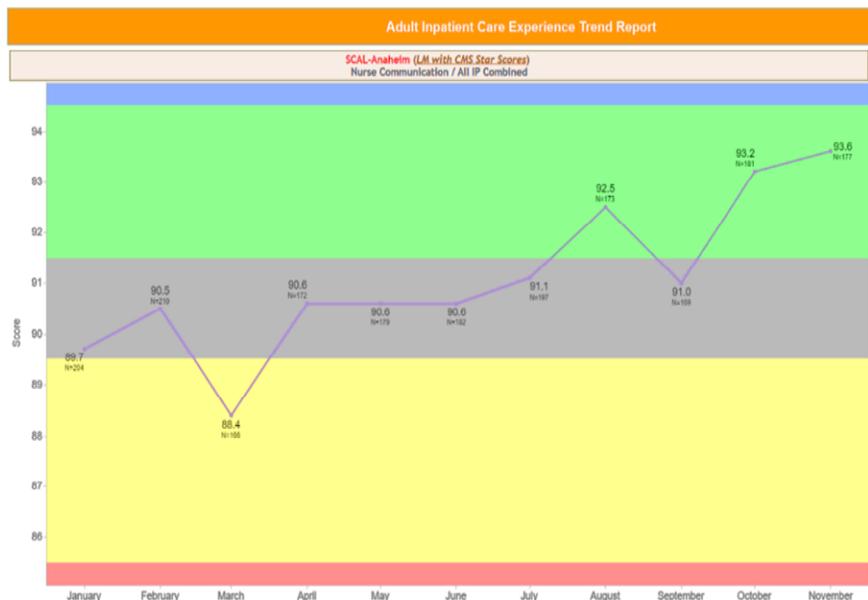
## Show ME You Know ME: The Kaiser Permanente Orange County Connection Bundle



The art of nursing is based in human dignity, personal connection, and caring through human relationships. Nurses at Kaiser Permanente Anaheim advocate for patients and families in a patient-centered, holistic manner to provide care that is healing, empathetic and compassionate.

Patients associate the overall quality of care to the manner in which nurses demonstrate care for them through personal connection. Over the 2020 PY, we identified opportunities for improvement in care experience and focused our efforts on building deeper connections with patients.

In July 2020, the Kaiser Permanente Orange County Team embarked on a journey to standardize nurse communication best practices to improve the care experience. Clinical nurses, educators, nurse managers and project managers co-designed and facilitated the training for the Connection Bundle. The goal was to standardize best practices to improve how we interacted and care for our patients through personal connection. The project evolved over subsequent weekly meetings from August to October. The Anaheim Core Team led by Jenna Rodriguez, MHRM, Care Experience Lead, included Melissa Beall, BSN, 6 West, Jessica Duong, BSN, MST Educator and Tiffany Lim, BSN, ADA 6 West. The team created the curriculum and were assisted by peers to facilitate the training between October and November. The Connection Bundle: **Show ME You Know ME** was fully implemented on November 20, 2020.



- 391

- MST & CCS Staff trained
- 17

- Training Sessions between 10/23/20 to 11/20/2020
- 5.7%

- Increase in Nurse Communication for Oct-Nov 2020 HCAHPS Scores
- 7.8%

- Increase in "Explaining Things Understandably"

## Shooting for the Stars: 6 East Achieved 4-Star Rating for Nurse Communication

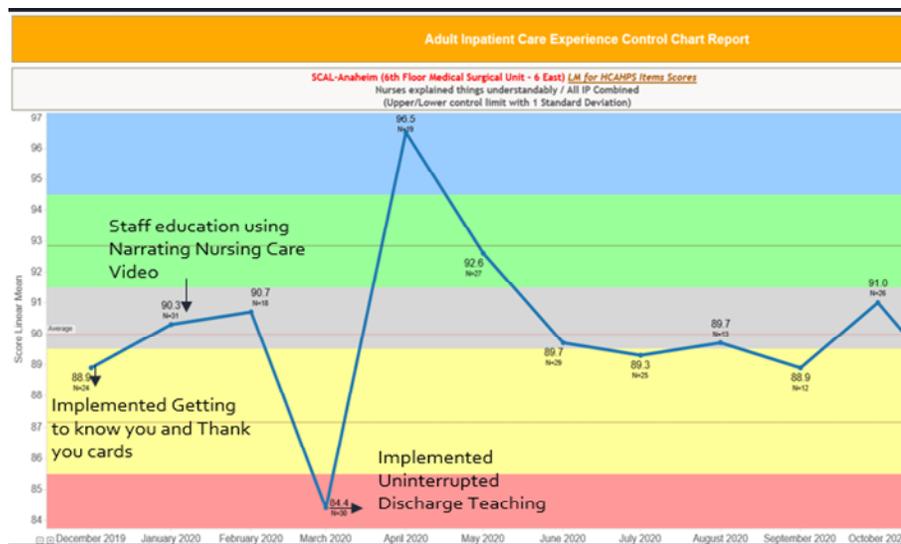
Nurses comprise the largest portion of front-line health care professionals and have been rated most ethical, honest, and trustworthy nationally for 19 years. Patients build meaningful rapport with nurses and usually rate them highly. The nurse communication metric has significant impact on the overall hospital rating and total HCHAPS scores.

6 East Unit Based Team wanted to remain a top performer this year, having earned 4 and 5 stars for overall rating throughout the year. They focused on the National Research Corporation (NRC) Nurse Communication Question: *“Nurses explain things understandably”* to increase the NRC overall rating score from a baseline of 88.2 in 2019, to 91 by the end of the 2020 Performance Year.

The team addressed narrating care, implementing uninterrupted discharge time, connecting with patients beyond their medical diagnosis, and soliciting real-time feedback prior to discharge.

The goal of “nurses explaining understandably” is to ensure nurses use simple words with which patients/families are familiar when communicating instead of using healthcare verbiage.

6 East exceeded its goal and closed the 2020 PY with an overall Score of 92.3 and improved scores related to the Nurse Communication Question: *“Nurses explained things understandably.”*



### Test of Change 1

#### Connection Bundle:

Every interaction with patient should be done in a simple way in which patients can understand by utilizing

- Getting to know you Card
- Medication Brochure / Medication Sheets (Ask 3 Teach 3)
- Thank you cards



### Test of Change 2

#### Implemented Uninterrupted Discharge Process:

- Nurse to Round on other Patients and hand off Vocera to charge nurse before discharge process
- Nurse to place laminated sign on the door.
- RN's will deliver uninterrupted discharge instructions



### Test of Change 3

#### Narrating Nursing Care:

- Educated staff about how to narrate care with patients. What you are doing and why you are doing it?
- Explained the importance of narrating care to patient.
- Visual Reminder Card posted to PC monitor.



### Voice of Customer

- We care about your opinion survey given to every patient on discharge.
- Did you receive personalized care during your stay?
- Do you feel the Nurse gave you enough information about your medication?
- What can we do to improve how we communicate our care to our patients?

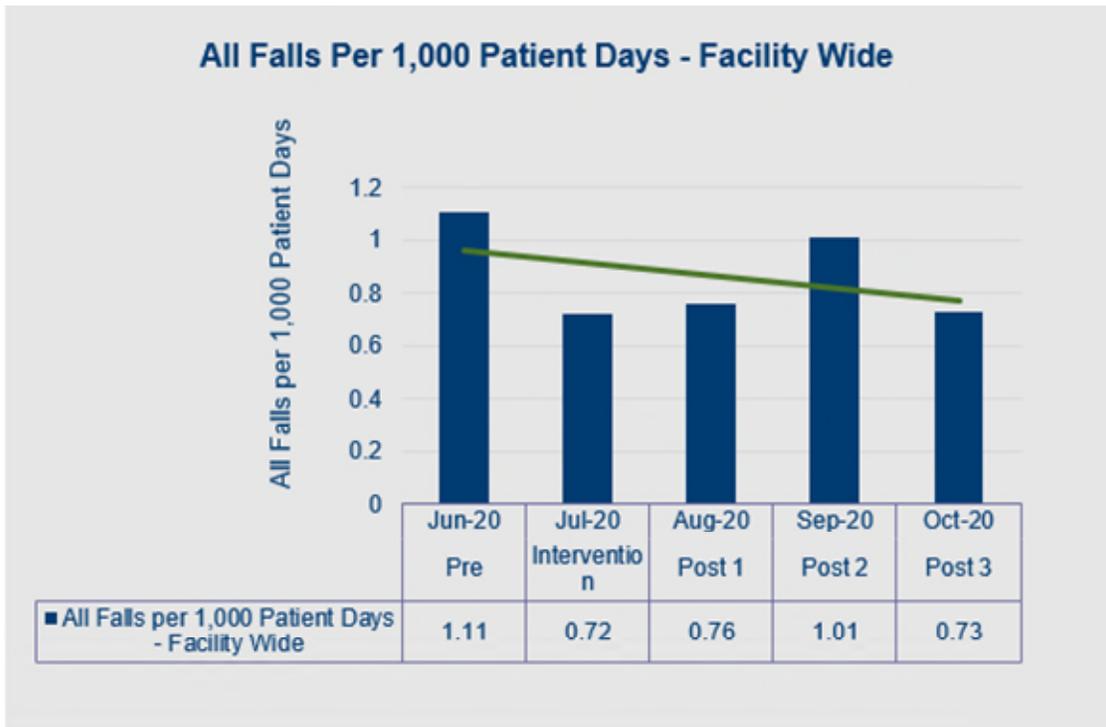
## Anaheim Receives Hester Davis Organizational Excellence Award



The Hester Davis (HD) Fall Assessment Tool was implemented at the Kaiser Permanente Anaheim Medical Center in Q4 2018, coordinated by Tiffany Lim, BSN, RN, ADA, 6W, and supported by Fall Prevention Champions. Front-line nurses are supported in the consistent use of the fall prevention equipment as part of the Hester Davis bundle. The Hester Davis Fall Risk Assessment Tool is a scientifically validated fall risk assessment scale that identifies specific modifiable risk factors and provides individualized evidence-based care plans targeted to those risk factors to prevent falls through specific interventions.

Our 2020 Regional goal for All Falls was 1.6 and 0 for Falls with Injury. The average total fall rate for the first 6 months was 1.26. Through ongoing improvement, on July 28, 2020, the Nursing Quality & Safety Council held its inaugural Fall Summit to analyze trended falls data and create action plans to improve fall prevention in each unit. This included reinforcement of established best practices. Action plans were shared with individual units by Council members at subsequent huddles. In August, a status report was provided to the council. New and upgraded Posey alarm equipment were procured for Medical Surgical Telemetry, Critical Care Services, and the ED through the advocacy of the Falls Sub-committee which provides ongoing oversight for fall prevention.

In November 2020, we attained an average **total Falls** rate of 1.08 down from 1.26 thus outperforming our regional goal in this area and **Falls with Injury** rate reduced from 0.30 to 0.27 following the Falls Summit interventions.



## CARING & HEALING ENVIRONMENT

### Caring for Caregivers: Caring for YOU While YOU Care for Others

Nurses are focused on the mission regardless of circumstances. In response to the impact of the COVID-19 pandemic on nurses, a weekly Virtual Support Group Forum, *thrive Time*, was created by the Care Experience and Voice of Nursing Committee Leads in partnership with Employee Assistance Program and Spiritual Care. In the early days of the pandemic, nurses quickly pivoted to meet the demands of the moment, animated in flexibility and agility to new care models and adopting/adapting new technologies to ensure safe care. The pandemic brought into sharp focus what we already know to be true, that self-care remains an ongoing challenge for nurses as they work to balance the demands of the job, family, and life. In these unprecedented times, nurses needed to know that they had great support through a safe place to debrief from the impact of caring in a crisis.

The weekly forums occurred between March and July and evolved into a place of refuge and healing for all who participated - allowing nurses across levels and settings to be vulnerable in sharing their feelings, emotions, anxieties, and fears from caring for patients, leading teams, and dealing with the impact of the pandemic, in a psychologically safe and non-judgmental environment. Nurse leaders attended to acquire tools to support their staff and found support for themselves. Overtime, self-care packages were provided to nurses and staff to promote relaxation practices.

**Goal:** To promote our Healing, Caring and Collaborative environment and celebrate our Kaiser Permanente Culture of Health - The extent to which employee health and safety are valued, supported, and promoted to achieve our goal for a thriving, resilient workforce.



NOTE TO SELF:

*Relax.*



### Code Lavender

The Year 2020 forced many of us to think of ways to practice gratitude, resilience and take care of our physical and mental well-being.

Our Nursing Staff truly worked as heroes to care for our patients and we needed to take care of them. Nursing Administration worked together to create three Mobile Zen Carts which could be taken to different units to encourage our staff to practice self-care.

The carts included a neck massager, essential oils, spa sounds, aroma therapy scents, tea, and snacks along with tips for relaxation such as meditation and breathing exercises.



## Mindfulness in the Definitive Observation Unit (DOU)



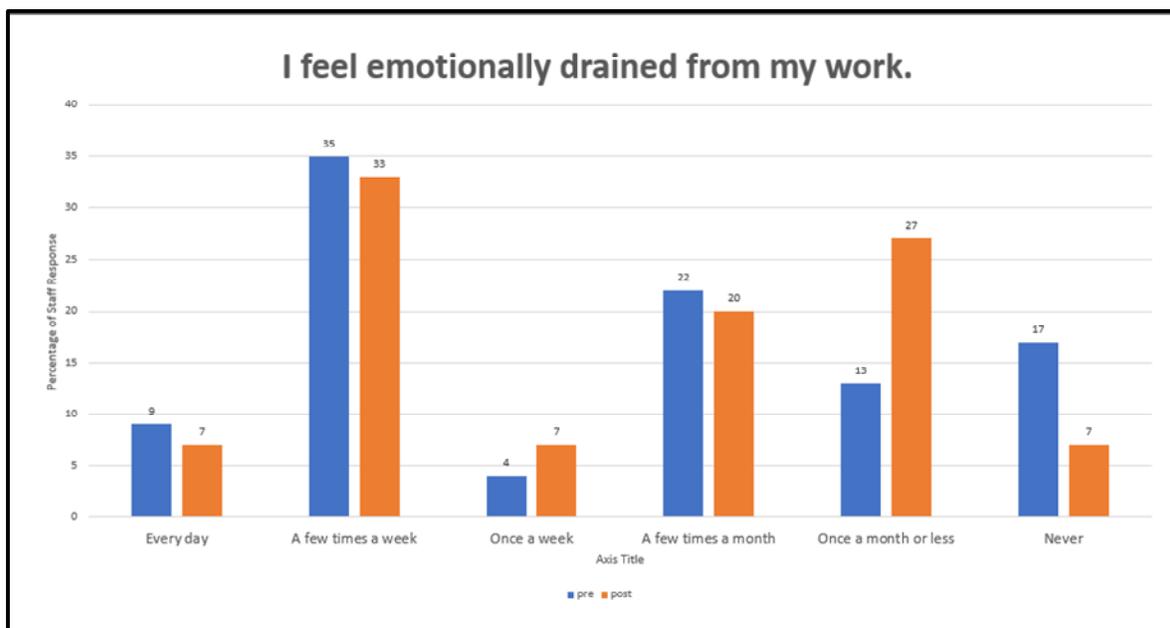
Body, mind, and spirit consciousness is central to total health and well-being. In the Summer of 2020, in the throes of the COVID-19 pandemic, the DOU staff were experiencing increased levels of stress and anxiety from the daily emotional demands of caring for patients. As part of their safety culture, they wanted to focus on self-care/team-care.

The goal was to reduce the frequency with which staff experienced emotional drain from work in response to the survey question *“Feel emotionally drained from my work”* from July 2020 to September 2020. In May, the combined ICU/DOU Unit Based Teams (UBT) brainstormed ideas for coping with the stress related to COVID-19 and agreed to a pre/post questionnaire as the assessment tool. The questions were selected at the June meeting and the plan huddled to bring awareness and gain support from the staff.

In July, the staff completed the pre-survey to determine their baseline response to the question. Based on the response, the team wanted to reduce the frequency with which staff experienced emotional drain from daily/few times weekly to once per month or less. Between August 24 – September 5, they were introduced to the technique of meditation, an evidence-based approach to improve mindfulness, decrease stress, and improve overall mental wellbeing. Over the two-week period during each shift huddle, the staff engaged in a one-minute guided meditation using the Kaiser Permanente approved Calm App and lavender oils.

The two-week self-care initiative proved to be beneficial to the team as it contributed to successfully decreasing the frequency of staff feeling emotionally drained from their work, based on the results from the post-survey done September 7 -12.

As a result of this initiative in the DOU, the staff felt that the exercise helped them feel more relaxed when stressed and emotionally grounded for their shift. Some staff have incorporated the use of the Calm App into their daily self-care practices outside of work.



*“Being able to feed one’s soul is so important to be able to continue going on with what one’s doing. And you can’t give constantly unless you have something coming back in return” - Deloras Jones, MSN, RN, KFSN Class of 1963.*

## SPOTLIGHT: Celebrating Motherhood During COVID-19

### Kaiser Permanente Anaheim Nurse Balances Motherhood While Working in COVID Unit



Mother's Day 2020 marked a significant milestone for new mom, **Lauren Sanchez**. Just seven months before the pandemic, Lauren, a nurse at Kaiser Permanente Anaheim Medical Center, gave birth to Emma, a preemie, and shortly thereafter the coronavirus pandemic created an unprecedented shift in home and work life. Lauren's regular department, DOU, converted to a COVID-19 ICU, so Lauren made the decision to isolate herself for as long as needed, to protect her newborn and her family. Her husband, Alden, and Emma moved into Lauren's mother's home, and on her 12-hour shifts, she was able to utilize a private area in the COVID-19 ICU, set up by her team as a lactation space. Upon arriving to an empty home, after every shift, Lauren would launder what she wore to work, shower, and then stop by her mother's home to drop off Emma's milk, and visit with her family, staying outside, with a mask, and six feet away.

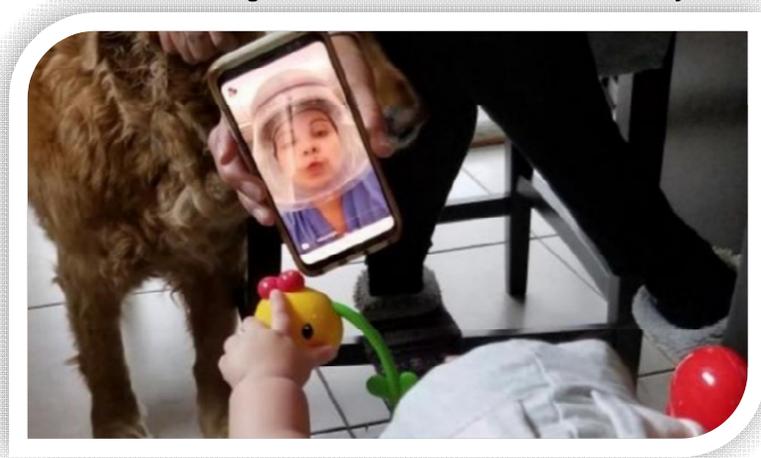
Trying to protect her family, taking all these precautions, including checking her temperature twice a day, took a toll on Lauren, "It was so hard, as I had been nursing her." But what got her through then and now is the closeness and connection with her Kaiser Permanente Orange County family. Lauren shared, "My unit has worked together as a team...everyone is there for each other...no one looks the other way when somebody is having a hard time." Lauren continues, "That really helps us get through each one of our shifts...every different modality in the hospital has become really close to each other and the closer you can work with your colleagues, the easier each day will be and the safer we can be."

Earlier this week, after a month apart, Emma and Alden moved back home reuniting with Lauren, living their new normal together. Lauren's first Mother's Day will be special for sure, but a relaxing day is what she wants most. "Right now, everything seems to be so high stress, even on our days off...as the world reopens," Lauren states, "I'm looking forward to a low-key day, playing with my daughter, as she's starting to crawl and eat solid foods."



Posted to InsideOC <https://insideoc.ca.kp.org/2020/05/08/kp-orange-county-nurse-balances-motherhood-and-working-in-covid-unit/>

In full COVID gear: Lauren Face Times with her baby



## NEW KNOWLEDGE, INNOVATIONS, & IMPROVEMENTS

### Nursing Research: Anaheim Medical Center Local Research Council Achieves Programmatic Status

The Anaheim Medical Center Nursing Research Steering Committee was presented with the Kaiser Permanente Regional Nursing Programmatic status by June Rondinelli, Nurse Scientist and Director, Kaiser Permanente Regional Nursing Research Program, in August. The two-year designation recognizes medical centers that have successfully met the Southern California Kaiser Permanente rigorous standards to achieve a level of independence in nursing research activities with sustainable program outcomes. Currently, our nursing division has several ongoing Internal Review Board (IRB) approved research studies, published research, and numerous evidence-based practice initiatives translated to contribute to the body of knowledge that informs our practice to provide best care for our members. Congratulations Anaheim Nursing Team!

#### Anaheim Medical Center Nursing Research Committee Members



Nursing Research Committee members from left to right:

**Top Row:** Karon Heard MSN, Lyn Patulot BSN, Sharon Johnson BSN, Jacquie Maneesone MSN, Maria Jamiela Garma BSN

**Front Row:** Shareemae Salvador MSN, CNS, RNC-NIC, Heaven Holdbrooks MSN, CNS, PNP

**Not Pictured:** Kathleen Long, MSN, CNS

**Abstract**

**Purpose:** The purpose of this study was to determine if changing the timing of the initial newborn bath would have an impact on exclusive breastfeeding during hospitalization. The first newborn bath had been routinely done within 2 hours of age; practice was changed to the first bath being delayed until at least 12 hours of age. A secondary purpose was to examine the nurses' perceived benefits and challenges to such a change.

**Study Design and Methods:** Through a retrospective design, exclusive breastfeeding rates among mother-infant couplets prepractice change (cohort A) were compared with two postchange cohorts (B and C). Cohorts B and C were from the first 5 months and second 5 months, respectively after the practice change. Demographic information, birth type, bath timing, and feeding data were collected. Comparative statistics were applied to the three cohorts to examine differences in exclusive breastfeeding rates. Postpartum nurses were asked two open-ended questions on concerns and benefits of this change via an anonymous survey. Content analysis was completed on responses.

**Results:** There were 1,463 mother-infant couplets included in three cohorts (A:  $n = 564$ ; B:  $n = 468$ ; C:  $n = 431$ ). There were no significant increases in the exclusive breastfeeding rates (baseline 74.1%) in both the first postimplementation delayed bath cohort (70.1%,  $p = .207$ ) and the second "sustainability" cohort (79.4%,  $p = .060$ ). Fifteen of the 60 postpartum nurses completed the survey, for a response rate of 25%. Themes generated from survey responses included concerns (infection control, work distribution), as well as benefits (perceived breastfeeding success, decreased workload) with delaying the first newborn bath.

**Clinical Implications:** Delaying the first newborn bath may be one factor that can influence exclusive breastfeeding rates during postpartum hospitalization. Results have been mixed based on recent literature. In our study, the exclusive breastfeeding rate was already above average, as would be expected in a Baby-Friendly designated hospital and may be a reason we did not see a significant change in the rate among mother-infant couplets in our study. Randomized trials are needed for a rigorous evaluation of timing of the newborn bath and possible link to exclusive breastfeeding in the hospital and beyond.

**Key words:** Exclusive breastfeeding; Infant; Maternity care; Newborn bath; Perinatal care measure.

# DELAYING THE FIRST NEWBORN BATH AND EXCLUSIVE BREASTFEEDING

Kathleen Long, MSN, RNC-OB, CNS,  
June Rondinelli, PhD, RN, CNS, Ashley Yim, BSN, RN,  
Catherine Carliou, RNC-OB, C-EFM, and Regina Valdez, MA

There is strong evidence supporting positive health and cost benefits for infants and mothers who exclusively breastfeed for 6 months (American Academy of Pediatrics [AAP], 2012; Bartick & Reinhold, 2010). Maternity nurses are privileged and positioned to have the unique opportunity to influence the ability of mothers to meet their breastfeeding goals. Many of the nursing tasks performed in the hospital setting are based on tradition and convenience. The Baby-Friendly initiative has been influential in identifying and promoting hospital practices that support breastfeeding and discouraging those practices that impede sustained support (World Health Organization [WHO], 2018). Exclusive breast milk feeding during the newborn's entire hospitalization is one of the perinatal care core measures required to be collected and reported by hospitals accredited by The Joint Commission (2019). Nursing practices identified as influential in establishing an optimal breastfeeding experience include immediate and increased skin-to-skin contact between mothers and newborns, elimination of routine pacifier use, rooming-in, and ensuring medical necessity for supplementation with artificial breast milk substitute (formula) (Association of Women's Health, Obstetric and Neonatal Nurses, 2015a, 2015b; WHO). Although these practices are evidence-based, there are several other hospital routines that may benefit from modification to support in-hospital exclusive breastfeeding and ultimately the foundation for sustained breastfeeding following hospital discharge.

Uninterrupted skin-to-skin contact between a mother and newborn is optimal for helping mothers meet their breastfeeding goals (WHO, 2018). AAP (2012) recommends that healthy newborns be placed and remain in direct contact with the mother until after the first breastfeeding has occurred. During this time the mother and baby start bonding, whereas the newborn suckles at the breast to stimulate milk production. Following these initial few hours, many newborns enter a deep sleep period and may not be interested in breastfeeding for several hours. Therefore, interrupting this initial bonding period to give the newborn bath at 2 hours of age may disrupt the baby's initial interest in breastfeeding and potentially undermine breastfeeding outcomes.

In 2015, our exclusive breastfeeding during hospitalization scores fluctuated between the high 60th to the low 70th percentile. Striving to improve our exclusive breastfeeding rates, a small group of staff nurses



**Clinical Implications**

- Delaying the newborn bath until  $\geq 12$  hours of age may not result in improvements in exclusive breastfeeding if the rate in the maternity setting is already higher than average and other practices to promote breastfeeding are already in place as required by Baby-Friendly designation.
- Nurses' concerns about delaying the newborn bath were related to infection control and the distribution of work; benefits reported by nurses were improvements in infants' breastfeeding.
- Many factors influence exclusive breastfeeding rates; however, delaying the newborn bath to  $\geq 12$  hours of age is just one nursing practice after birth that may support exclusive breastfeeding rates during postpartum hospitalization.
- Unit champion nurses, working on various shifts, provide support to the nurses during ongoing change processes.

*Delaying the newborn bath is cost neutral and relatively simple to implement with nursing leadership and interdisciplinary support.*



## Disseminating Knowledge: Presentations & Publications

**Kathleen Long, MSN, CNS** (Perinatal Services) *“Delaying the First Newborn Bath and Exclusive Breastfeeding”* Kaiser Permanente Orange County Advanced Practice Registered Nurses Council Virtual Meeting, Anaheim CA, November 2, 2020.

**Kathleen Long, MSN, CNS** (Perinatal Services) & **Heaven Holdbrooks, CNS, PNP** (NICU) *“Achieving Normothermia in Low Birth-weight Infants”* National AWHONN Conference, November 2020.

**Mohammad Tohemer, MSN, RN** (Performance Improvement) *“The Association Between Emotional Intelligence and Work Engagement in Frontline Nursing”* Asian Journal of Multidisciplinary Studies (AJMS), January 2020.

**Jam Garma, RN & Heaven Holdbrooks, CNS** (NICU) *“Preterm infants fed B. Infantis EV001 demonstrate significant changes to gut microbiome composition,”* CAN Hot Topics March 2020.

**Heaven Holdbrooks, CNS** (NICU) *“Impact of probiotic B. Infantis on the gut microbiome, nosocomial acquired antibiotic resistance, and enteric inflammation in preterm infants”* ANN September 2020.

**Patrick J. Van Winkle, MD, Allen M. Castro, Shareemae Salvador-Lloyd, CNS, Janet M. Gilbert Lambert, RRT, Qiaoling Chend** *“High Flow Nasal Cannula use in Children with Bronchiolitis in a Community Hospital Setting”* Kaiser Permanente Journal, July 2020.

## Collaboration between NICU and Labor & Delivery improved processes that led to improved care for Low Birth Weight Infants



### Baby it's Cold Outside

#### “Achieving Normothermia in Low Birth Weight Infants”

Kathleen Long RN, MSN, CNS & Heaven Holdbrooks RN, CNS, PNP

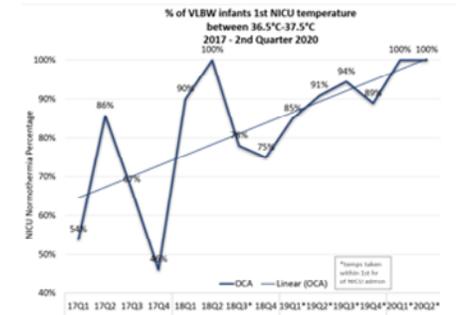


#### Evidence

Achieving normothermia in very low birth weight infants improves patient outcomes and decrease morbidities and mortality.

- Evidence shows an association between hypothermic admission temperatures and increased mortality and morbidity in preterm infants.
- For every decrease of 1°C in admission temperature below 36.5°C there is an 11% increase in the odds of developing late-onset sepsis and 28% increase in the odds of dying.

#### Results



Yearly avg:	63%	88%	90%	100%
2016	70	26.5	2.9	0
2017	77.7	11.1	0	0
2018	85	2.8	0	0
2019	90	2	0	0
2020 (Q1 & Q2)	100	0	0	0

KPOCA CPQCC Temperature Data for VLBW infants admitted to NICU

#### Methods

- The PDCA study methodology was utilized for this QI project.
- October 2017: Multidisciplinary team created
  - Reviewed internal data & CPQCC reports
  - Reviewed current literature
  - Created intervention material
- Monthly interdisciplinary meetings



#### Conclusion

A multidisciplinary team approach between L&D and NICU can be successful in increasing normothermic NICU admission temperatures for VLBW infants.

#### Objective

- Increase normothermia rates by 25% for all VLBW infants admitted to the Neonatal Intensive Care Unit (NICU) < 1500 grams and/or < 32 weeks gestation deliveries by 5% in 6 months at Kaiser Permanente Orange County, Anaheim.
- Decrease hypothermia rates by 5%

#### Definitions

- Normothermia:** Axillary temperature of 36.5-37.5°C
- Hypothermia:** Axillary temperature < 36.5°C
- Very Low Birth Weight (VLBW):** Infants < 1500 grams

#### Interventions

- Ambient temperatures in the DR & operating rooms set at minimum of 72°F.
  - Signage posted in all DR/OR rooms
- Small baby kit created for NICU RNs to take to VLBW deliveries.
- Thermoregulation checklist created & used for all VLBW deliveries
- Infant temperature goal prior to leaving DR: ≥ 36.8°C
  - thermoregulation interventions performed if temperature < 36.8°C
- Monthly meetings & quarterly data reports posted on both L&D units reflecting the data.

#### Acknowledgments

Thank you to L&D & NICU Staff  
Special recognition to the normothermia workgroup:

- Sponsors: Urvette Nguyen, MD & Cerrie Tolassen, DNP
- Project Co-Leads: Heaven Holdbrooks, CNS & Kathleen Long, CNS
- Champions:
  - NICU Physician Champion: Sandra Short-Bartlett, MD
  - NICU Nurse Core Champion: Kelly Regen, RN & Jennifer Lindman, RN
  - OB Physician Champion: Rachel Pesty, MD
  - OB Nursing Core Champion: Heather Dames, RN
  - RCP Leads: Janet Lambert RCP & Fannie Ojuri RCP
  - Engineering: Jimmy Wiese, CHFM
  - Biomedical Engineering: Joshua Yang, BS

## Nursing Informatics: Bridging the gap between technology and nursing practice with HealthConnect Admit Chat.

Streamlining communication processes to ensure timely and accurate information to the appropriate team members is a top priority for safety and quality outcomes. Seamless communication during the transition of patients between caregivers and settings benefits patient safety and quality, satisfaction, and quality of care. In Summer 2020, the Nursing Informatics Council evaluated the admit/transfer communication process across the Medical/Surgical units. It included Ward Clerks transcribing admission information from the pager to an admit/transfer form which is then provided to the RN receiving the patient. The process was time consuming and inefficient and did not benefit the entire care team.

With the advent of the Staff Secure Chat functionality in HealthConnect, the council recommended the integration of this feature with the newly launched Rover on TC51 mobile devices, to improve the communication workflow. This would eliminate the need for transcribing information and facilitate the sharing of information with the entire health care team at the same time for a coordinated approach to preparing for patients, and subsequently contributing to the achievement of Admit/Transfer Process Time goals.

In July, a pre-pilot survey was conducted to assess team members' satisfaction with the old process. The Ward Clerks were oriented to Staff Chat in HealthConnect and communication provided to nursing leaders for huddling with the pilot units. Secure Staff Chat was piloted on 6West and 5East between August and October. A post-pilot survey was done to determine the team's satisfaction with the new process.

Most respondents (25) were more satisfied with the newly implemented process on a scale of 1-5. Secure Staff Chat is now being utilized across Medical Surgical Telemetry services and the Definitive Observation Unit since November 2020. Our admission process time was greatly impacted by COVID-19 and the Nursing Informatics Council will continue to evaluate trended data from the pilot sites to determine improvements over time.

