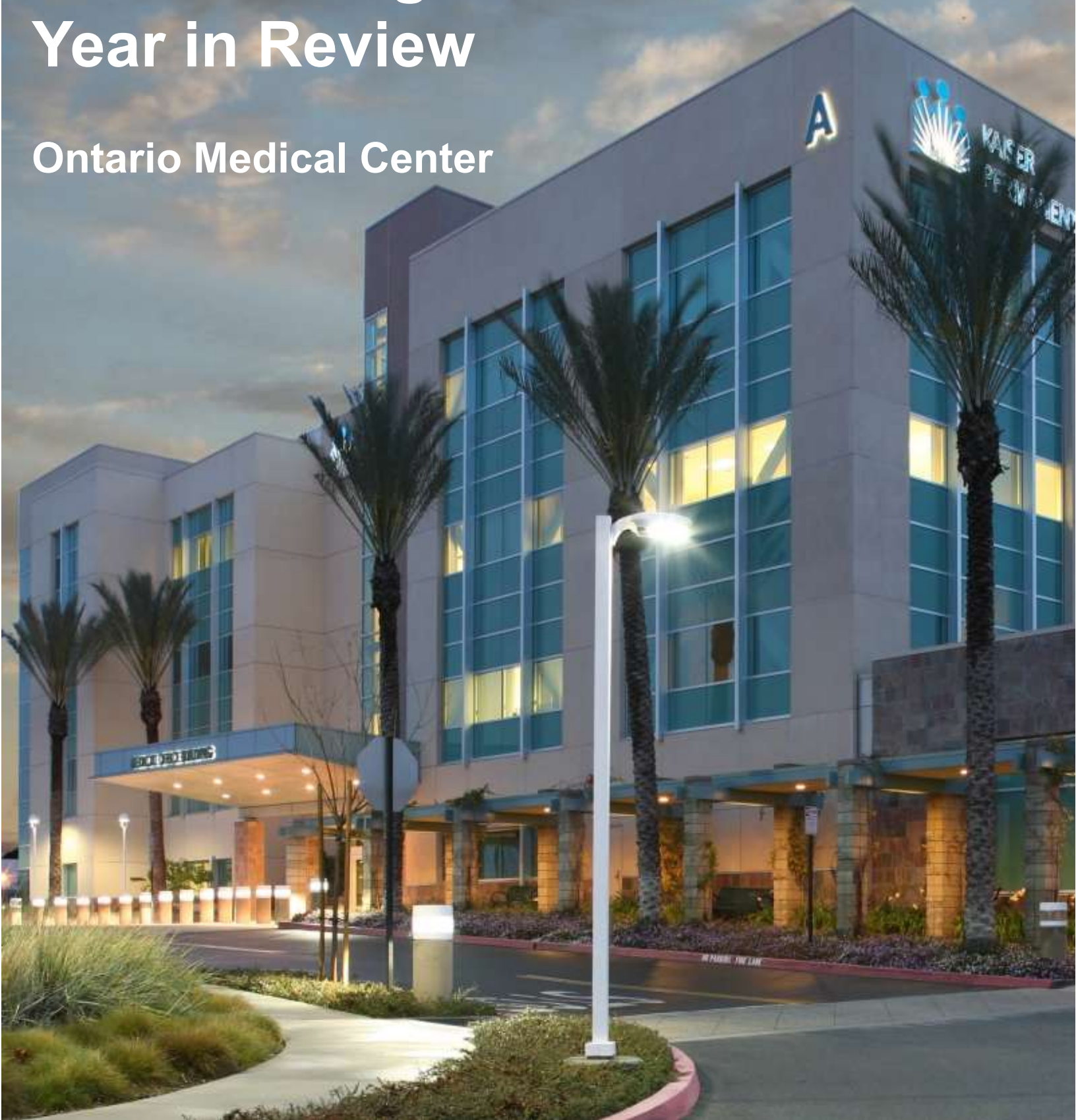


2025 Nursing Year in Review

Ontario Medical Center





What's inside

Who we are and Demographics	3-4
Leadership message	5-7
Foundations of nursing	8
Quality and safety	9-12
Professional development	13-19
Research/Evidence-based practice	20-24
Collaborative work environment	25-28
Reward and recognition	29-34
Healthy communities	35-38
Wellness	39

Kaiser Permanente Ontario Medical Center



Kaiser Permanente Ontario Medical Center, which opened in 2011, serves the health care needs of the Western Inland Empire and surrounding communities, including Chino, Chino Hills, Claremont, Diamond Bar, La Verne, Mira Loma, Montclair, Mt. Baldy, Ontario, Pomona, Rancho Cucamonga, San Antonio Heights, and Upland. As part of Kaiser Permanente Southern California, Kaiser Permanente Ontario Medical Center is committed to delivering high-quality, patient-centered, evidence-based care through an integrated health care delivery model.

Ontario Medical Center provides a comprehensive continuum of inpatient and outpatient services, including emergency medicine, perioperative and surgical services, maternity and neonatal care, medical-surgical services, critical care, behavioral health, oncology, radiation oncology, dialysis, infusion therapy, bariatric services, outpatient ambulatory surgery, specialty clinics, and numerous diagnostic and support services. This broad range of services enables patients to receive coordinated care close to home while benefiting from seamless collaboration across the Kaiser Permanente network.

Ontario Medical Center is proud to be an ANCC Magnet-designated organization, reflecting its commitment to nursing excellence, innovation, professional practice, and outstanding patient outcomes. The registered nurse workforce reflects the diversity of the communities served and is composed of nurses from a wide range of racial, ethnic, cultural, educational, and professional backgrounds. Nurses practice across the continuum of care, collaborating with physicians, advanced practice providers, pharmacists, and interdisciplinary teams to deliver safe, equitable, and compassionate care.

As a teaching and learning organization, Ontario Medical Center is dedicated to developing the next generation of health care professionals. The medical center serves as a clinical training site for nursing students, medical students, pharmacy residents, and learners from multiple allied health disciplines while providing leadership development and professional growth opportunities for its own workforce.

Guided by Kaiser Permanente's unique Labor Management Partnership, Ontario Medical Center fosters a culture of collaboration among nursing, labor representatives, physicians, and multidisciplinary teams. Through shared decision-making, innovation, and continuous improvement, caregivers work together to advance quality, patient safety, workforce engagement, and exceptional care experiences for every patient, every time.



Demographics

Total licensed beds: 204

Members in service area: 690,000

Credentialed & privileged Physicians: 2165

Credentialed & privileged Non-Physicians: 846

Registered Nurses: over 4,000

BSN rate: 87%

Certification rate: 20%

Turnover rate: 7.2%

ED visits: >80,000/year

Discharges: 13,136

Number of births: 3,106

Number of surgeries: 19,539

Chief Nurse Executive message



The past year has been another extraordinary chapter in Ontario. Every achievement we celebrate reflects the dedication, compassion, and professionalism demonstrated by our nurses, physicians, and interdisciplinary teams. Our nursing teams have continued to achieve exceptional outcomes across the organization. Through innovation, evidence-based practice, and interdisciplinary collaboration, we have strengthened patient safety, improved clinical outcomes, enhanced care experiences, and fostered an environment where nurses are empowered to lead meaningful change.

As we prepare for our ANCC Magnet® redesignation, nurses across every department have come together to showcase the outstanding work occurring every day, from bedside innovation and quality improvement to research, professional development, community partnerships, and exemplary patient-centered care. Magnet redesignation is more than an organizational achievement; it reflects the excellence, resilience, and dedication of every nurse who chooses to make a difference in the lives of our patients and their families.

None of this would be possible without the strong partnership among nursing, physicians, labor partners, and our interdisciplinary colleagues. Together, we continue to build a culture grounded in collaboration, respect, accountability, and innovation.



Ramesh Mahadeva
MSN, RN, CCRN

Chief Nurse Executive

Strategic priorities



1. Achieve Magnet® redesignation with distinction

Advance nursing excellence by demonstrating exemplary professional practice, innovation, outstanding patient outcomes, and a healthy work environment.

2. Well-Being: Supporting our nurses

Create a healthy, resilient, and inclusive work environment where nurses feel valued, supported, and empowered to thrive.

3. Quality & Safety: Strengthening nurse-driven care

Deliver exceptional patient outcomes by advancing evidence-based, nurse-led practices that improve quality, safety, and the patient experience.

4. Affordability: Building a culturally competent workforce

Deliver high-value care by developing a diverse, culturally responsive workforce that meets the evolving needs of our communities.

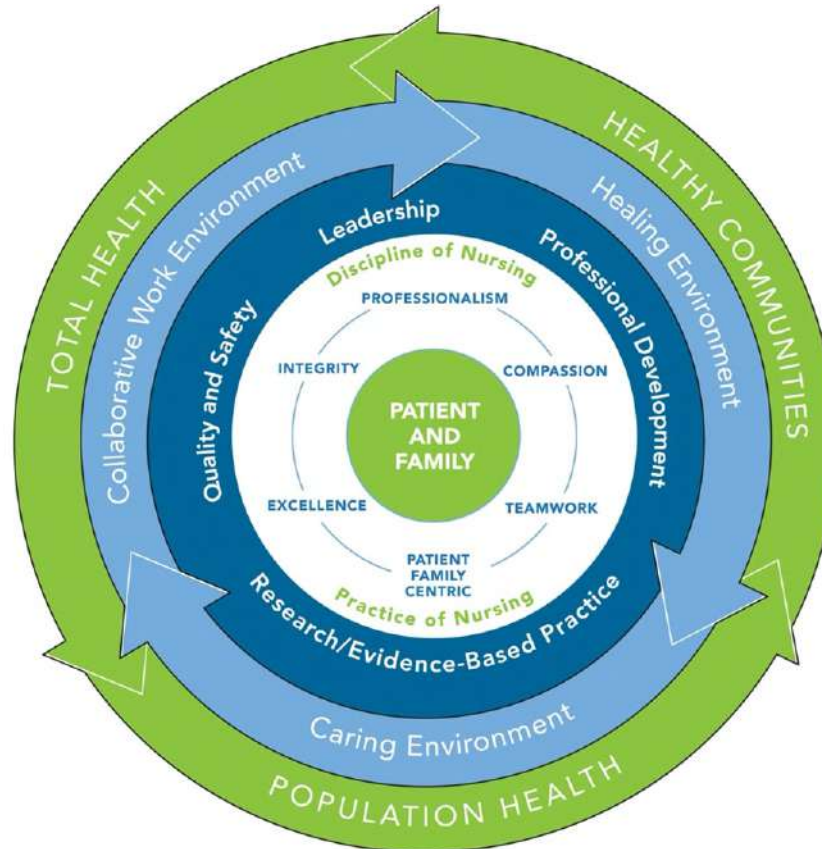
Transformational Leadership



In January 2026, Kaiser Permanente Ontario Medical Center welcomed Ruby Gill, DNP, MBA/HCM, RN, NE-BC, FACHE, as the new senior vice president and area manager for Kaiser Permanente San Bernardino County. Gill brings a wealth of health care and nursing leadership experience, including serving as the chief nurse executive when her organization achieved its first Magnet designation within the Kaiser Permanente enterprise. Her experience in advancing nursing excellence, professional practice, and organizational transformation provides valuable leadership as Ontario Medical Center continues its Magnet journey and commitment to exceptional patient care.

Shortly thereafter, Ontario Medical Center had the honor of welcoming Michelle Gaskill-Hames, BSN, MHA, president, Kaiser Foundation Health Plan/Hospitals, Southern California and Hawaii. During her visit, she toured patient care areas, engaged directly with frontline nurses and interdisciplinary team members, thanked staff for their dedication, and shared her vision and strategic priorities for the organization. These leadership engagements exemplify Transformational Leadership by increasing executive visibility, strengthening connections with frontline teams, recognizing staff contributions, and inspiring nurses to understand how their work advances the organization's mission, strategic priorities, and commitment to nursing excellence.

Foundation of nursing practice



KAISER
PERMANENTE®

mission

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

Nursing vision

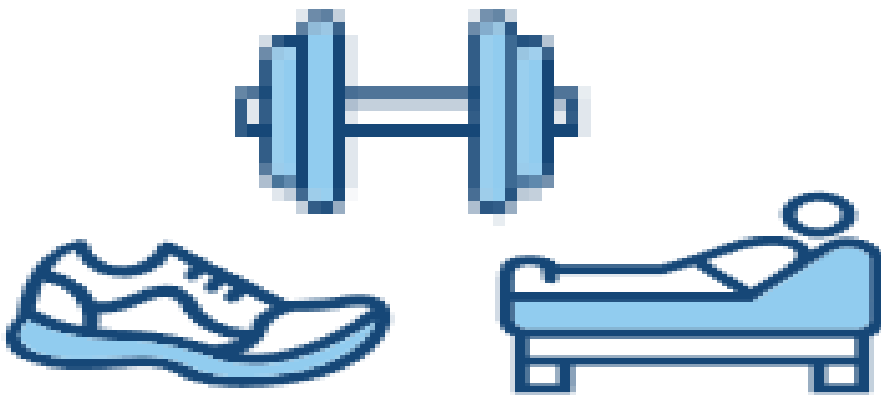
As leaders, clinicians, researchers, innovators and scientists, Kaiser Permanente nurses are advancing the delivery of excellent, compassionate care for our members across the continuum, and boldly transforming care to improve the health of our communities and nation.

Nursing values

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

Nursing quality and safety





Improving mobility

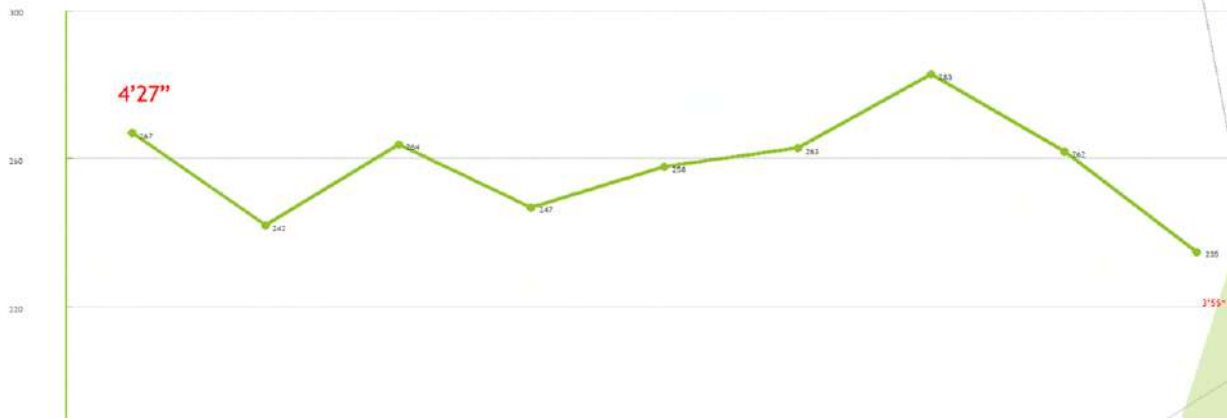
In 2025, the 5 West Unit-Based Team (UBT) launched a nurse-driven mobility initiative to improve patients' functional independence, increase their Current Level of Functioning (CLOF) at discharge, and reduce hospital length of stay.

Myrna Molinar, BSN, RN, charge nurse, UBT co-lead, and Ferdinand Agustin, BSN, RN, clinical nurse, reviewed unit data and current evidence, identifying opportunities to better integrate mobility into routine nursing care. Working with clinical educator Maria Wright, MSN, RN, and Keith Kupper, BSN, RN, nursing department manager, the UBT team developed a standardized early mobility protocol supported by staff education and simulation training.

The new protocol incorporated scheduled ambulation, mobility goals in daily care planning, and interdisciplinary collaboration with rehabilitation services and providers. By empowering nurses to lead early mobility interventions, the team reduced reliance on physical therapy for routine ambulation, prevented functional decline, improved patients' functional status at discharge, and contributed to shorter hospital stays.

This initiative demonstrates how frontline nurses are advancing evidence-based practice to improve patient outcomes and enhance the quality of care.

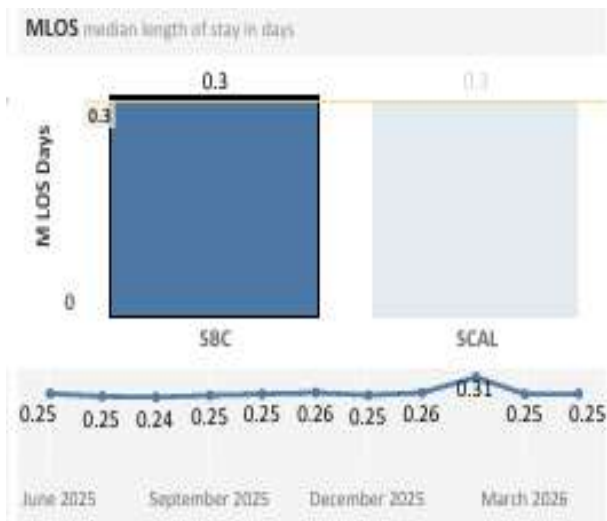
Median Recovery Times Minutes



Optimizing total joint recovery

In 2025, the Preoperative and Post-Anesthesia Care Unit (PACU) nursing team led a quality improvement initiative to optimize recovery for outpatient total joint replacement patients. A review of unit data revealed that 41% of patients remained in the PACU longer than the 4.5-hour recovery target, contributing to delays in patient throughput, increased resource utilization, and reduced operational efficiency. Through frontline staff engagement, nurses identified opportunities to standardize recovery practices and improve coordination among nursing, physical therapy, anesthesia, and surgeons. Together, the team developed a standardized Total Joint Recovery Checklist, implemented daily charge nurse rounding, and established real-time communication processes to proactively address barriers to discharge.

Within one month of implementation, the percentage of patients exceeding the 4.5-hour recovery target decreased from 41% to 30%, while the median PACU recovery time improved from 4 hours and 27 minutes to 4 hours and 2 minutes. Continued monitoring and interdisciplinary collaboration further reduced the median recovery time to 3 hours and 55 minutes. By standardizing nursing practice and strengthening teamwork across disciplines, this quality improvement initiative enhanced patient flow, improved the recovery experience, and advanced the organization's commitment to delivering safe, efficient, and high-quality surgical care.



Enhancing recovery after surgery through standardized, patient-centered care

In 2025, the Perioperative Services interdisciplinary team strengthened its Enhanced Recovery After Surgery (ERAS) program by standardizing evidence-based practices across the surgical continuum. Guided by the philosophy that recovery begins before surgery and continues through discharge, nurses collaborated with surgeons, anesthesiologists, schedulers, quality specialists, and information technology to create consistent workflows focused on patient education, preoperative carbohydrate loading, multimodal pain management, early nutrition, and nurse-driven early ambulation. Standardized patient messaging, electronic documentation tools, visual patient identifiers, and staff education ensured that every eligible patient received the same high-quality, evidence-based care regardless of where they entered the surgical pathway.

A key improvement was the implementation of a standardized nurse-driven mobility protocol that empowered nurses to initiate early ambulation as soon as patients met clinical criteria, rather than waiting for additional provider orders. Nurses also reinforced ERAS principles through consistent patient education, emphasizing the importance of carbohydrate drinks before surgery, effective pain control, early eating and drinking, and early movement to accelerate recovery. These coordinated improvements reduced variation in practice, strengthened interdisciplinary collaboration, and improved compliance with ERAS guidelines. As a result, patients experienced faster recovery, earlier mobilization, improved readiness for discharge, and a reduction in median length of stay from 0.31 days before implementation to 0.24 to 0.25 days after the standardized ERAS workflow was implemented.

Professional development





Magnet redesignation journey kickoff

During the second quarter of 2025, Kaiser Permanente Ontario Medical Center launched its 2026 Magnet redesignation journey with a successful “Document Mapping” kickoff workshop held on June 5, 2025. The event brought together clinical nurses, Unit-Based Team (UBT) leaders, Shared Governance council members, nursing leaders, and professional practice representatives from across the organization, demonstrating a shared commitment to nursing excellence. Led by Eziaku Chijioke, magnet program director, with support from Tamarra Crandall, DNP, director of nursing; Elizabeth Stempinski, RN, charge nurse; and Yvonne Gillum, RN; the workshop fostered collaboration, engagement, and meaningful discussion as participants mapped organizational achievements to the ANCC Magnet framework. The enthusiasm and teamwork displayed during the session reflected the strength of our professional practice environment and the collective pride nurses take in the care they provide every day.

Following the workshop, a multidisciplinary Magnet Writing Team was established, with clinical nurses and leaders representing Critical Care, Medical-Surgical/Telemetry, Maternal Child Health, Surgical Services, and the Emergency Department. Together, the team is working to showcase the exceptional nursing practice, quality outcomes, innovation, and patient-centered care that define Ontario Medical Center. Guided by the unwavering support of Ramesha Mahadeva, MSN, RN, chief nurse executive, we remain focused on our goal of submitting our Magnet redesignation document on October 1, 2026. As we continue this journey, we celebrate not only the pursuit of Magnet redesignation but also the culture of excellence, collaboration, and continuous improvement that makes Ontario Medical Center a Magnet organization every day.



Leadership beyond the unit: Investing in professional growth

Continuing its commitment to leadership excellence and lifelong professional development, Kaiser Permanente Ontario Medical Center supported clinical nurses, nurse leaders, and Magnet champions in attending the 2025 ANCC National Magnet Conference® in October 2025. This premier nursing conference provided participants with opportunities to learn from nationally recognized experts, explore emerging evidence-based practices, and network with Magnet-designated organizations from across the country. Attendees participated in educational sessions focused on transformational leadership, shared governance, quality improvement, workforce well-being, nursing innovation, and strategies for sustaining a culture of nursing excellence.

Upon returning to Ontario Medical Center, conference participants shared key takeaways with colleagues through leadership meetings, staff education, and Shared Governance councils, helping translate national best practices into local improvements. Their experiences strengthened our Magnet redesignation journey by fostering new ideas, reinforcing evidence-based practice, and inspiring innovative approaches to patient care and professional nursing practice. By investing in opportunities such as the OMC L.E.A.D. Academy and the ANCC National Magnet Conference®, Kaiser Permanente Ontario Medical Center continues to develop confident nurse leaders who are equipped to advance quality, improve patient outcomes, and sustain a culture of excellence for the future.

NICU team recognized for excellence in family-centered care

The Neonatal Intensive Care Unit (NICU) Quality Improvement Team was recognized with the 2025 California Perinatal Quality Care Collaborative (CPQCC) Award for Best Integration of Family-Centered Care for its innovative Read-A-Thon initiative. Led by Terri Sandoval, APRN, CNS; Jamie Lujan, BSN, RN, department manager; and Candice Martinez, RN, charge nurse, the department-wide project placed families at the center of the NICU experience by promoting parent-infant bonding, supporting early literacy, and creating meaningful opportunities for family engagement during hospitalization.

In recognition of their outstanding work, the team was invited to present its award-winning project at the 2025 CPQCC Palooza Conference in San Diego, California, where they shared their quality improvement initiative with NICU teams from across the state. This recognition reflects the team's commitment to innovation, compassionate care, and improving the experiences of infants and families. Congratulations to our NICU team for demonstrating excellence in family-centered care and representing Ontario Medical Center on a statewide stage.



Supporting new nurse managers in their leadership journey

At Kaiser Permanente Ontario Medical Center, we believe that exceptional patient care begins with exceptional leadership. We are committed to developing the next generation of nursing leaders by investing in professional growth, leadership education, and mentorship opportunities. This year, several nurse leaders successfully completed Kaiser Permanente leadership development programs designed to strengthen strategic thinking, team engagement, and operational excellence.

Congratulations to Alex Kim, MSN, RN, manager, ICU; Shonda Antony, MSN, RN, assistant department manager and educator, Maternal Child Health; and Jose Cruz, BSN, RN, manager, OVASC OR, for completing the New Manager Summit Leadership Program, where their team project earned Top Three Honors among participating sites.

We also celebrate Alex Kim, MSN, RN; Tamarralee Crandall, DNP, RN, director, Perioperative Services; Mia Logan, MSN, RN, assistant department manager, Maternal Child Health; and Jamie Lujan, BSN, RN, department manager, NICU, for successfully completing the Activate Leadership Development Program. Their commitment to continuous learning reflects Ontario Medical Center's dedication to cultivating strong, visionary leaders who will continue advancing nursing excellence and delivering outstanding care for our patients and communities.

Building the next generation of nursing leaders

In 2025, Kaiser Permanente Ontario Medical Center launched the OMC L.E.A.D. Academy (Leadership Excellence, Accountability & Development) to strengthen the leadership skills of charge nurses and relief charge nurses and prepare the next generation of nursing leaders. Designed as a quarterly leadership development series, the academy is grounded in the American Organization for Nursing Leadership (AONL) Nurse Leader Competencies, High Reliability Organization (HRO) principles, and Kaiser Permanente's Leadership Pillars of People, Quality, Care Experience, and Finance. Through interactive learning, participants develop practical leadership skills in communication, conflict resolution, coaching, financial stewardship, decision-making, resilience, and quality improvement while fostering a culture of trust, accountability, and psychological safety.

The academy emphasizes transformational leadership by equipping frontline nurse leaders with the confidence and skills to lead high-performing teams, improve patient outcomes, and inspire professional growth among their peers. Participants strengthen competencies in effective communication, relationship management, team performance, and evidence-based leadership while completing projects that support organizational quality and care experience goals. By investing in the professional development of charge nurses, Kaiser Permanente Ontario Medical Center is creating a sustainable leadership pipeline that empowers nurses to lead with purpose, drive innovation, and advance the organization's commitment to nursing excellence and Magnet principles.



Professional development: Advancing wellness and resilience

THRIVING TOGETHER: NURTURING WELLNESS IN THE FAMILY AND IN YOU

Panel Discussion, Workshops and Resource Fair



SATURDAY, MAY 31 | 10 A.M. - 2 P.M.

EL CAMINO COLLEGE | CAMPUS THEATRE

FREE PARKING: REDONDO BEACH BLVD. PARKING LOTS J & K

This event will explore how trauma moves through generations and its profound effects on family units and individual lives. Expert panelists, interactive workshops and the resource fair will provide insights, strategies, and support systems to address these impacts effectively.

FEATURED SPEAKER:

DR. TAMARRA CRANDALL, DNP, MSN, RN

Workshops

- 12 pm - Healing While Helping: Mental Wellness for Caregivers
- 1 pm - Unshakeable: Building Resilience & Joy as a Woman

RSVP: WWW.ELCAMINO.EDU/COMMUNITY

Professional development extended beyond the workplace as Dr. Tamarra Crandall, DNP, MSN, RN, served as a featured speaker at El Camino College's Thriving Together: Nurturing Wellness in the Family and in You community event. Through workshops focused on mental wellness for caregivers and building resilience and joy among women, Dr. Crandall shared nursing expertise and practical strategies to promote well-being, resilience, and self-care, demonstrating nursing leadership's commitment to professional growth and community engagement.

Nursing research/evidence-based practice





Homegrown research advances nurse well-being through innovation

Since 2025, Ontario Medical Center has continued to strengthen its culture of nursing research through the development of its first internally led ("homegrown") nursing research project, Binaural Beats: Changing the Tune of Healthcare, led by Dr. Tamarra Crandall and Justin Chao, MSN, RN. The study explores the use of binaural beats as a nonpharmacologic intervention to promote relaxation and reduce stress through staff education and knowledge assessment. The project exemplifies how frontline nursing ideas can evolve into scholarly inquiry supported by the organization's nursing research infrastructure.

Following review by the Kaiser Permanente Southern California/Hawaii Institutional Review Board (IRB), the project was determined to be an educational initiative that did not require IRB oversight, allowing the team to continue advancing this work.

The success of this ongoing project reflects the support available through Ontario Medical Center's Nursing Research and Innovation Council (NRIC), regional nurse scientists, clinical consultants, librarian services, and executive leadership. Investigators received mentorship in study development, literature review, project design, and dissemination, along with protected time and organizational resources to advance the research. By investing in nurse-led inquiry, Ontario Medical Center continues to build research capacity, foster innovation, and empower clinical nurses to generate new knowledge that improves both caregiver well-being and the future of nursing practice.

In 2025, perioperative nurses identified an opportunity to improve staff safety by addressing the physical demands associated with the scrub collection process. Frontline nurses observed that the existing workflow required repetitive bending, reaching, twisting, and lifting, contributing to staff discomfort and increasing the risk of musculoskeletal injuries. Through the Unit-Based Team (UBT), clinical nurses reviewed workplace injury data, evaluated current practices, and examined evidence-based ergonomic recommendations to identify safer alternatives. Their findings supported redesigning the scrub collection process to reduce unnecessary physical strain while maintaining operational efficiency.

Working collaboratively with leadership and support departments, the team implemented an ergonomic redesign that improved the accessibility of scrub collection, minimized repetitive movements, and created a safer work environment for staff. By applying evidence-based ergonomic principles, the initiative reduced the risk of workplace injuries, improved workflow efficiency, and reinforced the organization's commitment to employee well-being. This project demonstrates how frontline nurses continue to drive innovation by identifying opportunities for improvement and implementing practical solutions that enhance both caregiver safety and operational excellence.

Innovation in surgical care: Advancing robotic surgery



Kaiser Permanente Ontario Medical Center continues to advance surgical care through the expansion and integration of robotic-assisted surgery. This technology provides surgeons with enhanced visualization, precision, dexterity, and control during complex minimally invasive procedures. Through collaboration among surgeons, perioperative nurses, anesthesia professionals, surgical technologists, and other interdisciplinary team members, robotic surgery supports a coordinated approach to delivering safe, efficient, and patient-centered surgical care.

The advancement of robotic surgery also creates opportunities for nursing innovation and professional development. Perioperative nurse Lenie Baldevieso, BSN, RN, MAN, MBA, developed specialized competencies in robotic technology, equipment preparation, patient positioning, procedural safety, and interdisciplinary coordination. By embracing advanced surgical technologies and preparing nurses to practice confidently in an evolving environment, Ontario Medical Center demonstrates its commitment to innovation, clinical excellence, and transforming the surgical experience for patients and families.

Collaborative work environment



Staff brings holiday cheer to expectant mother

The Maternal Child Health team demonstrated the spirit of compassionate, patient-centered care by creating a memorable holiday celebration for an expectant mother who had been hospitalized for more than 26 days while awaiting the birth of her baby. Recognizing the emotional challenges of spending the holiday season away from home, the Labor & Delivery team surprised her with a festive “Taco 'Bout a Baby” shower, complete with themed decorations, food, and thoughtful gifts.

Adding an especially heartfelt touch, Lupe Sosa Cetina, RN, charge nurse, L&D, taught the patient how to crochet during her hospitalization. Together, they created a handmade blanket and hat for the baby, along with a matching hat for the patient's 6-year-old daughter. This act of kindness reflects the dedication of Maternal Child Health nurses, whose compassion, creativity, and commitment to caring for the whole person continue to create meaningful moments for patients and families, even during challenging times.





Nurses truly are creative, compassionate innovators

At Ontario Medical Center, extraordinary nursing care extends far beyond clinical excellence. When an observant nurse learned that a hospitalized patient wished to marry the love of his life, the care team came together to make that dream a reality. The couple, both widowed, had found one another after experiencing profound loss and shared that their relationship had brought healing, hope, and a renewed sense of purpose. Inspired by their story, the charge nurse, unit managers, bedside nurses, and chaplain collaborated to create a meaningful wedding ceremony within the hospital.

With creativity and compassion, the team transformed the patient's room into a celebration of love. White bed sheets were fashioned into a wedding dress, the room was decorated, and the chaplain officiated a heartfelt ceremony surrounded by caregivers who celebrated alongside the couple. The event was filled with tears of joy, laughter, and gratitude, reminding everyone that healing encompasses emotional and spiritual well-being as much as physical recovery. This moment exemplifies the compassion, teamwork, and patient-centered care that define nursing at Ontario Medical Center and reflects our commitment to caring for the whole person.

A once-in-a-lifetime triple birthday celebration

Some moments in health care are so extraordinary they become part of our organization's history. On March 5, 2025, the Labor & Delivery team at Ontario Medical Center had the honor of welcoming a baby into the world on the same birthday as both parents—a remarkable “triple birthday” that will forever be cherished by the family and care team. The joyous occasion was filled with excitement, laughter, and heartfelt emotion as staff celebrated this rare milestone alongside the proud parents.

This unforgettable moment serves as a reminder of the privilege the Labor & Delivery team has in sharing life's meaningful milestones with the families we serve. Congratulations to the proud parents, and thank you to our exceptional physicians, certified nurse-midwives, nurses, and support staff whose compassionate, family-centered care helped make this celebration even more memorable. Moments like these reflect the joy, humanity, and excellence that define care at Ontario Medical Center.



Recognizing nursing excellence





**Juanito Medina, director,
Adult Services**

Alex Kim, manager, ICU

Celebrating Nursing Excellence

Ontario Medical Center proudly celebrates two exceptional nurse leaders whose dedication, compassion, and commitment to excellence have been recognized through the prestigious DAISY Awards.

Juanito Medina, director, Adult Services, received the DAISY Lifetime Achievement Award in recognition of his career dedicated to advancing nursing excellence, mentoring future leaders, and fostering a culture of compassion, collaboration, and professional growth. Through his leadership and support of patients and staff, Juanito has left a lasting legacy that continues to inspire nurses throughout the organization.

Alex Kim is recognized for his outstanding leadership and dedication to creating a positive and supportive practice environment. Alex is recognized for empowering frontline nurses, promoting quality and patient safety, and leading with integrity, compassion, and respect.





Cody Nagy, BSN, RN



Sheri Mojares, BSN, RN

Compassionate care recognized through the DAISY award

Sheri Mojares, BSN, RN, and Cody Nagy, BSN, RN, were both recognized with DAISY Awards for delivering exceptional, patient-centered care. In February 2025, Sheri was nominated by a grateful patient who described her as the embodiment of nursing excellence. Through her attentiveness, encouragement, and unwavering support, Sheri not only cared for her patient's physical needs but also provided comfort and hope during a difficult hospitalization.

Cody was also recognized after a patient's family shared how his compassion, patience, and guidance brought comfort during the emotional transition of a loved one to end-of-life care.





Celebrating Nursing Excellence

In August 2025, Desiree Victor, MSN, RN, charge nurse, Step-Down Unit, was honored with the DAISY Nurse Leader Award for her outstanding leadership and unwavering commitment to supporting patients and staff.

In September 2025, Veena Varghese, BSN, RN, received the DAISY Award after a patient's family recognized her extraordinary compassion. Her heartfelt act of kindness reflects the healing power of human connection and serves as a reminder that exceptional nursing extends beyond clinical care.

Congratulations to Desiree and Veena for these well-deserved honors and for inspiring us through their dedication to compassionate, patient-centered care.





Celebrating Nursing Excellence



For families experiencing the unimaginable loss of a baby, compassionate care extends far beyond the hospital stay. At Kaiser Permanente Ontario Medical Center, the Maternal Child Health (MCH) HEAL Team—Help & Hope, Empathy & Encourage, Acknowledge, and Living with Loss—provides bereavement support for families navigating pregnancy and infant loss. Through a partnership among Labor & Delivery nurses, nursing leadership, Social Services, and Chaplaincy, the team offers emotional support, resources, and guidance to ensure families feel cared for during one of the most difficult times in their lives.

In recognition of their teamwork and commitment to family-centered care, the MCH HEAL Team was honored with the 2025 DAISY Team Award. Their work exemplifies Kaiser Permanente Ontario Medical Center's commitment to compassionate care, interdisciplinary collaboration, and supporting patients and families beyond clinical treatment.

Celebrating Nurses Week in pictures



Eden Bhutia, BSN, RN, charge nurse, ICU
Winner of Thrive Bike



Danyelle Branning, RN, Extraordinary
Nurse Winner Critical Care



Ayodeji A. Oladunjoye, Food & Nutrition
Friends of Nursing Winner



Lynette Enciso Hernandez, L&D
DAISY Award Winner

Healthy communities





Inspiring the next generation of health care professionals

In July 2025, Kaiser Permanente Ontario Medical Center welcomed local high school students interested in pursuing careers in health care as part of its commitment to investing in the communities it serves. The event showcased career opportunities available in health care through interactive presentations and hands-on learning experiences led by a multidisciplinary team of physicians, nurses, pharmacists, laboratory professionals, physical and occupational therapists, and other health care specialists. Students had the opportunity to engage directly with caregivers, ask questions, and gain firsthand insight into the diverse roles that contribute to patient care.

The event inspired many students to explore careers in health care, with several sharing that the experience strengthened their confidence in pursuing their chosen career paths. By opening its doors to future health care professionals, Kaiser Permanente Ontario Medical Center continues to support Kaiser Permanente's commitment to developing a strong, diverse health care workforce for San Bernardino County and ensuring the next generation is prepared to meet the evolving needs of its communities.





Walking together for a healthier community

On April 26, 2025, Kaiser Permanente San Bernardino County proudly demonstrated its commitment to improving community health by participating in the annual Inland Empire Heart & Stroke Walk, supporting awareness and prevention of cardiovascular disease. With an extraordinary show of community spirit, San Bernardino County fielded 47 teams and 704 participants, raising an impressive \$56,000—far exceeding the original fundraising goal of \$5,000. The event reflected Kaiser Permanente's mission to improve the health of the communities we serve through prevention, education, and community engagement.

Among the many outstanding participants, the OVASC Striders, led by Elizabeth Stempinski, BSN, MBA, RN, charge Nurse, earned top fundraising honors by raising more than \$3,000 and were recognized by the Medical Center Administrative Team for their exceptional leadership and dedication. Congratulations to Elizabeth and everyone who participated in this inspiring event. Your generosity, teamwork, and commitment continue to make a meaningful difference in advancing heart health throughout our community.





Magnet council leads with purpose and service

Although the Magnet Council is the newest of Kaiser Permanente Ontario Medical Center's Shared Governance councils, it has already made a meaningful impact on the patient and staff experience. During its early meetings, council members identified opportunities to improve patient comfort by partnering with Nutrition and Dietary Services to ensure snacks were available for patients and families during overnight hours. Building on this success, the council is now collaborating with Food and Nutrition Services to explore after-hours meal options for staff, including extended cafeteria hours and food truck access, supporting caregiver well-being and resilience.

The council also extended its commitment beyond the walls of the medical center by launching its first community service initiative in partnership with Feeding America, where members volunteered to package and distribute food to local families in need. Led by Alexandra (Lexi) Reyes, MSN, RN, director, Perioperative Services, with Jennifer Batongbacal, MSN, RN, house manager, and Yanis Cortez, BSN, RN, Labor & Delivery, and co-lead, the team organized the initiative. The council demonstrated the values of collaboration, service, and compassion. Their enthusiasm and dedication reflect the spirit of Magnet and reinforce Kaiser Permanente Ontario Medical Center's commitment to caring for patients, supporting staff, and strengthening the communities it serves.

Wellness campaign:

Self-care apps for your everyday life



Calm

The number one app for sleep and meditation — designed to help lower stress, anxiety, and more.

- More than 100 guided meditations
- Sleep Stories for deeper, more restful sleep
- Exclusive music tracks for focus, relaxation, and sleep

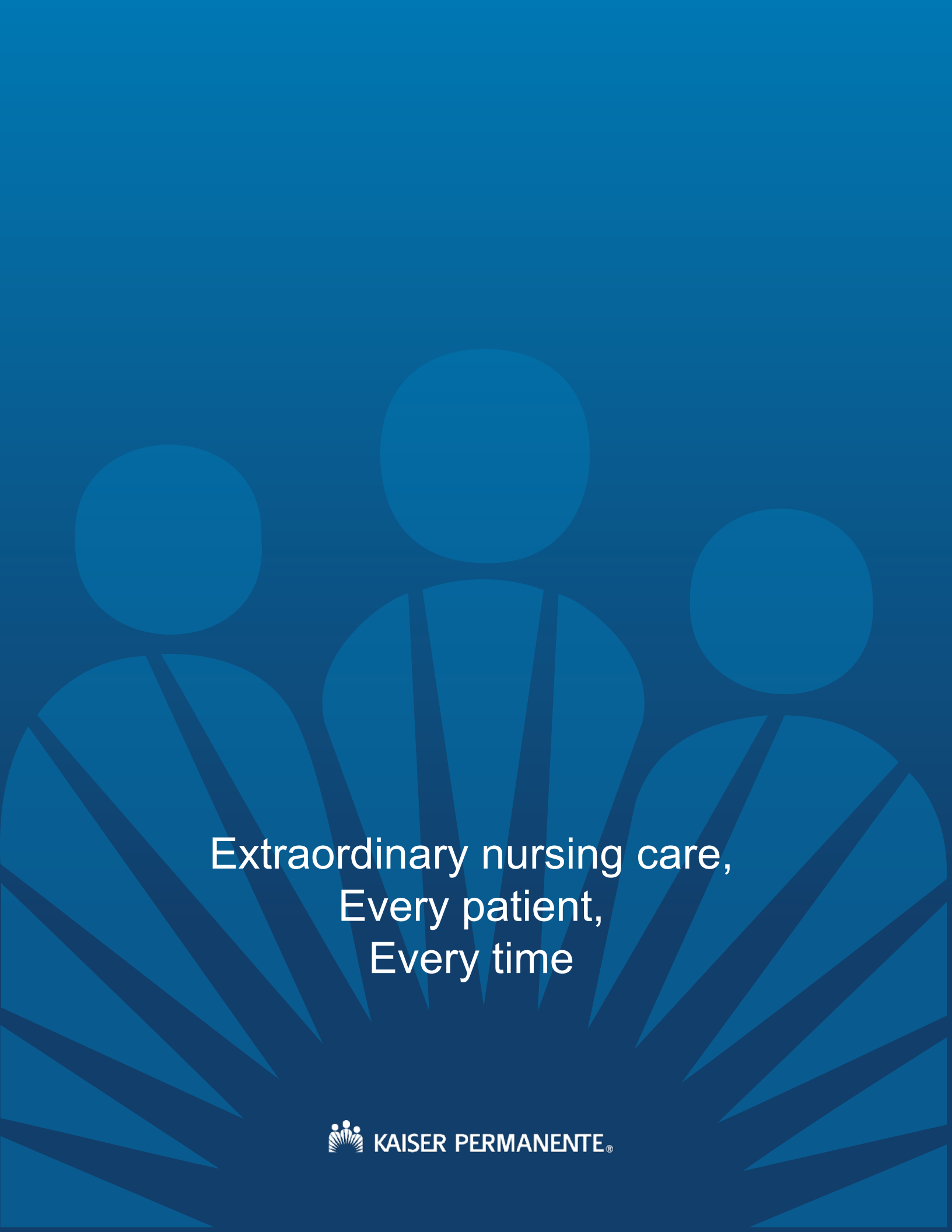


Headspace Care (formerly called Ginger)

Text 1-on-1 with an emotional support coach anytime, anywhere.

- 24/7 text-based emotional support coaching
- Discuss goals, share challenges, and create an action plan with a coach
- Self-care resources recommended for identified needs

Everyone needs support for total health — mind, body, and spirit. These wellness apps can help navigate life's challenges, and make small changes to improve sleep, mood, relationships, and more. Its self-care made easy, designed to help each nurse live well and thrive.

A stylized graphic in shades of blue. It features three human-like figures (head and shoulders) arranged in a row. From the base of each figure, several lines radiate downwards and outwards, creating a fan-like or sunburst effect. The background is a solid blue color.

Extraordinary nursing care,
Every patient,
Every time



KAISER PERMANENTE®