

2024

Nursing: A Year in Review



**Kaiser
Permanente
Moreno Valley
Medical Center**

Table of Contents

Welcome Message.....	Page 3
The Story of Us.....	Page 4
Foundation of Nursing Practice.....	Page 6
Nursing Strategic Plan: Focus Areas.....	Page 7
Transformational Leadership.....	Page 8
Recognition.....	Page 12
Structural Empowerment.....	Page 26
Exemplary Professional Practice.....	Page 35
Nursing Research and Innovation.....	Page 43



A Message from the Chief Nurse Executive

Renee Fininis, MSN, RN, PHN, NE-BC,

Chief Nurse Executive

Moreno Valley Medical Center

The 2024 Kaiser Permanente Moreno Valley Medical Center Annual Nursing Report highlights our extraordinary nursing care. We have substantial nursing engagement evidenced by strong participation in many Shared Governance Committees. Our nurses also receive recognition through our participation in the DAISY Award program. Our engagement and recognition programs have contributed to high performance in quality metrics, patient safety, and care experience. Moreno Valley Medical Center is the leader of the hospital quality composite report for Kaiser Permanente in Southern California and currently has a 4-star rating on the Centers for Medicare & Medicaid Services Overall Hospital Quality Star Rating. These accomplishments are driven by our professional nurses, who consistently focus on patient safety, quality, research, and care experience. Our nurses are also committed to using evidenced-based practices, and in 2024, have implemented successful programs such as a senior surgery care program, delirium prevention, bundle birth, safe patient handling, and best practices to improve patient's care experience.

I am proud of our nurse's commitment to nursing professional practice and supporting and promoting their professional growth by obtaining certifications and advanced degrees.

Our goal is to be the leader in quality and service in Kaiser Permanente and the community. I am proud of the extraordinary nursing care we provide and the outcomes of our patients. It is a true privilege and honor to lead the Moreno Valley Medical Center nursing teams. They are at the heart of caring for our patients and their families.

Kaiser Permanente

Moreno Valley Medical Center

Organizational Demographics

Moreno Valley Medical Center provides high-quality, patient-centered care tailored to meet the diverse needs of its community. With 100 hospital beds and 25 emergency department beds, the facility is equipped to offer comprehensive care 24/7, supported by cutting-edge technology and a team of compassionate professionals.

Facility Highlights and Services

Moreno Valley Medical Center offers a robust array of services designed to address the unique needs of its patients. The facility includes:

- **Surgical services:** 6 operating rooms and a 27-bay Post-Anesthesia Care Unit to support advanced surgical procedures
- **Women and children's services:**
 - 11 labor and delivery beds
 - A level II neonatal intensive care unit, which provides specialized care for newborns who require extra attention after birth

Culturally Responsive Care

Moreno Valley Medical Center is committed providing a welcoming, inclusive environment and addressing the individual needs of its patients. Services include:

- Access to interpreter services for over 150 languages
- Equitable and inclusive care for LGBTQ+ individuals and their families, having earned the **Human Rights Campaign Foundation's LGBTQ+ Healthcare Equality Leader** designation.

Community and Wellness Programs

As part of our mission to improve the health of the communities we serves, Kaiser Permanente collaborates with local nonprofit organizations to address health inequities. Through community and wellness programs, Kaiser Permanente granted \$3.76 million to 53 nonprofits in Riverside County in 2023, focusing on areas such as economic opportunity, social and behavioral health, housing, and education.

Commitment to Accessible Care

Patients benefit from Kaiser Permanente's integrated care model, which allows them to choose from highly trained doctors, access same-day phone or video appointments, and manage their health through online tools and services.

2024 Awards and Accolades



**US News and
World Report
High
Performing
Hospitals**

**High Performing in the care of
COPD and Pneumonia**



**Primary Stroke Centers
&
Joint Commission Gold
Seal**

**Get With the
Guidelines Stroke
GOLD PLUS with
Target: Stroke Honor
Roll Elite Plus and
Target: Type 2 Diabetes
Honor Roll**

**Advanced Certification for Primary
Stroke Centers, a nationally
recognized accreditation from The
Joint Commission for meeting the
highest standards of safe and
effective care practices**



**Newsweek Best
Maternity
Hospitals**

**Kaiser Permanente Moreno
Valley Medical Centers was
recognized on Newsweek
Magazine's prestigious list of
Best Maternity Hospitals 2024.**



**Joint
Commission
Gold Seal**

**Gold Seal of Approval® for
Hospital Accreditation from
The Joint Commission**

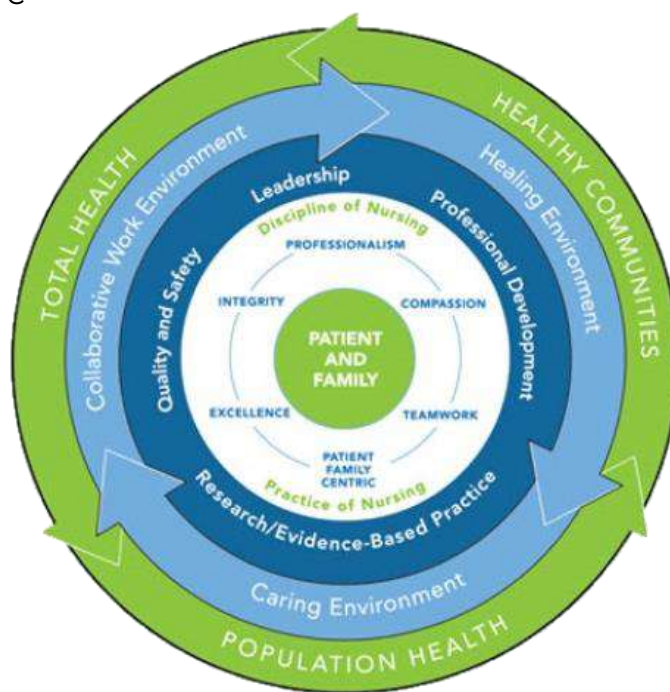
Nursing Professional Practice Model

Kaiser Permanente's Mission:

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

Nursing Values:

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



Nursing Vision:

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

Extraordinary Nursing Care.

Every Patient. Every Time.

2024-2027 Nursing Strategic Plan: Focus Areas

Patient and Family Experience

Lead the nation in care experience

Utilize evidence based practices to improve care experience

Employee Experience

Attract, retain, develop, and engage

Promote leadership accessibility

Encourage and facilitate national certifications

Utilize RN Excellence Survey & People Pulse to improve engagement

Promote professional mentoring programs

Quality and Safety

Skin care, falls, mobility, infection control, hand hygiene

An environment focused on patient safety

Quality and safety champions

Reduce risk for workplace injuries

Minimize workplace violence

Financial Success

Create and maintain financial success

Meet attendance goals

Reduce incremental overtime

Optimizing workforce efficiency

Implement cost saving practices while maintaining high quality of care

Performance Improvement

Unit Base Teams

Associate advisor training for frontline staff

Improvement advisor training for leadership



Moirah Mwesa, MSHSA, BSN, RN,

Director of Professional Practice and Care Experience



Moirah Mwesa serves as the director of Nursing for Professional Practice and Care Experience at Kaiser Permanente Moreno Valley Medical Center. With over a decade of experience in the nursing field, Mwesa has cultivated a strong foundation in patient care, nursing leadership, and professional practice.

Her clinical journey began in 2014, when she joined the intensive care unit team at Arrowhead Regional Medical Center. There, she honed her skills in managing complex care needs, fostering interdisciplinary collaboration, and advocating for excellence in patient outcomes. This pivotal experience ignited her passion for advancing nursing practice and set her on a path toward leadership in healthcare.

Mwesa holds a Bachelor of Science in nursing from Azusa Pacific University and a Master of Science in health services administration from California State University, San Bernardino. Recently, she has taken a significant step in her professional development by enrolling in a Doctor of Nursing Practice program, reflecting her unwavering commitment to lifelong learning and leadership in nursing innovation.

Throughout her career, Mwesa has led numerous initiatives aimed at improving care delivery, advancing professional development, and enhancing patient outcomes. Her ability to integrate evidence-based practices with compassionate care has solidified her reputation as a transformative leader who inspires excellence and fosters collaboration across her team.

In her role, Mwesa is dedicated to mentoring the next generation of nurses, creating an empowering environment where her team feels supported, and ensuring patients receive high-quality, compassionate care. She is deeply committed to bridging the art and science of nursing, driving innovative practices, and elevating the standards of care at Moreno Valley Medical Center.

Beyond her professional responsibilities, Moirah actively contributes to initiatives that promote nursing advancement and professional growth. Her steadfast dedication to excellence, combined with her genuine care for patients and colleagues, makes her a respected leader and an integral force in shaping the future of nursing at Kaiser Permanente.

Jamie Ramos, MSN, RN, RNC-NIC,

Director of Maternal Child Health

Jamie Ramos serves as the director of Maternal Child Health at Kaiser Permanente Moreno Valley Medical Center. With over 2 decades of nursing experience, Ramos has developed a strong foundation neonatal and maternal care, leadership, and innovation. Her journey began in 2002 as a registered nurse in the neonatal intensive care unit (NICU) at Loma Linda University Medical Center, where she discovered her passion for providing specialized care to newborns and their families.

Throughout her career, Ramos broadened her expertise by serving in various roles at Rancho Springs Medical Center, Parkview Hospital, and Rady Children's Hospital. At Rady, she worked as an advanced life support nurse in the NICU, delivering critical care to some of the most vulnerable patients. In 2018, Ramos transitioned to Kaiser Permanente Fontana Medical Center, where she took on a leadership role as assistant manager of the NICU. Her 5 years at Fontana Medical Center provided her with invaluable leadership experience, allowing her to foster team collaboration and drive improvements in patient outcomes.

In 2023, Ramos joined Moreno Valley Medical Center as the NICU department manager to lead the opening of the NICU. This exciting opportunity allowed her to bring her passion for neonatal care to a new environment and contribute to the growth of the organization. Her dedication and leadership were quickly recognized, and in March 2024, Ramos stepped into the role of director of Maternal Child Health. Ramos is deeply committed to supporting the Maternal Child Health team and ensuring that patients and families receive exceptional care. She is passionate about creating a collaborative and supportive environment for nurses and staff to thrive, empowering them to deliver the highest standards of care. Jamie looks forward to continuing the legacy of excellence at Moreno Valley Medical Center and contributing to the future growth and success of the Maternal Child health program.



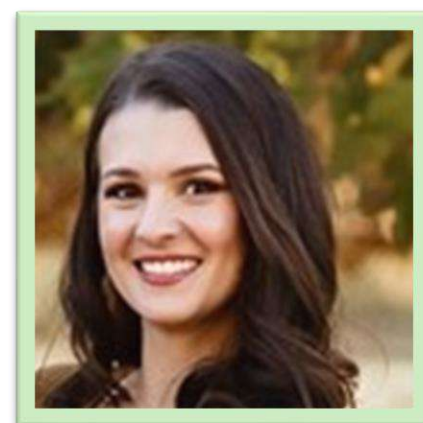
Our Newest Nurse Leaders



Deanna Tyson
*Nursing Department Manager, RN
Perioperative Services*



Keirstin Wikert
*Nursing Department Manager, RN
NICU*



Brittany Rodriguez
*Assistant Clinical Director
Emergency Services*



Nicole Santoscoy
*Assistant Clinical Manager
Medical-Surgical Unit 2*



Monique Soria
*Assistant Clinical Manager
Medical-Surgical Unit 3*



Alyssa Duenas
*Assistant Clinical Director
Emergency Services*



Justin DeLeon
Clinical Informatics Specialist

Rapid Response Team



In July 2024, Kaiser Permanente Moreno Valley Medical Center was proud to formally launch our own rapid response team, which is comprised of nurses with years of critical care experience. This team is utilizing Early Warning Score (EWS) program, which leverages predictive analytics to help identify patients at risk of decline. Our rapid response nurses do proactive rounding on high-risk patients to maintain and improve patient status.

Meet our Rapid Response Nurses



Kristena Rodriguez-Johnson, BSN, RN



Dovane Thach, RN



Lin Langsung, BSN, RN



Sheila Hamed, BSN, RN



Cindy Hernandez, BSN, RN



Areli Barrera-Perez, BSN, RN

Professional Excellence

The DAISY Award for Extraordinary Nurses

The DAISY Award for Extraordinary Nurses is an international program in memory of J. Patrick Barnes. It highlights stories from coworkers, patients, and their families, about the amazing work our nurses do every day. The recipient of this award is nominated and recognized for their exceptional and compassionate care for our patients and their families.

The DAISY Nurse Leader Award

The DAISY Nurse Leader Award recognizes the exceptional contributions and leadership of nurse leaders who demonstrate remarkable dedication, compassion, and innovation in their practice. This prestigious award is aimed at honoring nurse leaders who consistently inspire their teams, enhance patient care, and foster a positive work environment.



Reina Vick, MSN, RN, Nursing Department Manager, Critical Care Unit



2024 The DAISY Nurse Leader Award Recipient, Quarter 3

“Reina’s ICU team embodies great care experience qualities. The moment I was admitted to the ICU, my experience felt welcoming and magical. The nurses were kind enough to communicate the admission process before prepping me to the ward. They ensured all modalities were intact according to the providers orders, such as the IV drip, the blood pressure monitor, the pulse sensor, adequate room temperature, etc. Knowing they serve a location of about 4.6 million residents in the region, how they apply personal touch to every patient, every time is truly remarkable. It’s a team effort, because everyone chimes in humbly where needed, including the physicians. This is truly a great reflection of Vick’s leadership, as it trickles down to her direct reports.”

When given the award, Reina gave a heartfelt message to her team: “Today, I received this award from a nomination that was submitted by a patient. The patient talked about how all the ICU team members did such an amazing job in taking care of her during her stay, and that is a testament to my leadership... so, thank you all.”

Ana Vargas, BSN, RN

2024 Quarter 1 DAISY Awardee

“I was very nervous and under a lot of stress due to being here for a mastectomy for my breast cancer. I have had experiences in the past where I felt like I was just another patient or number for the hospital, but that was not the case with Ana. She took the time to properly introduce herself from the very beginning and make me feel safe and secure in her care. Her being a Spanish speaker was a huge bonus for me and made my stay a lot more comfortable. Whenever I needed to go to the bathroom, her response time to me pressing the help button was very fast and efficient, and she always made sure I wasn’t in any pain and that I had the proper medication I required. Besides just my care, she actually stayed and talked to me a while and listened, and she made me feel as if I had a friend here to be there for me during my day. A huge thank you to Ana for her excellence as a nurse.”





Crystal Blystone, BSN, RN

2024 Quarter 2 DAISY Awardee

"I will remember how much she knew what to do, and I didn't have to ask. I was scared, but when she explained the medication, diagnosis, and treatment with me, I became more positive of my future. I got reassurance from her saying, "Oh my gosh, you're doing so much better, I can see it. You're so much better than yesterday. "

Even if I didn't see any difference, I SO appreciated the words of encouragement. She didn't work on Mother's Day, but she took the time to call me to wish me a happy Mother's Day. That was wonderful."

John Taylor, BSN, RN Keith Robinson, BSN, RN

2024 Quarter 2 DAISY Awardee

"Upon hearing of a sick patient, John Taylor, who was working in a different part of the emergency room, quickly went to Keith's aide and assisted him in caring for this patient. The patient needed to be transferred immediately for cardiothoracic surgery, but there were no critical care transports available. John and Keith decided to step outside of their normal work scope and go with the patient in the ambulance to Riverside. Through the amazing work of these 2 nurses, the patient survived the transport and made it to surgery. These 2 are not only amazing, strong nurses, but good human beings who deserve to be recognized for going above and beyond."





Rose Godoy, BSN, RN

2024 Quarter 3 DAISY Awardee

"The entire staff made me feel like the most important person in the world. Rose, however, had the misfortune to take care of me on my last night there. That night, I had to get up 14 times to go to the bathroom. Fourteen times, Rose got up with me to help wipe me and clean me. Fourteen times, she fluffed my pillows and the sheets. Fourteen times, she smiled every time I rang the call light and never stopped smiling until she left my floor. All my nurses, aides, Environmental Services, and dietary aides were phenomenal, and I thank everyone from the bottom of my heart. But I want Rose to know I will never forget her."

Kristina Rodriguez-Johnson, BSN, RN

2024 Quarter 4 DAISY Awardee

I cannot describe one isolated situation in which to nominate Kristina; however, if I have to, well of course I will. At Moreno Valley Medical Center, we recently opened a renovated PACU that required a rapid response nurse on each shift. Kristina took a position as a rapid response nurse and has become a leader that far exceeds anyone's expectations. Everyone knows her because she is present and attentive on every unit. She has proven to be one of the most caring and dependable nurses I've ever met in my 23 years of nursing. Kristina has the ability to treat each patient as if they were her beloved family member. We had a patient that was over 400 pounds. There was so much difficulty surrounding the patient, but Kristina honed in on the patient, even though what he needed did not require rapid response. She provided so much assistance that she was able to quick start his recovery from the DOU to a rehabilitation center, where he ultimately needed to be. Kristina uses her time and resources to seek out patients that need a little extra care. She gets to know every patient in the hospital to the point where if someone is declining, she will know about it immediately. The fact of the matter is that she goes above and beyond what is required, and she needs to know that she is appreciated dearly. Thank you for this opportunity to shed light on such an outstanding nurse.





We are beyond proud to acknowledge and honor the shining achievements of these A-listers who have brought their talent, passion, and commitment to Kaiser Permanente. Just like the timeless icons of the silver screen, these individuals have shined with their brilliance and dedication to high-quality care. We celebrate the incredible stars of Kaiser Permanente Moreno Valley Medical Center who have stand out performances in 2024: our **Service Champions**.



AMIRAH
DALTON
LABOR & DELIVERY
**SERVICE
CHAMPION**



YRERI
EQUIHUA
EMERGENCY DEPARTMENT
**SERVICE
CHAMPION**



PERLA
HERNANDEZ
MED/SURG 3
**SERVICE
CHAMPION**



PATRICE
MANINGO
INTENSIVE CARE UNIT
**SERVICE
CHAMPION**



PAUL
NAVARETTE
MED/SURG 3
**SERVICE
CHAMPION**



SHERIELL
ORTIZ
MED/SURG 2
**SERVICE
CHAMPION**



KRISTENA
RODRIGUEZ-JOHNSON

CRITICAL CARE - FLOAT

SERVICE
CHAMPION



ZARAH
SERNA

MED/SURG 2

SERVICE
CHAMPION



TONAY
THOMAS

MED/SURG 2

SERVICE
CHAMPION





Step right up! Nurses Month 2024 at Kaiser Permanente Moreno Valley Medical Center was an unforgettable celebration of compassion, dedication, and excellence with the vibrant theme of “You Make a Difference” with a carnival twist!

Celebrating Nurses Month 2024 “You Make a Difference”



The week was filled with joy, laughter, and well-deserved recognition, as we honored our extraordinary nurses for their hard work and commitment to our patients and community. From life-saving interventions to the comforting touch that eases a patient’s worries, our nurses truly brought the spirit of care to every corner of the hospital.



Thank you for being the heart of our Carnival of Care. Your dedication and passion continue to inspire us all. We celebrate you today and every day!

Happy Nurses Month 2024!

AMERICAN NURSES CREDENTIALING CENTER

CELEBRATE CERTIFIED NURSES

MARCH 19



On March 29, 2024, we hosted a “Brunch & Bubbly” event to honor our certified nurses for demonstrating professionalism and dedication to quality patient care by earning and maintaining their national certification.



Care Experience Week

Patient Experience Week Kickoff

Monday 9/16

- CNE, director Golden Ticket distribution.



Team Tuesday

Tuesday 9/17/24

- Wear the same color scrubs as your team.

Wellness Wednesday

Wednesday 9/18/24

- Conduct stretching at huddle.
- Wear your **THRIVE** shirts.



Thankful Thursday

Thursday 9/19/24

- Activity: Color "I am the Patient Experience" page.

Feel Good Friday

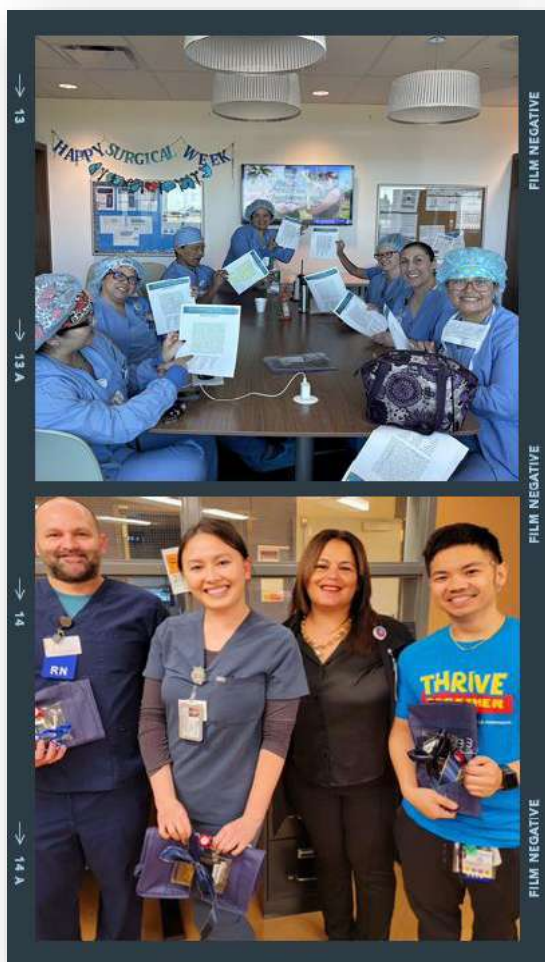
Friday 9/20/24

- Take a fun selfie and send to your Care Experience team.



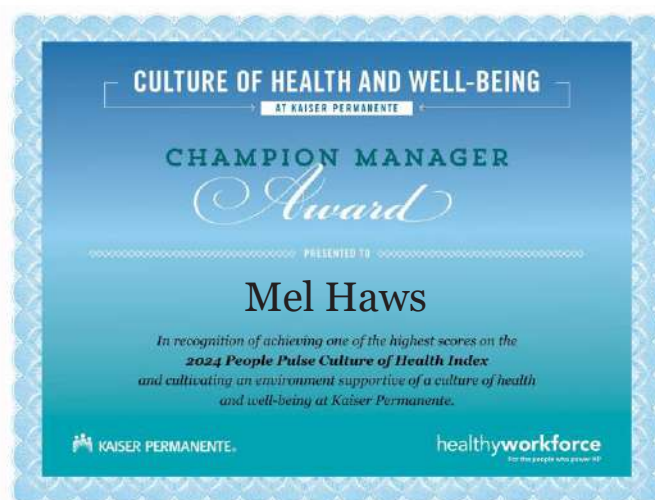
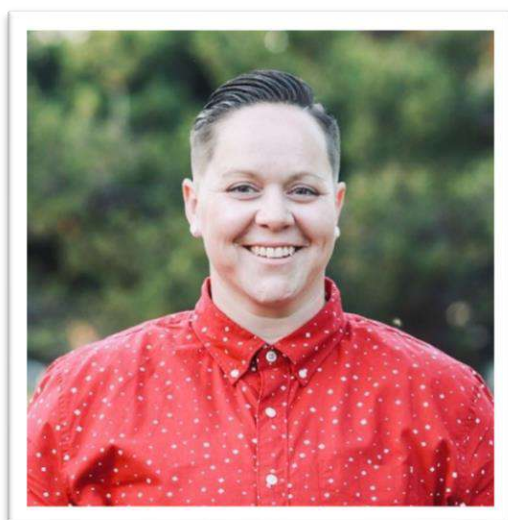


During Care Experience Week, we took the opportunity to express our heartfelt gratitude for everyone's participation. The team's enthusiasm and dedication were instrumental in making this week a success. At Kaiser Permanente Moreno Valley Medical Center, enhancing care experience for patients and employees is at the heart of what we do. This special week was a time to celebrate, recognize, and reflect on our collective efforts to improve care experiences, and we were inspired by the incredible teamwork and commitment shown by all. Here's to continuing our journey of care excellence together!



Culture of Health and Well-Being Champion

Mel Haws made the 2024 Culture of Health and Well-Being Champion Manager honor roll for Kaiser Permanente Moreno Valley Medical Center. Based on her fall **2024 People Pulse Culture of Health Index** scores, she was identified as a Culture of Health and Well-Being Champion Manager (with 5 or more direct reports) for achieving a score of 80 or above on the Culture of Health Index.



The Champion Manager Award recognizes managers that achieved a score of 80 or above on the fall 2024 People of Pulse Culture of Health Index. Only 15.73% of managers across KP achieved “champion” status. The Culture of Health Index has been included on KP’s annual People Pulse survey in various capacities since 2013. The index — which captures employee perceptions of senior leadership, direct supervisor, and peer support — measures KP’s progress toward creating an environment that promotes and supports employee health and well-being. For a sixth year in a row, National Healthy Workforce is recognizing all Champion Managers for their efforts in creating a culture of health and well-being within their departments.



Highlights

2024 BSN Graduates

Perla Garcia

Cindy Hernandez

Rose Godoy

Maria Moreno

Cassandra McClure

634



Registered Nurses

75



12.1%

Certified Nurses

2024 Advanced Nursing Degrees

Diana Aguirre, MSN

Torrey Albert, MSN

Vincent Baliton, MSN

Justin Deleon, MSN

Yanique Dias, MSN

Rhoda Duffis Gordon, MSN

Katie Hester, MSN, FNP

Aja Jones, MSN

Ramindeep Kaur, MSN

Sally Long, MSN, FNP

82%



BSN or Higher

8.1%



Nurse Turnover



Kaiser Permanente Moreno Valley Medical Center Nursing Shared Governance Committee Structure

Voice of Nursing Council



S: Sponsor
C: Co-Leads

Lead: Moirah Mwesa, MSHSA, BSN, RN, director, Professional Practice

Executive Sponsor: Renee Fininis, MSN, RN, CNE

Sponsor: Donna Grant, MSN, RN, director, Med Surg/Critical Care Services

Education

- **S:** Barbara Heard
- **C:** Amy Wade
- **C:** Chelsea Bishop
- **Members:**
 - Manny Leibold
 - Jubie Valdez
 - Toniesha Stanton
 - Alexis Owens
 - Monique Magana
 - Mar Lugo

Evaluation

- **S:** Erica Hubbard
- **C:** Tanya Serrano
- **C:** Noreen Limbo
- **Members:**
 - Catalina Benitez
 - Kim Kooser
 - Katie Navarro
 - Amy Baker
 - Allyson Sandoval
 - Cory McDonough
 - Sheena Mendoza

Infrastructure

- **S:** Dolores Rodriguez
- **C:** Misty Purse
- **C:** Terri Centeno
- **Members:**
 - Kristie Biber
 - Irma Laughary
 - Athena Torres
 - Marina Chavez
 - Alma Colyer
 - John Fababe
 - Martha Murillo

Inspiration

- **S:** Reina Vick
- **C:** April McMahon
- **C:** Anna Vargas
- **Members:**
 - Andrea Hansen
 - Nancy Barragan
 - Stephanie Blankenbeker
 - Andrea Soto
 - Troy Plummer
 - Dulce Gallardo

Magnet Champions

- **S:** Moirah Mwesa
- **C:** Justin DeLeon
- **C:** Roni Warden
- **Members:**
 - Jelvis Ong
 - Tiffany Barnum
 - Irene Ensomo
 - Zarah Serna
 - Omarah Palmer
 - Michell de Guzman
 - Josue Chavez
 - Tanya Marfori
 - Griseld Poor
 - Leslie Robinson
 - Lauren O'Neal

2024 American Nurses Credentialing Center (ANCC) National Magnet Conference



Kaiser Permanente Moreno Valley Medical Center was thrilled to attend the 2024 AANC National Magnet Conference! This was a fantastic opportunity to engage with fellow nursing professionals, share insights, and enhance our knowledge on best practices in nursing excellence.





Education Fairs

Kaiser Permanente Moreno Valley Medical Center nurses are dedicated to advancing their professional growth and career development. They are supported by a comprehensive range of professional development programs.



At Moreno Valley Medical Center, we believe that professional growth is essential to delivering high-quality, patient-centered care. By promoting the development of our nurses, we ensure they have access to the latest knowledge, skills, and certifications necessary to thrive in their roles and meet the evolving needs of our patients. Supporting professional growth not only empowers our nurses to reach their full potential, but also fosters a culture of excellence, collaboration, and innovation. Through robust professional development programs, educational opportunities, and recognition initiatives, we create an environment where nurses feel valued, supported, and inspired to lead advancements in health care. This commitment to growth ultimately enhances patient outcomes and reinforces our mission to improve the health of our members and to the communities we serve.



ADTALEM STRATEGIC WORKFORCE SOLUTIONS

Our hospital is deeply committed to fostering professional growth and lifelong learning for our nurses. We proudly partner with a variety of esteemed educational institutions, including Chamberlain University, Walden University, Azusa Pacific University, West Coast University, Post University, Colorado Technical University, California State University, Fullerton, and Grand Canyon University. These partnerships provide our nurses with access to advanced degree programs, certifications, and professional development opportunities tailored to their career aspirations. By investing in education and growth, we empower our nurses to deliver exceptional care while advancing the nursing profession and meeting the diverse needs of our community.

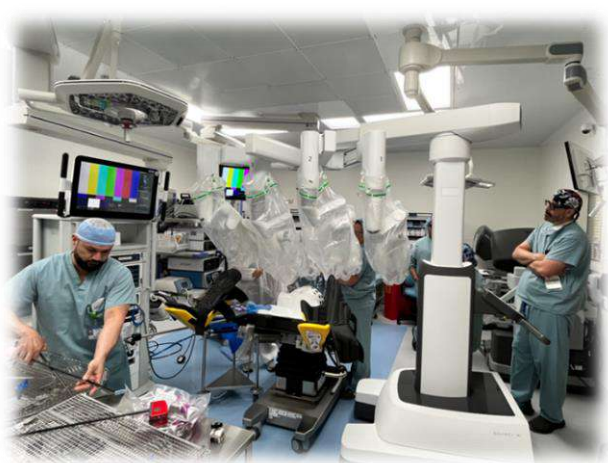
Kaiser Permanente Moreno Valley Medical Center Robotics Team



The Moreno Valley robotics team exemplifies the power of interprofessional collaboration in shaping clinical care. This multidisciplinary group includes surgeons, anesthesiologists, nursing leadership, perioperative leadership, operating room nurses, pre- and post-operative nurses, surgical technicians, and Intuitive representatives. Key nursing contributors include:

- **Lauren O'Neil, RN** — Charge nurse/specialty coordinator for robotics
- **Edwin Retuyan, RN** — Operating room charge nurse
- **Ronnetra Lee, RN** — Perioperative clinical educator
- **Jennifer Davis, RN** — Charge nurse/specialty coordinator for general surgery
- **Polly Lafferty, RN** — Charge nurse/specialty coordinator for urogynecology surgery

These nurses played a vital role in successfully launching the robotics surgery program at the Moreno Valley D&T OR, which performed its first robotic procedure on October 2, 2023.



The robotics team improved patient care by providing minimally invasive surgery options, ensuring better outcomes and shorter recovery times. Nurses were instrumental in identifying and preparing intraoperative needs, such as positioning pads, appropriate supplies, equipment, and staff training, as well as ensuring effective post-operative care. The program achieved 2 significant milestones by October 2, 2024: its one-year anniversary and the completion of 2,000 robotic surgeries across Kaiser Permanente in Riverside County.



The Kaiser Permanente Moreno Valley Medical Center recognized the robotics team's contributions to patient care during a celebration on October 2, 2024, in the Perioperative Department. Zahid Hoda, MD, the physician director of Robotic Surgery, and the Perioperative Leadership Team, including Jan Lee Kwai, Mel Haws, and Kelly Robbins, expressed their gratitude by hosting a lunch and cake celebration. This recognition underscored the team's dedication to delivering high-quality, patient-centered care and advancing surgical excellence.

Backpack Drive



Kaiser Permanente Moreno Valley Medical showcased its strong commitment to supporting the local community through a remarkable backpack drive initiative. Moreno Valley Medical Center collected an impressive 367 backpacks, which contributed to a total of 1,963 backpacks collected by Kaiser Permanente in Riverside County. This collective effort underscores the dedication of Kaiser Permanente in Riverside County to ensuring that children and families in need are equipped with essential school supplies.



Michelle Gaskill-Hames Visits Moreno Valley Medical Center



Gaskill-Hames personally recognized the team's efforts. She specifically commended Corey McDonough, a charge nurse and DAISY Award honoree, for his exceptional dedication to nursing and team support. Additionally, she engaged with labor leaders, promoting meaningful dialogue and a collaborative spirit that enhances patient care excellence.



On July 17, 2024, the team at Kaiser Permanente Moreno Valley Medical Center had the honor of welcoming Michelle Gaskill-Hames, regional president of Kaiser Foundation Health Plan and Hospitals in Southern California and Hawaii, and Sue Preston, vice president and Ethics & Compliance officer in Southern California and Hawaii, for a visit. Gaskill-Hames' day began on the third floor Medical-Surgical Unit, where the Unit-Based Team co-leads delivered an engaging presentation highlighting their quality metrics and successes.

During their visit to Kaiser Permanente Moreno Valley Medical Center, Gaskill-Hames and Preston shared a lighthearted moment with the third floor Medical-Surgical Unit. Their laughter and engagement highlighted the strong sense of camaraderie and shared commitment to quality care and collaboration within the medical center.



Admission

Process Time

Kaiser Permanente Moreno Valley Medical Center has seen a significant improvement in Admission Process Times (APT) in 2024. A new strategy was introduced in which the bed coordinator assigns a bed to a patient with admission orders in the emergency department. Once the bed is designated, the bedside nurse has 10 minutes to call for report from the emergency department nurse. Once report has been given, the emergency department will send the patient up to the unit. This process has streamlined admissions from the emergency department to inpatient units.

	2023 December 12/31/23	2024 December 12/31/24
Admit Under 60 Mins	32%	44%
APT	91	68
Adm Order to Bed Assigned	45	37
Bed Assigned to ED Depart	32	23
Dc Order To Dc (Non SNF / Non Hospic..)	124	117
Dc Order To Dc (SNF and Hospice)	257	265
Dc Orders By 11am Target:30%	21%	22%
Dc by 1 pm Target:40%	16%	18%
Gap Time	18	17
Overall Bed TAT	65.9	60.5
Evs Order To Assignment	20	16
Assignment To In Progress	11	8
In Progress To Clean	36	37

Signature Childbirth Journey



In 2023, Kaiser Permanente began to assess the growing needs of Maternal Child Health departments in Southern California, looking for opportunities to provide Kaiser Permanente patients with an outstanding birthing experience. We knew we needed to focus our attention on patients bringing our newest members into the world. The goal was to provide an exceptional experience from the moment a patient stepped into a Kaiser Permanente hospital through the post-partum period.



Moreno Valley Medical Center has worked diligently with support services such as admitting, security, Food and Nutrition Services, Communication & Public Relations, and Facilities to ensure every department is involved from start to finish. The journey has provided a guided pathway to make the birthing experience uniquely driven by the patient, meeting their needs as well as supporting the care partners involved in the birthing process. As part of the journey, we have refreshed the Obstetrics Department, adding new care boards and sleep chairs. Additionally, Food and Nutrition Services has revamped the celebratory menu and added a variety of snack options. We added full-time employees to provide lactation coverage 7 days a week, 16 hours a day and continue to work toward supporting patients with exclusive breast feeding.



Environmental Services has worked diligently to update their workflow to include removing trash twice a day and adding tent cards to the rooms so the patient can call to have their room refreshed as needed.

As we continue the journey, Facilities is exploring options to add additional expectant patient parking and more wheelchair accessibility. The Communications & Public Relations Department continues to support and share ideas to provide communication to our pregnant patients to ensure they view the virtual tour and receive information to preregister for their birth at Moreno Valley Medical Center.



Part of the Signature Childbirth Journey is to make the birth process seamless and positive. We noted that several services never returned post-COVID — one of those being the ability to preregister for labor and delivery. In collaboration with the admitting manager and Communications & Public Relations, patients now can preregister for their upcoming birth. When patients become 28 weeks pregnant, they are provided with information on how to preregister and take a virtual tour of the Obstetrics Department. The goal of these services was to take away stress and anxiety and ensure that prior to their delivery, patients are well-informed on the admitting process, copays, and how to proceed to labor and delivery.

Emergency Department Project

Improving Tenecteplase Administration in the Emergency Department

The Emergency Department (ED) successfully implemented an evidence-based practice to enhance the administration of tenecteplase (TNK) to ischemic stroke patients, optimizing workflow efficiency and patient outcomes.



Key Improvements

- **Revised Stroke Workflow**
 - Workflow adjusted due to radiology relocation, ensuring a smoother process.
- **Process Enhancements**
 - Designated stroke admission, discharge, transfer (ADT) nurse enabled TNK administration in radiology and improved coordination between ED, radiology, and pharmacy.
- **Rapid Treatment Success**
 - Achieved a record door-to-needle time of 18 minutes, significantly reducing brain cell damage and improving recovery rates.

Impact and Recognition

This initiative aligns with the “Get with the Guidelines” program, supporting the Gold Plus achievement awards for exemplary stroke care in 2021, 2022, and 2023. Led by a dedicated clinical team, this innovation exemplifies how collaboration and process improvement drive better patient outcomes in emergency stroke care.

Tele-Critical Care Rounding



Kaiser Permanente began piloting the Tele-Critical Care (TCC) program at Moreno Valley Medical Center in late 2023. TCC has been an asset to the Moreno Valley Medical Center's intensive care unit (ICU) throughout 2024. This program was implemented to help improve the quality of care by minimizing the disparity of overnight intensivist coverage and ensuring equitable patient experience across all Kaiser Permanente hospitals in Southern California and Hawaii.



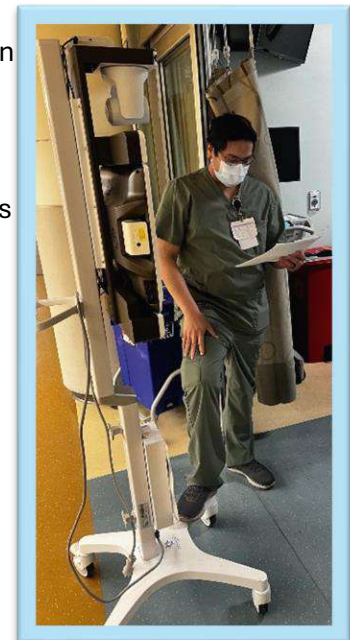
Tele-Critical Care is a 12 hour, 7 days a week population management approach to overnight augmented critical care that leverages a remote monitoring software system and audiovisual communication to link a team of intensivists and nurses in a remote support center to hospital ICUs. TCC provides immediate critical care expertise for our ICU patients by delivering rapid and early treatment in collaboration with the bedside health care team.

TCC is a collaborative partnership between the bedside clinical health care team, the TCC clinical health care team, and patients and their family or caregiver.



Data from Kaiser Permanente TCC sites in Northern California has demonstrated a significant positive impact on patient outcomes, such as:

- Early identification of complications
- Enhanced proactive monitoring
- Expedited treatment of critical illness
- Standardization of quality care



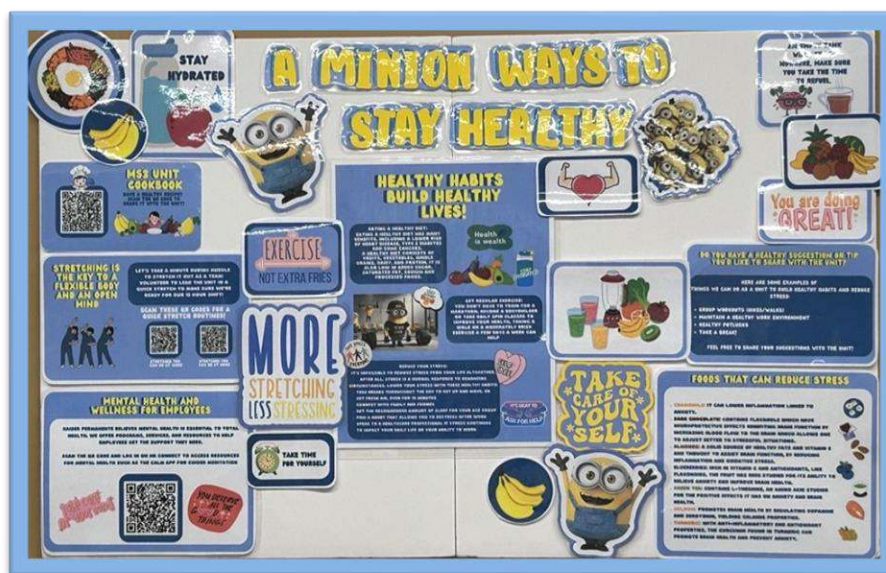
How does TCC work?

A camera and video screen in patient rooms or a Caregility cart is used to talk with the TCC doctors and nurses. There is a soft ring tone, and the camera will turn to face the patient when the TCC system is on.

Medical-Surgical Unit 3 Unit-Based Team Project

In March 2024, People Pulse scores for a nursing team highlighted 3 key opportunities, one of which was related to the Culture of Health Index, specifically the question: "The people I work with encourage each other to take care of their health."

During the May 2024 unit-based team (UBT) meeting, the Medical-Surgical Unit 3 team identified their culture of health as an area for improvement and developed the "A Minion Ways to be Healthy" initiative, spearheaded by clinical nurses Justine Bhat and Allyson Sandoval. The UBT brainstormed ways to foster a healthier work environment, suggesting initiatives such as creating awareness of staff wellness resources and mental health support, sharing simple stretching and exercise routines, providing shared document for healthy recipes, and planning quarterly outdoor activities. These ideas were documented, and the unit was informed via the June 2024 UBT team newsletter.



In July 2024, "A Minion Ways to be Healthy" was officially launched. Justine Bhat created a visual aid board featuring QR codes linking to exercise and stretching guides, Kaiser Permanente mental health resources, and strategies to combat nurse burnout. A Google document was also introduced to allow staff to share healthy recipes, which nurses have actively contributed to. The initiative aims to create a health-focused culture in the unit.

Neonatal Intensive Care Unit Unit-Based Team Project

Strengthening bonds in the neonatal intensive care unit

Recognizing the challenges of maternal-infant separation in the neonatal intensive care unit (NICU), the NICU unit-based team launched the Heart Project, an evidence-based initiative designed to promote family-centered care. The project introduced “scent hearts”— soft fabric hearts infused with a caregiver’s scent — to allow infants to experience a sensory connection even when physically separated from their parents.



Led by a dedicated team of NICU nurses and leadership, the initiative was enthusiastically embraced through staff education, family engagement, and consistent implementation audits. Key outcomes included:

- Stronger parent-infant connections
- Reduced caregiver stress and increased confidence
- A calmer, more family-centered NICU environment



The Heart Project demonstrates the power of nurse-led interventions in enhancing patient care, fostering family bonds, and supporting infant development. This initiative is a testament to the impact of evidence-based practice and teamwork in driving meaningful change in the NICU.

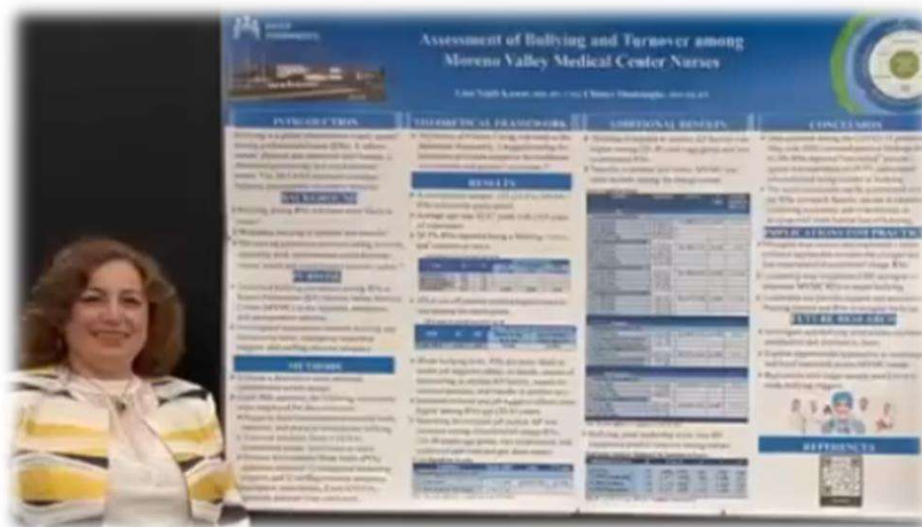
Research Poster Presentation

1. *Assessment of Bullying and Turnover among Moreno Valley Medical Center Nurses*

Kawar, L.K., PhD, RN, CNS; Onukaegbe C., MSN-Ed, RN

Azusa Pacific University School of Nursing 17th Annual Research Symposium

“Creating a Culture of Healthy, Equity, and Inclusion,” April 28, 2022. Azusa, CA



2. *Self-Reported Degree of Evidence Based Practice at Moreno Valley Medical Center*

Tsai, Q., MSN, RN; Chavira, A., MSN, RN, PHN, CDCES; and Leibold, E., BSN, RN, VA-BC
External Dissemination

1. **26th Anniversary So Cal Odyssey Conference Sigma Global Nursing Excellence, October 13 - 14, 2022, Double Tree Hilton San Diego Mission Valley.**

Internal dissemination:

2. **Voice of Nursing Council Meeting, Kaiser Permanente Moreno Valley, November 8, 2024.**





Extraordinary Nursing Care Every Patient Every Time

Kaiser Permanente Moreno Valley Medical Center

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