

Nursing Year in Review

2021

Kaiser Permanente
Baldwin Park
Medical Center



Jeong Leon,
MSN, MHA, RNC-OB, EFM-C
Baldwin Park Medical Center
Southern California Region

A Message from the Interim Chief Nurse Executive

If there were ever a “Year of the Nurse” for Kaiser Permanente Baldwin Park Medical Center (BPMC), 2021 was that year. Our nursing KP vision states that our nurses “Boldly Transform” nursing care delivery to provide excellent, compassionate nursing care. The resilience of our valiant, unrelenting frontline nurses remained steadfast in their quest to create a place of solace and healing for those suffering and in need. The pages of this document are a testament to their courage, compassion, and heartfelt care for all who came through our doors. Even a global pandemic cannot stand up against the courage, resilience, and innovative approaches of our KP healthcare team. We recognize that this level of nursing excellence would not have been possible without the collaboration of all members of the health care team. We are thankful and celebrate their successes as well. In this document you will read about these amazing and astonishing individuals and how their cohesive efforts led them to create, innovate, and accelerate excellence in health care delivery.

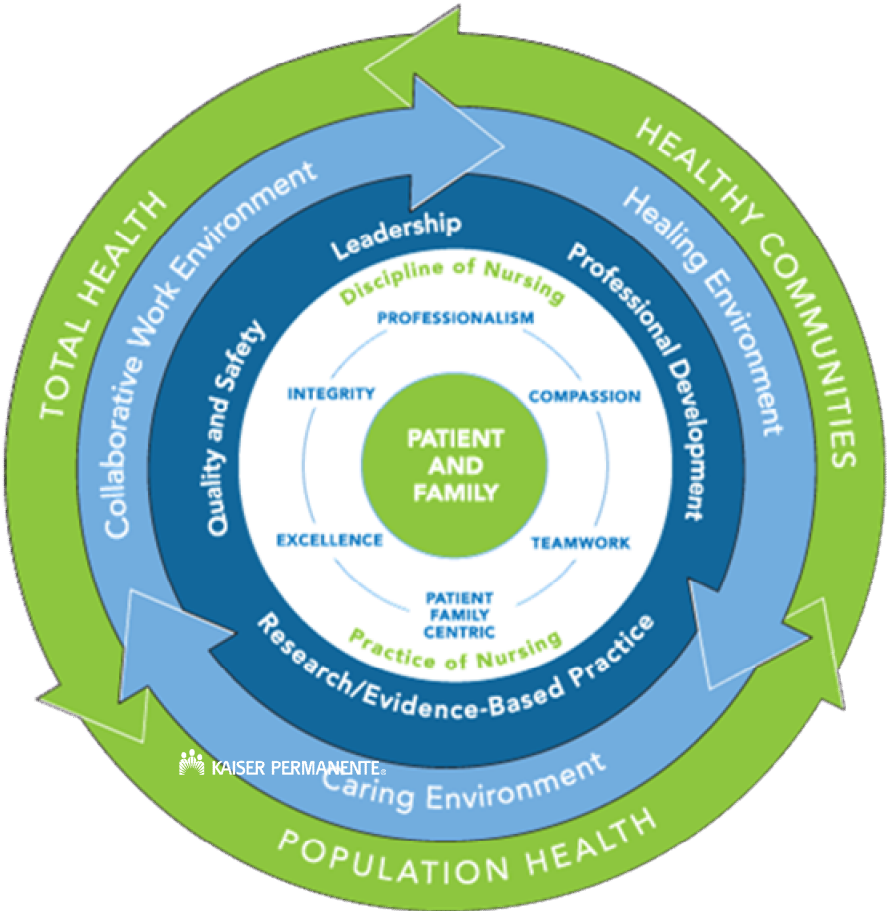
As the Baldwin Park Interim chief nurse executive during the second half of the year, it was my pleasure and honor to serve alongside this group of astonishing individuals. The KP nurse is a force to be reckoned with when it comes to inclusion of the human side of caring without prejudice in health care delivery.

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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

Baldwin Park Campus



75.2% of BSN
12.4% of National Certifications

Specific Awards & Accolades

25 Nurses in 11 departments



Organizational Demographics



RN Turnover rate: 9.6%

Inpatient RNs: 844
Ambulatory RNs : 475



Transformative Leaders



Jeong Leon
MSN,MHA, RNC-OB, EFM-C
Interim Chief Nurse Executive



Debra Santibanez
MSN, RN CENP
Director Professional Development & Education



Candymarie Berdan
MSN, RN
Interim Director
Maternal Child Health



Felipe Garcia
MSN, RN
Director Critical Care Services



Denise K. Goodwin
MSN, RN-BC
Director Med-Surg/Telemetry



Joanne S. Csiszar,
MSN, RN, CNOR, CSSM
Director Inpatient & Ambulatory Surgical Services



Sharnette E. Ortiz
BSN, MSOL,RN, PHN
Director of Ambulatory Clinical Practice



Montielle Brandman
MSN-Ed, RN, NE-BC, PHN
Chief Nurse Officer
Assistant Medical Group Administrator

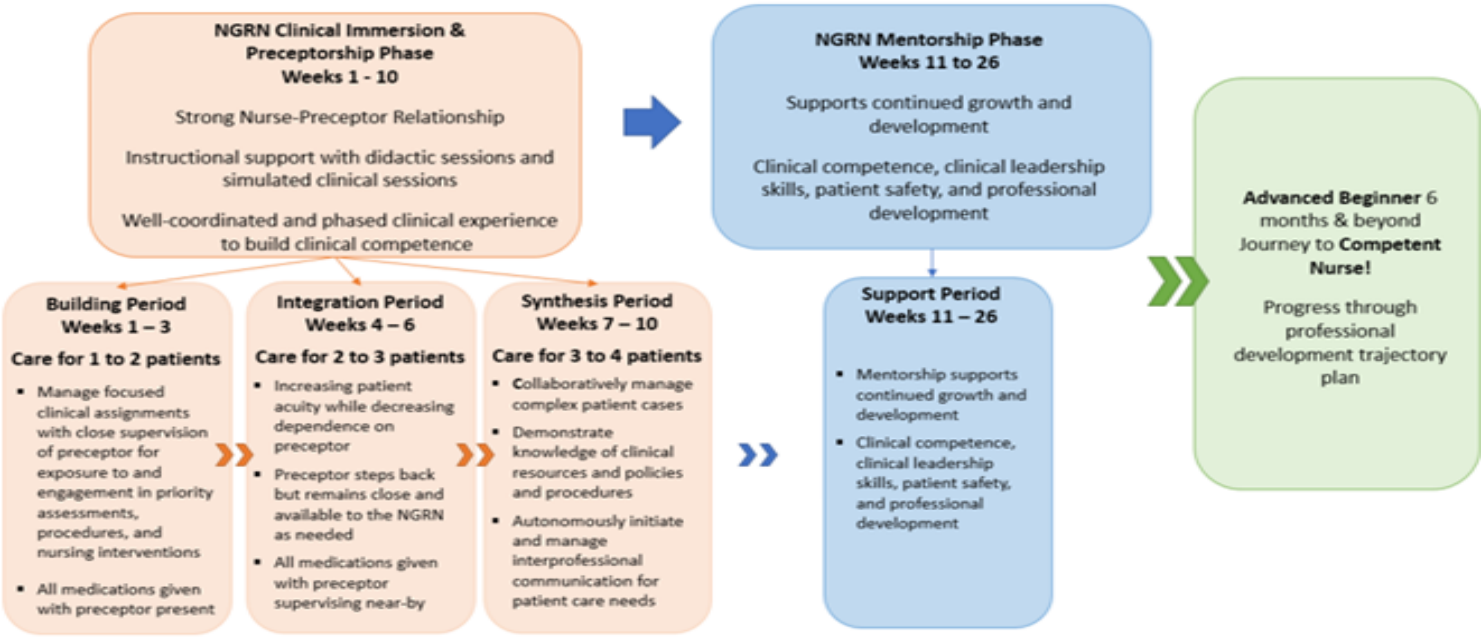
2021 - 2022 Patient Care Service
BALDWIN PARK MEDICAL CENTER: Nursing Strategic plan

SERVICE/Engaged Culture	ACCESS	QUALITY	AFFORDABILITY
• HCAHPS > or equal to 4 Stars (rolling12 month) for : ○ Overall Rating of Hospital ○ Nurse Communication ○ Medication Management ○ Engagement ○ KP Leader Rounding >90% ○ PP/Speak Up Index >75% ○ PP/Engagement Index >80% ○ 90% UBTs at Level 4 or 5 & 60% Response Rate ○ Culture of Innovation 100% of depts engaged in an Innovation project	• Hospital Throughput Metrics (e.g. ED to Inpatient Unit within 30 mins) • OR Utilization >85% • Elective Surgery date < 6 weeks, 75% of the time • 0% Backlog > 12 weeks • Patient Day Rate < or equal to 253 • Patient Mobilization 95% or above metrics 1 and 2	• HAI rates: C diff SIR ≤ 0.85, CAUTI ≤ 0.75 per 1000 patient days, CLABSI < 0.50 per 1000 patient days, SSI < 1.0 • Fall Rate Injuries ≤ 0.016 PTPD • HAPI ≥ III = 0 • Never Events = 0 • Quality Reported Measures: Quarterly Composite; VTE, PC, TOB, SEP = 90th Percentile* • All Cause HEDIS O/E Readmission Ratio < 0.69 • Flu Immunization ≥ 70% of members • Sepsis and Fluid adm of 30ml/kg ,3 hours of recognition :71% • National ANCC RN Certification rates increase overall from baseline percentage till 51% or greater is reached • Nursing workforce BSN or higher nursing degree composition to increase till ≥ 80% of RN workforce is reached	• Budgets Performance meet or exceeds based on the Medicare scorecard metrics • UBT Affordability Initiative

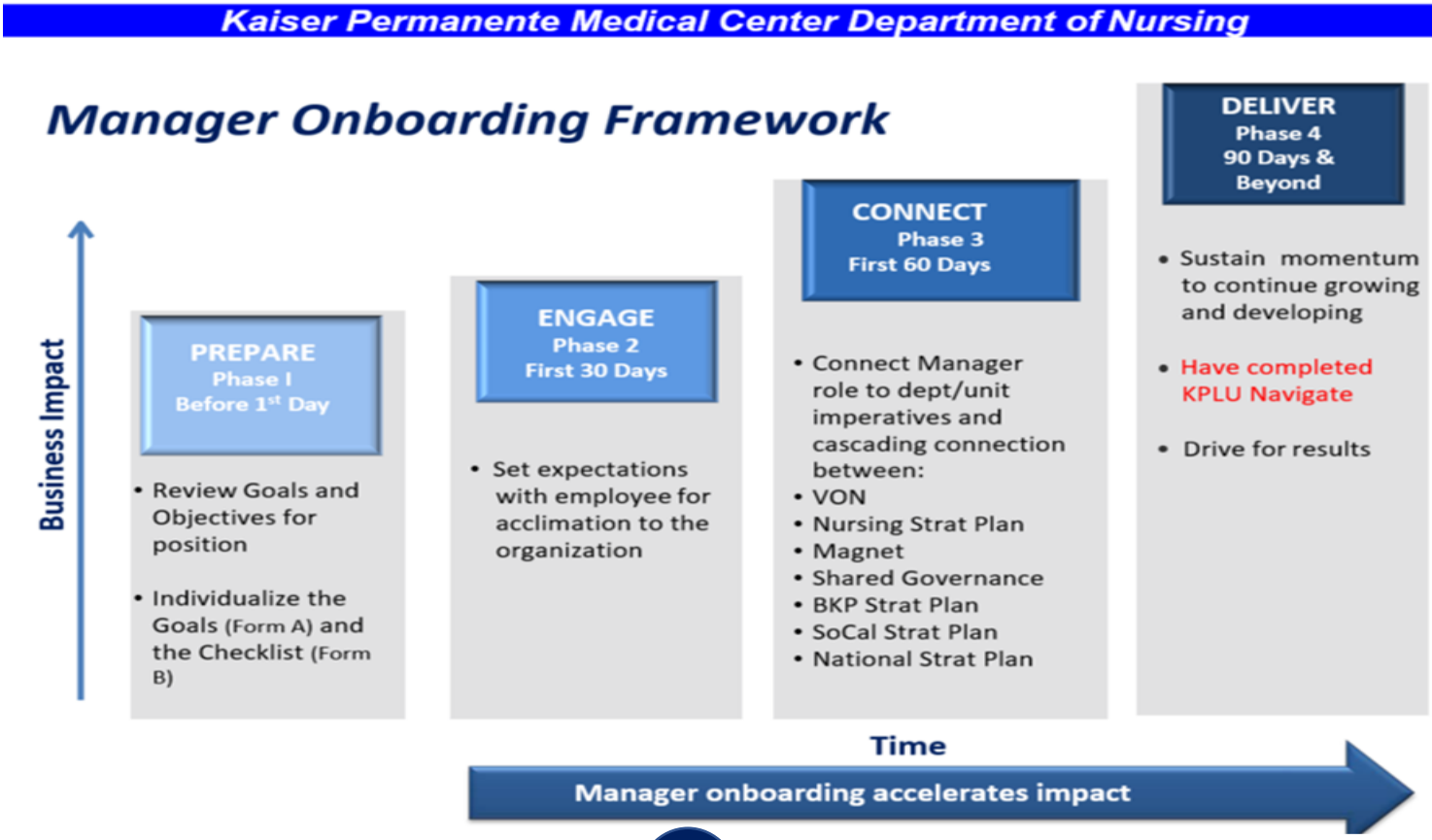
Strategy Statement	Patients and Nurses engaged in healing arts at Kaiser Permanente Baldwin Park will expect, deliver, and receive safe affordable high-quality care through interdisciplinary collaboration, shared governance, and executive leadership support.

Baldwin Park 2021 Nurse Transition to Practice Programs

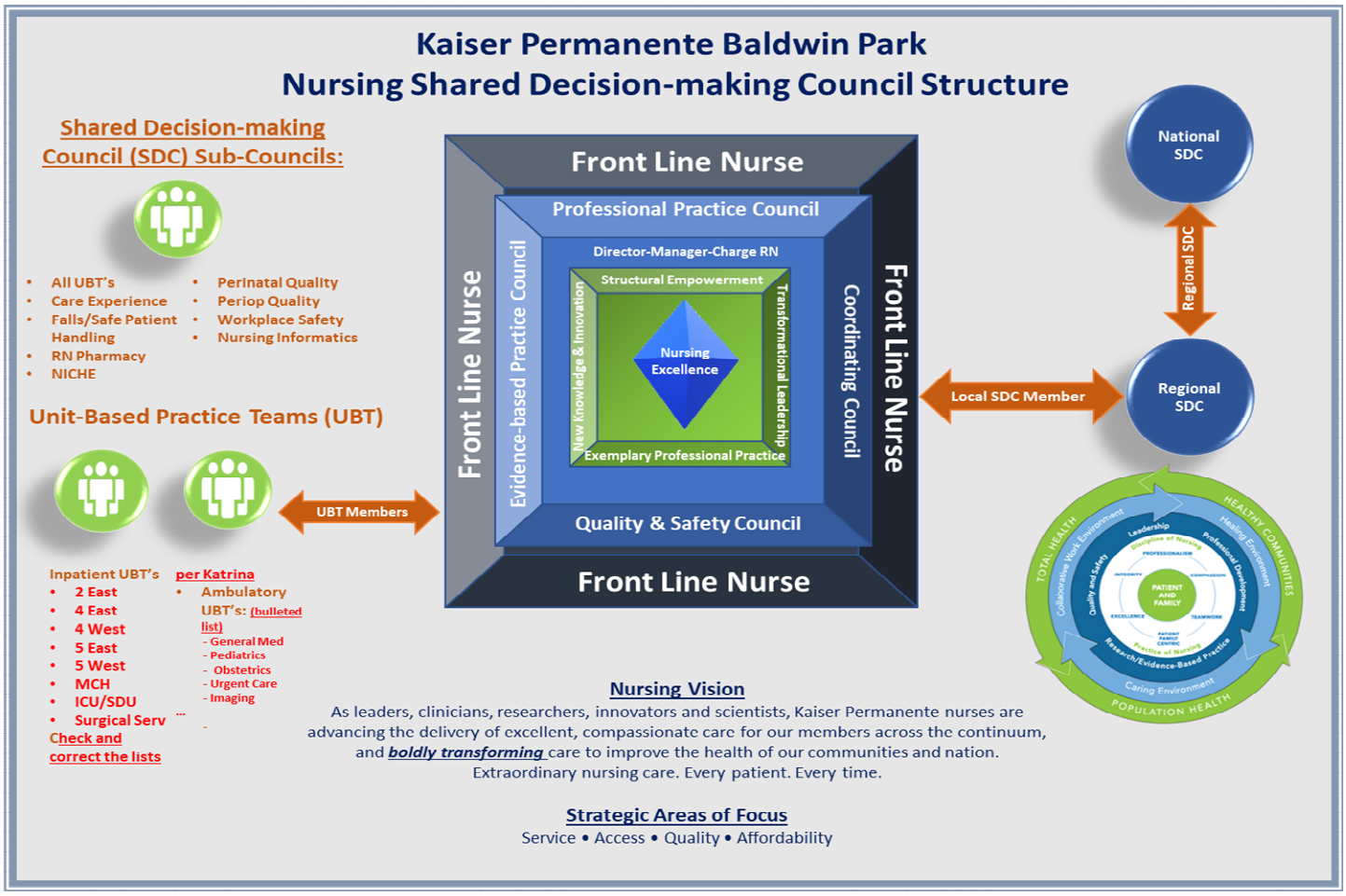
New Nurse Graduate Transition to Practice Overview



New Nurse Manager Transition to Practice Overview



Nurse Empowerment





Your SDC Primary Councils

- **COORDINATING COUNCIL (CORC)** — *TRANSFORMATIONAL LEADERSHIP*
- **PROFESSIONAL PRACTICE COUNCILS (APPC/IPPC)** — *STRUCTURAL EMPOWERMENT*
- **EVIDENCE-BASED PRACTICE & INNOVATION COUNCIL (EBI)** — *NEW KNOWLEDGE AND INNOVATION*
- **QUALITY & SAFETY COUNCIL (QSC)** — *EXEMPLARY PROFESSIONAL PRACTICE*

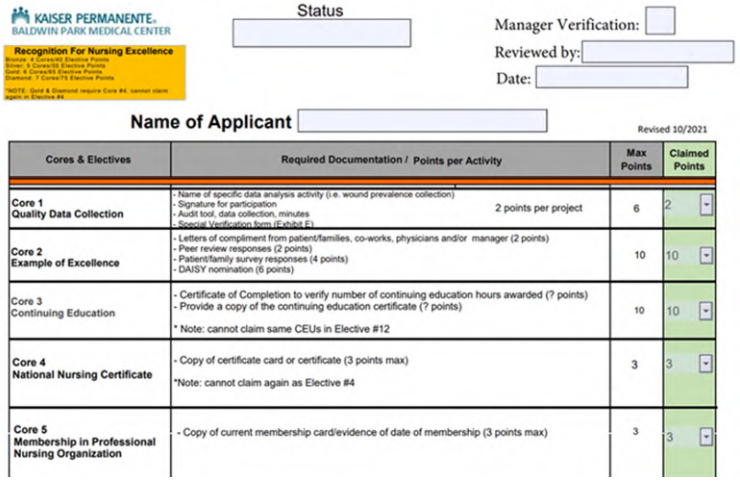
Bi-Annual All-council Retreat

- **Membership by application**
- **Model structure expanded**
- **Charters/bylaws & goals updated**
- **Council templates updated**
- **Bootcamp training for new members**
- **Bootcamp training for new facilitators**

Nurse Empowerment

CLINICAL LADDER INTRODUCTION

The Professional Development Program – Clinical Ladder is a voluntary nursing program that recognizes the development of nursing excellence while retaining expertise enhancing quality care. The program has a theoretical basis stemming from Patricia Benner's work on identifying the development of nursing practice from novice to the expert. Patricia Benner's premise is that nurses achieve discernable differences in their practice through work, experience, and education. The program was developed by and for Registered Nurses and has the following objectives:


KAISER PERMANENTE
BALDWIN PARK MEDICAL CENTER
Recognition For Nursing Excellence
Status
Manager Verification:
Reviewed by:
Date:
Name of Applicant
Revised 10/2021

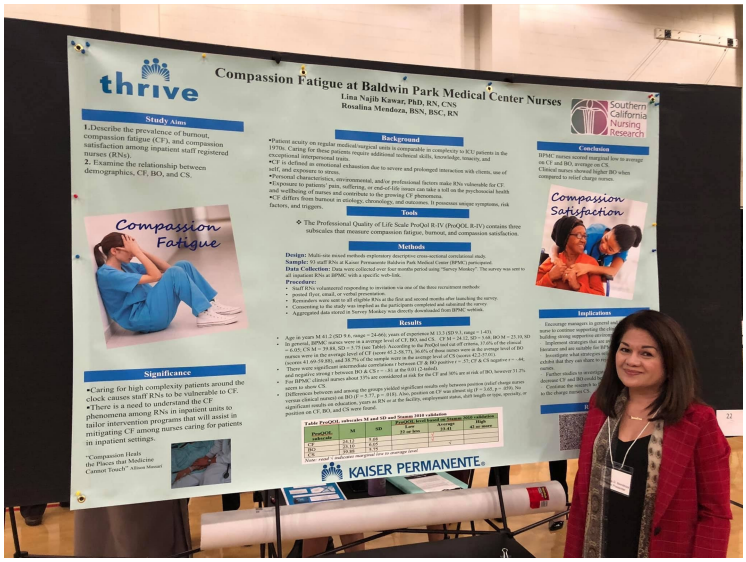
Cores & Electives	Required Documentation / Points per Activity	Max Points	Claimed Points
Core 1 Quality Data Collection	- Name of specific data analysis activity (i.e. wound prevalence collection) - Signature for participation - Audit tool, data collection, minutes 2 points per project - Special Verification form (Exhibit E)	6	2
Core 2 Example of Excellence	- Letters of compliment from patient/families, co-works, physicians and/or manager (2 points) - Peer review responses (2 points) - Patient/family survey responses (4 points) - DAISY nomination (6 points)	10	10
Core 3 Continuing Education	- Certificate of Completion to verify number of continuing education hours awarded (? points) - Provide a copy of the continuing education certificate (? points) * Note: cannot claim same CEUs in Elective #12	10	10
Core 4 National Nursing Certificate	- Copy of certificate card or certificate (3 points max) *Note: cannot claim again as Elective #4	3	3
Core 5 Membership in Professional Nursing Organization	- Copy of current membership card/evidence of date of membership (3 points max)	3	3

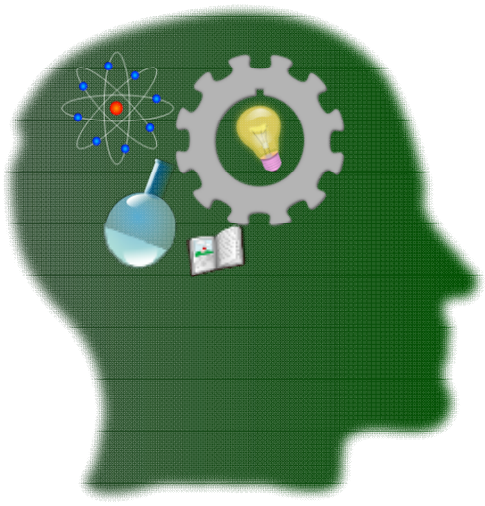
- Provide RNs who deliver/impact patient care services with the recognition associated with their levels of clinical expertise
- Provide RNs who deliver/impact patient care services with incentives to increase and broaden their current clinical experience
- Provide a program to attract and retain highly competent RNs who deliver/impact patient care services and thus provide a high level of quality patient care
- Promote excellence in nursing in an environment which relies on evidence-based practice to enhance the quality of patient care

Benner used the model originally proposed by Dreyfus and described nurses as passing through five levels of development: novice, advanced beginner, competent, proficient, and expert. Each step builds on the previous one. As abstract principles are refined and expanded by experience and the learner gains clinical expertise. The program has identified four levels to recognize RNs– Bronze, Silver, Gold, and Diamond.



New Knowledge





Incorporation of the science of nursing minimizes risk and improves patient safety. BPMC nursing recognizes Rosalina Mendoza MSN, RN, clinical nurse from 4 West Medical/Surgical/Telemetry for her passion and contributions to nursing excellence. She has played an integral role in the spread of evidence-based practice and nursing research. Her passion for research led to her appointment as the BPMC research chair and alternate liaison since 2017. In her own pursuit of excellence, Rosalina was awarded a research residency under the guidance of our Regional Nurse Research team. In 2021, she was nominated as the regional nursing research committee alternate co-chair. In 2022, she became the regional nursing research committee chair.

Rosalina had been volunteering and participating as the chair of the Nursing Research Study Review Subcommittee since 2019. Rosalina reviews the studies and shares her feedback on the nursing research studies before they are sent to the Institutional Review Board (IRB). The goal of this committee is to provide the principal investigator with recommendations to strengthen the proposal. If Rosalina is not able to attend the meeting in person, she sends her feedback in writing via email. The BPMC nursing excellence road to Magnet is appreciative of all her contributions to nursing excellence. Job well done, Rosalina!

- **Shared Decision-making Evidence-based Practice Council**
- **Free training to all nurses on the Iowa model of evidence-based practice**
- **KP BPMC partners with Kaiser Permanente Southern California Internal Review Board standard operational procedures to approve research proposals**
- **Nursing research developmental roadmap for nurses**
- **Clinical librarian**
- **Nurse scientist partnerships**



Innovation in Action

Background

In August 2021, Randa Altaji, Assistant Manager of 5 East and 5 West Medical Surgical Unit identified that the BPMC flu vaccination rate for inpatients had room for improvement. As a member of the nurses' shared decision-making council, Randa took this issue to the council.

Clinical nurses expressed their concerns and indicated that the flu vaccine should be prioritized. The nurses identified various missed opportunities to vaccinate patients. The council generated a PDSA which identified a clinical nurse exclusively assigned to vaccinate patients. The PDSA was presented to the CNE for approval of additional 4 hours budgeted time wherein a modified duty RN would take on this dedicated vaccination nurse role.

Description of the Initiative: Best practice recommendations to improve flu vaccinations

Proposal: A daily nurse-focused flu vaccination campaign

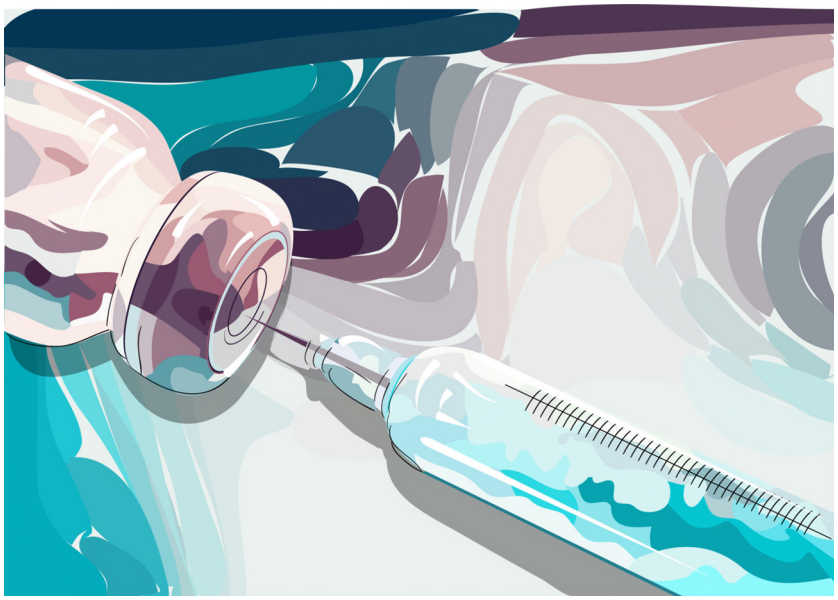
Led by: Randa Altaji RN, (member of BP Local EBP Shared Decision-making Council)

Clinical nurse team: Amanda Chevy, Maria de Jesus, Patricia Serrano, Jin Tao, and Rosalina Mendoza.

Units targeted: The MST units of 4W and 5W MST

Process:

- Clinical nurses served as unit champions
- A standardized practice identified – scripting, documentation of administration, documentation of reasons for refusal
- Schedule the flu vaccine nurses daily
- Nurses were invited to sign up to work four to eight hours per week
- Collaborate with the in-patient pharmacist



Innovation in Action

Pronation Therapy in Critical Care/Step Down Unit utilizing Safe Patient Handling Equipment/Supplies

During the COVID-19 pandemic, accessibility to the automated pronation bed (RotoProne) was not available for rent due to high demand by other hospitals. A call for action was requested in April 2020 to implement manual pronation therapy to improve arterial oxygenation and pulmonary mechanics in patients with acute lung injury or acute respiratory distress syndrome (ARDS) while maintaining patient and staff safety for the Critical Care Unit and Step-Down Unit RNs and lift techs. Manual pronation was used when there were no RotoProne beds available or a delay in RotoProne bed delivery to the hospital. In June 2020, education and training began for the automated pronation as RotoProne beds became more available and included the Perioperative areas. Full implementation of manual and automated pronation was evident during the COVID-19 surge, especially during October 2020-March 2021. Currently, manual and automated pronation therapy remains as a care delivery process that we provide at Baldwin Park Medical Center.





Honoring Excellence

The DAISY FOUNDATION™

HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES

Inpatient Daisy Awards

- **Jamie Rivera,**
  RN, 5 West
- **Jen Ramos**
  RN, 5 West
- **Josely Tatada**
  RN, 4 West

Ambulatory Daisy Awards

- **Caryl Joseph**
  RN, Pain Management
- **Luz Basmajian**
  RN, Physical Medicine
- **Ryan Dougherty**
  LVN, Oncology
- **Ryan Kirkpatrick**
  RN, Cardiology
- **Sharon Williams-Hargrove**
  RN, OB-GYN



Congratulations to **Ryan Dougherty, RN,** Oncology, Baldwin Park, for receiving a DAISY Award. He was nominated by the Oncology Department.

Below is an excerpt from the nomination:

Ryan has been an example of what is means to have leadership skills, exemplary service, commitment to excellence, and a positive influence on his team members and patients. He is a hard worker, and nothing is beneath him. He is always happy to help and does more than is expected of him. Ryan communicates clearly and effectively with staff and patients. He is always willing to go the extra mile, like cleaning chairs so patients will not have to wait to get their treatment and takes patients to drop-off location for their transportation when they are not feeling well. He has a great sense of humor that brings light to the infusion center. When Ryan is faced with a dilemma or situation, he deals with it head on. He is one of those employees who is not afraid to speak up and shares ideas on how to improve the patient experience. When it comes to Ryan's bedside manner, he is attentive and compassionate to what the patient is needing at that time. Ryan is always willing to help a patient, family member, and even a co-worker no matter what is going on or amount of work he has. His Charge RN shared, "Ryan is reliable and demonstrates great dedication to the department."



Congratulations to Jaime Rivera, RN, 5 West, Baldwin Park, for receiving a DAISY Award. He was nominated by a member.

Below is the nomination:



I want to congratulate you on having Nurse Jaime on the medical team. His work is excellent. He was always praying that I will be well and did not miss anything. He was very attentive to my needs and my medicines.

He was cordial, respectful, attentive, and friendly, which made the days as comfortable as possible. Thank you very much Nurse Jaime for all. May God continue to give you the wisdom to provide care and respect to your patients. It is really a blessing that you have been my nurse. I will always be thankful. You are really touching lives.

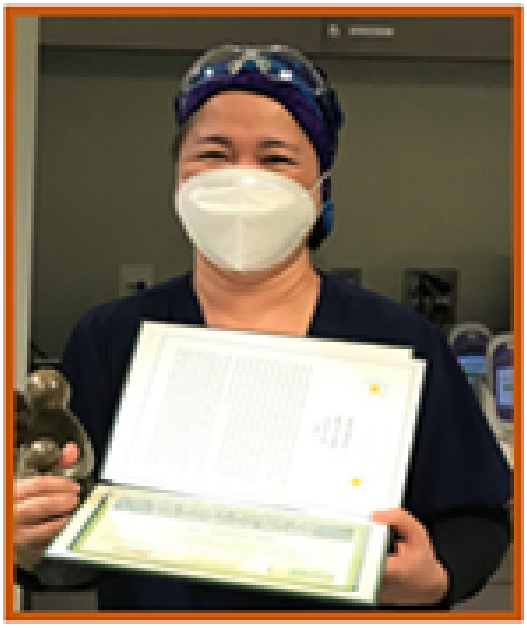
A thousand blessings and thank you very much.

Honoring Excellence

Congratulations to **Jen Ramos, RN,** 5 West, Baldwin Park Medical Center, for receiving a DAISY Award. She was nominated by a patient.

Below is an excerpt from the nomination:

I had a wonderful experience with all staff at Kaiser Permanente however, Jen made a big impact simply for being her genuine self. My recovery was off to a good start thanks to Nurse Jen. Although we were wearing masks and I could not see her smile, the twinkle in her eyes and her infectious laughter made me feel safe and comfortable. She was very informative and always explained what to expect throughout the day and night.



Congratulations to **Joanne Perez, RN, FCC,** Baldwin Park Medical Center, for receiving the first **Dahly Award**. She was nominated by the Care Experience Champions Council. This award was created in honor of Dahlene Ann Martin Lovelace, RN, who served as the Director of Professional Development and Education at BPMC. Three years ago, on June 9, 2018, Dahly passed away after being critically injured in a motor vehicle accident.

The award is based on Dahly's professional and personal values and qualities as a nurse. It is awarded to the nurse who best exemplifies the same devotion as Dahly. The Dahly award was presented to Joanne Perez who always goes above and beyond for her patients. She demonstrates excellent behaviors, such as positivity in times of adversity, encourages and influences her peers, and has a caring and loving spirit. All qualities that are well deserving of the Dahly Award winner.



Honoring Excellence

Congratulations to **Josely Tatada, RN,** 4 West, Baldwin Park Medical Center, for receiving a DAISY Award.



Below is the nomination:

Nurse Josely is the kindest nurse in the unit. I was desperate and crying. She went above and beyond to help me through the moment so I wouldn't give up. She gave me a sponge bath to clean me up and help calm me down. She gave me my integrity back with kindness. I'll never forget her, and I owe her for keeping me safe. She reassured my daughter over the phone. God bless her.



Felicia Salazar, RN, Infusion Center, received a DAISY Award. Sadly, she passed away and her husband accepted it on her behalf.

Felicia was recognized by her coworkers for her leadership, commitment to excellence, clinical skills, compassionate care, exemplary service, and for continuing to serve as a positive influence despite her own personal medical battle. She always made sure to be available for her patients. Patients shared that she always had words of encouragement during their scary battle with cancer. She demonstrated compassion by always providing a listening ear regardless of how busy she was. She also took the time to speak at our breast cancer support group during her days off. Although she is no longer with us, she truly is a role model to all the nurses in our department.



Honoring Excellence

Congratulations to **Ryan Kirkpatrick, RN**, Cardiology, Baldwin Park Medical Center, for receiving a DAISY Award.

Below is an excerpt from the nomination:
Our family was so worried about our 88-year-old father after his cardiac surgery. Ryan was exemplary from the start and was able to put our worries at ease. He made this experience much more calming than we could have ever imagined. He has gone above and beyond, and we are extremely thankful for all his help.



Congratulations to **Luz Basmajian, RN**, Physical Medicine, Baldwin Park Medical Center, for receiving a DAISY Award.

Below is an excerpt from the nomination:
Luz has a very positive attitude and heart of gold! Whenever she is asked to do something out of her ordinary day, she is more than willing to do it with no questions asked and, most importantly, does it with a smile. She takes her job very seriously and commits to serving every member with a smile. She is truly an asset to our organization. Luz is a stellar extraordinary nurse, well deserving of the DAISY AWARD!



Honoring Excellence

BPMC celebrates nurses

In appreciation for the quality of care that nurses provide to our members, various celebrations took place at the Baldwin Park Medical Center and our outlying medical offices in observance of National Nurses Nursing leadership welcomed nurses and extended their appreciation for their dedication to our members. Several DAISY Awards were presented. Thank you to all our nurses for your selfless commitment to the health, safety, and welfare.







SPOTLIGHT – RECOGNIZING NURSES

Pamela Loera, RN, Wound Ostomy Continence, Baldwin Park Medical Center



Why did you become a nurse?

I've always wanted a career that focused on doing good. I wanted to be able to wake up every morning and feel like my actions would make a difference for someone.

What do you love about being a nurse?

I truly enjoy the excitement and knowledge that being a nurse brings. I love being part of the diverse team of wound/ostomy nurses. As a nurse, I've been able to empower my patients to advocate for their health and provide care options for them to achieve the best outcomes.

What has been the hardest/most challenging/rewarding part of being a nurse during the pandemic?

Through all the challenges we faced, the pandemic really brought out the unity and perseverance in everyone. Regardless of a person's title or letters behind their name, we all needed to come together to function as a unit. We needed to be each other's support system as well. We all had to hold each other up through the good days and the bad.

Honoring Excellence

Baldwin Park Medical Center 2021 Regional Everyday Heroes Gallery. Their panels are displayed at the Southern California Regional Offices Gallery at Walnut Center. Below is an excerpt from the Baldwin Park Medical Center Honoree:

Destiny Chavez, LVN



Many people stopped on the freeway to look at the accident but were too afraid to help, except for one person: Destiny Chavez, LVN, Gastroenterology, Baldwin Park Medical Center. “I didn’t have to think about it,” says Destiny recalling her dash to help a young woman who ’d just been thrown from her motorcycle. The girl was badly hurt. “She just held on to me and kept looking into my eyes,” explains Destiny. “She was so scared.” Destiny comforted the girl and held her steady to prevent further harm. She covered her with a blanket to guard her privacy and save her the distress of seeing her own injuries. Even as Destiny herself faced danger from moving traffic, she soothed and protected the terrified girl until paramedics arrived. “This girl was so lucky that Destiny was there for her,” says Diana Juarez, Clinical Services Secretary, Ob/Gyn, San Bernardino County Service Area, who also happens to be Destiny’s proud mom. “Many people were there but only Destiny showed the courage to help.

Recognizing exceptional service

Congratulations to **Xochitl Rocha, LVN**, and **Karen Montiel, LVN**, COVID-19 Vaccination Team, for receiving Care Extraordinaire Program Extraordinary Service Awards.



We are 79 and 80 years old and have been searching diligently (phone and computer) for a place where we could get an appointment to get a COVID-19 vaccination. This has been very frustrating, and to no avail. Until we found that KP was providing the shots to those in the community over 75 years of age. We were relieved and signed up for an appointment immediately. When we arrived at Baldwin Park Medical Center, we were impressed with how efficiently we were treated from the moment we were at the door to when we left. All wonderfully well done. Thank you!

Honoring Excellence

CELEBRATING 365 DAYS OF BEING INJURY FREE

Senior Leadership and the Workplace Safety Team extended their appreciation and gratitude to the Baldwin Park Gastroenterology team for achieving 365 days free of injury.

Everyday safety-mindedness sets a great example for everyone, and the GI team has demonstrated that in their department. The department shared that proactive risk and hazards identification and mitigation, and teamwork contributed to the success of their safe environment. Thank you for modeling workplace safety for everyone!







BPMC OR AND PERIOPERATIVE TEAM AT IRWINDALE IS RECOGNIZED FOR PATIENT SAFETY

Medical Center Leadership and Risk Management/Patient Safety, BPMC, presented the BPMC Operating Room team and Irwindale Perioperative Team with a Certificate of Achievement for their outstanding efforts to prevent Adverse Outcome/Never Event for their patients.

Congratulations to the BPMC OR team and Irwindale Perioperative Team for your compassion, thoroughness, and for ensuring that patients are always safe. Thank you for your diligence, speaking up, and preventing Never Events for more than 365 days!

Honoring Excellence

KINDNESS BASKETS AND COFFEE

Staff from departments were surprised with Kindness Baskets full of healthy snacks and coffee, courtesy of Hospital Leadership, to let them know that their hard work is appreciated during these difficult times. Each week, two departments were recognized both day and evening/night staff. Special thanks to the Service Excellence Team for making this possible. Some of the staff are pictured below.



2 East



CCU



FCC



SDU



NICU



4 East



L&D



4 West

Community Outreach

Aware For Excellence In Community Outreach

Kaiser Permanente Baldwin Park was awarded the Diamond Award for Excellence in Community Outreach by the San Gabriel Valley Economic Partnership. Each year, the Partnership recognizes individuals and organizations for their extraordinary achievements to the San Gabriel Valley. Kaiser Permanente has always demonstrated excellence in integrating care for its members. This has never been as important as over the course of the 2020-2021 COVID-19 pandemic, when our local medical institutions were sorely tried. Kaiser Permanente Baldwin Park Medical Center demonstrated their many years of experience in response to the pandemic and continues to be a local leader in community outreach and health care.



Eugene Cho, SVP/Area Manager, BPMC, accepted the award.

R.J. Erickson Award – BPMC Vaccination Team

Congratulations to the Baldwin Park Medical Center COVID-19 Vaccine Team for receiving the R.J. Erickson Award during last week's NEID Conference. The award recognizes individual and group achievements in the categories of Workplace, Care Delivery, and Community.

Here's the nomination:

The Baldwin Park Medical Center COVID-19 Vaccine Team has vaccinated over 200,000 people to date, 77.2% Overall Penetration, and 75.1% Penetration for our African American Population. Our Equity Hotspots Penetration is over 68%. In response to the increased community demand for the COVID-19 vaccinations, we moved to a larger location at the Esther Snyder Community Center at the heart of Baldwin Park, a community that is 58% non-white. This increased community access to the vaccine. In this larger location, we had the capacity to vaccinate 3,000 people a day. Our commitment to the care of our community and inclusiveness of our diverse populations is the platform of our success





Community Outreach

Spreading holiday cheer to local children

This community effort, coordinated by the City of Baldwin Park, provides clothing and shoes for low-income children referred by the Baldwin Park Unified School District. With the assistance of volunteers and sponsorship from local organizations, more than 400 children received a $80 gift card to spend on clothing from Walmart. The Baldwin Park Public Affairs Department served as a sponsor for more than 30 children. KP has sponsored the program since its inception over 20 years ago. More than 30 staff volunteered for the event and created a special holiday memory for a child. Thank you for sharing your time.





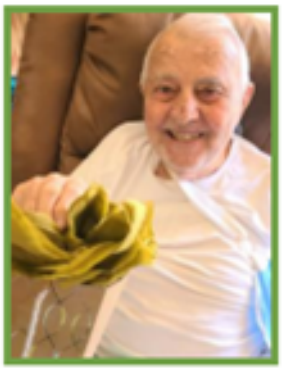


Senior Pen Pal Program is a success

Kaiser Permanente Baldwin Park Medical Center partnered with Atria, Regency Grand, and Country View, assisted living facilities in Covina and West Covina, to write letters to senior residents during the pandemic. All assisted living facilities have been closed to visitors, so the Senior Pen Pal Program gave seniors the opportunity to interact with our physicians and staff. The resident's last letter included a special gift to remember the program. "Every day that a letter from my pen pal was brought to me, were days that brought joy. She is a remarkable lady that I can now call a friend. Thank you for this connection that was brought to us," says Sonia Alaniz, Physician Compensation Analyst, BPMC. Kudos to the 45 physicians and employees who participated in the program and made a difference in the lives of seniors.

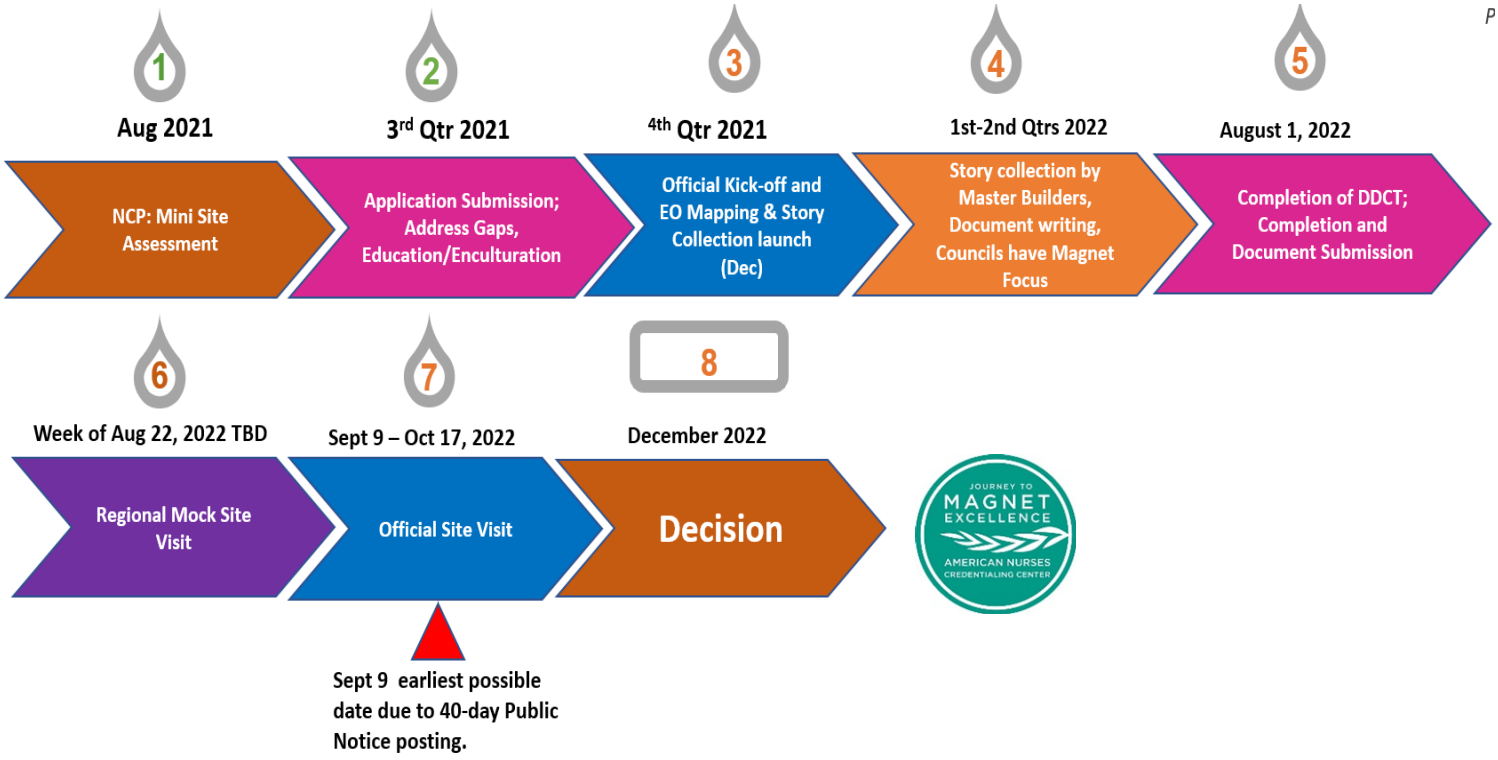






A Vision for Tomorrow - Achievement of Magnet Designation

Our Journey to Magnet







2021

Extraordinary Nursing Care.
Every Patient.
Every Time.

KAISER PERMANENTE®