

Kaiser Permanente - Irvine Medical Center

Nursing Year in Review



2021



A Message from the Chief Nurse Executive

Ruby K. Gill, DNP, MBA/HCM, RN, NE-BC
Chief Nurse Executive

As we continue to move forward together, I reflect on the many challenging moments of last year. The circumstances may have been obstacles at the present moment, however, in hindsight they have given a newfound appreciation and gratefulness for the simple things and moments in our lives, and most importantly, each other.

I am immensely grateful for all of you and your dedication to our core values as an organization. We have stood together to overcome many novel conditions and will continue to do so as we progress. I urge you all to look back on the past year with pride for the accomplishments along with remembrance of the difficulties. With this new year, we are hopeful and optimistic of an improved quality of life through advancements in medicine and clinical practices.

It is with great pride and admiration that I express sincere gratitude for the excellence and enthusiasm demonstrated during our ANCC Magnet® virtual site

visit. The stories shared with appraisers exemplified the professionalism our nurses, physicians, and support services uphold throughout our daily work. The quality outcomes we have achieved as a medical center has provided evidence of our dedication to continuous improvement. The prioritization of the nursing professional model has reinforced our advancements in patient centered care. It is without a doubt that our Irvine Medical Center team is well deserving of the honor of Magnet® designation as of October 20th, 2021.

Thank you to everyone that contributed to the ANCC Magnet® designation journey. From developing and writing our application, to facilitating and coordinating our site visit, to participating in interview sessions with appraisers, each and every one of you have made a significant impact on our organization.

On the behalf of our organization, community, and members, you are appreciated for all that you have done to ensure quality health care and wellness.

Gratefully,

A handwritten signature in black ink that reads "Ruby K. Gill, CNE". The signature is fluid and cursive.

Ruby Gill, CNE

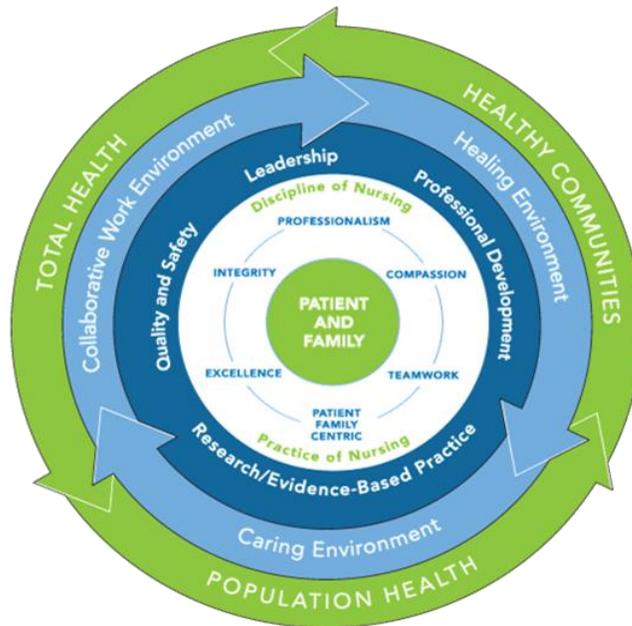
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Foundation of Nursing Practice

Nursing Professional Practice Model



Kaiser Permanente's Mission

Our mission is to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

Nursing Vision

As leaders, clinicians, researchers, innovators and scientists, Kaiser Permanente nurses are advancing the delivery of excellent, compassionate care for our members across the continuum, and boldly transforming care to improve the health of our communities and nation.

Nursing Values

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

Kaiser Permanente Orange County Medical Centers Nursing Shared Decision-Making



Revised 10-8-2018



**Kaiser Permanente®
Irvine Medical Center**

Organizational Achievements

Achievements

Magnet® Recognition

Irvine Medical Center received its 2nd designation as a Magnet health care organization! The announcement was made Wednesday, October 20, 2021 in the Healing Garden by representatives of the Commission on Magnet and the American Nurses Credentialing Center (ANCC).



**OCI RECEIVES
MAGNET 2ND
DESIGNATION**

Regional leadership, including Julie Miller-Phipps, President, Southern California and Hawaii, KFHP/H, Leslie Wille, SVP Operations, KFHP/H, KPOC MSAAT and Irvine Medical Center nursing leaders were in attendance to honor and celebrate the staff at Irvine for this second designation (one of the world's highest forms of distinction for nursing) and their continued commitment to nursing excellence.



American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award

Kaiser Permanente Orange County has received the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award. This award recognizes KPOC's commitment and success in implementing a high standard of stroke care by ensuring that our stroke patients receive treatment that meets nationally accepted, evidence-based standards and recommendations. In addition, KPOC hospitals received Stroke Elite Honor Roll and Type 2 Diabetes Honor Roll.



2021 Leapfrog Hospital Safety Score Gives an "A" Grade

Kaiser Permanente Anaheim and Irvine Medical Centers have again received an "A" grade from The Leapfrog Group in the Spring 2020 Hospital Safety Score for their dedication to patient safety. Kaiser Permanente Orange County has been recognized as "Straight A" hospitals for consistently receiving an "A" grade since the Hospital Safety Score first launched in 2012.



Patient Safety is our Top Priority

Kaiser Permanente Orange County hospitals received the prestigious "A" top grade for excellence in patient safety from [The Leapfrog Group](#),

2020-2021 U.S. News & World Report's Best Hospitals Rankings

Kaiser Permanente Orange County hospitals are among the best in the nation for delivering high-quality care, according to the U.S. News & World Report's 2021-2022 "Best Hospitals" rankings. Anaheim and Irvine Medical Centers are among the state's best for overall care and have been rated "high performing," the highest rating given, in four specialties, conditions and procedures, including gastroenterology & GI surgery; geriatrics; orthopedics; and pulmonology & lung surgery. KPOC ranked #9 in the Los Angeles metro area (includes both Los Angeles and OC) and #18 in California.



KP EARNS HIGHEST RATING IN MEDICARE STAR QUALITY

Kaiser Permanente region has received the [highest possible overall Medicare Star Quality Rating](#) for the 2022 plan year – 5 out of 5 Stars –

Centers for Medicare & Medicaid Services (CMS)



CMS Star Rating for Overall Performance and Patient Survey

Located in a very competitive market in Orange County, CA – Kaiser Permanente Orange County achieved a 4-star rating for both Overall Performance and Patient Satisfaction. Kaiser Permanente Orange County is the only hospital organization in all of Orange County, CA to achieve 4-star for both categories.

Overall star rating



The overall star rating is based on how well a hospital performs across different areas of quality, such as treating heart attacks and pneumonia, readmission rates, and safety of care.

[Learn how Medicare calculates this rating](#)

[View Rating Details](#)

Hospital

Kaiser Foundation Hospital - Orange County - Anaheim

LOCATION
3440 E LA Palma Ave
Anaheim, CA 92806

PHONE NUMBERS
(714) 279-4000

[Save to Favorites](#)

Overall star rating: Patient survey rating:

Patient survey rating



The patient survey rating measures patients' experiences of their hospital care. Recently discharged patients were asked about important topics like how well nurses and doctors communicated, how responsive hospital staff were to their needs, and the cleanliness and quietness of the hospital environment.

[Learn how the patient survey rating is measured](#)

[View Survey Details](#)

Healthgrades 2021 America's 100 Best Hospitals

Nine Kaiser Permanente medical centers including Anaheim, Irvine, Baldwin Park, Woodland Hills in Southern California are among the top 100 in the nation for year-over-year clinical outcomes excellence, according to a new report from Healthgrades. The top 100 hospitals represent the top 2% in the nation. The annual report benchmarks nearly 4,500 U.S. hospitals using data from 2017-2019 and based on 32 common inpatient conditions and procedures such as prostate surgeries and joint replacement procedures



KPOC HOSPITALS ARE AMONG THE BEST IN THE NATION

Anaheim & Irvine Medical Centers are among the best in the nation for delivering high-quality care, according to the U.S. News & World Report's 2021-2022 Best Hospitals rankings

KPOC ranked #9 in the Los Angeles metro area & #18 in California... highest of all KP hospitals



OCI Achieves “Gold Level” Go Clear Award

The Association of Perioperative Registered Nurse (AORN) awarded the OCI Main OR team with the highest Go Clear Award honors with the Gold Level. This distinction is earned by undergoing comprehensive surgical smoke education, and for providing medical devices and resources necessary to evacuate surgical smoke during smoke generating procedures. OCI is the only medical center in all of Orange County, as well as the only KP facility in Southern California to achieve this award.



OCI SURGICAL TEAM RECOGNIZED

OCI's main OR team was recently honored with the Association of periOperative Registered Nurses' (AORN)

**Go Clear Award™
Gold level.**

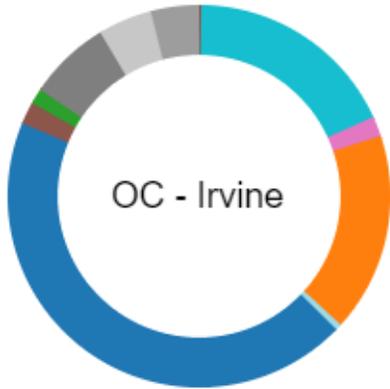
KPOC Committed to Our Community

**KPOC AWARDED NEARLY \$1.5 MILLION IN GRANTS TO LOCAL
ORANGE COUNTY NONPROFITS**

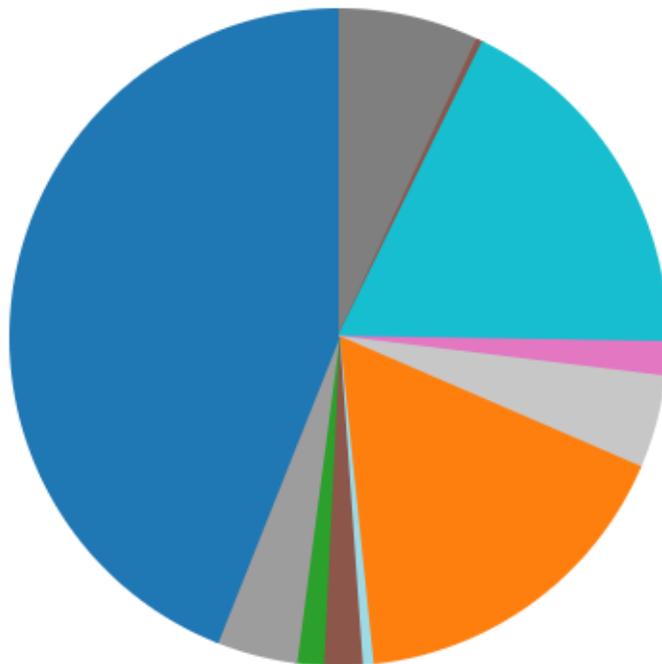
- Alzheimer's Orange County
- Susan G. Komen Breast Cancer Foundation OC County Chapter
- Latino Health Access
- Bracken's Kitchen Inc.
- Waste Not OC
- Second Harvest Food Bank
- Community Action Partnership of Orange County
- American Family Housing
- Friendship Shelter, Inc.
- Jamboree Housing Corporation
- Mercy House
- Orange County Association for Mental Health
- Mercy House
- Orange County Association for Mental Health
- Higher Ground Youth & Family Services LLC
- Orange County Asian and Pacific Islander Community Alliance, Inc.
- Orangewood Foundation
- NAMI Orange County
- Family Assistance Ministries
- Pathways of Hope
- Family Solutions Collaborative
- Age Well Senior Services, Inc.
- Anaheim Union High School District
- Orange County Department of Education

Demographics

OC Irvine Membership Demographics as of July 2021.



Demographic	Members	Percent
Null	18,114	6.9%
American Indian and Alaska Native	781	0.3%
Asian	46,963	18.0%
Black or African American	4,374	1.7%
Decline to State	11,896	4.6%
Hispanic or Latino	43,974	16.9%
Native Hawaiian and Other Pacific Islander	1,377	0.5%
Some other race	4,896	1.9%
Two or more races	3,401	1.3%
Unknown	10,302	4.0%
White	114,659	44.0%



Legend

- Null
- American Indian and Alaska Native
- Asian
- Black or African American
- Decline to State
- Hispanic or Latino
- Native Hawaiian and Other Pacific Islander
- Some other race
- Two or more races
- Unknown
- White

Transformative Leaders

KP NATIONAL NURSING HONORS OC NURSE LEADER

Congratulations to KPOC's Theresa Torres, ADA, Critical Care, OCI, recognized as the 2021 KP National Nursing 'Emerging Nurse Leader' awardee. Read below for an excerpt from the nomination:

"Transitioning into a new position can be challenging, even more so when it is during a pandemic. However, the disruptions brought by COVID-19 did not stop Theresa Torres...she worked tirelessly to buffer the ill-effects of this unexpected evolution. She remained visible to the team and worked hard, bridging both days and night shifts to provide support. Theresa recognizes the benefit to communication in securing strong team engagement and consistently promotes positive communication to achieve our organizational QUEST strategies. While she has been effective at impacting teamwork, collaboration, resource stewardship, and efficiency, Theresa's true passion lies with exceptional patient outcomes and care experience."



THE DAISY AWARD FOR EXTRAORDINARY NURSE

Congratulations to Honey Celi, BSN, RN

"The perioperative leadership team would like to nominate Honey Celi for the Daisy award for her clinical excellence and dedication to patient safety. Though Honey consistently provides excellent care to her patients, two instances have occurred recently that highlight her extraordinary dedication to patient safety. In the first instance, shared by Dr. Anil Tiwari, Honey identified a new onset ST changes in a patient who had initially been ruled out for STEMI. With her discerning judgement and quick action, Honey "saved a patient from having a STEMI at home." In the second instance, shared by Dr. Robert Namba, Honey performed "exceptional work" on the care of a surgical patient. The patient had a lengthy but successful revision of the total knee. As part of her thorough and continuous assessment, Honey noted that the distal pulses were no longer discernable. She lowered the leg from the foam wedge, placed a pillow behind the knee and notified Dr. Fang for an urgent consultation. Per Dr. Namba, her rapid identification and quick action resulted in successful return of distal pulses. In Dr. Namba's words, "we are blessed to have skilled perioperative nurses like Honey." These two instances highlight Honey's excellent assessment skills and dedication to the care of her patients. We are proud to recognize Honey's contributions to our perioperative department."



THE DAISY AWARD FOR NURSE LEADER

Congratulations to Janet Rossi, RN, CNOR

Janet Rossi has been an OR nurse and a strong advocate for labor and management partnership. She approaches each day with a desire for excellence, while never overlooking an opportunity to lend a helping hand. Her supervisors look to her for stability in an ever-changing work environment, and her peers depend on her leadership and guidance. The following is a comment from a fellow nurse who has been positively affected by Janet's outstanding efforts:

"Janet exemplifies what all Kaiser Permanente employees should strive to be: kind, considerate, friendly and helpful. In the 10 years that I have been here, Janet has never been less than warm-hearted and hard-working. She works back to back jobs and yet is never too busy to help above her call of duty here. I look forward to seeing her smiling face every day. Janet has been a constant source of positivity and kindness as we continue to elevate labor and management partnership at KP Irvine. She is always willing and eager to help for any union related questions! Most importantly, she is thoughtful and really cares about the Irvine team."



THE DAISY AWARD FOR EXTRAORDINARY NURSE

Congratulations to John Ferguson, RN

"On January 25, John approached me with a concern. He said that one of the physicians, after reviewing his case stated that the patient was not a good candidate for dialysis because his prognosis was poor. I told John that during rounds we would both advocate for his patient. During rounds the pulmonologist said that the patient would have a poor prognosis because his lungs were not doing well. His oxygen requirement was high at 80% FIO2 on the ventilator. We then notified the team during huddle that if he did not get dialysis his chance of surviving the week was poor. John and I also let the team know that he was a 46-year-old with four little kids at home, and we did not want to give up on him and wanted to give him the best chance at surviving. Our pulmonologist heard our concerns, so with her help and the help of Juji Resurreccion the entire care team agreed that dialysis was worth a try. Today, the patient opened his eyes and was able to track, he was also deisolated and sent to clean DOU with a trach on 35% oxygen. He still has a long road to recovery but glad that he is on his way. I cannot tell you how grateful I am that John Ferguson approached me with his concern, making the difference in person's life. We touch lives daily when we come to work but John Ferguson truly went above and beyond. A special thanks to all the physicians and leaders for listening to our concerns. I am truly blessed to work at Kaiser OCI and with these great nurses like John Ferguson!"



DAISY AWARD FOR NURSE LEADER

Congratulations to Gina Yared, BSN, RN

“My mom was unexpectedly hospitalized while she was visiting my brother in southern California. She was found on the floor and incoherent Wednesday morning and was taken by ambulance to Mission Viejo where she was stabilized, and several tests run. She was eventually transferred to KP Irvine late Wednesday night. We struggled with not being able to be with her given COVID protocols. In a sudden turn of events, she was discharged Thursday around lunch time. I wanted to extend a tremendous thank you for the care she received at KP Irvine. While the discharge Thursday was unexpected from what we heard when she was admitted Wednesday night – she shared she had excellent care during her stay. She wanted me specifically to share with you that the nurse leader, Gina Yared, spent a good deal of time with her as discharge was approaching answering questions and getting her ready – but mainly listening to her and how scary her experience was. She really felt the caring experience from her nursing team.”



DAISY AWARD FOR NURSE LEADER

Congratulations to Gerard Corros, RN

“I am writing this to express my sincere appreciation and admiration for Gerard Corros, RN. In March of 2020, Gerard took on the difficult task of preparing for the Covid surge. He stepped up and initiated conversations with staff, management, administrators, and union leadership. The fear of the unseen enemy was overpowering, and many tearful conversations took place. Gerard’s leadership didn’t falter, and he took the time to listen to the fears and concerns... (After the initial surge) we settled back into our normal rhythm, or so we thought! On the night of December 13th, I received a call from the OR charge nurse. She stated that she had been informed that we were going to do a neuro case, and “we don’t do neuro...” Knowing the challenges ahead of us, I called Gerard. We would need additional support for the night shift. In Gerard’s role, he does not take call at night, but tonight was different. Without asking, Gerard stated he would head in at that moment and assess the situation. In less than 30 minutes, Gerard had spoken to the surgeon. The OR tech had neuro experience, and the RN was comfortable with Gerard also there... The case ended up being cancelled, but the team felt prepared in large part to Gerard’s support. In the morning, Gerard was working with Materials and Sterile Processing to evaluate what it would take to be more prepared in the future... Gerard’s dedication to our members goes above and beyond!”



THE DAISY AWARD FOR EXTRAORDINARY NURSE

Congratulations to Tony Patriarca, MSN, RN, CCRN

“Tony leads with his core values of respect, integrity, compassion, commitment for continuous improvement, and brings a playful energy to all that he does. The hallmark of a true leader is recognizing the needs of his team. Throughout the COVID 19 pandemic, Tony leveraged his connections with his team to have open conversations about the challenges that the pandemic was creating. He recognized the moral injury that was resulting from the strain on the healthcare system and tragic patient conditions. Tony openly talked of these observations, experiences, and concerns. He was able to show vulnerability and strength in managing the unique challenges that were being confronted. In Tony’s typical approach, he pivoted to solutions. Being uncharted territory, Tony wasn’t afraid to try anything to start the healing of the team. He initiated mini teams of support to connect and actively begin the healing process. With Tony, it is safe to be vulnerable and one also sees the possibility of healing. Tony is truly the model of nursing leadership and continuously fosters an environment for the delivery of compassionate care.”



THE DAISY AWARD FOR EXTRAORDINARY NURSE

Congratulations to Mirasol Rosales, RN

“Mirasol is consistent in how she practices the nursing profession with such grace in the way she interacts with patients and colleagues. One of the profound examples of her dedication to providing extraordinary care is when a patient who has been in the hospital requested a McDonald’s burger to find normalcy despite being hospitalized. After her shift, Mirasol went out of her way and fulfilled the simple request of the patient. Though simple, this gesture is a manifestation of Mirasol’s dedication not only by providing quality care the patients deserve but also caring for them as if they are family. As the stress level and the feelings of exhaustion and burnout are escalating caused by the pandemic, this extraordinary nurse finds creative ways to ensure that her team can find respite and refuel themselves through various team-building activities such as hiking, bonfire, paint night session and many other activities that promote wellness and coping. Other examples that demonstrate the extraordinary qualities of Mirasol include her taking the time to sew head caps for her colleagues during the surge, her involvement in improving patient care experience initiatives, and her dedication to bringing the team together as one.”



Nurse Empowerment

NURSING EXCELLENCE & TEAM PLAYER AWARD WINNERS

The Nursing Excellence award serves as a recognition of someone who best exemplifies our Kaiser Permanente nursing values in line with our Professional Practice Model and the Team Player award honors someone who is an exceptional team player on our unit. Congratulations to all of this year's the winners!

Unit	Nursing Excellence Award Winner	Team Player Award Winner
ED	Mei Chen, BSN, RN	Thomas Nguyen, BSN, RN
ICU/CCF	John Ferguson, BSN, RN	Lin Yi Lai, BSN, RN
DOU1	Melanie Mancao, MSN, RN, CCRN, PCCN	Erica Dugan, BSN, RN
Main OR	Dennis Talag, BSN, RN	Mark Fukuyama, RN
Main Pre/Post	Nadia Wooley, BSN, RN	Nick Ha, BSN, RN
FCC	Amanda Mouchou, BSN, RN, RNC-MNN	Sommer Chapman, BSN, RN
L&D	Tammy Ramos, BSN, RN	Amy Marty, BSN, RN
NICU	Cyr Geraurd Oca, BSN, RN, RNC-NIC	Phuong Chi Dinh, BSN, RN
4B MST	Jannelyn Panganiban, MSN, RN, CMSRN	Philip Nulud, BSN, RN
4A MST	Berly Ilagan, BSN, RN	Digna Orizal, BSN, RN, CMSRN
5B MST	Ron Tumlos, BSN, RN	David Maciel, BSN, RN
5A MST	Rey Sagaoinit, BSN, RN	My Huynh, BSN, RN
GI	Linda Le, BSN, RN	Elaine Won, BSN, RN
UM/CM	Mary Anne Maglalang, BSN, RN	Cathleen Garcia, BSN, RN
SCPP	Jamie Dennewill, BSN, RN	Sandy Tran Vo, BSN, RN
PCS		Hien Huynh, MSN, RN, CCM

THIRD QUARTER RADIANT STAR AWARD WINNERS

Every three months, Kaiser Permanente honors managers, physicians, and staff in Orange County who have distinguished themselves in the areas of compassionate, caring, exemplary, and professional service. Receiving a Radiant Star award is a prestigious event with reception and ceremony. But just being nominated and appreciated by peers and other members of the employee community is an honor in itself. These men and women are making a difference in the world around them, and their hard work, dedication, and daily sacrifices have not gone unnoticed. Congratulations to the following award winners!

IONEL ANITEI	SHERINA RANDOLPH	SYLVIA GUTHRIE	ANITA BARBER	JESSICA WANG
CARLA BOYD	RHODALYN TOLENTINO	MAUREEN DEL CARMEN	ELI CATA CUTAN	JOHN LIM
ERICA DUGAN	GWYN THOMPSON	ARLENE RANOLA	GOLDEN MACAYA	MARK O'BAR
HYONWOOK KIM	MIRASOL ROSALES	ROLAND RUFFILA	ED DOMASIG	NICK HA
MARY KOUNDAN	MANUEL DE LOS REYES	ALLISON KERNS	MARLENE SAMOY	CLAIRE SMITH
DEE MADORE	DAWN DEHDASHTIAN	PABLO MAHOR	LANY CAYABYAB	MIKI AKAGI
DIGNA ORIZAL	SUSANA GARANCHON	JUJI RESURRECCION	BON SAN PEDRO	
SHUPING CHEN	IVY JOY FERNANDEZ	BRITTANY CAMILLE	MARIA HITCHENS	

Department Celebrations

2021 NURSES' MONTH CELEBRATIONS

This year, nurses' month was celebrated with a variety of events to express appreciation for the amazing contributions of our nursing staff. They included blessing of the hands, cupcakes for Florence Nightingale's birthday, boba drinks, ice cream treats, breakfast, and several more on-unit recognition events.



CELEBRATING NATIONAL ENVIRONMENTAL SERVICES RECOGNITION WEEK



CELEBRATING NATIONAL ADMINISTRATIVE PROFESSIONALS' RECOGNITION WEEK



CELEBRATING NATIONAL LABORATORY RECOGNITION WEEK



**CELEBRATING NATIONAL
PHARMACY RECOGNITION WEEK**



**CELEBRATING NATIONAL
RESPIRATORY RECOGNITION
WEEK**



**CELEBRATING NATIONAL
ENGINEERING RECOGNITION
WEEK**



**CELEBRATING NATIONAL SUPPLY
CHAIN RECOGNITION WEEK**



New Knowledge

DETERIORATION INDEX (DI) & THE EARLY WARNING SCORE (EWS) PROGRAM

Normally, patients do not deteriorate quickly, we just suddenly notice it

Epic’s Deterioration Index, an early warning tool, was designed to identify patients that may deteriorate in the next 24 hours. Based on a variety of unique measures, a computer algorithm within KP HealthConnect calculates the patient’s deterioration index or “DI” score. This score updates frequently and is routinely monitored as an additional piece of assessment data by expert nurses within the medical center. A change in this score will trigger the nursing staff to complete a detailed assessment and provide interventions as clinically indicated. This information helps us to intervene early, improving patient care outcomes associated with unidentified or unaddressed patient deterioration in the adult inpatient care environment. This tool went live in 2020 and was expanded to additional areas in 2021.



OCI ‘CARE WITHOUT DELAY’ LEADS THE REGION IN REDUCING TELEMTRY UTILIZATION

One of the barriers to ensuring timely care for our OC members is hospital throughput. The CWD (Care Without Delay) initiatives focus on creating the ability to serve our members when in need. One of these initiatives is

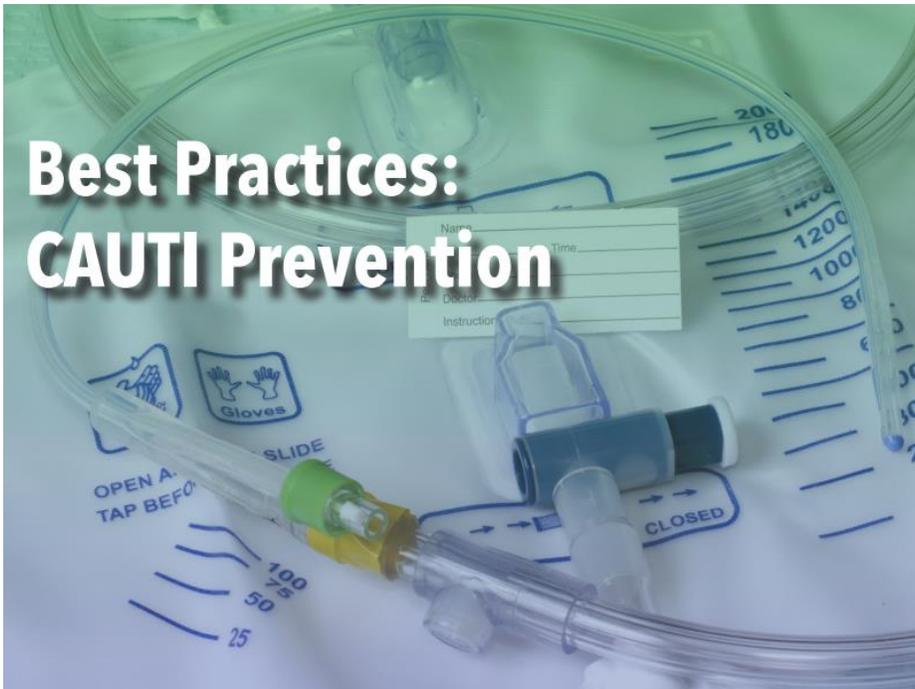
Telemetry Utilization. Due to limited physical capacity for cardiac monitored patients, without attention to timely and clinically appropriate discontinuation of this intervention, admission for members in need can be limited. The Telemetry Utilization Committee refined collaborative interdisciplinary workflows in 2021, leading the region for the second year in a row.



Innovation in Action

OCI CAUTI RANKING IS NUMBER ONE IN THE SCAL REGION

Great efforts by the OCI Infection Prevention Taskforce to exceed expectations and achieve a rate of 0.28, earning best performance in the southern California region for quarter one in 2021. Current and ongoing best practices to reduce the rate of CAUTIs include enhancements to processes pertaining to chlorhexidine (CHG) wipes, clean catch urine, CAUTI bundle, and foley patrol audits.



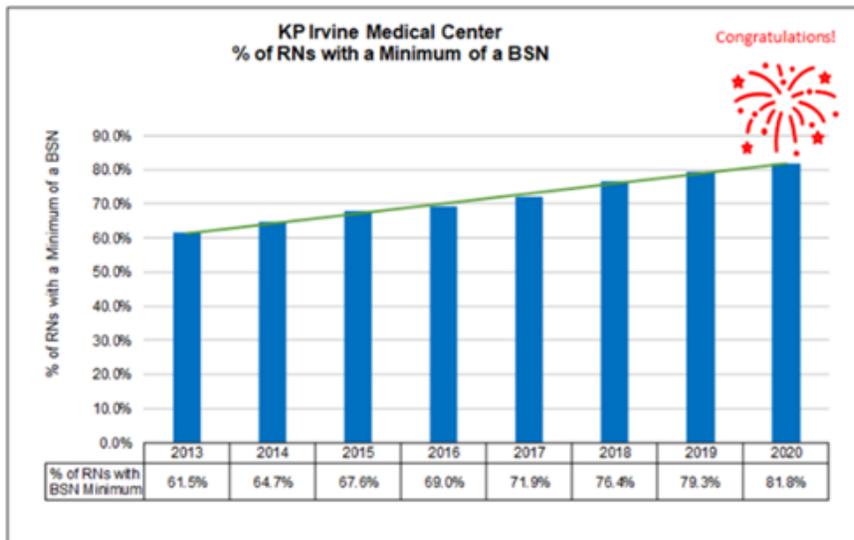
OCI PICC NURSES PRESERVE VEINS WITH NEW ACCUCATH DEVICE

In July of 2021, the IMC vascular access nurses implemented the use of a revolutionary device – the Accucath Ace intravascular catheter. In the past, the only options available for patients with difficult venous access were central lines and mid-lines, both of which require MD orders and carry the increased risk for infection. As the PICC nurses reviewed their mid-line usage, they became aware of this new evidence-based practice improvement. The new Accucath Ace device is a slightly longer, more durable peripheral IV, which can be left in place longer. After presenting it to the IMC Nursing Quality Council, the device was introduced into practice. Implementing its use has assisted in decreasing the risk of CLABSI and reducing delays in care associated with line access, while improving patient satisfaction.

Honoring Excellence

2021 ANCC MAGNET DESIGNATION

On April 1st, the Nursing Quality Council successfully submitted our Magnet application for review and highly anticipated recertification. From August 30th to September 1st, the Magnet appraisers met with our teams for a virtual site visit. Our site visit was filled with great enthusiasm to showcase our team's exceptional achievements and dedication to the nursing professional model. Representatives from every department within our medical center joined in the festivities and celebrated in the fun atmosphere. It was a pride-filled event for all! Our nursing



committees were impressive during their interview sessions as they communicated strategic plans, achievements, current progress, and future goals. Unit visits highlighted the teamwork and collaboration nurses have developed through our rich work culture built on trust and our KP organization's core values. After interview sessions with the appraisers, participants enjoyed a variety of treats throughout the day, including boba, dipped ice cream treats, and so many more! Our site visit went by with ease, which was made possible with the planning and coordination of many individuals dedicating their time to volunteer. The site visit was an uplifting experience that emphasized our exemplary high quality patient centered care, and advancements in the nursing profession. Congratulations to the KPOC Irvine Medical Center for achieving the prestigious honor of ANCC Magnet® designation and recognition for eleven exemplars! 2021 ANCC MAGNET DESIGNATION

Exemplar Recognitions

SE5: Provide a description with supporting evidence of the organization's action plan for RNs obtaining a baccalaureate or higher degree in nursing.

SE6EO: Provide evidence of the organization progressing toward (or maintaining) greater than or equal to 80% of professional registered nurses who have earned a baccalaureate or higher degree in nursing.

EP18EOa/b/d/j: Provide eight of the most recent consecutive quarters of unit- or clinic-level nurse-sensitive, clinical indicator data to demonstrate outperformance of the mean, median, or other measure of central tendency.

EP19EOa/b: Provide two nurse sensitive clinical indicators from the most recent eight consecutive quarters of unit or clinic-level nurse sensitive, clinical indicator data from the ambulatory setting, to, or at the highest available level.

EP21EOb/d/f: Provide the most recent eight consecutive quarters of ambulatory care setting patient satisfaction data at the unit level collected to demonstrate outperformance of the mean, median, or other measure of central tendency.

2021 ANCC MAGNET DESIGNATION

Orange County Irvine Medical Center Virtual Site Visit – August 30th to September 1st

Irvine Medical Center Receives 2nd Magnet Recognition



2021 ANCC MAGNET DESIGNATION

Orange County Irvine Medical Center Virtual Site Visit – August 30th to September 1st



2021 ANCC MAGNET DESIGNATION

Orange County Irvine Medical Center Virtual Site Visit – August 30th to September 1st



PTAP Virtual Site Visit

Second Designation Status

On September 14th, the OC Irvine RN Residency Program held their virtual site visit with the American Nurses Credentialing Center (ANCC) with the intent to achieve recertification for Practice Transition Accreditation Program (PTAP), which acknowledges residencies that meet a global standard of excellence in transitioning nurses to new practice settings. Participants included the Program Director – Joria Rainbolt-Clemente, MSN, CNS, GERO-BC, along with other key nursing leaders and past participants of the residency program. The site visit provided the opportunity to showcase our program's elements of leadership development, quality outcomes, organizational enculturation, design and development, and practice-based learning.

On October 25, 2021, KP OC-Irvine achieved ANCC Practice Transition Accreditation Program® (PTAP)

reaccreditation! PTAP is the gold standard for RN residency programs that transition newly graduated registered nurses into the practice setting. RN residents follow the PTAP standards and a comprehensive curriculum that includes classroom learning with content experts, simulation experiences with a multidisciplinary team and hands-on bedside skills with a preceptor. We are proud of this achievement as it upholds the highest nursing standards to prepare Kaiser Permanente nurses of the future. Many thanks to the past RN residents, preceptor, and leaders for supporting this program.



RATED AMONG THE NATION'S BEST FOR CLINICAL EXCELLENCE

Nine Kaiser Permanente medical centers are among the top 100 in the nation for year-over-year clinical outcomes excellence, according to a new report from Healthgrades. The top 100 hospitals represent the top 2% in the nation. The Kaiser Permanente hospitals rated among the nation's top 2% include Baldwin Park, Woodland Hills, Orange County-Anaheim, and Orange County-Irvine in Southern California; San Jose, San Rafael, Santa Clara, and Redwood City in Northern California; and Sunnyside in Oregon.

These results demonstrate the dedicated work of our world-class physicians, clinicians, nurses, and staff whose expertise, commitment, and professionalism drive exceptional quality outcomes. These recognitions from Healthgrades are a testament to our integrated model and our continuously meeting the highest standards for safety and quality. We're proud that Kaiser Permanente is focused every day, both in the course of our normal operations and during the COVID-19 pandemic, on helping our members get and stay healthy, so they can enjoy more healthy life years.

OCI HIGHEST PERFORMER FOR FLU SUCCESSFUL OPPORTUNITIES IN SCAL REGION

Flu season has officially ended. Because of everyone's dedication, commitment, and collaboration, Irvine held the number one spot in the SCAL region for several weeks and ended the season with flying colors!

The Irvine Medical Center has achieved the 1st highest in performance in the SCAL region with 38.9% successful opportunities for all inpatient units. Our Emergency Department has accomplished 2nd in SCAL regional performance with 22.2% successful opportunities. Your collective efforts to promote health and wellness among our community and members has attributed to this amazing performance. Well done team!

2021 OCI THIRD ANNUAL FLU VACCINATION EVENT

On September 8th, OC Irvine Medical Center held its third annual staff flu vaccination event. It was a successful event with over 240 staff members receiving their flu shot. Those that received their vaccination were given a tasty ice cream treat and enjoyed a fun atmosphere with their colleagues!

With the winter season approaching, it is our priority to maintain the healthiest workforce possible, especially in the presence of other illnesses that continue to impact our daily lives. If you have not received your vaccine already, please contact Employee Health Services.



CODE BLUE WENT PAPERLESS!

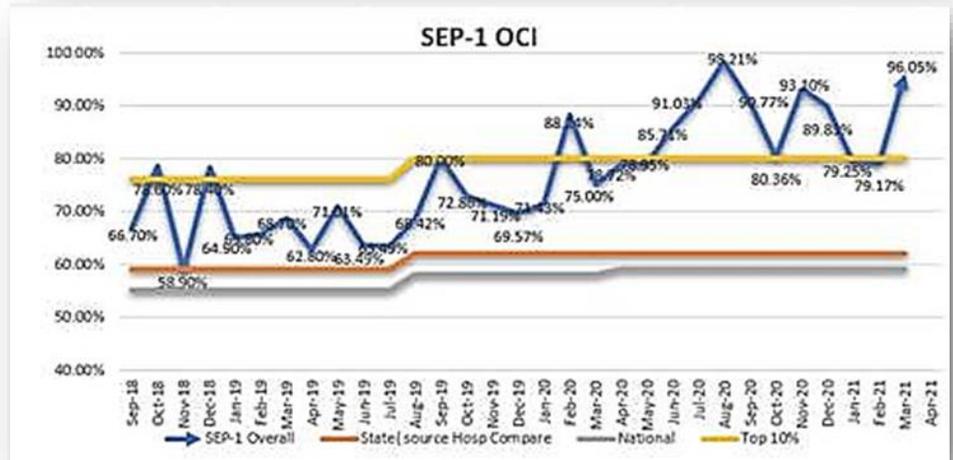
The Code Blue Committee has identified an opportunity to improve code blue documentation, tracking, and the debriefing process. AHA endorses debriefing a key element to promote continuous quality improvement in patient care. Common findings from the current practice, included: 15% of code blue events had missing documentation, 97% of code events did not have a completed code blue critique form, and managers or charge nurses were expected to remember to submit the code blue paper copy.

The Code Blue Committee has rapidly implemented several changes in workflow and processes to improve performance and outcomes: Irvine has gone live with KPHC Code Narrator, effective 4/15/2021, where all code events are now captured directly into HealthConnect using the code narrator tool.

An electronic version of the debrief form has been developed to ensure that debriefing occurs immediately after every code blue event (scan QR code to access

IRVINE SEPSIS TEAM

The CMS Core Measure SEP-1: Early Management Bundle, Severe Sepsis/Septic Shock was established to facilitate timely delivery of high-quality sepsis care and lower complication rates. Within three hours of severe sepsis time zero, the following early management bundle treatments are required: initial lactate, blood cultures, antibiotic administration and IV fluids 30ml/kg if hypotensive. Within six hours, repeat lactate, if initial result >2. Consideration of vasopressor for persistent hypotension.



OC-Irvine SEP-1 performance demonstrates excellence with our overall average 86% in compliance with SEP1 timely treatment bundle from March 2020 to March 2021. OC-Irvine performance exceeds the national average 62% and we perform in the nation's top 10th percentile above 80%!

EVIDENCE BASED PRACTICE

Breast Cancer and Gynecologic Risks in Lesbian and Bisexual Women

Abstract: Lesbian and bisexual women may be at an increased risk for gynecologic infections and breast cancer due to a higher prevalence of factors such as obesity, smoking, and lower pregnancy rates. This article discusses the role of healthcare professionals in preventive screening for breast and gynecologic cancers and promoting healthy living in these patients by avoiding smoking, maintaining an ideal body weight, and limiting alcohol consumption.

To read the full article co-authored by Jannelyn M. Panganiban, MSN, RN, please visit:



[https://journals.lww.com/nursing/Fulltext/2021/03000/Breast cancer and gynecologic risks in lesbian and bisexual women.16.aspx](https://journals.lww.com/nursing/Fulltext/2021/03000/Breast%20cancer%20and%20gynecologic%20risks%20in%20lesbian%20and%20bisexual%20women.16.aspx)

PATIENT CARE EXPERIENCE

The OC Care Experience Steering committee made many focused efforts to improve the patient perception of the hospital experience. These efforts include all disciplines and services throughout our medical center, including, EVS, dietary, food and nutrition, maternal child health services, adult service line hospital units, case management, and physicians. Each delegated subcommittee within the steering committee represents a service line of care involved in the patient care experience. Each subcommittee has worked diligently to improve the experience of our members by engaging their teams, creating a warm atmosphere for members, and promoting an inclusive work environment for all. The overall goal and slogan for this effort is “Our Journey to a Five Star Rating”. This work is imperative for our Kaiser Permanente brand and reputation, as it validates that we are the “best place to receive healthcare” to existing and potential members. While we continue to progress in meeting our goal, there have been significant improvements across many service lines during the performance year. It is with this collective approach that we hope to continue to demonstrate our exceptional quality care to our members with the same tenacity as we move forward.

The Orange County Steering Committee for Inpatient Care Experience developed a recognition program to celebrate and award hospital units on a monthly and quarterly basis for those that achieve a four- or five-star rating for the following HCAHPS categories to the right.

These metrics are essential as they influence the summary star rating our hospital receives, which recognizes our medical center for the high-quality care, exceptional staff, and memorable culture that we have.

The Care Experience Steering Committee celebrated hospital unit teams achieving significant performance results for “Overall Hospital Rating” and/or “Nurse Communication” for the second quarter of 2021. The units achieving a 5-star rating included, 5A MST, 5B MST, Main DOU, Preop & PACU, NICU and Surgery Center. The units achieving a 4-star rating included, 4A MST and 4B MST. These achievements are attributed to the compassion and care our members receive, the teamwork and collaboration on the unit, and the perseverance these teams maintain to ensure a high-quality patient care experience for all.

ELIGIBLE HCAHPS CATEGORIES

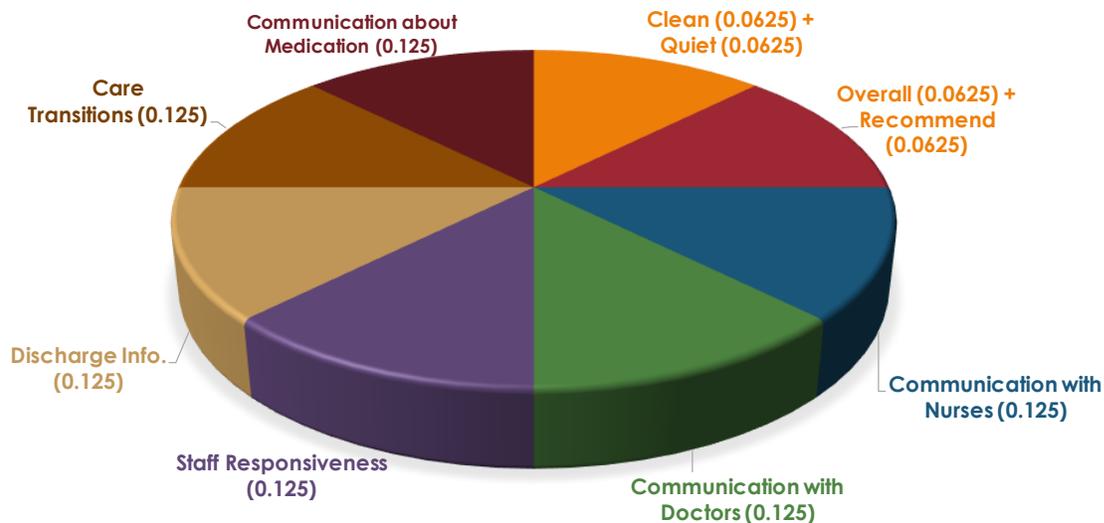
Cleanliness
Quietness
Care Transitions
Staff Responsiveness
Nurse Communication
Medication Side Effects
Nurse Leader Rounds



For the performance year 2021, Kaiser Orange County medical centers (Anaheim and Irvine) achieved a 3.8 KFH Star Rating for patient care experience. This Star Rating tied for the highest in all of SCAL Region, San Diego/Zion medical

center being the other. The Summary Star Rating includes categories such as Overall Hospital Rating, Communication with Nurses and Physicians, Responsiveness of Staff and Room Cleanliness to name a few.

EACH MEASURE “SLICE” CONTRIBUTES 1/8TH TO THE SUMMARY STAR



AACN BEACON AWARD FOR EXCELLENCE

Congratulation to Kaiser Irvine ICU and DOU nursing teams on achieving the Silver-Level of the American Association of Critical-Care Nurses (AACN) Beacon Award for Excellence.

A Beacon Award signifies a positive and supportive work environment with greater collaboration between colleagues and leaders, higher morale and lower turnover. The process can be driven by the nursing staff, nurturing empowerment and leadership. This is the ICU’s second AACN Beacon Award re-designation and the DOU’s first recognition. The entire team’s accomplishment represents one of many significant milestones on the path to optimal outcomes and exceptional patient care. Congratulation to the entire Critical Care Services Team!



Community Service

OC Food Bank

In December 2020, the Voice of Nursing subcommittee – Healthy Communities reached out to the OC Food Bank in Garden Grove. The group volunteered at this location to help box food for those that needed groceries during the holidays. In the boxes, the volunteers packed cereals, canned foods, and fruits as well as other non-perishable items.



Newport Beach Clean Up

On April 18th, the Healthy Communities went out to Newport Beach to collect trash and participate in an organized beach cleanup event. The team collected approximately 10 pounds of trash! This opportunity was a great success. With this contribution, our KP staff made a positive impact on our local community and environment.



Team Building Hiking Activity

On June 12th, the Voice of Nursing subcommittee – Healthy Communities led a team building activity with a hike at Peters Canyon. It was a successful event with many staff members participating and enjoying a day outside to thrive with their colleagues.



School Donation Drive

On August 16th, members of the Voice of Nursing Subcommittee – Healthy Communities joined together to deliver over 2,300 school supply items collected for The University Park Elementary School in Irvine. University Park is a Title 1 Program School, where greater than 40% of the students come from low-income families. The Healthy Communities team started the school-supply drive in late June, and it ran through August 1st. Each hospital floor was assigned a grade level to collect for, a true hospital-wide effort! The drive was so successful, and the school staff were so thankful, even the Principal, Molly Daley, helped in receiving the donations.



SmileMakers – a Program of Council on Aging

The SmileMakers organization helped mobilize our hospital staff to participate in the Holiday Gift Program for older and disabled adults in skilled nursing and residential care facilities. This year in 2021, our hospital staff donated and delivered over a hundred warm clothes and sweaters to the residents of these facilities.



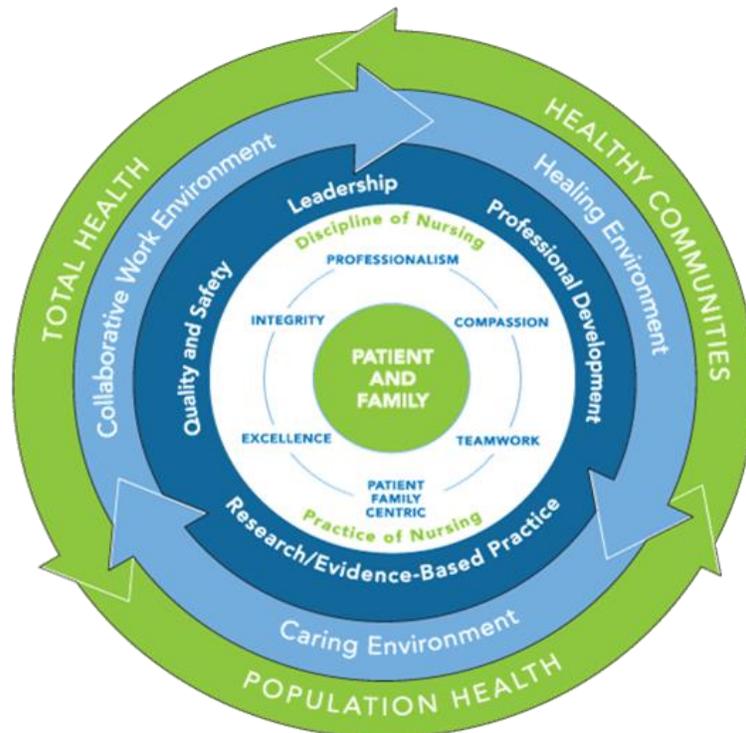
A Vision for Tomorrow

"YOU MAKE A DIFFERENCE"

The As we tentatively breathe a sigh of relief in these early days of what we hope are pandemic recovery, we reflect on what the last several years have meant to our community. For many, lives will be changed forever. In these moments of reflection, between sadness and strength, glimmers of hope, triumph, and inspiration shine through. The American Nurses Association has defined the nursing theme for 2022, **"You Make A Difference."** If you had not recognized the magnitude of this statement before 2019, there is no doubt that you feel it now. Our sentiment is not reserved for the nurses of Kaiser Permanente but extends to our entire team. What we once believed to be ordinary has now become heroic in the face of adversity. While 2021 was another challenging year in which we endured unpredictable tests, our focus on our mission to serve our community has never been stronger.

Moving into 2022, we are presented with a distinct opportunity to reset our course toward **renewal and growth**. Through resilience and teamwork, we've learned so much more about our strengths and capabilities on both individual and organizational levels. We have developed an unwavering mindset of what it truly means to deliver the finest health care.

With a steadfast eye on serving the needs of our patients and colleagues, our call to action includes concentration on self-care, recognition of our successes, professional development, and most certainly community engagement. We are an unstoppable force in the pursuit of optimal care for all!



2021

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