

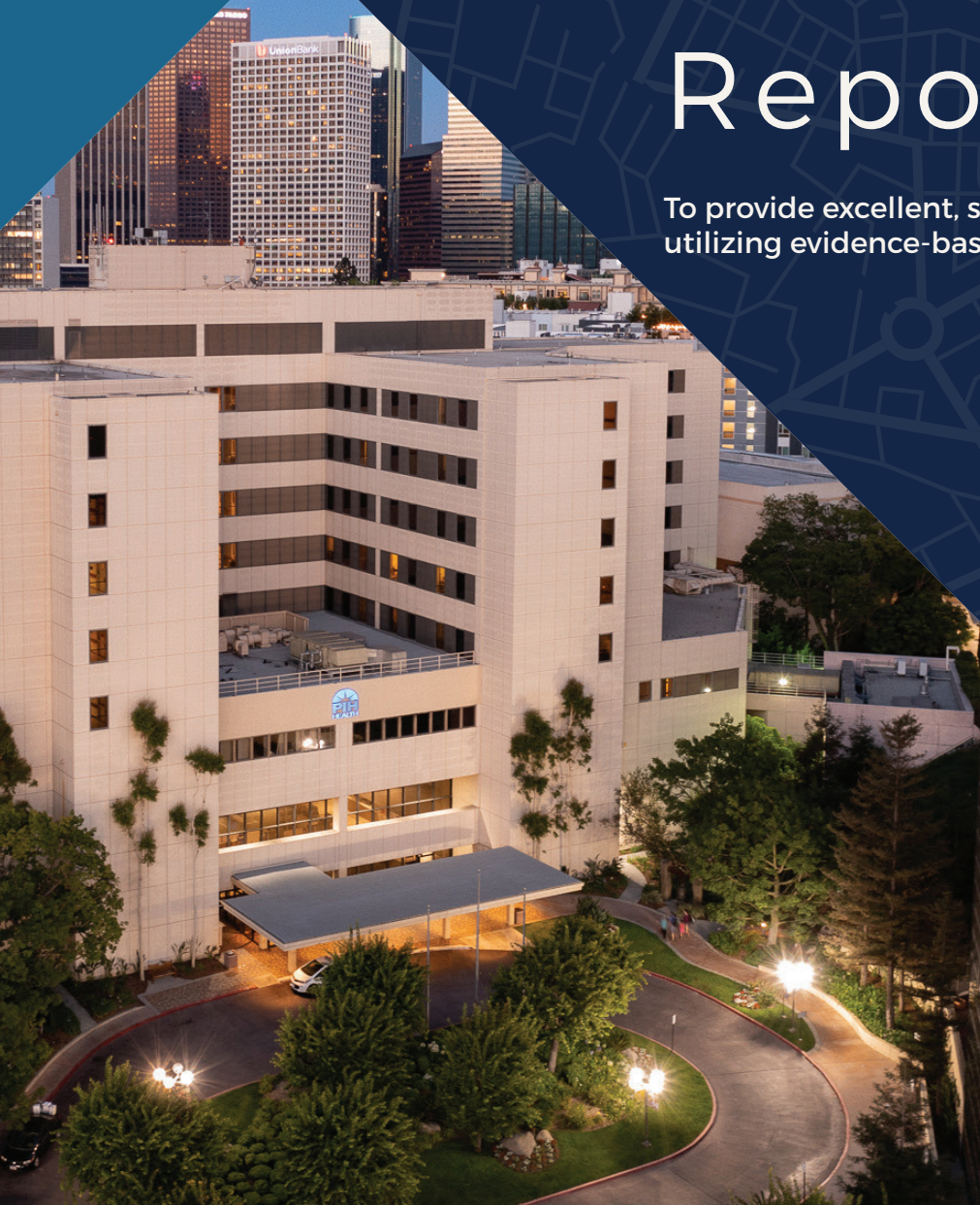
2022



PIH HEALTH GOOD SAMARITAN HOSPITAL

# Nursing Annual Report

To provide excellent, safe and efficient patient care  
utilizing evidence-based practice.





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# Who We Are

# CNO Letter

## A MESSAGE FROM OUR CHIEF NURSING OFFICER

I am delighted to introduce the first PIH Health Good Samaritan Hospital Nursing Annual Report. I am proud that our nursing staff, throughout the pandemic, remained focused on our vision of Patients First, and our commitment to providing competent and compassionate care to all of those in our community. The transition from the pandemic to the endemic phase of COVID-19 was a journey filled with our team's many accomplishments. PIH Health Good Samaritan Hospital nurses continue to demonstrate our nursing team's compassion and excellence.

### 2022: A Year Rooted in Strength

Our hospital's nursing history began in 1885. For the past 137 years, our nurses have played a critical role in providing care to the city of Los Angeles. The institution's spirit has always been "A Tradition of Caring."

As the oldest operating hospital in Los Angeles, our nurses have built a legacy of providing stellar care to their community members. Now, having joined the PIH Health team in 2019, our nursing culture is rooted in strength as we help to nurse the community back to health following the unprecedented pandemic.

As a nursing workforce, we have resiliently weathered the pandemic and nursing shortages by onboarding over 200 new graduate registered nurses and licensed vocational nurses to our team over the past three years. We continue recruiting for open positions and launched our third Registered Nurse New Graduate Residency Program in October 2022. We believe that our innovative strategies combined with well-established, ongoing programs will better position our hospital to attract, hire and retain outstanding nurses. We strive to manage capacity based on our available staffing to ensure excellent care for our patients and a positive work environment for our team.

### eMD Transition: Moving Forward

Switching electronic medical records is challenging for any healthcare organization. The PIH Health Good Samaritan Hospital nursing team collaborated with other clinical and informatics colleagues to help design the implementation of the eMD system to ensure that our health information systems are consistent with the rest of the organization. We addressed multiple system issues, developed solutions, created and attended training on new systems and workflows, and ensured systems are working as intended at the department level. We successfully adopted the new system in June 2022.



Irena Zuanic DHA MSN RN NEA-BC  
Chief Nursing Officer  
PIH Health Good Samaritan Hospital

## CNO Letter (continued)

### Work Environment

Creating a safe work environment is a priority for every hospital across the nation, particularly in the post-pandemic era. Our nursing team made significant strides to enhance our work environment at PIH Health Good Samaritan Hospital, specifically workplace safety. Select clinical staff members are trained in a workplace violence program. This program empowers staff by giving them the skills and knowledge needed to ensure their safety and security. Additionally, all clinical staff will be provided a course that addresses the management of behavioral health patients.

### Creating a Healthier Tomorrow

I continue to be inspired by every nurse who works at PIH Health Good Samaritan Hospital. Your commitment to our patients has helped our community heal. We have demonstrated that we can make a significant impact on those we serve by working together, exercising creative problem-solving, remaining flexible, and providing dedication to our patients and one another.

Thank you for all that you do!

Sincerely,



**Irena Zuanic DHA MSN RN NEA-BC**  
**Chief Nursing Officer**  
**PIH Health Good Samaritan Hospital**

# PIH Health Mission, Vision and Values

**Mission:** We provide high-quality healthcare, without discrimination, and contribute to the health and well-being of our communities in an ethical, safe and fiscally prudent manner, in recognition of our charitable purpose.

**Vision:** Patients First

**Values:** Focus, Open Communication, Teamwork, Accountability, Quality

## OUR PROMISE

**Patients First:** Our patients' safety, well-being and medical condition will be our primary concern at all times.

**Respect and Compassion:** We will consistently demonstrate respect and compassion for the beliefs, situation and needs of our patients and co-workers.

**Responsiveness:** We will strive to anticipate needs and respond in a timely way to meet or exceed the expectations of others.

**Integrity:** Our attitude and actions will reflect the highest ethical and moral standards.

**Collaboration and Innovation:** We will work together—within and outside the organization—to solve problems.

**Stewardship:** We will serve the community.



# PIH Health

## Good Samaritan Hospital History

Nursing is a vital part of our organization. At PIH Health, we value collaboration, personal development and professional excellence. We put our patients first through the delivery of compassionate, excellent care and the promotion of courageous innovation.

### A TRADITION OF CARING

Founded in 1885, PIH Health Good Samaritan Hospital is the oldest hospital in Los Angeles. PIH Health Good Samaritan Hospital has been a cornerstone of excellent healthcare in Los Angeles for more than 137 years. A nonprofit, 408-bed acute care hospital, the downtown Los Angeles campus grew out of a nine-bed infirmary, opened in 1885 by Sister Mary Wood. It operated in a small cottage on Olive Street. A year after its opening, there were two name changes. First, as a group of women from St. Paul's Episcopal Church took over, the infirmary grew into the Los Angeles Hospital and Home for Invalids. Then, with \$4,000 donated by a "Good Samaritan," the group was able to move the hospital to larger quarters. It was renamed Good Samaritan in 1886. In 1911, Good Samaritan moved to its current location, on a hill at Wilshire and Witmer.

In 1896, the College Training School for Nurses of the Hospital of the Good Samaritan was established. In 1929, the school was renamed the Bishop Johnson College of Nursing. The Bishop Johnson School of Nursing became a vibrant institution associated with the hospital. For the first 100 years, the hospital was run by strong-willed, able nurses. Bishop Johnson's six successors continued sequentially as trustees of the hospital.

The 408-bed medical center that stands today opened in 1976. Other medical office buildings and an outpatient surgical center were added later.

Good Samaritan Hospital became part of PIH Health in December 2019. PIH Health is a nonprofit, regional healthcare network that now serves approximately 3.7 million residents in Los Angeles County, Orange County and San Gabriel Valley region.

The fully integrated network is comprised of PIH Health Downey Hospital, PIH Health Good Samaritan Hospital, PIH Health Whittier Hospital, 35 outpatient medical office buildings, a multispecialty medical (physician) group, home health care services and hospice care, as well as heart, cancer, digestive health, orthopedics, women's health, urgent care and emergency services. The organization is nationally recognized for excellence in patient care and patient experience, and the College of Healthcare Information Management



Founded in 1885, PIH Health Good Samaritan Hospital is the oldest hospital in Los Angeles.



Executives (CHIME) has identified PIH Health as one of the nation's top hospital systems for best practices, cutting-edge advancements, quality of care and healthcare technology. PIH Health is also certified as a Great Place to Work®.

## PIH HEALTH GOOD SAMARITAN HOSPITAL IS A GREAT PLACE TO BE A NURSE

PIH Health Good Samaritan Hospital offers ongoing educational and training opportunities, free continuous education units, paid educational leave and in-demand areas of specialization. The nurses embody the spirit of a friendly, upbeat patient-centered care environment where everyone works toward one goal: achieve and maintain nursing excellence. Good work is recognized often, issues are resolved quickly and nurses are valued in virtually every respect.

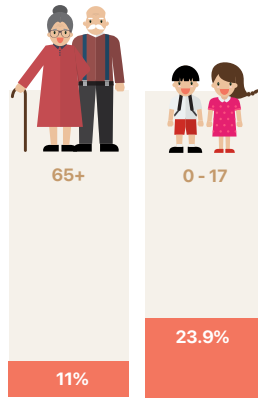
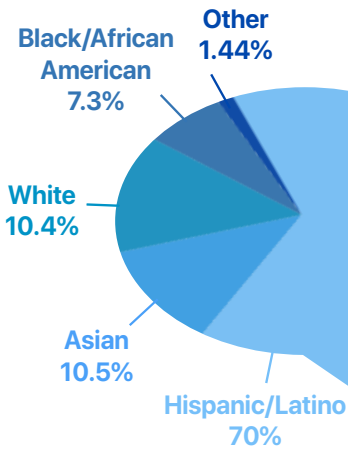
PIH Health Good Samaritan Hospital has been selected as Best Hospital and Best Place to Work in Los Angeles Downtown News' Best of Downtown 2022 survey. This is the 23<sup>rd</sup> year the hospital has received the Best Hospital distinction and the third year for Best Place to Work.



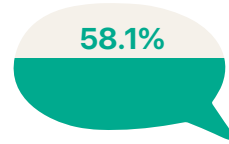


# Our Patients

# Demographics



11% are 65 years old or older and 23.9% are less than 18 years of age



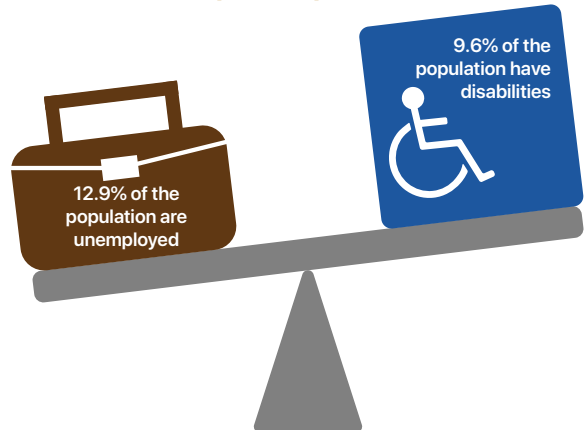
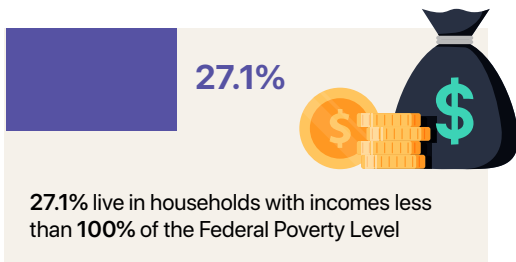
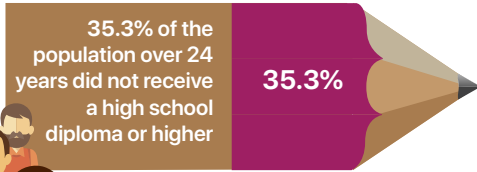
Speaks only Spanish



Speaks only English

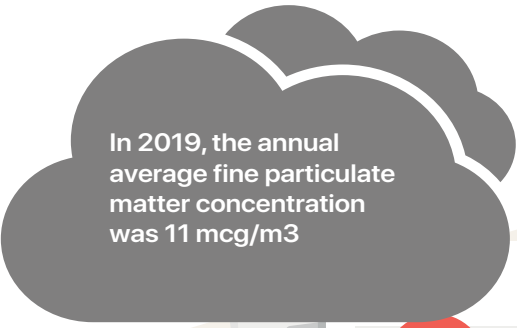


Speaks only an Asian language

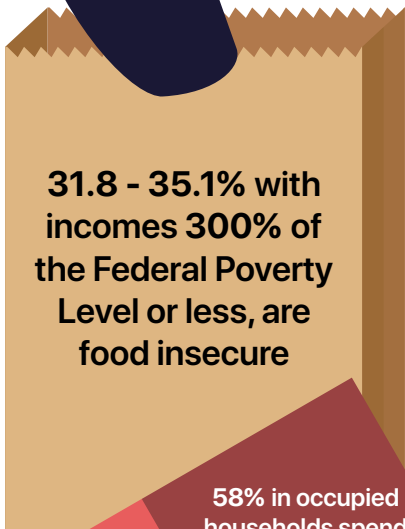




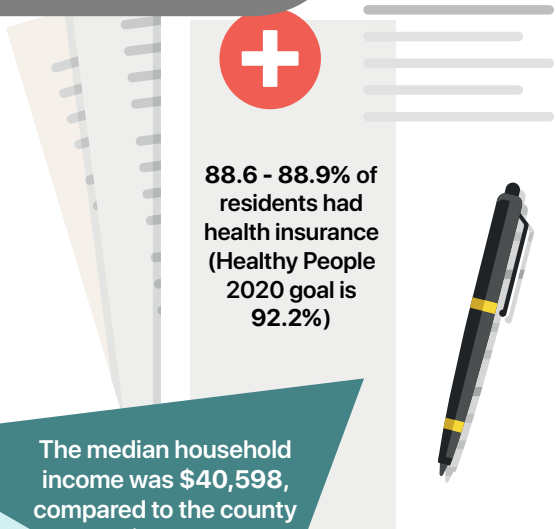
17,084 domestic violence calls were received with 100% of cases involving a weapon



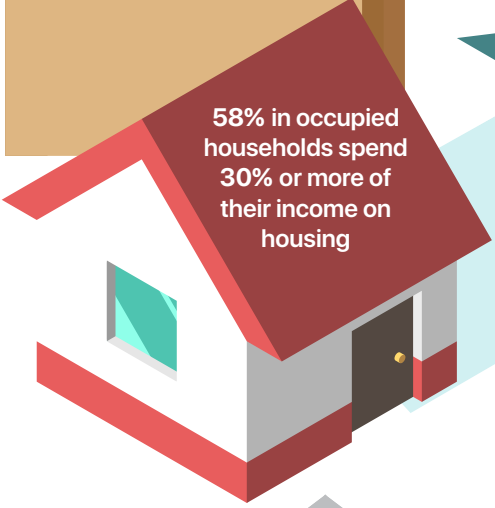
In 2019, the annual average fine particulate matter concentration was 11 mcg/m<sup>3</sup>



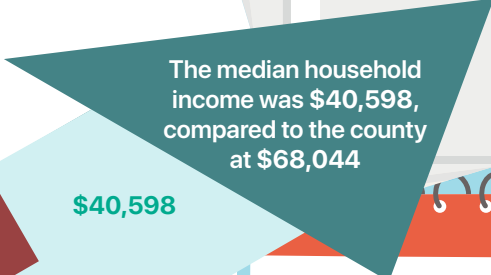
31.8 - 35.1% with incomes 300% of the Federal Poverty Level or less, are food insecure



88.6 - 88.9% of residents had health insurance (Healthy People 2020 goal is 92.2%)

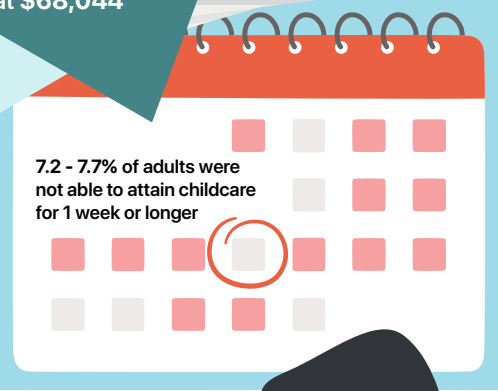


58% in occupied households spend 30% or more of their income on housing



The median household income was \$40,598, compared to the county at \$68,044

\$40,598



7.2 - 7.7% of adults were not able to attain childcare for 1 week or longer

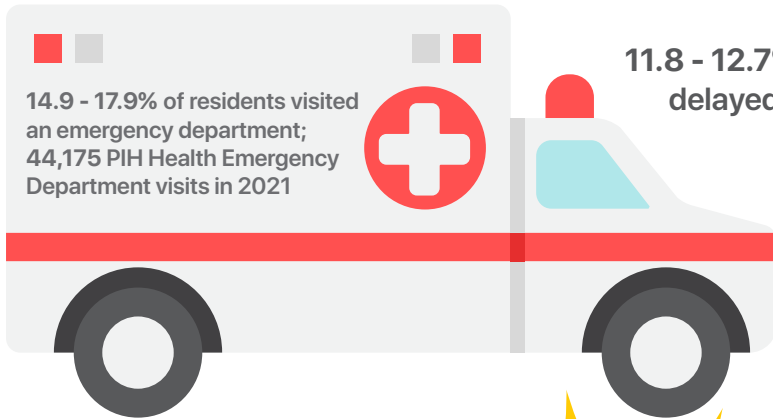


67.1 - 75.9% felt safe from crime most or all of the time in their neighborhoods



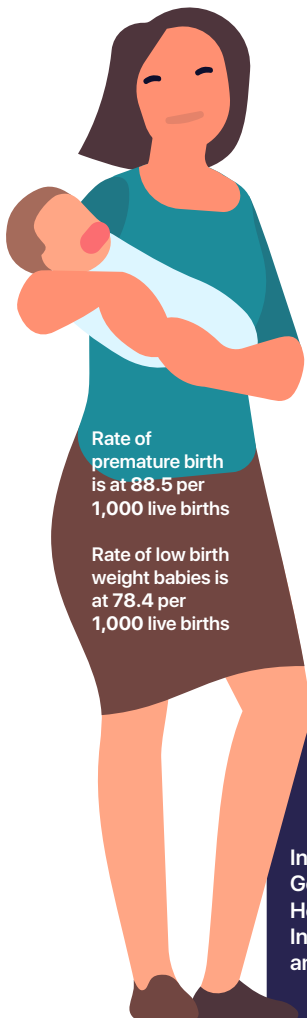
In 2020, there were 28,885 violent crimes, 85,932 property crimes and 2,994 arsons

# Patient Volumes



14.9 - 17.9% of residents visited an emergency department; 44,175 PIH Health Emergency Department visits in 2021

11.8 - 12.7% of residents delayed or did not get medical care

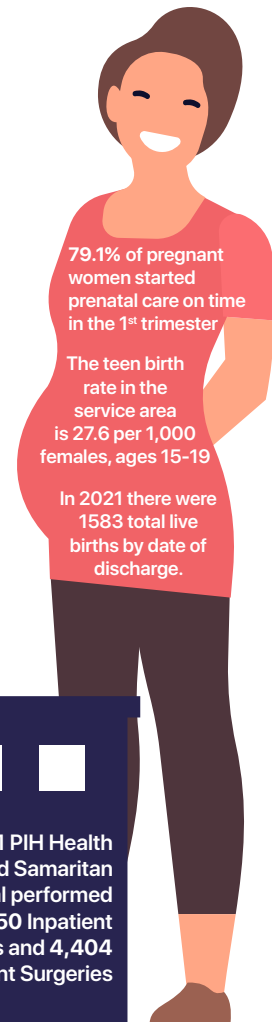


Rate of premature birth is at 88.5 per 1,000 live births

Rate of low birth weight babies is at 78.4 per 1,000 live births



Life expectancy in Los Angeles County is 82.4 years

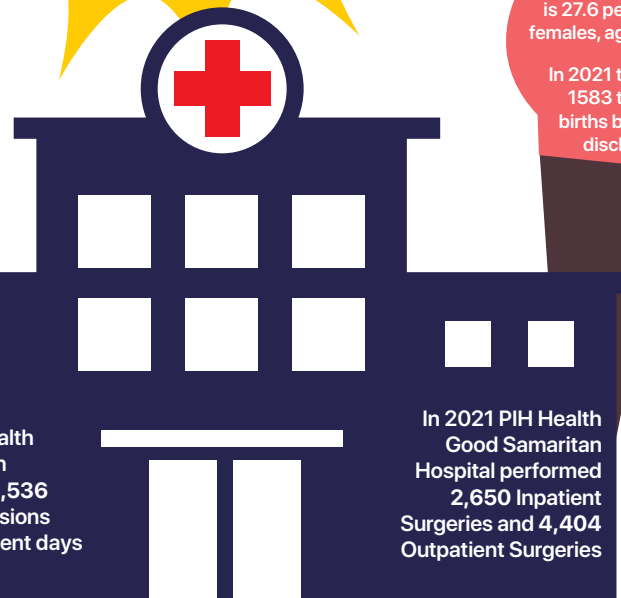


79.1% of pregnant women started prenatal care on time in the 1<sup>st</sup> trimester

The teen birth rate in the service area is 27.6 per 1,000 females, ages 15-19

In 2021 there were 1583 total live births by date of discharge.

In 2021, PIH Health Good Samaritan Hospital had 15,536 Inpatient admissions and 77,010 patient days



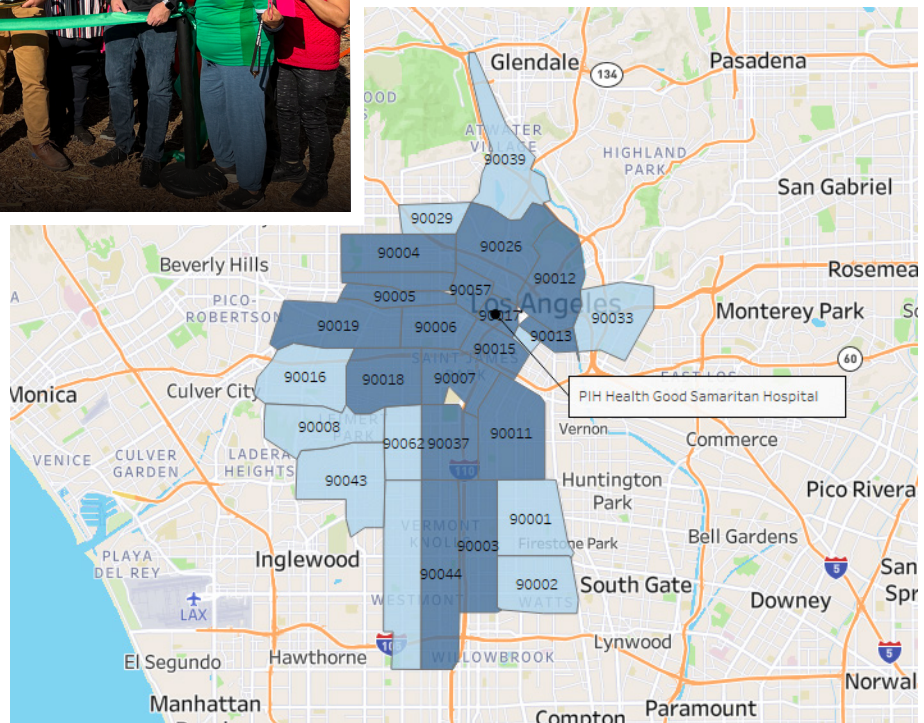
In 2021 PIH Health Good Samaritan Hospital performed 2,650 Inpatient Surgeries and 4,404 Outpatient Surgeries



# Communities We Serve

# Service Area Report

PIH Health Good Samaritan Hospital is located at 1225 Wilshire Blvd, Los Angeles, CA, 90017 in the heart of Downtown Los Angeles (DTLA). The hospital service area includes 16 zip codes in Los Angeles City Council District 1. The communities we serve reflect people of diverse ethnic, cultural and socioeconomic backgrounds. The service area map reflects a majority of patient admissions from the local geographic area. This includes but is not limited to: The Toy District, Pershing Square, the Flower Market, the Fashion District, the Arts District, Skid Row, Westlake South, Silver Lake, Echo Park, the University of Southern California, Chinatown, Koreatown, Hancock Park, MacArthur Park, etc. While many of the districts were named for the activities/businesses concentrated there, now or historically, recent DTLA gentrification has brought an influx of new residents. As our community grows, our service expands as we continue to provide high-quality patient care to those in our surrounding areas.





# **Our Nurses**



# New Graduate Residency Program

At PIH Health, our vision is Patients First. We value focus, open communication, teamwork, accountability and quality. With these values in mind, we are proud of our New Graduates Program with NovEx (Novice to Expert) Integration Preparation—a web-based educational program that allows new graduates to focus on early recognition, thinking, reasoning and judgment. The program offers pre- and post-evaluation tools to determine the incidences of medication error, sentinel events and failure-to-rescue scenarios.

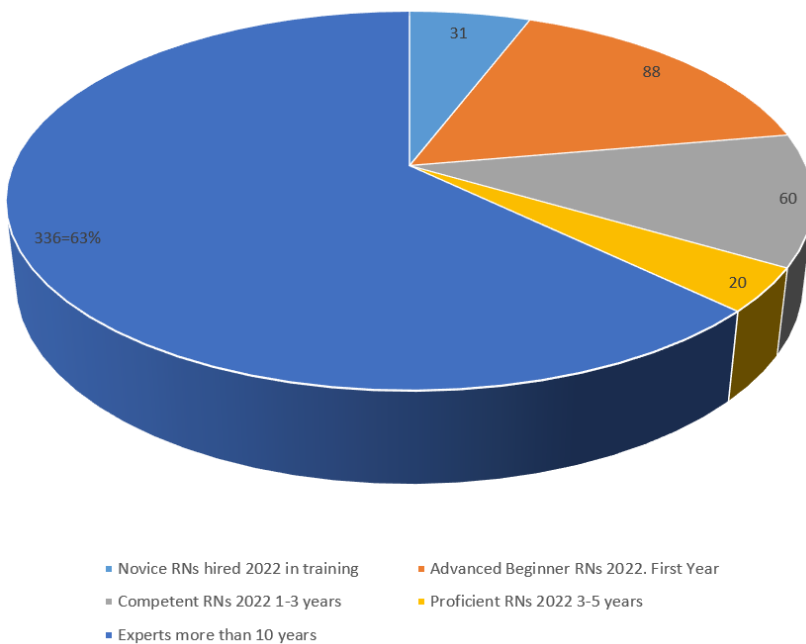
Started in May, the NovEx New Graduates Program equips nurses with the skills and knowledge that are required not only to survive, but to thrive in the rapid, ever-changing modern healthcare system.

The structured curriculum of the program is paired with knowledgeable preceptors who provide ongoing, hands-on support during the entire learning journey.

Our program incorporates the theory of the five levels of nursing expertise by Patricia Benner which are: a novice, an advanced beginner, a competent nurse, a proficient nurse, and finally, an expert nurse. Nurses move through the different levels of nursing expertise as they gain more clinical experience and knowledge.

Our hand-selected new graduate nurses are trained from beginners with no experience to advanced beginners. We have been thrilled with the results of our May cohort. Our 31 new graduate nurses in various departments including ED, ICU, Telemetry and Medical-Surgical, have blossomed into fully fledged patient advocates and leaders in their departments.

PHGSH RNs by experience  
Based on Benner's progression of competence



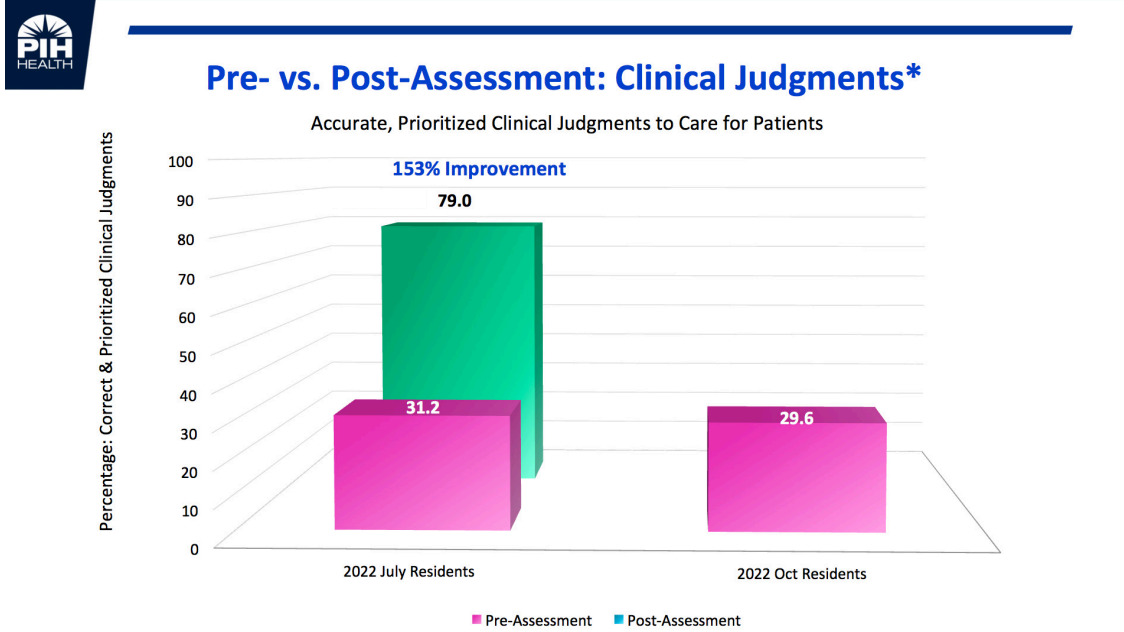
Here are some results we want to highlight for the new graduates' NovEx training results:

- Effect of Educators on Residents' Clinical Thinking, Patient Safety and Performance Outcomes, Based on Virtual Patient Care in NovEx Novice to Expert Learning

### Pre- vs. Post-Assessment: Clinical Judgments\*

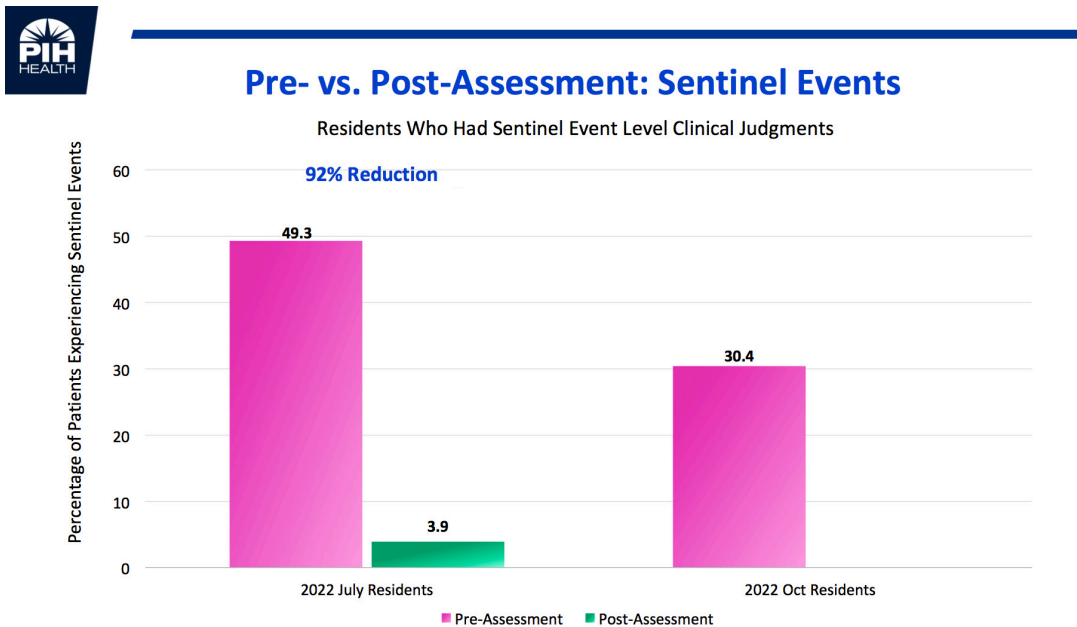
Accurate, Prioritized Clinical Judgments to Care for Patients

\* Includes all accurate, prioritized clinical judgments, whether completing all required care or not.



### Pre- vs. Post-Assessment: Sentinel Events

Residents Who Had Sentinel Event Level Clinical Judgments



# Nursing In Action

PIH Health's legacy of excellent care has been built on a foundation of continuous improvement. Each year, the organization hosts performance improvement fairs in which the work of our team is highlighted. The work we do improves the care provided to our patients and becomes the standard of care on which future advances are built. Below are some of the presentations that were highlighted this year.

## PERFORMANCE IMPROVEMENT

### Tried and True: Central Line (CL) Rounding

#### Problem:

The Standardized Infection Ratio (SIR), which is the observed number of infections divided by the expected number of infections, was consistently above the expected ( $>1.0$ ) in 2020 and in 2021, prior to the implementation of CL rounding to reinforce the core strategies. The next step is to sustain the decrease using a sustainability model.

#### Goal:

The Central Line associated bloodstream infections (CLABSI) SIR will be sustained below the CMS benchmark of 0.589 by FY2022

#### Materials and Methods:

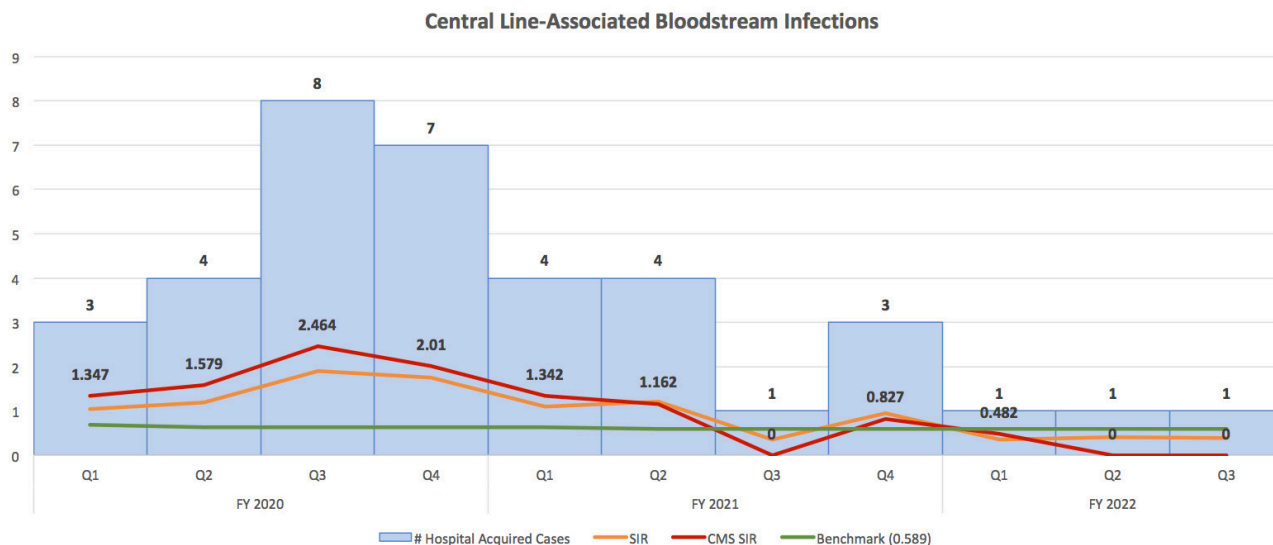
CLABSI core prevention strategies include:

- Appropriate site dressing changes
- Strict aseptic technique
- Proper blood culture collection
- Scrubbing the hub for 15 seconds before and after central line access
- Removal of unnecessary central lines
- Use of Curoc® caps



## Tried and True: Central Line (CL) Rounding, Continued

### Results:



### Evaluation:

- The SIRs post-intervention were remarkably different from pre-intervention.
- Chi-squared statistic = 4.415 with 1 degree of freedom (p=0.036)

### Learnings:

- Sustainability is not a static process. The common tendency is to avoid an ongoing reassessment and reevaluation of the practice setting and the ecological system intermittently. The concept of “fit” in the current institutional climate must be addressed constantly as performance improvement is a continuous process.
- If sustainability is treated as a static process, the issue of drift is highly likely as staff and leader turnover, resource deficits, changes in institutional priorities, and training deficiencies continue to occur, affecting all sustainability constructs including fidelity, normalization, routinization and institutionalization.

## Let's talk about Sustainability: Hospital-Acquired Pressure Injuries (HAPI)

### Problem:

Enhancement of preventive strategies have been effective since 2021, but how can we continue to sustain the low incidence of HAPIs at PIH Health Good Samaritan Hospital?

### Goal:

Zero reportable HAPIs at PIH Health Good Samaritan Hospital by end of FY 2023.

### Materials and Methods:

A cohort observational study was done to monitor the incidence of HAPI at PIH Health Good Samaritan Hospital from 2019 - YTD 2022 (Q2). A qualitative study was performed on sustainability action items using the Normalization Process Theory.

### Implementation:

Using the Normalization Process theory, the constructs of group process and conventions (through a project of increasing wound care consults within 24 hours) and reflexive monitoring (through just in time education and a wound of the week newsletter) were addressed to sustain efforts to curb HAPIs.

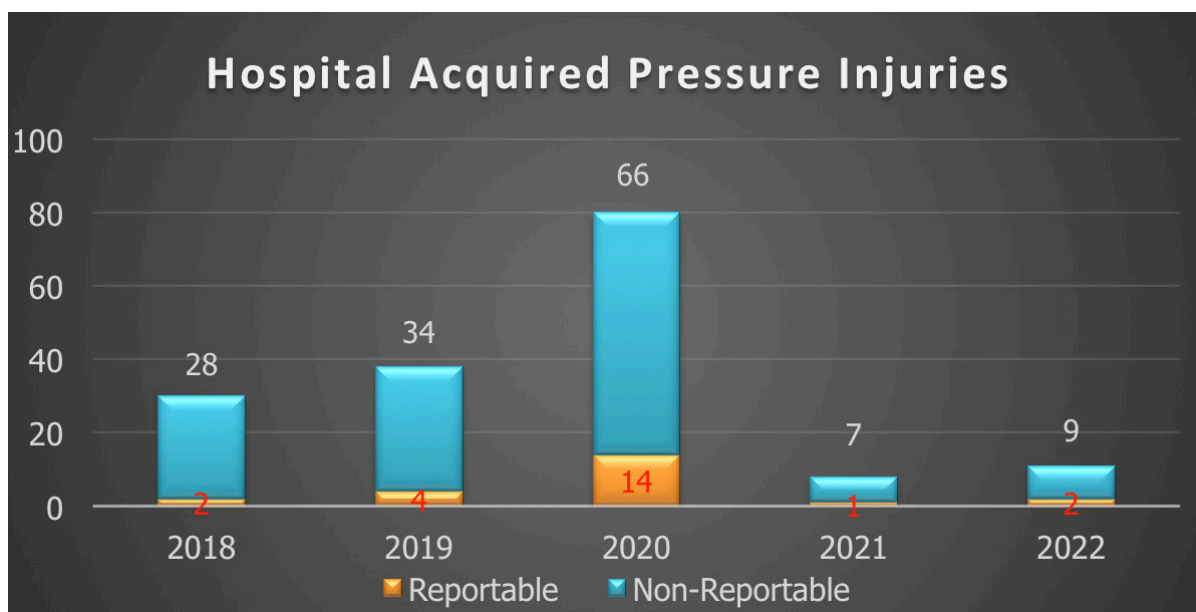
### Evaluation:

- Results showed a markedly decreased incidence of HAPIs in 2021 up to the present.
- Most of the HAPIs were non-reportable but had 2 in 2022.
- Due to acuity, ICU had the most HAPIs from 2021 to 2022 followed by 4N and 4S.

### Next Steps:

The pilot intervention was successful, and the intervention will be employed at the other Telemetry units. Then, possibly to other units.

### Results:



### References:

Carroll, Noel & Conboy, Kieran. (2019). Applying Normalization Process Theory to Explain Large-Scale Agile Transformations.

## Innovation in Action: The Patient Fall Agreement in 4 North

### Problem:

Patient impulsivity and the lack of call light use, without set behavioral expectations, have resulted in a high fall rate.

### Goal:

A sustained decreased fall rate below 2.4 per 1,000 patient days at 4N by August 31, 2022.

### Materials and Methods:

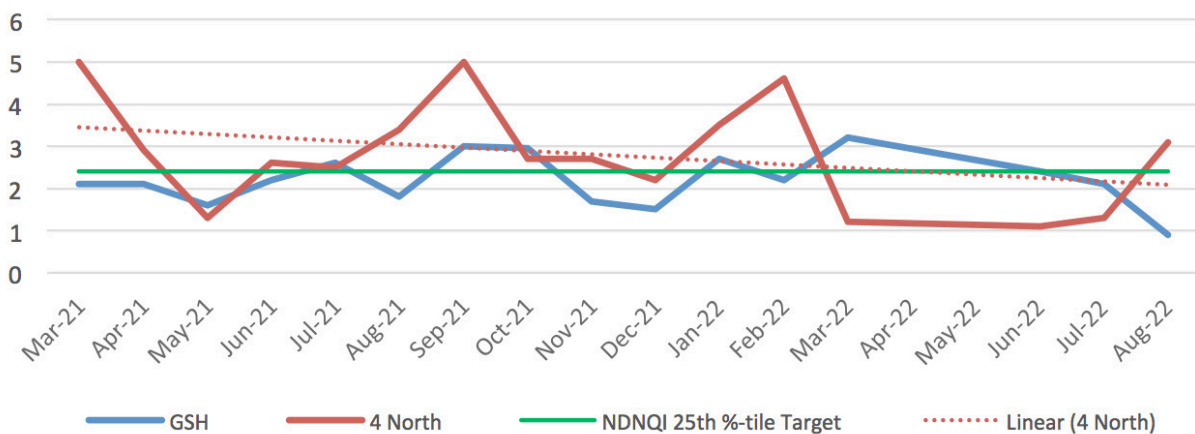
- A fall agreement tool was developed based on current literature, facility needs and community practice.
- The student t-test was used to compare pre-intervention and post-intervention fall rates.

### Implementation:

The patient agreement tool employs the Theory of Planned Behavior, addressing the subjective norms and the perceived behavioral control. The patient signs the agreement that sets the behavioral expectations.

### Results:

Patient Falls Run Chart - 4North (CVD0U)



### Evaluation:

- The Run chart showed a decreasing trend line.
- The Control chart preliminarily shows a shift in the mean fall rate to about 1.6 per 1,000 patient days.
- The student t-test showed a statistically significant difference pre- and post-implementation ( $p=0.008$ )

### Learnings:

- Emphasized the “why” for staff and set expectations for accountability
- Alerted staff during handoff regarding refusal of contract
- Prepared Kardex to include contract in multiple languages

### Next Steps:

The pilot intervention was successful and the intervention will be employed at the other Telemetry units, then, possibly to other units.

### References:

Vonnes C, Wolf D. Fall risk and prevention agreement: engaging patients and families with a partnership for patient safety. *BMJ Open Qual.* 2017 Oct 31;6(2):e000038. doi: 10.1136/bmjopen-2017-000038. PMID: 29450267; PMCID: PMC5699193.

Bargmann AL, Brundrett SM. Implementation of a Multicomponent Fall Prevention Program: Contracting With Patients for Fall Safety. *Mil Med.* 2020 Jun 19;185(Suppl 2):28-34. doi: 10.1093/milmed/usz411. PMID: 32383457

## The Path to Zero: Post-Surgery Debriefs to Prevent Specimen Errors

### Problem:

Preventable specimen-related errors are common and can occur during any phase of the specimen management process. The errors most frequently noted include miscommunication, loss of the specimen, mislabeling, improper fixation and transport failure.

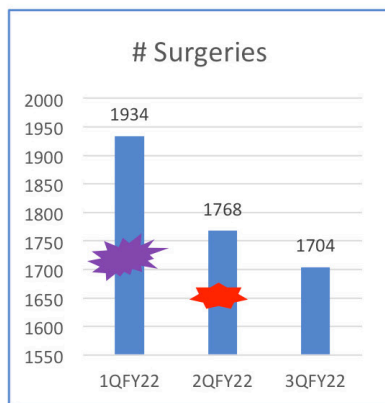
### Goal:

By September 30, 2022, zero cases of inappropriate specimen handling in the Operating Room.

### Implementation:

- Pathology slip redesigned by director perioperative services with input from OR nursing staff, surgeons, and pathologists
- Education and roll out of the updated policy, Pathology Slip, and department process changes at the perioperative department staff meeting:
  - No specimen to leave the OR until surgeon has signed off with RN
  - No specimens to be left in pathology after a designated time
- The Plan-Do-Check-Act (PDCA) cycle was used as the performance improvement model for implementation
- Added a physician signature box on the Pathology Slip, added additional lines and changed font

### Results:



### Evaluation:

- Even one error can cause great morbidity or even mortality, therefore the goal for specimen errors is zero.
- One error led to this project. The one error reflected a specimen error rate of 0.05% for fiscal quarter 1 in 2022.
- Since implementation of this project, there have been zero specimen errors and zero specimen error percentage.

### Learnings:

- Pathology has an end specimen pick-up time that led to unit education and workflow changes
- Clinical Unit to Pathology Department communication is key
- RN to Surgeon and Surgeon to RN communication is critical
- Post-surgery debriefs have helped catch and stop potential errors and have proven effective along with the complement of other interventions

## Reimagining the Bedside Shift Report

### Background:

- The concept of bedside shift report is an established practice that is well documented in scientific literature.
- Several studies show the positive effects of Bedside Shift Report (BSR) on inpatient fall rates, patient satisfaction, and nurse satisfaction (Cairns, Dudjak, Hoffman, & Lorenz, 2013; Evans, Grunawalt, McClish, Wood, & Friese, 2012; Jeffs et al., 2013; Laws, & Amato, 2010; & Sand-Jecklin & Sherman, 2013).

### Problem:

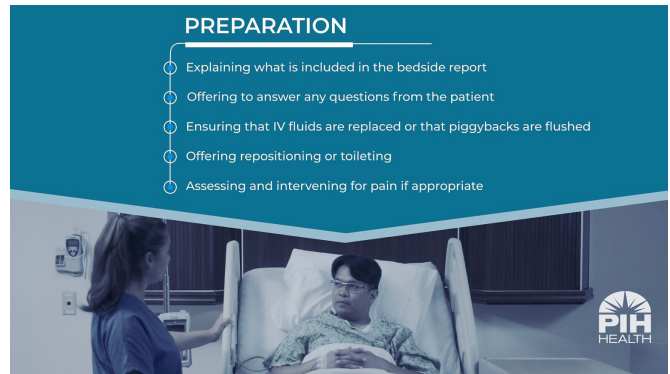
- The use of BSR has not been embedded or normalized throughout the facility.
- The quality of BSR has not been evaluated and staff have not been educated/trained to the BSR standards.

### Goals:

- Create a staff BSR video education by September 30, 2022
- Implement and standardize the BSR requirements by December 31, 2022

### Implementation:

- Solicited clinical and non-clinical leadership support for the initiative
- Chartered stakeholders to establish BSR goals and expectations
- Commissioned the technical assistance of Marketing and Public Relations
- Developed a storyboard and script
- Recruited volunteer staff actors
- Professional filming and editing



### Learnings:

- Seeking suggestions, feedback and approval from all Nursing specialties and other non-clinical experts or leaders before developing the material makes a better production.
- Seek out untapped talent and skills from within the organization.
- Planning is everything for videography.

### Next Steps:

- Upload video education into Oracle
- Monitor adherence and seek feedback
- Reassess and reinforce intermittently

### References:

Polit DF, Beck CT. 9<sup>th</sup> ed. Philadelphia, PA: Lippincott Williams & Wilkins; 2012:28.

Agency for Healthcare Research and Quality. Nurse bedside shift report implementation handbook.

Dorvil B. The secrets to successful nurse bedside shift report implementation and sustainability. *Nursing Management*. 2018 Jun;49(6):20-25. doi: 10.1097/01.NUMA.0000533770.12758.44. PMID: 29750777; PMCID: PMC5976230.



## Back to basics: Re-implementing Hourly (Purposeful) Rounding

### Problem:

Hourly rounding was observed to be inconsistent without set role expectations and not all staff knew how to correctly round on patients using the 4 P's.

### Goal:

The goal is to create a theory-based educational tool for purposeful rounding and to implement it using a change management framework.

### Materials and Methods:

- The Health Belief Model was used to create the educational tool, addressing several constructs including perceived barriers and perceived benefits.

### Implementation:

- Leaders gained heightened awareness of the issues and communicated the concerns and interventions with staff.
- The tool and eMD guide were announced in safety huddle and then distributed and posted on the units.
- Implemented data we have collected surrounding Falls and Patient Experience Scores, and celebrated successes.
- The Kotter Change Management model was used to pragmatically implement the modifications in patient care practice.

### Evaluation:

Preliminary patient fall data show decreasing trends ( $\leq$ NDNQI mean) since interventions were initiated.

Leaders also currently validating hourly rounding performance during leadership rounds and communication with patients.

### Learnings:

Perceived barriers included:

- Limited control over staffing and patient acuity (addressed by flexibility and task assignments)
- eMD documentation not standardized and no reports available (engaged Informatics)
- Tracking rounding adherence



## Back to basics: Re-implementing Hourly (Purposeful) Rounding, Continued

### Results:

#### WHY?

- Improves patient satisfaction- keeps PATIENTS FIRST
- Anticipates needs of the patient before they call.
- Prevents falls, HAPIs, promote pain reassessment, decreases call light frequency.
- Improves concept of teamwork among all staff.
- It is a nursing standard of care.

#### EXPECTATIONS

- RN
  - Perform safety round on the even hours.
  - Assign/delegate to CNA to round on the odd hours; maintain flexibility during CNA staffing challenges.
  - Document rounding in eMD (validated on eMD reports.)
- CNA
  - Perform safety round on the odd hours.
  - Document rounding in eMD (validated on eMD reports.)
- Department Supervisor
  - Validate hourly rounding by speaking to patients.
  - Pull eMD report every shift.
- Director/Manager
  - Verifies rounding was done during leadership rounds.
  - Disseminates information during department huddles.

#### ADDRESS THE 4 P'S:

1. **Pain**- ask patient if they are having pain and provide intervention if possible or notify appropriate staff of patient's pain.
2. **Potty**- ask if patient needs to use the restroom prior to leaving room.
3. **Position**- reposition patient in bed or if they want to sit up in chair or get out of bed/OOB (if applicable.)
4. **Personal belongings**- make certain the call light and bedside table are within reach. Prior to leaving the room say, "Is there anything else I can do for you before I leave? A member of our team will return in one hour to check on you."



## The Global Threat of Sepsis and the CMS Bundle

### Problem:

Sepsis is a life-threatening condition and without timely treatment, sepsis can rapidly lead to tissue damage, organ failure and death. Prior to the CMS bundle, the sepsis mortality rate was about 20%.

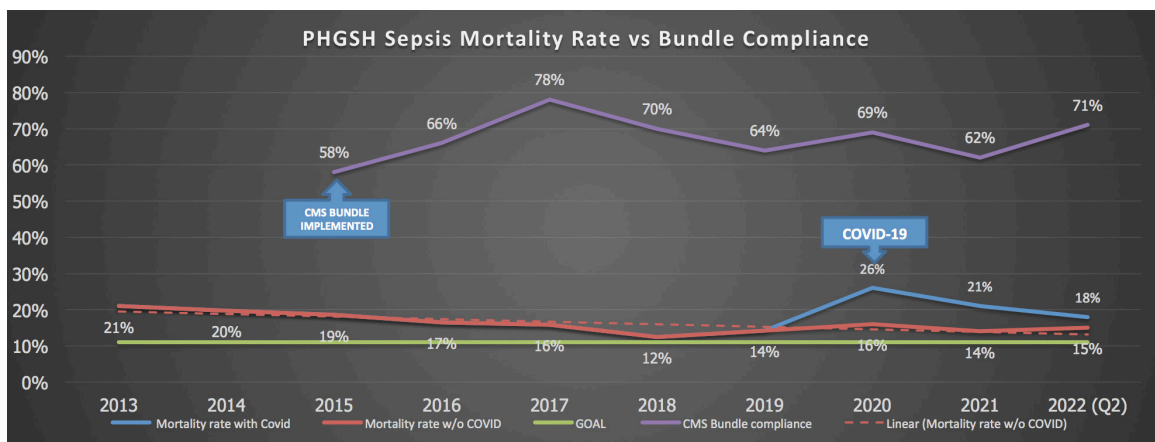
### Goal:

Improve sepsis care by achieving a CMS Sepsis Bundle Management adherence rate greater than 80% and a reduction in sepsis mortality rate by 5% for FY 2023.

### Materials and Methods:

Retrospective observational study of patients meeting the criteria for severe sepsis and septic shock provided by the CMS from 2015 to June 2022.

### Results:



### Evaluation:

- The Run chart showed an increasing trend line for bundle compliance and decreasing trend line for mortality rate since the mandated sepsis bundle management implementation in 2015 (Pearson's  $r = -0.36$ ).
- Giving IVF at 30 cc/kg for qualified patients was the indicator that had the lowest performance rate.

### Learnings:

- Early identification and implementation of CMS early goal-directed therapy was the critical concept in addressing the high mortality rate of sepsis.

### Next Steps:

- Building a sepsis committee to improve early recognition of sepsis and early intervention as well as adherence to CMS bundle management

### Reference:

Levy, M. M., Dellinger, R. P., Townsend, S. R., Linde-Zwirble, W. T., Marshall, J. C., Bion, J., Schorr, C., Artigas, A., Ramsay, G., Beale, R., Parker, M. M., Gerlach, H., Reinhart, K., Silva, E., Harvey, M., Regan, S., & Angus, D. C. (2010). The surviving sepsis campaign: Results of an international guideline-based performance improvement program targeting severe sepsis. *Intensive Care Medicine*, 36(2), 222–231. <https://doi.org/10.1007/s00134-009-1738-3>

## The Patient Experience Journey: Developing the Framework

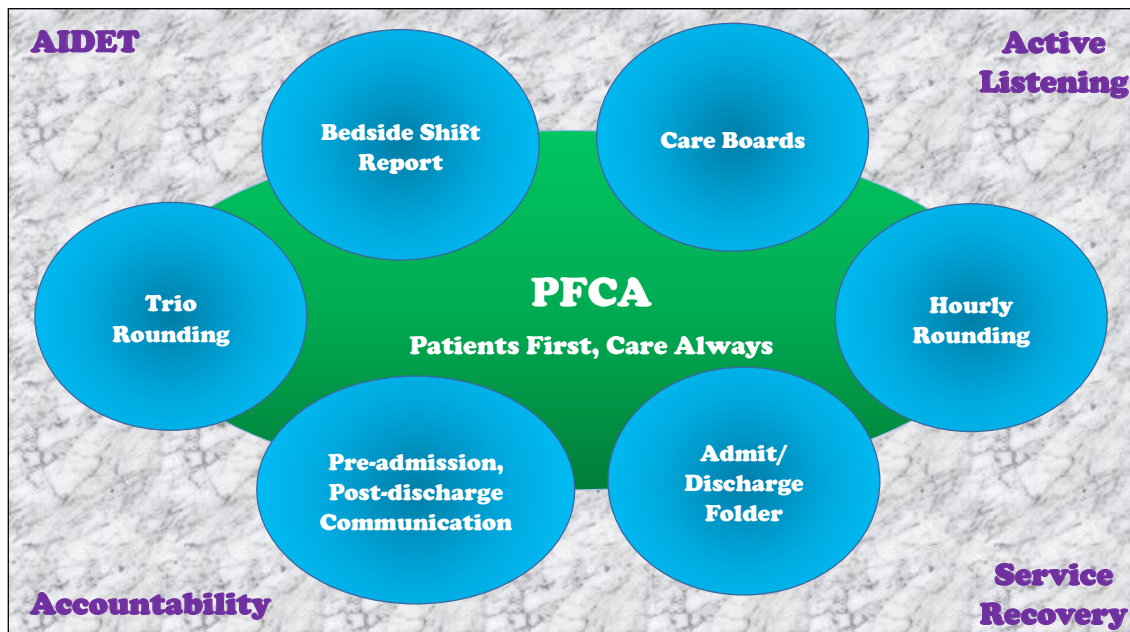
### Problem:

Patient satisfaction scores including, but not limited to, communication with physicians and nurses, communication about medications, and care transitions, were below the NRC 75<sup>th</sup> percentile.

### Framework:

### Goal:

Create a framework identifying key points of the patient experience interventions at PIH Health Good Samaritan Hospital with the goal of improving staff and patient communication and increasing patient satisfaction reflected in HCAHPS scores above the NRC 75<sup>th</sup> percentile.



### Standard Work:

- Trio Rounding implemented on the units with UM monitoring
- Admission packets and Care Boards
- Purposeful Rounding and Bedside Shift Report reimplemented
- Patient Experience as part of New Hire orientation and Annual Skills

### Learnings:

- Communication is a key factor in many preventable errors and dissatisfiers
- The importance of including patients' families in plan and goals of care
- Patient satisfaction encompasses all interactions with all disciplines, even before admission and after discharge

### References:

Oben, Patrick. Understanding the Patient Experience: A Conceptual Framework. Journal of Patient Experience. 2020, Vol. 7(6) 906-910. doi:10.117/2374373520951672.

Manary MP, Boulding W, Staelin R, Glickman SW. The Patient Experience and Health Outcomes. N ENGL J MED Jan 17,2013. 368;3: 201-203. DOI:10.1056/NEJMp1211775.

### Next Steps:

- Continue to reinforce Admission packets, Trio rounding, Purposeful rounding and Bedside Shift report
- Bedside Shift report training and hand-off training
- Design Discharge packets
- Reimplement AIDET
- Implement a Service Recovery model
- Active listening and empathy awareness

# FIRST ANNUAL NEUROSCIENCE CONFERENCE

On June 10, 2022, PIH Health Good Samaritan Hospital had its first neuroscience conference. This conference was organized to provide an overview of recent updates and discuss practical issues surrounding the delivery of state-of-the-art neuroscience care. Through formal lectures, case presentations and interactive discussions, this neuroscience conference explored critical issues surrounding the assessment, management, treatment and prognosis of various neurological conditions in the acute, sub-acute and non-acute settings. The event was attended by over 100 nurses. The event was designed to meet the educational needs of advanced practitioners, clinical nurse specialists and registered nurses with a special need in acute neurological management and treatment. The lectures covered best practices in acute and post-acute treatment for neurological conditions, reviewed the role of multidisciplinary care in the acute setting and appraised the diverse challenges in the care of acute neurological patients from various cultural backgrounds.

## NURSING WEEK

PIH Health celebrated National Nurses Week from May 6, 2022, through May 12, 2022. During this time, PIH Health celebrated the profession of nursing and recognized all that nurses do for their communities. Nurses are integral team members and are a vital component to the success and excellence of our organization.



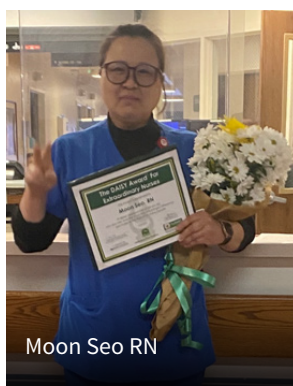
# Staff Recognition

Our strength is rooted in our nurses. Recognition of our nurses at all levels is a key component of the culture of PIH Health Good Samaritan Hospital. We believe meaningful recognition renews our nurse's commitment to their profession and enhances our teamwork and patient outcomes. We take pride in celebrating and honoring the contributions our nurses make every day to our patients, their families and our community. We take every opportunity to recognize and celebrate our exceptional nurses here at PIH Health Good Samaritan Hospital.

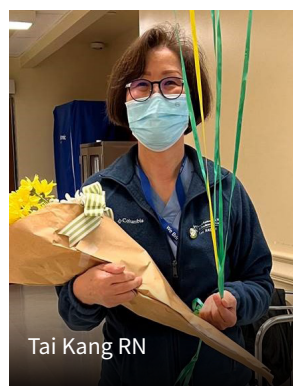
## DAISY AWARD



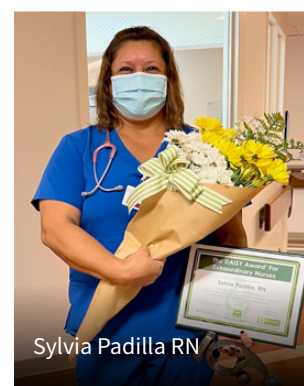
Nikita Dawson RN



Moon Seo RN



Tai Kang RN



Sylvia Padilla RN

One way we show recognition for our nurses at PIH Health Good Samaritan Hospital is the **DAISY Award® for Extraordinary Nurses**.

The acronym, DAISY, stands for Diseases Attacking the Immune System and was created in 1999 by the family of Patrick Barnes who passed from complications of the auto-immune disease ITP (*Idiopathic Thrombocytopenic Purpura*).

This prestigious award in Patrick's memory celebrates nurses for the extraordinary, compassionate and skillful care they provide to patients and families and is presented on a quarterly basis.



Way to go Nikita Dawson RN, Perinatal, for earning the DAISY Award. Nikita's patient was 28 weeks pregnant when she gave birth to her baby. As a result of the preterm delivery, the patient was apprehensive about breastfeeding. Nikita successfully encouraged and supported the patient to overcome her challenges regarding breastfeeding by following her patient throughout the hospitalization in various nursing units. Nikita's lactation expertise and dedication positively impacted this patient's experience.

Congratulations Moon Seo RN from 7N at PIH Health Good Samaritan Hospital for earning the DAISY Award. Moon was nominated by a grateful granddaughter who flew in from Connecticut to assist with the care of her grandfather. The granddaughter expressed appreciation to Moon for listening to her needs and expediting his transition to the rehabilitation unit. He successfully regained his independence and was able to fly to Connecticut. Way to go Moon! Thank you for showing up for our patients and their families.

DAISY Award Honoree Tai Kang RN has been a loyal and valued employee of PIH Health Good Samaritan Hospital for over 20 years. In addition to providing expert lifesaving nursing care to numerous patients undergoing emergency cardiovascular procedures in the Cardiac Cath Lab, she has also trained hundreds of newly hired nurses. Tai not only instructs on procedure set up and other technical aspects of the role but provides guidance in critical thinking, decision making and nurse assessments to our new hires.

DAISY Award Honoree Sylvia Padilla RN has been nominated by a grateful patient. “Sylvia went above and beyond to ensure my needs were met as a patient. She was kind, friendly and understanding which was especially helpful as this was my very first in-patient stay.” Most of all, the patient appreciated how Sylvia took the time to talk, laugh and interact with them on a human level. Sylvia exemplified all the outstanding qualities that every nurse should strive to have.

### 2021 DAISY Award Winners

- Jennifer Delisle RN
- Paul Lee RN
- Jules Fisher RN
- Evangelina (Helen) Salamat RN

### 2022 DAISY Award Winners

- Nikita Dawson RN
- Moon Seo RN
- Gerardo Echeverria RN
- Tai Kang RN
- Sylvia Padilla RN



## WORKING NURSE

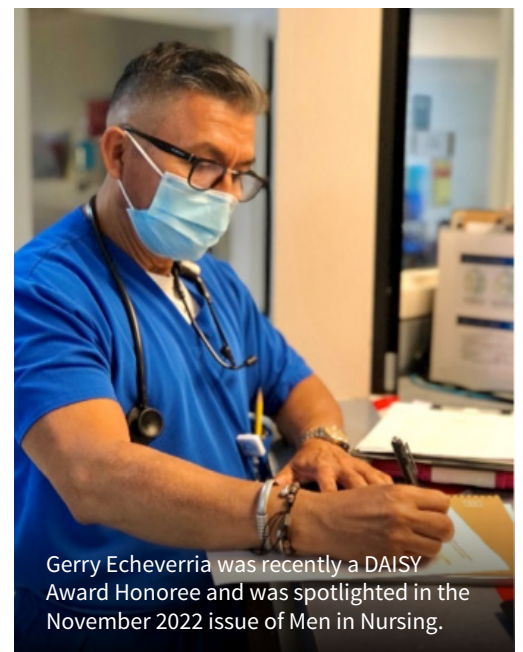
*Working Nurse* is a media platform for registered nurses in California. The magazine spotlights California nurses who are experts in various specialties. Two of PIH Health Good Samaritan Hospital's exceptional nurses were featured in the magazine in 2022.

Shannon Bocalbos RN BSN CRRN at PIH Health Good Samaritan Hospital was highlighted in *Working Nurse* in February 2022 for his passion and expertise in Acute Rehabilitation Nursing. He assists patients in regaining their independence after serious illness or stroke. For 21 years, Shannon has been working in the rehabilitation specialty. He began working as a new graduate in 2001 in the inpatient rehabilitation unit and within one year he was promoted to department supervisor. Men constitute approximately 9% of nurses in the United States. At PIH Health Good Samaritan Hospital, we are extremely proud of our male nurses and take every opportunity we can to celebrate them.

Gerardo "Gerry" Echeverria RN was recently a DAISY Award Honoree and was spotlighted in the November 2022 issue of *Men in Nursing* highlighting his contribution to nursing for almost 20 years. Gerry has worked at PIH Health Good Samaritan Hospital for almost 20 years. Gerry states that he has stayed with PIH Health Good Samaritan Hospital for so long because he loves working at this hospital and the people he works with.



Shannon Bocalbos RN BSN CRRN was highlighted in *Working Nurse* in February 2022 for his passion and expertise in Acute Rehabilitation Nursing.



Gerry Echeverria was recently a DAISY Award Honoree and was spotlighted in the November 2022 issue of *Men in Nursing*.





## CERTIFICATIONS

### Certified Nursing Day – March 19, 2022

Shannon Bocalbos RN CRRN

Jenna Brown-Kirk RN  
RNC-OB

Carlos Cariáz-Vasquez RN PCCN

Yasmin Castro RN RNC-OB

April Causapin RN CPAN

Elizabeth Charter RN CEN

Ann Chung RN CCRN

Tracey Coghlan RN CNML

Johan Cristobal-Ferrer RN CCRN

Emerlita De Castro RN RN-BC

Angela Degiacomo-Gonzalez RN  
RNC-OB C-EFM

Anthony Dela Cruz RN CCRN

Leonard De La Cruz RN CIC CPHQ

Joellee Delfin RN IBCLC

Kim Diciolli RN CEN

Renee Dunn RN CEN

Mary Enriquez RN RNC-OB

Jorge Gamez RN CNOR

Sheeba George RN RNC-OB

Aukse Goktepe RN CCRN

Mary Ann Guarin RN ONC

Brian Hensel RN CEN

Teresa Hernandez-Zamudio RN,  
Wound Care Certified

Lam Huynh RN PCCN

Bernadette Hyde RN  
RNC-OB C-EFM CNE

Fatima Ishii RN,  
Certified Wound Ostomy

Penny Johnson RN VA-BC

Olga Katmisskaya RN  
RNC-OB

Melinda Kent (Gruman)  
RNC-OB C-EFM C-ONQS

Angie Kim RN CRRN

Chantel Lee RN RNC-OB

Riuping (Grace) Li RN CCRN

Kyung Soon Lim RN RNC-OB

Yuki Maehama RN CRRN

Maria Mangahas RN RNC-OB

Jeffrey Manimtim RN PCCN

Normita Masado RN RNC-OB

Clarissa Mecija RN CCRN

Conchita Medina RN CNOR

Michael Medina RN CCRN

Jehsa Milinkevich RN CCRN  
CMC CSC

Angela Moreno RN RNC-NIC

Donna Myden RN CNOR

Ying Ng RN CCRN

Joan Payne RN RNC-OB C-EFM

Eraida Pepito RN RNC

Evelyn Pesa RN CCRN

Solita Pichardo RN CNOR

Agueda Portillo RN PCCN

Edna Ratilla-Cunanan RN CNOR

Georgina Romero RN RNC-OB

Catherine Ronda RN CDIS

Jason Rosales RN CRRN

Myrna Santillan RN CCRN

Yasmin Sharifi RN CNOR

Jinhee Sim RN CCRN

Guadalupe Solis RN  
RNC-OB C-EFM

Krystal Valdez RN ACNS-BC

Jennifer Wenzel RN RNC-NIC

Jennifer Willis RN ONC

Sohi Youn RN CCRN

Elena Young RN CCRN

Alexis Zamarripa RN HACP

Irena Zuanic RN DHA NEA-BC



## ANNUAL SCHOLARSHIPS

Every year at PIH Health Good Samaritan Hospital, the Bishop Johnson College (BJCN) of Nursing Alumnae Association awards scholarships to RNs who continue to pursue a higher education in Nursing. This year we had the honor to present five awardees.

- Renee Dunn MSN RN
- Brenda Young BSN RN CNML
- Danielle Valenzuela RN
- Deanna Cohee LVN
- Yasmin Sharifi MSN RN CNOR

BJCN Scholarship recipients at PIH Health Good Samaritan Hospital held the 33<sup>rd</sup> Annual Scholarship Luncheon awarding the Bishop Johnson College of Nursing scholarship to five nurses on Monday, May 9, 2022. The BJCN Alumnae Association is committed to promoting professionalism and excellence in the field of nursing. Every year the BJCN Alumnae Association provides scholarships to PIH Health Good Samaritan Hospital nurses and nursing assistants. This year's recipients include Deanna Cohee LVN, Renee Dunn MSN FNP-C, Yasmin Sharifi MSN RN, Danielle Valenzuela RN and Brenda Young BSN RN. To qualify for the scholarship, nurses must submit proof of one year of full-time employment at PIH Health Good Samaritan Hospital, enrollment in school units for semester/quarter, letter of recommendation from a school faculty member, transcript, brief statement surrounding the reason to further nursing education and statement of financial need. Since 1989, the BJCN Alumnae Association has awarded PIH Health Good Samaritan Hospital nurses and nursing assistants more than \$120,000 in scholarships.



From left to right: Amy Fitzgerald, PIH Health Foundation Vice President; Danielle Valenzuela RN, CVDOU; Brenda Young BSN RN, Clinical Manager, Critical Care Services; Deanna Cohee LVN, Emergency Department; Irena Zuanic RN DHA NEA-BC, PHGSH Chief Nursing Officer; Yasmin Sharifi MSN RN, Director, Perioperative Services Ambulatory Surgery Center; Renee Dunn MSN FNP-C, Clinical Education Specialist-Emergency Department.

# Nursing Achievements

## NURSING ACHIEVEMENTS

- The American Heart Association (AHA) has recognized PIH Health Good Samaritan Hospital with the Gold Plus Get With The Guidelines® - Stroke quality achievement award for our commitment to providing research-based, high-quality stroke care that supports better outcomes for stroke patients.
- PIH Health Good Samaritan Hospital also received the AHA's target: Type 2 Diabetes Honor Roll award, for ensuring patients with Type 2 diabetes, who might be at higher risk for complications, receive the most up-to-date, evidence-based care when hospitalized due to stroke.
- PIH Health Good Samaritan Hospital received the Stroke Honor Roll award for meeting quality measures developed to reduce the time between the patient's arrival at the hospital and treatment for ischemic stroke.
- PIH Health Good Samaritan Hospital is recognized as a 2022 Patient Maternity Honor Roll recipient by the California Health and Human Science Agency and Cal Hospital Compare for meeting or exceeding the statewide goal of minimizing Cesarean section (C-section) births among first-time moms with low-risk pregnancies.
- PIH Health Good Samaritan Hospital is a proud recipient of the 2022 California Maternal Quality Care Collaboration (CMQCC) Quality and Engagement Award. PIH Health Good Samaritan Hospital earned a Material Data Control (MDC) Superstar Award for medium sized birth volume hospital (1000-2499 annual births). This award was presented to hospitals for exhibiting high levels of engagement in MDC—a web application among the CMQCC's quality involvement tools.

## TECHNOLOGY INTEGRATION AT PIH HEALTH GOOD SAMARITAN HOSPITAL

On Saturday, June 11, 2022, the Information Solutions Technology Integration Project team launched several products and applications that enable PIH Health Good Samaritan Hospital physicians and staff to provide seamless patient care across the PIH Health network. Some of the applications include: eMD (Sunrise Clinical Manager electronic health record), patient accounting (Sunrise Financial Manager, 3M ARMS, nThrive), Sunquest lab information systems, surgery (Sunrise Surgical Care) and Health Information Management (ChartMaxx, Chartwise, Medex). Preparing for this technology integration has been a huge endeavor that has required countless hours, comprehensive training and dedication from all. As an organization, we appreciate everyone's commitment to learning the new systems and supporting our vision of Patients First.

# A Bright Future

PIH Health Good Samaritan Hospital enjoys the longest history of caring among any hospital in the city of Los Angeles. Our legacy of treating all of those who come to us for care is based on medical expertise, community service, compassion and dedication. PIH Health's vision of Patients First fits our hospital perfectly.

But while our long history is impressive and secure, our future is even brighter. Joining PIH Health has given us the resources to expand beyond our traditional boundaries, to add medical expertise and to treat greater numbers of people with more advanced technologies. We are adding promising and experienced nurses, and hiring established physicians with world class expertise in cardiology, hearing loss and neurology, obstetrics and gynecology and much more. We are opening urgent care clinics in the downtown area and we are sharing and receiving knowledge from our PIH Health colleagues that strengthens our abilities to better help people battling some of humanity's most devastating diseases and conditions.

At the heart of our past and our promising future, are our nurses. Your knowledge, dedication and compassion sets the standard for this hospital, inspiring us all. Thank you for all that you do for our patients, for your colleagues, for Los Angeles and for PIH Health. You help bring LA to life!



