

2023

NURSING
ANNUAL
REPORT



PIH HEALTH GOOD SAMARITAN HOSPITAL

A Tradition of Caring for the Community

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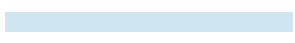
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Who We Are



A Message from the Chief Nursing Officer

As we look back on another impactful year, I am honored to address each of you, our nursing family's dedicated and compassionate members. This year has brought forth numerous challenges, triumphs, and opportunities for growth. I am immensely proud of the collective efforts that have shaped our journey.

OUR COLLECTIVE ACHIEVEMENTS

Our achievements this year have been remarkable and underscore the dedication and resilience of our nursing team. By achieving and exceeding patient care goals, reducing patient length of stay, decreasing hospital-acquired infections, improving proficiency with the new electronic medical record, negotiating new bargaining union contracts, and a successful triennial accreditation survey, you have played an integral role in our shared success. Your commitment to excellence has elevated the standard of care we provide and strengthened the bonds within our nursing community.



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

THE CHANGING LANDSCAPE OF THE NURSING WORKFORCE

The nursing workforce is evolving and we have adapted to these changes with agility and foresight. The dynamic nature of healthcare requires us to be flexible in our approach, and I commend each of you for embracing the evolving roles and responsibilities that come with these changes. Our ability to navigate the shifting landscape of healthcare speaks volumes about our resilience and commitment to remaining at the forefront of nursing excellence. I want to express my sincere appreciation for Nursing's involvement with patient care rounds, adaptability to unit openings and closures caused by volatile census, and adoption of a hybrid unit approach to optimize patient throughput.

EXTERNAL FORCES INFLUENCING THE NURSING WORKFORCE

As we reflect on the year, it is crucial to acknowledge the external forces that have influenced our profession. Whether it was technological advancements, policy changes, or global health challenges, each external force has allowed us to learn, grow, and adapt. Our collective response to these external influences has been commendable, reinforcing our position as leaders in the nursing community.

NURSING DEMOGRAPHICS

Our nursing community is a tapestry of generational, cultural, and tenorial diversity. Understanding and appreciating the unique strengths that each generation brings to the table enriches our collaborative efforts. Our commitment to mentorship and knowledge-sharing ensures that the wisdom of our more experienced members is passed down to the next generation, fostering a culture of continuous learning and growth.

In closing, I sincerely thank each of you for your steadfast dedication to the nursing profession and our collective PIH Health vision—Patients First. As we look ahead to the coming year, let us continue to stand united, celebrating our successes, embracing diversity, and navigating the ever-evolving healthcare landscape with grace and resilience.

With the utmost appreciation,



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.

A Diverse Team with a Tradition of Caring

As we reflect on PIH Health Good Samaritan Hospital's diverse nursing team, we can't help but remember that The Hospital of the Good Samaritan, as it was originally named, has a well-established history of pushing boundaries and staying at the forefront of inclusion. Director of Laboratory and Pathology Services, Kathy Yoshimura MT ASCP has spent the last forty years of her career supporting the excellent work nurses do at PIH Health Good Samaritan Hospital to help drive patient care. Kathy shares her memories of PIH Health Good Samaritan Hospital's diverse tradition of caring:



The history and practices of PIH Health Good Samaritan Hospital exemplify a strong commitment to cultural diversity, compassionate care, and innovation in addressing healthcare challenges. Vera Mae Lee's graduation from Bishop Johnson College of Nursing in 1954 is one example of the hospital's early recognition of the importance of diversity in healthcare. Her recognition as School Nurse of the Year for the state of California in 1991 further highlights the hospital's dedication to recognizing and honoring the contributions of individuals from diverse backgrounds.



In the 1990s, as the Korean community in Downtown Los Angeles and its surrounding areas grew, PIH Health Good Samaritan Hospital took a proactive approach to establish relationships with the Korean community for labor and delivery services that met the community's specific needs. The emphasis on providing nursing staff proficient in the Korean language and versed in cultural norms and values associated with childbirth reflects a holistic approach to patient care that goes beyond medical treatment—it provided a human touch to caring.



The United States has experienced nursing shortages throughout various decades of the twentieth century, which prompted healthcare organizations to think outside of the box. The recognition of nursing shortages in the mid-to-late 1980s and 1990s, and the decision to recruit nurses from countries like India and the Philippines showcases the hospital's innovative thinking and determination to maintain a high standard of care. The success of this recruitment effort underscores the effectiveness of the strategy, with many nurses still employed from that initiative.

Photos as originally taken by the Hospital of the Good Samaritan and published in PIH Health Good Samaritan Hospital history book.

The hospital's motto, "A Tradition of Caring," is reflected in its actions, encompassing not only a commitment to patients, but also extending care to its employees. This approach creates a positive and supportive work environment, fostering a sense of community and dedication among the hospital staff. From its early recognition of the need for innovative recruitment strategies during critical staffing shortages and its commitment to employee well-being, PIH Health Good Samaritan Hospital's history paints a picture of a healthcare institution dedicated to providing compassionate care. This legacy contributes to the hospital's reputation, and more importantly, to the well-being of the communities it serves. As we look ahead to the coming years, we continue our commitment to a tradition of caring. Throughout the Nursing Annual Report, you will learn about some of the great care our PIH Health Good Samaritan Hospital nurses provide and how their diverse backgrounds influence the care they provide.



Vera Mae Lee RN graduation photos from 1954

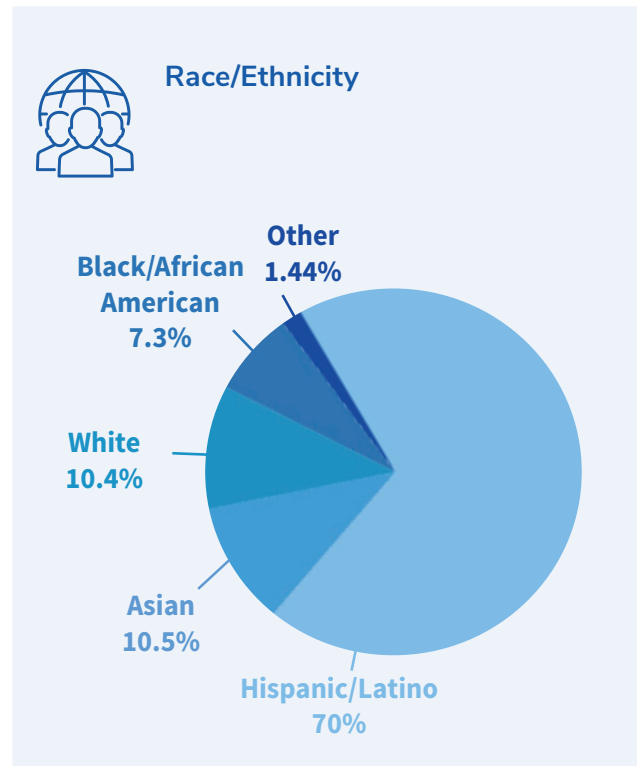
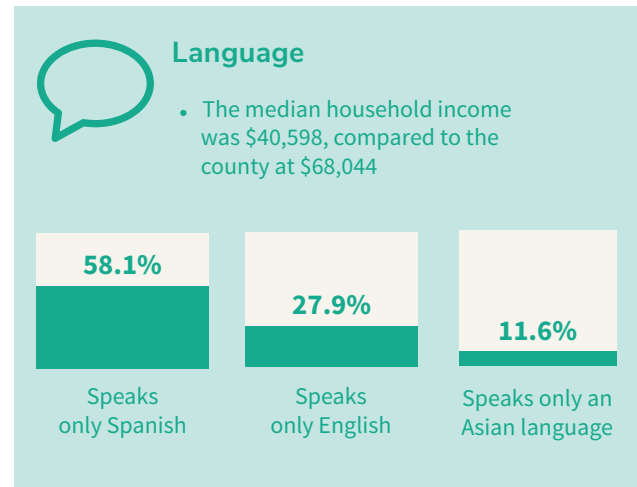
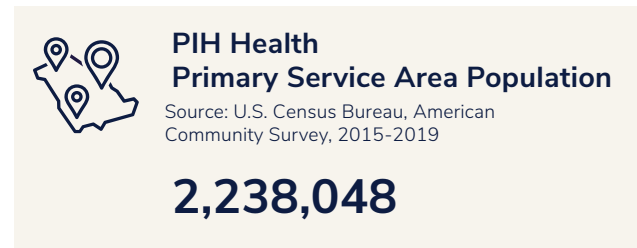


Our Patients & Community



Demographics

PIH Health Good Samaritan Hospital serves a diverse and complex population located in Los Angeles County Service Planning Areas (SPA) 4 and 6. Each SPA has a different mix of social determinants of health that affect a wide range of health-functioning and quality-of-life outcomes. The U.S. Department of Health and Human Services identifies social determinants of health to include economic stability, education access and quality, healthcare access and quality, the environment, and other social/community context. This section describes the various social determinants of health, which impact the communities in SPAs 4 and 6 as well as pose significant challenges in improving the health of the community.



EMERGENCY DEPARTMENT RATES

PIH Health Good Samaritan Hospital Emergency Department (ED) is comprised of 12 monitored beds, eight fast track beds, four designated behavioral health beds, and a disposition room for rapid discharges. The ED treats over 47,000 patients annually, averaging about 130 visits per day. The top five diagnosis treated in the ED are: signs and symptoms of abdominal pain and chest pain, abnormal clinical laboratory findings, injuries/poisoning, diseases of respiratory system, and diseases of musculoskeletal system and connective tissue. Additionally, the ED is a ST Elevation Myocardial Infarction (STEMI) receiving center, Primary Stroke Center, and a Safe Surrender designation. Approximately 28% of the ED volume in 2023 was comprised of lower acuity patients, which could have otherwise received care in outpatient clinics if there were sufficient access to care in SPAs 4 and 6.



Educational Attainment

- 35.3% of the population over 24 years of age did not receive a high school diploma or higher



Age

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



Emergency

- 14.9 - 17.9% of residents visited an emergency department
- PIH Health Good Samaritan Hospital had 44,175 visits in 2021



Delayed or Did Not Get Care

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



Life Expectancy in Los Angeles County

82.4 years



Birth Rates

- 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
- The teen birth rate in the service area is 27.6 per 1,000 females, ages 15-19
- In 2021, there were 1,583 total live births by date of discharge



Inpatient Admissions

- 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



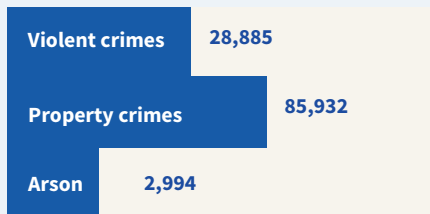
Pre-Natal Care

- 79.1% of pregnant women started prenatal care on time in the 1st trimester



Crime and Violence

- 17,084 domestic violence calls were received
- 100% of those calls involved a weapon

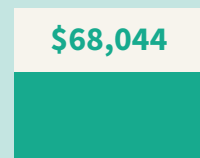


- In 2020, there were 28,885 violent crimes, 85,932 property crimes, and 2,994 arsons
- 67.1 - 75.9% felt safe from crime most or all of the time in their neighborhoods

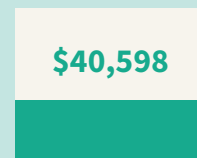


Household Income

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



Los Angeles County



PIH Health Good Samaritan Hospital Service Area



Disabled Persons

- 9.6% of the population have disabilities

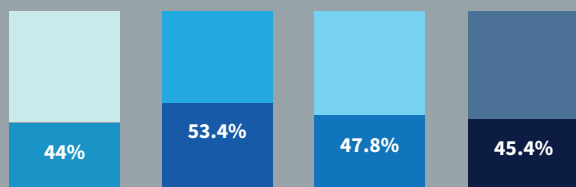


Air Quality

- In 2019, the annual average fine particulate matter concentration (air pollutant) was 11 mcg/m3



Adults Who Did Not Receive Needed Mental Health Care



- 44% in SPA 4 and 53.4% in SPA 6 sought help from their primary care provider or other professional (counselor, psychiatrist, or social worker), but did not receive treatment in the past 12 months.

Source: California Health Interview Survey, 2019-2020



Food Insecurity

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



Health Insurance Coverage

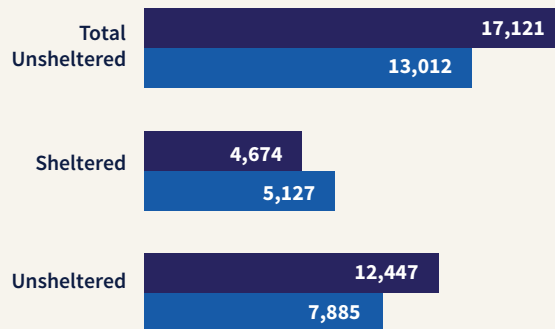
- 88.6 - 88.9% of residents had health insurance (Healthy People 2020 goal is 92.2%)



Unsheltered vs. Sheltered

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

- Service Planning Area 4
- Service Planning Area 6



Source: Los Angeles Homeless Service Authority, 2013, 2015, 2018, 2020 Greater Los Angeles Homeless Count.



Residents Living in Poverty

- 27.1% live in households with incomes less than 100% of the Federal Poverty Level



Unemployment

- 12.9% of the population are unemployed



Childcare Access

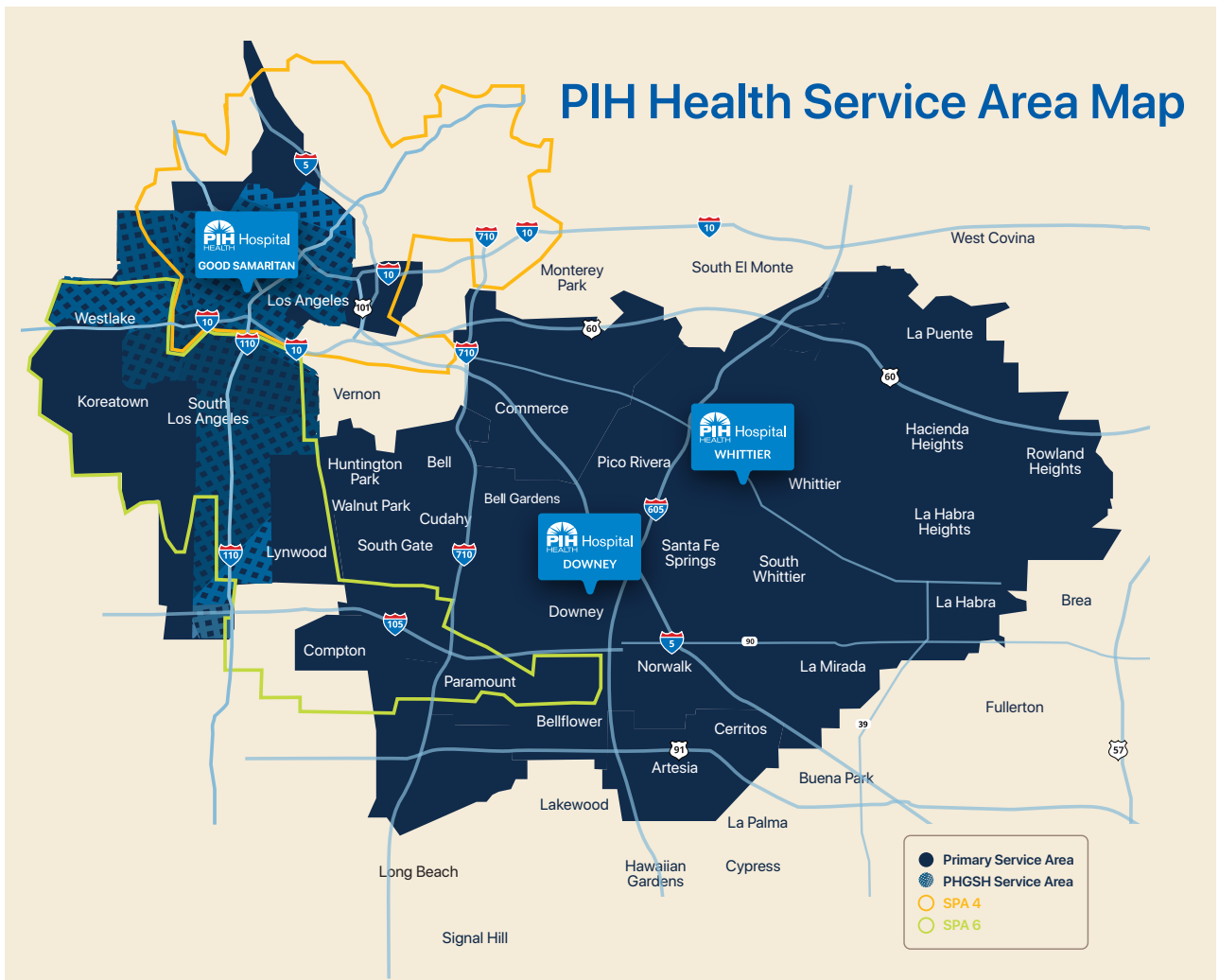
- 7.2 - 7.7% of adults were not able to attain childcare for one week or longer



Transitional Care Unit (TCU) Admissions

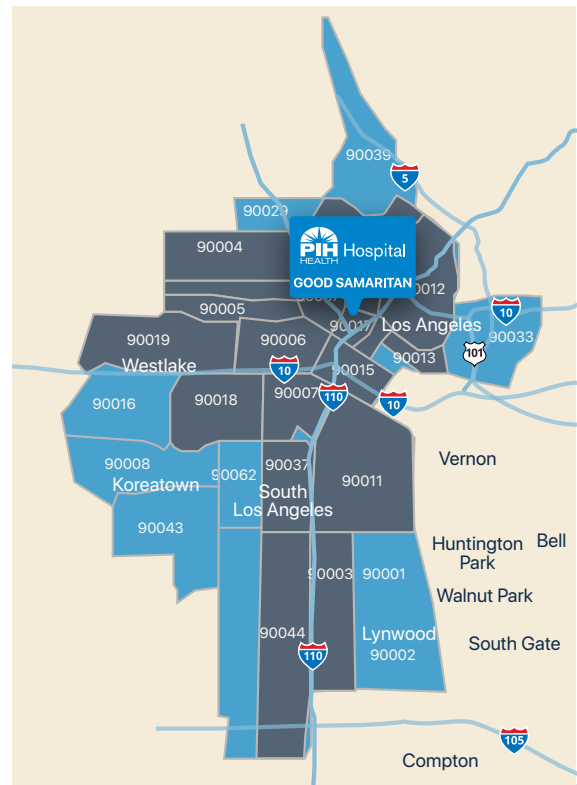
395 in 2023

Communities We Serve



Service Area Report

PIH Health Good Samaritan Hospital is located at 1225 Wilshire Boulevard, Los Angeles, CA 90017. The hospital's service area encompasses 17 ZIP codes in the City of Los Angeles. The service area is served by the Los Angeles County first and second Supervisorial Districts and falls within the Los Angeles County Service Planning Areas (SPAs) 4 and 6*. PIH Health Good Samaritan Hospital tracks ZIP codes of origin for patient admissions. The service area was determined from the ZIP codes that reflect a majority (59%) of patient admissions from the local geographic area.



*For reference, SPA 4 communities include Boyle Heights, Central City, Downtown LA, Echo Park, El Sereno, Hollywood, Mid-City Wilshire, Monterey Hills, Mount Washington, Silverlake, West Hollywood, and Westlake. SPA 6 communities include Athens, Compton, Crenshaw, Florence, Hyde Park, Lynwood, Paramount, and Watts.

Caring for our Community

STROKE PROGRAM: COMMUNITY OUTREACH

PIH Health Good Samaritan Hospital’s Stroke Program nurses provided community outreach to the residents of downtown Los Angeles in partnership with the Los Angeles Police Department Rampart Division. The Stroke Program nurses provided residents of our community with education on recognizing the symptoms of stroke, getting immediate help, and preventing a stroke. Community outreach has been shown to help inform and educate people on disease prevention strategies, and keep their loved ones safe and healthy. Nurses help improve the health of our community through caring actions like these!

Sidewalk CPR

The nurses at PIH Health Good Samaritan Hospital provided education on the importance of cardiopulmonary resuscitation (CPR), how to perform CPR, and why bystander CPR matters—it saves lives. Our nurses make a difference in the community by helping to educate the public on how anyone, not just clinicians, can help save a life!



Sidewalk CPR event at PIH Health Good Samaritan Hospital



EXPANSION OF POST-ACUTE SERVICES

Post-Acute Care Statistics

PIH Health Good Samaritan Hospital leadership recognized there was a significant need for post-acute skilled nursing care, which prompted the organization to build the Transitional Care Unit (TCU).

In October 2022, PIH Health opened the TCU on the sixth floor of PIH Health Good Samaritan Hospital. Located on 6 South, the Distinct-Part Skilled Nursing Facility (SNF) has 28 licensed beds for patients transitioning from hospital to home or another level of care.

The TCU team includes registered nurses, licensed vocational nurses, certified nursing assistants, a unit secretary, and an activity leader. Further support is provided by PIH Health Good Samaritan Hospital therapists, social workers and case managers. PIH Health Good Samaritan Hospital physician Gudars Rahnema DO provides the clinical oversight as Medical Director of the unit. Anna Leonard MSN RN CMSRN serves as the Clinical Director.

This initiative supports PIH Health's Patients First vision by offering multi-level healthcare for patients on our hospital campus. The TCU allows us to close the gap between acute care and discharge for patients. It also contributes to lower risk for hospital readmission, reduces complications related to transfer of care among at-risk populations and improves the patient experience.



Our Nurses



Nurse Highlights

Our nurses go above and beyond to care for their communities.

WEDNESDAY PALACIOS AND RUTH PALACIOS

PIH Health Good Samaritan Hospital has a long history and tradition for caring for our community and believes our healthcare team brings a wealth of perspectives and cultural competence that positively increases patient experiences and outcomes. A number of patients are referred from the Commonwealth of the Northern Mariana Islands (CNMI), specifically Saipan. Many of the patients referred from Saipan and CNMI are critically ill, requiring life-saving procedures.

Wednesday Palacios BSN RN, night shift nursing supervisor, and Ruth Palacios, a night shift CNA on 4 North, have spent many years providing excellent care for patients at PIH Health Good Samaritan Hospital and are often at the forefront of providing care to Saipanese and CNMI patients. Both women support their community driven by a sincere sense of care and empathy, understanding the feeling of being distant from home, especially given Ruth's family roots in Saipan.

Ruth and Wednesday understand that leaving the small island of Saipan for the first time and coming to Los Angeles can be very overwhelming. They strive to make our patients from CNMI feel like they're at home. They make an effort to check on these patients and their families when they are admitted to PIH Health Good Samaritan Hospital, knocking on patients' doors with a familiar "Hafa Adia" greeting in Chamorro, the official language of CNMI. Ruth and Wednesday share that they are often met with scared faces longing for a sense of home, but always leave the patients smiling and feeling more at ease. Ruth and Wednesday often cook cultural dishes for patients such as Kandun Pika (chicken soup) or Finadene (red rice). They go the extra mile by opening their homes to these patients and offer support and information on local amenities.

On August 16, 2023, Ruth and Wednesday's extraordinary efforts and care towards the people of Saipan and CNMI were formally recognized by the government of the CNMI. Together, these two extraordinary women touch many lives with their care, devotion, and love. PIH Health Good Samaritan Hospital thanks Wednesday and Ruth for their outstanding service!



Nursing Supervisor Wednesday Palacios BSN RN and Ruth Palacios CNA

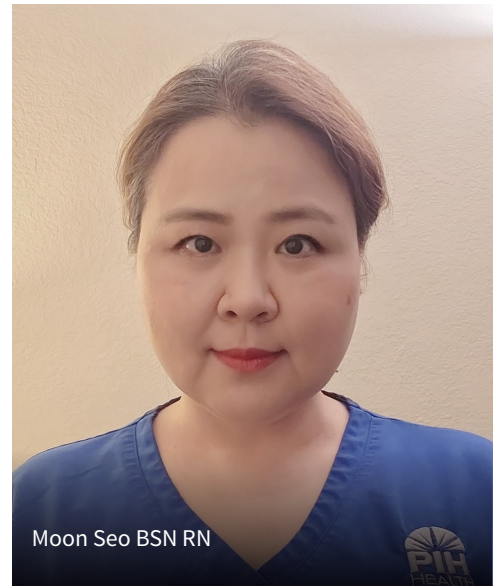
MOON SEO

Moon Seo BSN RN is an exceptional orthopedic medical-surgical nurse, resource charge nurse, and preceptor at PIH Health Good Samaritan Hospital. As a Korean immigrant, she navigates the American healthcare system, connecting with patients through her cultural background. Moon emphasizes the importance of treating patients like family, especially considering the language barrier faced by many Korean patients who do not identify English as their primary language. When asked what the tradition of caring means to her she shared, “To treat and provide care to our patients like they are my family.”

Moon’s personal experience in a U.S. Emergency Department, where she waited seven hours for care, fueled her commitment to expedite patient care. Recognizing the challenges Korean-speaking patients face, she empowers them to communicate needs effectively. Moon serves as an advocate, navigating the healthcare system for Korean-speaking patients and facilitating communication between clinical teams and patients.

One notable example is Moon’s dedication to an elderly Korean-speaking patient, who was no longer able to represent himself. She initiated a surrogate decision-maker search, located a family member in Korea, and facilitated their presence in the U.S. Once the patient improved, Moon assisted in finding a suitable nursing facility close to the family member’s location for a safe discharge back to Korea.

Nurses like Moon, with diverse backgrounds, bring a unique skillset that enhances patient relations. PIH Health Good Samaritan Hospital recognizes Moon’s invaluable contributions, acknowledging the comfort she provides to patients and families and the exceptional care she offers to the community within and outside of the hospital.



SHELLY FRISCO

Clinical Nurse Specialist Shelly Frisco DNP APRN ACCNS-N comes from a diverse background which she says influences the care that she provides for patients and the greater Los Angeles community in many unique ways. “As a member of a historically marginalized community, I am cognizant of my race, gender, and the special position I am in which can provide a platform for patient advocacy and allyship,” shares Shelly.

“The tradition of caring established by the founders’ legacy at PIH Health Good Samaritan Hospital means providing compassionate, holistic, patient-centered care for our patients and communities whom we serve. I am proud to work for a hospital with a proven track record of patient care that is grounded in empathy and respect for the dignity and autonomy of every patient, irrespective of their background,” explains Shelly.



Shelly Frisco DNP APRN ACCNS-N

With a doctorate in nursing practice degree Shelly feels equipped with the educational foundation necessary to implement evidenced based practice for the improvement of health outcomes, particularly for minority women and newborns. “I am privileged to use my education and advanced practice nursing position to both represent and be a voice for marginalized patient populations.”

“I have the honor and privilege to serve on the Association of Women’s Health, Obstetric, and Neonatal Nurses’ (AWHONN) public policy committee and be a part of maternal and neonatal health equity efforts at the local, state, and national level.”

Shelly participates in PIH Health Good Samaritan Hospital’s birth equity collaboration with California Perinatal Quality Care Collaborative (CPQCC), attended Breastfeed LA’s recent infant feeding equity summit, and was part of the 2023 AWHONN convention public policy session on legislation to improve maternal care.

ELEANOR BARRIENTOS

Eleanor Barrientos BSN RN has worked at PIH Health Good Samaritan Hospital since 2004. Eleanor grew up in the Philippines and comes from a large family of mostly healthcare providers. “We have dentists, doctors and nurses in my family. Working as a nurse in the Philippines, you learn that resources are very limited, which forces you to think outside of the box.”

PIH Health Good Samaritan Hospital gave Eleanor her first job in the United States and was her pathway to citizenship. “When I moved to the United States and started working at the hospital, I wanted to develop my skills so I could participate in medical missions and give back to my community in the Philippines,” shared Eleanor. When asked what the tradition of caring means to her, she replied, “It means that we don’t only provide a service to our patients, but also empower ourselves to the fullest in our profession within our community and culture. It means we make a difference for patients, the community, and our colleagues.”

In the summer of 2023, Eleanor helped coordinate a medical mission to the Philippines with the nonprofit Operation Walk Los Angeles. Founded in 1996, by Lawrence Dorr MD, Operation Walk Los Angeles is an all-volunteer medical humanitarian organization that provides the gift of mobility through life-changing joint replacement surgeries globally.

When Eleanor worked with Dr. Dorr at PIH Health Good Samaritan Hospital and heard about Operation Walk Los Angeles, she jumped at the opportunity to be able to partner with the non-profit in a medical mission to the Philippines, enthusiastic about working alongside nurses and doctors in the Philippines to give patients the gift of movement.

Throughout the medical mission, Eleanor lent her skills to care for patients, facilitated site scouts to find viable operating theaters and hospitals, and helped to establish live streams to help educate local clinicians in the latest orthopedic techniques. Eleanor even worked with Manny Pacquiao, world famous boxing athlete and a huge supporter of Operation Walk Los Angeles.

Eleanor truly embodies the tradition of caring and gives back to the Filipino community in her spare time. She is a role model and exemplifies the virtues of nursing care at PIH Health Good Samaritan Hospital.



Eleanor Barrientos BSN RN

GEORGE OCAMPO

George Ocampo RN is a medical-surgical nurse at PIH Health Good Samaritan Hospital. He began his career at PIH Health four years ago, at the beginning of the COVID-19 pandemic, and instantly felt part of a great team.

Despite the challenges of working on the frontline during the COVID-19 pandemic, George fondly recalls the incredible teamwork that occurred during that unprecedented time. He admits that when he was a new hire it was tough getting oriented, and everyone was very busy. “But we made it through,” George recalls. “From the supervisors, to RNs and CNAs, we all pulled together to work through the pandemic and perform our jobs, regardless of the situation and workload.”



George Ocampo RN

George decided to become a nurse in high school. “All of my friends wanted to become RNs, and so I went along with them, but I ended up being the only one to complete my studies,” says George. “Many of my family members are accountants, and I think my dad was hoping I would also pursue accounting as a career.” However, George doesn’t regret his career choice, and considers it an honor to work in healthcare. Having worked in geriatrics during his nursing school rotations, George met many veterans with stories to tell about their lives in the military and feels especially honored to provide care to those who served our country.

In his role as a nurse, George has the opportunity to care for many people of diverse backgrounds. “As a Filipino and a member of the LGBTQ+ community, I can relate to my patients who are from different cultures,” explains George. “I strive to be open and caring toward various religions and preferences and treat everyone with the same compassion and care.”

George is an exemplary nurse and advocate for his patients. He values and models inclusive behavior, understanding and respecting the differences of others, keeping up with current practices and compassionate caregiving methods through continued educational opportunities available to RNs.

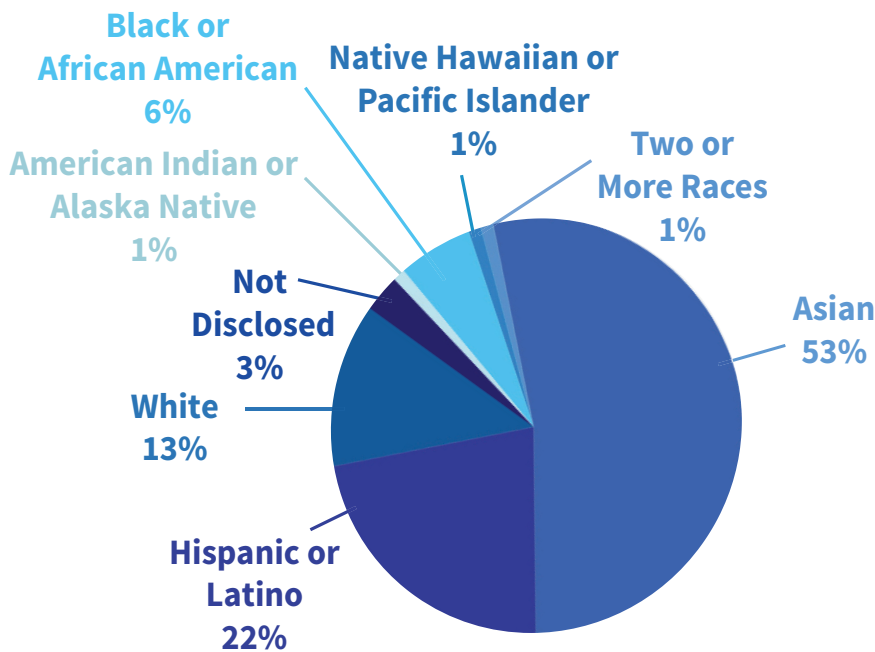
Demographics of Our Nursing Team

PIH Health Good Samaritan Hospital's diverse workforce encompasses various generations, experiences, and ethnicities. The demographic breakdown includes 53% Asian nursing staff, 22% Hispanic or Latino nursing staff, 13% White nursing staff, 6% African American nursing staff, and 6% from other ethnic backgrounds, reflecting the diversity of our community.

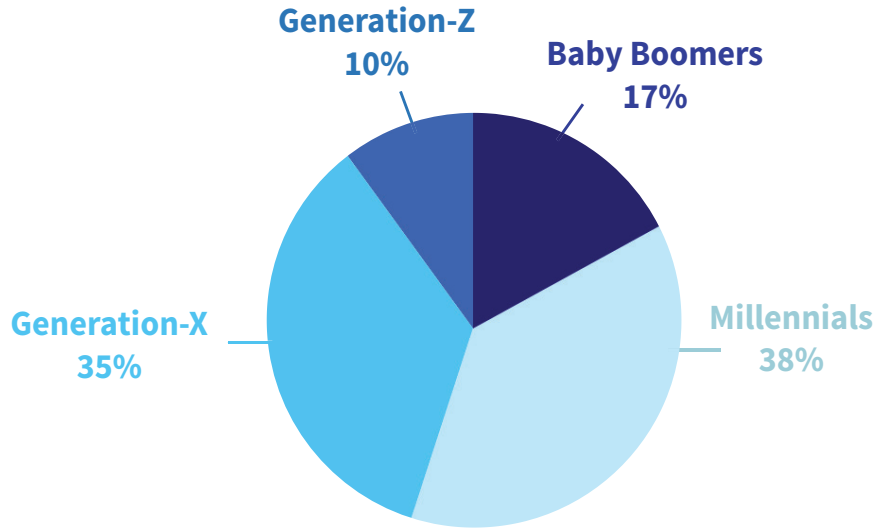
From a generational perspective, millennials make up the largest group at 38%, followed by Generation X at 35%. Baby Boomers remain strong at 17%, while Generation Z is steadily growing at 10%. This generational mix influences our nursing distribution by years of experience with 34% of nurses having up to one year of experience, and 26%, the second-largest group, having 2-5 years of experience.

Our team places a strong emphasis on staff retention, acknowledging the significance of maintaining a workforce that is both diverse and experienced. Our team is actively addressing the challenge of higher turnover within the first year of employment by focusing on improving orientation, mentorship, and communication. Recognizing the importance of creating a positive work environment, our team is working to enhance the experience of new employees, fostering better relationships between nurses, managers, and administrators.

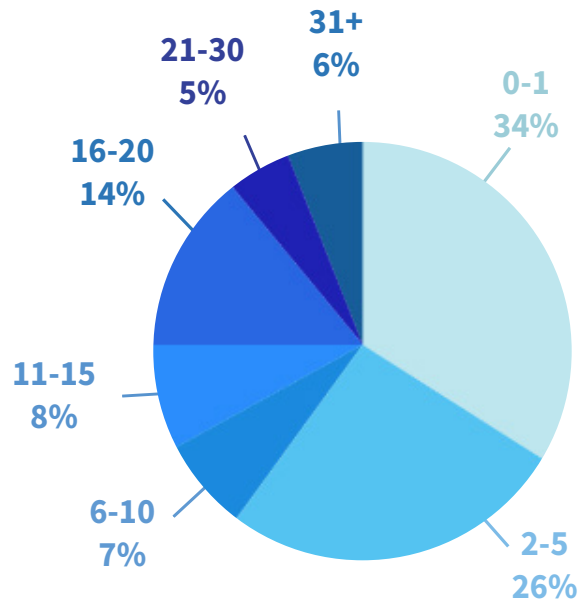
NURSES BY ETHNICITY



NURSES BY GENERATION



NURSES BY YEARS OF EXPERIENCE



How We Develop Our Nurses

OUR PRECEPTOR AND EDUCATOR TEAMS

Developing nurses is an integral part of growing our nursing division so our hospital can continue to provide excellent care for our community. PIH Health is committed to ensuring our new graduate nurses are well-trained professionals who promote patient well-being. At PIH Health Good Samaritan Hospital we provide a nurturing, understanding, and patient-centered atmosphere for our new graduates. Our preceptors and educators are experts in their field and welcome opportunities for new graduates to ask questions, raise concerns, and provide feedback, so our new nurses grow confident in the care they give. We provide a safe, non-judgmental, and non-threatening learning environment for our new graduates, offering them resources and tools to succeed.

As educators and preceptors, we are committed to providing a structured new graduate residency program that is specific to the learning needs and experience of these young nurses as they transition from a student to a novice, to a competent nurse, and ultimately to an expert nurse. Furthermore, our preceptor and education teams encourage our nurses to challenge themselves and further their professional growth and development through advanced education, specialty certifications, professional organizations, and becoming a voice for their chosen department. By fostering this type of learning culture, our new graduates are encouraged to continue to increase their knowledge and succeed, and we continue to develop the talent within our organization that will in turn mentor the future generations of nurses at PIH Health Good Samaritan Hospital.



Nursing Education Team
Edna Ratilla-Cunanan MSN RN; Eunice Atienza PhD RN; Yolanda Honore MSN RN; Tina Mees BSN RN; Christie Billones BSN RN; Maria Francisco BSN RN; Erica Martinez DNP RN; Christian Davis BSN RN MBA; Brenda Baresi, and Shelly Frisco DNP APRN ACCNS-N

**PIH HEALTH GOOD SAMARITAN HOSPITAL
NURSING PROFESSIONAL DEVELOPMENT TEAM**

Name	Department
Eunice Atienza PhD RN RNC-OB	Perinatal
Maria Christie Billones BSN RN	Medical-Surgical
Edna Ratilla Cunanan MSN-NE RN CNOR	Nursing Education
Christian Davis MBA BSN RN	Telemetry
Shelly Frisco DNP APRN ACCNS-N	NICU
Yolanda Honore MSN RN	Emergency
Erica Martinez DNP RN CCRN	Critical Care
Tina Mees RN BSN CNOR	Peri-Op
Maria Francisco RN MSN MHA	Manager
Ivy Tuason PhD RN FNP-BC	Systems Director

Nurses Care

In this section, we reflect on the extraordinary care and kindness nurses at PIH Health Good Samaritan Hospital provide to our patients.

TRANSITIONAL CARE UNIT (TCU) WEDDING

In May 2023, the PIH Health Good Samaritan Hospital TCU team received a DAISY Award for going beyond their nursing and medical roles to fulfill the wish of a terminally ill patient. The patient, a young woman with a terminal diagnosis, desired to marry her longtime partner. Touched by the couple's story, the TCU team swiftly coordinated a wedding, securing approval from colleagues and the Ethics committee. Every team member played a role, contributing decorations, a wedding veil, and balloons. The couple was married at the patient's bedside, surrounded by loved ones and the TCU team. The compassionate care continued as the team assisted the patient's transition to hospice at home, where she eventually passed away surrounded by her family. The team's efforts created lasting and cherished moments for the patient and her family.

DAISY TEAM AWARD TCU TEAM RECIPIENTS	
Name	Role
Patricia Cebreros	CNA
Jennifer Corletto RN	Case Manager
Claribel Cortez	TCU Social Worker
Ashley Fennessy	TCU Case Manager
Yeny Guarin	Palliative Care Social Worker
Fernanda Gerorgan	Activity Coordinator
Nathan Hashimoto MD	Palliative Care and Hospice Medical Director
Anna Leonard	TCU Clinical Director
Melissa Luong	Occupational Therapist
Veronica Munoz	Palliative Care Social Worker
Connie Ng	Lead Post-Acute Care Counselor
Gudars Rahnema MD	TCU Medical Director
Hector Ramos MD	Chair of Bioethics and Vice President for Medical Affairs-Surgery
TCU Nursing Staff	
PIH Health Good Samaritan Hospital Gift Shop	

EMERGENCY DEPARTMENT REUNIFICATION

One of the ways PIH Health Good Samaritan Hospital nurses treat patients with dignity is by reaching out and building rapport with those who may ordinarily be marginalized. During an exceptionally busy shift in the ED, Brooke Courtney RN, a nurse in the Emergency Department (ED) had an opportunity to connect with an unhoused patient.

“Whenever an unhoused patient is able to self-represent and converse, I try to talk with them and ask about their lives to find out how they found themselves in their current situation. I find that they almost always quickly open up to me,” explained Brooke. She looked beyond the man’s immediate situation and provided empathy and a listening ear as he tearfully told her he had fallen on hard times in the last few years, which left him without a home. He mentioned that he was no longer in touch with his daughter, and that he very much regretted this rift in their relationship.

Brooke learned that the patient’s daughter was still listed as an emergency contact in the patient’s records, and that pharmacy had reached out to her to confirm medications and medical history. When contacted, the daughter said she hadn’t spoken to him in years, but showed concern and asked if he was okay. Brooke told her patient of his daughter’s concern, and he became emotional. Brooke called the daughter and confirmed she was willing to speak to her father, and then handed him the phone. The call lasted more than 30 minutes, and the conversation seemed to encourage and enliven the patient, helping him to regain his sense of purpose and health.

Brooke’s gesture of first treating the patient with care and dignity by listening to him, and then by connecting him with his family member, even though his situation was different than other patients, showed that she approached the needs of a marginalized patient with respect. Ultimately, her actions helped to make a world of difference to a person who might normally not receive equal help and compassion.

BAPTISM IN TELEMETRY

PIH Health Good Samaritan Hospital goes above and beyond in providing end-of-life care to terminal patients and their families. In a touching example, Raquel Flores RN from 5 South and the healthcare team supported a young mother of four with cancer. Recognizing the importance of family connection, Raquel facilitated visits for the patient’s husband and children to best accommodate the patient’s needs. The family shared their plan to baptize their youngest child. The team, led by Unit Manager Arturo Arriola BSN RN, worked together to fulfill their request and facilitated the baptism.

Despite the patient’s declining health, the family wished to have the baptism in the patient’s room. Raquel communicated with the patient, ensuring her comfort and involvement in the decision-making process. On the evening of the ceremony, nine family members gathered in the room to pray for the patient before the baptism. Raquel, who had cared for the patient throughout the day, left just before the ceremony, encountering the young daughter, father, and priest on their way to the room. Raquel left the unit feeling happy that her patient’s wish came true. The healthcare team’s dedication to honoring the patient’s faith exemplifies their commitment to providing holistic and compassionate care in challenging circumstances.

LEGO STORY

Caring for patients with compassion while preserving dignity means meeting each patient right where they are and creating a connection with them. An example of this was when 5 North Respiratory Nurse Denice Cuaresma RN was caring for an adolescent patient who had recently lost the ability to swallow after struggling with a complex medical condition and a long hospitalization.

“My patient was 18 years old and had just graduated from high school,” explained Denice. “By the time I was caring for him, he was really frustrated because he didn’t understand what was happening. He was always having a bad day.”

The patient’s new disability took a significant toll on his mental health, given that his medical condition impacted his ability to walk and see. Denice spent extra time listening to the patient and his mother to be supportive, going beyond her required duties to help the patient feel seen, known and understood. “There were days when he would message on his phone to talk to me, and he communicated that he was really struggling,” she explained. “I wanted to get him something to show he was still capable of doing things. I wanted him to have an identity that was more than just a patient in the hospital.”

During their conversations, the patient shared with Denice some of his favorite toys and interests. While on her break, Denice decided to go to Target and buy the patient a small gift—a LEGO race car set—so he would be able to entertain himself and have some joy while in the hospital. Denice also spent time coordinating chaplain services to help the patient’s mother, who was exhausted with worry about her child’s medical condition and new disabilities.

When she gave her patient the gift of the LEGO set, Denice told him to be patient with himself and assured him that it was okay that recovery was going slowly. “He ended up finishing the LEGO car by the next day,” Denice said. “He told other nurses on the floor to make sure to tell me that he completed it.”

This small gift from Denice and the significance behind it helped to restore a young patient’s confidence in himself and occurred because Denice saw an opportunity to look beyond the young man’s limitations and to see what was possible for him to achieve.

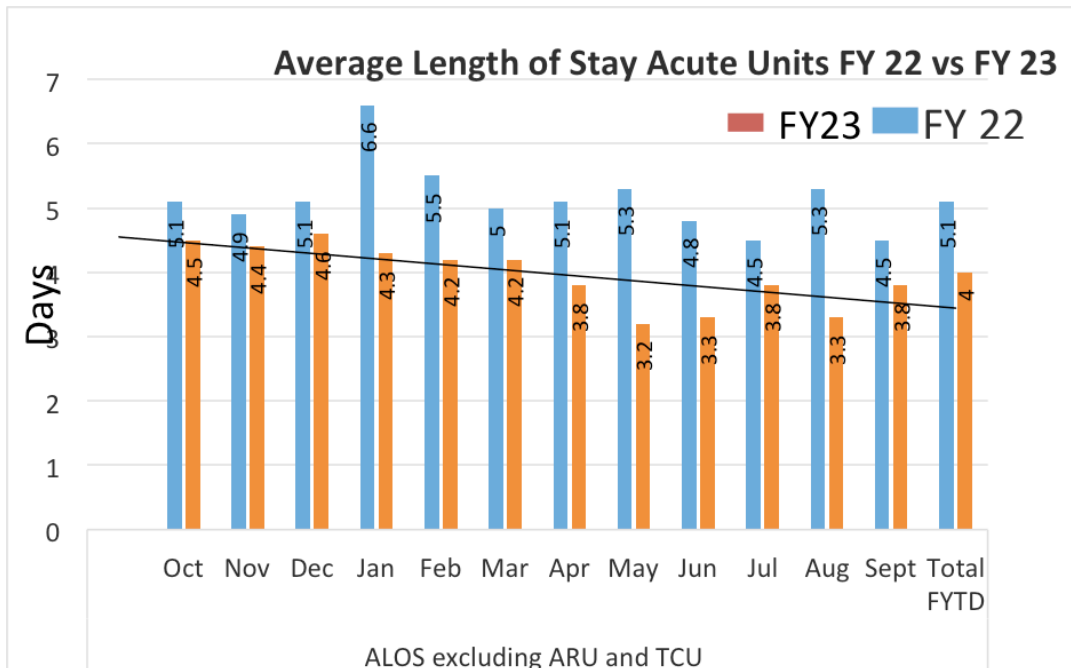
Nurse-Driven Successes

Over the last year, our nurses collaborated and led efforts to improve our quality of care.

LENGTH OF STAY (LOS) TRANSFORMING CARE AT BEDSIDE (TCAB) PERFORMANCE IMPROVEMENT (PI)

Each day nurses coordinate the care of their patients with an interdisciplinary team committed to putting Patients First. In spring 2023, an interdisciplinary committee formed with one aim: reduce overall hospital LOS from an average of 4.9 days to the California average of less than 4.5 days. To achieve this aim, nurses must carefully review handoff at shift change, review the plans of care, coordinate the plan with an interdisciplinary team, escalate findings to providers, escalate discharge barriers to their leadership teams, and work collaboratively with families and representatives to effectively discharge plan.

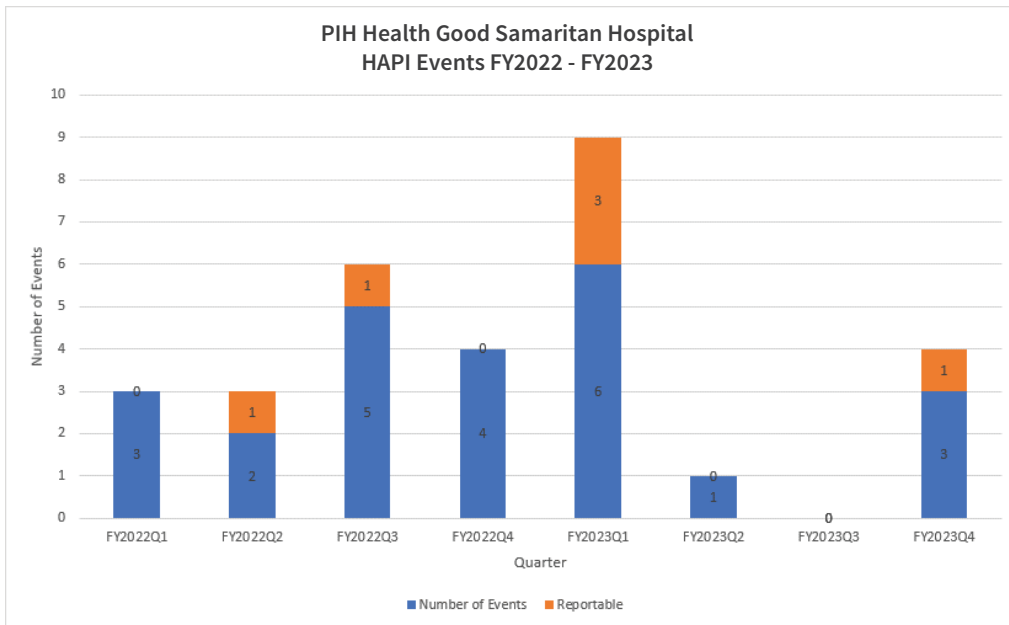
Nurses are at the center of patient care, and their first-hand observations, escalation of care concerns, and therapeutic management helped our hospital achieve its primary goal of reducing LOS from 4.9 days on average to 4.03 days year-to-date. Our hospital was successful in achieving its goal of reducing overall LOS significantly through improved coordination of care by nurses as part of an interdisciplinary team.



HOSPITAL ACQUIRED PRESSURE INJURY (HAPI) IMPROVEMENT FROM FISCAL YEAR (FY) 2022 PI

HAPI Prevention Efforts

Led by Kasey Arriola PT and Teresa Hernandez-Samuzio RN, over the last year PIH Health Good Samaritan Hospital's Wound Care team and nurses have made strides in reducing the number of both reportable and non-reportable HAPI. By analyzing our materials, training our nursing teams on best practices, ensuring timely turning of patients, engaging dietary services for nutritional consults, assessing and tending wounds, and keeping our patients clean, warm, and dry, our nurses and Wound Care Team have made a huge impact in reducing HAPIs. In the last year, there were nine HAPIs and over the next three quarters, that number was reduced to a total of five for a grand total of 14 HAPIs—an improvement from the total of 16 for FY 2022. Our nurses play a pivotal role in ensuring the integrity of our patient's skin (the body's largest organ), and supporting wound healing through interdisciplinary efforts.



VENTILATOR DAYS REDUCTION PI

Interdisciplinary collaborations are an important avenue in which nurses participate in promoting improved patient outcomes. Most notably, the Intensive Care Unit (ICU) nursing and respiratory therapy teams have been driving positive patient outcomes by working to reduce ventilator patient days. Simply put, the longer a patient stays on a ventilator, the worse the outcome for the patient. It is important to try and reduce ventilator days as early and as much as possible to improve mortality and morbidity for our most critically ill patients in the ICU. The ICU team conducted a performance improvement project on reducing ventilator days by implementing the Society for Critical Care Medicine's Liberation campaign bundle. Led by Director of Critical Care Luise Williams MSN RN, the ICU Team succeeded in reducing ventilator days from 6 days to 3.3 days on average or a 45% reduction in ventilator days.

To decrease the length-of-stay (LOS) for mechanically ventilated patients and following evidence-based guidelines, nursing and respiratory therapy teams joined forces. First, we conducted a literature search and decided to follow the Society of Critical Care Medicine's (SCCM) Liberation Campaign Bundle otherwise known as the A to F bundle.

This bundle addresses several aspects of quality care in the ICU including:

- **A**ssess, Prevent, and Manage Pain
- **B**oth Spontaneous Awakening Trials (SATs) and Spontaneous Breathing Trials (SBTs)
- **C**hoice of Analgesia and Sedation
- **D**elirium: Assess, Prevent, and Manage
- **E**arly Mobility and Exercise
- **F**amily Engagement and Empowerment

Using this bundle, we've done or plan to implement the following:

A: We assessed and managed pain optimally.

B: We adopted early implementation for spontaneous breathing trials to evaluate readiness to come off of the ventilator.

C: We utilized optimized assessment tools to help reduce the amount of sedation needed, which reduced the need for the ventilator.

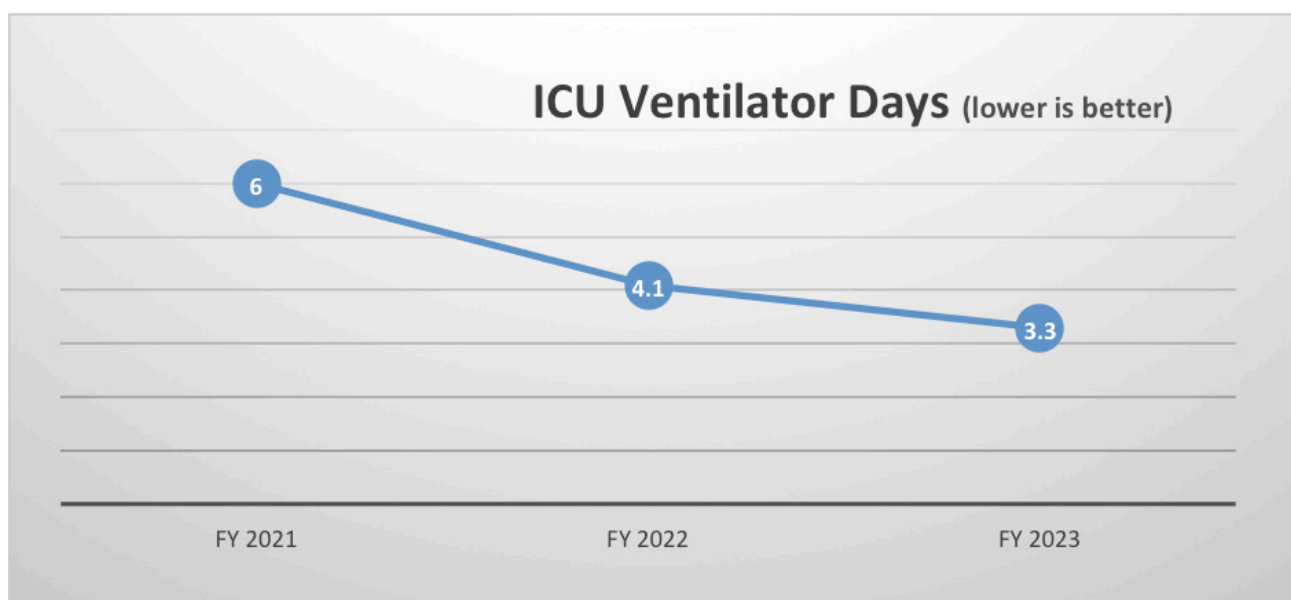
D: We assessed for delirium more frequently and implemented interventions to reduce delirium.

E: Early mobility is a future area where we need to assess for gaps.

F: Family engagement and empowerment: We continue to encourage the family to participate in family meetings and the plan of care for the patients.

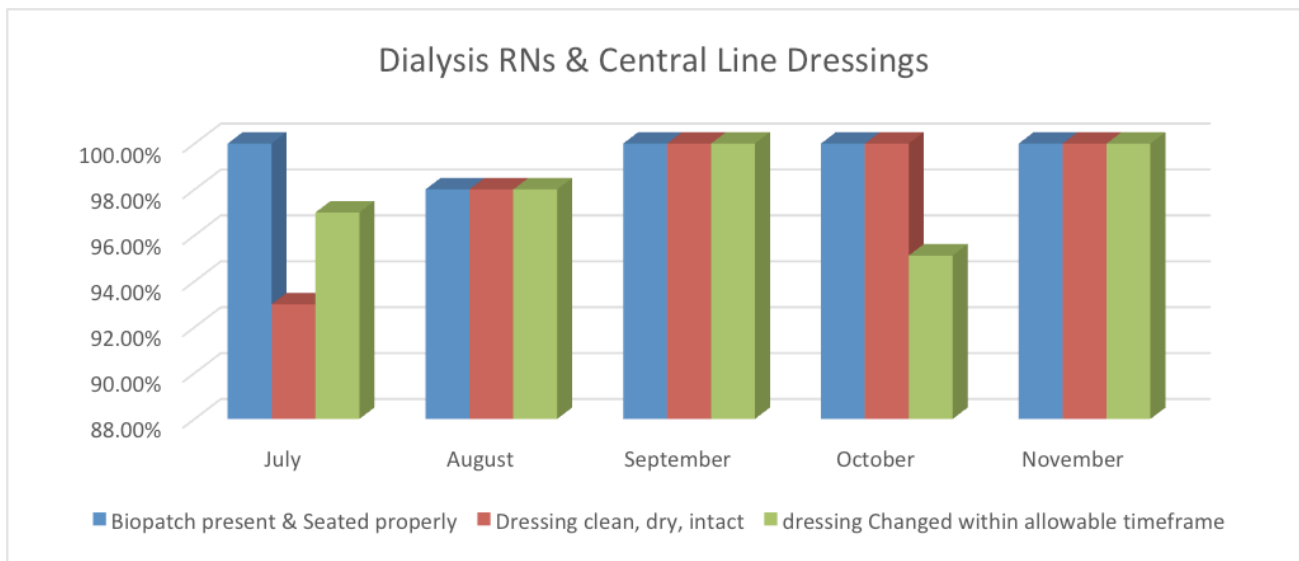
Results:

The ventilator days decreased from 6 days for FY 2021 to 3.3 Days for FY 2023 (45% reduction). We continue to fine-tune our efforts to achieve even better outcomes.



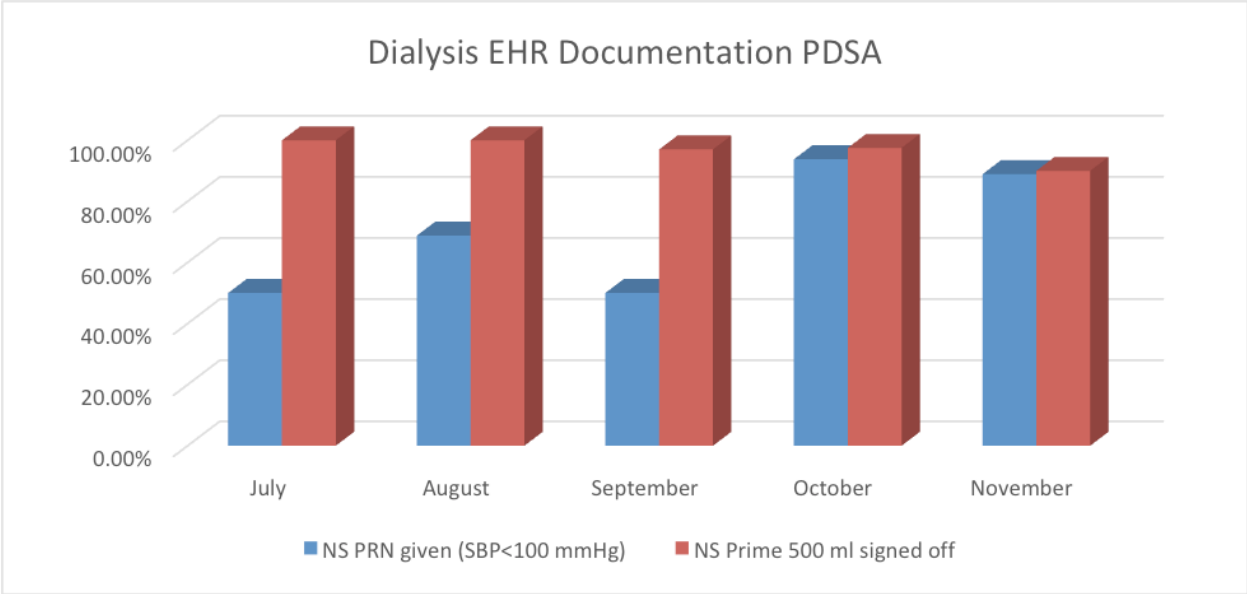
DIALYSIS INFECTION PREVENTION AND CONTROL PI

The dialysis nurses have made great strides to improve the care of our dialysis patients at PIH Health Good Samaritan Hospital. Representing roughly 15% of our patient population, dialysis nurses make a significant impact on patient outcomes and throughput through their daily efforts. Dialysis nurses work diligently to ensure they manage dialysis catheter lines carefully to support our organization's goal to prevent central-line associated blood stream infections (CLABSI). The dialysis nurses ensure that patients' dialysis catheter lines are clean, dry, and intact, change their dressings within seven days or when visibly soiled, and ensure the dressings are labeled, timed and dated. Below is a graph that demonstrates the significant contribution they make to prevent CLABSI. This small yet mighty team makes a huge impact in the hospital's overall healthcare associated infection prevention program.



Additionally, dialysis nurses play an important role in ensuring the hospital meets regulatory compliance. Dialysis is perhaps one of the most highly regulated specialties in an acute healthcare setting given the high-risk procedures they manage on a day-to-day basis. Their efforts in ensuring we carefully meet regulatory compliance is no small task. Below is a graph that demonstrates the excellent work they are doing to improve documentation with respect to fluid bolus administration in the presence of hypotension during dialysis. These actions also help support the hospital's management of a precious resource, albumin, which can be given in the presence of hypotension though is typically not a first-line therapy.





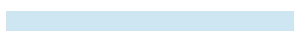
SUCCESSFUL CENTER FOR IMPROVEMENT IN HEALTHCARE QUALITY (CIHQ) SURVEY

On October 3, 2023, PIH Health Good Samaritan Hospital welcomed CIHQ as they arrived on site to begin our hospital's three-day triennial reaccreditation survey. The triennial reaccreditation survey is essential for a hospital's licensure and operations, and more importantly, it demonstrates to patients and family members the hospital's commitment to delivering safe and quality healthcare.

PIH Health Good Samaritan Hospital nurses were critical to the reaccreditation process. Their overall commitment to patient care and adherence to accreditation standards contributed to our hospital's successful CIHQ reaccreditation survey. Over the course of the survey, PIH Health Good Samaritan Hospital nurses played a pivotal role in demonstrating compliance with standards, policies and Medicare's Conditions of Participation (COP). During our survey, nurses were evaluated for following policies, procedures, and COPs to ensure care and documentation aligned with accreditation and patient safety standards. This included adherence to safety measures, infection control, and quality care practices. During the three-day survey, nurses showcased the exceptional care they provide to our patients through evidence of their daily work, from the excellence of care to their compassion and attention to detail.



A Bright Future



New Graduates

As we look ahead in 2024, we are delighted to reflect with some of our newest members of the team—our new graduate registered nurses (RNs) who have completed their first year as practicing registered nurses. Our new graduate RNs are representative of our community and come from diverse backgrounds that influence the care they provide. In this section, some of these new graduates describe the experiences that shaped them into the quality nurses they are becoming and share what drives their passion in healthcare, and what they see as their bright future ahead.

RUDY GARCIA RN

Rodolfo “Rudy” Garcia RN started his career as a new graduate resident nurse at PIH Health Good Samaritan Hospital in February 2023. Rudy is of Latin American descent and a member of the LGBTQ+ community. His career as an RN at PIH Health Good Samaritan Hospital did not start off like a typical new graduate. One night after his shift in the ED, Rudy was involved in a tragic car accident that required him to interrupt his preceptorship and endure four months of rehabilitation and recovery. Despite all this, he was determined to come back and complete his residency. Once Rudy returned, he sustained an injury to his hand, making it difficult to complete any task that required fine motor skills. Again, he persevered and figured out a way to work through his new disability.

Rudy’s passion for nursing and caring for people in emergencies played a vital role in his recovery. He stated, “My reason for working as a nurse is to care for those in need and to treat every individual with respect and compassion—treating them the way you would want your family or yourself to be treated.” Rudy also describes the care he received from his peers in our ED the night of his accident in the same caliber.

His cultural background and upbringing were catalysts to Rudy becoming a nurse. He witnessed firsthand loved ones unable to effectively communicate with healthcare providers and as a result, they did not receive culturally competent care. Rudy wants to use his knowledge of the Spanish language, Latin American culture, and nursing to build a bridge to equitable and excellent healthcare for those who are unable to communicate effectively. Especially, in emergent situations.

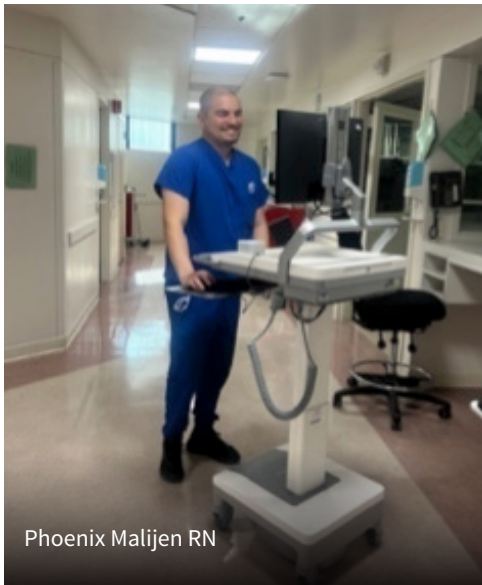
As a member of the LGBTQ+ community and working in a hospital that serves a diverse population, Rudy wants to use his knowledge to be more active in this community, taking a more proactive approach to promote good physical and mental health habits.



PHOENIX MALIJEN RN

Phoenix Malijen RN started his career at PIH Health Good Samaritan Hospital on May 23, 2022 as a new graduate in the Intensive Care Unit (ICU). From the beginning he was very engaged and did very well didactically and at the bedside.

Phoenix used to be a firefighter but saw his future helping the community in the nursing profession and decided to shift careers. Prior to being a firefighter, Phoenix worked as an Emergency Room technician, emergency medical technician and paramedic. He chose to work in the ICU because he wanted to take care of critically ill patients and be there for their families during difficult times.



Phoenix Malijen RN

Phoenix is now able to take care of almost all patients in the ICU and receives the most gratification for his work when he sees a patient improving despite having a very poor prognosis. While caring for his patients, Phoenix thinks critically and anticipates their needs.

Phoenix is close to finishing his Bachelor's Degree in Nursing and plans to continue to advance his education. He wants to work towards his Certified Critical Care Registered Nurse (CCRN) certification to validate his knowledge and dedication to his field. He believes that higher education advances the nursing profession and is vital for the future of healthcare.

TAMARA RUTTY RN

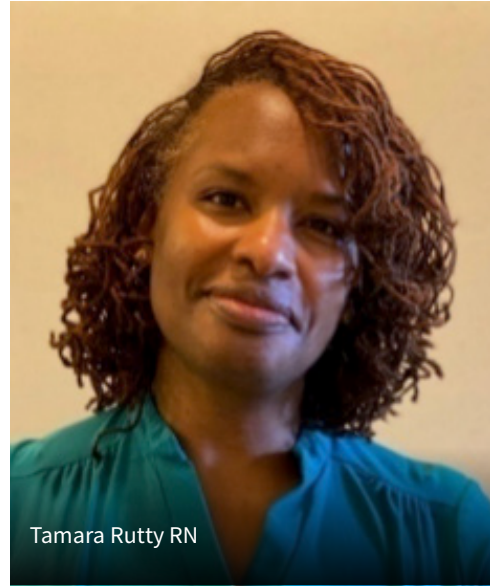
Tamara Ruddy RN is a new graduate night shift nurse on the 5-North Respiratory/Oncology Medical-Surgical unit. She started her nursing career at PIH Health Good Samaritan Hospital in 2023.

Tamara grew up as the self-appointed “responsible” child, in a Jamaican family. When her stepmother suffered from a debilitating chronic illness, Tamara was devoted to caring for her in and out of the hospital. At the time, Tamara felt like it was her duty to help care for her stepmother because, “That’s just what we do in my culture”, she says. Seeing how her stepmother’s nurses dutifully cared for her, Tamara decided to become a nurse shortly after graduating high school, wanting to provide care to her patients the way she would want someone to care for her family or herself.

After graduating nursing school Tamara entered the new graduate RN program at PIH Health Good Samaritan Hospital. Despite being terrified on her first day after orientation, she recalls that her preceptor seemed confident in her abilities. The support she received from the medical-surgical team allowed Tamara to feel comfortable asking for help as she developed into an independent practicing RN. “My advice to new nurses would be to lean on your cohort colleagues and never be afraid to ask questions,” shares Tamara.

The supportive learning environment Tamara experienced contributes to the courage she demonstrates in her profession. She developed great attention to detail and is able to focus on prioritizing her patient’s needs while keeping an eye out for abnormal values and signs.

When asked what she sees herself doing in the future, Tamara is hopeful to go into emergency nursing and pursue higher education with the goal of working in women’s health in an advanced practice role. She encourages anyone of any age interested in healthcare to pursue nursing. PIH Health Good Samaritan Hospital is proud of Tamara’s growth, professional development, and her bright future.

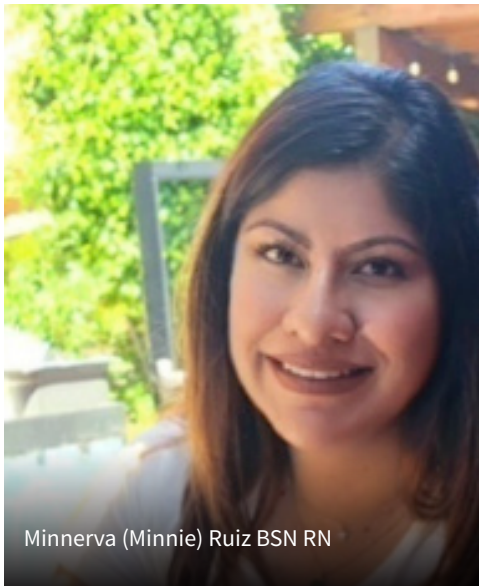


MINNERVA (MINNIE) RUIZ BSN RN

Minnerva (Minnie) Ruiz BSN RN is a new graduate and recently completed her first year as a practicing nurse at PIH Health Good Samaritan Hospital. She is a dedicated acute rehabilitation nurse, helping patients get back on their feet, literally. Minnie has demonstrated a commitment to patient safety, quality outcomes, and continuous learning.

Before she became a nurse, Minnie was a hair stylist. She had clients undergoing chemotherapy who would visit her in the salon. She started to learn quite a bit about oncology and nursing. As she connected with her clients battling cancer, she remembers

several of them asking her to shave their head completely bald. Sharing the personal and vulnerable experience of shaving a cancer patient's head left an impression on her, and inspired her to go into nursing school.



Minnerva (Minnie) Ruiz BSN RN

Minnie realized that healthcare is not quite like the textbooks and learned that patient care requires a different approach. "It's important to see patients as individuals and understand that no two patients are the same. Once you become a nurse and begin caring for patients, it's imperative to understand how to treat individuals from different cultural backgrounds," she shares. Coming from a Mexican family, Minnie finds that being cognizant of her cultural norms, values, and beliefs informs her practice to better educate and empower Hispanic patients to promote healthy habits. Understanding the importance of cultural backgrounds helps Minnie see the importance of

remaining unbiased when other cultural practices may not be familiar to her because they may be important for her patients. Looking ahead, Minnie aspires to continue to advance her education, pursue her interest in emergency nursing, and explore her passion of rehabilitation nursing. She encourages anyone considering the nursing profession to expose themselves to the healthcare setting by volunteering, working in a clinic, hospital, or community center, and to ask questions.

ABELARDO (ABEL) GUADARRAMA BSN

Abelardo (Abel) Guadarrama BSN RN is a new graduate who recently completed his first year as a practicing nurse at PIH Health Good Samaritan Hospital. Abel has demonstrated safe clinical practice, a strong commitment to patient safety and quality care, and a resilient attitude in a challenging and evolving nursing landscape. He shares his experiences that shaped him into a caring nurse, how he stays resilient, and what makes him hopeful for the future.

Abel's passion for healthcare was inspired by his mother, a clinical nurse in Mexico City, and her passion to provide care to others. As a child, Abel enjoyed playing "doctor." This was an interest that developed into a passion to provide accessible care to his community and to people like him of modest means. "It takes a lot to be a nurse. It's more than putting on scrubs and a stethoscope, because you must really care and understand that you are making an impact on someone's life," he shares.

As the landscape of the healthcare industry continues to shift in a post-pandemic world, Abel ponders ways in which he stays resilient and hopeful, and forecasts a bright future ahead. Abel's advice to those thinking about entering nursing or healthcare, in general is, "Take on shadowing opportunities in different specialties, volunteer, learn what the patient's perspective is, be courageous, assertive, and just take the leap." Abel does not shy away from encouraging others to pursue their passion in nursing.

Abel credits being adaptable as the most important characteristic in staying resilient. "There are many things that we have learned as we go in healthcare. Having new experiences and being dynamic help prepare you for the future," he says.

As Abel looks ahead to the future he is interested in pursuing higher education and considering a nurse educator path. He would like to spend a few more years at the bedside and consider an advanced practice role to solidify his nursing foundation.



Nursing Goals

The 2024 Nursing Strategic Plan is aimed at setting up our organization for success in the coming year. The Nursing Strategic Plan, simply put, is a blueprint for ensuring the nursing division will continue to succeed as PIH Health Good Samaritan Hospital continues to evolve.

We will focus on expanding opportunities for seasoned nurses to undergo cross-training in specialties that pique their interest but were previously inaccessible. Our aim is to provide more opportunities for growth and career satisfaction for our nurses.

Our nursing division aims to strengthen the patient experience and improve overall commitment to quality of care. When we strengthen quality outcomes and the patient experience, we help ensure that PIH Health Good Samaritan Hospital is our patient's top-choice in the community for healthcare. Nurses are among the most trusted profession nationally and are critical to the success of positive patient outcomes.

Additionally, we will focus on growing and optimizing some of our service lines while providing efficient nursing operations. Each nurse and each unit is diligently working on these goals as part of our Nursing Strategic Plan and our continued focus will establish our ongoing success in the community.

Affiliations with Nursing Schools and Programs

Our Nursing Education Department has been hard-at-work building and strengthening our affiliations with nursing schools and programs. These affiliations help strengthen nurse education in the community and at PIH Health Good Samaritan Hospital, help create valuable recruitment pipelines, and provide important opportunities for professional development for our nurses. The Nursing Education department's commitment to the advancement of nursing and nursing education is no small feat, but the daily work of our nurse preceptors, educators, leaders, and students at PIH Health Good Samaritan Hospital drive our success. Below are some notable achievements from our PIH Health System Education team:

AFFILIATIONS WITH NURSING SCHOOLS/PROGRAMS

Here are some highlights of 2023:

- Streamlined and standardized nursing student placement process and improved administrative efficiency (enterprisewide) which allowed us to process additional volume of nursing student placements
- Increased connections between the nursing students (intermediate and senior), nursing leadership, and talent acquisitions (recruiters) during our “Pep Talk” conferences, which help promote our New Graduate Residency Program
- Inclusion of nursing faculty to the New Employee Orientation (Clinical Orientation Day 2) helps to ensure our nursing faculty are updated and aligned with our PIH Health Hospital standards of nursing practice to establish a smooth nurse student rotation
- Seamless transition from student to PIH Health employees (promotion of new graduate) through three program partnerships:
 - » West Coast University Los Angeles—three dedicated cohorts
 - » Western University of Health Sciences—Master’s Degree level pre-licensure students assigned to precept in Labor and Delivery/Maternity/Neonatal Intensive Care Unit for nearly one year
 - » Western University of Health Sciences—Nurse Externship. Hand-picked externs are placed in Telemetry (2) and PeriOp (1)
- Telemetry, Medical-Surgical, and Obstetrics have hosted an increased number of cohort rotations (since fall 2022)
- Emergency Department has hosted students to float for observation purposes
- Nurse educators and some leaders have mentored nursing leadership and Masters of Science Nursing students on their capstone projects

