



2023 Nursing Year in Review

Kaiser Permanente
Woodland Hills
Medical Center



KAISER PERMANENTE®



Message from the Chief Nurse Executive

Greg Rogers, DNP, MBA, RN,
NEA-BC, CCRN

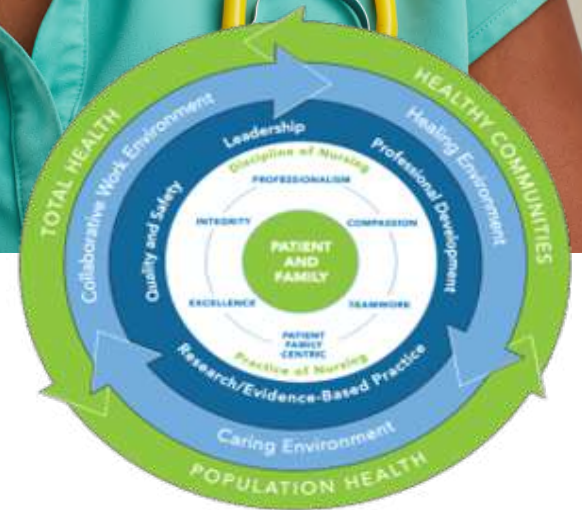
Welcome to the 2023 Nursing Annual Report for Kaiser Permanente Woodland Hills Medical Center. As we reflect on the past year, we are filled with immense pride and gratitude for our team's unwavering dedication and resilience. Your commitment to patient care and professional excellence continues to elevate our community's health and exemplifies the core values of our organization. This year has been one of both challenges and significant achievements. We have navigated the evolving demands of healthcare with agility and professionalism, continuously adapting to meet the needs of our patients and their families. Through your efforts, we have strengthened our patient care protocols, enhanced our clinical practices, and fostered an environment of learning and innovation. In this report, you will find detailed accounts of our collective accomplishments, including advances in patient safety, quality improvement initiatives, and professional development opportunities. We are incredibly proud of introducing several new programs that have improved patient outcomes and nurse satisfaction. These initiatives reflect our ongoing commitment to maintaining and elevating the standard of care we provide. Our commitment to education and professional growth has never been stronger. We continue to support our nurses through continuing education, certification programs, and leadership development courses. The stories of your personal and professional growth are a testament to the dynamic and supportive culture we foster here at Woodland Hills. As we look forward, let us continue to embrace the challenges and opportunities that lie ahead with the same compassion, expertise, and teamwork that define us. We are excited about the future and confident in our ability to adapt and thrive in the ever-changing landscape of healthcare. Thank you for your hard work, your passion, and your commitment to excellence. Each of you plays a crucial role in our success and the well-being of the patients we serve. Your efforts do not go unnoticed and are deeply appreciated. Here's to another year of outstanding care and professional growth at Kaiser Permanente Woodland Hills Medical Center.

With deepest appreciation,

A handwritten signature in black ink that reads "Greg Rogers". The signature is fluid and cursive, with the first name "Greg" being more prominent than the last name "Rogers".

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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

Kaiser Permanente Woodland Hills Medical Center Chief Nurse Executive

Greg Rogers
DNP, RN
Chief Nurse Executive

Kaiser Permanente Woodland Hills Medical Center Directors

Catreese Scott
MSN, RN
NICU, FCC, Labor & Delivery

Christopher Rabina
MSN, RN
ICU, DOU, Dialysis, 5 South, 5 North
4 East, 4 North, 4 South

Geraldine Clark-Hall
DNP, RN
PRE-OP/PACU, Main OR HSU

Elizabeth Carreon
MSN, RN
Nursing Administration

Lorina Punsalang
MSN, RN
Professional Development
and Education- Magnet

Terry Miller
MSN, RN
Emergency Department



Kaiser Permanente Woodland Hills Medical Center Managers

Andrea Godinez
BSN, RN
Hospital Surgery Center

Gina Kim
MSN, RN
4 East, 4 North

Marby Villarruz
MSN, RN
NICU, FCC

Mariel Dumaguin-Velarde
MSN, RN
Nursing Administration

Jully Vera-Cruz
MSN, RN
4 South

Melissa McCoy
BSN, RN
Labor & Delivery

Karen Bacosa
DNP, RN
Professional Development
and Education-Magnet

Kirsten Judge
BSN, RN
Pre-op/PACU

Kimberly Gamble
BSN, RN
Nurse Scientist
ICU, DOU, Dialysis

Verna Palanas
MSN, RN
Utilization Management

Voltaire Lising
BSN, RN
Main OR

George Pullukalayil
MSN, RN
5 South, 5 North



Patient Experience

Supporting exceptional care delivery



In 2023, Maternal Child Health provided care seamlessly across 16 facilities in Southern California and Hawaii. Through collaboration and hard work, our teams were able to successfully implement numerous initiatives contributing to improved outcomes. Additional notable regionwide implementations include:

- Live camera streaming for NICU patients allowing families to stay connected to their little ones 24/7.
- Lactation Consultant Staffing Model ensuring all birthing mothers have access to consultation.
- Winter Pediatric Capacity Planning Huddles to ensure members are placed within our KP Pediatric centers.
- Maternal/Infant Fall Prevention Program designed to reduce patient falls in maternal child health.

Improving care

Technology-N Trainer



The technology improves the baby's ability to suck, swallow, and breathe while feeding. This leads to the earlier ability to feed and results in a shorter stay in the NICU.

Evidence-based care-Peds ERAS

The Pediatric enhanced recovery after surgery (ERAS) pathway is a systematic approach to optimize a patient's postoperative recovery, improve clinical outcomes, and increase patient satisfaction.

Standardization-Evalysis Acuity Classification

Standardized acuity definitions create consistency in the assignment of patient classification and efficiency in the utilization of nursing resources.



Delivery of quality care

“ I felt seen, heard & understood every step of the way. It was so heartwarming to know that all of the staff were intentional about providing the best possible care. ”

Breastfeeding Support Model

Breastfeeding support helps mothers achieve their breastfeeding goals by providing them with the information and assistance needed on breastfeeding and/or pumping.



Kangaroo Care and Facilitated Tucking

Promotes attachment and bonding. Increases the patient's confidence in providing care and transitioning home. Supports greater success in breastfeeding and lowers risks of postpartum depression.

Connection Bundle 2.0

- **Warm Welcome:**
Available team members to meet and greet the patient and family when entering the unit.
- **Discharge with a Wow:** Standardization of personalized thank you cards signed by the staff and mailed to the patient's house at discharge.





Nursing Quality & Safety

Creating A Healing Environment



The nursing strategic plan highlighted patient experience as a key focus, aiming for all related metrics to rank in the top 10%. The clinical nurses on the 4 East unit reviewed their unit's 'quiet at night' patient-reported scores. Feedback from NRC real-time surveys indicated that some patients had negative nighttime experiences, notably disturbances from loud talking and laughing around 1 AM to the early morning, which impeded their ability to rest. The 4 East team initiated real-time surveys to assess factors that facilitated or hindered patients' sleep and rest. A total of 64 surveys were completed by patients, providing insights into various aspects impacting patients' rest at night. Factors contributing to a restful night included the absence of roommates, the use of sleeping aids or pain medication, a quiet and dark environment, responsive staff, and personal comfort measures such as noise-canceling earphones. On the other hand, factors preventing restful sleep included the presence of roommates, frequent interruptions, pain, staff noise, and issues related to room lighting and bed comfort. Pain was the most commonly reported factor disturbing sleep, cited in the surveys.

The "Quietness at Night Project" team on 4 East implemented several strategies to enhance nighttime tranquility for patients. The initiatives included:

1.Distribution of Welcome Bags:

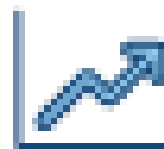
Newly admitted patients received welcome bags containing a sleep kit, basic toiletries, and an admission folder to improve comfort and provide essential items.

1.Nighttime Expectations Scripting:

All staff were trained to use specific scripting to set patient nighttime expectations. The script introduced the welcome packet and sleep kit (comprising a face mask, earplugs, and headphones) while explaining that clinical visits might still occur during the night for vital signs checks and blood tests.



1.Use of "Do Not Disturb" Signs: "Do Not Disturb" signs were made available and placed at the request of alert and oriented patients to minimize disturbances during the night.



Increased “Quiet at Night” patient scores on the 4 East unit!



Providing Exceptional Care

Improving Patient Care Outcomes

Reducing Hospital-Acquired Pneumonia



The Nursing Practice Council (NPC) engaged key stakeholders to address the rates of hospital-acquired pneumonia (HAP) on the ACE unit-4S, which predominantly admits patients aged 70 and older.

In response to this issue, Dr. Shakeela Shah, who led a regional HAP prevention initiative, proposed implementing a prevention program in a medical/surgical unit. The NPC selected the 4 South unit for this, given its patient population's increased risk for aspiration.

NPC management sponsor requested Anne Loewenthal to introduce this prevention program to her ACE unit- 4 South Unit-Based Team (UBT) for implementation. With the backing of the KPWH Organization-wide Nursing Practice Council, the unit-based team initiated the implementation of the HAP prevention project bundle in real-time through the use of "badge buddies."

Hospital Acquired Pneumonia Prevention Project (HAP PP)	
Nursing Interventions	Multidisciplinary Strategies
- Elevate head of bed (HOB) to 30 degrees when in bed - Out of bed in chair for meals - Ambulate at least 25 feet 2 times per day - Oral care: 2 times per day with soft toothbrush followed by chlorhexidine mouth rinse (MD order) unless contraindicated - Educate on incentive spirometer -- use at least 10 times every 2 hours while awake - HAP PP patient education - Encourage Visitors to perform hand hygiene	Bedside RNs Identify high risk patients Provide incentive spirometer teaching Reinforce HAP PP Bundle elements including coordinating mobility with CNAs Certified Nursing Assistants Work with RNs to ensure HAP PP Bundle elements are completed such as HOB up, ambulation, and oral care with soft toothbrush MD Utilize pneumonia prevention orders to initiate prophylactic care for high-risk patients Reinforce HAP PP interventions directly with patient ADA/Charge Nurse ADA will discuss at risk HAP patients with charge nurse Charge Nurse will report at the Safety Huddle NPC 2023

Chariza Genina Angeles, MSN, RN, and Clinical Education/Manager led the rollout of the nurse badge buddy system. This initiative was employed to facilitate education and the implementation of direct practice changes across both nursing and interprofessional teams. Implementation of the HAP Prevention Bundle, interprofessional collaboration, and application of evidence-based practice resulted in a reduction in incidences in the ACE unit.

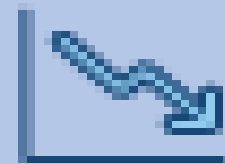
Improving Care Delivery



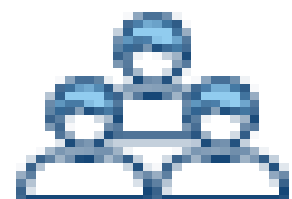
In Spring 2023, Linda Samano, an Infection Prevention Control Specialist at Kaiser Permanente Woodland Hills, noted a rise in adult CLABSI (central line-associated bloodstream infection) rates. To address this, she formed a CLABSI PDSA (Plan-Do-Study-Act) team comprising nurse leaders and clinical nurses. The team reviewed recent CLABSI cases and discovered inconsistencies in applying Biopatch and Tegaderm dressings, which are used together according to current policy. Some clinicians preferred only Tegaderm, as Biopatch obscured the central line insertion site. During their investigation, team member Eva Chroust, a dialysis nurse and President of the local ANNA chapter, introduced a single-product solution encountered at an ANNA conference. This impregnated chlorhexidine gluconate (CHG) transparent dressing, would allow visibility at the insertion site while providing CHG's protective benefits, potentially simplifying the current dual-product dressing practice. The CLABSI PDSA team evaluated the 3M™ CHG chlorhexidine gluconate dressing and found it complies with the Infusion Nursing Society's 2016 standards, which advocate for visibility at the catheter-skin junction.

Project Outcomes

Decreasing Central Line-Associated Bloodstream Infection Rates across the organization



After assessing its benefits, the team recommended adopting this single-product approach for central line dressings and securement. They proposed this change to the Nursing Practice Council for official adoption. The evidence-based practice change decreased CLABSI rates in the adult care units.





Helping the Delivery of Quality Care Through Technology Integration

Mobile Vital Signs Integration

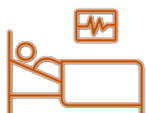
Integration of Mobile Vital Signs equipment with KPHC enables automatic transmission of vital signs data to the patient's medical record. SCAL-HI operational deployments were completed in 2023:

- o Medical Surgical: Completed for all Medical Centers, except Panorama City in 2024
- o **Postpartum: Completed for Anaheim, Irvine, Los Angeles, West Los Angeles, Fontana, Ontario, Riverside, Moreno Valley, Woodland Hills, San Marcos**

Early Warning System (EWS)

KPSC-HI has continued to implement the EWS program leveraging standardized rapid response teams (RRTs), clinician documentation, and the Epic Deterioration Index (DI); to reduce the number of Code Blues, unexpected deaths, and RRT calls outside of the ICU.

- Launched Monthly Performance Meetings (Nursing Leaders + Clinical Informatics Specialists)
- Enhanced KPHC EWS-DI Tools and documentation workflow
- Performance Report enhancements



Glucometer - KPHC Integration

Integration of glucometers for Point of Care Testing (POCT) with KPHC enables automatic transmission of the glucose result to the patient's medical record. In partnership with Lab Operations, IT, and KPHC teams, we completed SCAL deployment in 2023 for all hospitals' Emergency Department, Inpatient, Perioperative, and Hospital Outpatient Visit areas.



Nihon Kohden (NK) Conversion

This multi-year project involves the replacement of our physiological monitoring system with NK technology. We continued to provide regional clinical oversight in close partnership with Clinical Practice Leaders and Clinical Technology.

- Directly engaged senior leaders to strengthen collaboration with the NK team and improve communication and deployment practices
- Hardwired issue tracking process, documentation, and accountabilities
- Developed and began implementing issue reporting and escalation process
- 18 enhancements and issues closed in 2023 (82 total)
- Optimized alarm delivery in neonatal intensive care unit (NICU)

Building Research Capacity

Poster Presentation

Depression: An Aftermath of Stroke

Presented by:

Karen Bacosa, DNP, APRN-AGCNS, RN, PCCN-K, SCRNP
Jerwin Garcia, MSN, RN, PCC,
Christian Phung, BSN, RN



Woodland Hills
Medical Center:
Nursing Research
“Programmatic
Status”
4 Designations

2012-2025



Lisa Tze-Polo, BSN, RN
4 East Clinical Nurse
Presenter



Deanna Mussell, MSN, RN
ICU- Charge Nurse
Presenter



Mwanisha Hilton, BSN, RN
PACU- Clinical Nurse
Co-Investigator



Lina Najib Kavar, PhD,
RN, CNS
Nurse Scientist
Primary Investigator

Nursing Research Study:

Assessment of Bullying Among a Group
of Southern California Nurses

Presented at:

Kaiser Permanente
Nursing Practice
Council



Professional Development

Transition To Practice (TTP)

The ANCC Practice Transition Accreditation Program® (PTAP) sets the global standard for residency and fellowship programs that transition registered nurses (RNs) into new practice settings. Our program’s evidence-based curriculum offers New Graduate RNs and Specialty RNs a collaborative learning environment to successfully transition into their new clinical practice setting.

SCAL/HI Regional New Graduate RN Residency Program- PTAP 0260



352 NGRN Graduates



New Graduate & Specialty RNs are given the opportunity to work alongside experienced clinical RNs and learn in a real-life setting to be better prepared and more confident as they enter their new practice setting, to provide safe, high quality patient care.

These programs align with the KP Organizational Mission, Vision, Values, and Nursing Professional Practice Model to *recruit and retain top talent*.

Transition to Practice Specialty RN Fellowship Programs- PTAP 0308*

Critical Care		73
Perioperative		19
Perinatal		37

	Progressive Care /DOU	37
	PACU	25
	Peds	11
	NICU	31



Patient Care Experience

Patient Care Experience

Every Moment Matters

The Kaiser Permanente Woodland Hills Medical Center team is committed to providing exceptional patient care. Patients receiving care in our Medical Center reported receiving excellent care. On the patient satisfaction question, “Was a family member or friend allowed to be involved in your stay as much as you wanted,” scores in 4 East, 4 North, 4 South, 4 West, 5 North, 5 South, and the Intensive Care Unit outperformed the national benchmark in all 4 quarters. Putting patients first is a high priority.

Performance Year 2023 7 KP SCAL Medical Centers participated in NRC Real-Time Surveys

The 7 KP Medical Centers that participated in NRC Real Time Care Experience Surveys included – Anaheim, Downey, Irvine, Los Angeles, Panorama City, and **Woodland Hills**.

Woodland Hills Medical Center 2023 Highlights

Outperformed the National Benchmark in a minimum of the previous 7 of 8 quarters:

4 East, 4 North, 4 South, 4 West, 5 North, 5 South, Postpartum, and Intensive Care Unit in the NRC Real Time Patient Satisfaction Question:

Care Coordination: “Were the different doctors and nurses consistent with each other in providing information about your care?”

Inpatient Care Experience | 2023 Focus Areas

Hardwiring
Excellence

Exceptional
Digital Hospital
Experience

Measuring What
Matters for
Retention

Standardizing Care Experience Support & Infrastructure



Nursing Professional Practices*



Support Services Rounding



NRC Real-Time Implementation



Exceptional Experience Orientation & Training



Re-Launching MD/RN Collaboration



Childbirth Care Experience Journey



2022-23 Movement to Likelihood to Recommend - Top Box



* Includes NKE, Hourly Rounding, Connection Bundle, Nurse Leader Patient Rounding & Direct Report Rounding



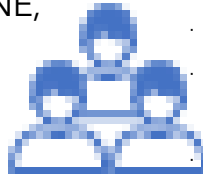
Recognizing Nursing Excellence

Recognizing Exceptional Care



WOODLAND HILLS MAGNET KICK-OFF

Woodland Hills Medical Centers (KPWH) Magnet journey formally kicked off the morning of April 12 with a 4-hour rally in the medical center auditoriums. Greg Rogers, CNE, Joya Henderson, AMGA, and the Shared Government Councils. Nurses from all disciplines came together for fun and interactive activities focused on nursing excellence and ongoing education and career development opportunities.



The Nursing Shared Government Councils are:

- Magnet Steering Council (MSC)
- Nursing Practice Council (N PC)
- Nursing Professional Development Council (NPDC)
- Nursing Performance Improvement Council (NPIC)
- Interdisciplinary Council (IDC)

Magnet hospital designation is the highest and most prestigious honor an organization can receive for excellence in nursing and quality patient care, this is awarded by the American Nurses Credentialing Center (ANCC).

Magnet Manager Karen Bacosa, DNP, APRN-AGCNS, RN, PCCN-K, SCRNP, leads the effort with a focus on the KPWH Magnet journey, promoting educational, professional growth opportunities for nurses and their participation in bedside care improvement projects. She is collecting Magnet stories that we can share about the professional advancement of nurses and nursing care excellence in all its forms.



During the event, leaders took the opportunity to recognize and award nurses who have gone above and beyond good bedside care, and to recognize collaborative colleagues from multidisciplinary teams that help support the mission of patient-centered care.

The Shared Governance Councils aim to empower clinical nurses to drive evidence-based care and achieve the best patient and organizational outcomes by creating a roadmap to excellence.



Nursing Excellence on Display



Acknowledging and supporting our KPWH nurses and clinical teams through meaningful recognition fosters a positive work environment where they feel valued by the organization. Kaiser Permanente partners with the DAISY Foundation in recognizing exceptional care delivery.



DAISY Honoree:

Erica Bruce,
BSN, RN, CORN (DOU)



DAISY Nominee:

Valerie Silva,
MSN, RN (L&D)



DAISY Nominee:

Jerwin Garcia,
BSN, RN, PCCN (4S)



DAISY Nurse Leader Award Honoree:
Jessica Rodriguez, BSN, RN

DAISY Team Award:
KPWH Labor and Delivery

DAISY Honoree:
Evelyn Gabriela Hernandez, BSN, RN



A **TULIP** Award for certified nursing assistants (CNAs) was presented to Richard Canlas, CNA (5S) (at right)



Clinical Staff Awards at Woodland Hills Medical Center



DAISY Award - Bernie Espiritu, RN, DOU

2023 has been both a challenging and a fun year. We are gathered here to recognize staff and departments that went above and beyond. We are taking this opportunity to recognize and give thanks for the wonderful work you do every single day. This year we just recently launched the Going Above and Beyond recognition, TULIP, PETAL, Friend of Nursing, and Winning with Teamwork Awards. The honorees are decided from a committee BLIND/de-identified scoring system.

TULIP

Together Uplifting Lives & Impacting Patients (TULIP) is an award given to CNAs who go above and beyond, recognized by patients or peers. The 3rd quarter recipient is **Ramanreet Sohi, 5N** who received two nominations that described how warm, kind, thorough, friendly, and helpful she is. A 10 out of 10! Ramanreet received a TULIP plaque, certificate, flowers, and a cookie treat to share.



PETAL

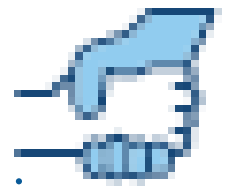
Performing Extraordinary Tasks & Affirming Lives (PETAL)) is given to ancillary staff for their remarkable impact on the lives of so many people. The recipient of this award is **Mohammed Saifullah, Ward Clerk, PACU**. His nomination was from a family member who was super-appreciative of how he was willing to go the extra mile: "Mo was friendly, accommodating, and was willing to make several trips to let us know how our mother was. He was concerned and is very generous of his time and attention." It is proof that little things make a difference to a patient. Mohammed received a PETAL plaque, certificate, roses, and a bundt cake to share.

Friend of Nursing

These two awards are for those who made a significant impact during the COVID-19 pandemic.

Friend of Nursing is given to an individual from a non-nursing department who has shown significant support for the nursing profession and demonstrated effective partnership to achieve improved outcomes at the medical center. The winner of this award goes to **Team KPIT** for their work in supporting the medical center's project that improved nurses' work environment. The IT department has worked in partnership with Nursing to coordinate and replace 300 computer carts with as little disruption as possible. The carts have been well received by all staff, and although some of the bells and whistles of the carts required some getting used to, the project was a success!





KP Woodland Hills Neurosciences Program Expands to Provide Cranial Surgeries

Woodland Hills Medical Center's Neuroscience Program continues to add high-level procedures as we develop our center of excellence. The first cranial surgical procedure was performed on April 10 by neurosurgeon Anish Sen, MD, on an older adult patient who required the placement of a permanent tube to drain excess fluid from the ventricles of the brain.

Dr. Sen, who has performed numerous neurosurgeries at Riverside Community Hospital before joining the new team at Woodland Hills Medical Center last year, explained that cerebrospinal ventriculoperitoneal (VP) shunts provide relief for older patients who have a certain complex of symptoms caused by the diagnosis, *normal pressure hydrocephalus*: cognitive decline, difficulty walking, and urinary incontinence. Because these symptoms are common to older people in general, diagnostic excellence in the outpatient Neurology Clinic is required to identify the diagnosis, according to Dr. Sen. When a patient presents with these symptoms, our neurologists may then perform a functional test: first by assessing the patient's cognitive ability and measuring his or her gait, then performing an outpatient lumbar puncture and draining cerebrospinal fluid, and then again assessing the patient's cognitive function and gait. "They assess if a patient's thought process or walking improves with the removal of spinal fluid. ACT scan of the brain helps in the diagnosis as well," he said.

Prior to the first surgery, Sterile Processing, Supply Chain, Intensive Care Unit, Administration, Nursing Administration, and the Main OR planned for it, and participated in education and training. "This is an exciting step in our journey to bring neurosurgery services back to the Woodland Hills community," said Chief Nurse Executive Greg Rogers. "It truly takes a village to stand up this type of program and I am in awe of the teamwork and interdisciplinary collaboration that is happening. It is the true definition of One KP!"

The surgical team in the Main OR performed well on this first case, and the patient subsequently was cared for in the ICU, and discharged home. Voltaire Lising, DA, PeriOperative Services, said the Main OR staff is dedicated and open to learning new procedures. "Teamwork has the incredible power to increase productivity, job satisfaction, and even each person's performance."

All departments are coming together to ramp up Neurosciences at Woodland Hills. "I like to think about it as a Neuroscience Ecosystem," said Serena Welch, DA, Neurology & Neurosurgery, SCAL Regional Coordinating Department Administrator for Neurology. "We've got the integral piece performed by Neurology, where they assess patients and perform the lumbar puncture, the Neurosurgery and OR team, the Intensive Care Unit, Perioperative Services, Emergency Department, Anesthesia, Inpatient Nursing, Physical Therapy, Pain Management, KPOC Program, Social Services, Utilization, Laboratory, Sterile Processing, Pharmacy, Radiology, Respiratory, and Environmental Services."



Celebrating Our Diversity



Profile: Karen Macias, RN - Med-Surg 4-N

Department/Team:

Medical-Surgical – 4-North

Why did you choose this field of work?

- I chose nursing as a career because it allows me to have a meaningful and rewarding profession by making a positive impact on others. Nursing has many diverse opportunities that allow me to grow professionally and personally. I take great pride in being a part of the nursing community as we are an integral part of health care.

What motivates you in your work/life?

- I find my motivation through my relationship with my son and family. I am grateful to have a wonderful support system at home. I grew up seeing my parents' work ethic, and in return, it has motivated me to raise my son with the same values.

How does your cultural background play a role in your professional work?

- I find that my Mexican cultural background plays a significant role in my professional work because certain value systems translate to one another. A strong sense of family and community are fundamental in Mexican culture, which allows me to focus on teamwork and collaboration in my workplace. I prioritize my patients' well-being and treat them with the same respect I would want my family members to be treated with. I have an appreciation for cultural diversity which allows me to communicate and connect with patients from different backgrounds more effectively.



 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.

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



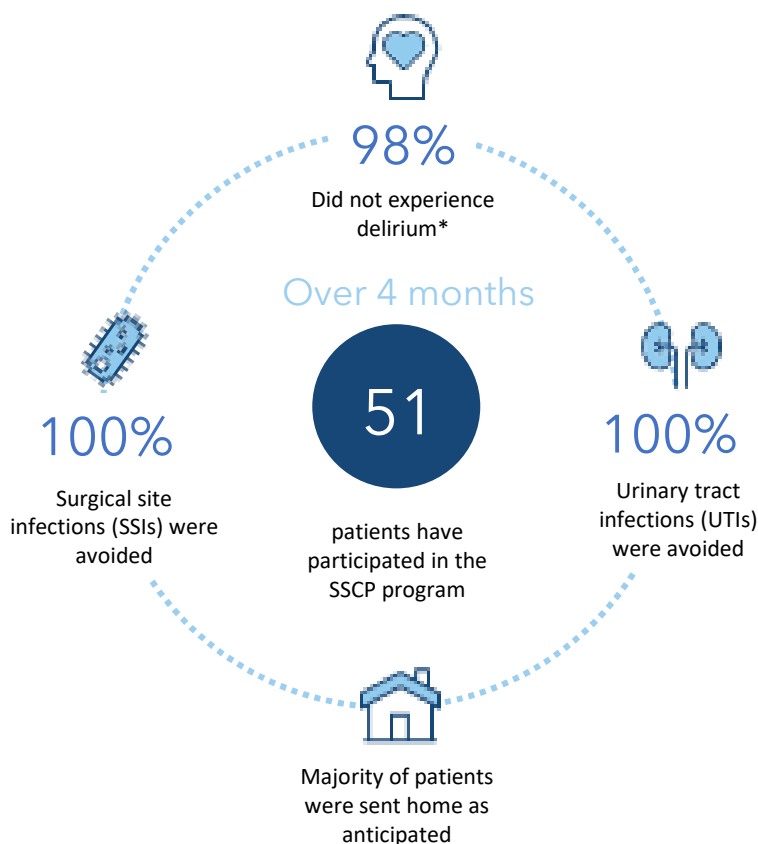
Perioperative Services



Senior Surgical Care Program (SSCP)

An American College of Surgeons (ACS) quality surgical program aimed to improve surgical care for patients 75 and older promoting family-centric care, evidenced-based practices, and addressing geriatric vulnerabilities during their surgical stay.

SSCP helps our frailest patient population and provides them with the option of forgoing surgery, promoting a better quality of life



Nursing Tools: Program Playbook and Implementation Timeline

Comprehensive planning tools to both orientate and start the quality program at our medical centers. The playbook outlined the workflows and documentation pathway and the timeline provided tangible steps for rollout.



Design Sprint for the Return of Personal Sensory Equipment

A rapid 3-week, 2-hour design sessions surrounding the retrieval and return of personal sensory equipment. This collaborative effort by our Perioperative staff proven successful as the flow aimed at reducing delirium risk at bedside.



KP HealthConnect Documentation

Nursing assessments and flowsheet fields are highlighted for documentation through the inpatient pathway, ensuring that assessments align with geriatric vulnerabilities screenings required by the program.

*One patient in the SSCP program experienced delirium that was addressed during their inpatient stay.

SCAL/HI Regional Perioperative Falls Prevention Program



Kaiser Permanente Hester Davis (HD) Fall Prevention Program is foundational to supporting a Culture of Safety across the Southern California and Hawaii Region. Patient safety is a top priority of care delivery.

Collaboration



Education



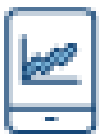
Audit Submissions



Audit Criteria



Case Pick App Implementation Product Utilization Action Team



Technology

Data visibility empowers KP to pursue cost or efficiency savings opportunities

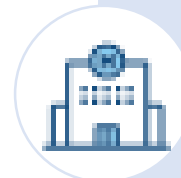
- ✓ Provides **greater log and inventory accuracy**
- ✓ Developed new data report to **clean procedure cards/ supply section** and cost per procedure reporting

Woodland Hills OR Woodland Hills ASC

Riverside OR
Moreno Valley OR
Panorama City OR
Garfield ASU
Irvine OR
Anaheim OR
Fontana Main OR
Fontana Merigold OR
Fontana Sierra OR
South Bay OR
Carson ASU
Bellflower ASU

14

Sites Completed





Enhanced Recovery After Surgery (ERAS) Program

An evidenced-based care pathway designed to reduce the physiological stress of surgery, reduce complications after surgery, and improve recovery after surgery.



Enhanced Recovery Elements met or exceeded 2023 targeted goals



100%

Enhanced Recovery Elements **met or exceeded** 2023 target goals



Care Bundles: Adult SSI and Pediatric ERAS

Launched clinical care bundles and dashboards for both Adult SSI and Pediatric ERAS for spread



4 Presentations at ASER Conference

Enhanced Recovery After Surgery Program was shared at the American Society of Enhanced Recovery and Perioperative Medicine (ASER) Conference



Program Implementation: Pediatrics

Launched the ERAS Program for the Pediatrics practice optimizing surgical recovery for our young patients



Multi-Modal Analgesia Anesthesia



Multi-Modal Analgesia Surgeon



Multi-Modal Analgesia Discharge



Liquid Adherence



Inpatient Ambulation



Inpatient Early Feeding

Wellness Campaign

Self-care apps for everyday life

Mental health and wellness for nurses

Kaiser Permanente believes mental health is essential to total health. We offer programs, services, and resources to help employees get the support they need.



Calm

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

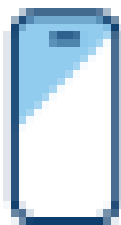
- More than 100 guided meditations
- Sleep Stories for deeper, more restful sleep
- Exclusive music tracks for focus, relaxation, and sleep



myStrength

Build a personalized plan to strengthen emotional health whenever, and wherever needed.

- A personalized support plan
- Tools to manage stress, depression, sleep, and more
- Hundreds of activities, articles, and videos



Headspace Care (formerly called Ginger)

Text one-on-one 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.

*Extraordinary nursing care,
Every patient,
Every time*



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