



PIH Health Whittier Hospital
Nursing Annual Report
FISCAL YEAR 2022
October 1, 2021 to September 30, 2022

Our Image, the Voice of the Frontline

In 2021, 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

Welcome to our 2022 Nursing Annual Report for PIH Health Whittier Hospital.

While we were tested with our second winter COVID-19 surge in 2022, we also experienced a significant reduction in the volume of COVID-19 patients as the year progressed until eventually the volume of patients with incidental findings surpassed the patients admitted with a primary diagnosis of COVID-19. The scientific community contributed significantly to this result through the advancement of vaccines, which outperformed all expectations in reducing hospitalizations and deaths.

Through all of our challenges this year, with higher than usual census and staff turnover, our nursing teams continued to persevere in advancing nursing practice. Our unit-based Partnership Councils returned to the work of performance improvement to enhance patient outcomes. Nursing launched the new Collaboration and Results Council to bring forth the voice of nursing in performance improvement in alignment with the Nursing Professional Practice Council, which was designed to bring forth the voice of nursing in decision-making. The nursing education team enhanced our residency program through the implementation of NovEx, an innovative, engaging and interactive digital technology that allows new graduate nurses to focus on early recognition, thinking, reasoning and judgment. Our nursing leadership team and strategic planning teams implemented inventive retention strategies, including a specialty career day during Nurses Week aimed at promoting the growth of our nurses through specialty career pathways. Our surgery team introduced the first PIH Health robotic-assisted surgery program, collaborating with our surgeon colleagues to ensure successful outcomes for patients.

These are just a few of our achievements in 2022 and I hope you find the wonderful work that our nurses and teams have accomplished as awe-inspiring as I do. On behalf of PIH Health, I thank our highly engaged nursing teams and our interdisciplinary partners for the care they provide. Through nursing leadership, nursing excellence and nursing professional development, we will continue to be leaders in transforming the way we work, think and practice the art of nursing.

Please accept my deep thanks and appreciation for your daily contributions to safe, high-quality, patient-centered care. Please know that the entire organization is proud of you individually and collectively, as an exemplary team of remarkable care providers transforming the communities and world in which we work and live.

Thank you all for the critical role you played in achieving these 2022 accomplishments.

Warmest regards,



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



PIH HEALTH 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.

PIH HEALTH VISION

Patients First

THE PIH HEALTH WHITTIER HOSPITAL NURSING PHILOSOPHY

We believe in:

- The art and science of 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 2022 NURSING STATS	
Beds	523
Clinical Nurses with National Certification	7%
Clinical Nurses with BSN/MSN/DNP/PhD	84%
Nurse Leaders* with BSN/MSN/DNP/PhD	92%
Surgeries Performed	14,034
GI Procedures	12,006
Emergency Room Visits	76,586
Deliveries	1,992
Registered Nurses Hired	285
Licensed Vocational Nurses Hired	48
Certified Nurse Assistants Hired	103

*(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

Connections and Conversations with the CNO

On November 14, 2022, PIH Health Whittier Hospital held its inaugural annual event called “Connections and Conversations with the CNO” in which the deans of PIH Health-affiliated schools of nursing were invited to dialogue with Chief Nursing Officer Ramona Pratt on several key issues including the emerging trends and challenges in building and strengthening the nursing workforce. The nine academic partners were well represented: Azusa Pacific University, Biola University, California State University, Los Angeles, Cerritos College, Mt. San Antonio College, Mt. Saint Mary’s University, Rio Hondo College, West Coast University, and Western University of Health Sciences. Also in attendance were the four Administrative Nursing Directors from PIH Health Whittier Hospital, two Clinical Educators, the Manager of Clinical Education, and the System Director of Clinical Education. The lively and productive conversations affirmed that it was a critical time to bring the group together.

The deans shared news about their institutions’ evolving programs including an integrated learning model and meaningful externship in which nursing students are immersed in specialty areas over a long

duration—examples of innovative approaches that could seamlessly and efficiently traverse students from a pre-licensure status to a professional RN, particularly in specialty areas. Other examples that were shared included a regional preceptor training program, an RN residency training platform called NovEx (Novice to Expert) Integration Preparation—a web-based educational program that allows new graduates to focus on early recognition, thinking, reasoning and judgment, and the student nurse apprenticeship. Some of the challenges facing our nursing students and newly-minted nurses were explored including the impact of the pandemic on the quality and availability of clinical rotations, the need to seek alternative experiential opportunities such as telehealth, the student's choice to work while studying, making prudent decisions about their finances as new grad nurses, the factors affecting the longevity and retention of new nurses, and the minimum work experience requirements for post-baccalaureate nursing training that differs between schools. Trends in the learning gaps of students and the ways to address them were also probed. Faculty shortage and the urging to effectively market recruitment efforts continue to be a common sentiment among our partners. Indeed, it was informative yet revealing to hear about the current realities and challenges in our community. It was also quite hopeful to discover that there are promising academic-practice initiatives that would enable PIH Health hospitals to better attract, train and maintain clinically competent, intellectually curious, and most importantly, compassionate nurses.

The event was organized by the PIH Health Whittier Hospital's Clinical Education and Professional Development department. A similar event is planned for the future in which the respective CNOs of PIH Health Downey Hospital and PIH Health Good Samaritan Hospital campuses will get an opportunity to dialogue and dine with the leaders of their affiliated nursing schools. We would like to continue the dialog and collaboration with our academic partners to ensure we are working together to bridge gaps in practice transitions. Our partnership is essential to ensure a strong nursing workforce for our future generations.



JOURNEY TO SUCCESS – A SPEED MENTORING EVENT MAY 2022 PROFESSIONAL NURSING PRACTICE DEVELOPMENT

Florence Nightingale is considered to be a pioneer in professional nursing practice and has been quoted to say, "Let us never consider ourselves finished nurses...we must be learning all of our lives." With that spirit of continuous growth and development in leadership, the PIH Health Whittier Hospital Transformational Leadership Committee hosted a speed mentoring event during Nurses Week 2022.



The speed mentoring event, "Journey to Success" provided an opportunity for professional networking and brief mentoring. PIH Health executive leaders throughout the organization were invited to meet with nurses and answer questions about their professional experiences and career paths. This event provided nursing staff the unique opportunity to develop long-term professional goals early in their career.

The Executive Leaders participating in the event included PIH Health Whittier Hospital's Chief Nursing Officer, Administrative Director of Care Management, System Vice President of Enterprise Supply Chain, System Vice President of Post-Acute Services and System Vice President of Regulatory Affairs.

Nurses participating in the event were provided a biography of each executive leader and sample questions to assist in guiding the event and conversations. Executive leaders sat at their own table and nursing participants were able to meet with each PIH Health leader for an allotted amount of time. Throughout the event, nursing participants were prompted to rotate to each PIH Health leaders' table. The hour-and-a-half event concluded with closing remarks from the PIH Health Whittier Hospital Transformational Leadership Team. A post-event evaluation was provided to obtain feedback for future speed mentoring events. The feedback provided will continue to assist in guiding the implementation of future mentoring events.

Results

- 80% of nursing participants strongly agreed that their knowledge was enriched by the experiences and examples provided during the event.
- 70% of nursing participants strongly agreed, while 30% agreed that the event provided valuable, relevant and helpful information in guiding their career path.
- 80% of nursing participants were very satisfied while 30% were satisfied with the speed mentoring event.
- Participants also provided feedback requesting future speed mentoring events with additional PIH Health executive leaders, clinical directors and managers from throughout the organization.

CHARGE NURSE COURSE 2021 PROMOTING AND SUSTAINING A CULTURE OF SAFETY

PIH Health Whittier Hospital nursing has identified Relationship Based Care (RBC) as a model utilized to transform nursing practice. RBC promotes the development of nursing leadership and describes the development as “vital” in sustaining a culture of safety. In an ongoing effort to mentor emerging nurse leaders, the PIH Health Whittier Hospital Transformational Nursing Leadership team facilitated a charge nurse class for new charge nurses. Twenty-six nurses from PIH Health Whittier Hospital and PIH Health Downey Hospital participated. Over the course of two days, the nurses participated in lectures that included information related to transformational leadership, the relationship based care model, professional practice, the nursing code of ethics, practical components of effective communication, managing horizontal violence, assignment planning, staffing, managing fiscal components, and crisis management. In addition to the lectures, participants were also able to collaborate and share professional experiences via group discussions. A pre- and post-evaluation was conducted to measure the program’s effectiveness.

Results

- Confidence in the ability to report patient safety and quality issues and concerns increased from 69% to 88%
- Confidence in the ability to describe the charge RN role in creating and sustaining a culture of safety increased from 34.6 % to 88.4%
- Confidence in the ability to understand and effectively manage patient flow increased from 30.7% to 73%
- Confidence in the ability to identify and address horizontal hostility increased from 44.4% to 76.9%
- Confidence in the ability to mentor and develop staff for professional development increased from 46.1% to 88.4%
- Confidence in the ability to effectively manage resources to meet expected results with budget and quality standards (staffing, overtime utilization) increased from 15.3% to 50%

IMPROVING CHARGE NURSE CONFIDENCE IN CONFLICT RESOLUTION THROUGH SIMULATION

Handling conflicts efficiently and effectively can improve quality, patient safety and staff morale. Conflict resolution is an essential element of a healthy work environment as breakdowns in communication and collaboration can lead to increased medical errors and harm. The Joint Commission's leadership standards place a mandate on healthcare leadership to manage disruptive behavior that can impact patient safety. In order to address this critical need, PIH Health Whittier Hospital developed conflict resolution skills using both theory and simulation for the designated charge nurses at PIH Health Whittier Hospital campus.

All designated charge nurses were scheduled to attend the program. Fifty-five nurses participated. The hospital's simulation classroom was used for the setting of this education. A pre- and post-evaluation was conducted to measure program effectiveness. Education included a 2-hour didactic lecture on conflict resolution tools and methods followed by a 2-hour simulation session. Scenarios were developed to simulate four common situations where conflict may arise in the acute care setting. Simulations included scenarios involving patients, patients' family members, physicians, and peers. Participating nurses were provided the situation verbally and in writing and then were asked to independently resolve the conflict. A checklist was used to ensure the appropriate actions were executed throughout the simulation demonstration. A debriefing session was conducted at the end of the session to provide an opportunity for the nurse to reflect on the process and receive feedback from the nursing leadership team and peers.

Results

- Confidence in providing feedback to peers increased from 37.2% to 67.21%
- Comfort in communicating with patients from diverse populations increased from 45.45% to 62.3%
- Confidence in the ability to problem-solve situations involving conflict increased from 23.67% to 52.46%
- Confidence in the ability to manage conflict with physicians increased from 27.27% to 59.02%
- Confidence in the ability to manage conflict with my peers increased from 30.91% to 57.38%
- Confidence in the ability to manage conflict with patients increased from 29.09% to 62.30%



New Knowledge and Innovation

NEW KNOWLEDGE AND INNOVATION

New Knowledge and Innovation (NKI) exists to support and encourage nursing staff involvement in evidence-based practice (EBP) and research activities. Specific activities include organizing and supporting advancement of nursing research, nursing innovation, implementation of EBP and dissemination of work. NKI also works with nursing students at all levels who are completing project work within the facility. In fiscal year 2022, the NKI Council conducted nine consultations and facilitated six consultations with our academic partner, Western University of Health Science.

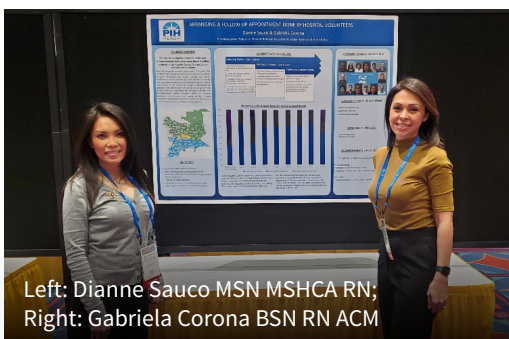


COLLABORATION AND RESULTS COUNCIL

This year NKI focused on supporting and developing the nursing teams in performance improvement work through the development of the Collaboration and Results Council (CRC). The purpose of the CRC Council is to prepare and inspire front-line nurses to lead meaningful change within their department through education on performance improvement, lean principles, and related topics. The council strives to ensure nursing practice is evidence-based and/or congruent with or leading to community and regional standards, and that performance improvement initiatives are data-driven. The chairs of the partnership councils are all invited to participate in the monthly CRC meeting. In FY 22, CRC was chaired by Savanna Gilson RN BSN OCN.



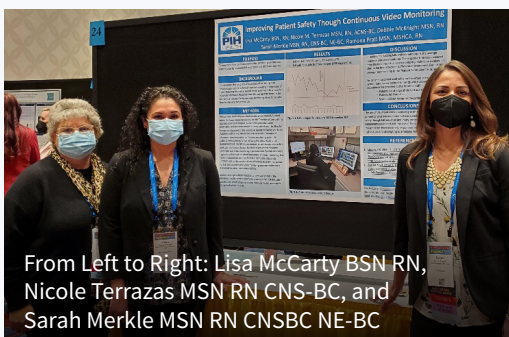
Savanna Gilson RN BSN OCN RN
Collaboration and Results Council
Chair 2022



Left: Dianne Sauco MSN MSHCA RN;
Right: Gabriela Corona BSN RN ACM

SHARING OUR WORK

- Dianne Sauco and Gabriela Corona presenting “Prevent Rehospitalization of Stroke Patient within 30 Days by Arranging a Follow-up Appointment Done by Hospital Volunteers” at the Association of California Nurse Leaders Conference in February 2022
- Lisa McCarty, Nicole Terrazas and Sarah Merkle presenting, “Improving Patient Safety Through Continuous Video Monitoring” at the Association of California Nurse Leaders Conference in February 2022



From Left to Right: Lisa McCarty BSN RN,
Nicole Terrazas MSN RN CNS-BC, and
Sarah Merkle MSN RN CNSBC NE-BC

USE OF ORAL 40% GLUCOSE GEL FOR HYPOGLYCEMIC NEONATES IN MATERNAL-NEWBORN

The current practice in Maternal-Newborn is to encourage and assist mothers to provide skin-to-skin contact and breastfeed their hypoglycemic infants. The neonates at this age are just beginning to learn to breastfeed and often the feed is not substantial enough to increase the blood sugar. If after breastfeeding, the infant still has low blood sugar, the hypoglycemic neonates are given a measured amount of formula in a bottle, or if the blood sugar is very low and meets criteria, the infant will be admitted to the neonatal intensive care unit (NICU). The introduction of formula and early separation of the mother and child both have a negative effect on breastfeeding, bonding and increase postpartum depression.

Numerous studies have successfully demonstrated improved exclusive breastfeeding, as well as reduced admissions to NICU, by utilizing oral 40% glucose gel as an adjunct intervention for neonates with hypoglycemia in the first 24 hours of life. This project was spearheaded by PIH Health Physician Gloria Morales MD, in collaboration with the Maternal-Newborn team, to provide evidence-based interventions to achieve the best possible patient outcomes by improving exclusive breastfeeding, not separating the infant from the mother, and decreasing the length of stay by eliminating NICU admit.



Laura Robles RN and patients Jordan and baby Julie

The action plan included a review of the literature and an evaluation of similar projects from high-performing healthcare organizations. Collaboration ensued with pharmacy and informatics. An algorithm was developed, and revisions were made to the Newborn Care Standardized Procedure. Informatics assisted with developing the order set and electronic documentation. Pharmacy procured a product, placed it in the electronic medication administration record, deployed the product in the Omnicell, and provided educational information from the vendor. Education was given to staff in meetings, skills lab and one-on-one. An algorithm and quick reference guides were developed to aid in assisting staff.



Ivy C. Tuason PhD RN FNP-BC,
Systems Director, Clinical Education
and Professional Development

The go-live for the glucose gel launched on September 6, 2022. Outcome measures will include formula usage due to hypoglycemia, as well as NICU admissions due to hypoglycemia.

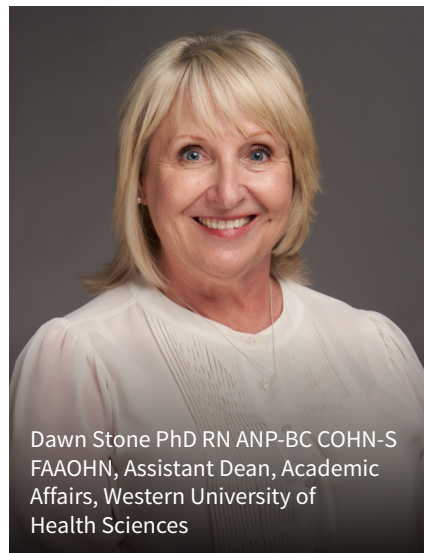
In partnership with Western University, Ivy C. Tuason PhD RN FNP-BC, systems director, Clinical Education and Professional Development, published an article on June 2, 2022 called, "Collaboration readiness: Developing standards for interprofessional formative assessment" in the Journal of Professional Nursing.

The article shares that graduate nursing education strives to promote collaborative practice on interprofessional teams. However, measuring collaboration during the formative stages of professional development is rare. Few assessments are available to determine whether graduates of nursing education programs have met the required accreditation benchmarks. The project evaluated two performance standards for assessment. The abstract can be found at <https://pubmed.ncbi.nlm.nih.gov/36150882/>.

ACADEMIC PARTNERSHIP CONSULTATIONS

PIH Health has a strong partnership with the Western University of Health Sciences that has continued to flourish over the last year. Dawn Stone PhD RN ANP-BC COHN-S FAAOHN, Assistant Dean, Academic Affairs, actively supports the PIH Health Nursing team by providing guidance on performance improvement and through educational development. Dr. Stone offered an education session on “Basics in Statistics” to the Collaboration and Results Council in March of 2022. Dr. Stone also sits on our New Knowledge and Innovation Council as a content expert during consultative sessions.

This partnership is mutually beneficial as PIH Health gives back to Western University. In March of 2022, Members of PIH Health Whittier Hospital’s Nursing Transformational Leadership Committee and the Exemplary Professional Practice Committee partnered to provide a virtual educational presentation to students enrolled in the Western University of Health Sciences, College of Graduate Nursing Program. The presentation, “The Role of The RN Leader in Patient Safety,” focused on the application of high-reliability concepts in healthcare settings, regulatory compliance as it relates to patient safety, and the leadership role of the registered nurse in creating and sustaining a culture of safety. During the presentation, the PIH Health Nursing committee leaders provided examples and scenarios based on real-life nursing experiences to solidify the concepts presented to the graduate nursing students.



Dawn Stone PhD RN ANP-BC COHN-S
FAAOHN, Assistant Dean, Academic
Affairs, Western University of
Health Sciences



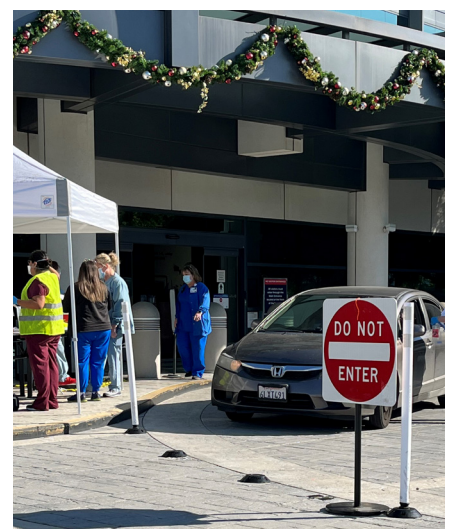
Exemplary Professional Practice

EXPANDING COVID-19 TESTING AND N-95 FIT TESTING DURING OMICRON OUTBREAK

The Omicron variant strain of the COVID-19 virus was discovered at the same time the flu season was in full swing in the winter of January 2022. It was difficult for individuals to differentiate the virus from the flu. At the peak of the Omicron variant COVID-19 surge, the number of employees needing symptomatic testing for COVID-19 and/or contact exposure increased ten-fold. To address this, a drive-through employee testing site was quickly implemented to facilitate testing. Our emergency preparedness plan was modified to include job action sheets for the new roles needed to operate the drive-through clinic. Just-in-time education to the job action sheets occurred and the staff was repurposed to perform these adjunct roles.

Employees from PIH Health Whittier Hospital, PIH Health Downey Hospital, PIH Health Physicians and providers arrived in their vehicles at the Shannon Tower entrance and were greeted by a clinical team who assisted them with screening and testing. Testing results were available later that day or early the next morning. This expanded testing process decreased employees' time off work waiting for appointments and test results. During the three-week period in which the drive-through clinic operated, approximately 900 employees were tested for the virus.

As we saw an increase in the community with COVID-19 hospitalizations, we also saw more and more of the organization's personnel reporting symptoms of COVID-19 to the point there was a statewide staffing shortage of workers in the workplace. This became a nationwide problem where a state-wide emergency order allowed mildly symptomatic employees to continue to work wearing enhanced personal protective equipment (PPE) such as the N-95 mask. The Shannon drive-through testing was quickly expanded to include a mask-fit testing station. Employees from all departments were provided fit testing for N-95 mask so they could return to work when they felt better/comfortable.



FLOAT INITIATIVE

PIH Health Whittier Hospital's Professional Practice Nursing Model titled "Relationship-Based Care," focuses on relationships that provide a nursing clinical infrastructure for organizing and providing care to patients and families. The Exemplary Professional Practice (EPP) Committee identified a need related to the working relationships between colleagues when floating from one patient care area to another. The goal of the float initiative is to provide support and identify areas for growth in developing relationships with coworkers in their home units and other units throughout the hospital. The team evaluated and revised existing float support documents/tools including the house-wide Float Life Safety and Unit Orientation form(s), and the Charge RN/Buddy Check-in form. These documents identify the specific responsibilities of the unit support staff, as well as the float staff, and addresses the common goal of creating a supportive relationship and environment for all team members. Team education addressing the revised tools and responsibilities was provided at the quarterly staff training meetings in April 2022. The EPP Committee also developed an all-inclusive float follow-up survey via a QR Code that asks detailed questions about the individual staff's float experience.

The survey tool went live house-wide in May 2022 and included all inpatient areas, Emergency Department, Labor and Delivery, Maternal Newborn, NICU and the surgical areas. The Float Experience Survey allows staff to voice their experiences when floating to other units within the hospital. As survey results are collected, data is analyzed and areas for opportunities are highlighted and shared with the respective unit clinical directors to improve the team's relationships with colleagues throughout the hospital. In addition, the survey encourages float staff to recognize fellow colleagues that provide support and a positive teamwork environment during their shift. This has been a positive tool for peer feedback and allows the clinical directors to recognize those staff members who go above and beyond for their coworkers.

When team members work together effectively, they are able to provide well-coordinated, high-quality patient care, thereby improving patient outcomes.

PRIORITIZING BASIC CARE PLACING THE PATIENT FIRST

With the COVID-19 pandemic stabilizing, a review of patient experience feedback identified the need to re-set expectations and refocus on our Patients First vision. Our relationship-based nursing model places the patient at the center of our focus.

During the COVID-19 surge, PIH Health experienced staffing shortages and was forced to streamline our onboarding orientation process and as a result, the clinical education of new staff who were unfamiliar with our nursing philosophy was compromised. Because of this identified deficit, the Exemplary Professional Practice Committee developed a re-education program that went live in July 2022 for all nursing staff. Key topics that were addressed included: Bedside Shift Report using IPASS the BATON model, No Pass Zone, focusing on quick response to patients in need, Trio Rounding team approach to coordinating patient care, and Basic Nursing Care addressing hygiene, mobility, vital signs, daily weights, intake and output, and safety of patient's environment. We continue to re-evaluate the success of this re-education through Leadership Patient Rounding and Patient Satisfaction Survey feedback.

IMPROVING COMMUNICATION HAND-OFF BETWEEN EMERGENCY DEPARTMENT AND INPATIENT UNITS

Team relationships are key to providing seamless continuity in care transitions for our patients. Nursing staff from both the inpatient units and Emergency Department identified an opportunity to improve hand-off communication in early 2022. After reviewing best practices for ED hand-off tools, the ED developed an SBAR reporting template for use when providing hand-off reports to the inpatient units. The ED solicited feedback from the inpatient units to verify the proposed SBAR tool addressed the necessary patient care concerns for the next level of care. In addition to using the SBAR template, the ED team members provided education to the inpatient units on accessing the ED Summary of Care in eMD which provides an up-to-date picture of the patient, detailing information about the chief complaint, allergies, vital signs and latest medication(s) administered. The inpatient nurses were also educated to pull up the ED Clinical Summary while they are receiving reports from the ED so they can follow along with the ED nurse when receiving hand-off. In case of an emergency during transport, the ED Clinical Summary is also printed and accompanies the patient at the time of transfer from the ED. Both the ED and inpatient units report that communication hand-off is improving and teams continue to have open dialogue on ways to refine the process.



IMPROVING MEDICATION SAFETY AT THE UNIT LEVEL

With the heightened consumer awareness about the risk for medication errors in a hospital, EPP Committee used evidenced based practice cited in the literature and data from the Medication Safety Audits to determine that the potential for errors could result at PIH Health Whittier Hospital because nurses are often interrupted during the medication pass process.

Medication Safety Audit Results				
Observed Medication Pass	May-22	Jun-22	Jul-22	Aug-22
Were there any disruptions (including Vocera paging) observed while the nurse was performing the medication pass?	63%	71%	72%	74%

Preliminary nursing unit medication audit data shows that nurses are interrupted over 50% of the time during the medication administration process. Disruptions occur in the form of overhead/telephonic paging, interruption from person-to-person communication in the medication rooms or at the bedside, and bedside alarms.

The literature recommends educating staff on the importance of minimizing disruptions and posting verbal clues to remind staff to not interrupt in key medication dispensing locations. As a result, EPP Committee designed, and in October 2022, posted Medication Safety Zone signs in all medication rooms hospital-wide to be used as a verbal prompt reminding all not to interrupt staff in the medication room. In addition, staff education was distributed to educate all on this new important verbal clue, as well as share the results of the Medication Safety Audits, and risk for error due to disruptions. Future medication audits should determine if this initiative has an impact on minimizing disruptions.



Sample Sign Posted on Medication Room Entrances

PROMOTING A CULTURE OF SAFETY

Good Catch

The purpose of the Good Catch recognition program is to prevent harm before it reaches a patient, further develop a robust reporting culture, and learn from close calls 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 high reliability.

This program has created heightened awareness of good catches and led to positive changes. This project has been initiated to achieve the following goals:

- Increase good catch reporting
- Improve ability to track and trend near misses, improvement efforts and feedback
- Disseminate new knowledge and ideas gained from good catches
- Improve accountability and ownership for safety within the organization
- Improve overall culture of safety survey outcomes
- Improve staffs' perceptions of psychological safety, trust and fairness and non-punitive environment of reporting
- Improve employee engagement in safety and process improvement
- Reduction of adverse events with goal of ZERO harm



FY 2022 Annual Good Catch winner is Jessica Colindres from 4 Plaza!

FY 2022 GOOD CATCH MONTHLY WINNERS

Vanessa Altig RN – Quality Management – Wound Care

Debra Capen RN – Cardiology

Craig Cosue RN – 1 Tower

Jessica Colindres RN – 4 Plaza

Genessis Contreras LVN – 4 Plaza

Veronica Garcia – Nursing Administration

Gina Fierro RN – 3 Plaza

Christian Flores RN – Critical Care

Edwin Flores RN – 4 Plaza

Carla Johnson RN – 4 Tower

Maria Mejia CNA – TCU

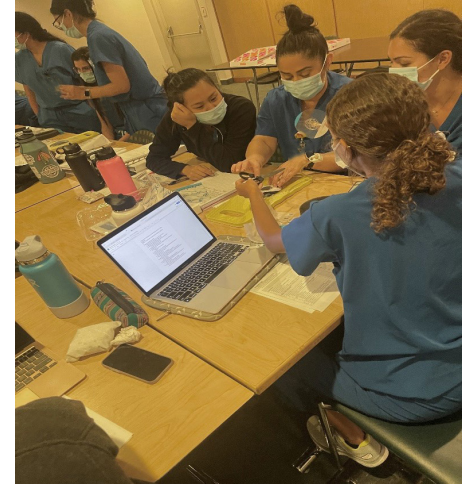
Emily Silitonga RN – 3 Tower

Bridget Zambrano CNA – 3 Plaza

Structural Empowerment

RN RESIDENCY PROGRAM AND NOVEX TRAINING

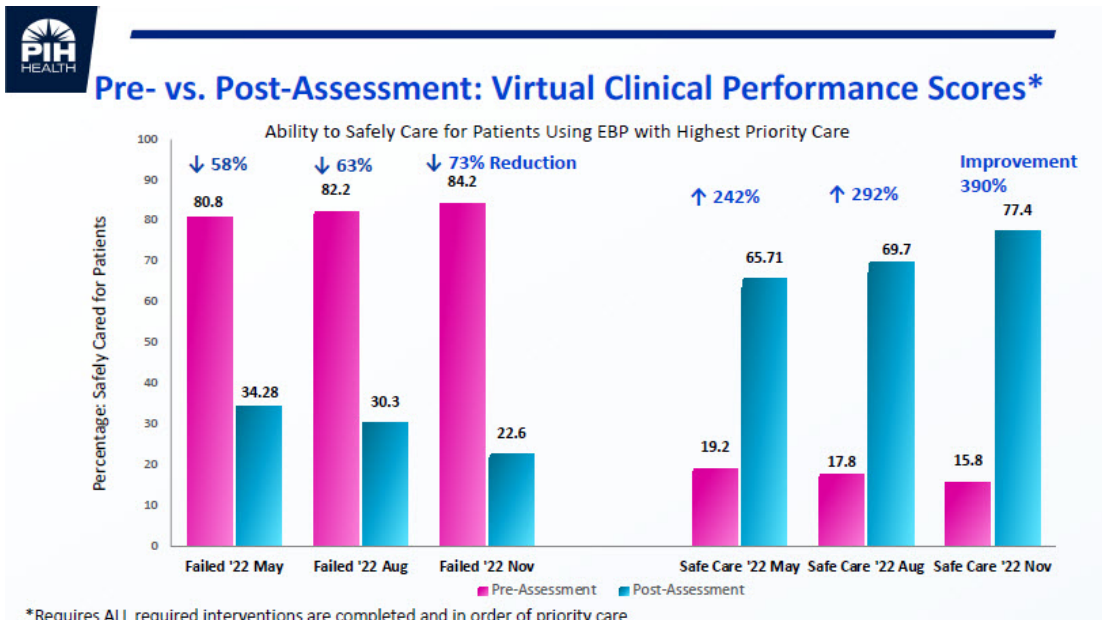
PIH Health has transformed the New Graduate RN (NGRN) Residency Program by integrating NovEx to improve clinical reasoning, practice readiness and retention rate. NovEx is used to augment the current program and ensured that hospital's practices, policies and standards of care remained an integral component of the program. Clinical preceptorship is adjusted to include clinical days focused on task acquisition and basic patient care. These clinical days are supervised by educators or preceptors and are completed before their first official day with the assigned preceptor. The goals are to familiarize the NGRN with the most common daily tasks (e.g., medication administration, head-to-toe assessments, EHR documentation, admission/discharges, bed baths, etc.) in the NGRN's home unit.



NovEx is a web-based adaptive learning platform utilizing patient simulation scenarios with real patient data to challenge learners to recognize a patient's condition and enhance clinical reasoning and judgment to safely care for the patient. Its pre- and post-evaluation tools were used to determine the incidences of medication error, sentinel events and failure-to-rescue. The content in each module is based on the latest evidence-based, cost-effective, and clinically relevant practices.

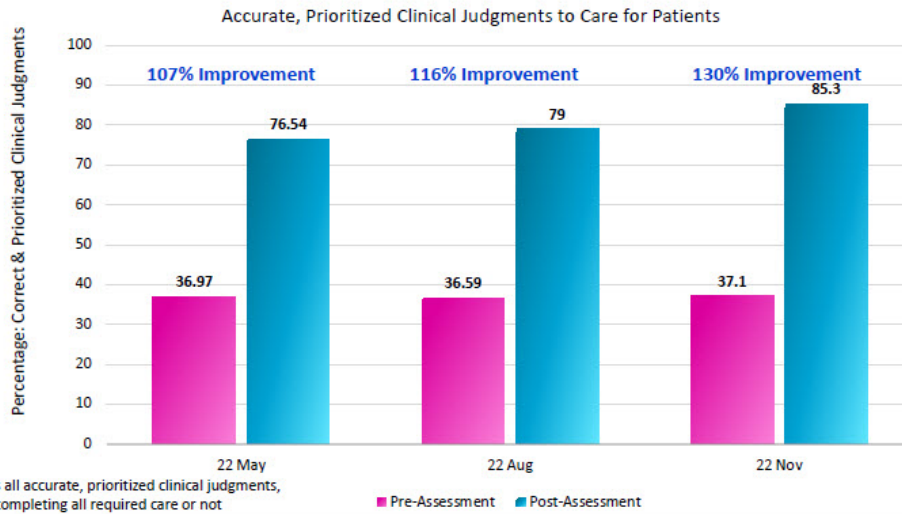
The first cohort of this new program started in May 2022 with 34 NGRNs. The results were remarkable with pre-test scores resulting in over one third of the NGRNs having committed sentinel events, 97% failing to rescue a patient, and 100% having a medication error in the pre-test of virtual online patients. Post-test data given after completion of the program significantly improve critical thinking, patient safety and performance outcomes scores. See figures below.

There were 41 NGRNs in the second cohort that finished in October 2022 and 52 in the third cohort that finished in December 2022. Pre- and post-test data will continue to be monitored and analyzed. Four cohorts are scheduled in 2023.

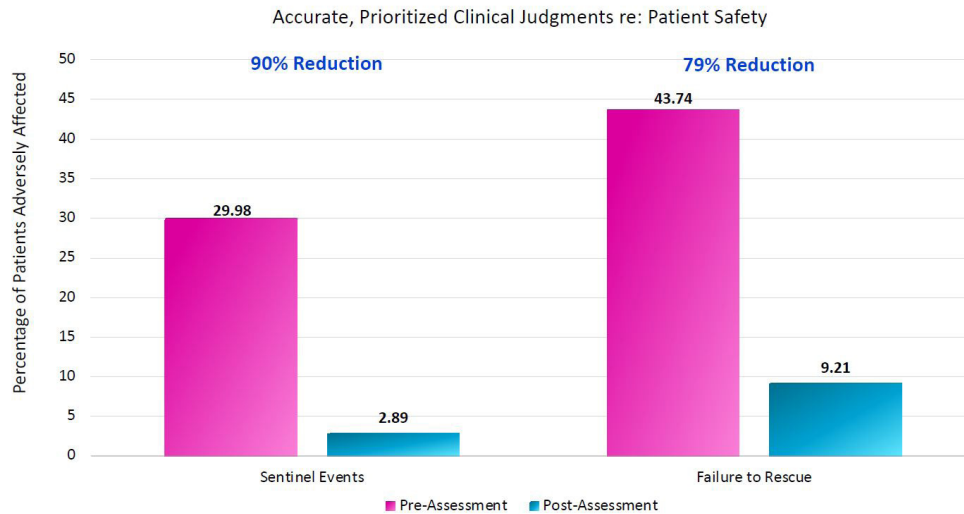




Pre- vs. Post-Assessment: Clinical Judgments*



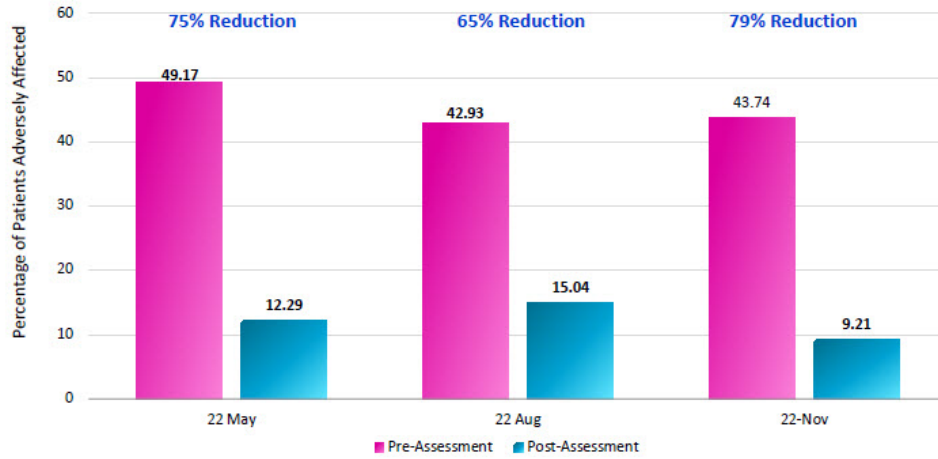
Pre- vs. Post-Assessment: Patient Safety





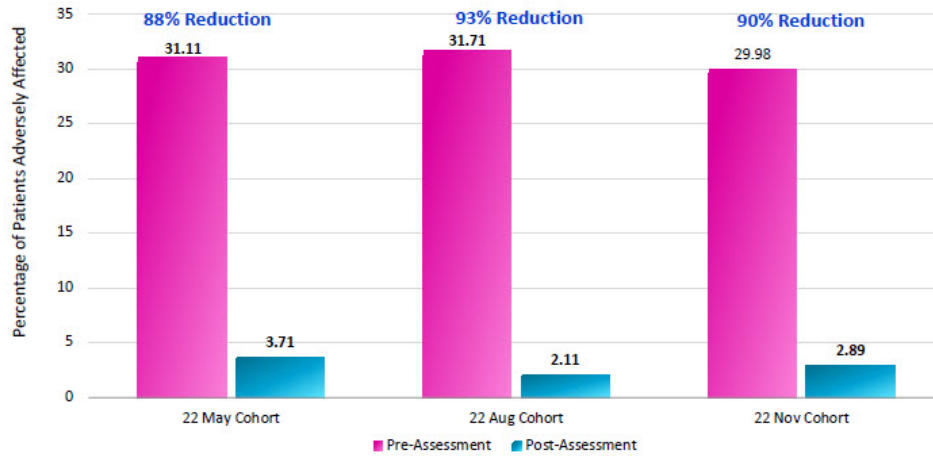
Pre- vs. Post-Assessment: Failure to Rescue

Accurate, Prioritized Clinical Judgments re: Patient Safety



Pre- vs. Post-Assessment: Sentinel Events

Accurate, Prioritized Clinical Judgments re: Patient Safety





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.



FISCAL YEAR 2021-2022 DAISY AWARD WINNERS

Honoree	Month of Recognition
Christopher Zych RN – Infusion Center	November 2021
Nicole Martinez RN – 3 Plaza / PACU	December 2021
Hannah Garcia RN – 3 Tower	December 2021
Lisa McCarty RN – Nursing Administration	December 2021
Sondra Harris RN – Emergency Department	March 2022
Leticia Romero RN – Care Management	April 2022
Grace Zhang RN – Labor and Delivery	May 2022
Rachel Dighera RN – 3 Plaza	June 2022
Lorena Cappello RN – Cardiology	June 2022
Timothy Pham RN – 1 Tower	September 2022
Annette Patino RN – 1 Tower	September 2022





BEE AWARD

What is the BEE Award? BEE stands for Being Exceptional Everyday: The award celebrates and honors the extraordinary skills and daily compassion given by our non-nursing staff. Acknowledging the strength behind teamwork, the BEE Award was conceived alongside the current DAISY Foundation that we have in place – because a DAISY needs a BEE and a BEE needs a DAISY.



FISCAL YEAR 2021-2022 BEE AWARD WINNERS	
Honoree	Month of Recognition
Shante Dezrick – BioMed	October 2021
Andrew Diaz – Radiology Transport	November 2021
Nia Helaire – Pharmacy	December 2021
Jana Aguado – Physical Therapy	March 2022
Zelina Correa – Respiratory	April 2022
Audrey Maldonado – 4 Plaza	May 2022
Jonathan Flores – Emergency Department	June 2022
Tarra Singapan – Radiology	July 2022
Jennifer Plata Garcia – 4 Plaza	August 2022
Christina Zubiarte – Wound Healing Center	September 2022



BEE Award Winner Tarra Singapan, Radiology.



Add photo caption: BEE Award Winner Shante Dezrick, BioMed.

PROFESSIONAL ENRICHMENT PROGRAM 2022

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 2022 PROFESSIONAL ENRICHMENT PROGRAM PARTICIPANTS			
RN Name	Department	RN Name	Department
Stephanie Ramos RN	2 Tower	Kaylee Johnson RN	3 Tower
Melissa Cariato RN	2 Tower	Rebecca Alexander RN	3 Tower
Yow-Mei Angela Ho RN	2 Tower	Jacqueline Ontiveros RN	3 Tower
Jennifer Dedrick RN	2 Tower	Rebecca Montenegro RN	3 Tower
Stacey Villa Ghanimian RN	2 Tower	Grant Magallanez RN	4 Plaza
Justin Castro RN	2 Tower	Natalie Fuentes RN	4 Plaza
Kacey Porter RN	2 Tower	Jessica Marsh RN	4 Plaza
Samantha Pichardo RN	2 Tower	Samantha Martin RN	4 Plaza
Joanna Berumen RN	2 Tower	Tracy Krause RN	4 Plaza
Erika Guzman RN	2 Tower	Jessica Colindres RN	4 Plaza
Maricarmen Anguiano RN	2 Tower	Stephanie Chung RN	4 Plaza
Luis Renteria RN	2 Tower	Alyssa Little RN	4 Plaza
Andrew Mercado RN	2 Tower	Laura Rosario RN	4 Plaza
Mollida Sears RN	2 Tower	Katelyn Stark RN	4 Plaza
Joshua Sanchez RN	3 Plaza	Kyle Hansen RN	4 Plaza
Francis Joy Garcia RN	3 Plaza	Terry Nguyen RN	4 Tower
Lina Voong RN	3 Plaza	Kayla Simmons RN	4 Tower
Kim McCasland RN	3 Plaza	Savanna Gilson RN	4 Tower
Linda Chan RN	3 Plaza	Savannah Carlson RN	4 Tower
Nancy Pascale RN	3 Plaza	Charmaine Lim RN	4 Tower
Candace Hsu RN	3 Plaza	Lisa Burn RN	4 Tower
Caroline Currie RN	3 Plaza	Elizabeth Aragon RN	4 Tower
Natalie Lemus RN	3 Tower	Rebecca Berman RN	4 Tower
Hannah Garcia RN	3 Tower	Leslee Hampton RN	4 Tower
Jennifer Slusser RN	3 Tower	Camille Berberabe RN	CCC
Christopher Santos RN	3 Tower	Christina Navarro RN	CCC

**CONGRATULATIONS TO OUR
2022 PROFESSIONAL ENRICHMENT PROGRAM PARTICIPANTS**

RN Name	Department	RN Name	Department
Maria Wooden RN	CCC	Sondra Harris RN	Emergency
Ashlynn Brandt RN	CCC	Hans Linnemann RN	Emergency
Hannah Sanders RN	CCC	Nicolette Ybarra RN	Emergency
Alejandra Mercado RN	CCC	Brittany Bradford RN	Emergency
Monica Gonzalez RN	CCC	Lauren Tenorio RN	Emergency
Marcia Rocha RN	CCC	Tammy Gonzalez RN	Emergency
C. Sunny Hong RN	CCC	Melanie Coppola RN	Emergency
Rebekah Brackett RN	CCC	Graciela Arriaga RN	Emergency
Whitney Wiedeman RN	CCC	Christina Wild RN	Emergency
Leah Aldrete RN	CCC	Beatrice Holmes RN	Emergency
Kimberly Ramirez RN	CCC	Jasmin Martin RN	Infusion Center
Jenna Fratarcangelo RN	CCC	Jessica Moody RN	Infusion Center
Lindsay Miller RN	CCC	Christopher Zych RN	Infusion Center
Alexis Kim RN	CCC	Tiffany Besch RN	Infusion Center
Ruth Tan RN	CCC	Priscilla Barrera RN	Infusion Center
Sabrina Vasquez RN	CCC	Kelly Ingram RN	NICU
Cheri Cubero RN	CCC	Shannon Cessna RN	NICU
Jennifer Lao RN	Emergency	Shannon Angulo RN	NICU
Tiffany Books RN	Emergency	Maureen Campbell RN	NICU
Victoria Chuchua RN	Emergency	Clarisse Vergara RN	Renal Telemetry
Carla Russell RN	Emergency	Lauren Morrill RN	Renal Telemetry
Yajaira Reyes RN	Emergency	Alexa Fishman RN	Renal Telemetry
Julie Anderson RN	Emergency	Dina Lolli-Abitria RN	SAU
Annie Bolander RN	Emergency	Morgan McBrayer RN	Vascular Access
Alma Erica Smith RN	Emergency	Haley Davis RN	Vascular Access
		Alex King RN	Vascular Access

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.

2021-2022 CERTIFICATIONS – NEW AND RECERTIFYING		
Department	Name	New Certification or Re-Certification
Cardiac Rehabilitation	Lupe Morales RN	CCRP
CCC	Rebekah Brackett RN	CCRN
CCC	Ashlynn Brandt RN	CCRN
CCC	Ray Fausto RN	CCRN
CCC	Sherrri Lamon RN	CCRN-K
CCC	Luis Medina RN	CCRN
CCC	Luis Soto RN	CCRN
ED	Tiffany Brooks RN	MICN
MNB	Lisa Batistelli RN	RNC-MNN
NICU	Zoraya Aleman RN	RNC-NIC
NICU	Gloria DeLaPaz RN	RNC-NIC
NICU	Boi Ha RN	RNC-NIC
NICU	Boi Ha RN	RNC-MNN
Nursing Administration	Jeanette Abundis RN	NE-BC
Nursing Administration	Sarah Merkle RN	NE-BC
Nursing Administration	Ramona Pratt RN	NE-BC
PACU	Karen Bjorkquist RN	CPAN
PACU	Cherri Dunn RN	CPAN
PACU	Rebeca Garcia RN	CAPA
PACU	Kathe Scott RN	CPAN
Quality Management	Maria Alcazar RN	CPN
Radiation Oncology	Geraldine Tan RN	OCN
Wound Healing	Jocelyn Gomez RN	WCC

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.

Masters of Science in Nursing

Dalia Aboulwafa RN – LDRP
Rebecca Alexander RN – 3 Tower
Charlene Brown RN – 4 Plaza
Elvia (Adriana) Castellanos RN – Emergency
Anna Catello RN – 1 Tower
Devona Do RN – Renal Telemetry
Maryelizabeth Huppert RN – 3 Tower
Rhodora Ives RN – Quality Management
Gisselle Lara RN – 1 Tower
Yvette Pardo RN – 4 Tower
Connie Sanjurjo RN – Cancer Program
Trisha Yip RN – Hemodialysis

Bachelor of Science in Nursing

Kristen Araiza RN – 3 Tower
Serena Camarillo RN – 3 Plaza
Anissa Carrillo RN – 4 Plaza
Audrey Castro RN – 4 Plaza
Lisa Centeno RN – MNB
Alina Duarte RN – 1 Tower
Jonathan Flores RN – Emergency
Christine Garcia RN – 3 Plaza
Hassan Gomar RN – Home Health
Fernando Gamboa RN – SAU

Amber Hernandez RN – Emergency

Billy Hernandez RN – 4 Plaza
Amaris Ixtupe RN – 4 Tower
Griselda Lidzbarski RN – Surgery
Stephanie Lopez RN – 4 Plaza
Kenneth Luk RN – Emergency
Rachel Luo RN – Renal Telemetry
Jasmin Martin RN – 4 Pavilion
Kenzea Masamayor RN – 1 Tower
Angelica Medina RN – 2 Tower
Jason Michel RN – 4 Plaza
Beverly Nguyen RN – 1 Tower
Vinh Nguyen RN – Care Management
Valery Padilla RN – 3 Tower
Vivian Parra RN – Emergency
Ronald Pham RN – 3 Plaza
Michelle Quan RN – 4 Plaza
Cynthia Rangel RN – NICU
Mackenzie Ratcliff RN – 4 Plaza
Johnathan Reyes RN – 1 Tower
Anna Smetanka RN – 2 Tower
Desiree Suarez RN – 3 Tower

Associate Degree in Nursing

Alina Duarte RN – 1 Tower
Darsy Espinoza RN – Renal-Telemetry
Bernice Gil RN – Emergency
Richard Medellin RN – PACU
Jeanette Rubio RN – Emergency
Taylor Rysdon RN – 4 Plaza
Rebekah Turnbough RN – MNB



NURSES WEEK 2022

2022 was an exciting time as after two years in a global pandemic, we were finally able to reinstate our traditional Nurses Week activities. The nurses of PIH Health Whittier Hospital have demonstrated an incredible amount of courage and clinical excellence throughout the COVID-19 pandemic. There was much to be celebrated as the nursing team was recognized for the comprehensive, compassionate care they deliver every day.

2022 SCHEIFLY SCHOLARSHIP RECIPIENTS	
Name	Department
Nicholas Dodson	ED
Natalia Guerra	1 Tower
Daniele Santa	ED
Lorraine Varela	Home Health
Zachary Zavala-Solis	2 Tower

2022 PIH HEALTH FOUNDATION SCHOLARSHIP RECIPIENTS	
Name	Department
Emma Balayan RN	3 Tower
Anissa Carrillo RN	4 Plaza
Savanna Gilson RN	4 Tower
Natalia Lemus RN	3 Tower
Charmaine Lim RN	4 Tower
Alyssa Little RN	4 Plaza
Lucille Lovett RN	1 Tower
Jolin Pham RN	2 Tower
Faviola Reynaga RN	SAU/PACU
Briana Salazar RN	Hospice
Jennifer Slusser RN	3 Tower
Desiree Suarez RN	3 Tower
Janall Torres RN	ED

FLO SCOTT LUNCHEON

We celebrate all nurses throughout Nurses Week, with one event recognizing the elite performance in nursing leadership and demonstration of caring for patients, families, colleagues and the community.

The call to support nursing at its best came from Mrs. Flo Scott. During her hospitalization at PIH Health, she shared with her husband Frank prior to her death that she wanted to do something to thank the nurses whose compassion went beyond the call of duty. As Frank cared for the love of his life and watched the nurses provide exceptional and loving care, Mr. Scott made the decision in 2004 to launch The Flo Scott Rose Award for Excellence in Nursing Leadership. This award honors a nurse leader who reflects the following characteristics:

- Demonstrates excellence in clinical practice
- A creative and non-compromising approach to nursing leadership that contributes to quality patient care
- An inspiration as a mentor and role model to other nurses
- Enhances the image of nursing
- Demonstrates intellectual curiosity and perseverance

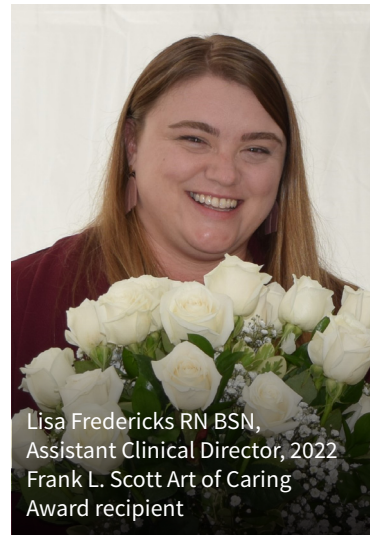
The Flo Scott Rose Award for Excellence in Nursing Leadership has meant so much to nursing leadership that we were extremely grateful when the Scott family made the decision in 2011 upon the death of their father to create The Frank L. Scott Art Of Caring Award. This award honors a nurse who embodies the following:

- Consistently makes decisions with patient needs as the top priority
- Demonstrates courageous intentional actions on behalf of patients
- Partners with colleagues to achieve patient-centered goals
- Is never too busy to take time to listen to patients and families
- Is a role model demonstrating how to treat patients and families with respect and dignity
- Practice reflects high-level competence
- Willingly teaches other colleagues, shares knowledge freely

These two awards continue to inspire and set the expectations of healthcare delivery and excellence for PIH Health nursing and beyond. The Scott family has left a lasting legacy, not only upon nursing but also upon our hearts.



Sarah Burgos MSN RN CIC,
Systems Director, Infection
Prevention, 2022 Flo Scott Rose
Award for Excellence in Nursing
Leadership recipient



Lisa Fredericks RN BSN,
Assistant Clinical Director, 2022
Frank L. Scott Art of Caring
Award recipient

This year we had so many outstanding nurses and nursing leaders nominated for the Scott awards, which demonstrated all the tremendous work nurses performed the past two years. Because of the volume of nominations and the unusual situation of not being able to celebrate Flo and Frank Scott due to the pandemic, we provided a special award this year—an Excellence in Nursing Award.

This award is a recognition of the distinguished work a nurse performed in an exemplary manner throughout her career and especially during the COVID-19 pandemic.

The recipient of this award has worked tirelessly over the last decade to prepare the PIH Health team for disasters. She led us in preparing for the unexpected, while we all hoped it would never happen. Disaster preparedness became this nurse's middle name and she demonstrated a fervor for the specialty. It is because of her passion and commitment to disaster management principles and processes that we have weathered these unprecedented two years.

She has been a role model and mentor to the PIH Health system teaching us how to navigate the unforeseen, all while ensuring our patients and staff had their needs met.

It is with absolute appreciation and gratitude of Carole Snyder's expertise and skills that we announced her as the recipient of the 2022 Excellence in Nursing award.



Carole Snyder RN, Director,
Emergency Preparedness,
2022 Excellence in Nursing
Award recipient

WALK IN A NURSE'S SHOES

As part of Nurses Week, 19 PIH Health leaders shadowed nurses from across various departments at PIH Health Whittier Hospital to get a glimpse of the successes and challenges nurses experience each day. This educational and fun event allowed nurses the opportunity to showcase their professional responsibilities with decision makers within the organization. Walk in a Nurse's Shoes was a historical part of Nurses Week in the 1980s and 1990s and was reintroduced this year as we celebrated our return to Nurses Week traditions. The experience for the leaders and the bedside nurses was one of mutual sharing and learning, with the leaders bringing improvement ideas back to their teams after seeing the nurses' challenges first-hand. Thank you to all the leaders and nurses that participated in this enlightening experience in 2022!

"I was so pleased to be included in the "Walk in a Nurse's Shoes" experience. It was enlightening to see all of the challenges that our nurses face every day, but it was also inspiring to see how they juggle their multiple responsibilities and manage the pressure of patient care with strength, knowledge, compassion, empathy, collaboration and resilience. I have such respect for our nurses and the work they do, and I thoroughly enjoyed this invaluable experience, as it allowed me to see how relationship-based care really works."

Peggy A. Chulack
Chief Administrative Officer

"I had the privilege of rounding with Nancy Pascale RN in 3 Plaza. Nancy has been with us for over 10 years and I really appreciate her compassion and dedication to our patients. She always greeted the patients when going into the room and was very thorough in her patient assessments. She had great relationships with attending physicians and kept them updated on any patient concerns. She always helped her colleagues and it was great to see her and other nurses on the floor actively participate in patient rounds with case managers to help the process. Kudos to Nancy and others on the floor who continue to show such high level dedication, even during busy times."

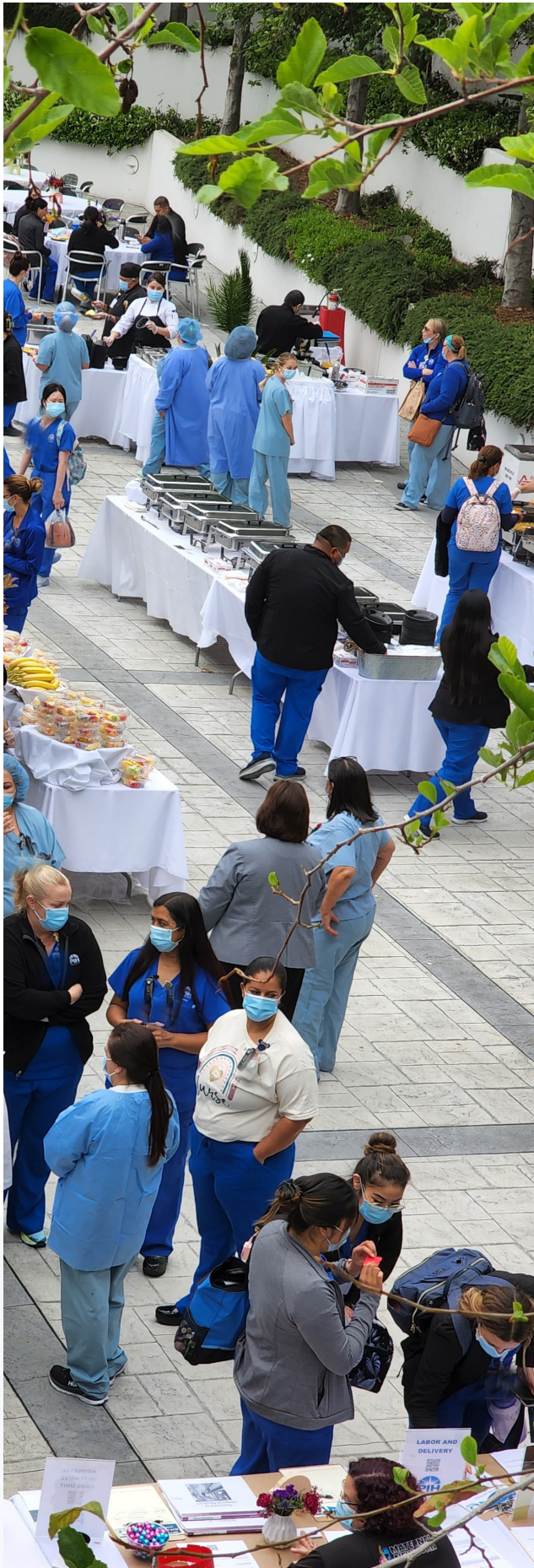
Vid Shivaraman
System Chief Financial Officer

"I had the opportunity to "Walk in a Nurse's Shoes" with Katelyn Hatmaker RN who was working as an Emergency Department triage nurse on the day I shadowed her. All I can say is, "Wow!" I regularly round with staff in different departments, but working alongside a nurse and experiencing firsthand what they do every day was amazing and eye-opening. What impressed me the most was the level of compassion Katelyn and the ED team showed every patient that came in. I asked Katelyn what would make her job better and one item she mentioned was better healthy snack selections for staff to be able to grab on the run. Food services was able to get this done with new offerings in Market 12. I look forward to doing this again!"

Brent Melton
Vice President, Support Services



Katelyn Hatmaker RN with Brent Melton, Vice President, Support Services, during "Walk in a Nurse's Shoes" event.



PHYSICIAN SPONSORED BREAKFAST

Thank you to our Medical Staff for sponsoring such an amazing event! We had over 400 nurses come together to celebrate.



Coordinating team for the physician-sponsored breakfast.

COFFEE AND COOKIE CELEBRATION





PIH HEALTH NURSING CAREER DAY

On May 5, 2022, nurses from PIH Health Whittier Hospital attended the First Annual Nursing Career Day. This event provided an opportunity for our nurses to explore career opportunities in PIH Health specialty clinical departments, leadership and education. They spoke with specialty department leaders, learned about the specialty area and were provided guidance and steps on becoming the best-qualified applicant.

Participants were entered in a raffle and Nhu Giang RN from 3 Plaza won the gift basket, a \$50 dollar gift card and a personalized PIH Health jacket!

Specialty Departments included:

- Critical Care Center/Emergency Department
- Labor and Delivery/Maternal-Newborn
- Neonatal Intensive Care Unit
- GI Services
- Dialysis
- Ambulatory Care
- Surgical Admitting Unit
- Surgery (Operating Room)
- Post Anesthesia Care Unit
- Wound Healing Center
- Care Management
- Infusion Center
- Quality Management
- PIH Health Physicians – Nurse Practitioner opportunities
- Risk Management
- Post-Acute Care: Home Health and Hospice
- Education
- Leadership



Empirical Outcomes

REDUCING CATHETER-ASSOCIATED URINARY TRACT INFECTION (CAUTI)

Over the last two years, the reduction of catheter-associated urinary tract infections has been a core focus of the Infection Prevention and Quality Management teams. Through indwelling urinary catheter audits, focused staff education, new product trials and the introduction of a standardized procedure for nurse-driven urinary catheter removal, a reduction in CAUTI has been achieved.

One of the first components of this project was ensuring proper maintenance practices were observed. Following house-wide staff education and rounding on the components necessary to the maintenance of an indwelling urinary catheter system, from the insertion site to proper placement of the bag and tubing, a decrease in CAUTIs was observed. Frontline staff participation was instrumental in this decrease.

Frontline staff were also essential in trialing and selecting a new indwelling urinary catheter product. With positive feedback from staff, a new one-level tray product was chosen which allows for safer insertion practices.

With a new product, attention turned to the development and education of the Discontinuation of Indwelling Urinary Catheter Standardized Procedure. Working to empower nurses to utilize the standardized procedure, which was created in collaboration with physician leadership and implemented on October 3, 2022.

PIH Health Whittier Hospital ended the calendar year 2021 with 11 CAUTIs. Now, through June 2022 there have been no CAUTIs identified. Not only has this significant decrease in CAUTI led to a potential savings of \$82,758 but has also led to increased patient safety.

Kudos to frontline staff for being active and essential participants in these CAUTI reduction effort and reduction of patient harm.

NATIONAL PATIENT SAFETY GOALS (NPSG)

The National Patient Safety Goals (NPSG) is a quality and patient safety improvement program established by the Joint Commission. NPSGs focus on significant problems in healthcare safety and specific actions to prevent harm to patients. Specifically, NPSG 15 promotes patient safety by reducing the risk of suicide in patients. Patient suicide, attempted suicide, or self-harm resulting in a serious disability, while being cared for in a healthcare facility are never events. Identification of patients at risk for suicide and an assessment of the patient's physical environment are important steps in protecting patients with suicidal ideations.

During fiscal year 2022, PIH Health Whittier Hospital worked on improving processes and procedures to mitigate the risk of suicide by conducting proper environmental assessments and removing unnecessary objects from the patient's room or surrounding area.

1. The "Ligature and/or Weapon Risk Mitigation Guide" is a tool staff reference when mitigating the patient's room. This tool was modified to align with the hospital's Annual Ligature Risk Assessment and condensed into a quick one-page reference document.
2. A "behavioral cart" was developed to store unnecessary items that were removed from the patient's room during the environmental assessment. This behavioral cart is kept outside the patient's room which allowed staff to easily access the items when needed.
3. The Behavioral/Suicide Precautions policy was updated to align with the latest regulatory standards.

In July 2022, nursing received re-education regarding care of patients with suicidal ideation and updated workflow as listed above. To monitor compliance with the implementation, measures were added to the Patient Safety Dashboard. We have seen an overall improvement in all three measures, however we continue to identify areas for improvement and make changes as needed.

PIH Health Whittier Hospital Post-Acute Services

HOME HEALTH & HOSPICE FISCAL YEAR 2022

- **Home Health and Hospice patients seen:** 8,021
- **In home visits conducted:** 143,726 (394 per day)
- **Home Health admissions:** 6,629
- **Hospice admissions:** 596

HOME HEALTH AND HOSPICE RECEIVES CHAP ACCREDITATION

In July 2022, Home Health and Hospice went through its triennial agency survey. The survey was conducted by Community Health Accreditation Partner (CHAP) and included four surveyors over the course of five days. The surveyors conducted home visits, visited hospice homes and reviewed personnel records, the Quality program, the Emergency Preparedness Plan and medical records/documentation. The agency was notified of our re-accreditation in August of 2022. CHAP standards go above and beyond the minimum guidelines so that we may lead the provision of care in our community, not simply participate in it. CHAP's seal of approval demonstrates our commitment to delivering quality care.



PALLIATIVE CARE CLINIC AND NURSE PRACTITIONERS

In July of 2022, PIH Health's Post-Acute Care division opened a Palliative Care clinic. This is the first time that Palliative Care has had its own dedicated space. Prior to this, the Palliative Care clinic operated out of the Lambert Medical Office Building (MOB) alongside Family/Internal Medicine. The new Palliative Care clinic is located in the La Mirada MOB Suite 220 and features three exam rooms.

PIH Health Palliative Care currently has three nurse practitioners who work in partnership with patients' physicians (hospitalists, PCPs and specialists) to provide an extra layer of support to patients who have been diagnosed with a serious illness. Palliative Care nurse practitioners provide expert symptom management, family support and goals of care conversations to help patients navigate through the health care system. Our Palliative Care nurse practitioners provide care in a variety of settings including: all three PIH Health hospitals, the Palliative Care clinic, and at patients' place of residence, whether it be in a home, skilled nursing facility, board and care or assisted living facility. In addition to in-person visits, the nurse practitioner has the ability to provide telehealth visits through the Palliative Care nurse practitioners support symptom management program. This program minimizes patient visits to the Emergency Department (ED). The average rate of ED visits in Palliative Care for FY 2022 was 1.5%. The national goal is to be less than the 5%.

HOME HEALTH IMPROVEMENTS IN HANDOFF COMMUNICATION

Handoff communication ensures continuity of care and patient safety.

Prior to improvement, handoff communication was inconsistent among Home Health nursing staff and resulted in staff feeling unprepared for patient visits which lead to poor scores in patient and staff satisfaction. Handoff communication also lacked standardized content resulting in confusion among nurses surrounding pertinent information for patient care.

The PIH Health Home Health Partnership Council focused on this area of improvement. As a result, a handoff communication tool for patient visits was developed. The handoff tool focuses on the patient's condition since their last home visit, the skilled need for a patient's upcoming home visit, home safety issues and needed medical supplies. With this tool, we are seeing improvements in the frequency of handoff communication from a baseline of 15% to now 95%. Additionally, our nursing staff feels successfully informed and up-to-date about the care and treatment of patients at a 90% level compared to a baseline of 7%.

HOSPICE NURSE CASE MANAGER HUDDLES

The PIH Health Hospice team implemented daily morning huddles among hospice nurse case managers and hospice nurse leaders that embrace the PIH Health culture of safety. During these huddles, each nurse case manager provides a report on their patient caseload, highlighting patient or staff safety concerns that require immediate action. Nurses are afforded the opportunity to collaborate with their colleagues and leaders to ensure that patient care planning is holistic and individualized in real time. Additionally, operational updates such as staffing and patient assignments are provided by leadership.

Patient satisfaction based upon help received for management of pain and symptoms was rated 76% prior to the daily huddles. Patient satisfaction for this metric is now at 80%.



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
Gonzales, Paula	December 2021	Same Day Surgery
Skala, Lynette	January 2022	Labor and Delivery
Apodaca, Michael	February 2022	Nursing Administration
Dora, Lea	February 2022	Post Anesthesia Care Unit
Nelson, Lori	April 2022	Emergency Services
Dixon, Theresa	May 2022	Surgery - General
Cortes, Marilou	June 2022	Education
Dollar, Victoria	July 2022	Surgery – General
McCormick, Carol Marie	July 2022	Surgery Admission Unit
Kim, Bock Soon	August 2022	GI Services
Martin, Valerie	August 2022	Labor and Delivery
Tye, Sheryl	August 2022	Critical Care

