

2024 Nursing year in review

Kaiser Permanente Orange County -
Irvine Medical Center



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A message from the Chief Nurse Executive

In review of the past year, I want to take a moment to reflect on the extraordinary accomplishments of our hospital nursing team. Your hard work, dedication, and unwavering commitment to excellence have truly shone over the past year, and I am deeply grateful for all that you do. Health care continues to challenge us with its fast pace, complexities, and everchanging environment. Despite these challenges, your resilience and focus on delivering exceptional patient care have been nothing short of inspiring. Whether it's supporting each other through busy schedules, adapting to new procedures, or ensuring the best possible outcomes for our patients, you have consistently demonstrated the values and mission of our organization. You are helping our community Thrive, one member at a time. As we look ahead to the coming year, I am thrilled about the opportunities before us. Together, we will develop our third Magnet document and prepare for our third Magnet designation—a reflection of the world-class care and collaborative spirit that define our nursing team. I have no doubt that with your continued passion and expertise, we will achieve this milestone and many more ahead. Thank you for all that you bring to our patients, colleagues, and to this organization every day. Your contributions make a lasting difference, and I am honored to work alongside such a dedicated and talented team. Here's to another incredible year of growth, success, and continued excellence!

With gratitude and admiration,

Wendy A. Cortez, DNP, RN, NEA-BC, NPD-BC

Chief Nurse Executive, Irvine Medical Center
Kaiser Permanente Orange County



Wendy A. Cortez,
DNP, RN, NEA-BC, NPD-BC
Chief Nurse Executive

Our **cause** is health.
Our **passion** is service.
Partnering with our providers, staff, patients and families.
We make lives better.





Organizational demographics

Members served: 591,653

Total licensed beds: 269

Emergency department beds: 36

Number of births: 2,559

Registered nurses: 891

Registered nurses advanced degree rate with BSN or higher: 89.6%

Registered nurse professional specialty certification rate: 23.8%

Registered nurse turnover rate: 5.8%

2024 Awards and accolades

January 2024

2024 Physicians of Excellence

The Orange County Medical Association named 121 Kaiser Permanente Orange County physicians as 2024 Physicians of Excellence. These physicians are among the most accomplished and caring providers in Orange County.

May 2024

Cal Hospital Compare (CHC): Patient Safety Honor Roll

Kaiser Permanente Anaheim and Irvine Medical Centers are on Cal Hospital Compare's patient safety honor roll for 2024. The CHC patient safety honor roll 2024 evaluates 1) 12 patient safety measures including hospital-acquired infections and sepsis management; and 2) Leapfrog hospital safety grades.

Newsweek Best Maternity Hospital

Kaiser Permanente Anaheim and Irvine Medical Centers have been recognized on Newsweek's list of Best Maternity Hospitals 2024, a prestigious award presented by Newsweek and Statista, the world-leading statistics portal and industry ranking provider.

Leapfrog "A" Safety Grade

Kaiser Permanente Anaheim and Irvine Medical Centers once again received the prestigious "A" Leapfrog Hospital Safety Grade for Excellence in Patient Safety for Spring 2024. Irvine has achieved straight A's for 24 consecutive times.

July 2024

American Heart Association's Get with the Guidelines®

Kaiser Permanente Orange County hospitals received the American Heart Association's Get with the Guidelines® – Stroke Gold Plus quality achievement award. This award highlights a commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines leading to reduced disability and lives saved.

2024 Awards and accolades

July 2024

US News & World Report Best Hospitals

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 2024-25 "Best Hospitals" rankings, including "high performing," in gastroenterology & GI surgery; geriatrics; and orthopedics; and nationally for pulmonology and lung cancer. Also, Kaiser Permanente Orange County ranked #11 in the LA metro area (LA and Orange County); #23 in California, and #47 in the nation for pulmonology and lung surgery.

October 2024

Centers for Medicare & Medicaid Services (CMS) 2025 Medicare Star Ratings

CMS awarded Kaiser Permanente California's Medicare advantage health plans with 4.5 stars, according to the centers for Medicare & Medicaid Services 2025 Star Ratings. Medicare star quality ratings evaluate many areas of care and service, including keeping members healthy, managing chronic conditions, patient experience, customer service, patient access, and pharmacy services.

November 2024

Leapfrog "A" Safety Grade

Kaiser Permanente Anaheim and Irvine Medical Centers once again received the prestigious "A" Leapfrog Hospital Safety Grade for Excellence in patient safety for Fall 2024. It's the 26th consecutive time Anaheim has earned an "A," making it one of only 12 hospitals in the country and 2 in California to be awarded an "A" in every cycle since spring 2012. Irvine has achieved straight A's for 25 consecutive times.

December 2024

Leapfrog Top Teaching Hospital

Kaiser Permanente Irvine Medical Center has been named a 2024 Top Teaching Hospital by the Leapfrog group, a national watchdog organization of employers and other purchasers known as the toughest standard-setters for health care safety and quality.

U.S. News & World Report Best Maternity Hospitals

Kaiser Permanente Anaheim and Irvine Medical Centers, named as 2025 High Performing Hospitals for Maternity Care (uncomplicated pregnancy). This is the highest accolade for U.S. News' best hospitals for maternity care, designed to help expectant parents make informed decisions about where to receive the best maternity care.

Recognizing nursing excellence





Irvine Medical Center recognized with 2024 Leapfrog Award for Top Teaching Hospital

[The Leapfrog Group](#) announced its 2024 Top Hospitals award winners, and it is with great pride that Kaiser Permanente Orange County—Irvine Medical Center has been recognized as a Top Teaching Hospital. This prestigious distinction is given to hospitals that meet the highest standards of quality and safety in the nation. Irvine Medical Center joins five other Kaiser Permanente Southern California hospitals with the Top Teaching Hospital honor, and is the only hospital recognized in Orange County. But that's not all! Kaiser Permanente Orange County medical centers earned an "A" Leapfrog Hospital Safety Grade for fall 2024, highlighting our commitment to protecting patients from preventable harm. Irvine Medical Center has consistently earned this grade 25 consecutive times.

In addition, [U.S. News & World Report](#) has named Kaiser Permanente Orange County medical centers as 2025 High Performing hospitals for Maternity Care (Uncomplicated Pregnancy). This is the highest accolade for U.S. News' Best Hospitals for Maternity Care, designed to help expectant parents make informed decisions about where to receive the best maternity care. Our Anaheim and Irvine medical centers received this high performing designation due to outstanding maternity care, measured by factors such as newborn complication rates. They join 11 other Kaiser Permanente hospitals in Southern California on U.S. News' national list of Best Hospitals for Maternity Care.

U.S. News & World Report's 2024-2025 Best Hospitals Rankings



Anaheim and Irvine medical centers have once again been rated among the best in the nation for delivering high-quality care, according to U.S. News & World Report's 2024-2025 Best Hospitals rankings.

Additionally, we were ranked among the top-ranked in California for overall care, and among the nation's best for a specialty.

Our Kaiser Permanente Orange County hospitals, along with 35 other Kaiser Permanente hospitals across the country, were rated among the top 10% - 20% in the nation as high performing for at least one of the 35 medical specialties, conditions and procedures that U.S. News & World Report monitors. The three specialties, conditions and procedures Kaiser Permanente Orange County rated high included gastroenterology & GI surgery; geriatrics; and orthopedics.

These accolades are a testament to Kaiser Permanente Orange County's firm commitment and dedication to providing our members with world-class, high-quality care. From the moment our members walk through our doors, they can count on the support of an accomplished team of experts working to provide compassionate care tailored just for them.

2024 Get with The Guidelines® Stroke Award!



Kaiser Permanente Orange County was awarded with the Get With The Guidelines® Gold Plus Stroke award from the American Heart Association. This accolade recognizes Kaiser Permanente Orange County with the Stroke Honor Roll Elite Plus, Advanced Therapy and the Type 2 Diabetes Honor Roll. This award is based on data from 1/1/2022 to 12/31/2023 and brings national attention to Kaiser Permanente Orange County for improving patient care through the most up-to-date evidence-based treatment guidelines.

The American Heart Association celebrated Kaiser Permanente Orange County as an award-winning hospital nationally by including our brand in their advertisements in US News and World Report "Best Hospitals" print and digital editions, and Kaiser Permanente Orange County was recognized at the AHA national conferences, including the International Stroke Conference & Scientific Sessions.

Working nurse magazine features Wendy Cortez, Chief Nurse Executive

In the May 2024 issue of the Working Nurse magazine, twenty nursing executives from local health care organizations shared their thoughts on important issues surrounding the nursing professional practice in celebration of Nurses Week, and our very own Chief Nurse Executive – Wendy Cortez was featured among the esteemed roundtable. See excerpts in the link below for what she had to say about professional development, connecting with staff, and how nurses can learn more about the complex business side of health care.

Read the full magazine here:

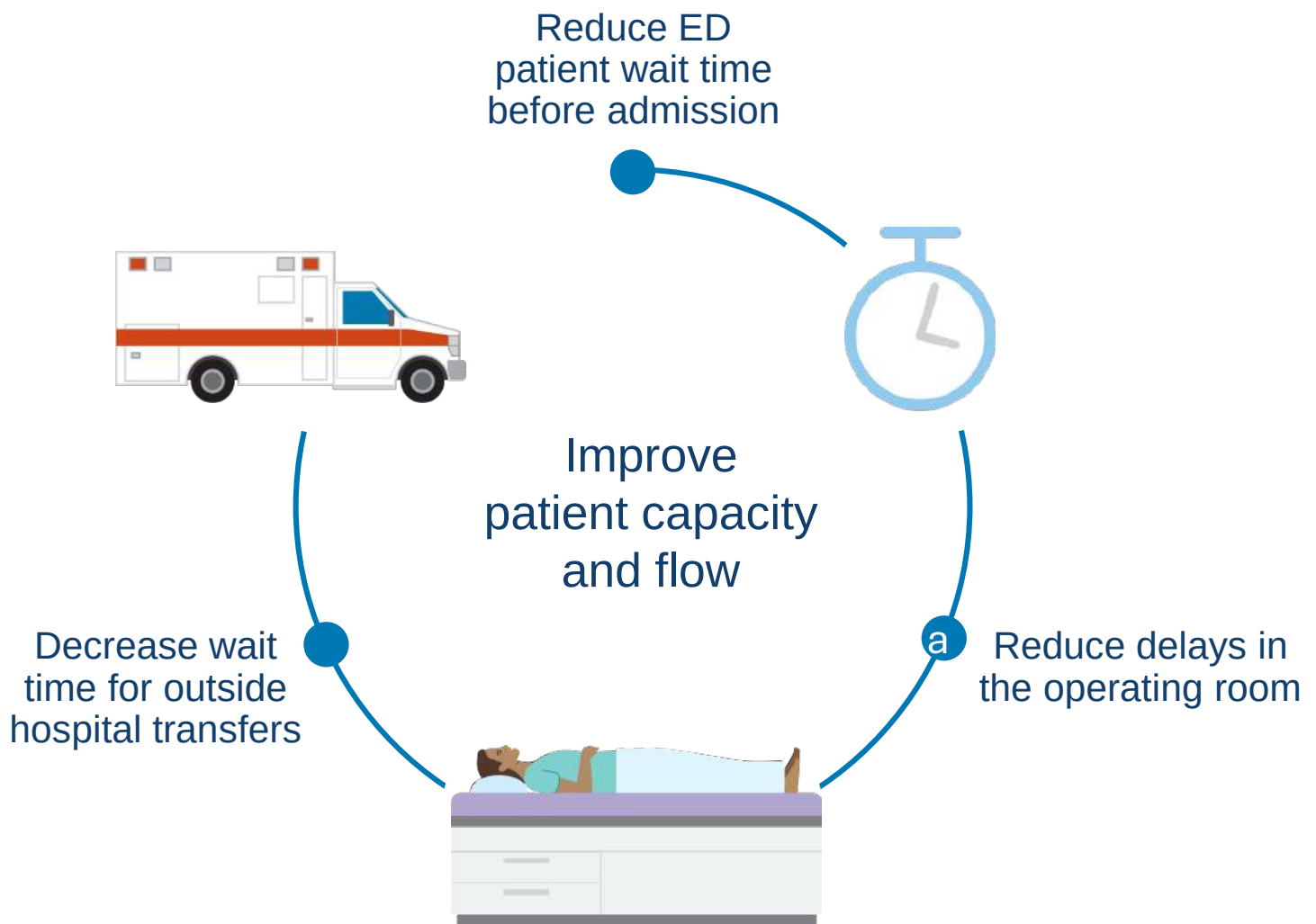
<https://www.workingnurse.com/magazine/may-2024/>



Critical Care Unit Program

Flexibility Requests

In efforts to improve patient flow in the hospital, Anaheim and Irvine Medical Centers have requested California Department of Public Health to renew previously approved program flexibility under sections 70495(e) and 70217 (a)(1) of title 22, California code of regulations. The request is to use dedicated intensive care unit (ICU) beds for lower acuity step-down patients and maintain a minimum nurse-to-patient staffing ratio of 1:3 for step-down patients. Details of this request can be found posted at each campus next to the hospital license.





The DAISY award for lifetime achievement

Patrick Hess,
DNP, RN, NI-BC, CEN
[DAISY spotlight link](#)

“With over 40 years of experience in the field of health care, a career becomes more than a job, but truly a lifetime achievement. Dr. Patrick Hess started his career in health care as a respiratory therapist in the early 80s. From there, he began an educational journey that made him the epitome of a “life-long learner!” Both long and prestigious, the list of his academic accolades and achievements is impressive. He completed a nursing degree at Purdue University, a bachelor’s degree from the University of Indiana (Go—Hoosiers!), and a master’s degree in health care at Notre Dame. The journey continued as he achieved a second master’s in nursing administration from the University of Illinois and then took a small—probably much need—break before earning his graduate certification in Medical Informatics, becoming a certified clinical informatics specialist nurse. The most recent accolade and icing on his academic career, Patrick achieved a doctor of nursing practice (DNP) from Cal State Fullerton during one of the most challenging times in health care history, the COVID-19 pandemic. Beyond his academic triumphs, his work as a nurse is impressive and extensive. He has worked as a staff nurse in the Emergency Department and PACU, as a manager, as an administrator, and even as an assistant vice president. He has worked in prestigious hospitals such as Northwestern Memorial in Chicago, New York Presbyterian, Hoag Newport Beach, and Los Angeles’ Cedars Sinai before finding a home here at Kaiser Permanente Orange County—Irvine Medical Center in 2012. With his extensive operational knowledge and informatics expertise, we have been incredibly lucky to have him with us for the last 12 years. Everyone knows him as a great resource, a clinical expert, and a reliable team member. Within and beyond these walls of Irvine Medical Center, Patrick is an accomplished presenter and author. For several years, he co-led our Research and EBP council and recently was instrumental in the publication of the team’s research study, “The effects of a DNR on patient care,” in the International Journal of Critical Care.



The DAISY Nurse Leader Award

Amy Tucker, DNP, RN,
CNML, PCCN, CMSRN
[DAISY spotlight](#)

“In the realm of nursing leadership, there exists a rare breed of individuals who not only excel in their professional capacities but also leave an indelible mark on the lives they touch. Amy Tucker, my former boss, current colleague, and forever friend, epitomizes this exceptional combination of leadership, mentorship, and compassion. As a manager, Amy’s dedication to fostering a supportive and empowering work environment knows no bounds. During my tenure as the staff educator for Kaiser Permanente Orange County, Amy’s unwavering support served as a cornerstone of our team’s success. She possessed a keen ability to identify and remove barriers, allowing me to thrive in my role and make meaningful contributions to our organization. Her leadership style was marked by encouragement, inspiration, and a genuine commitment to helping her team members reach their full potential.

Amy’s impact extends far beyond the confines of her managerial duties. As a colleague, she has graciously taken on the role of mentor, imparting invaluable wisdom and guidance on how to effectively manage and oversee the professional development department of a hospital. Her selflessness knows no bounds, as she willingly invests countless hours in assisting me with Kaiser Permanente learn module and report development and patiently addresses any questions or concerns that arise. Amy’s approachability, patience, and kindness serve as a beacon of light for all who have the privilege of working alongside her. Beyond the professional realm, Amy’s genuine warmth and compassion shine through in her role as a friend. Through the highs and lows of life, she has been a steadfast source of support and encouragement, demonstrating an unwavering commitment to those she holds dear. Amy Tucker embodies the essence of a DAISY Nurse Leader through her exemplary leadership, mentorship, and unwavering compassion.”



The DAISY Award for Extraordinary Nurses

Beatrice Tsakoumakis,
MSN, PHN, RNC-OB, C-EFM
[DAISY spotlight](#)

“Beatrice is an exceptional nurse who is always there to lend a helping hand. She excels in her role, often stepping in as a relief charge nurse and serving as the unit's unofficial information technology expert. Beatrice is dedicated to making her patients feel comfortable and well-informed, ensuring the best outcomes for both mother and baby. She is always willing to assist her colleagues, even when she has her own responsibilities, and is known for her kindness and teamwork. Beatrice takes on projects to improve unit efficiency, teaches others, and helps with Epic system navigation, making the department run more smoothly. Recently, one patient even wrote to commend her profound impact during one of the most paramount times in a new mother's life. She wrote, “Beatrice was our nurse for two nights in a row when our baby was due to deliver. She was extremely attentive to details and checked on us constantly throughout the night to make sure we were doing well. She adjusted the birthing position as necessary to keep mom and baby safe. When it came time to deliver the baby, Beatrice was there holding hands with Mom and helping her push to get the baby out. She was so good at being a strong supporter, using words of positive affirmation through each push. Finally, when baby was delivering, Beatrice stayed extra towards the end of her shift to ensure she would be there when baby M was delivered. She was amazing!”



The DAISY Award for Extraordinary Nurses

Dina Calvillo, BSN, RN

[DAISY spotlight](#)

“I was hospitalized for a total of 7 weeks while awaiting the birth of my first baby. The first two weeks were spent at another hospital until we were transferred back to Kaiser Permanente Orange County-Irvine Medical Center once our baby was past the minimum for their NICU stay. Dina was one of our many incredible nurses, but her dedication and care stood out in a way that I will never forget. From being the first one to suggest putting a thicker mattress on my bed for comfort to tirelessly looking over every single NST strip for signs of distress in our baby’s heart rate, Dina showed immense care, dedication, and love to us and our baby. She would stop by even when she wasn’t assigned to antepartum, and she brought me a crossword puzzle book to keep my mind occupied during the days. She was supportive when I cried with fear and anxiety, and humorous when we both needed a laugh. We joked that my baby would know her voice because of how often and well she cared for me. She even changed her schedule to be there for my c-section, which unfortunately ended up being moved to the day before. Whenever Dina was on shift, I knew I could breathe and relax because she was looking after my baby’s vitals with such diligence and care. I even felt comfortable enough to take a break from watching the heart rate monitor and nap while she was there, which was rare during this time period. I will never be able to thank Dina enough for her dedication to me and my family. I think of her often as I spend my days with my almost 8-month-old son.”



The DAISY Award for Extraordinary Nurses

Kelsey Alston,
BSN, RN, CCRN
[DAISY spotlight](#)

“Kelsey Alston's journey as a nurse reflects a blend of clinical expertise and heartfelt compassion, positioning her as a deserving nominee for the DAISY Award. Despite being relatively new to the profession, Kelsey has embraced nursing's fundamental values with clarity and conviction. As a Rapid Response Team (RRT) nurse, Kelsey's response to multiple distressing events showcased her dedication to both the clinical and human aspects of patient care. In a recent case involving a critically ill patient with profound loss and trauma, Kelsey not only demonstrated her clinical skills but also displayed a deep appreciation for preserving patient dignity and providing compassionate support throughout the recovery journey. Kelsey's dedication transcends her regular duties, which is evident in her willingness to go above and beyond the call of duty. Whether sacrificing her own time off to attend to patients' personal needs, offering hairstyling services to uplift spirits, organizing therapeutic activities, sharing her critical care

knowledge through teaching, collaborating with interdisciplinary teams, or actively participating in medical missions, Kelsey consistently exemplifies a deep commitment to service and compassion in nursing. Her impact extends beyond the hospital walls as she continues to follow up with patients, nurturing connections beyond immediate treatment. She recently participated in a medical mission trip to Nepal, inspired by a patient she had cared for previously. Alongside her team, Kelsey provided vital health care services to over 200 underserved individuals daily, addressing a wide spectrum of medical conditions while also delivering essential educational programs. Kelsey's dedication has earned praise from many patients and their families, who appreciate not just her clinical skills but also her ability to form genuine connections. She doesn't stop at providing immediate care; she makes it a point to check in on patients even after their clinical needs have been met. Kelsey's compassion and dedication to nursing's core values, making her a shining example of excellence and a true DAISY Nurse.”



The DAISY Team Award

4A MST Team

[DAISY spotlight](#)

“Prior to my recent stays in the hospital, I had no idea how hard and complex a nurse's job is. A nurse needs to understand medicine, technology, equipment, doctor's orders, documentation, communication, and complete care of their patients. But also, nurses clean after patients. They roll us if we need to be rolled. They make our beds if we make messes (sometimes while we are in it). They do all these things compassionately, with empathy, showing kindness in the patient's time of need. Nurses are the backbone of our health care system. I also learned that certified nursing assistants (CNA) are the nurses' support system. They do much of the hard labor when the nurse isn't available. They also treat patients with care, compassion, and empathy. A CNA has a hard, difficult job. The following professionals gave me quality care during my recent stay in the hospital, in October of 2023. Each individual shared their own personal style of care, enriching my health care experience. Many came to visit me just to check on me when I was no longer their patient. Each person is accountable, flexible, innovative, has integrity, is collaborative, caring, empathetic, diversity-minded, and works towards the best results for their patients. They truly are a patient's partner in healing. Please let them know my gratitude. I also want to thank Yuan Du, the nurse manager. The work release you brought me satisfied my company's HR department. The Triad ointment worked miracles for my pain relief. The waffle cushion has helped me get things done while sitting. I also appreciate our conversations on food and my health care.”



The DAISY Award for Extraordinary Nurses

Atina Mohsenzadeh,
BSN, RN

"Atina is one of the very best nurses I have dealt with." said the patient. "I appreciate her so much. She is so informative when I ask her questions. She calms my nerves when answering. She is so well-educated, smart. I am thrilled to have her 2 nights in a row. Not forgotten her kindness. She is so kind and thoughtful to help me get through this mentally and physically. This is a challenge for me, and she helps me in all different ways. She is so patient with me. She also stops what she is doing to help me. Such a great attitude! Thank you for employing Atina to the Kaiser Permanente team. She is such a positive asset to your team. so very special and wonderful to me." As a matter of fact, Atina joined our team less than a year ago. She had found her second home, made a lot of friends. On the other occasion, Her patient nominated her for being "a very personable nurse. caring for her patient. She is respectful when I need help. I love having her as my nurse during my stay. She's efficient yet kind and caring." On the same thank you note, patient/family also requested to have Atina be her nurse the following night. "I wish I could just adopt her; she is such a sweetheart." Atina's extraordinary care touches every patient of hers. Another patient of hers mentioned that "Atina was my night nurse. She is pretty, young, energetic, vibrant, beautiful, devoted to nursing, caring and sweet. She helped me every hour to get to the washroom until I fell asleep last night. I wish her all the best for her future advancement in nursing. May God fulfill her wishes and fly high to be the best nurse." Way to go Atina! Your compassionate care to every patient, every moment, and every day.

2024 Nurses Week celebrations!

This year's weeklong merriment was filled with excitement as each day celebrated the multi-faceted and pivotal role our wonderful nurses have within our organization and in the lives of our members. It was an amazing opportunity to showcase the professional practice of nursing and commemorate our Kaiser Permanente Orange County—Irvine Medical Center nurses as the leaders they truly are in advancing the standard of clinical patient care.



2024 Nurses Week celebrations



2024 Nursing Peer Awards

Nurse Advocate

Anna Kang, BSN, RN, CMSRN | *4A MST*

Ivy Fernandez, BSN, RN, CMSRN | *4B MST*

Resna Doria, MSN, RN | *5A MST*

Anitalyn Barber, BSN, RN | *ICU/CCF*

Mirasol Rosales, RN | *DOU*

Amanda Clingenpeel, BSN, RN | *Surgicenter*

Sara Katzenmeier, BSN, RN | *L&D*

Nicolette North, BSN, RN | *NICU*

Sarah Rubino, BSN, RN | *FCC*

Jenalyn Feliciano, BSN, RN | *UM/CM*

Nurse Sunshine

Atina Mohsenzadeh, BSN, RN | *4A MST*

Reymond Sagaoinit, BSN, RN, PCCN | *5A MST*

Belle Escobar, BSN, RN | *5B MST*

Newsha Ghorbani, BSN, RN | *DOU*

Sandy Gretz, BSN, RN | *Surgicenter*

Brian Kim, BSN, RN, CNOR | *SNC OR*

Tanya Newgent, BSN, RN | *Main OR*

Flora Lai, BSN, MS, RN, CCRN, SCRNP | *PACU*

Zi Yin, BSN, RN | *L&D*

Brent Wong, BSN, RN | *NICU*

Abigail Ortiz, BSN, RN | *FCC*

2024 Nursing Peer Awards

Nurse Innovator

Amy Tucker, DNP, RN, CNML, PCCN, CMSRN | *Education*

Bailey Broker, BSN, RN | *4A MST*

Terry Hwe, RN, CMSRN, ONS | *4B MST*

Janikka Villa, BSN, RN | *5A MST*

Jamie Dennewill, MSN, RN | *Surgicenter*

Cristina Jones, BSN, RN | *SNC OR*

Karen Perlas, BSN, RN | *Main OR*

Stacy Kelley, BSN, RNC-OB | *L&D*

Cyr Oca, BSN, RN | *NICU*

Mark Salunga, BSN, MBA, RN, CEN | *UM/CM*

Nightingale Award

Mervin Mandap, MSN, RN | *Emergency*

Merit Maasik, RN | *4A MST*

Angel Hernandez, MSN, RN, CMSRN, ONS | *4B MST*

Girlie Yu, BSN, RN, CMSRN | *5B MST*

Rico Velasco, BSN, RN | *ICU/CCF*

Dorota Hejno, RN | *DOU*

Monica O'Dea, BA, ASN, RN | *L&D*

Kim Thibert, RN, RNC-NIC | *NICU*

Jennifer Choi, MSN, RN, RNC-MNN | *FCC*

Maryanne Maglalang, BSN, RN | *UM/CM*

2024 Nursing Peer Awards

Team Player Award

Gail Marcelo, BSN, RN, CEN | *Emergency*

Shubham Das, BSN, RN | *4A MST*

Quyhn Nguyen, BSN, RN | *4B MST*

Kyle Ecijan, BSN, RN | *5A MST*

Abigail Rodriguez, BSN, RN | *6B/Float Pool*

J-Me Koehlinger, MSN, RN | *ICU/CCF*

Aaron Santos, BSN, RN | *DOU*

Cristina Jones, BSN, RN | *Surgicenter*

Imelda Cruz, BSN, RN, CNOR | *SNC OR*

Frederick Santa Ana, RN | *Main OR*

Mariasocorro Buenafe, RN, CCRN, CPAN, CAPA | *PACU*

Beatrice Tsakoumakis, MSN, PHN, RNC-OB, C-EFM | *L&D*

Angelica Monasterio, MSN, RN | *NICU*

Jill Caputo, BSN, RN | *FCC*

Kye Huh, MSN, RN | *HD/PICC/WOCN*

Terri Dandurant, BSN, RN | *UM/CM*

Transformational Leader

Manuel De Los Reyes | *4A MST*

Certified Nurses' celebration!

On March 19, certified nurses were celebrated with a breakfast in honor of their dedication to advancing the nursing professional practice and commitment to providing the highest quality care for patients. Through advanced certification, our nurses are elevating the standards for patient safety and clinical evidence-based practices, and this event was a wonderful celebration of these accomplishments!



Administrative Professionals Day celebration

On April 24, administrative professionals, including administrative assistants, ward clerks, coordinators, staffing specialists, project managers, and consultants were celebrated with a breakfast of burritos and coffee and recognized for their daily support in hospital operations and driving excellence in quality and safety patient outcomes.



Regional Everyday Heroes Award

Jacqueline Gallinato, RN

Yuan Du, MBA, BSN, CCRN-K, CNML

Toloue Aria, Ed.D., MBA

Lester Lining, MBA

Nursing Administration at Kaiser Permanente Orange County—Irvine Medical Center has a long list of skills, but wedding planning wasn't on it. Until now. When they learned that a patient had been hospitalized just days before his wedding and now wanted to get married in the hospital, they threw him a wedding.

They transformed the healing garden into a wedding venue complete with fresh flowers and a beautiful cake. They dressed their patient up in his wedding finery and wheeled him to the garden where he and his bride said, "I do." This team gave the couple the perfect little wedding, not quite what they had planned but maybe even better and more meaningful.

"I am so proud of our team for creating this extraordinary experience for our patient," says Juji Resurreccion, clinical director, Inpatient Services, Irvine Medical Center. "This couple left the hospital with a lifelong memory of how this team honored their sacred moment."



2024 Radiant Star Award winners

Angelique Laos | Critical Care Services

Carmela Sarno | Nursing Administration

Cherrie Alfonso | OSM Svc Admin- Nursing Float

Daniel Morris | Critical Care Services

Dorota Hejno | Critical Care Services

Jennifer Nanasca | Med/Surg - General

Jessica Pangilinan | Nursing Administration

Lorene Mayerhofer | Critical Care Services

Mary Angeline Garcia | Med/Surg - Unit 2

Merlina Natividad | Pathology

Michelle Benitez | Med/Surg - Unit 2

Mike Klosterman | Critical Care Services

Pacita Gracia | Med/Surg - Unit 3

Sylvia Cruz | Labor & Delivery

Tracy Mattson | Critical Care Services

Care experience spotlight

Wedding event for oncology patient's daughter

In the month of December, we had a patient in Kaiser Permanente Orange County—Irvine Medical Center who had been on chemotherapy, but the treatment had failed with complications and required daily transfusion with poor prognosis for this patient. The patient's daughter was scheduled to be married in February 2025, but with their recent events with her mom, she asked if she could have a wedding at Irvine Medical Center so that her mom can be present at her wedding. Of course, all stops were pulled to make this happen and with everyone leaning in (physicians, nursing, EVS, FANS, security, care experience and many others), a very beautiful ceremony was put in place to allow for a truly incredible and special moment for the bride and her mom.



Nursing Team Star Award recognition

The following Nursing Team Stars have been recognized for going “above and beyond”, patient recognition, being a team player, taking initiative, their creativity, personal interaction, and/or exceptional collaboration.



	August	September	October	November	December
Critical care	Aaron Santos	Newsha Ghorbani	Janette Mauer	David Zewari	
NICU and maternal and Child Health	CJ Oca	Kristin Marie Lapuz	Beatrice Tsakoumakis	Lindsay Pinault	Joon Lee
4 th Floor med surg	Brianna	Joanna Balmaceda	Vince Mejia	Shelly Hermosillo	Jessica Estaban
5 th Floor med surg	Thomas Foudy	Walid Wafa	Moosavi Seyed Ehsan	Anoopraj Sandhu	
Float pool	Julie Oliver		Jonilee Rolloda	Kristy Nguyen	Cherrie Alphonso
Emergency	Eddie Martinez	Whitney Rippon	Bibiano Gamez	Francis Escano	Ramiro Ramirez
Operating room	Marc	Jett			
Pre/post operative		Nicole Uong			

The voice of our members



“Nobody likes being admitted to the hospital after an emergency visit, it's a situation you don't expect and it's not fun – you're in pain and it's uncomfortable, but I have to say every single nurse, every single nurse's aide, literally everybody that helped me at Kaiser Permanente **went above and beyond**. I wanted to say thank you to every single person involved in my care, from when I came to the emergency to when I got discharged, the doctors and the surgeons that talked to me.”



“We had an **absolutely phenomenal experience** giving birth at Kaiser Permanente Orange County—Irvine Medical Center. Every single nurse and staff member who cared for mom in a serious situation, were **AMAZING, accommodating, excellent, professional, kind, and thoughtful**. We felt exceptionally cared for and attended to at every single juncture and left the hospital with nothing but a positive experience despite a serious situation.”

Transformational leadership





Ever Del Rosario

New clinical informatics practice specialist II

Ever Del Rosario MSN, RN, PHN, CCRN, CNML was appointed as the new clinical informatics practice specialist II. Ever brings a wealth of knowledge and experience to his role. His journey in health care is marked by significant leadership positions, including serving as an assistant department administrator for the Medical-Surgical Telemetry Department and in the role of house supervisor. Additionally, his contributions as an educator in both academic and clinical settings have been invaluable, further enriching his profile. Ever Del Rosario's expertise is not just confined to clinical practice. His involvement in utilization management highlights his ability to enhance health care delivery through efficient resource use. His academic achievements, include a Master of Science in Nursing, which equip him with the theoretical and practical knowledge to contribute to his new role. Ever is well on his way to earning his doctorate in nursing practice degree with an anticipated graduation date in the fall of 2024. Moreover, Ever Del Rosario holds professional certifications that underscore his commitment to excellence and health care. These include Public Health Nurse (PHN), Certified Nurse Manager and Leader (CNML), and Critical Care Registered Nurse (CCRN) certifications. Each of these achievements reflects his dedication to professional growth and his passion for improving patient care through evidenced-based practice and innovation. Ever Del Rosario's unique blend of clinical expertise, leadership experience, and educational background will make a significant impact on our clinical informatics initiatives.



Desiree Carreon

Department administrator
for perinatal services

The Maternal Child Health (MCH) leadership team at Kaiser Permanente Orange County—Irvine Medical Center announced the promotion of Desiree Carreon, BSN, RN to the position of department administrator of Perinatal Services, effective December 8, 2024.

Since joining Irvine Medical Center, Desi has demonstrated performance, leadership, and a strong commitment to our MCH team.

Desi has dedicated her nursing career in the Women and Children Service line for over 25 years. As the co-lead of UBT and the Irvine Medical Center Patient Care Experience, Desi continues to be committed to enhance the professional development of our staff as well as strive for excellence in patient care experience and outcomes.

During her leisure hours, Desi enjoys spending time with her family but especially her two grandchildren, Levi (6 years old) and Isabel (2 years old). When the grandchildren are out to play, she finds peace in diamond painting.

We look forward to Desi's continuous success as she embarks in this new leadership role.



Leilani Baclayon

**New MST assistant
department administrator**

It was with great excitement to announce that Leilani Baclayon joined Kaiser Permanente Orange County—Irvine Medical Center as the new assistant department administrator for our Medical-Surgical Telemetry unit on the 5th Floor. In this crucial role, she will be instrumental in managing a group of nurses and ancillary staff to ensure the best care for our patients and their families. Leilani's journey in the medical field has been nothing short of impressive. With over four years of experience as a resource registered nurse at Ronald Reagan UCLA Medical Center, she has honed her skills in providing nursing care for patients in various specialties. Her versatility was further demonstrated when she served as a critical care RN (ICU/PCU) relief charge nurse at West Los Angeles VA Medical Center. Her most recent role at Eisenhower Medical Center as an RN patient placement supervisor saw her collaborating with nursing supervisors to ensure appropriate staffing for each unit and discussing bed availability for upcoming shifts. Leilani's academic and professional journey is a testament to her dedication to the field of nursing. She holds a Bachelor of Science in Nursing from Azusa Pacific University, a testament to her commitment to learning and growth. Her expertise is further validated by her certification as a critical care registered nurse (CCRN), a recognition of her advanced knowledge and skills in critical care nursing.



Natalie Montoya

**Department administrator
for perioperative services**

It was a pleasure to announce the appointment of Natalie Montoya, MSN, RN, CNOR, as the department administrator for the Perioperative Services department overseeing the Kaiser Permanente Orange County—Irvine Medical Center and Sand Canyon Surgicenter Operating Rooms(OR). Natalie started her nursing leadership career at UCI Medical Center as a service nurse coordinator for Vascular Surgery. She was a key contributor to their First Case On Time Starts (FCOTS) initiative and a recipient of the Nurse Excellence Award. She then became the OR manager at Hoag Memorial Hospital Presbyterian in Newport Beach, where she led patient focused projects aimed at improving patient care experience. Most recently, Natalie was the department administrator for Perioperative Services at Kaiser Permanente Baldwin Park Medical Center. At the recent Surgical Services Summit, the Baldwin Park surgical and perioperative teams presented their 4DX (4 Disciplines of Execution) in OR Management project which focused on operating room efficiency. As a result of their efforts, they successfully reduced turnover times by 240 minutes each day and minimized case runovers by 120 minutes daily. This significant improvement led to an increase of 172 additional cases over a two-month period, enhancing overall efficiency and productivity.



Lorena Magat

Assistant department
administrator for
perioperative services

It was a pleasure to announce the appointment of Lorena Magat, BSN, RN, CNOR as the assistant department administrator for the Perioperative Services department overseeing the Kaiser Permanente Orange County—Irvine Medical Center and Sand Canyon Surgicenter ORs. Lorena began her career at Kaiser Permanente in August 2009 as a CVOR nurse at Kaiser Permanente Los Angeles Medical Center. In 2015, she was promoted to assistant department administrator, overseeing both the CVOR and the ASU. During her time in this role, she focused on enhancing staff engagement by introducing peer-to-peer appreciation initiatives and organizing various activities that promoted team building and collaboration. Recently, as the assistant department administrator for Anesthesiology at South Bay, Lorena co-led several affordability projects with their UBT team. One key project focused on implementing an I-Stat machine, which successfully reduced case delays. She also co-developed anesthesia discharge instructions in English and Spanish to improve patient information for nerve blocks post-procedure. To enhance patient safety, she coordinated efforts to improve the MH cart, updating the MH resource binder in collaboration with the Pharmacy and Therapeutics committee.

New nurse leaders and promotions

Adult inpatient services

Jense Hudson | Charge Nurse

Jessica Wang | Charge Nurse

Vanessa Ilin | Charge Nurse

Jocelyn Ugalde | Charge Nurse

Paul Kim | Charge Nurse

Perioperative services

Qing Zhou | Specialty Coordinator

Emergency Department

Lev Castillo | Charge Nurse

Mei Chen | Charge Nurse

2024 Spring nursing residents



Ivan Jimenez

5A day shift

My name is Ivan, I'm extremely grateful for the opportunity to work alongside everyone and take care of our patients. I graduated last year from nursing school and passed the National Council Licensure Examination (NCLEX) in October. I enjoy eating, sleeping, and working out, now that I have more free time in my hands, I look forward to starting new hobbies. Can't wait to learn alongside my new classmates in this new role as a nurse.



Kyle Winnik

5A night shift

Hello everyone. I'm Kyle and I'm ecstatic to work and learn from some of the best nurses around. I'm a new grad transfer from Kaiser Permanente Downey. I hear only amazing things about Kaiser Permanente Orange County- Irvine from my Downey family and I'm confident I will one day grow into an amazing nurse just like everyone from 5A. I like to be active on my free time and explore the food realm. I look forward to working with everyone.



Thalia Calderon

4B night shift

My name is Thalia (Ta-lee-a). I am super excited and beyond grateful to be here. I'm ready to learn and be on the floor. I graduated from West Coast University 2023. On my free time I enjoy traveling, being outdoors, and concerts. I have border collie named Brixton and a chihuahua named Bailey. Can't wait to meet everyone.



Ricky Gomez

4B night shift

My name is Ricky and I'm excited to join the Kaiser Permanente Irvine family. I am a transfer from Kaiser Permanente West Los Angeles in which I worked three years as an ER tech. Although it was bittersweet to leave my West Los Angeles family, I'm thankful for the opportunity and warm welcome provided by the Kaiser Permanente Orange County- Irvine team, so thank you everyone. During my days off, my dog Max takes up my free time alongside spending time with my family and friends. I look forward to meeting everyone soon!



Andrew Kungl

4A night shift

Hey there! My name is Andrew Kungl, but most coworkers call my "Kungl". I am beyond thrilled to start my nursing career at Kaiser Permanente Orange County Irvine. I started here as an ERA down in the Emergency Department in 2021 and believe this hospital is one of the best in all of Orange County. What better place to start and what better team to learn from. I love the outdoors, hiking, running, and walking dogs. I absolutely love sports! Go 49ERs and Go LAKERS. I look forward to meeting and learning from everyone. Cheers.



Vivian Le

5A night shift

Hi! My name is Vivian and I graduated from West Coast University in October 2023. My only work experience has been working customer service so I'm excited that my first hospital job will be at Kaiser Permanente Orange County- Irvine. On my free time I enjoy cycling, working out, playing video games, and painting. I love spending times with my friends, and I'm so excited to be a part of the Kaiser Permanente family and meet new people.



Justine Sovero

4A night shift

Hello, my name is Justine. I'm extremely excited to begin my journey with the Kaiser Permanente Orange County- Irvine team. I enjoy yoga, spending time with my family, and hanging out with my dog. Coming from such a loving family, early on, I realized that I had a passion for taking care of others, as for why I became a nurse. I look forward to meeting the team and becoming a part of the Kaiser Permanente Orange County- Irvine family.



Jackie Ngo

5A Dayshift

My name is Jackie and I'm very excited to be a part of the Kaiser Permanente family and serve my community.

I've worked as a float pool certified nurse assistant and can't wait to transition into the registered nurse role. In my free time, I enjoy cooking or baking, working out, and exploring the outdoors with my fur babies and loved ones. This year, I'm hoping to hike the Half Dome in Yosemite also excited to work alongside everyone and become part of the Kaiser Permanente care team.



2024 Summer nursing residents



Joseph Garcia

5B Night Shift

My name is Joseph and I'm excited to be joining the Kaiser Permanente family as a registered nurse. I was previously a certified nurse assistant here at Kaiser Permanente Orange County-Irvine in 5B. I finished nursing school in January and am blessed to be joining as a new graduate. My current hobbies are just hanging out with friends and family, along with working out. I can't wait to be on the floor with everyone.



Anoop Sandhu

MST Float Night Shift

Hi everyone. My name is Anoop. I'm so excited and a bit scared to start my transition from being a student to a new graduate nurse. But I'm eager to learn from and grow amongst the great community of nurses. Some of my hobbies include reading, baking, hiking and dancing. Since graduating I've had time to get back into doing Bhangra, a Punjabi folk dance and competing here, as well as in Canada. I also absolutely love watching any and all new shows, so please let me know anything you've watched recently or your favorite movies or shows. I can't wait to start and get to know you all and add to the amazing environment at Kaiser Permanente.



Hanna Saleh

4A Night Shift

Hello team. My name is Hanna and I'm delighted to be joining the Kaiser Permanente family. My grandfather's home health nurse played a huge role in my decision to pursue this field and I'm forever grateful. I love to read, crochet, boulder, and hangout with my guinea pig. Ask me about any of them, I'd love to talk. I am so happy to be here and excited to meet you all.



Christopher Chow

4B Night Shift

Hello. My name is Christopher but Chris works if you are short on time. My previous role in health care was as an emergency medical technician dedicated to a hospital. Through that experience,

I was able to work daily alongside nurses and see firsthand how impactful their role can be for patients. Outside of work, I enjoy destressing by way of music and cooking or eating food. I am thoroughly excited to finally transition into my career as a nurse within Kaiser Permanente.



James Carlos

5B Night Shift

Hello, my name is James! I enjoy being active which include surfing, hiking and playing pickleball. I've worked as a certified nurse assistant and then EKG monitor technician for the last 9 years. Now, it still feels surreal to be in this position and be a part of Kaiser Permanente nursing. I'm extremely grateful to be given this opportunity and I'm excited to be in this new chapter of my professional career. I'm looking forward most to learning, advancing my knowledge and committing to my role as a registered nurse. My goal is to continue to thrive and not waste this opportunity given as this has been my long-term dream.



Andrew Tran

MST Float Night Shift

Hi. My name is Andrew and I'm so happy to be joining the Kaiser Permanente family. I have always had a passion for health care and helping others. Some of my hobbies include working out and enjoying movies and TV shows and trying new food places. I grew up in Los Angeles, went to school in San Diego, and now I am back in Orange County. I'm excited to start working as a registered nurse.



Ryan Hughes

4A Night Shift

Hello, my name is Ryan and I'm very excited to work here at Kaiser Permanente Orange County- Irvine. I was a licensed vocational nurse before getting my BSN at West Coast University. I am married with no children but have two fur babies, a French bulldog named Benji and a fat cat named Bessie. I am a huge football, soccer and hockey fan and I love taking vacations out of the country. I am very excited to start this program and meet everyone at the hospital.



Brian Yoon

4B Night Shift

Hello. My name is Brian and it is an honor to learn from the best. I have a beautiful wife (Nina) but no kids yet. I am super passionate about food. I love going out and trying to find restaurants that are bomb and affordable. Other than food, I love basketball (Go Lakers!) and snowboarding but nothing quite beats sleeping in. I promise to never sleep in on a work day though. I am excited to learn and grow as an registered nurse. Thank you for the opportunity.



2024 Fall nursing residents



Andrea Dela Cruz

4B Night Shift

My name is Andrea, and I am so honored to be part of the New Grad registered nurse program. In my free time, I enjoy going to the beach, reading, crocheting, and playing volleyball. I am so excited to develop my skills here at Kaiser Permanente Orange County-Irvine and I look forward to meeting the rest of the Kaiser Permanente family. If you ever see me on the unit, feel free to say hi.



Raveena Songu

4B Night Shift

My name is Raveena and I cannot wait to be a part of this amazing hospital. I worked as a certified nursing assistant in float pool for 2 years at different hospitals. I have always loved Kaiser Permanente, and having the insurance made me want to work here because of how well I was treated. In my free time, I enjoy working out, hiking and trying new foods. I hope to start traveling more so I can experience more cuisines. I look forward to meeting everyone and becoming a part of the family.



Ana Quinteros

5A Night Shift

Hi everyone my name is Ana, and I am very grateful and excited to be part of the New Grad registered nurse program.

I look forward to meeting everyone and becoming a part of the Kaiser Permanente family. In my free time, I love going to the gym, playing beach tennis, and spending time with my loved ones.



Jennifer Nguyen

5A Night Shift

Hi! My name is Jennifer, but you can call me Jenn. I am so happy and grateful to be a part of the Kaiser Permanente family. I grew up in the Bay Area, so Irvine is a good change in scenery. I love spending time with family, friends, and my dog, Brownie. If you see me, please say "hi." I love talking and meeting new people.



Sam Alarcon

5B Night Shift

Hi. My name is Samantha or Sam, and I am a new graduate who graduated this May from Cal State Fullerton. I am excited so much this year.

I am excited to join the team. In my free time I go on runs, play tennis, or hangout with friends. Please feel free to say hi if you see me around. I look forward to meeting the team.





Fe Sedgwick, BSN, RN

2024 Fall DOU

Transition to Practice

Fe brings a wealth of experience and dedication to her new role. Fe graduated with a Bachelor of Science in Nursing in 2022 and began her career in the New Graduate Program at Kaiser Permanente Orange County- Irvine, where she worked in the Medical-Surgical-Telemetry (MST) department. This year, she is joining the Critical Care Services (CCS) team as part of the Direct Observation Unit (DOU) Transition to Practice Program. Before becoming a nurse, Fe was a monitor technician in our department for 8 years, where she demonstrated exceptional skill and commitment. Her diverse background and dedication to patient care make her an invaluable addition to our team.

Fe's 5-year plan focuses on improving her critical care nursing skills, obtaining certification, and advancing her degree. Her primary motivation is to be a better caregiver to a family member, a sentiment she expresses beautifully: "The opportunities and skills that I learn here at work allow me to be a better caregiver for a loved one at home." In her spare time, Fe enjoys traveling, gardening, and swimming. We look forward to the positive impact she will undoubtedly have on our team and patients.



Hanna Dela Cruz, BSN, RN

**2024 Fall DOU
Transition to Practice**

Hanna is joining the Critical Care team through the Definitive Observation Unit (DOU) transition to practice program. She graduated with her BSN degree in 2022 and has successfully completed the new-grad program at Torrance Memorial. Inspired by her family members in the medical field and her experience caring for her grandma, Hanna is driven to provide exceptional care to her patients.

Hanna is looking forward to getting to know the team and is eager to advance her degree and continue building strong clinical skills over the next 5 years. In her spare time, she enjoys yoga, rock climbing, and cycling.



Chloe Tran, RN

2024 First DOU

New-Grad Residents

Chloe is joining the CS team through our first specialty new-grad program in Definitive Observation Unit (DOU). Chloe is currently pursuing her BSN at Cal State Fullerton and is set to graduate next year. Her journey to becoming a registered nurse is inspiring and demonstrates her unwavering dedication to providing exceptional care. Chloe began her health care career as a certified nursing assistant (CNA) in the DOU, where she has been providing outstanding care to our members since 2023. Before joining Kaiser Permanente, she gained valuable experience as a CNA in a nursing home and as a shift lead at Walgreens Pharmacy. Chloe's path to nursing began when she moved to the United States as an international student at the age of 16. Throughout the years, she faced numerous challenges and triumphs, which have made her resilient and deeply committed to serving others. Chloe's experiences have instilled in her a passion for excellence in patient care. She articulates this beautifully, saying, "I want my patients to experience the best care possible as any human being deserves." Her dedication to this mission is evident in every aspect of her work.



April Gliane, BSN, RN

2024 First DOU

New-Grad Residents

April graduated with her Bachelor of Science in Nursing (BSN) earlier this year from Concordia University in Texas. She is joining us through the inaugural Definitive Observation Unit (DOU) new-grad program, bringing fresh perspectives and enthusiasm to our team.

April comes to Kaiser Permanente with a rich background in nursing, having worked as a Licensed Vocational Nurse (LVN) for 7 years in home health and nursing home settings. Her journey in health care has been profoundly influenced by a personal experience: caring for a family member, who suffered a stroke and received treatment at Kaiser Permanente. This deeply personal connection to our organization has fueled her passion for nursing and her commitment to delivering exceptional care. Born at Kaiser South Bay, April is excited to contribute to the team that provides extraordinary care to our communities. Her dedication to health care and her compassionate approach to patient care make her an outstanding addition to our team.



Cindy Duenez, BSN, RN

2024 First DOU
New-Grad Residents

Cindy comes to us as one of the residents of the first regional DOU new-grad program here Kaiser Permanente Orange County- Irvine. She completed her Bachelor of Science in Nursing (BSN) at West Coast University. Before achieving her status as a Registered Nurse (RN), Cindy worked as a Licensed Vocational Nurse (LVN) at the Kaiser Outpatient Family Practice Clinic since 2018. She later transitioned to the Neurology Department here at Kaiser Permanente Orange County- Irvine, also serving as an LVN. Her diverse background and extensive experience have well-prepared her for this new role. Cindy expressed her gratitude for the opportunity to join the Critical Care Services (CCS) team, particularly noting her appreciation for the competence and compassion demonstrated by her colleagues. Looking ahead, Cindy is eager to pursue her Master of Science in Nursing (MSN) and strengthen her clinical skills. She has a long-term goal of becoming an ICU nurse, a testament to her commitment to advancing her career and delivering exemplary care.

Structural empowerment





2024 ANCC National Magnet Conference in New Orleans

The 2024 American Nursing Credentialing Center National Magnet Conference was held in New Orleans in October, and our very own Kaiser Permanente Orange County- Irvine Medical Center nurses were there to proudly represent our organization. This event is one of the largest nursing conferences for professional nurses and focused on networking with nursing leaders and peers across the country, gaining insight accreditation and elevating the organization, aligning best practices to enhance job satisfaction, and exploring the latest trends with global experts.

Our Orange County Irvine team left this conference with sentiments of inspiration, newfound knowledge and feeling empowered. Postpartum charge nurse – Sommer Chapman attended and had the opportunity to speak on behalf of our nursing staff. She said, “Experiencing a first-time Magnet Conference as a Kaiser Permanente Nurse was a great opportunity for professional growth, networking, and learning about the latest practices in nursing and health care. By taking an active role and immersing myself in the conference experience, I felt well-equipped to bring valuable insights back to the Kaiser Permanente team and organization. Thank you, Kaiser Permanente, Jessica P. and Wendy C. for allowing me to experience a memorable trip as a Kaiser Permanente Nurse.”

Unite Scientific Nursing Conference

Clinical Director for Adult Inpatient Services, Juji Resurreccion and department administrator for 4th floor Med Surge Tele, Yuan Du had the honor of presenting a prospective cohort study: “The Shieh Score as a Risk Assessment Instrument for Reduction of Hospital Acquired Pressure Injuries”, at the 2024 Unite Scientific Nursing Conference (USNC) in Munich, Germany. This was a significant platform for OC Irvine Medical Center as this conference aims to strengthen the ideas about Nursing sciences and medical fields and different nursing-related areas. It serves as a global stage for Researchers, Scholars, and Scientists to share data and their experiences and empower people with their deep knowledge. It is an opportunity to explore insights on recent new advancements, accomplishments, techniques, and experiments, learn from honorable speakers.



American Delirium Society annual meeting

The American Delirium Society held their 14th annual meeting in Sacramento, CA from June 9 – 11 and Kaiser Permanente Clinical Nurse Specialists represented our organization as they contributed to the conference program by sharing Perspectives Across a Health System: The Role of Clinical Nurse Specialists in Delirium Prevention and Early Intervention.



Joria Rainbolt-Clement, MSN, CNS, GERO-BC
Clinical Nurse Specialist

This platform is significant as it fosters research, education, quality improvement, advocacy & implementation science to minimize the impact of delirium on short- and long-term health and well being of patients.





National Association Of Neonatal Nurses Annual Conference

The National Association of Neonatal Nurses (NANN) was held in Anaheim during Neonatal Nurses Week and our Neonatal Intensive Care Unit (NICU) nurses represented the Irvine Medical Center as they attended the conference. This conference celebrated the neonatal nursing profession with many learnings, where attendees felt refreshed and inspired to make innovative changes that nurture and transform their careers, and the patient care they provide.





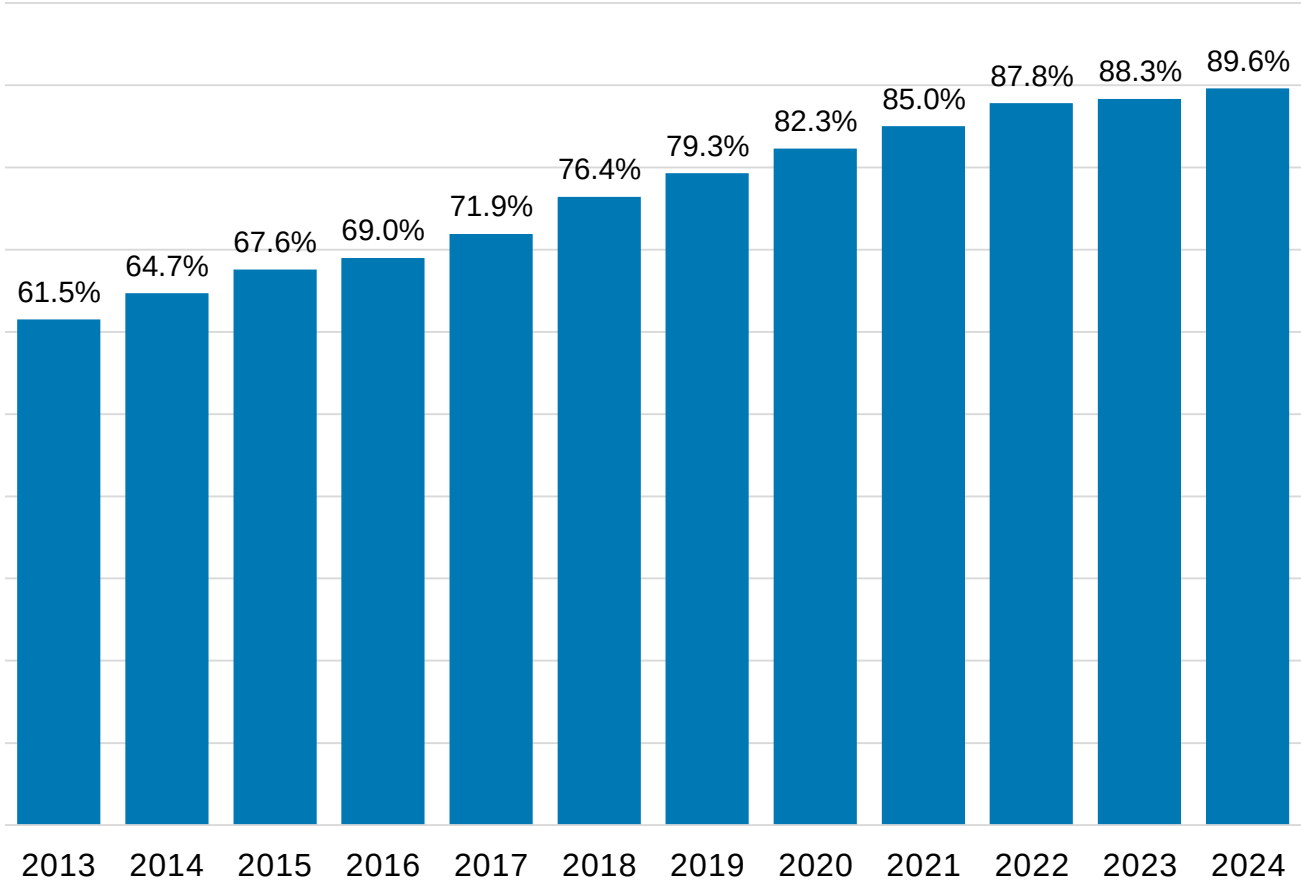
Association For Vascular Access Conference

Attending the annual conference is important as a vascular access specialist to remain updated on the latest advancement, learn best practices from experts in the field, network with colleagues and industry leaders, and be motivated hearing successful projects and initiatives. Carlo Tinio, Emily Bascon, and our very supportive Nurse Leader, Jessica Pangilinan were all in attendance. As a team, they were empowered to learn that our current practice with Central Line-Associated Bloodstream Infection (CLABSI) reduction is aligned with recommended guidelines. Our team learned about expansion of bloodstream infection surveillance that will not only focus on CLABSI but will include all Hospital Onset Bacteremia. It was informative to hear about difficult and rare cases, and how different institutions managed the care. Another exciting aspect of the conference was checking out new equipment and supplies from vendors that could potentially improve our practice. Overall, valuable knowledge was acquired by our exemplary team related to their Vascular Access Specialty and the trip fostered stronger connection within the team.

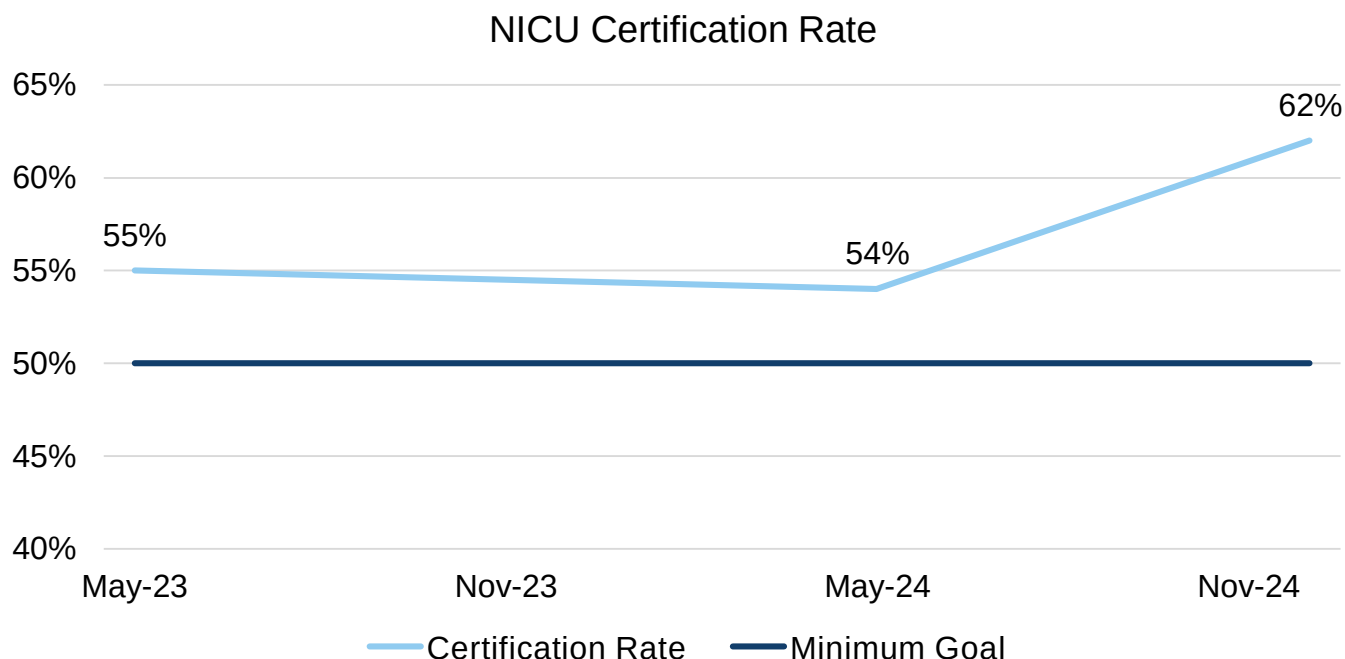


Continued nursing education

Kaiser Permanente Irvine Medical Center
% of RNs with a Minimum of a BSN



Advancing professional certification in the NICU



In alignment with Kaiser Permanente’s Voice of Nursing (VON) strategic objective to increase professional nursing certification, the Neonatal Intensive Care Unit (NICU) at the Irvine Medical Center launched a targeted initiative to sustain and enhance their already high certification rate. With a baseline of 55% certified nurses in March 2023, the unit faced an unexpected dip to 54% in 2024 following staffing changes. Undeterred, the NICU’s unit-based team (UBT) conducted a thorough analysis of certification trends and set an ambitious, yet achievable, goal: to support three additional nurses in obtaining professional board certification by 2025. This goal reflected both a commitment to professional growth and the need to maintain certification levels above 51%, per Voice of Nursing expectations.

To achieve this, the NICU implemented a multi-pronged strategy centered on communication, access, and recognition. Certification resources were promoted through e-Huddles, email campaigns, and staff meetings, while virtual prep courses, peer-led study groups, and bonus and tuition support details were made readily available. Second-attempt exam incentives were also publicized to encourage participation. The unit reinforced a culture of excellence by celebrating certification achievements during meetings and with personalized notes from leadership. With visible tracking on the UBT dashboard and strong staff engagement, the NICU not only met but exceeded their goal — reaching 62% by the end of the year in 2024 and underscoring their ongoing dedication to professional advancement and high-quality neonatal care.

Supporting Certification Readiness in PACU

In support of advancing professional practice and specialty certification, the Professional Development and Education Department at Kaiser Permanente Irvine Medical Center successfully coordinated a Perianesthesia Certification Review course for Post Anesthesia Care Unit (PACU) nurses in September 2024. Offered in partnership with the American Society of Perianesthesia Nurses (ASPAN) and the KP-UNAC/UHCP joint labor management education fund, this live online course was designed to help nurses build confidence and knowledge in preparation for the Certified Post Anesthesia Nurse (CPAN) exam. The comprehensive curriculum covered essential exam content areas, including ASPAN standards, anesthetic agents, patient care priorities, and clinical judgment in perianesthesia nursing. The class also focused on effective test-taking strategies to support participant success.

A total of 11 Kaiser Permanente Irvine PACU nurses participated in the course, demonstrating their strong commitment to professional development and specialty excellence. Led by nationally recognized speaker Dr. Linda Wilson, the course offered 7.25 continuing education contact hours and emphasized key competencies across diverse patient populations, including pediatric, geriatric, and obstetric patients. Coordinated by Dr. Amy Tucker, director of Professional Development and Education, the initiative reinforced Kaiser Permanente Irvine's strategic goal of supporting certification readiness and fostering a highly knowledgeable and credentialed nursing workforce.



The journey to becoming a highly reliable organization

High reliability is an organization's ability to consistently operate without failure or errors, especially in fields where mistakes can have severe consequences. It is a management mindset that fosters and sustains reliability in organizations by creating a culture that prioritizes constant mindfulness, open communication, decision making and continuous learning to manage unexpected situations effectively. Our hospital leaders and nursing managers have spent this year learning the following principles and diving into the journey of becoming a highly reliable organization.



Deference
to expertise



Sensitivity
to operations



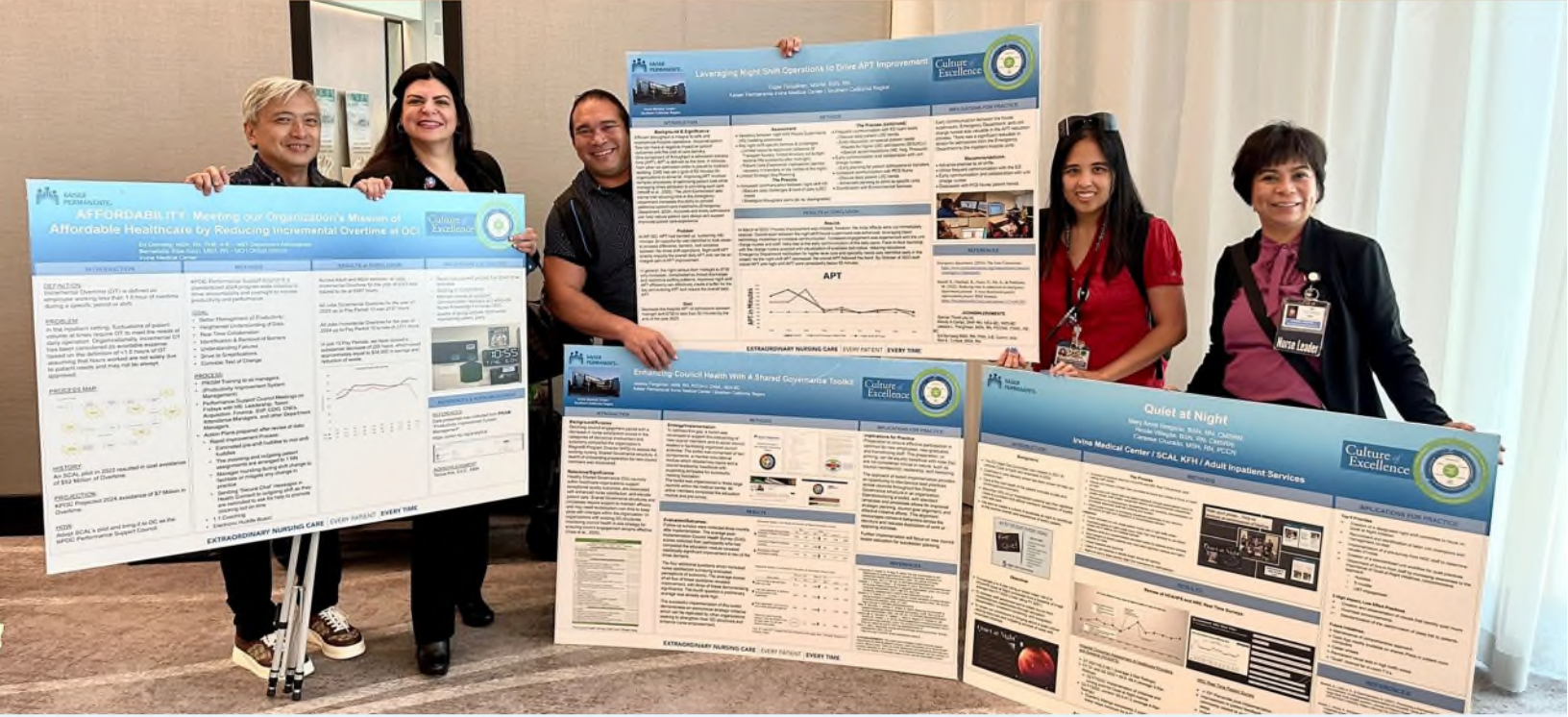
Preoccupation
with failure



Reluctance
to simplify
interpretations



Commitment
to resilience



2024 Kaiser Permanente SCAL Nursing Summit Leadership Development program

Our hospital nursing leaders showcased their current evidence-based research projects at the 2024 SCAL Nursing Leadership Development Program. The following projects were recognized for their significant impact on our organizational success and patient outcomes.



Affordability: Meeting the Organization Mission of Affordable health care by Reducing Incremental Overtime
Ed Domasig, MSN, RN
Bernadette Elias-Koon, MSN, RN

Quiet at Night
Careese Cruzado, MSN, RN, PCCN
Mary Anne Gregario, BSN, RN, CMSRN
Nicole Villegas, BSN, RN, CMSRN

Leveraging Night Shift Operations to Drive APT Improvement
Edgar Pangilinan, BSN, RN

Enhancing Council Health with a Shared Governance Toolkit
Jessica Pangilinan, DNP, MSN, RN, PCCN, CMNL

In Pursuit Of Happiness 2024 Nursing Summit

The Voice of Nursing professional practice team took nurses on a journey to learn about the seven principles of happiness as taught by Sean Achor in the book, “The Happiness Advantage,” and helped teams to unlock the 6 daily practices of happiness as they relate to their professional lives. The purpose of this content was to support participants with optimizing their social network bonds. Facilitators and content creators included Jessica Pangilinan, Joria Rainbolt-Clemente, Gina Yared, Heaven Holdbrooks, Joel Santoostaroam, Milan Rama, Choi Bagnol, Jaime Dennewill, and Theresa Bautista.



After 10 sessions, over 400 nursing staff were in attendance! The feedback was overwhelmingly excellent! Here are just a few of the warm reviews...

“The material is relevant to both at work and away from work. We need to invest our time in acknowledging and recognizing each other.”

“Important to refresh ourselves in our personal life in order to bring that happiness into our workspace and with our patients.”

“Social investment. It is important to get to know your colleagues and build trusting relationships with them. They are your lifeline, your buddies, and eventually your friends.”



Perinatal Summit: Building a stronger team together

During the month of May, the Maternal and Child Health service line hosted a summit for all nursing staff across labor and delivery, and postpartum units to hear from the Equity, Inclusion and Diversity team – Darrin West and Justin Matthews regarding “Belong at Kaiser Permanente”, as well as Lori Horwitz and Laura Ingram, who spoke about “Trust and Conflict”. These sessions were a wonderful opportunity for members of the MCH team to reflect on their work culture, establish stronger bonds, and commit to a collective goal to provide high quality patient care through effective communication and teamwork.



Maternal And Child Health Care Experience Summit

Featuring Mandy Irby – the birth nurse, leading expert in trauma informed perinatal care, the maternal and child health care experience summit was a successful event focused on improving patient outcomes through the power of communication to manage trauma and stress.

This interactive session empowered participants with trauma-informed principles to ensure the provision of respectful maternity care. Our nursing staff engaged in interactive breakout sessions, as well as explored the benefits of debriefing two ways at the bedside to promote the powerful tool of reflection and healing with mothers. Thank you to all that were able to attend and prioritize the enhancement of the signature childbirth journey.

the
Birth
Nurse



Geriatric Resource Nurse (GRN) Training: Care of hospitalized older adult

On October 22 at Kaiser Permanente Orange County- Irvine (and repeated Oct 24 at Kaiser Permanente Orange County -Anaheim), there were over 50 nurses in attendance at the "care of hospitalized older adult". The training was led by Joria Rainbolt-Clemente, Jessica Wang, Jessica Esteban, Marjorie Wright, Shuping Chen, and Ivy Joy Fernandez. All in the training were educated about this growing population of vulnerable patients that required special care. That care includes such knowledge as assessment and prevention of delirium, as well as provide age-friendly care through use of the 5 M's that address mobility mentation, medications, malnutrition, and what matters most to the patient. It also provided evidenced-based care practice training from the nursing improving care health system elders (NICHE) model. We were also lucky to have 2 Chinese nurse exchange students in attendance for this important training.



Nursing Care Experience Summit

On November 5, the Hospital Care Experience team hosted an engaging summit for our adult inpatient, and maternal and child health nurses at both Anaheim and Irvine Medical Centers. This three-hour session focused on a variety of topics lending insight into the consumer experience, managing expectations, and considerations to take when engaging with different generations. Participants also analyzed current member feedback and survey performance to strategize enhancement opportunities with the Connection Bundle practice by implementing concepts from The Power of Moments and through team collaboration. Thank you to all that attended and contributed to re-energizing our collective goal of providing exceptional patient care, every time.



4th Floor team appreciation breakfast

Over the course of the year, the fourth-floor medical-surgical leadership team hosted many team building activities, including a staff favorite of breakfast with waffles, coffee, and many other tasty treats for their amazing staff, as a small token of appreciation. Staff enjoyed a lovely meal to start their day!





Maternal and child health wellness activity

In February, the maternal child health team joined in a team building activity of cooking! They made lumpia together, shared homemade dishes, and enjoyed a wonderful day together, creating memories and tasty food.





Team building activities

The adult inpatient leadership team is always planning for lots of fun amongst colleagues – bonding over breakfast, engaging in Olympic style competitions, and so much more! These quarterly activities have been a great opportunity to connect with others in a meaningful way, to express appreciation with those that impact our lives daily and fill up our cups through laughter and joy!



Staffing office team building activities



Team building activities and end of year celebrations



Exemplary practice



The Fiscal Impact of Excellence In 2024

- Achieved 4.4 Summary Star rating
- Achieved 5-Star rating for nurse communication, likeliness to recommend and overall hospital rating

Service

- Improvement with sick time
- Maintained engagement – 88% managers and 78% frontline staff

People pulse

Total 2024
savings

\$5,149,570

Quality Outcomes

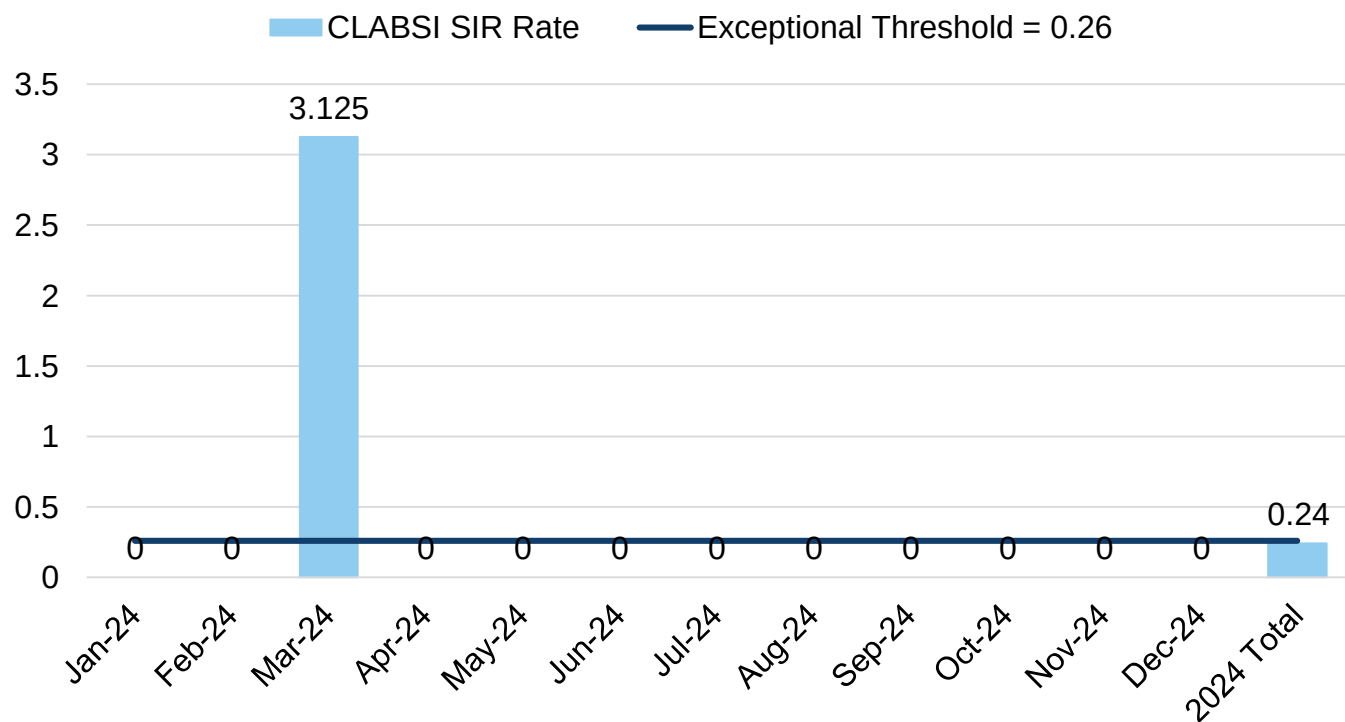
- Total falls reduced from 31 to 20
- Total CDIFF cases decreased from 19 to 8
- Total CLABSI cases decreased from 7 to 1
- Total CAUTI cases decreased from 9 to 6
- Total HAPI cases decreased from 15 to 7

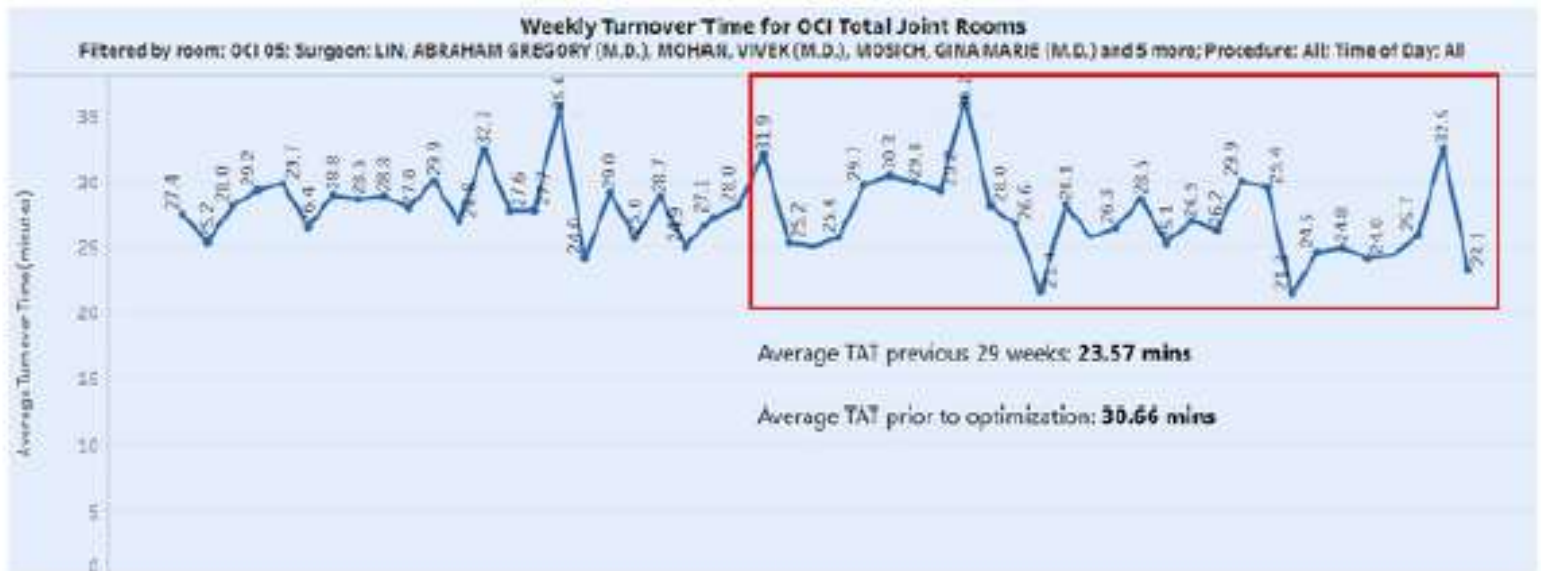
Financial Success

- Overtime savings favorable to budget by 1%
- Total HPPD hours favorable to budget by 0.08
- Incremental overtime decreased by 31.9%
- Missed meals and breaks decreased by 44.7%

CLABSI SIR rate 2024

Congratulations to the Peripherally Inserted Central Catheter (PICC) team for meeting the exceptional threshold for Central Line-Associated Bloodstream Infection (CLABSI) by a **reduction of 86% from 2023 to 2024**





Total Joint Replacement program

In May 2024, the perioperative team initiated a dedicated operating room (OR) space to accommodate four joint cases. While we encountered inevitable challenges in our pursuit of a turnaround time (TAT) of 25 minutes or less, the perioperative team is pleased to report, that collectively, we have achieved an average TAT of 23.57 minutes post optimization. This accomplishment is a testament to the dedication and hard work of our teams. A special recognition is in store for Alex Rivera, our specialty coordinator for orthopedics, for his significant contributions to this success.

At present the other joint rooms in the Main OR are averaging a TAT of 26.78 minutes post optimization, reflecting our ongoing commitment to improvement and excellence. As of the first week of November, the orthopedic surgical team has performed 1,893 cases and are on track to surpass our 2023 volume of 1,986.

Pre and postoperative spotlight

The Pre and Postoperative teams have played a crucial role in the remarkable work being accomplished at the Kaiser Permanente Orange County Irvine Medical Center. Earlier this year, the Main Operating Room (OR) team transitioned to an all-phases-of-care model, which has eliminated the need to physically transfer patients to a phase 2 location. This project resulted in a significant reduction in total recovery time, decreasing it by an impressive 67 minutes. Achieving this was no easy task considering the high volume of patients we serve.

The efficiency initiative led to outstanding results, even impacting our Press Ganey scores related to nurses concern for patient comfort. Irvine Medical Center ranked 6 out of 27 hospitals, improving its score from 83.8% to 85.8%. Similarly, SNC Surgery Center also performed well, ranking 19 out of 27 hospital with its score increasing from 81.4% to 82.2%.

With a renewed focus on safety following recent learnings, both at the main and Sand Canyon (SNC) post-anesthesia care unit (PACU) have maintained a remarkable 231 days without any patient falls. The accolades for this team continue, as they ranked 2nd regionally in November for ERAS Perioperative Glycemic Control (POCT) and secured 1st place regionally in November for Perioperative Skin Cleansing (DUAL CHG).

This year, the perioperative team has also seen improvements from First Case Starts for both locations through collaborative efforts from anesthesia, sterile processing department, perioperative services and operating room. Irvine Medical Center successfully met the 90% goal 9 out 11 months. Meanwhile, SNC has demonstrated strong consistency from mid-Q3 into Q4. Together, they truly exemplify your “Nacho Average PACU Team!”

Donor Breastmilk Story

Neonatal Intensive Care Unit (NICU) and Family Centered Care (FCC) collaboration

Early this year, a brave 30-year-old woman presented to the Kaiser Permanente Orange County-Irvine Ob-Gyn clinic. This was her second pregnancy, and she carried with her a history of battling breast cancer in her 20s, which had led to a bilateral mastectomy. Despite the challenges she had faced, she was determined to give her baby the best start in life. She expressed her heartfelt desire to provide breastmilk for her newborn, knowing the immense benefits it held over formula. However, due to her surgery, she was unable to produce any breastmilk.

Paula Richter, MD, our compassionate chief of service in the ob-gyn department, listened intently to her story. Understanding the mother's wish, Dr. Richter informed her about the possibility of offering donor breastmilk to her baby while in the hospital. She provided her with resources on milk banks to purchase donor milk after discharge. Although donor milk is typically reserved for premature infants in the NICU, Dr. Richter and the mother discussed the possibility of making an exception for her unique situation.

After the routine OB appointment, Dr. Richter reached out to the perinatal and NICU leadership teams at Irvine Medical Center. She wanted to see if it was possible to offer donor milk to this baby and what arrangements would be needed to help the mother achieve her goal. Since donor milk is considered a tissue, it requires strict documentation and tracking per state regulations. This meant additional education for health care providers was necessary.

The perinatal and NICU nursing leadership teams came together, working tirelessly to create a guideline and workflow with step-by-step instructions for the staff to follow. This work was done before the mother's delivery and involved meetings leaders from both NICU and perinatal units. This team included managers, Sherri Eskew, RN, and Bernadette Elias-Koon, RN, CNSS, Heaven Holdbrooks, CNS, and Kathleen Long, CNS, educator Lauren Withers, RN, physicians, Marielle Nguyen, MD, and Paula Richter, MD, as well as individuals from the quality team. They ensured that all stakeholders were aware of the plan and understood their roles in providing donor milk to this baby.

Thanks to the dedicated efforts of the perinatal and NICU nursing leadership teams, a comprehensive guideline was created and successfully implemented for this patient. This guideline now exists for future patients who may need it, ensuring that every mother and baby receive the best possible care.



Nurses drive Kaiser Permanente's community health initiatives

Community health stands as a core pillar of Kaiser Permanente's strategic vision, aiming to "improve the conditions for health in the communities we serve, help people address their social health needs, and generate greater impact beyond Kaiser Permanente."

Belen Field, an emergency department registered nurse, played a key role in advancing this mission by leading the "Sidewalk CPR" booth at the Thrive Festival, hosted at Kaiser Permanente Orange County- Irvine in September 2024. This event, dedicated to promoting health and wellness, provided an opportunity for Belen to showcase her leadership and dedication to community health. She proposed the booth, developed its content, managed supplies, coordinated material acquisition, and assembled a team to train festival attendees in this essential life-saving technique.

Her efforts were reinforced by the invaluable support of her colleagues—Joshua Rodriguez, ERA, Joel Santoostaroam, ICU RN, and Jessica Pangilinan, nursing operations manager. Their teamwork and commitment ensured the booth's success, fostering both community engagement and skill-building. With a record attendance of 1,800 people, the team successfully educated both adults and children, providing step-by-step instruction cards as lasting resources. Their contributions not only promoted life-saving skills but also strengthened Kaiser Permanente's commitment to community health.



Volunteerism

Julie Green is a Neonatal Intensive Care Unit (NICU) RN with Kaiser Permanente since 2009. Beyond her love of NICU nursing, Julie is passionate about helping our community thrive. Julie is a certified faith community nurse (FCN), parish nurse for St. James Episcopal Church in Newport Beach and a volunteer for Robyn's Nest, an organization dedicated to helping young people in OC. On June 1, 2024, Julie's passion for volunteerism and community health led her to coordinate and lead the second annual Youth Wellness Fair to provide young people with tools to navigate life. "Map to Happy" was the theme for the event which place at the end of mental health awareness month. This interactive event took participants through a series of stations, each representing aspects of mental being also known as the five pillars of wellness – proper sleep, exercise, stress reduction, socializing and good nutrition. It was a fun and interactive event open to all middle school and high school aged kids and their parents. Through this selfless volunteer work, Julie is impacting community health issues in Orange County and inspiring others to spread the importance of this effort and message.



6th Annual Flu Vaccination event and pie throwing contest

This event was held on Thursday, October 3, in the Healing Garden. All staff who received a flu vaccine at the event received a treat and a chance to enter into a raffle to win a prize. Taking flu vaccination efforts to the next level, the Kaiser Permanente Orange County flu coordination team presented a challenge to staff. Earn the highest successful opportunities rate (SOR) and win the opportunity to throw a pie at Dr. Lance Brunner and Joseph Tolentino, COO. The winners of this contest were Kaiser Permanente Orange County- Irvine, 5th Floor MST with an SOR of 50.9% (188 out of 369 successful opportunities to administer flu vaccine to members). Congratulations to the winners and to Dr. Brunner and Joseph Tolentino for being champions of the flu vaccination efforts.



Congratulations to our amazing unit-based teams!

17 Kaiser Permanente Southern California unit-based teams (UBTs) were recognized for their extraordinary performance projects during 2023. This included 5 Kaiser Permanente Orange County- Irvine UBTs.



Inpatient pharmacy



NICU



5th floor MST



Perinatal services



Radiology



Pictured: Kaiser Permanente Orange County- Irvine perinatal services UBT



Hospital Care Experience

For the HCAHPS survey performance year 2024 (October 2023 – September 2024), Kaiser Permanente Orange County- Irvine achieved a 4.4-star rating for summary star (true value), the highest summary star rating achievement yet!

This significant accomplishment is attributed to the engagement from service line leaders to frontline staff, and an accumulation of the various performance improvement projects our care experience teams have prioritized over the past year. These efforts range from enhancements to food services, elevating the hospital environment, a focused approach to the maternal and child health service line, added volunteer services and COPE scholar involvement, afternoon tea service, paired rounding for nurse leader patient rounds, recognition programs, and so much more!

Irvine Medical Center

Star ratings	HCAHPS Composite
★★★★★	Overall hospital rating
★★★★★	Recommend hospital
★★★★★	Doctor communication
★★★★★	Nurse communication
★★★★☆	Communication about medicines
★★★★★	Responsiveness of hospital staff
★★★★☆	Quiet at night
★★★☆☆	Cleanliness of room
★★★★☆	Care transitions
★★★★☆	Discharge information



Commit to sit with a smile

Commit to Sit with a SMILE is an evidence-based nursing project led by Yuan Du, department administrator, 4th floor, focused on managing the patient perception of quality time spent with members of their care team. Research suggests that when you sit while engaging in conversation, patients feel more valued and perceive encounters to be longer. This effort was initiated and socialized during Care Experience week in September across the 4th floor and will measure impact through patient satisfaction scores for nursing communication. Key elements of this method are detailed with the acronym SMILE.

S how empathy

M aintain eye contact

I nquire actively

L isten carefully

E ncourage and educate

Quarterly care experience recognitions

Quarter	Nurses explained things understandably		Nurse leader visited daily
	<i>Achieved 75th percentile</i>	<i>Achieved 90th percentile</i>	<i>Achieved 90th percentile</i>
1	ICU DOU2 4B MST 5B MST		ICU DOU2 4B MST
2	MCH	4A MST 6B MST	4A MST 5B MST
3	6B MST	ICU DOU2 5A MST MCH	ICU DOU2 5A MST MCH
4	MCH 5A MST 5B MST	6B MST	ICU DOU2 DOU1 4A MST 4B MST 5B MST 6B MST

Care Experience recognitions

Performance year 2024





Care Experience Week

In September 2024, the Hospital Care Experience team celebrated the remarkable health care staff who contribute to exceptional patient experience every day with a weeklong of festivities. Inspired by The Beryl Institute, Care Experience Week provides a focused time to celebrate accomplishments, re-energize efforts and honor the people who impact patient experience. From nurses and physicians, to support staff and executive professionals, to patients, families and communities served, the hope is to bring together all to observe Care Experience Week.

Orange County Care Experience week activities consisted of the kickoff of the Commit to Sit nursing project at Irvine Medical Center and a relaunch of the Connection Bundle practices at Anaheim Medical Center. Admitted patients received a visit from Lily, the pet therapy dog, and Kaiser Permanente branded hand sanitizer as an appreciation gift. Hospital staff received recognition treats and participated in trivia to enter a raffle contest to win a prize. Our Hospital Care Experience team partnered with the Ambulatory Care Experience team to host a booth at the Farmers Market at both Irvine and Anaheim medical centers to engage with our members, ask how they make every moment matter, hand out Kaiser Permanente swag, and offered hand drawn caricatures from M.E. Pierce.



Alzheimer's Awareness Walk

Team building activity

On March 23, the annual Walk4ALZ event was held at the Angel Stadium and members of our nursing teams were in attendance for this great cause, spreading awareness about geriatric conditions, specifically Alzheimer's disease. This event was hosted by the Alzheimer's Orange County organization and featured a walk, live music, kid's zone, and food trucks. Despite the rain, our teams joined in support of a worthy cause – continuing to care one step at a time!



Second Harvest Food Bank

Community service

On March 14, the Kaiser Permanente Orange County- Irvine Nursing Administration team engaged in a community service activity at the Second Harvest Food Bank. This event was a wonderful opportunity to support the local community and demonstrate the giving heart of our team. Through this act of service, Irvine Medical Center helped to provide dignified, equitable and consistent access to nutritious food, creating a foundation for community health.



Voice of Nursing at The Newport Beach Boat Festival Community service

In June, Kaiser Permanente promoted early detection and prevention of skin cancer by offering free skin screenings at the 8th annual Newport Beach Wooden Boat Festival. Attendees, many of whom spend a lot of time on the water under direct UV exposure, received sunscreen samples and educational resources. Nearly 100 skin screenings were performed, and over 25 people were advised to follow up with their physicians. Thank you to all our volunteers, including dermatologists, nurses, and staff, for supporting this event!



Voice of Nursing

Community service

On May 11, the Voice of Nursing Council participated in the community service event – Feed the Hungry, which is a free food program for seniors, singles, and low-income families for the cities of Newport Beach and Costa Mesa. They distribute a variety of items from canned food, produce, bread, clothes, and furniture. More than 40,000 pounds of food and around 2,000 people are fed, clothed and assisted every month. Our team of nurses joined their peers over the weekend to volunteer for this great cause, strengthening bonds, and elevating the spirit of long-lasting gratitude!



Thrive Festival

The Thrive Festival returned at the Kaiser Permanente Orange County- Irvine Medical Center! All KPOC employees and physicians, and family members were invited to KPOC's 2024 Thrive Festival on September 21, at the Irvine Medical Center campus and saw an amazing turn out. This free 'sports themed' event included a 5K run/walk, lunch, fitness games, classic car show, and an extensive kids' fun zone. In addition, various Kaiser Permanente health and wellness vendors were on-site with merchandise available for purchase.



Smilemakers

Each year, the Kaiser Permanente Orange County- Irvine Voice of Nursing committee makes it a priority to support seniors in our local community by volunteering in the SmileMakers Holiday Gift Project in collaboration with the Council of Aging. This initiative sees that “No Senior Should be Forgotten” by fulfilling their holiday wishes. Our staff donated many thoughtful items requested via Angel tags, and then the KPOC Irvine Voice of Nursing committee members volunteered in a gift-wrapping event for those items received. Thank you to all that donated gifts and their time to this wonderful event!





Shaping the future of health care workforce

On November 21, Kaiser Permanente Orange County physicians and nursing leaders, including Wendy Cortez, chief nurse executive for Irvine Medical Center, participated in a health care Careers Panel hosted by Golden West College. Students had an opportunity to learn about the rewarding career journey of each panelist, and the important role they play in delivering high-quality care to Kaiser Permanente members.

Nursing research and innovations



Nursing research

1

Nursing publications

7

Consecutive years of
achieving programmatic status

8

Attended abstract writing
workshop at region

4

Nursing research
studies ongoing

9

Poster publications

5

Abstract submission internal
and external conferences

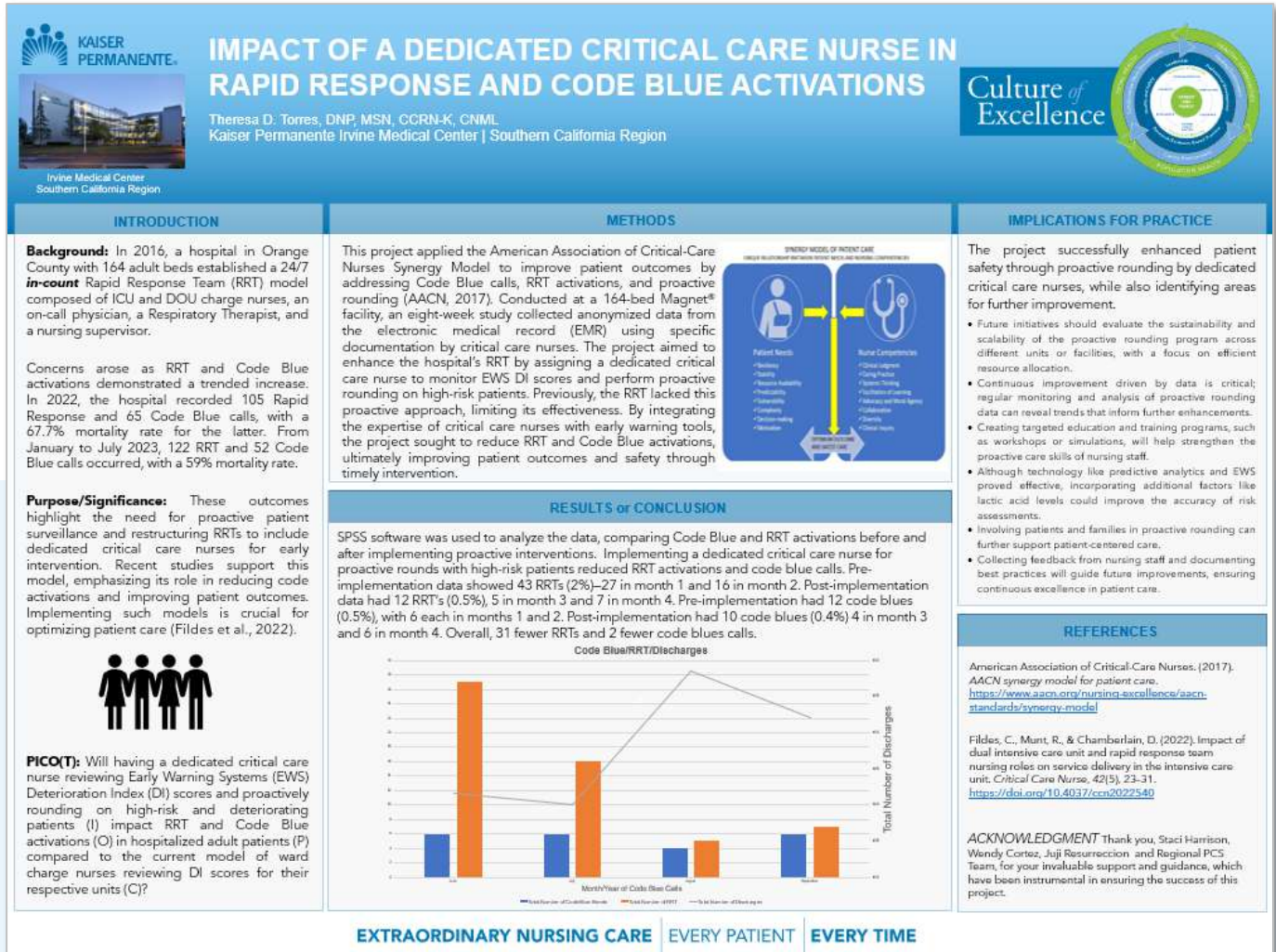
Evidence-based practices

National Nursing Conference

Dr. Joria Rainbolt-Clemente	Ethics training: impact on ethical awareness scale (EAS) scores
Dr. Juji Resurreccion	Implementation of hospital-acquired pressure injury prevention bundle in an acute care facility
Dr. Theresa Torres	Impact of a dedicated critical care nurse in rapid response and code blue activations
	Comprehensive extravasation management policy
Dr. Meriven Huesias	Utilizing the vistelar conflict management system to implement Kaiser Permanente's code of conduct
Dr. Amy Tucker	Implementation of a sepsis screening tool in a medical-surgical-oncology unit
Dr. Jessica Pangilinan	Enhancing council health with a shared governance toolkit
Careese Cruzado, MSN, RN	Quiet at night
Marshall Tipton, CWON	The right tool for the job: increasing confidence in bedside RN assessment of darker skin tones
Edgar Pangilinan, MSHM, BSN, RN	Leveraging night shift operations to drive apt improvement

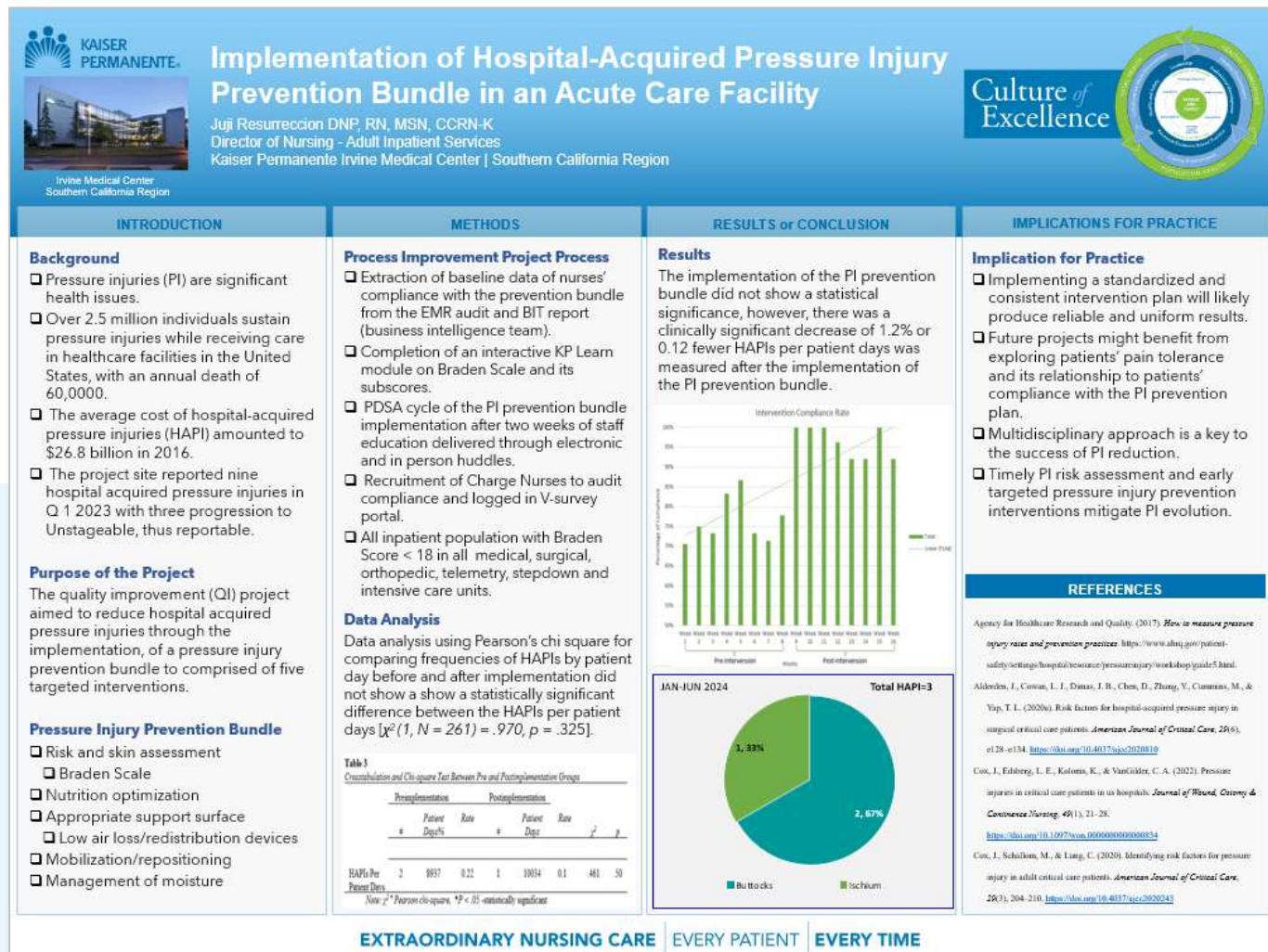
Impact of a dedicated critical care nurse in rapid response and code blue activations

Theresa D. Torres, DNP, MSN, CCRN-K, CNML



Implementation of hospital-acquired pressure injury prevention bundle in an acute care facility

Juji Resurreccion, DNP, RN, MSN, CCRN-K



EXTRAORDINARY NURSING CARE EVERY PATIENT EVERY TIME

Implementation of a sepsis screening tool in a medical-surgical-oncology unit

Amy M. Tucker, DNP, RN, CNML, CMSRSN, PCCN



Implementation of a Sepsis Screening Tool in a Medical-Surgical-Oncology Unit

Amy M. Tucker, DNP, RN, CNML, CMSRSN, PCCN
Orange County Irvine Medical Center/SCAL Professional Development and Education

Culture of Excellence



INTRODUCTION

Background Information:

- When comparing oncology and non-oncology hospitalized sepsis patients, in-hospital mortality rates, 30-day readmission rates, and costs of medical care were higher in the oncology patient population.
- Oncology patients have a tenfold risk of developing sepsis, and those whose infections progress to severe sepsis have poor survival rates.
- Timely recognition and treatment of sepsis in oncology patients are imperative for survival.
- Early identification of the risk of sepsis remains an unmet medical need.
- Per the Hour-1 Bundle, antibiotics should be started within the first 60-minutes of infection symptom presentation.
- At the project site, the lack of a sepsis screening protocol for the adult oncology inpatient population delayed the administration of the first antibiotic.

PICOT question:

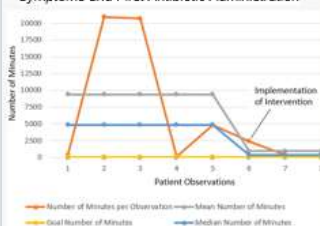
For nurses caring for adult oncology inpatients, would implementing a nurse-driven sepsis screening tool compared with no sepsis screening tool influence the time from initial infection symptom onset to the administration of the first antibiotic within ten weeks?

METHODS

- This nurse-driven sepsis screening tool project was a pre-post design study employing the Stetler Model for translating existing research into evidence-based practice.
- Time: Ten weeks
- Population/setting
 - Adult oncology inpatients with an active chemotherapy/biotherapy administration order.
- Intervention
 - Systemic inflammatory response syndrome (SIRS) criteria screening tool recommended by the Society of Critical Care Medicine as part of the Society's Surviving Sepsis Campaign's 2021 international guidelines for the management of sepsis and septic shock.
 - The screening tool was accessed with the SmartPhrase (SP). ONCSEPSISSCREEN in the nursing note after each initial full shift assessment and if the patient's condition changed during the shift.
 - The SP displayed the screening tool alongside documented values from the electronic medical record that aligned with the tool's SIRS criteria.
 - The tool guided oncology nurses through a brief series of questions to heighten awareness of early symptoms of infection.
 - If potential symptoms were identified, the nurses were to immediately notify the charge nurse and discuss a plan for oncology physician notification.

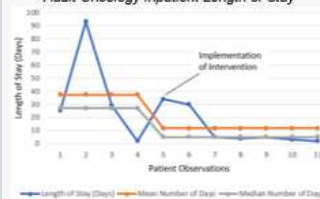
RESULTS or CONCLUSION

Number of Minutes between Initial Infection Symptoms and First Antibiotic Administration



Descriptive Statistics	
	Minutes Preimplementation
Number of Patients	5
Median	4848.000
Mean	6379.000
Std. Deviation	10599.484
Minimum	111.000
Maximum	29628.000

Adult Oncology Inpatient Length of Stay



Descriptive Statistics	
	Length of Stay - Preimplementation
Number of Patients	6
Median	27.000
Mean	37.250
Std. Deviation	39.025
Minimum	2.000
Maximum	93.000

IMPLICATIONS FOR PRACTICE

- Although analysis of the data using paired t-tests with a p value of 0.05 indicated no statistical significance, Cohen's d results did indicate clinical significance of the sepsis screening tool.
- These results warrant further investigation for a longer time-period and with a larger number of adult oncology inpatients to study the intervention's potential to have a positive impact on antibiotic timing and length of hospital stay.
- Aside from the potential to reduce adult oncology inpatient mortality from sepsis, each sepsis case prevented would save the organization approximately \$51,000 in patient care costs. Additionally, positive publicly reported sepsis care scores would drive increases in membership and retention.

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EXTRAORDINARY NURSING CARE EVERY PATIENT EVERY TIME

The right tool for the job: increasing confidence in bedside RN assessment of darker skin tones

Marshall Tipton, BSN, RN, CWOCN

Jessica Pangilinan, DNP, RN, PCCN-K, CNML, NEA-BC



Utilizing the vistelar conflict management system to implement Kaiser Permanente's code of conduct

Meriven Huesias, DNP, RN, NPD-BC, CEN, CCRN-K
Techie San Andres-Jacinto, BSN, RN
Amy Tucker, DNP, RN, CNML, PCCN, CMSRN



Utilizing the Vistelar Conflict Management System to Implement KP's Code of Conduct

Meriven Huesias, DNP, RN, NPD-BC, CEN, CCRN-K; Techie San Andres-Jacinto, BSN, RN
Amy Tucker, DNP, RN, CNML, PCCN, CMSRN
Kaiser Permanente Orange County – Irvine Medical Center / Southern California Region



INTRODUCTION	METHODS	RESULTS or CONCLUSION	IMPLICATIONS FOR PRACTICE
Background: - Despite the release of KP's Code of Conduct Guide, manipulation, incivility, and aggressive behaviors (physical and verbal) by patients and/or visitors towards inpatient staff has progressively increased leaving employees feeling vulnerable, undervalued, and disconnected. - Current literature indicates that burnout among healthcare workers has significantly risen since the pandemic contributing to higher turnover rates^{1,2}. Mitigation involves creating a healthy work environment by providing psychological and physical safety which are critical to well-being, satisfaction, and overall engagement at work^{1,5}. - Vistelar Conflict Management emphasizes practical strategies and skills for managing disputes and ensuring safety - contributing to workplace violence (WPV) prevention^{3,4}. Purpose / Significance: - Identify perception of manager support and knowledge gaps among public-facing staff on handling aggressive patients and visitors. - Create guidelines and procedures to identify, address, and escalate behaviors that do not align with the established Code of Conduct policy. - Utilize the Vistelar Conflict Management System to empower and support public-facing staff in creating a supportive environment and speak-up culture. SMART Goal: - Develop and provide an instructor-led 2-hour Vistelar course to >80% public-facing staff in both Orange County hospitals by December 2025.	- A multi-disciplinary Code of Conduct (COC) Taskforce was developed with representatives from all public-facing units, Security, Care Experience, Bioethics, Regulatory & Licensing, Public Affairs, Executive Leadership, and Staff Education. - Outlined communication and escalation algorithms and signage. - Generated boundary-setting scripting aligned with Code of Conduct and Care Experience standards. - Developed a Vistelar training curriculum for inpatient staff with role-playing responses to common conflict generating incidents.  PDSA Methodology: Baseline data was established using: - Threat Management Reports from Security (2020 to Current) - People Pulse Survey on "Resources" and "Feeling Safe at Work" - Voluntary Turnover Rate (2020 to Current) - Survey on Perception of Frontline Staff – Top Responses / Findings: (1) I should be able to manage the issue independently. (2) The issue might escalate further. (3) I do not believe it will make a difference. (4) The organization prioritizes patient satisfaction over staff safety. (5) Managers and physicians do not support visitation rules or boundaries established by frontline staff.	Interventions: - Obtained a budget for in-person training of hospital-based frontline staff (n=4200) including training for Champions (4-hours), Facilitators (8-hours), and Instructors (32-hours) to reach 80% penetration by Q4 2025 with 1:8 ratio from two Southern California hospitals. - Acquired a budget for strategically placed visual displays to communicate behavior expectations of members / visitors. - Developed Vistelar Training emphasizing Non-Escalation, De-Escalation, and Crisis Management with existing workplace violence prevention policies integrated. - Created a handbook for staff including Vistelar Concepts and Applications, Documentation Guidelines, Examples and Scripting, and Relevant Policies. - Negotiated agreements to support the endeavor with Security, Staffing, and Onboarding. - Feedback was provided through course evaluations and anecdotal reports. Training Schedule Rollout: - Champion and Facilitator – Start - Q1 2024 - Existing Staff – Start Q2 2024 to Q4 2025 - New Hires – Start Q3 2024 and Ongoing  Consistently >84% attendance indicates staff and leadership engagement.	Implications: - A holistic approach to workplace violence prevention including training, policy development, communication strategies, leadership engagement, and reporting mechanisms is critical to creating a culture of safety, respect, and effective results. - Tailoring interventions specific to the needs and context of the organization is vital¹. - Leaders must prioritize safety, support training initiatives, and lead by example in promoting a respectful and safe workplace⁵. - Initial Vistelar Conflict Management training requires instructor-led classes for concept clarity and modelling technique applications. Recommendation: <i>Provide all public-facing staff with instructor-led initial training of Vistelar Conflict Management tailored to the needs of the service area.</i>

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ACKNOWLEDGMENTS

Dr. Wendy Cortez for championing this endeavor. Dr. Jessica Fanguinan for your patience with questions. Dr. Joria Rainbolt-Clemente for your presence and energy. Sean Yik for being a ready source of data. Dennis Vanegas for support from Security.

EXTRAORDINARY NURSING CARE | EVERY PATIENT | EVERY TIME

Leveraging night shift operations to drive APT improvement

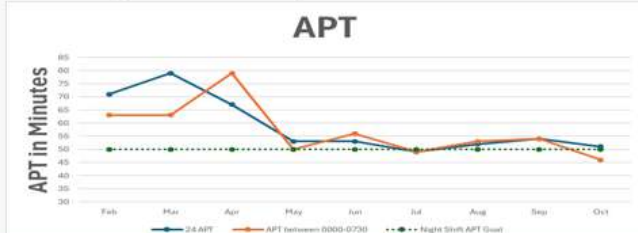
Edgar Pangilinan, MSHM, BSN, RN




Leveraging Night Shift Operations to Drive APT Improvement

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Kaiser Permanente Irvine Medical Center | Southern California Region



INTRODUCTION	METHODS	IMPLICATIONS FOR PRACTICE
Background & Significance Efficient throughput is integral to safe and economical hospital operations. Impaired patient flow can have a negative impact on patient outcomes and the cost of care delivery. One component of throughput is admission process time (APT). APT is defined as the time, in minutes, from when an admission order is placed to inpatient bedding. CMS has set a goal of 60 minutes for organizations to strive for. Improving APT involves complex processes of optimizing patient care while managing times attributed to providing such care (Imhoff et al., 2022). The Joint Commission also claims that reducing time in the emergency department increases the ability to provide additional patient-care treatments (Emergency Department, 2024). Accurate and timely admissions can help reduce patient care delays and support improved patient care experience. Problem At KP OCI, APT had trended up, sustaining >60 minutes. An opportunity was identified to look closer at process difference, barriers, and variables between the three shift operations. Night shift APT directly impacts the overall daily APT and can be an integral part of APT improvement. In general, the night census from midnight to 0730 only increases, complicated by limited discharges and restrictive staffing patterns. Improved night shift APT efficiency can effectively create a buffer for the day and evening APT and reduce the overall daily APT. Goal Decrease the hospital APT of admissions between midnight and 0730 to less than 50 minutes by the end of the year 2023.	Assessment - Variables between night shift House Supervisors (HS) bedding processes - Key night shift specific barriers & challenges - Limited resource expansion (absence of Transport Nurses, limited Ancillary aid budget, minimal RN availability after midnight) - Patient Care Experience Implications (service recovery r/t transfers in the middle of the night) - Limited Strategic Bed Planning The Process - Increased communication between night shift HS - Discuss daily challenges & level of care (LOC) trends - Strategize throughput plans (dc vs. downgrades) The Process (continued) - Frequent communication with ED team leads - Discuss daily patient LOC trends - Early discussion on special patient needs - Needs for higher LOC admissions (DOU/ICU) - Special accommodations (HD, Neg. Pressure) - Early communication and collaboration with unit charge nurses - Early planning for patient admissions or transfers - Increased communication with PCS Nurse - Discuss daily patient LOC trends - Advanced planning to admit to specific units - Coordination with Environmental Services	Early communication between the house supervisors, Emergency Department, and unit charge nurses was valuable in the APT reduction process. There was a significant reduction in delays for admissions from the Emergency Department to the inpatient hospital units. Recommendations - Advance practice to all shifts. - Utilize frequent communication with the ED. - Early communication and collaboration with unit charge nurses - Discussion with PCS Nurse patient trends 
RESULTS or CONCLUSION Results In March of 2023, Process Improvement was initiated, however, the initial effects were not immediately realized. Coordination between the night shift house supervisors was enhanced, leveraging basic technology modalities to increase communication. Increased engagement was experienced with the unit charge nurses and staff, likely due to the early communication of the daily plans. Face-to-face rounding with the charge nurses assisted with visualization of available bed status, reducing reluctance. Emergency Department notification for higher-level care and specialty needs was identified early in the project. As the night shift APT decreased, the overall APT followed the trend. By October of 2023 both overall APT and night shift APT were consistently below 55 minutes. 		
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EXTRAORDINARY NURSING CARE | EVERY PATIENT | EVERY TIME

Quiet at night

Mary Anne Gregorio, BSN, RN, CMSRN

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Kaiser Permanente

Quiet at Night

Mary Anne Gregorio, BSN, RN, CMSRN;
Nicole Villegas, BSN, RN, CMSRN;
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Culture of Excellence



Irvine Medical Center / SCAL KFH / Adult Inpatient Services

INTRODUCTION	METHODS	IMPLICATIONS FOR PRACTICE
Background - The OCI Night Owl Committee was created in 2021 to address Quiet at Night. - Quietness in care delivery areas has been shown to help our patients heal. - Care of the total health of the patient includes a safe and comfortable environment. - More than 50% of our hospitalized patients say that nighttime noise is a problem that affects members' perception of quality and safe care. - We want to create a culture of quietness at night to contribute the positive overall care experiences of every patient.  WE PUT THE NIGHT IN NIGHT-INGALL KEEP QUIET Night Owl Committee Objectives - To maintain a 4-5-star rating or linear mean >64.5 in HCAHPS Quiet at Night composite from a baseline of 4-star average from FY 2022 (3-star rating FY 2021) - To increase staff awareness and to obtain buy-in from multidisciplinary stakeholders through education dissemination, consistent monitoring, and recognition - To renew our commitment in bringing about a quiet culture utilizing resources and mitigating sources of noise with revamped initiatives 	The Process - Extraction of baseline data from HCAHPS and NRC Real Time surveys, goal setting, CDP review - Review and revision of Night Owl committee structure and charter to focus on quiet at night - Pre-surveys and verbal staff and patient feedback through appreciative inquiry to isolate causes: staff chatter, equipment alarms, and environmental components - Reinforcement of multidisciplinary representation, unit rounding, standardization of processes especially quiet kit, ordering and location - PCOA cycles focused on increasing situational awareness on any sensory observations at night and recognition of uncomfortable barriers Initiatives: - Visual reminders on unit, inside patient rooms, and in high traffic areas - Overhead paging of nightly quiet hours 10pm-7am and reminder to use library voices and to silence non-medical devices - Take-step cards as a supplementary education piece for patients and/or families - Door hangers to identify patients who have strict nighttime routines and highly sensitive to noise - Vocal headsets and quiet kits - Labels on night switches to identify bright versus dim lighting - Night owl pins to easily identify Night Owl champions for staff feedback  RESULTS Review of HCAHPS and NRC Real Time Surveys  Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) - FY 2021 82.2-88.1 (average 3-Star Ratings) - FY Q1 and Q2 2022 = 82.8 - 86.4 (average 3-Star Ratings) - Q2 FY2022: Implementation of initiatives and turning point for Quiet at Night metrics - Q3 FY2022 - current= 82.4-91.5 (average 4-Star Ratings)  NRC Real Time Patient Survey > 75th Percentile post implementation - Improvement in patient feedback with a decline in comments related to quiet at night nor disruptions in sleep - Inclusion of "Room Quiet at Night" as an isolated composite versus inclusion with "Environment Clean and Comfortable"	Top 3 Priorities - Creation of a designated night shift committee to focus on Quiet at Night initiative - Recruitment and identification of labor unit champions and management co-lead - Implementation of a pre-survey from NOC staff to determine issues of noise - Creation of a standardized unit workflow for quiet practices - Dissemination of buy-in from staff by increasing awareness to the importance of Quiet at Night initiatives, comprehensive approach - Huddles - E-huddle - UBT engagement 3 High Impact, Low Effort Practices - Creation and dissemination of visuals that identify quiet hours - Overhead announcements - Standardization of the use/provision of sleep kits to patients Future Initiatives: - Maintenance of comprehensive approach - Calm App readily available on shared iPads or patient room computers - Caster wheels - Permanent visual aids in high traffic areas "Quiet" channel for in-room TVs REFERENCES Barber, A., Lash, A. 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EXTRAORDINARY NURSING CARE

EVERY PATIENT

EVERY TIME

Ethics training impact on ethical awareness scale (EAS) scores

Joria Rainbolt-Clemente, DNP, MSN, CNS, GERO-BC



Ethics Training
Impact on Ethical Awareness Scale(EAS) Scores



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Kaiser Permanente – Irvine



INTRODUCTION

Background:

- Ethical dilemmas are frequent occurrences in the hospital and often occur when life-or-death decision needs to be made, such as do-not-resuscitate (DNR) or end-of life decisions.
- However, nurses must consider the **ethical implications in all patient care activities**, not just dilemmas.

Problem:

- Ethical competence is essential for developing a nurse's responsibility and autonomy in nursing practice to recognize when action is needed, yet ethical training primarily occurs during the formal education process in Nursing School^{1,4}.
- This may leave a gap in knowledge as new nurses may not have had the opportunity to fully apply this training in the academic environment and seasoned nurses may not have current training or competence.
- Nurse who have cared for patients with DNR orders may recognize ethical dilemmas but being aware of potential ethical issues **before** they become dilemmas is essential⁴.

Purpose:

- The initial step in setting up nurses to practice ethically is to assess their understanding of the concept²
- Nurses' ethical competence can increase, through leader-supported educational opportunities, encouragement to attend leading to improved ethical awareness⁵.
- The project poses the question:
"Does the implementation of nursing ethics training influence the Ethical Awareness Scale⁴ scores among Medical-Surgical-Telemetry (MST), and Critical Care nurses caring for patients with a DNR order?"

METHODS

Ethical awareness calls the nurse to acknowledge ethical implications in all nursing actions so, they can be addressed before they become dilemmas².

Project Design:

- Quantitative evidence –based practice one-group pre-post design
- Ethics training (didactic review of ethics, code of ethics¹, scripted case studies, real-life discussion)

Sample:

- Convenience sample of 100+ Medical-Surgical & Critical Care nurses.
- Total matched pairs (n=74).

Instrumentation: Ethical Awareness Scale⁴

- An 18-item valid and reliable tool to assess ethical awareness in the critical care setting.

Sample questions from the 18-item EAS⁴

- A nurse asks her patient about his end of life wishes. This action:
 - a. Always has ethical implications
 - b. May have ethical implications
 - c. Never has ethical implications
- A nurse gives a lecture about importance to an incontinent dying patient. This action:
 - a. Always has ethical implications
 - b. May have ethical implications
 - c. Never has ethical implications
- A nurse gives his patient his daily meal. This action:
 - a. Always has ethical implications
 - b. May have ethical implications
 - c. Never has ethical implications

IMPLICATIONS FOR PRACTICE

Implications:

- Ethical competence is essential for developing a nurse's responsibility and sense of autonomy in nursing practice and to recognize when to act.
- Improved ethical awareness has implications for improved nursing care, which is crucial for not only addressing ethical issues such as resuscitation and care directives, but for the comprehensive care required for all patients in all stages of life⁴.
- Further study is needed to determine the impact of ethical awareness in other areas of the hospital and clinics

Recommendations:

- To provide **Ethics training specific to patient care** and assess EAS scores pre and post training
- Continual/ ongoing training

RESULTS

Findings from this project demonstrate clinical significance (r = .56) and the positive statistically significant (p<.001) results of ethics training's impact on ethical awareness is the nurses who participate in the project.

Findings: The following EAS questions had the **most change** from "Never" to "Always has ethical implications" from pre to post surveys:

- A nurse chart his patient's vital signs.
- A nurse's patient leaves against medical advice
- A nurse changes her patient's surgical dressing

The following EAS questions had the **least change** in ethical implication pre to post score:

- A nurse asks her patient about his end of life wishes
- A nurse terminally extubates his patient

Response	Count	Percent
1	10	13.5%
2	15	20.3%
3	18	24.3%
4	12	16.2%
5	10	13.5%
6	9	12.2%

Pre-Total Score	Post-Total Score
4.00	5.00

	N	25 th	50 th	75 th
Pre-Total Score	74	39.0	50.0	53.0
Post-Total Score	74	42.8	54.0	54.0

Participation by years of experience showed most respondents had more than 11 years working as a nurse

The data confirmed that the ethics training provided to the nurses had a statistically significant (p<.001) effect on their EAS scores².

There were 74 match-pair responses. The median score on the EAS increased from pre-training session (Md = 50) to post-training (Md = 54).

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Enhancing council health with a shared governance toolkit

Jessica Pangilinan, DNP, RN, PCCN-K, CNML, NEA-BC



Enhancing Council Health With A Shared Governance Toolkit

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Kaiser Permanente Irvine Medical Center | Southern California Region

Culture of Excellence



INTRODUCTION

Background/Purpose:

- A decline in council engagement was observed.
- Decreased nurse satisfaction scores (decisional involvement and autonomy) were identified (Orton, 2021).
- This organization's Magnet® Program Director (MPD) assessed the existing nursing Shared Governance structure.
- A dearth of onboarding preparation for new council members was discovered.

Relevance/Significance:

- Healthy Shared Governance (SG) councils within healthcare organizations support exceptional quality outcomes, are associated with enhanced nurse satisfaction, and elevate patient care (Al-Ruzzieh et al., 2022; Clavette et al., 2013; Kutney-Lee et al., 2016).
- SG structures and processes require support to maintain efficacy and may need revitalization over time to keep pace with changes within the organization (Gerard et al., 2016).
- Monitoring council health is one strategy for ensuring council engagement remains effective (Hess et al., 2020).

PICO(T):

In nursing SG council members, can implementing a shared governance toolkit with onboarding education affect perceptions of autonomy and council health?

The Council Health Survey (CHS) by Dr. Robert Hess

METHODS

Strategy/Implementation:

- A toolkit was developed to support the onboarding of new council members and to assist council leaders in facilitating organized council activities.
- Comprised of two components, a member educational module which detailed key topics and a council leadership handbook with supporting templates for successful meeting facilitation.
- Implemented in three large councils within the medical center.
- All active members completed the education module and pre-survey.
- Follow-up surveys were collected three months after implementation.



RESULTS

Evaluation/Outcomes:

The Council Health Survey (CHS) was used to evaluate council health.

- The average post-implementation Council Health Survey (CHS) scores collected from participants who had completed the education module revealed statistically significant improvement in two of the three domains.

The four additional questions which mimicked nurse satisfaction surveying evaluated perceptions of autonomy.

- The average scores of all four of these questions revealed improvement, with three of these demonstrating significance. The fourth question's preliminary average was already quite high.

The successful implementation of this toolkit demonstrates an economical strategic initiative which can be replicated by other organizations seeking to strengthen their SG structures and enhance nurse empowerment.

Independent Samples t-Test Results for Structures of Shared Governance Councils

	Pre	Post	p-value	95% CI
★ Council Health Survey Domains: Structured Shared Governance Councils	4.24	4.72	.001	2.94 - 6.05
★ Autonomy of Shared Governance Councils	4.37	4.66	.001	1.56 - 3.23
★ Membership of Shared Governance Councils	5.76	6.35	.001	2.47 - 10.24

Independent Samples t-Test Results for Autonomy of Shared Governance Councils

	Pre	Post	p-value	95% CI
★ I am involved in decisions that affect my work.	4.12	4.60	.001	1.56 - 3.23
★ I have the opportunity to influence nursing practice in my organization.	3.60	4.10	.001	1.56 - 3.23
★ When appropriate, I can act on my own without asking for approval.	3.05	4.44	.001	1.56 - 3.23

Write my scope of nursing practice. Have the residents act on it. Have it in the best interest of the patient.	4.21	4.40	.001	1.56 - 3.23
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Note: M = mean; SD = standard deviation; Response scale responses 1 (Strongly Disagree) to 5 (Strongly Agree)

IMPLICATIONS FOR PRACTICE

Preparation to ensure effective participation is common for new employees, new graduates, and transitioning staff.

- This is equally beneficial with roles that are not considered clinical in nature, such as council membership, leadership, and mentoring.

The approach of toolkit implementation provides an opportunity to:

- Standardize best practices across councils throughout the Shared Governance structure in an organization.
- Improve strategic planning, council goal alignment, and effective initiative efforts with standard templates and processes.
- Encourage supportive leader relationships, cohesive behaviors across the structure and reduces duplication of work or opposing activities, potentially preparing clinical nurses for formal leadership roles.
- Add to the nurse leadership pipeline through succession planning of key clinical roles.

Further implementation will focus on new council leader education for succession planning.

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EXTRAORDINARY NURSING CARE | EVERY PATIENT | EVERY TIME

Comprehensive extravasation management policy

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 Comprehensive Extravasation Management Policy Theresa D. Torres, DNP, RN, CCRN-K, CNML Kaiser Permanente Irvine Medical Center Southern California Region Liza Novenario-Ros, MSN, CNS, ACNP-BC, CNRN Kaiser Permanente Anaheim Medical Center Southern California Region Culture of Excellence 			
INTRODUCTION	METHODS	RESULTS or CONCLUSION	IMPLICATIONS FOR PRACTICE
Background: The prevalence of complications of peripheral intravenous (IV) catheters such as extravasation injury contributes to high health care cost and patient safety. In 2023, our healthcare facility encountered a significant incident involving a patient who experienced Levophed extravasation in the right arm. The condition was not promptly escalated or adequately treated, resulting in the patient requiring wound care consultation. Through review of policies, it was discovered that there was no policy for care and management of extravasation injury from PIVs.  https://www.scribd.com/document/564895249/3-0-Extravasation-Injuries-FES34-2022 Purpose/Significance: The Extravasation Policy provides clinicians with evidence-based protocols to manage adult inpatients with extravasation, where IV drugs leak into surrounding tissue, causing complications like tissue damage and infection. These standardized guidelines aim to enhance patient outcomes, minimize harm, and ensure consistent, high-quality care. AIM: By June 2024, the interprofessional team will develop a comprehensive policy to ensure that all cases of extravasation are managed effectively, preventing similar situations in the future.	The interprofessional team, composed of nurses, pharmacists, physicians, and educators, met on a weekly basis to address the critical need for a comprehensive extravasation management policy. The team approached the task with focus on integrating diverse professional perspectives to ensure the development of a robust and effective policy; Literature Review: The team conducted an extensive review of existing literature, focusing on the most recent evidence and best practices in extravasation management. This included evaluating current protocols, outcomes, and risk factors. The literature review helped the team to identify gaps in knowledge and practice, as well as to understand the latest advancements in extravasation management. Assessment of Current Practices: A thorough assessment of the facility's current practices was carried out, with a focus on how extravasation cases were being managed. This involved reviewing incident reports, interviewing staff members involved in previous cases, and analyzing patient outcomes. Drafting the Policy: Utilizing the evidence gathered from the literature review and the assessment of current practices, the team drafted a comprehensive extravasation management policy. The draft policy covered key areas such as risk assessment, prevention strategies, immediate response protocols, and guidelines for follow-up care. Stakeholder Feedback: To ensure the policy was both effective and practical, the draft was circulated among a wide range of stakeholders, including frontline nursing staff, physicians, and department leads. Feedback was collected and carefully considered, leading to several rounds of revisions to refine the policy. Implementation Plan: With the policy finalized, the team developed a detailed implementation plan. This plan outlined specific steps for rolling out the policy across the facility.	The implementation of the extravasation management policy was essential in addressing the previous lack of standardized guidelines for handling extravasation incidents, which led to variability in management. The policy introduced structured procedures for risk assessment, prevention, immediate response, and follow-up care, providing clinicians with a much-needed framework. - Since the creation and socialization of the policy, there have been no further incidence of delay event identification and treatment. - Post-intervention feedback from clinicians indicated increased confidence in managing extravasation incidents and improved adherence to established procedures. - The absence of quantitative data to validate user confidence limits a full evaluation of the intervention. - Specific performance data was not collected, however, qualitative feedback suggested enhanced awareness and consistency across the institution, underscoring the policy's value in standardizing care and supporting clinicians. Future initiatives should incorporate systematic data collection tools, such as surveys, incident tracking, and compliance audits, to better assess the policy's effectiveness and identify areas for improvement. 	- To ensure its success and integration into daily clinical routines, ongoing education and training are crucial. These efforts will keep nursing staff updated on the latest policy revisions and best practices for managing extravasation incidents. - To maintain high standards of care, regular audits and compliance monitoring will be conducted to assess adherence to the policy. Additionally, recognizing the unique needs of different patient populations, the policy will be expanded to include guidelines specific to pediatric and outpatient settings. - Continuous improvement in extravasation management will rely on strong interdisciplinary collaboration. Regular meetings involving nursing, pharmacy, physician teams, and other relevant departments will be held to review outcomes, address challenges, and share insights. This collaborative approach will help ensure that the policy remains adaptable and responsive to the evolving needs of patient care.
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EXTRAORDINARY NURSING CARE EVERY PATIENT EVERY TIME			

Ongoing nursing research

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Resiliency Among Southern California
Nurses Post COVID-19 Pandemic Surges

**Heaven Holdbrooks,
MSN, CNS, PNP, RN, RNC-NIC**

Quantifying the factors that influence
NICU admission, length of stay, care
processes and patient outcomes (#11593)

Marielle Nguyen, MD (PI)

**Heaven Holdbrooks,
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The PREPARE Study: PREterm Infants
Receiving a Probiotic in the NICU –
Evaluating Outcomes Before and After
Receiving B. infantis EVC001 (#12192)

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2025 National Nursing Ethics Conference to Highlight Research

The 2025 National Nursing Ethics Conference, set for March 13 and 14, 2025, will highlight Joria Rainbolt-Clemente’s research – Ethics Training Impact on Ethical Awareness Scale Score. This achievement is decided through blinded peer reviews and will present the opportunity to recognize the results of this significant intervention. Research abstract is provided below.

Background	Intervention	Conclusion
Ethical awareness in nurses is essential for all patient care activities, not just complex cases, as early recognition of an ethical issue can prevent escalation to an ethical dilemma. An important step to improving ethical patient care is to determine ethical awareness in nurses.	The purpose of this implementation project was to determine the impact of ethics training on ethical awareness for nurses in the medical, surgical, telemetry and critical areas at one Southern California hospital. A didactic in-person training aimed to provide ethics education including review of the ANA Nursing Code of Ethics, scripted case studies and nurses’ experiences in real-life ethical issues discussion. The 18-item Ethical Awareness Scale was used to measure nurses’ ethical awareness before and after the ethics training session.	The findings from this project could inform future ethics training programs to improve the quality and quantity of ethics educational opportunities in all areas of the hospital and beyond.

New nursing research



Intergenerational Communication Among Nurses: Navigating a Multigenerational Workforce



Primary investigator

Joria Rainbolt-Clemente, DNP, CNS, GERO-BC. clinical nurse specialist.



Co-investigators

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Research question

What is the relationship between nurses' generation, gender, educational level and their perceptions and opinions about multigenerational communication, conflict, relationships, patient safety, teamwork, professional development and work engagement in the hospital setting?



SMART goal

The objective of this study is to explore the intergenerational differences and its potential effect on nursing workforce in one Southern California hospital from March 2025 to May 2025 via an online survey with measurable & open-ended questions.

Kaiser Permanente Orange County- Irvine

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This annual report is curated by Kiren K. Chima, MBA, in collaboration with many other contributors who have authored and photographed the milestones highlighted in this document.

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