



PIH Health Whittier Hospital
Nursing Annual Report
FISCAL YEAR 2021
October 1, 2020 to September 30, 2021

Our Image, the Voice of the Frontline

Over the past year, the Nursing Professional Practice Team worked with an illustrator, whose services were graciously donated by a community member, to design an image representing nursing at PIH Health Whittier Hospital. The mission was to capture characteristics that come to mind when thinking of a PIH Health nurse. In reflecting upon our nurses' behaviors that contribute to our culture and profession, the team selected eleven key elements to embed into this image. **We hope that every time PIH Health Whittier Hospital nurses see this image, they are reminded of the elements that bind us together and feel great pride in belonging to such an elite team.**

1. **NURSING LAMP:** The nursing lamp pays honor to the traditional values of nursing. While nursing practice has evolved, we must never forget the lessons and discoveries of those who came before us.
2. **CONNECTING HANDS:** These demonstrate the collective wisdom of the team that achieves optimal outcomes for the patient and family.
3. **STETHOSCOPE:** The stethoscope signifies the passionate pursuit of professional excellence through lifelong learning.
4. **MOUNTAIN:** The mountain represents courage and the caring, respect, and dignity demonstrated through courageous intentional actions.
5. **SUN:** The sun is the resiliency held by the nurses at PIH Health. The sun also represents the light and hope nurses impart to the patients they serve.
6. **DNA STRAND:** The DNA strand represents the art and science of nursing practice.
7. **HEART:** The heart represents the foundation of our caring nursing methodology and Relationship-Based Care work. Relationship-Based Care emphasizes the importance of our relationship with ourselves, our patients and families, and each other.
8. **NURSE SYMBOL:** The nurse symbol represents the power of professional autonomy and leadership of every nurse.
9. **SHIELD:** As nurses, we are guardians, protectors, and advocates for our patients and community.
10. **VINES:** The vines represent the growth of PIH Health. While the organization expands, the roots will be permanently embedded in our community.
11. **STARS:** The stars represent our relentless drive to achieve excellence in everything we do. Data will drive decision-making to exceed national benchmarks.



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Message from Our CNO

It is with great pleasure that I introduce the first Nursing Annual Report for PIH Health Whittier Hospital (PHWH).

While the COVID-19 pandemic seemed to consume all of our time and energy in 2021, our nursing teams persisted in working towards performance improvements in patient care and accomplishing professional advancements. As always, the nurses of PHWH continued to build on the vision, foundation and strategies set by our predecessors.

So, this first report is dedicated to all PHWH nurses—past, present and future—and to our previous Chief Nursing Officers who provided a strong legacy: Kathy Luciano RN MSN, Connie O’Leary Irwin RN MSN and Reanna Thompson RN MSN, who supported the advancement of the nursing profession. All of our nurses can take pride in knowing that their contributions, whether precepting residency nurses, training nurses in specialty areas, conducting nursing research, or advancing nursing practice, have created an exceptional organization that delivers excellence in patient care.

Nursing at PHWH is well-positioned to meet the current needs of our community as well as any future challenges. We continue to enjoy positive relationships with our local nursing schools, which along with the outstanding reputation of our residency program, helps us attract and retain the best nurses to provide high-quality, compassionate care.

Thank you all for the critical role you play in achieving these accomplishments.

Sincerely,



Ramona Pratt RN MSN MSHCA
PIH Health Whittier Hospital Chief Nursing Officer



Ramona Pratt RN MSN MSHCA
PIH Health Whittier Hospital
Chief Nursing Officer

OUR MISSION

Our mission is to make a positive impact in the lives of patients, families and colleagues.

OUR VISION

PIH Health nurses will achieve excellence in all we do.

OUR PHILOSOPHY

We believe in:

- The art and science of the nursing practice
- The power of professional autonomy and leadership of every nurse
- The dynamic pursuit of professional excellence through lifelong learning
- Caring, respect and dignity demonstrated through courageous intentional actions
- The collective wisdom that will enable the team to achieve optimal outcomes for the patient and family
- Data-driven decisions to exceed national benchmarks

FISCAL YEAR 2021 NURSING STATS	
Beds	523
Clinical Nurses with National Certification	11%
Clinical Nurses* with BSN/MSN/DNP/PhD	85%
Nurse Leaders* with BSN/MSN/DNP/PhD	93%
Surgeries Performed	12,727
Emergency Room Visits	65,140
Deliveries	1,814
Hospitalized COVID-19 Patients	2,017
COVID-19 Vaccines Administered	20,114
Registered Nurses Hired	175
Licensed Vocational Nurses Hired	35
Certified Nurse Assistants Hired	98

*(Nurse Leaders = Designated Charge RNs, House Supervisors, Assistant Clinical Directors, Clinical Directors, Administrators and Chief Nursing Officer)



Transformational Leadership

PIH HEALTH WHITTIER HOSPITAL NURSE LEADERSHIP

Breakfast with the CNO

Open communication with all nurses leads to new ideas and better care. In October and November 2020, Ramona Pratt RN MSN MSHCA, PIH Health Whittier Hospital chief nursing officer, held “Breakfast with the CNO” events to engage and get to know new graduate registered nurses. Attendees shared their experiences, including biggest successes and challenges. In addition, they were encouraged to share thoughts about the onboarding and orientation process and any opportunities for improvement they see within the hospital. This interaction provides new nurses a forum where they can present their experiences and learn what others are doing to care for patients.

During the breakfasts, Ramona discussed Relationship-Based Care (RBC), our nursing model at PIH Health Whittier Hospital. Other topics discussed during the breakfast included the strategic plan for nursing, nursing code of ethics, consumerism and transparency, and nursing organizational structure. Lastly, the various opportunities available for nurses were reviewed including Career Pathways, Daisy Award, and the Nursing Professional Practice Council.

COVID-19 Video Updates

To provide ongoing communication to PHWH staff, physicians and volunteers, Ramona recorded regular COVID-19 video updates throughout the pandemic. The updates gave staff information and statistics related to COVID-19, including the census during the surges, number of nursing units opened and closed, length of stay, average age of COVID-19 patients, average number of code blues, mortality rates and vaccinations. She also recognized frontline staff, acknowledged their hard work and informed nurses of the available services to help cope with stresses of the pandemic. The COVID-19 video updates provided reassurance that we would all get through this difficult time together.

Leading the Command Center

Throughout the pandemic, Ramona performed the duties of the Incident Commander for PHWH's Command Center, entrusting teams with the important task of developing solutions that kept our organizational vision of Patients First at the forefront of all decisions.

Leadership Rounding on Nursing Units

During the height of the pandemic, the CNO and other nursing leaders actively rounded on all nursing units. This engagement enabled nursing leadership to provide active check-ins to address any concerns and provide in-the-moment education on new initiatives. In addition, leadership gained more insight and perspective on daily frontline staff experiences and addressed barriers in workflow, patient flow, and patient/staff safety. Through rounding, nursing leaders saw firsthand that all departments were working seamlessly together to provide optimal care for patients. Any issues raised were addressed and presented to the Command Center for additional follow up and resolution.

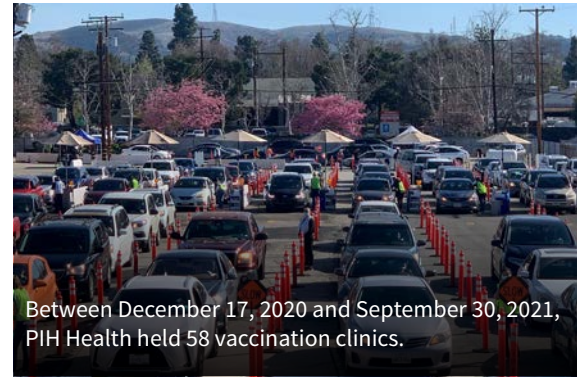


Community Initiatives

VACCINE CLINICS

PIH Health made a significant impact in the fight against COVID-19 by partnering with the Los Angeles County Department of Public Health to vaccinate the community. Between December 17, 2020 and September 30, 2021, PIH Health held 58 vaccination clinics. During this period, the Whittier campus vaccinated 20,114 individuals. The oldest patient was 105 years old along with two other patients being 100.

PIH Health also worked with 15 school districts in the surrounding areas to vaccinate teachers. This included a drive-through vaccination clinic in one of our parking lots. PIH Health helped to vaccinate the Los Angeles County Sheriff's Department, Whittier Police Department, Downey Police Department and Santa Fe Springs Fire Department.



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NEW KNOWLEDGE & INNOVATION

The New Knowledge and Innovation Council exists to support and encourage nursing staff involvement in Evidence Based Practice (EBP) and research activities. Specific activities include organizing and supporting the advancement of nursing research, ensuring innovation in nursing, encouraging implementation of EBP, and supporting staff to disseminate PHWH's nursing research and quality improvement findings to internal and external audiences. These activities enhance patient care at PHWH and far beyond. In fiscal year 2021, the New Knowledge and Innovation Council conducted 10 consultations. This year, the New Knowledge and Innovation Council continues to support their purpose through development of the Collaboration and Results Council, which consists of RNs from varied patient care areas, and prepares and inspires frontline nurses to lead meaningful change within their departments. Other goals include establishing a journal club, implementing nurse retention strategies and increasing hospitalwide consultation.

Kari Dodge MSN RN CNOR contributed to an article published in the *Association of Perioperative Registered Nurses (AORN) Journal* titled, "An Overview of Quality Improvement Processes and Data Analysis in Perioperative Nursing Practice." The article addresses the various professional bodies that set benchmarks for perioperative Registered Nurses that can be used to address current practice and set the stage for performance improvement.



Savanna Gilson RN BSN OCN presented the work of the 4 Tower staff incorporating simulation into chemotherapy competencies at the National Association of Clinical Nurse Specialist Annual Conference. The purpose of the project was to evaluate whether simulation training increased nurses' perceived readiness to administer chemotherapy and manage hypersensitivity reactions (HSRs). Patient-based scenarios were developed to simulate the process for chemotherapy administration and HSR management. The hospital's Simulation Lab was used as the setting as each nurse demonstrated the process of initiating IV infusion chemotherapy. Within the first five minutes of administration,

the simulation mannequin exhibited signs of an HSR. Working together as a group, the nurses then demonstrated the process for identifying and managing the reaction per standardized procedure. A debriefing session conducted at the end of the simulation provided an opportunity for the nurses to reflect on the process and receive feedback. The 56 nurses were surveyed before and after the simulation training. One hundred percent of the nurses felt that the simulation session was relevant to their training, that the knowledge and skills gained from the simulation were valuable, and that the exercise helped them recognize their clinical strengths and weaknesses. The staff evaluations demonstrated that simulation training is an engaging and effective tool to strengthen nursing competency and perceived readiness for skills.



Ramona Pratt RN MSN MSHCA, PIH Health Whittier Hospital chief nursing officer, was invited to participate on a panel hosted by the Hospital Association of Southern California titled, “A Workforce Burnout Crisis: Exploring Signs and Solutions.” During the roundtable discussion, participants shared their organizational experience with employee burnout and fatigue as well as efforts to support the staff during the COVID-19 winter surge. COVID-19 has brought unprecedented changes and challenges to the healthcare workforce. Prior to the pandemic, the field already experienced record rates of burnout among clinicians and workers. Hospital leadership continues to stay current with best practices related to combating and addressing compassion, fatigue and burnout.

SURGICAL SMOKE SAFETY

Surgical smoke is the vaporized byproduct of energy devices used in surgery. Research has confirmed that surgical smoke consists of 150 toxic chemicals, bio aerosols, and harmful particulate matter such as live viruses and bacteria. Research has also shown that inhalation from surgical smoke generated from one gram of tissue is equivalent to six secondhand cigarettes. According to the California Occupational Safety and Health Administration (OSHA), roughly a half million perioperative personnel are exposed to the hazards of surgical smoke each year in the United States. Due to this smoke exposure, perioperative nurses have twice the incidence of respiratory illnesses as compared to the general population. In September 2021, PIH Health Downey Hospital (PHDH) received the Association of PeriOperative Registered Nurses (AORN) Go Clear Gold Award™ for going surgical smoke free. It is a goal for PIH Health Whittier Hospital’s (PHWH) surgical departments to follow suit. Therefore, PHWH nurses have reviewed research on health consequences and evidenced-based practices to eliminate the risks of surgical smoke. Nursing has disseminated the information to PHWH surgical staff, several multidisciplinary hospital committees, and physicians to spread awareness about issues and support practices to keep our perioperative teams and patients free from the health effects of surgical smoke. PHWH nurses are currently working together with PHDH to develop an enterprise-wide policy on surgical smoke safety, and PHWH has applied for the AORN Go Clear Award™. With Administration support and collaboration between nursing and physicians, PHWH will achieve a smoke-free operating room.

Exemplary Professional Practice

PROMOTING A CULTURE OF SAFETY

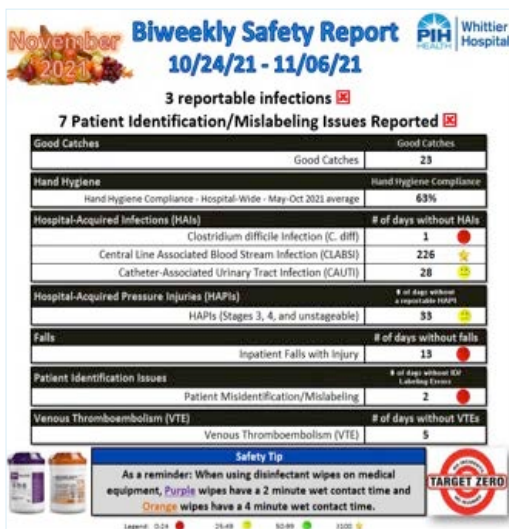
The Quality Department has implemented two safety programs to build a culture of safety and promote a highly reliable organization with ZERO harm. The Good Catch recognition program's goal is to improve employee engagement in identifying events and preventing harm before reaching a patient. The program encourages a robust reporting culture, and learning from near misses and error-prone conditions. Good catches occur more frequently than serious adverse events, therefore, lessons learned through reported good catches are opportunities for quality and safety improvement. Reporting, recognizing and rewarding good catches contributes to building a culture of high reliability.

FY 2021 GOOD CATCH MONTHLY WINNERS

- Julie Oswald** – Infusion Center
- Christopher Smith** – Respiratory
- Ashley Sandoval** – Respiratory
- Jasmine Querubin** – 4 Pavillion
- Kyle Serafico** – CCC
- Breanna Porraz** – 4 Tower
- David Flores** – ED
- Matthew Camacho** – 1 Tower
- Kayla Simmons** – 4 Tower
- Javier Gudino** – 4 Plaza
- Timothy Phan** – 1 Tower
- Serena Alvarado** – Perinatology

CATCH OF THE YEAR

“Kudos to David Flores RN for trusting his instinct and involving Social Work for an evaluation. In the midst of our chaotic environment, he created a safe place for a mom-to-be in need of support. He potentially saved not one, but two lives.”

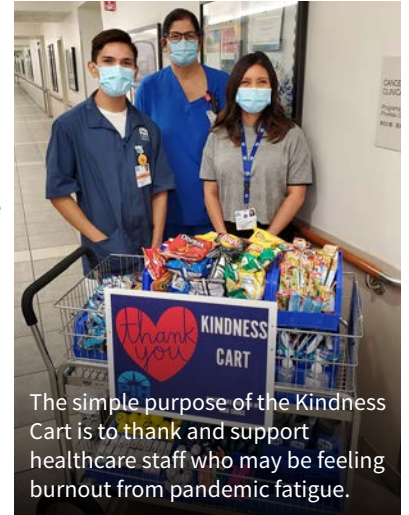


BI-WEEKLY SAFETY REPORT

The bi-weekly Safety Report was created to increase staff awareness of patient safety events. This report serves as a scorecard for all users to review and implement needed changes in their practice. The report is updated every two weeks. This report includes: number of reported good catches, hand hygiene compliance, and number of days without: clostridium difficile infection (C. diff), central line-associated bloodstream infection (CLABSI), catheter-associated urinary tract infection (CAUTI), hospital-acquired pressure injuries (HAPI), inpatient falls with injury, patient misidentification/mislabeled, and venous thromboembolism (VTE).

RANDOM ACTS OF KINDNESS BRIGHTENS THE DAY

The Kindness Cart, launched in August 2021, recognizes the hardworking teams at PIH Health through a spirit of recognition and “kindness.” The simple purpose of the Kindness Cart is to thank and support healthcare staff who may be feeling burnout from pandemic fatigue. Nursing Administration collaborates with Volunteer Services to round with a mobile cart several times a week on all shifts and to each clinical department distributing an assortment of snacks and personal items as a small gesture of gratitude for the team’s ongoing dedication to our patients and community. There are no limits to the positive effects that kindness has on the human spirit.



The simple purpose of the Kindness Cart is to thank and support healthcare staff who may be feeling burnout from pandemic fatigue.

TRANSFORMING NURSING: OUR PANDEMIC RESPONSE

PIH Health Whittier Hospital (PHWH) expanded staff, made adjustments and added temporary facilities with each surge to ensure we were providing the best care for our



Communication was enhanced to the front lines with daily updates addressing census, care practice issues, and personal protective equipment (PPE) supplies.

community. Our workforce of caregivers

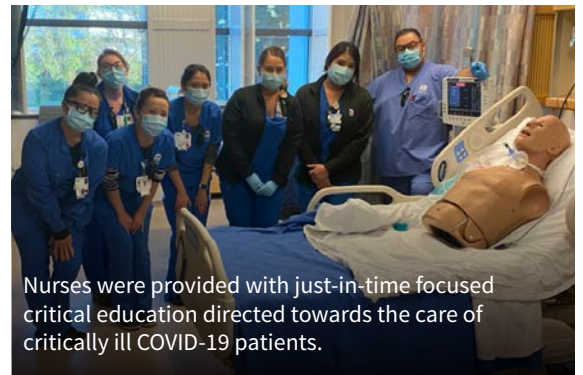
was expanded by the creation of a labor pool of hospital staff redeployed to inpatient units. The labor pool consisted of surgery and medical-surgical nurses, techs, administrative RNs, leadership and clerical staff. PHWH also hired a large number of RNs, LVNs, CNAs, and techs, and contracted 104 traveler staff. Nurses originally trained in areas such as surgery, maternity, and medical-surgical, cared for respiratory and hospice patients. These nurses were provided with just-in-time focused critical education directed towards the care of critically ill COVID-19 patients. Specialty teams were developed to assist with complex care issues addressing proning, high risk

respiratory rounds, patient and family support and skin. Nursing protocols and ratios fluctuated based on the Centers for Disease Control and Prevention and Los Angeles County Department of Public Health regulations. Staff worked countless hours beyond their normal work week to ensure patients’ needs were met in a timely and safe manner.

Innovative and compassionate collaboration occurred between ICU, Medical-Surgical and Post-Anesthesia Care Unit (PACU) nursing leadership to convert departments into COVID-19 overflow areas. The Acute Rehabilitation Center and Transitional Care Unit were combined on 1 South to create a Closed COVID-19 Skilled Nursing Facility on 1 North, a strategic decision that allowed for 17 COVID-19 patients to be transferred out of the Acute Care Hospital, thereby opening more beds for our community members. The Emergency Department (ED) expanded by erecting staging tents to safely accommodate more patients.

During the peak of the pandemic, all elective surgeries were cancelled. Communication was enhanced to the front lines with daily updates addressing census, care practice issues, and personal protective

equipment (PPE) supplies. COVID-19 specialty pay was implemented for staff working on COVID-19 units and hospital staff were incentivized with doubletime pay for extra shifts. Our healthcare facilities were mandated into strict lockdown. Alternative communication strategies were quickly implemented to address the No Visitor and/or Positive COVID-19 status patients. Teams turned to cell phones, then iPad technology for patient visitation, family conferences and to address the bonding between COVID-19 positive mothers and their newborn babies.



Nurses were provided with just-in-time focused critical education directed towards the care of critically ill COVID-19 patients.

MATERNAL-NEWBORN STAFF ADDRESS BIAS

The California Dignity in Pregnancy and Childbirth Act, Senate Bill 464, that took effect January 1, 2020, requires that all perinatal care providers participate in an evidence-based implicit bias program. In 2021 our Neonatal Intensive Care Unit, Labor and Delivery and Maternal-Newborn staff completed implicit bias training, which explained the role of Culturally and Linguistically Appropriate Services (CLAS) in improving quality and eliminating disparities in maternal healthcare. The course reviews factors that contribute to worse health outcomes for women of color and American Indian/Alaska Native women, focusing on the effect of racism on social determinants of health.



PROFESSIONAL PRACTICE MODEL: RELATIONSHIP-BASED CARE

PIH Health Whittier Hospital's (PHWH) Professional Nursing Practice Model focuses on relationships, providing us with an infrastructure for organizing and providing care to patients and families. Relationship Based-Care (RBC) ensures a vision of placing the Patient First. The model focuses on three relationships: the patient and family, colleagues and yourself. RBC is, at its core, a way of "being" at PHWH.



Caring sits at the core of healthcare and focuses on relationship, responsibility, trust and sensitivity. Every member of our organization has a valuable contribution to make to achieve a positive patient experience. Patient needs are endless—there will never be enough time, staff or resources to effectively provide care. The care we provide is resource driven, focusing priorities on what matters most to each patient and family while balancing the needs of the patient

population as a whole. Therefore, our teams are proactively sharing information on behalf of the patient and not allowing conflicts to interfere with work. They create the energy and interdependence required for well-coordinated, high-quality patient care delivery and outcomes.

With healthcare reform, financial challenges and reimbursement changes, we are faced with many challenges in delivering and meeting the demand of care. RBC has had a positive impact on our organizational outcomes (quality, safety, patient experience and financial). The data metrics we monitor are used to inform us and our patients regarding our performance. Some examples of metrics we monitor include NRC Hospital Consumer Assessment of Healthcare Providers and Systems Survey scores on, "Would you recommend this hospital to your family/friends?" or "How was your overall experience?" We also study clinical metrics such as Falls, Hospital Acquired Pressure Injuries (HAPI), Restraints, Sepsis, Catheter Associated Urinary Tract Infections (CAUTI), Mortality, Hand Hygiene, etc.



Core Concepts of RBC

Three relationships:

Patient and family

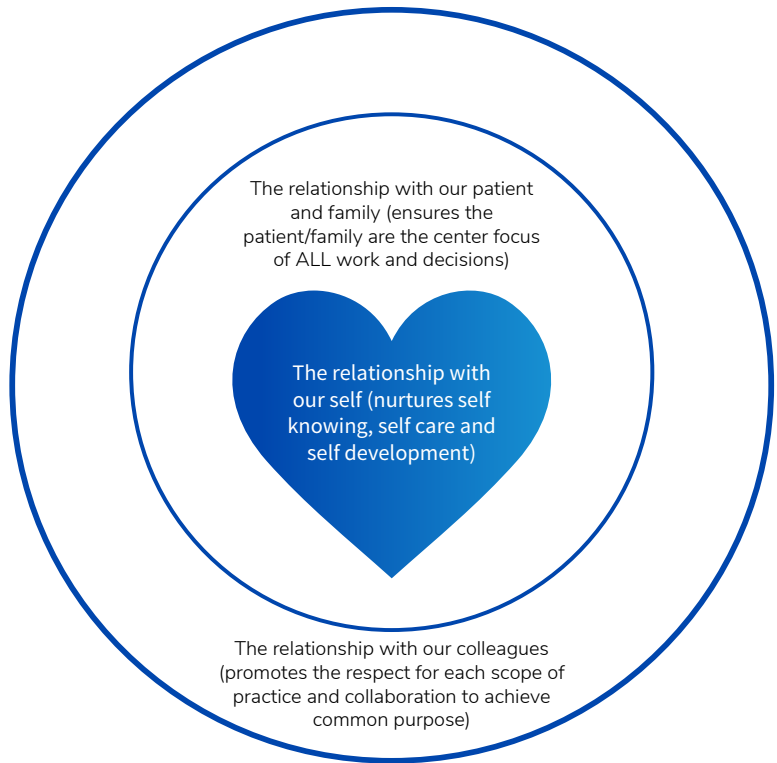
- Ensures the patient and family are maintained as the central focus

Colleagues

- Promotes respect for each scope of practice and collaboration to achieve a common purpose

Self

- Nurtures self-knowing, self-care and self-development



Overall	Benchmarks		Calendar Year	Rolling Averages up to 12/24/2021
	NRC 75 th Percentile*	NRC Average (Top 10%)	Current YTD	3 Months
Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?	78.6%	87.7%	85.3% PR-93	84.5% PR-91

Inpatient Overall			
Qtr 4 2021	Qtr 3 2021	Qtr 2 2021	Qtr 1 2021
84.4%	84.9%	85.8%	85.75%

References

Koloroutis, Mary (2004). *Relationship-Based Care: A Model for Transforming Practice*. Minneapolis, MN: Creative Health Care Management, Inc.

Structural Empowerment

CAREER PATHWAY PROGRAM

The Career Pathway Program was developed to help our registered nurses explore and pursue their professional and career goals. The program prepares nurses to take on new opportunities within the PIH Health system, with a focus on three areas: specialty departments, leadership and education. The Career Pathway Program provides an overview of each area, shadowing opportunities and easy to follow guidelines with recommended educational and professional opportunities.

Specialty Departments

Cardiology
Care Management
Cath Lab
Critical Care
Dialysis
Emergency Department
Gastrointestinal Services
Home Health
Hospice

Infection Prevention

Informatics
Infusion Center
Interventional Radiology
Labor and Delivery
Maternal Newborn
NICU
Oncology Program
Quality Management
Same Day Surgery
SAU/Surgery/PACU

Leadership

Assistant Clinical Director
Clinical Director/Manager
Designated Charge Nurse
House Supervisor

Education

Clinical Educator
Mentor
Preceptor

COVID-19 PARTNERSHIP COUNCIL

The COVID-19 Partnership Council was developed during the pandemic and included nurses, CNAs and nursing leadership from the COVID-19 cohort units. The council brought nursing teams together to discuss issues that arose and to problem solve and develop plans to ensure that all healthcare teams collaborated to improve the care provided to our COVID-19 patients and families. Some of the successes identified through the council included solutions such as ensuring staff had access to the Plaza Tower elevators, changing meal delivery times and increasing the inventory level for scrubs before the night shift. Other successes included identifying changing rooms and showers for staff members who wanted to shower before going home to their families. Equipment needs were identified and additional vital sign machines, isolation carts and larger trash receptacles were purchased. Workflow changes were identified and implemented to assist with patient care. These changes included dieticians calling patients to review menu choices and an increase in respiratory care practitioners to provide support to COVID-19 patients.



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RN RESIDENCY PROGRAM

Graduation from nursing school and entry into the workforce is an exciting time in each nurse's career. Choosing the right organization to "start your career" can sometimes be a challenge. You may ask yourself, "Which option is the best for me?"

Here at PIH Health Whittier Hospital (PHWH) we have diligently worked towards providing the newly graduated nurse with the opportunity to engage with other new graduates through a program called Nurse Residency.

Nurse Residency was created to provide ongoing clinical and emotional support in the first year of practice. The program gives new graduates a forum to share thoughts, feelings, concerns and clinical experiences. Through the process of sharing, new graduates are empowered with the understanding that the challenges experienced during transition from school to practice are "normal." Ongoing clinical education is provided by discussions of common disease processes, legal aspects of care, and end of life issues in combination with case study evaluations. Each year we invite the new graduate nurses who have completed their first year of practice to share what they have learned with those coming up behind them. This provides useful common sense tips to ease the transition process. Entry into the Nurse Residency Program begins after New Hire Orientation and Preceptorship is completed. Residency is modular so that entry can begin at any point during the calendar year. Residency is considered to be an actively evolving program as each year input is sought from those who are in the program to help develop better methods to meet the new graduate's needs.

The answer to our original question, "Which option is the best for me?" Let PIH Health be the choice for you as you strive towards success in your nursing career. Please join us for the journey of a lifetime.



2020-2021 NURSE RESIDENCY SCHEDULE	
October	End of Life / Oncology / Respiratory Care
November	Pain Management
December	Dark due to COVID-19 Surge
January	Dark due to COVID-19 Surge
February	Dark due to COVID-19 Surge
March	Skin Care / Wound Vacuum
April	Simulation / Skills
May	Tales from the Bedside
June	Failure to Rescue / Cardiac Care
July	Respiratory / CIWA / Surgical Care
August	Simulation / Skills
September	Dark due to COVID-19 Surge



DAISY AWARD

The DAISY Award is an international program that rewards and celebrates the extraordinary compassionate and skillful care provided by nurses every day. PIH Health Whittier Hospital is pleased to be a DAISY Award partner, recognizing our nurses with this special honor.

The DAISY Foundation was established in 1999 by the family of J. Patrick Barnes who died of complications of the autoimmune disease Idiopathic Thrombocytopenia Purpura (ITP) at the age of 33. DAISY is an acronym for Diseases Attacking the Immune System. During Pat's eight-week hospitalization, his family was awestruck by the care and compassion his nurses provided not only to Pat but also to everyone in his family. One of the goals they set in creating a Foundation in Pat's name was to recognize extraordinary nurses everywhere who make an enormous difference in the lives of so many people by the superhuman work they do every day. To find out more about the program, please visit [DAISYFoundation.org](https://www.daisyfoundation.org).



2021 DAISY AWARD WINNERS	
Honoree	Month of Recognition
Donald Wu – Emergency Department	February 2021
Angelica Cortes – 4 Plaza	March 2021
Christian Simbulan – NICU	April 2021
Louise Mitchell – NICU	May 2021
Lisa Francis – Outpatient GI Center	May 2021
Savannah Sickler – 1 Tower	August 2021
Jamie Harrison – LDRP	September 2021

PROFESSIONAL ENRICHMENT PROGRAM 2021

We want our Registered Nurses to know that we appreciate all they do to make our hospital exceptional!

The Registered Nurse (RN) professional enrichment program (PEP) is designed to promote staff empowerment and autonomy. It is established to enhance professional growth and development, reward achievement and hard work, contribute to the recruitment and retention of qualified staff and align with nursing strategic plan initiatives.

Projected benefits include enhancing patient care, improving nursing professional identity, motivating individual growth and achievement, increasing job satisfaction, and recognizing clinical expertise.

CONGRATULATIONS TO OUR 2021 PROFESSIONAL ENRICHMENT PROGRAM PARTICIPANTS			
RN Name	Department	RN Name	Department
Monique Dovalina Mendoza	2 Tower	Kayla Simmons	4 Tower
Briana Martinez	3 Tower	Camille Berberabe	CCC
Jacqueline Ontiveros	3 Tower	Rebekah Brackett	CCC
Christopher Santos	3 Tower	Cecilia Dong	CCC
Tiffany Besch	Infusion	Alexis Kim	CCC
Michelle Le	Infusion	Kimberly Ramirez	CCC
Jasmin Martin	Infusion	Justine Yu	CCC
Colin Mitchell	Infusion	Graciela Arriaga	ED
Jessica Moody	Infusion	Shawna Smith	ED
Melissa Duldulao	Infusion	Elizabeth Weimer	ED
Christopher Zych	Infusion	Melanie Coppola	ED
Stephanie Chung	4 Plaza	Julie Anderson	ED
Angelica Cortes	4 Plaza	Hans Linnemann	ED
Kyle Hansen	4 Plaza	Alma Erica Smith	ED
Tracey Krause	4 Plaza	Jennifer Lao	ED
Laura Rosario	4 Plaza	Candace Higgs	ED
Melissa Torres	4 Plaza	Katelyn Hatmaker	ED
Samantha Martin	4 Plaza	Tiffany Brooks	ED
Amy Kha	4 Plaza	Sondra Harris	ED
Shannon Angulo	NICU	Tammy Gonzalez	ED
Christina Dickes	NICU	Angelica McNeely	ED
Lori Ann Estrada	NICU	Victoria Chuchua	ED
Maureen Campbell	NICU	Kanjuei Dai	ED
Lisa Burns	4 Tower	Alejandro Garcia	ED
Savanna Gilson	4 Tower	Annie Bolander	ED
Meghan Nanfria	4 Tower	Emma Hurtado	ED

CERTIFICATIONS

Certification is an indication of skill and professionalism in any field. Achieving certification in a specialty area of nursing is a statement that a nurse has pursued specialized knowledge and skill to care for a specific patient population. Evidence also demonstrates that it can lead to greater respect by peers, confidence, clinical competence, and job satisfaction. All of these attributes prepare nurses to excel in nursing practice.

PIH Health Whittier Hospital celebrates nurses pursuing certification and recertification in their specialty.

2020-2021 CERTIFICATIONS – NEW AND RECERTIFYING		
Department	Name	New Certification or Re-Certification
CCC	Amaya, Maria	CCRN
CCC	Brackett, Rebekah	CCRN
CCC	Gonzalez, May	CCRN, SCRN
CCC	Kwun, Eun Jae	CCRN
CCC	Lamon, Sherri	CCRN-K
CCC	Ludwig, Tamara	AG-CNS, CCRN
CCC	Sano, Graciela	CCRN
CCC	Yan, Gina	CCRN-CSC
CCC	Young, Catherine	CCRN
4 Tower	Simmons, Kayla	OCN
4 Tower	Nguyen, Terry	OCN
4 Plaza	Carmona, Jennifer	CMSRN
4 Plaza	Guinto, Leah	CMSRN
4 Plaza	Heidbrink-Moore, Jan	CMSRN
4 Plaza	La Torre, Patricia	CMSRN
4 Plaza	Torres, Melissa	CMSRN
ED	Martinez, Sandy	Board Certified Emergency
ED	Bradford, Brittany	CEN
ED	Chu, Connie	CEN
ED	Chuchua, Victoria	CEN
ED	Cruz, Jennifer	CEN
ED	Dai, Kang	CEN
ED	Martinez, Julie	CEN
ED	Russell, Carla	CEN
ED	Brooks, Tiffany	MICN
ED	Candal, Alina	MICN

2020-2021 CERTIFICATIONS – NEW AND RECERTIFYING

Department	Name	New Certification or Re-Certification
ED	Garcia, Laura	MICN
ED	Hatmaker, Katelyn	MICN
ED	Higgs, Candace	MICN
ED	Holmes, Beatrice	MICN
ED	Lao, Jennifer	MICN
ED	Rey, Elnora	MICN
ED	Rodriguez, Tricia	MICN
ED	Smith, Shawna	MICN
ED	Wild, Christina	MICN
GI Services	Chen, Lillybelle	CGRN
GI Services	Patel, Saryu	CCRN-K
GI Services	Thi, Victoria	BSN
L&D	Sawyer, Cynthia	RNC-OB
MNB	Aguilar, Melissa	RNC-MNN
L&D	James, Maridel	RNC-MNN
L&D	Obenberger, Sandy	RNC-OB
L&D	Stover, Sheri	RNC-OB
L&D	Tello, Valerie	RNC-OB
NICU	Dix, Mary	RNC-NIC
NICU	Godoy, Jessica	NTMNC
NICU	Mitchell, Louise	RNC-NIC
NICU	Nguyen, Christine	RNC-NIC
Infusion Center	Besch, Tiffany	OCN
Infusion Center	Le, Michelle	OCN
Infusion Center	Martin, Jasmin	OCN
Infusion Center	Macedo-Pizano, Palmira	OCN
Infusion Center	Oswald, Julie	OCN
Infusion Center	Taguinod, Genevieve	AOCNP
Quality	Alcazar, Maria	CPN-Certified Pediatric Nurse
Quality	Lee, Aimee	NP-C

FORMAL EDUCATION CONGRATULATIONS

Research has shown that a highly educated nursing workforce is better equipped to provide high-quality, safe care. One of the key recommendations identified in the Institute of Medicine's 2010 report, "The Future of Nursing: Leading Change, Advancing Health," included having at least 80 percent of nurses in the United States with a bachelor's degree or greater by 2020. The report noted that following these recommendations leads to better outcomes for patients, lower costs and improved interprofessional collaborations.



PIH Health has always supported lifelong learning and advanced education as evidenced by the numerous PIH Health Foundation scholarships awarded over past years and the continued funding of tuition reimbursement. This year we are proud to congratulate these nurses on their educational accomplishments.

Doctor of Nursing Practice

Pangelinan, Abigail – Education Department

Masters of Science in Nursing

Carlson, Savannah – 4 Tower
Chang, Amy – Education Department
Dai, Kang – Emergency Department
De Sisto, Travis – Emergency Department
Fuentes, Maria – 2 Tower
Henderson, Ansley - Critical Care Center
Ives, Rhodora – Quality Department
Jeong, Ye Kyung – 2 Tower
Johnson, Kaylee Noel – 3 Tower
Le, Michelle – Infusion Center
Lee, Aimee – Quality Department
Llamoca, Jessica – Renal Telemetry
Lopez, Ashley – Quality Department
Martinez, Sandy – Emergency Department
Mason, Amy – 3 Tower
Mercado, Alejandra – Critical Care Center
Ngo, Cindy – Emergency Department
Paulson, Nicole – 3 Tower
Reams, Courtney – Education Department

Bachelor of Science in Nursing

Aguilar, Melissa Ann – Maternal Newborn
Alba, Regina - Critical Care Center
Arellano, Denise – 4 Plaza
Barsoum, Maggie – 1 Tower
Berezowski, Dagmara – 4 Tower
Campos, Amelia – Critical Care Center
Cano, Alyssa – 3 Tower
Cardenas, Genevieve – 1 Tower
Carmona, Jennifer – 4 Plaza
Cessna, Shannon – Neonatal Intensive Care Unit
Chege, Margaret – 1 Tower
Cornejo, Horacio – 2 Tower
Cotroneo, Samantha – 4 Plaza
DeGuzman, Jerick – 3 Tower
DuBon, Sharine – Renal Telemetry
Garcia, Alejandro – Emergency Department
Garcia, Deisi – 3 Tower
Ha, Seungmi – Emergency Department
Harrison, Grecia – 1 Tower
Hollister, Dakota – 4 Tower
Lopez, Jordan – 2 Tower
Lovett, Lucille – 1 Tower
Luna, Teresita – 4 Plaza
Mateos, Diana – 4 Tower

McNeely, Alyssa – 4 Plaza
Mendoza, Destiny – 2 Tower
Menrad, Julia – Critical Care Center
Molina, Clarissa – 2 Tower
Natividad, Andrew – 2 Tower
Ngo, David - Hemodialysis
Ommen, Darlene – Critical Care Center
Ortega, Frances – 3 Tower
Pantoja, Denise – 2 Tower
Porraz, Breanna – 4 Tower
Quiroz, Eddie – Emergency Department
Racancoj, Monique – 2 Tower
Ramirez, Celeste – 4 Tower
Rivera, Jenae – Renal Telemetry
Sanchez, Joshua – 3 Plaza
Soto, Cynthia – 4 Tower
Stark, Katelyn – 4 Plaza
St. Pierre, Sara Marie – 3 Plaza
Sumawiganda, Angelica – 4 Tower
Thi, Victoria – GI Services
Van Der Wal, Christy – Labor and Delivery

Associate Degree in Nursing

Marquez, David – 3 Tower
Navarro, April – 4 Tower
Rice, Rabeca – 1 Tower
Suarez, Desiree – 3 Tower

NURSES WEEK

Every year in May, PIH Health Whittier Hospital (PHWH) celebrates Nurses Week to recognize nurses throughout the organization. The week is an opportunity to acknowledge and thank nurses for their tireless commitment to help patients every day. Celebrating nurses has been a tradition at PHWH for decades. The first national Nurses Week occurred October 11-16, 1954 to celebrate the 100th anniversary of Florence Nightingale's mission in the Crimean War. Then in 1982, a joint resolution by the United States Congress, in conjunction with the American Nurses Association (ANA), designated May 6 as a National Recognition Day for Nurses. Finally, in 1990, the ANA expanded Nurses Day into Nurses Week by ending the week-long celebrations on May 12, Florence Nightingale's birthday.

Nursing has always been a challenging yet rewarding and trusted profession. In 2021, the COVID-19 pandemic tested nursing as a profession but our nurses at PHWH demonstrated their resilience through tireless work on the front lines to ensure that the people in our community were provided with exceptional care. The pandemic has definitely taken its toll on nurses' physical and mental health, but the contribution of nurses during the pandemic has been remarkable as evidenced by their response to the demands of the pandemic—setting up testing protocols, working the front line in COVID-19 units, supporting their colleagues, providing education, administering vaccinations and so much more.

Celebrating Nurses Week during COVID-19 was challenging yet crucial. Week-long celebrations of nurses' contributions last year were more meaningful than any other year as nurses worked exhaustively through circumstances that were unimaginable: dealing with shortage of personal protective equipment, being flexible with new processes, working longer hours, learning about new medications and new treatment options related to COVID-19 that continuously evolved. The devastation of unprecedented rates of infections and death of patients and co-workers affected the nursing workforce. Yet, in the midst of all the chaos of the pandemic, nurses were celebrated with small gestures and large ones. There was a newfound appreciation for nursing and nursing leadership at PIH Health during Nurses Week, and every week.

FOUNDATION SCHOLARSHIP/PATRICIA AND JOHN SCHEIFLY SCHOLARSHIP LUNCHEON

PIH Health Whittier Hospital supports higher education for nurses through scholarships. Since 2004, PIH Health Whittier Hospital has provided 487 nurses with scholarships at a total of \$1.68M to further their knowledge and careers. Community members supported the scholarship funds through past PIH Health Golf Tournaments and specific directed donations. The 2021 recipients were:

Scheifly Scholarships Recipients

Jena Burgos CNA
Nathaniel Calzada CNA
Dakota Hollister, Student Nurse
Clarissa Molina, Monitor Technician

Foundation Scholarship Recipients

Melissa Aguilar RN
Destiny Mendoza RN
Jolin Pham RN
Jenae Rivera RN

Bill Tubbs Memorial Scholarship **Amy Chang** RN



Coffee and cookies were distributed to Nursing Units during appreciation week.



Empirical Outcomes

CLEAN HANDS SAVE LIVES

Hand hygiene is the single most effective way to prevent hospital-acquired infections as it prevents the spread of organisms from one patient to another. Back in 2020, PIH Health adopted the World Health Organization's 5 Moments for Hand Hygiene model. It defines the key moments when healthcare workers should perform hand hygiene:

- Before touching a patient
- Before performing any clean/aseptic procedures
- After body fluid exposure/risks of exposure
- After touching a patient
- After touching patient surroundings

The Clean Hands Save Lives graphic can be viewed on hospital digital monitors and in the elevators reminding all staff, patients and visitors to thoroughly clean their hands using soap and water or alcohol rub.

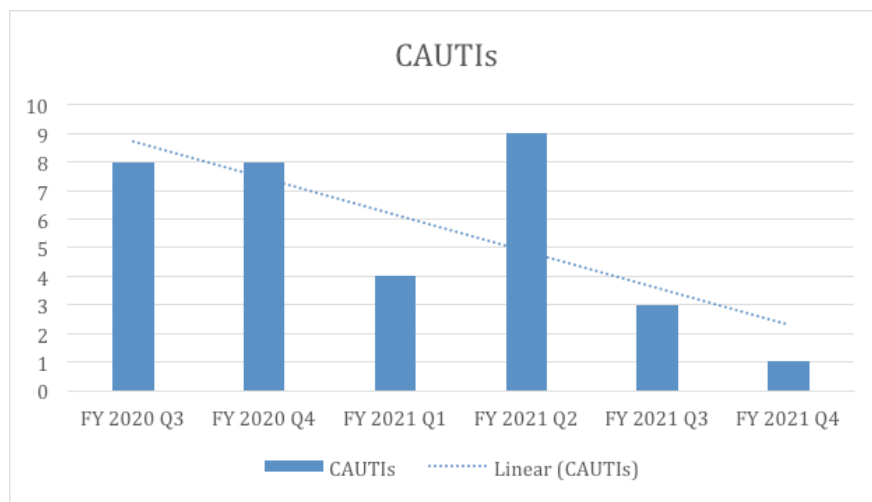


CATHETER-ASSOCIATED URINARY TRACT INFECTIONS (CAUTI)

With the help of our Hospital-Acquired Infection (HAI) Champion Team, we significantly reduced our CAUTI rate in 2021. Through bedside indwelling catheter audits, knowledge gaps involving catheter maintenance were identified. These gaps in knowledge included:

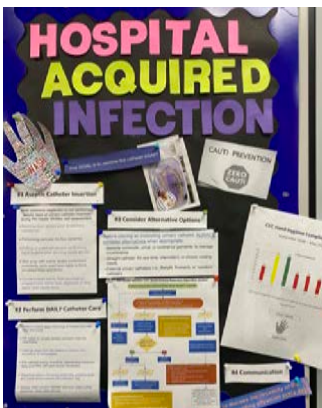
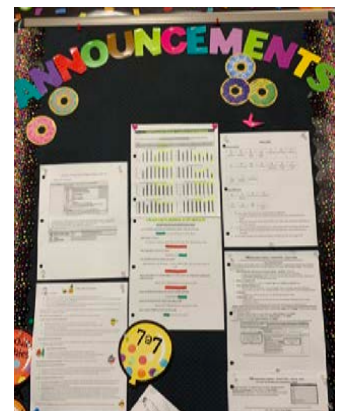
- The importance of removing the indwelling catheter when no longer indicated
- Maintaining a sterile system by preventing the breakage of the red seal
- Preventing the backflow of urine by managing dependent loops

The Infection Prevention team educated staff during the quarterly staff education meetings. The graph below shows the downward trend of CAUTIs over the past year. The diligence of the frontline staff in combating the rise in this HAI is commendable. WAY TO GO!



HOSPITAL-ACQUIRED INFECTION (HAI) CHAMPION

In 2021, Infection Prevention and Nursing teams selected “HAI Champions” for each nursing unit to develop and provide customized education to their teams. HAI Champions have strong communication skills, knowledge of HAIs, a willingness to learn and enthusiasm about the topic. These nurses promote and lead HAI prevention initiatives by educating colleagues, solving problems and engaging across all levels of leadership. The HAI Champions educate their departments on infection rates and basic infection prevention compliance practices. The participating nurse may also earn Professional Education Points (P.E.P.).



The focus this past year has been to address the root cause of our increased catheter-associated urinary tract infections (CAUTI). The Infection Prevention team created an audit tool to conduct bedside audits of maintaining indwelling catheters. They then rounded on units using this tool and provided real-time education to nursing staff. HAI Champions were also trained on how to use the audit tool and began auditing indwelling urinary catheters as well. This data was collected and shared with each department through the HAI Champions.

THE CENTERS FOR MEDICARE AND MEDICAID SERVICES (CMS) OVERALL STAR RATING

The CMS overall star rating for hospitals summarizes quality information across five areas into a single-star rating for each hospital. The five areas evaluated include:

- Mortality
- Safety of Care
- Readmission
- Patient Experience
- Timely and Effective Care

The overall rating shows how well each hospital performed on quality measures compared to other hospitals in the U.S. The more stars, the better a hospital performed. In 2021, PIH Health Whittier Hospital received five stars! This is a reflection of the great care provided by all staff at PHWH.

FALLS

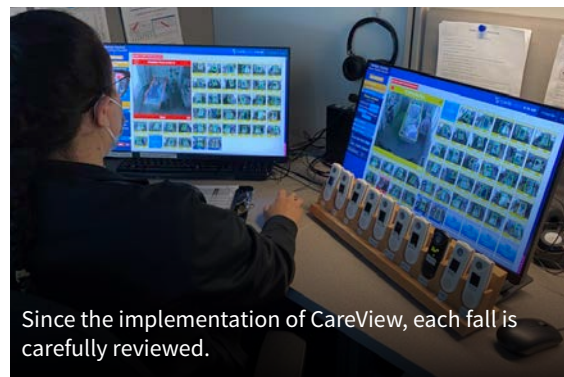
Each year, somewhere between 700,000 and 1,000,000 people in the United States fall while hospitalized (National Council on Aging, 2021). PIH Health Whittier Hospital (PHWH) stands true to our vision of Patients First by constantly striving to keep patients safe and free from harm. In April 2021, CareView, a predictive patient monitoring system that promotes fall prevention in hospitals, was implemented in most of our Medical/Surgical units. Research shows the average time from the bed to a fall is two minutes. CareView monitoring allows valuable time for nurses to intervene and prevent falls. The use of the continuous video monitoring as an adjunct tool to a fall prevention program has had a positive impact on patient safety through fall reduction and injury prevention.

- Fall rate decreased from:
 - » 2.41 per 1000 patient days (April 2020-April 2021) to
 - » 1.52 per 1000 patient days (May 2021-August 2021)
- Fall with moderate or greater injury decreased from:
 - » 0.07 per 1000 patient days (April 2020-April 2021) to
 - » 0.04 per 1000 patient days (May 2021-August 2021)

Since the implementation of CareView, each fall is carefully reviewed. We determined that most patients would have qualified for CareView before the fall. Risk factors included but were not limited to:

- Confusion
- Impulsivity
- Unsteady gait
- Non-adherence to safety instruction such as getting out of bed (OOB) without calling/setting off bed alarm

We have had two patients fall while on CareView. Both patients were sitting at the edge of the bed and slipped to the floor.



Since the implementation of CareView, each fall is carefully reviewed.



HOSPITAL-ACQUIRED PRESSURE INJURY

During the pandemic, the wound care team was tasked to assist with wound care treatment and prevention specifically related to personal protective equipment (PPE) and respiratory devices.

The first request came in from staff due to the long hours of wearing N95 masks. Our team researched and tested different dressings that would keep staff safe and prevent breakdown without disruption of the N95 mask seal. We were able to order new dressings and get them to the frontline staff immediately.

The second request was addressing skin breakdown our patients were experiencing from wearing a variety of respiratory devices for extended periods. Working alongside the respiratory and the critical care teams, we devised a treatment plan for padding using dressings to prevent breakdown under endotracheal tubes and BiPAP masks. Prone became a challenge as our bodies are not designed to be placed in one position for extended periods and we started to see an increase in Hospital Acquired Pressure Injuries (HAPIs). Working with the Critical Care team, we fine-tuned our prone process for intubated patients using a prone bundle kit, implementing an order set and modifying the prone length of time to minimize HAPIs. We successfully trialed the Z-flex pillow, which assists in prone patients by offloading the face to minimize pressure.

Specialty beds ceased to be available due to supply chain shortages. Our team was assigned by the Command Center to track and triage which patients received specialty beds. Our team modified the ordering process, tracked new requests daily and triaged our current stock of specialty beds (Citadel 200 and Citadel plus bariatric).

The wound care team worked alongside the Wound Healing Center and created a treatment team consisting of an LVN paired with an RN to assist with complex wound care and wound care evaluations. Working as a team and collaborating on solutions made a significant difference in the lives of our patients.

PHWH Post-Acute Services

INCREASING ACCESS TO HOME HEALTH SERVICES

PIH Health expanded its Home Health program to reach communities in the Los Angeles area serviced by PIH Health Good Samaritan Hospital. In March 2021, the program added 11 Los Angeles County zip codes to its geographic area. PIH Health Home Health continues to grow with plans to expand services to additional Los Angeles and San Bernardino County communities.

Home Health and Hospice Fiscal Year 2021

- Home Health and Hospice saw 8,800 patients
- Conducted 137,477 visits in the home – that's 376 patients a day!
- Home Health admissions: 6,308
- Hospice admissions: 508

REMOTE PATIENT MONITORING

PIH Health Home Health offers Remote Patient Monitoring (RPM) as an additional layer of support for those patients that are at high-risk for emergent care and hospitalizations. While enrolled in the RPM program, patients are provided a simple care plan and daily routine to follow using a dedicated tablet and wireless monitoring device. PIH Health's nursing team monitors patients' vital signs, symptoms, medications and more, coordinating care with their caregivers and physicians. Through RPM, PIH Health can ensure patients receive the care they need, when they need it.



PIH Health Home Health offers Remote Patient Monitoring (RPM) as an additional layer of support for those patients that are at high-risk for emergent care and hospitalizations.

Telehealth Home Health and Hospice Visits

The COVID-19 pandemic challenged the standard model of patient care for Home Health and Hospice. Due to fears of COVID-19, some patients who did not require hands-on patient care requested a nursing visit via telehealth. The Home Health or Hospice nurse utilized the Doxy.me platform to perform patient assessments and education via live video. This ensured connection to their healthcare provider, providing a safety net for patients in the community that were quarantined or homebound for other reasons.

Wound Management

Documentation is integral to nursing care and especially to wound management. In addition to accurate and frequent measurements, photographs provide a visual narration of a wound's healing status. For Home Health and Hospice nurses, the process of taking a photograph with a traditional camera and then getting that photograph into a patient's medical record in a timely manner, was a challenge. To ease this burden, the Vocera camera application is now utilized by visiting nurses to capture photographic images of patient wounds with a smartphone. The image is immediately and securely transmitted to a designated receiver in the Home Health and Hospice office who uploads the images to the electronic medical record. This has resulted in better care for patients, as well as decreased drive time, mileage and print costs while improving nursing satisfaction and timeliness of wound photographs.



Tribute to PIH Health Whittier Hospital Nurse Retirees

A special thank you to all of our nurse colleagues who retired this year. Their knowledge and dedication made a difference in the lives of countless community members.

THANK YOU, RETIREES!		
Name	Month Retired	Department
Failla, Sue Soo	October 2020	NICU
Grams, Michele	November 2020	Nursing Administration
Kho, Naziat	December 2020	1 Tower
Cook Debra	January 2021	NICU
Corson, Linda	April 2021	Labor & Delivery
Stallings, Joni	April 2021	Labor & Delivery
Blaes, Marjorie	June 2021	Labor & Delivery
Nelson, Sharon	July 2021	Hospice House
Veiga, Deborah	August 2021	Hospice House
Thornburg, Sharon	September 2021	PACU Recovery Room

