

2024 Nursing Year in Review



**Riverside
Medical Center**

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A message from the Interim Chief Nurse Executive: “Honoring the Heart of Healthcare”

Lila Fam, MSN, BSN, RN, NEA-BC
Interim Chief Nurse Executive
Kaiser Permanente Riverside Medical Center

At Kaiser Permanente Riverside Medical Center, we are proud to recognize and celebrate the remarkable work of our nursing staff. Their dedication, compassion, and resilience not only heal bodies but also touch hearts and change lives.

Our nurses are the heartbeat of our organization, providing comfort and advocacy for those who need it most. In moments of challenge and triumph alike, they continue to show what it truly means to care.

Throughout 2024, our nurses showed an unwavering commitment to patients and their families. The nursing team earned many achievements in patient care and faced challenges with courage and grace. Their work impacted lives in profound ways, extending far beyond the walls of our medical center.

We are pleased to highlight our 2024 achievements. Kaiser Permanente Riverside Medical Center received Gold Status from the American Heart Association as a Primary Stroke Center. Our hospital was recognized by Newsweek for being one of America's Best Hospitals for Maternity Care and received an 'A' grade in patient safety from Leapfrog. Kaiser Permanente Riverside Medical Center became a Center of Excellence for Advanced Early Recovery After Surgery (ERAS). Additionally, the medical center received recognition by the Kaiser Permanente National Offices for outstanding reduction in Central Line Associated Blood Stream Infections (CLABSI). Our journey of nursing excellence continues with our initial application for Magnet designation from the American Nurses Credentialing Center (ANCC). Moreover, Riverside Medical Center achieved the overall HCAHPS summary star rating of 4.

These accomplishments reflect our commitment to excellence and the resilient pursuit of making a difference.

Thank you for your unwavering commitment, embodying the true spirit of nursing, and for making a difference in the lives you serve. Your dedication and compassion inspire me and countless others every single day.

Lila Fam

A handwritten signature in cursive script that reads "Lila Fam".

Interim Chief Nurse Executive

Kaiser Permanente Riverside Medical Center

Services offered by the organization:

- ✓ Emergency department
- ✓ Intensive care
- ✓ Medical surgical telemetry
- ✓ Labor and delivery
- ✓ Neonatal intensive care
- ✓ Operating rooms
- ✓ Recovery
- ✓ Same-day surgery



Foundation of Nursing Practice

Kaiser Permanente's Mission

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



Nursing Vision

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

Nursing Values

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



Nursing **Quality** and **Safety**

Fall Reduction Project: Enhancing **Patient Safety**



In looking to decrease falls in 2023, which included 2 severe incidents, the nurses of the 4 West Unit recognized the urgent need for change. An assessment revealed inconsistencies in fall interventions and highlighted the necessity for re-evaluating staff education.

At the beginning of 2024, a unit workgroup – which included the 4 West Unit-Based Team, Colleen Santos, MSN, RN, NEA-BC, unit manager, and unit charge nurses – launched the Fall Reduction project. This initiative aimed to standardize fall prevention measures and enhance staff training to ensure patient safety.

Providing Exceptional Care

The project began with centralizing fall intervention tools at the nurse's station and enhancing Hester Davis signage to improve visibility and awareness. To further reinforce education, the team introduced the Hester Davis Roadshow, focusing on Care Plan and Patient Education. This initiative provided comprehensive training sessions to ensure all staff members were well-versed in fall prevention strategies.

Additionally, the project implemented virtual sitter cameras and bed alarms for all known fall risk patients. These interventions significantly contributed to improved nursing engagement, teamwork, and patient safety.

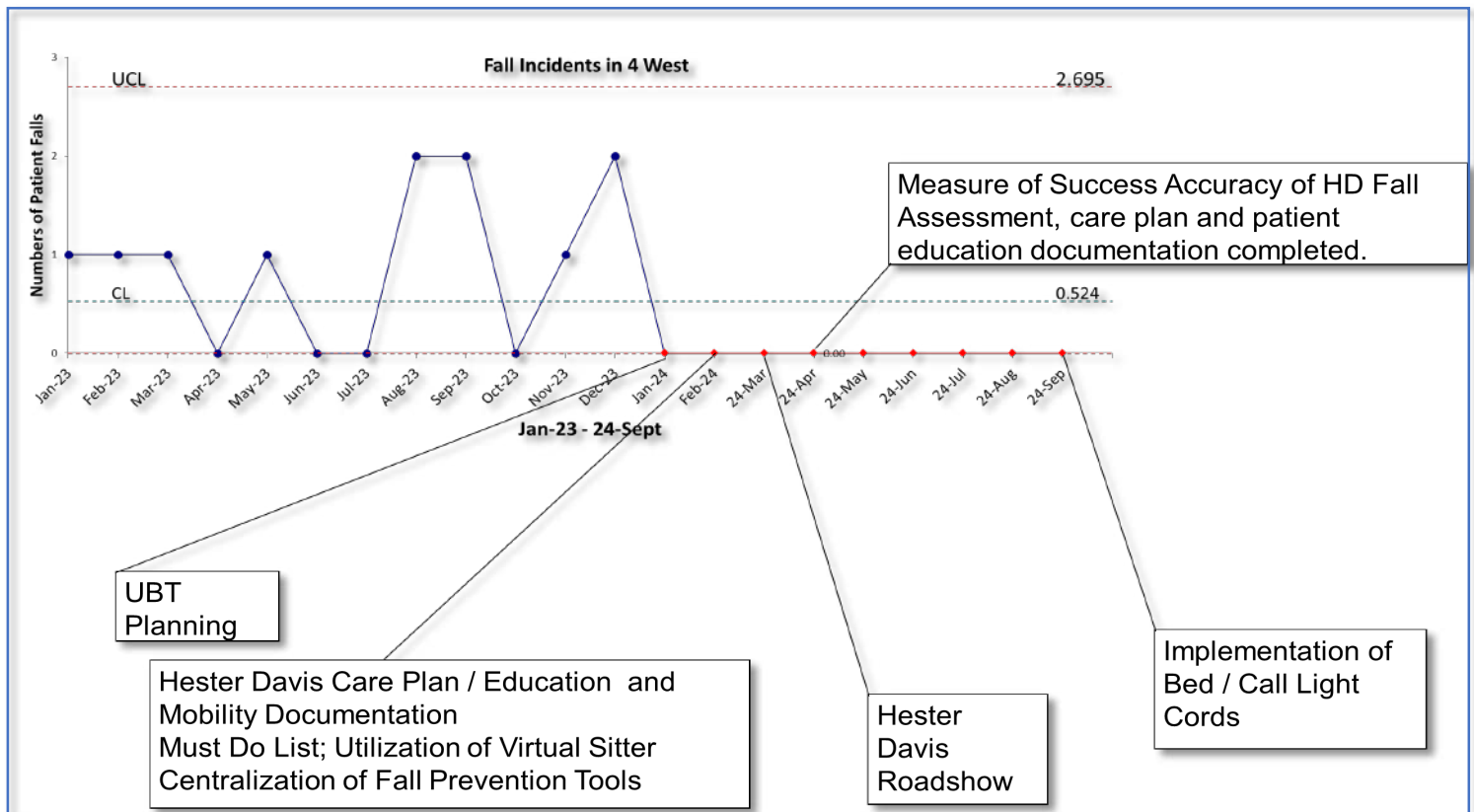


Continuous Improving Care

The results have been remarkable. The overall reduction in falls since December 30, 2023, underscores the effectiveness of the Fall Reduction project and the dedication of the nursing staff to maintaining a safe environment for all patients.



Fall Reduction Data



Project Champions

Colleen Santos, MSN, RN, NEA-BC,
Unit Manager
Jose Romero, BSN, RN, Charge Nurse
Judith Valencia, BSN, RN, Charge Nurse
Josephine Beltran, BSN, RN, Charge Nurse
Samantha Bruner, BSN, RN, Staff Nurse
Tristan Spears, Unit Secretary

Jomelle Gomez, BSN, RN, Staff Nurse
Rowena Querimit, BSN, RN Charge Nurse
Donelita Totpal, BSN, RN, Charge Nurse
John Valencia, BSN, RN, Staff Nurse
Laura Valdepena, MSN, RN, Staff Nurse
Jordan Mercado, MSN-NP, RN, Staff Nurse

Quality First: The POSH Project's Journey

The Post Hospital Appointments (POSH) project at Kaiser Permanente Riverside Medical Center exemplifies our dedication to continuous improvement in patient care. Throughout 2024, the project, led by Jill McCormick, MSN, RN, PHN, OCN, NEA-BC, director of Nursing; Treniece Grier, administrative assistant, and Lila Fam, RN, MSN, NEA-BC, director of Nursing, achieved remarkable success.

Building on its initial implementation in 2023, the POSH project evolved into a standard practice, resulting in a significant 13% increase in scheduling scores over 2 quarters. This success has solidified the project's role in enhancing patient follow-up care and reducing readmission rates.

Continuous Improving Care

The POSH project was launched to address deficiencies in scheduling High LACE Score Post Hospital Appointments in our adult inpatient units. Recognizing the importance of these follow-up appointments for patient outcomes, the project team implemented 4 key strategies to enhance scheduling efficiency and effectiveness.

First, a standardized workflow implemented for scheduling follow up appointments. Second, mandatory Cadence Scheduling training was introduced for all unit secretaries, with champion unit secretaries training new staff members to ensure a consistent understanding of the scheduling process.

Third, a new POSH Smartphrase was developed for physicians to use in discharge orders, aligning with POSH Guidelines. Fourth, weekly fallout reports were sent to unit managers to highlight scheduling failures, allowing for immediate corrective actions. These combined efforts significantly increased the scheduling of POSH appointments, ensuring patients had follow-up appointments upon discharge and reducing readmission rates.

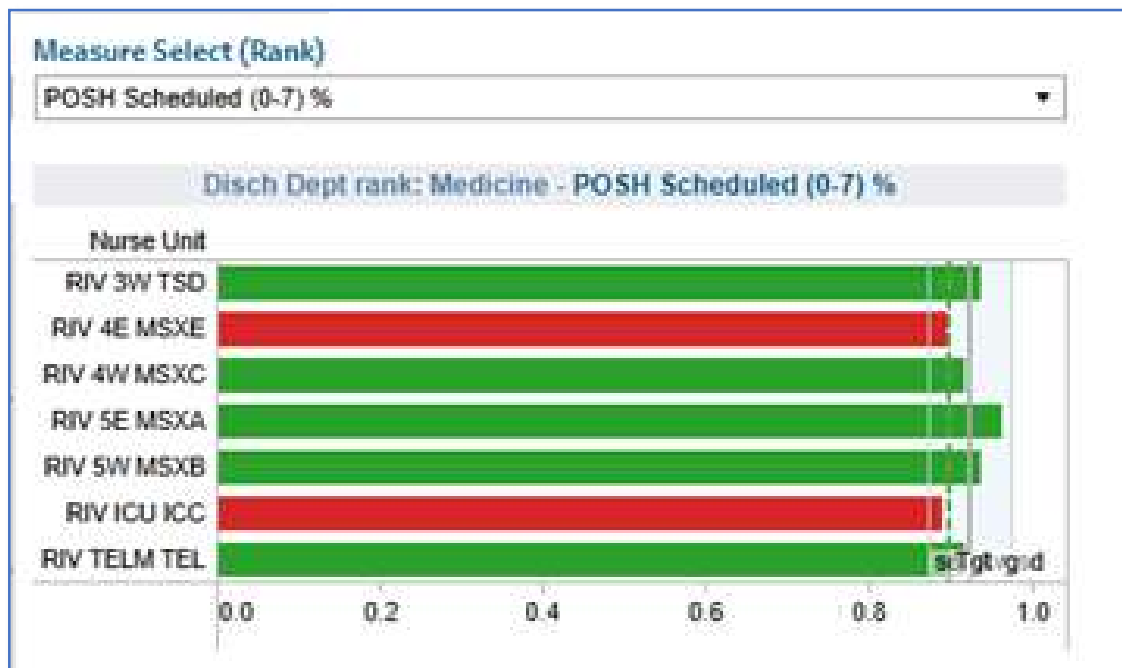
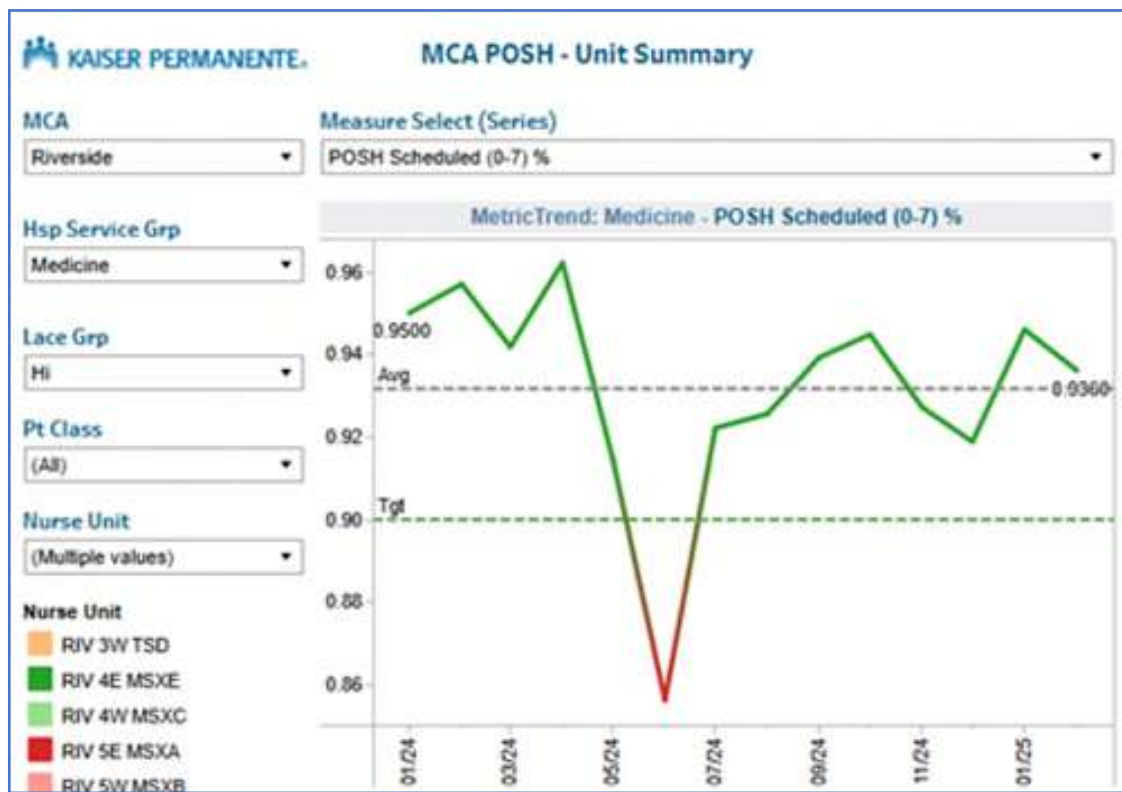


Project Outcomes

The outcomes of the POSH project have been impressive. Throughout 2024, scheduling scores averaged 94%, a substantial improvement from the 79% recorded in the first quarter of 2023. This success underscores the effectiveness of the strategies implemented and highlights the dedication of our staff to providing high-quality, continuous care.

The POSH project not only improved scheduling efficiency but also reinforced our commitment to patient-centered care. By ensuring that patients have the necessary follow-up appointments, we are better equipped to support their recovery and reduce the likelihood of readmission. The project serves as a model for other initiatives aimed at enhancing patient care and operational efficiency within Riverside Medical Center.

POSH 2024 Monthly Trends





Professional Development

Transition to Practice Program

At Kaiser Permanente Riverside Medical Center, our Transition to Practice (TTP) programs are designed to develop, educate, transition, and support clinical registered nurses as they move into new practice settings including, intensive care, labor and delivery, and neonatal intensive care. These programs ensure nurses gain the necessary competencies to care for critically ill or laboring patients through clinical immersion and mentorship, providing a robust foundation for high-quality, effective, and safe care.

The TTP programs emphasize hands-on experience and continuous learning. Nurses participate in immersive clinical rotations and attend workshops, seminars, and training sessions covering the latest advancements in medical care, patient safety, and best practices. This approach fosters professional growth and keeps our nurses at the forefront of health care innovation.

Open annually to clinical nurses interested in transferring to another specialty, the TTP programs offer the resources and support needed for a successful transition. By ensuring nurses are competent and confident in their new roles, these programs contribute to improved patient outcomes and a safer health care environment, reflecting the organization's dedication to nurturing the professional development of our nurses.



Program Leaders

Ghada Dunbar, PhD, DNP, RN, NEA-BC,
NPD-BC, CENP, CNML
*Kaiser Permanente Southern California
Regional Program Director*

Vanessa Lopez, MCN, RN, NPD-BC
*Kaiser Permanente Southern California
Regional Program Lead*

Nathalie De La Pena-Gamboa, MPH, BSN,
RN, PHN, CHES, CNML, NPD-BC
*Kaiser Permanente Southern California
Regional Program Co-Lead*

Bre'Onne Durr, MPH
*Kaiser Permanente Southern CA Regional
Regional Project Manager*

TTP 2024 Graduates

Labor and delivery

Megan Miettinen, BSN, RN
Lynett Santillan, ASN, RN
Celina Salcido, BSN, RN

Intensive care unit

Amanda Valenzuela, BSN, RN
Amberly Navalta, BSN, RN

Neonatal intensive care unit

Selma Markovic, BSN, RN

A Champion of Professional Practice:

Spotlight on Jose Romero, BSN, RN, nurse resident, Kaiser Permanente Southern California

We are delighted to feature Jose Romero, BSN, RN, in this year's annual report, celebrating his selection as the Kaiser Permanente Southern California Nurse Resident for Professional Practice. This prestigious recognition highlights the exceptional dedication and leadership Jose has demonstrated in his nursing career.

The Nursing Professional Practice Residency is a transformative program designed to provide clinical nurses with the opportunity to expand their leadership skills. Through a mentored learning experience, participants enhance their strategic thinking, communication, systems thinking, influence, change management, results orientation, and professional practice development. Being selected as a resident marks a significant milestone in advancing one's practice in professional nursing and leadership at Kaiser Permanente.

Jose Romero has been a nurse for over 4 years and has dedicated nearly 3 of those years to serving at Kaiser Permanente Riverside Medical Center. He began his journey with Kaiser Permanente on July 11, 2022, working night shifts as a clinical nurse on the 4 West Medical-Surgical/Telemetry/Oncology/Stroke unit. On October 31, 2023, Jose transitioned to a day shift position, taking on the role of charge nurse.

Jose's achievements and his unwavering commitment to providing exceptional patient care is remarkable. His journey is an inspiration to all, showcasing the impact of dedication, continuous learning, and leadership in the nursing profession.



What inspired you to pursue a career in nursing?

"I have gone through various career changes throughout my life, including customer service, restaurant management, pest control, and pharmacy technician, before ultimately finding my calling in nursing. Many of my family members are in the medical field, either practicing nursing or medicine, and I was always encouraged to follow that path. However, I remember when my mom would share her stories of challenging shifts, I would think, 'that's not for me.' Despite my initial reluctance, I can now confidently say that nursing has provided me with the most fulfillment in both my career and personal life. As cliché as it may sound, I have truly found my passion."

Spotlight: Jose Romero

What does being selected as the Nurse Resident for Professional Practice mean to you?

"Being selected as the Nurse Resident for Professional Practice is both an honor and a significant opportunity. It signifies that my growth and contributions have been recognized, and it motivates me to continue refining my leadership abilities. This recognition strengthens my commitment to enhancing patient care and contributing to the advancement of nursing practice."

What are some of the most significant achievements or contributions you have made during your residency?

"One of my significant achievements during the residency was networking with nursing colleagues across different Kaiser Permanente medical centers and building valuable relationships. Additionally, I was able to share the success of the Fall Reduction Project on 4W at RMC (Riverside Medical Center). Implemented in early 2024, this initiative reduced the number of fall incidents by over 75%, from 9 incidents in 2023 to just 2 in 2024, significantly improving patient safety."

What challenges have you faced during your residency, and how have you overcome them?

"One challenge I faced during my residency was managing the schedule while balancing the demands of my clinical duties and leadership responsibilities. To overcome this, I learned to prioritize effectively and develop strategies for time management, ensuring that I could meet both the expectations of the residency and my role as charge nurse."

Can you share any valuable lessons or experiences that have shaped your professional growth?

"One of the most valuable lessons I've learned is the importance of building relationships. Through networking and collaborating with colleagues across various medical centers, I've realized that strong

interpersonal connections and a supportive work environment are essential for success. Additionally, I've learned that leadership is not about authority but about inspiring others and supporting their growth."

What advice would you give to new nurse residents or those considering a career in nursing?

"My advice is to begin where you are and think creatively. Innovation and passion will guide you. Build relationships along the way, and always remember that you have the power to touch lives and make a meaningful difference in patient care."

What are your future career aspirations within the nursing field?

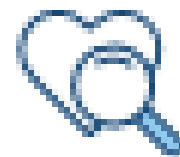
"I have received tremendous support and mentorship from my leaders – Chief Nurse Executive Sonia Tagliaferri, Interim Chief Nurse Executive Lila Fam, and Joanelle Adajar, director of nursing, Professional Services – who continued to support me through my residency. As well as my director, Jill McCormick; my manager, Colleen Santos; and my assistant manager, Christine Wachiuri. And of course, I cannot forget the wonderful professional practice team that embraced me with open arms and showered me with a wealth of knowledge under the leadership of Caren Campbell. All have inspired me to pursue growth in my nursing career. In the future, I hope to take on more leadership responsibilities, advance through Kaiser Permanente's leadership, and pursue my master's in nursing. I also aim to obtain my medical-surgical and nurse leader certifications."

*"I would like to extend my sincere gratitude to all my colleagues, mentors, and those I have had the privilege of meeting during my career. Your **support** has been **invaluable** and continues to drive my **motivation** and **commitment** to nursing and excellence in patient care. I am grateful for the opportunities and look forward to continuing this incredible journey in nursing and **thriving**."*



Nursing Research/Evidence-Based Practice

"Remifentanyl Patient-Controlled Analgesia Use in Laboring Women"



Title: Remifentanyl Patient-Controlled Analgesia Use in Laboring Women: A Feasibility and Acceptability Study

Authors: Joshua A. Carr, PhD, DNP, CRNA, University of San Diego

Background: Labor pain is a significant and personal experience for many women. While epidural analgesia (EA) is the most common approach to managing labor pain, some women are unable or unwilling to receive an epidural. Increasing comorbidities, such as preeclampsia, further limit the availability of EA. Therefore, effective alternatives are necessary. Remifentanyl patient-controlled analgesia (RPCA) has shown promise in reducing pain scores and increasing patient satisfaction compared to other opioids.

Objective: This study aimed to evaluate the implementation of an RPCA protocol and identify the attitudes and beliefs of health care workers in a real-world clinical setting.

Methods: A cross-sectional comparative correlational design was used, involving secondary analysis of existing data from electronic health records (EHR) of live births at a medium-sized hospital in Southern California. Pain scores, medication rates, APGAR scores, and other variables were analyzed. Additionally, semi-structured interviews with health care providers were conducted to examine attitudes and perceived barriers to RPCA implementation.

Results: The study found significant differences in reported pain scores between intervention groups. RPCA showed a reduction in pain scores compared to no opioid use, but did not significantly differ from traditional opioid techniques. The qualitative analysis revealed themes such as respect for patient choice, shielding from family influence, barriers to implementation, and overall satisfaction with RPCA.

Conclusion: RPCA represents a promising alternative for labor pain management. Despite challenges in implementation, the technique was well-received by providers and patients. Recommendations include streamlined processes for timely delivery of RPCA, comprehensive training for staff, and expanded eligibility criteria for RPCA recipients.

Significance: This study highlights the potential of RPCA to improve labor pain management and patient satisfaction. The findings support the need for further research and practice changes to integrate RPCA into standard care protocols.

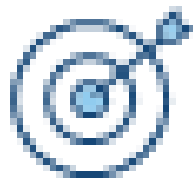
Research Studies

Nursing Research Study			Date Study Completed	Principle Investigators/Co-PI	Role of Nurse	Credentials	Study Scope			Study Types		
	IRB Review Type	Study Status					Internal to a Single Organization	Multiple Organizations within a System	Independent Organizations Collaboratively	Replication	Qualitative	Quantitative
Remifentanyl Patient-Controlled Analgesia Use in Laboring Women <i>Purpose:</i> To evaluate the implementation of an RPCA protocol and identify the attitudes and beliefs of health care workers in a real-world clinical setting.	Full	Complete	7/25/2022 Expiration: 7/25/2026	Josh Carr-PI	PI	PhD, DNP, CRNA	X				X	X
Bullying Study <i>Purpose:</i> • Describe self-reported prevalence of bullying among inpatient, emergency, and perioperative nurses. • Examine the relationship between bullying and intention to leave • Explore the relationship between managerial leadership and staffing resources to bullying	Full	Complete	6/8/2023 Expiration: 6/8/2027	Lina Kavar-PI Robin Bryne-Co-PI	Co-PI	MSN, RN		X				
Socio-Demographic Characteristics of Nurses and Their Perceptions of Shared Governance and Autonomy Among Integrated Care Facilities <i>Purpose:</i> To investigate the associations between the socio-demographic characteristics of nurses, their perceptions of shared governance and autonomy, and nursing-sensitive indicators (NSIs) in hospital settings.	Expedited	Complete	11/30/2024 Expiration: 11/30/2028	Juli McGinnis-PI Sophia Hicks -Co-PI	Co-PI	PhD, RN MSN, RN		X				x
Resiliency Study: Resiliency Among Southern California/Hawaii Nurses post COVID-19 Pandemic Surges <i>Purpose:</i> Describe the self-reported prevalence of resiliency among nurses in Southern California Kaiser Permanente and Hawaii.	Expedited	Ongoing		Lina Kavar-PI Roxy Ogunmola-Co-PI	Co-PI	PhD, RN MSN, RN		x			x	x





Collaborative Work Environment



Not so Happy HAPI

In an effort to enhance patient care and safety, a comprehensive quality and safety initiative aimed at reducing pressure injuries was launched. The initiative was driven by the need to address inconsistencies in patient turning, documentation practices, and timely consultations with wound care registered nurses and dietitians.



Implementation

To tackle these challenges, the team introduced the "Not So HAPPY HAPI" Project Roadshow. This innovative project commenced on October 1, 2024, spearheaded by the dedicated 4 West Unit-Based Team. This team is composed of committed adult inpatient nurses who met monthly to discuss and implement strategies for improving patient outcomes.

The "Not So HAPPY HAPI" Project Roadshow focuses on educating staff about the importance of consistent patient turning schedules, accurate and thorough documentation, and the critical role of early consultations with wound care registered nurses and dietitians in preventing pressure injuries. Through interactive sessions and hands-on training, the project aims to empower nurses with the knowledge and tools necessary to provide optimal care.

Project Outcomes

Although this initiative is still ongoing, significant progress has already been made. A standardized turn schedule has been developed and successfully implemented in the 4 West Unit. This schedule ensures that all patients are turned at regular intervals, thereby reducing the risk of pressure injuries. Additionally, the project has fostered a culture of accountability and continuous improvement among the nursing staff.

Moving forward, the 4 West Unit-Based Team will continue to monitor the effectiveness of the turn schedule and make necessary adjustments based on feedback and data collected. The ultimate goal is to expand this initiative to other units within the hospital, ensuring that all patients receive the highest standard of care and safety.





Recognizing Nursing Excellence

Honoring Excellence: The DAISY Award



The DAISY Award is a prestigious international program dedicated to celebrating the exceptional contributions of nurses. By gathering heartfelt nominations from patients, families, and colleagues, this award highlights the profound impact nurses have on those they care for.

At Kaiser Permanente Riverside Medical Center, we proudly select our DAISY honorees each quarter, recognizing their extraordinary dedication with a special celebration in their respective units. Below, we are delighted to present the honorees celebrated in 2024.



Heather Knezic, RN



Ann Del Rosario, BSN, RN



Mia Delfin, BSN, RN



Teresa Malak, BSN, RN

Celebrating Excellence in Nursing



Kaiser Permanente Riverside Medical Center proudly celebrates the achievements of nurses who earn advanced degrees and specialty certifications, recognizing their dedication to excellence and professional growth.

Advanced Nursing Degrees & National Certifications



Cheryl Mead, **DNP**, MSN, RN,
CEN
Clinical Nurse
Emergency Department



Timothy Mead, **DNP**, MSN, RN,
CEN
Clinical Nurse
Emergency Department



Jordan Mercado, **MSN-FNP**,
BSN, RN
Clinical Nurse
4 West



Pamela Shaltz, **MSN**, RN
Clinical Nurse
Emergency Department

Celebrating Excellence in Nursing

Advanced Nursing Degrees & National Certifications



Kyrstye Bicara, BSN, RN, **IBCLC**
Clinical Nurse
Family Care Center

Jessica Nguyen, **BSN**, RN (Float Pool)
Lauraine Gonzales, **BSN**, RN (3 West)
Marisol Araujo, **BSN**, RN (5 West)
Adrian Cisneros, **MSN**, RN (OR)
Caitlyn Kent, BSN, **MSN**, RN (ED)
Laura Valdepena, MSN, RN, RN (4 West)



Amajuoritse Amoruwa, **DNP**, RN (4 East)
Summer Halter, **BSN**, RN, CEN (ED)
Carrie Jeffries **BSN**, RN, CEN (ED)
Lora Garcia **BSN**, RN (ED)
Elizabeth Varela **BSN**, RN (ED)



Tricia Verzosa, BSN, RN, **CMSRN** (5 East)
Kristi Alberoni, BSN, RN, **RNC-NICU** (NICU)
Patricia DeBoer, BSN, RN, **RNC-NIC** (Nursing Administration)
Michael Schiavone, BSN, RN, **MEDSURG-BC** (5 East)

Enhancing Patient Care

Hospital Stay: A new era of digital patient engagement

In October 2024, Kaiser Permanente Riverside Medical Center launched “Hospital Stay on the KP Mobile App” as part of an overall plan for improving the digital patient journey and allowing for input and say in care while in the hospital. This new feature allows patients to access vital information about their hospital stay, communicate with their care team, and provide input on their care plans directly from their mobile devices.

Track your hospital stay – all in the KP app

With this new feature in our app, you can easily access important details about your hospital stay: medication schedule, care team, lab and test results, and more.

Available in the Kaiser Permanente app to members 18 or older (this campaign, and caregivers of members 18 or younger)KAISER PERMANENTE

Led by clinical informatics specialist, Olaronke Ogunmola, MSCI, BSN, RN, and care experience lead, Myrna Munoz, the project involved comprehensive training sessions for both staff and patients. These sessions demonstrated how the app improves the patient experience by offering real-time updates, personalized care information, and an easy-to-use interface for managing hospital-related tasks.

Kaiser Permanente remains committed to leveraging technology to create a more connected, patient-centered health care environment.



Nurses Contributing to Healthy Communities

At Kaiser Permanente Riverside Medical Center, our nursing staff actively contributes to building healthy communities through various local outreach events. One notable event is the 16th annual Back to School Drive, which exemplifies our commitment to supporting the educational needs of children in our community. This year, an impressive total of 1,993 backpacks filled with essential school supplies were generously donated by our dedicated employees. These backpacks were distributed by volunteers at community resource fairs, ensuring that local children received the tools needed to succeed academically.

Kaiser Permanente partnered with the Riverside County Office of Education (RCOE) to distribute the KP donated backpacks to foster children at two community events. One was held at La Sierra High School (Riverside Unified School District) and the other at Jean Hayman Training Center (Lake Elsinore Unified School District). Our staff volunteered their time to help hand out the backpacks at these events.



These efforts highlight the collaborative spirit of our nursing staff and their dedication to making a positive impact on the lives of vulnerable children. Joanelle Adajar, MSN, RN, director of Nursing, was among the volunteers who participated in these distributions. Her involvement underscores the leadership and commitment of our nursing team to community service. By engaging in these outreach activities, Kaiser Permanente Riverside Medical Center's nursing staff not only supports the health and well-being of our community but also fosters a sense of unity and compassion that extends beyond the walls of our medical center.



We are committed to creating a workplace and culture of belonging where everyone feels valued, respected, and empowered to reach their full potential and to improve the health of our members and communities.

Healing Hearts: Perinatal Remembrance Service



Another significant event at Kaiser Permanente Riverside Medical Center is the annual Perinatal Remembrance Service, held on October 19 during National Pregnancy and Infant Loss Awareness Month.

Organized by the Perinatal Remembrance Committee, this service provides vital support to families and loved ones who have experienced the loss of a child, infant, or pregnancy.

The event offers a compassionate space for families to share their stories or simply honor their child's memory by saying their name. The service fosters an environment of healing through live musical performances, speakers, written notes, and a butterfly release.



In addition to the annual service, the Perinatal Remembrance Committee, led by NICU manager Sophia Spencer, MSN, RN, works year-round to support grieving families. One of their key initiatives is the creation of "Soothe Our Souls" kits, which are provided to nurses who care for families experiencing the loss of a baby.

These efforts highlight the committee's dedication to offering continuous support and comfort to both families and health care providers.





At Kaiser Permanente We believe in equity and inclusion for all.

Equity principle

Equity is the ideal of fairness and justice. These principles guide our practices and behaviors, reflecting our mission and vision.

 Inclusion	 Accountability	 Advocacy
I foster inclusive environments where everyone feels safe sharing ideas, concerns, and aspects of their identity without fear.	I am accountable for my individual action or inaction that leads to others being harmed.	I advocate for equity and inclusion for all people and amplify the voices of the most impacted and unheard.

Nurses are encouraged to embrace their diverse backgrounds and participate in events such as the 43rd annual Lotus Festival at Echo Park on July 14, 2024. This event was aimed at celebrating the people and culture of the Philippines.



Colleen Santos, MSN, RN, NEA-BC, clinical manager, at the Kaiser Permanente Booth

*Extraordinary nursing care,
Every patient,
Every time*



KAISER PERMANENTE®