

2024 Nursing Year in Review

San Diego Service Area



**San Diego
Medical Center**



**Zion Medical
Center**



**San Marcos
Medical Center**

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It is an honor to share this Nursing Annual Review for the San Diego Service Area. Since stepping into the Interim CNE role in October, I have been inspired by the exceptional work and dedication of our nursing teams across San Diego, Zion, and San Marcos Medical Centers. This year's achievements—including national recognition such as the Leapfrog Top Hospital Award, Newsweek's Best-in-State Hospitals, and Healthgrades Joint Replacement Excellence Award—demonstrate your commitment to delivering outstanding, patient-centered care.

Our accomplishments go beyond awards. With 87% of nurses holding a BSN or higher, 45% with specialty certification, and active participation in evidence-based practice projects, we are advancing both professional excellence and innovation. The success of our nurse-sensitive indicator outcomes and projects—ranging from reducing alarm fatigue to improving culturally inclusive communication—show how our nurses continually raise the standard of care for our patients and communities.

As we look ahead, our Nursing Strategic Plan will guide us to further strengthen engagement, embrace diversity and inclusion, and strive toward zero harm. I am grateful for your resilience, professionalism, and compassion, and I look forward to partnering with you to build on this strong foundation and continue shaping the future of nursing in our region.

With gratitude,
Sonia Tagliaferri, MSN, RN, NEA-BC
Chief Nurse Executive



Sonia Tagliaferri, MSN,
RN, NEA-BC

San Diego Medical Center 2024 Awards



Leapfrog Top Hospital Award

Newsweek America's Best-in-State
Hospitals, California

Healthgrades Joint Replacement
Excellence Award

Zion Medical Center 2024 Awards



Newsweek America's Best-in-State Hospitals,
California

AHA Type 2 Diabetes Honor Roll

U.S. News & World Report recognition for
achieving excellent outcomes for
disadvantaged communities

*San Marcos Medical Center will be eligible for external awards in 2026.

San Diego service area

Nursing by the numbers

Registered Nurses with a BSN
or higher nursing degree

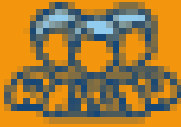
87% 

California State Average 70.7%

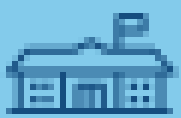
10.9% RN
Turnover 

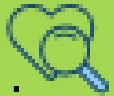
California State Average 16.4%

45% RNs with Specialty Certification
National Magnet Hospital Average 38%

70 RNs serve on
Shared
Governance
Councils 

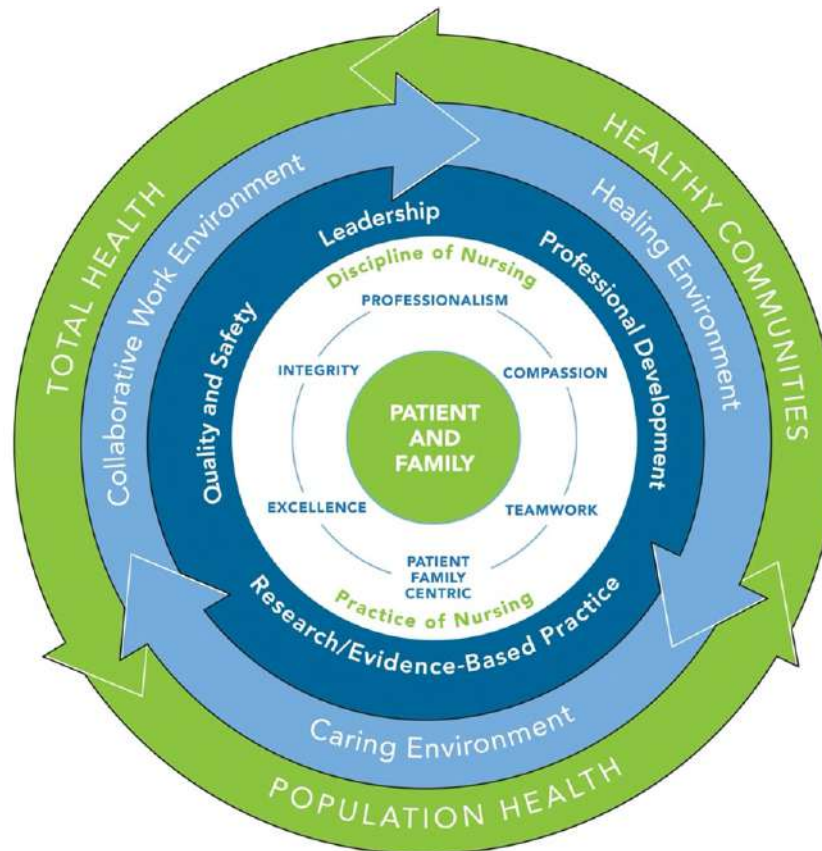
San Diego Evidence-
Based Practice Institute

 8 Participants
4 Projects

2 Current Nursing
Research Projects 

Clinical nurses attended
the Magnet Conference  13

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

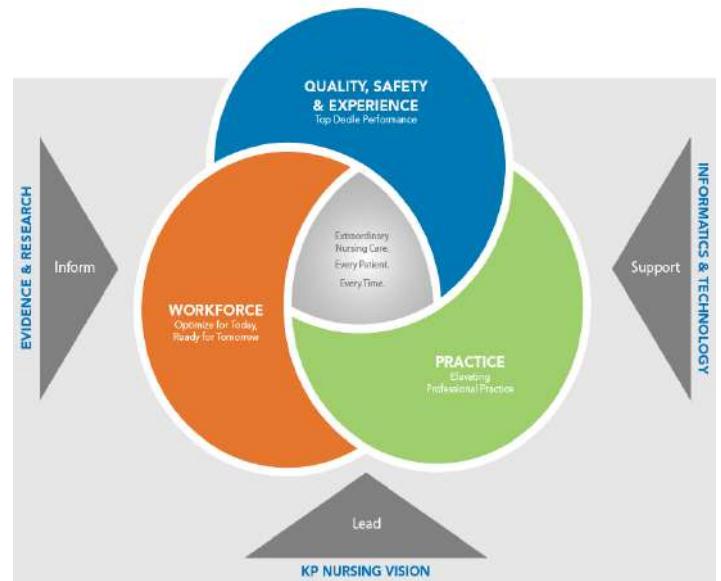
Nursing strategic plan

Quality, Safety, and Experience

- Improve performance in nursing quality indicators
- Strive for zero patient, family, and staff harm
- Improve data transparency
- Improve HCAHPS/real time surveys
- Enculturate nurse leader rounding
- Promote speak-up culture

Workforce

- Strengthen RN engagement across all roles
- Embrace workforce diversity and inclusion
- Enhance recognition platform
- Respond to needs identified in People Pulse and RN Excellence surveys



Practice

- Maintain BSN rate >80%
- Increase specialty certifications
- Standardize nursing structures and processes
- Enhance shared decision-making structure
- Foster a culture of evidence-based practice, research, and continuous learning
- Standardize role identity and training

Nursing quality and safety





Nurse sensitive indicators: San Diego Medical Center

The following measures are benchmarked nationally in the NDNQI database.

Hospital Acquired Pressure
Injuries Stage 2 and Above

87%

of units outperform
national benchmark
all 4 quarters

Rate of Patient Falls With
Injury-per-1,000 Patient Days

70%

of units outperform
national benchmark
all 4 quarters

Rate of CAUTI per 1,000
Patient Days

60%

of units outperform
national benchmark
all 4 quarters

(Catheter-associated urinary tract infections)

Rate of CLABSI per 1,000
Patient Days

60%

of units outperform
national benchmark
all 4 quarters

(Central line-associated bloodstream infections)



Nurse sensitive indicators: Zion Medical Center

The following measures are benchmarked nationally in the NDNQI database

Hospital Acquired Pressure
Injuries Stage 2 and Above

83%

of units outperform
national benchmark
all 4 quarters

Rate of Patient Falls With
Injury-per-1,000 Patient Days

50%

of units outperform
national benchmark
all 4 quarters

Rate of CAUTI per 1,000
Patient Days

50%

of units outperform
national benchmark
all 4 quarters

(Catheter-associated urinary tract infections)

Rate of CLABSI per 1,000
Patient Days

67%

of units outperform
national benchmark
all 4 quarters

(Central line-associated bloodstream infections)



Nurse sensitive indicators: San Marcos Medical Center

The following measures are benchmarked nationally in the NDNQI database

Hospital Acquired Pressure
Injuries Stage 2 and Above

60%

of units outperform
national benchmark
all 4 quarters

Rate of Patient Falls With
Injury-per-1,000 Patient Days

71%

of units outperform
national benchmark
all 4 quarters

Rate of CAUTI per 1,000
Patient Days

60%

of units outperform
national benchmark
all 4 quarters

(Catheter-associated urinary tract infections)

Rate of CLABSI per 1,000
Patient Days

83%

of units outperform
national benchmark
all 4 quarters

(Central line-associated bloodstream infections)

Nursing research/evidence-based practice





Evidence-based practice

Kaiser Permanente participates in the San Diego Consortium for Excellence in Nursing and Allied Health. The consortium fosters clinical excellence by sponsoring an annual Evidence-Based Practice Institute (EBPI). This program connects San Diego health care professionals from diverse institutions to strengthen health care delivery. The EBPI is an intensive 8-month program comprised of 6 full-day workshops, culminating in a graduation ceremony and conference.

Kaiser Permanente nurses completed 4 projects in the EBPI 2024 cohort.

A Priority for Patient-Centered Care: Enhancing Patient Satisfaction through Culturally Inclusive Bedside Report Using Translation Services
Badia Wechkey, MSN, RN, and Joni Senn, MSN-Ed, RN, CCRN

This project focused on improving access to translation services by integrating into Vocera devices and using the service during patient handoff.

Implications/Significance: Integrating translation services during nursing bedside handoffs improves patients' understanding of their condition, hospitalization, test results, and medications. This intervention enhances patient satisfaction and highlights the importance of culturally sensitive communication.

Evidence-based practice

Sound Decision: Tuning Out Alarm Fatigue

Emily Cornmesser, BSN, RN, PHN; Alec Fagaly, BSN, RN; and Rosalinda Gonzales, BSN, RN, PCCN

This project focused on streamlining communication to reduce alarm fatigue in med/surg at San Marcos Medical Center.

Implications/Significance: The HUC workflow effectively reduces alarm fatigue by minimizing unnecessary notifications and ensuring urgent messages are addressed promptly. Anecdotally, the study revealed a reduction in patient notification alerts, which was attributed to improved staff response times.

Take a Seat: An Approach to Better Nurse-to-Patient Communication by Committing to Sit

Carissa Costello, BSN, RN; Jacqueline Fisher, MSN, RN, PCCN; and Kristi Snyder, MSN, RN

This project focused on enhancing communication with patients by promoting the nursing practice of sitting down with a patient and having a 2 to 3-minute conversation on med/surg at Zion Medical Center.

Implications/Significance: Research indicates that the “commit to sit” method is beneficial for hospitalized patients. However, nurse participation depends on nurses’ willingness to change current practices and address existing barriers.

Health Care Literacy and Perception of Care

Taylor (TJ) Hankins, BSN, RN, and Edneil Naval, MSN, RN, CCRN

This project focused on implementing additional resources to help patients participate in their plan of care on 5West at Zion Medical Center.

Implications/Significance: The Likelihood to Recommend (LTR) scores reached the goal for the first time during the project. This can be inferred that the interventions have the potential to positively impact patients’ perception of care.

Recognizing nursing excellence



DAISY award winners



Badia Wechky, MSN, RN



Farieba Mehr, RN



Lauren Ricks, RN



Rebecca Roshets, RN

DAISY award winners



Oliver Gfell, RN



Komal Rathod, RN

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

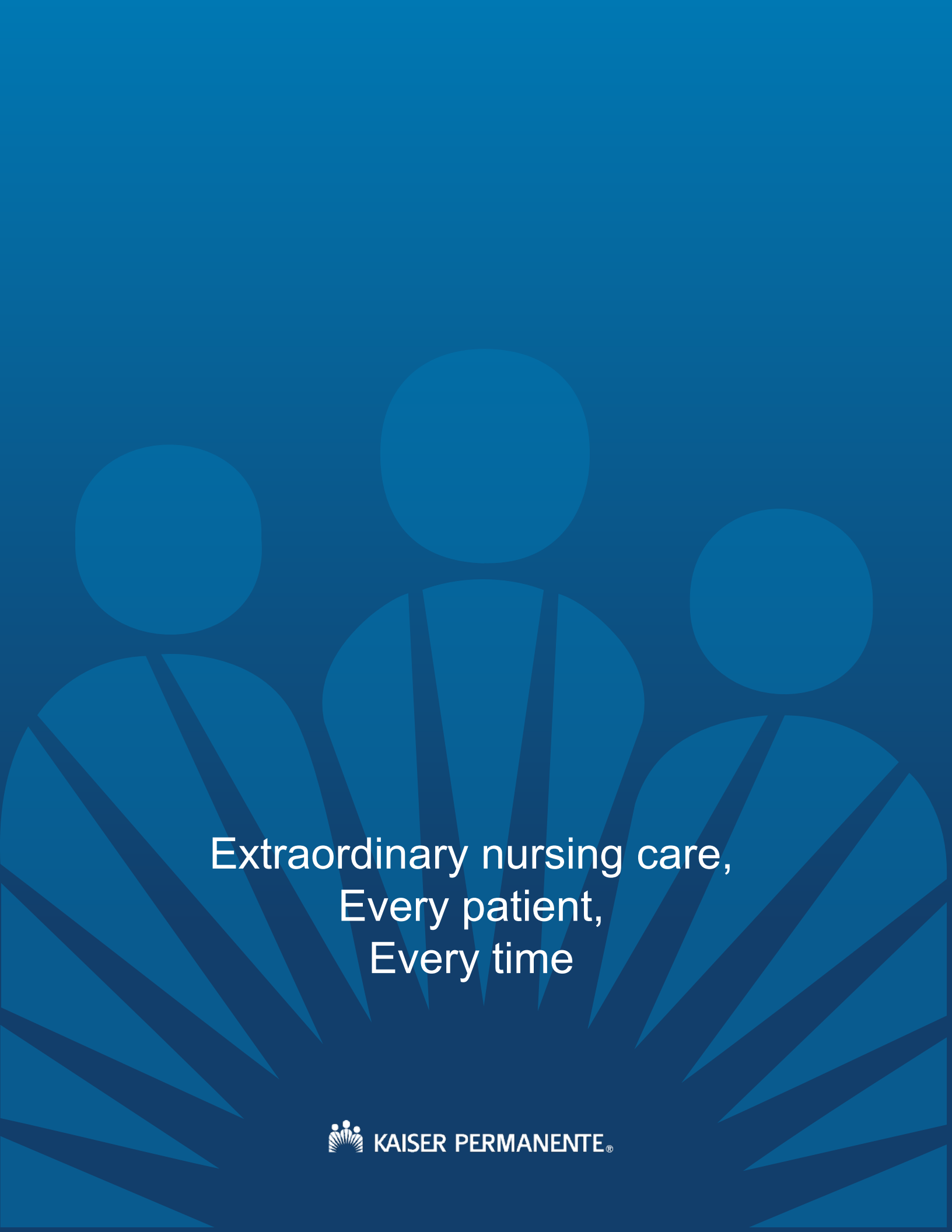


Headspace Care (formerly called Ginger)

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.

The background of the entire image is a solid blue color. Overlaid on this are several large, semi-transparent blue circles of varying sizes. From the bottom of these circles, numerous sharp, triangular rays of a darker shade of blue extend downwards, creating a sunburst or fan-like effect. The rays are most concentrated at the bottom and become sparser as they move upwards.

Extraordinary nursing care,
Every patient,
Every time



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