



2019 Nursing Annual Report





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A MESSAGE FROM OUR CHIEF NURSING OFFICER

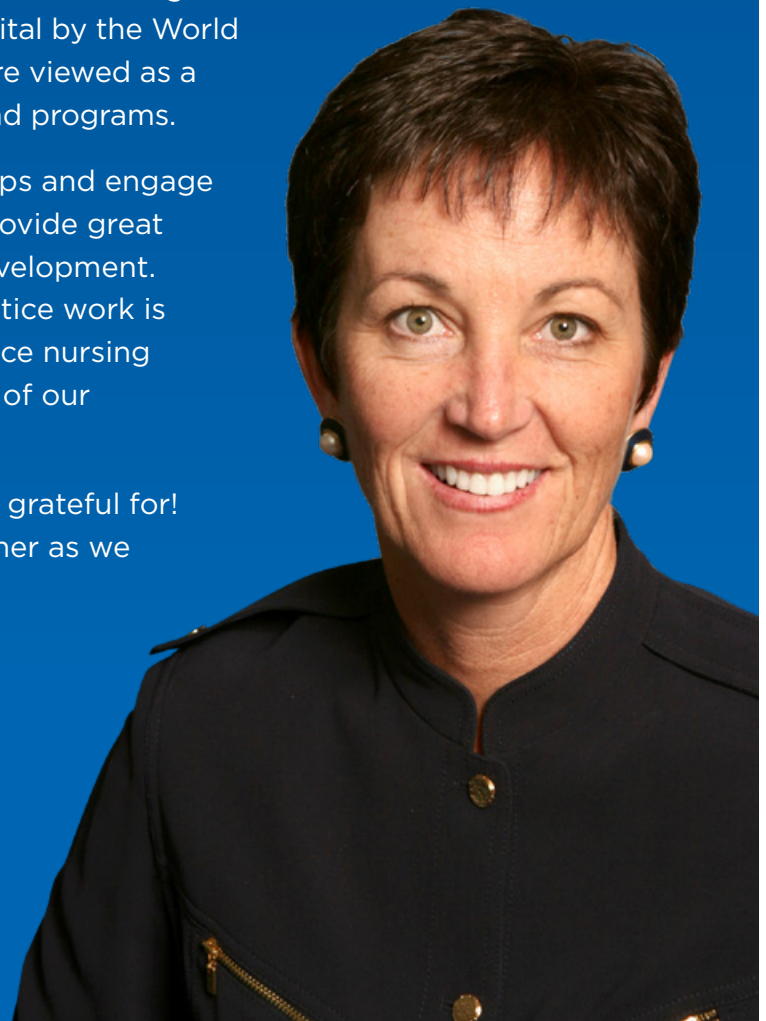
As we embark on our fourth Magnet Designation, I couldn't be prouder of all that we have accomplished along this amazing journey. I feel very blessed to have the privilege of working alongside some of the finest caregivers in the country. When the Sisters of St. Joseph opened the doors to our hospital 90 years ago, they set in motion an amazing legacy of caring for our Dear Neighbor. That legacy is alive and well today. I have always believed that one of our distinctive strengths that has set St. Joseph Hospital apart from others is our culture, our secret sauce. Our culture of caring. How we do things. How we treat each other. How our mission and values are not just a plaque on the wall but they are actively lived every day. Values in Action! What a joy to see it all across the campus. And this culture has been our foundation for building a sustainable Nursing Center of Excellence.

Core to our Nursing Center of Excellence is having highly engaged caregivers. We greatly value the voice of our nurses and front line caregivers. Our unit based councils and clinical excellence teams are essential to driving improved performance. Our employee engagement scores are amongst the highest in the country. Our patient experience scores are in the top 5% in the country. Over the past 12 months we have earned multiple Beacon Awards from the American Association of Critical-Care Nurses, indicating top nursing performance in three different inpatient nursing units. We have been designated as a Baby Friendly Hospital by the World Health Organization for the second time. We are viewed as a leader in innovative mental health strategies and programs.

We are very proud of our academic relationships and engage with over 1200 nursing students annually to provide great learning opportunities for their growth and development. Our nursing research and evidence based practice work is recognized nationally and our advanced practice nursing roles are growing and expanding into all areas of our campus.

We have a great deal to be proud of and to be grateful for! I look forward to our continuing journey together as we improve the health of our Dear Neighbor.

Katie Skelton, RN, MBA, NEA-BC
CHIEF NURSING OFFICER



OUR MISSION

As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

VISION

Health for a better world.

VALUES

Compassion

Jesus taught and healed with compassion for all.

Matthew 4:24

We reach out to those in need and offer comfort as Jesus did.

We nurture the spiritual, emotional and physical well-being of one another and those we serve.

Through our healing presence, we accompany those who suffer.

Dignity

All people have been created in the image of God.

Genesis 1:27

We value, encourage and celebrate the gifts in one another.

We respect the inherent dignity and worth of every individual.

We recognize each interaction as a sacred encounter.

Justice

Act with justice, love with kindness and walk humbly with your God.

Micah 6:8

We foster a culture that promotes unity and reconciliation.

We strive to care wisely for our people, our resources and our earth.

We stand in solidarity with the most vulnerable, working to remove the causes of oppression and promoting justice for all.

Excellence

Whatever you do, work at it with all your heart.

Col 3:23

We set the highest standards for ourselves and our ministries.

Through transformation and innovation, we strive to improve the health and quality of life in our communities.

We commit to compassionate, safe and reliable practices for the care of all.

Integrity

Let us love not merely with words or speech but with actions in truth.

1 John 3:18

We hold ourselves accountable to do the right thing for the right reasons.

We speak truthfully and courageously with generosity and respect.

We pursue authenticity with humility and simplicity.

PROMISE

“Know me, Care for me, Ease my way.”

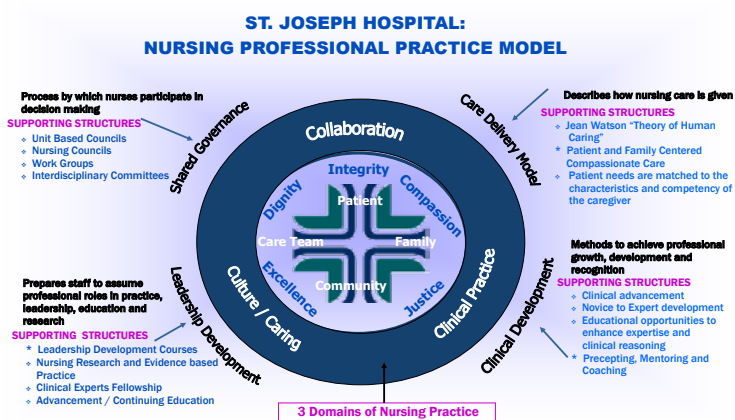


NURSING PHILOSOPHY

The Philosophy of Nursing at St. Joseph Hospital is rooted in the Mission, Vision and Values of the Sisters of St. Joseph of Orange. It is comprised of the following eight belief statements:

1. Nursing is highly valued for the role it plays. Nurses serve as advocates for patients and families throughout the continuum of care.
2. St. Joseph Hospital fosters an environment that provides continuous learning, professional development and scholarly inquiry.
3. Nursing practice exemplifies excellence through the use of continuous improvement, evidence-based practice, research and innovation to achieve the best possible outcomes for patients.
4. Through our culture of caring, compassion, competence and collaboration, nurses deliver world-class patient and family-centered care to the diverse populations we serve.
5. We are a diverse nursing organization that celebrates our strengths, mentors our novices, recognizes our experts and works collaboratively with all members of the health care team.
6. Nurses are informed, engaged, knowledgeable and accountable for clinical nursing practice decisions.
7. Nursing practice at St. Joseph Hospital is founded in the 10 Caritas Processes of Jean Watson's Theory of Human Caring. This philosophy provides the framework that prescribes our transpersonal relationships with our patients, our coworkers and our community.
8. St. Joseph Hospital is recognized in the community as a premier setting for nursing practice. This collaborative, collegial environment sets the standard.

Professional Practice Model



St. Joseph Hospital's Professional Practice Model is a dynamic process that integrates our core values with several key components and domains of professional practice that guide and support the delivery of patient and family-centered, compassionate care.

MAGNET® DESIGNATION

What is Magnet®?

- A designation granted by the American Nurses Credentialing Center (ANCC) for nursing excellence, quality patient care and innovations in nursing practice.
- The nation's highest honor for "Excellence in Nursing" and quality patient care.
- The ANCC Magnet® Recognition Program recognizes health care organizations that provide the very best in nursing care and professionalism in nursing practice. The program also provides a vehicle for disseminating best practices and strategies among nursing systems.

Our Magnet® Redesignation Process

In May 2016, St. Joseph Hospital was officially re-designated as a Magnet® hospital for nursing excellence by the American Nurses Credentialing Center. This marks the third consecutive Magnet® designation for St. Joseph Hospital. What an amazing and well-deserved accomplishment!

Magnet® designation is awarded to health care organizations for meeting high standards in quality patient care and innovations in nursing professional practice. SJO nurses continually set the bar high and strive to be leaders in the nursing field. They also go above and beyond each day to help us carry on the Mission, Vision and Values of the Sisters of St. Joseph. The ANCC commended our nurses for their evidence-based practice, research and commitment to creating the healthiest communities. Through their dedication and collaboration with others, SJO nurses pave the way in nursing excellence.

We are finalizing our writing and will submit for our fourth re-designation on the first of June 2020. The period of this data submission is June 2016 to May 2020. This required data shows how we exemplify the five components of the Magnet® Model.

Average Magnet® Hospital Characteristics

Average Magnet® Hospital Characteristics	2014 SJO	2015 SJO	2016 SJO	2017 SJO	2018 SJO	2019 SJO	Magnet Hospitals Average Feb. 2018
Clinical Nurse Turnover percent	6%	10%	7.3%	7%	8%	13.32%	11.58%
Average Length of Employment of RN's (Years)	11	11	12	12.16	11.5	11.35	10.09
Percentage of RN decision makers with Graduate Degrees	48%	52%	50%	68%	75%	66.67%	53.02%
Percentage of RN decision makers Certified by a nationally recognized organization	92%	94%	97%	97.5%	89.5%	93.93%	57.92%
Percentage of clinical nurses Certified by a nationally recognized organization	49%	44%	45%	40.13%	43.99%	45.44%	38.22%
Clinical Nurse (other than APN) Education							
Associate degree, nursing:	38%	35%	27%	29%	23%	16.94%	22.57%
Diploma:	5%	4%	3%	2%	2%	1.25%	4.21%
Bachelor/University degree, nursing:	51%	54%	62%	60%	62%	67.95%	68.64%
Master/Graduate degree, nursing:	6%	7%	8%	9%	13%	13.86%	4.58%

TRANSFORMATIONAL LEADERSHIP

Today's health care environment requires a new way of thinking. St. Joseph Hospital nurses are empowered to think outside the box and drive transformational change. As a result, St. Joseph Hospital remains strong and well positioned for the future.

Nursing Strategic Plan

The nursing strategic plan spans Fiscal Years 2018-2022. The plan supports St. Joseph Hospital's overall strategic plan and flows directly from the following three goals:

- Transforming Our Future
- Strengthening The Core
- Community Health Partners

The Nursing Strategic Plan provides the framework for continuous improvement by developing new ways of thinking and delivering care. By blending the art and science of the nursing professional body of knowledge with a transformational leadership style, the plan focused on the best possible outcomes for patients.

In an effort to educate nursing staff on the components within the Nursing Strategic Plan, the RN Guide to the Nursing Strategic Plan was developed. This guide identified the hospital's three outcome goals and was designed as a report card for staff nurses to assess their individual contributions toward meeting the goals.

Leadership Development Program

St. Joseph Hospital's Leadership Development Program utilizes the Essentials of Nurse Manager Orientation (ENMO) developed by the American Association of Critical Care Nurses and the Association of Nurse Executives.

- Cohorts of new leaders are engaged in the 18-month program, which integrates the web-based ENMO curriculum with coaching and mentoring group meetings led by nursing directors.
- Each participant benefits from participation in the expert coaching and peer mentoring as evidenced by the project presentations at the end of the program.

2019 Essentials of Nurse Manger Orientation (ENMO)

Selection Criteria: Leadership potential, succession planning or a rising star.

Current Participants:

- Kristina Macalalag, Main Operating Room
- Paul Kariuki, General Surgery
- Julie Marshall, Medical Telemetry
- Stephanie Boncheff (Harford), Oncology
- Susan Villar, Perinatal Outpatient
- Janna Meiring, Emergency Care Center
- Eric Meza, Endoscopy

2019 Participants in Nurse Manager Leadership Development Program:

Designed for current nurse managers to enhance their leadership skills, this 80-hour program is covered over 5 months, and consists of interactive classroom learning, on-line pre-learning, follow-up practice, and networking.

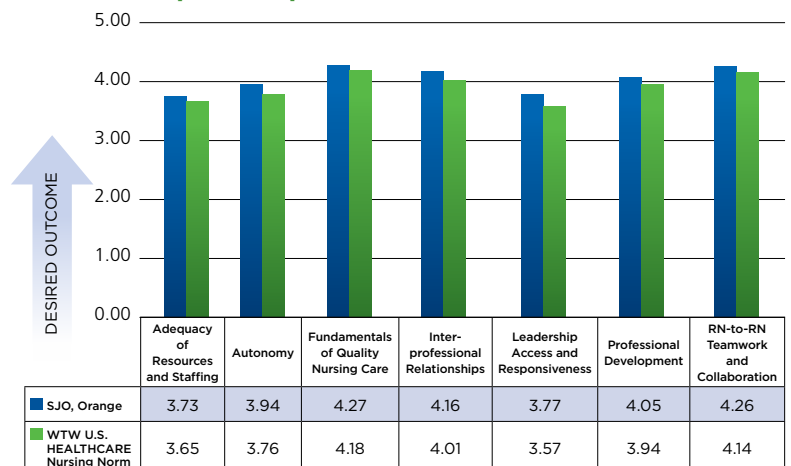
- Bob Selway, Neuromodulation Programs
- Darlene Warren, Orthopedics
- Kim Rossillo, Medical Telemetry
- Carol Suchy, Mother Baby Unit
- Kim Driscoll, CVSSU and Vascular Access Team
- Susan Duncan, Perinatal Outpatient Services
- Lorna Estiandan, Chronic Dialysis
- Jeannine Loucks, Emergency Care Center
- Jessica Laske, Labor & Delivery
- Daniel O'Neill, Cardiac & Vascular Interventional Lab
- Robert Garcia, Behavioral Health
- Cheryl Welp, Observation Unit
- Susan Coto, Main Operating Room
- Gianina Bennett, Main Operating Room
- Karen Truitt, Main Operating Room



NURSING ENGAGEMENT

Results from the 2018 Willis Towers Watson (WTW) Employee Engagement survey responses are represented in the table below. St. Joseph Hospital outperformed in all seven categories compared to the national benchmark.

St. Joseph Hospital Nurse Satisfaction



STRUCTURAL EMPOWERMENT

2019 Nursing Awards and Recognition

Recognition of nurses at all levels is a key component of the culture of excellence at St. Joseph Hospital. Nurses find ways to celebrate and honor the contributions they make every day to patients, their families and the health care community. Recognition promotes empowerment, involvement and continuous improvement. The following nurses received local, state and national recognition.

2019 RN Recognitions

Glenn Raup PhD, MSN, RN, CEN

Recognized by Orange County Mental Health Association as Outstanding Professional of the Year Award. Annually the organization honors members of the community for their outstanding contributions to changing the face of mental illness. Glenn was recognized for his dedication to developing innovative programs for our most vulnerable population.

Beth Winokur PhD, RN, CEN

Jeannine Loucks MSN, RN-BC

Glenn Raup PhD, MSN, RN, CEN

Selected by the Emergency Nurses Association and the Journal of Emergency Nursing (JEN) as the recipient of 2019 Journal of Emergency Nursing Author of the Year Award for their article "Use of a Standardized Procedure to Improve Behavioral Health Patient's Care: A Quality Improvement Initiative" published in the January 2019 issue of the Journal of Emergency Nursing.

Aileen Ingles MSN, RN, PCCN-K, CHFNP

"Heart Failure Nurse Navigator Program Interventions Decreases Heart Failure Readmission Rates" won the Award for Moderated Poster Presentation in Practice Improvement at the American Association of Heart Failure Nurse's national conference in Austin, Texas on June 29, 2019. Presented the poster to the AAHFNP's Research committee panel of 5 Heart Failure Clinical Nurse experts during the Poster Session on June 28, 2019. The Poster Abstract was published in the March-April 2020 issue of Heart and Lung: Journal of Cardiopulmonary and Acute Care.

Jennifer Alderson BSN, RN, SCRNP

Jennifer Caldeira BSN, RN, PCCN

AvaSure's annual patient safety award honors organizations who have advanced patient and staff safety, eased the working lives of nurses, and achieved new efficiencies in care delivery. The Telesitter Hub won the "Hub & Spoke," award, which recognizes an organization with the most efficient use of the AvaSure TeleSitter by multi-site organizations using a single remote central observation center.

2019 Nurse Week Awards

Transformational Leadership Award

- Beth Winokur, PhD, RN, CEN – Clinical Education
- Kim Rossillo, MSN, RN, PCCN-K – Medical Telemetry

Exemplary Professional Practice Award

- Darleen Nguyen, BSN, RN, CMSRN – General Surgery
- Kori Ann Johnston, BSN, RN, CCRN – MICU

New Knowledge, Innovations, and Improvements Award

- Leslie Farrington, BSN, RN, CCRN – MICU

Structural Empowerment Award

- Aileen Ingles, MSN, RN, PCCN-K, CHFNP – Nursing Support
- Julie Marshall, BSN, RN, PCCN – Medical Telemetry

Nursing Excellence Award

- Sydney Daebritz, BSN, RN – Observation Unit
- Sharon "Gail" Morris, RN, IBLCIC – Mother Baby Assessment Center

2019 Values In Action Recipients

- Compassion – Elaine Go, MSN, RN, CNN-NP
- Excellence – Adriana Velez, MSN, RN, PCCN

2019 Foundation Sponsored Scholarship Recipients

Madeline Colette Seeds Scholarship

- Marian Jordan, BSN, RN – General Surgery Chamberlain University College of Nursing – Masters of Science – Family Nurse Practitioner

Thomas Dorsey Scholarship

- Summer Cortinas, RN, VA-BC – Irene Morris Miller Scholarship

Irene Morris Miller Scholarship

- Sarah Thomsen, RN – Medical Intensive Care Unit – Grand Canyon University Master Health Care Leadership – Rina Santora Scholarship

Rina Santora Scholarship

- Chelsea Joan Lannoo, RN – Medical Telemetry – University Texas, Arlington – Bachelor's Degree in Nursing
- Marta (Tits) Jaramillo, RN – Cath Lab – Vanguard University – Bachelor's Degree in Nursing

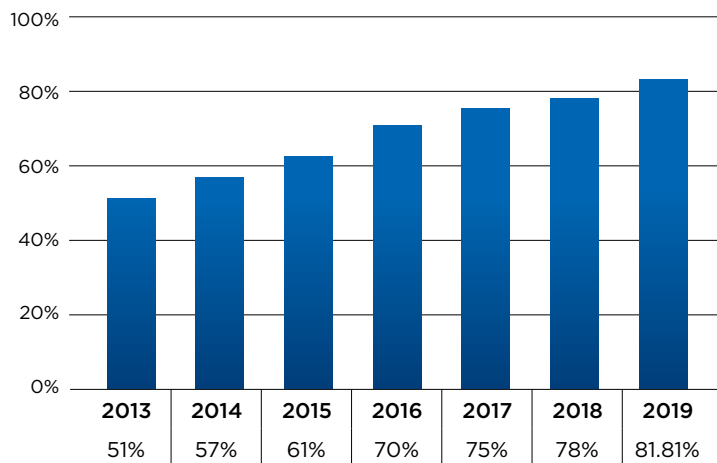
Alice Paone Scholarship

- Julie Paine, BSN, RN, CEN – Emergency Care Center Walden University – MSN Leadership and Management

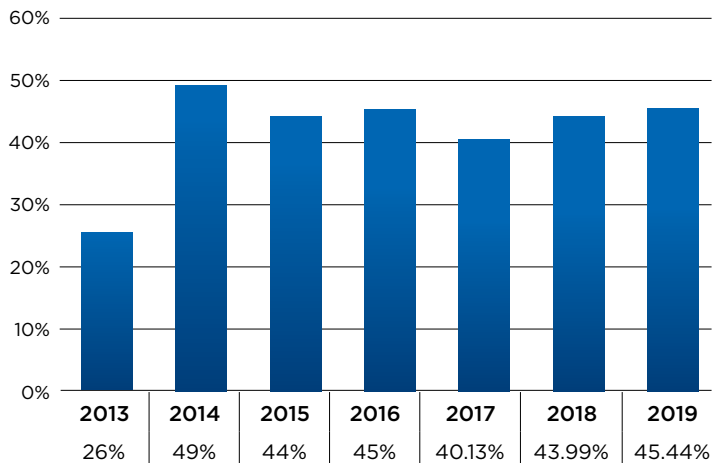
Sr. Francis Dunn Scholarship

- Patrick Dublin, Patient Care Technician – Emergency Care Center – Santa Ana College – Associate Degree Nursing
- Jennifer Bremmer, RN – Mother Baby Unit – University Texas, Arlington – Bachelor's Degree in Nursing
- Danica Suchy, Nurse Assistant – Float Pool – Santa Ana College – Associate Degree Nursing

St. Joseph Hospital RNs with a BSN and Above (2013–2019)



St. Joseph Hospital Percent Eligible Nurse Certification (2013–2019)



Nursing Council and Work Groups | 2019 Annual Accomplishment Report

Council/ Work Group	Outcomes
Nursing Advisory Council	<ol style="list-style-type: none"> Floating Challenges: Identified issues & recommended a task force to develop recommendations. NAC members participated in developing/revising float guidelines. Define Nursing Excellence: Provided input to Foundation on defining Nursing Excellence in advance of the SJO Gala focused on raising money for nursing excellence fund. Clarified Hospitalist Group Members to Decrease Confusion for Nurses: Provided input for updating Hospitalist Directory document; Developed and distributed EPriv flyer (quick way to access physician profile to view physician photo, phone, privileges, specialty, etc.).
Clinical Development Council	<ol style="list-style-type: none"> Transition of the Clinical Ladder: Major changes to the advancement process including the requirement for all Clinical Nurse IIIs and IVs to complete EBP or research projects, workshops for nurses to learn the new process, and an online submission process. Clinical Ladder Education and Networking Sessions: Completed 2 breakfast and 1 lunch session. Employee scholarships: Oversaw the distribution of 10 scholarships.
Nursing Research Council	<ol style="list-style-type: none"> Oversight for Projects: Sixty research and EBP projects submitted to and received approval from the St Joseph Health Human Protection Program. Project oversight and support was provided during research/EBP project completion. 14th Annual Evidence-based Practice Conference: Developed and presented 'Hot Topics in our Community'; 114 attendees from SJO and community. Twenty-five EBP/Research posters from SJO projects were presented. Research Fair: Provided nursing research education and highlighted completed projects at the Nurse Week Celebration.
Clinical Policy & Procedures	<ol style="list-style-type: none"> Policies Reviewed and Revised or Newly Developed: 140 clinical policies were reviewed and revised an additional 8 new clinical policies were developed and approved. An enhanced flow algorithm was used to communicate with policy owners. Evidence into Policies: Ensured current evidence was utilized in policy development and revisions. New or updated tables of evidence were submitted to and reviewed by the committee. Comprehensive Review of Clinical Policies: Collaborated with managers to ensure timely review of policies in the hospital and department clinical manuals.
Nursing Communication	<ol style="list-style-type: none"> Expanded Newsletter Audience: Distributed the nursing newsletter to non-nursing groups. Incorporated organizational features and highlights of interest to new audience. Nursing Presence: Partnered with Marketing and Clinical Informatics to ensure nursing presence is included during the development and transition to a regional web platform and on the updated internal website.
Pain	<ol style="list-style-type: none"> Interdisciplinary Practice: Attended the Hospitalist meeting and provided physicians additional information on how to order "Pain Control Opiate Naïve Medications" using the Pain Range Order Set. Comfort Menu: Expanded the Comfort Menu (non-pharmacological pain management strategies) to Orthopedics, General Surgery, and Medical Telemetry for patients in pain. Non-pharmacological choices include music therapy, pet therapy, utilization of essential oils, relaxation techniques and virtual reality. Tracking opiate use with Morphine Equivalents to determine changes related to alternative techniques. Monitoring and Disseminating: The team collated each unit's pain audits in V-Survey format and disseminated information to NLT.

Nursing Council and Work Groups | 2019 Annual Accomplishment Report (cont'd)

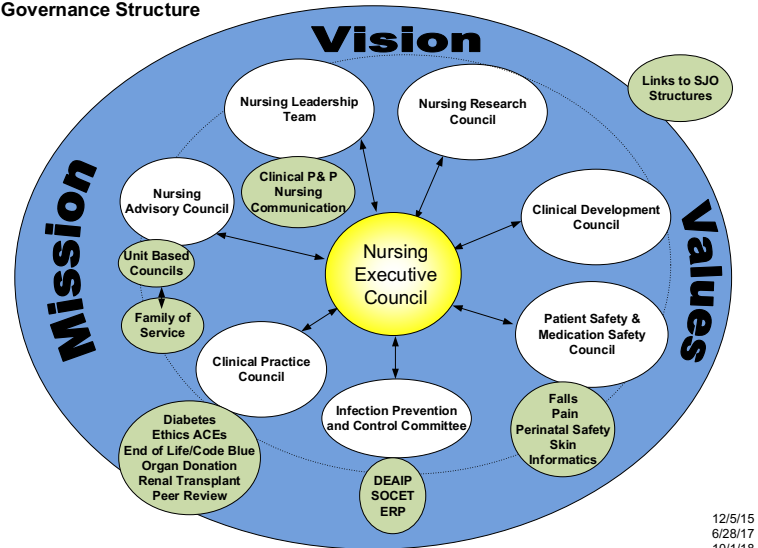
Council/ Work Group	Outcomes
Perinatal Safety	<ol style="list-style-type: none"> Cesarean Delivery: Implemented standardized work to enhance cesarean recovery including early catheter removal and early pregnancy. Standardized terminology surrounding level of urgency of cesarean delivery. Diabetes in Pregnancy: Developed standard work for insulin drip in labor; developed a program for diet management and glucose monitoring of antepartum patients. Sepsis and BP Management: A knowledge gap was identified in OB SDU and in the Emergency Care Center; education was provided to address these issues.
Skin	<ol style="list-style-type: none"> Device-related HAPI: Implemented a subcommittee to focus device-related injuries after an increase was noted in quality reports. Resource Enhancements: Increased the number of Wound Vacuum trained RN's from 20 to total of 38.
Informatics	<ol style="list-style-type: none"> Monitoring, Identifying, and Addressing Skin Issues: Gathered and disseminated skin compliance data to managers for follow-up and intervention. Information Management: Reviewed and updated Quicklinks of the hospital landing page to ensure access to resources. Working with IT to ensure documentation needs with the EPIC transition.
Recovery Enhancement	<ol style="list-style-type: none"> Enhanced-Recovery Program: Designed, developed, and implemented patient education booklets for surgical patients. This has resulted in increased patient knowledge and compliance with the ERP protocol. Evidence-based Practice: Implemented pre-operative patient warming to maintain core temperature with improved patient outcomes.
Code Blue End of Life	<ol style="list-style-type: none"> Targeted Staff Education: Completed a year-long campaign addressing that 'DNR does not mean "don't treat" me'. This included presentations at connecting conversations and at the End of Life Fair. Whole Person Initiative: This comprehensive program involved hospital-wide ACT training and advocating for Goals of Care conversations to be documented on every patient in the ICU. Code Blue Enhancements: An After-Action Review Group was started for debriefing after code blue events; the debriefing which includes hospitalists and intensivists has a goal of improving process and performance. A second initiative includes incorporating a Code Blue Debrief Form that is done immediately after the code to identify issues needing to be addressed.
Diabetes	<ol style="list-style-type: none"> Diabetic Education Rounds: Hospital-wide education for healthcare providers was completed during Diabetic Awareness Month Diabetic Education: Additional staff education provided. Specialty education delivered to new graduate residents and travelers.
Ethics ACEs	<ol style="list-style-type: none"> Enhancement of Skills: Education of ACEs continues with bi-monthly case-review and lectures. Updated ACEs on Capacity versus Competency. ACES as a Resource: Informal queries (referred to appropriate departments by ACEs) demonstrate positive perception of ACEs as a resource.
Peer Review	<ol style="list-style-type: none"> Collaborative Review: Action item following peer review resulting in STOP BANG policy update and education. Responding to Identified Needs: Created new Education for Diabetic Teaching for all in house RN's to effectively teach patients.
Organ Donation	<ol style="list-style-type: none"> "Walk of Honor": A process was developed to recognize organ donation patients and families for their generous "gift of life" by lining the hallway with staff as the patient and family are moved to the operating room. 2019 Gold Recognition: The US Department of Health and Human Services award SJO Gold Recognition for increasing enrollment in the California registry for organ, eye, and tissue donors. Update Resources: Multiple initiatives were addressed through education, resource development, and updated policies and procedures. These initiatives included the organ donation process after cardiac death, development of the brain death letter notification, and surrogate decision maker for the unbefriended patient.
Renal Transplant	<ol style="list-style-type: none"> Education for Staff: Updates in Kidney Transplant classes were provided to nursing and allied health staff; sessions were taught by the transplant surgeon, pharmacist, transplant NP, and transplant clinical coordinator. Review and Quality Assurance: Presented multidisciplinary case studies to multidisciplinary council members for education and quality assurance.
Device and Environment Associated Infection	<ol style="list-style-type: none"> Education: The team developed training materials for intravenous infusions including correct techniques for peripheral IV initiation, medication administration, and competencies for central line assessment and care. Audit tools for monitoring and surveillance guidelines were developed and distributed to ensure compliance with procedures. PICC Consent: Developed PICC consent form with informed consent statement. CLABSI Quality Improvement Campaign: Utilized "Rollout Fun Campaign" which included games, reminders on stickers and pin, and prompts on screensavers to improve adherence to CLABSI Protocols and decrease CLABSI occurrence.

Nursing Shared Governance Structure

In October 2018, based on clinical nurse feedback and organizational changes, the following updates were made:

- Combined End of Life and Code Blue Work Groups to function as one.
- Combined Device Associated Infection Prevention and Environment Associated Work Groups to function as one.
- Moved the reporting structure of Enhanced Recovery Work Group from the Patient Safety & Medication Safety Council to the Infection Prevention and Control to align with organizational initiatives and work group goals.

Nursing Shared Governance Structure



12/5/15
6/28/17
10/1/18
5/14/19



EXEMPLARY PROFESSIONAL PRACTICE

At St. Joseph Hospital, we're committed to offering Excellent Care to each patient we serve. To achieve Excellent Care, we work hard to improve existing processes and create new processes based on evidence-based practice. As a result, we have achieved patient outcomes that are among the best in the nation.

Nursing-Sensitive Indicators: Inpatient Units and Ambulatory Care

Nursing-sensitive indicators reflect the structure, processes and outcomes of nursing care. The nursing-sensitive indicators reported include the following:

Inpatient Indicators

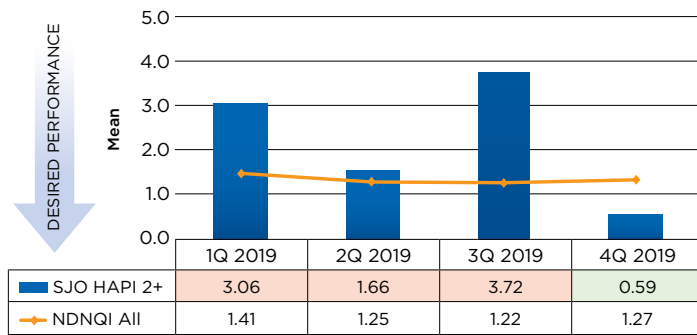
- Hospital Acquired Pressure Injury Category 2 and Above
- Patient Falls with Injury
- Catheter Associated Urinary Tract Infections
- Central Line Associated Blood Stream Infections

Ambulatory Indicators

- CT Contrast Reactions
- Chronic Dialysis Adequacy

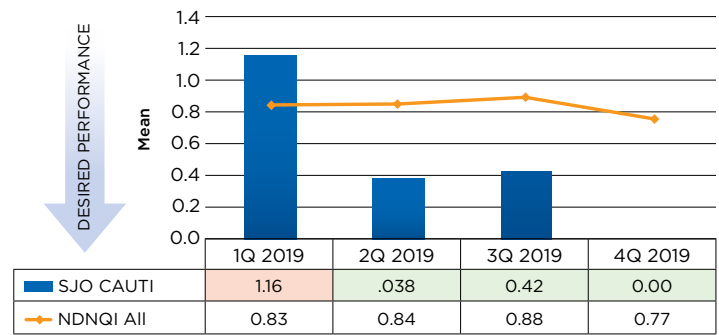
Inpatient Indicators

Hospital Acquired Pressure Injury Category II+



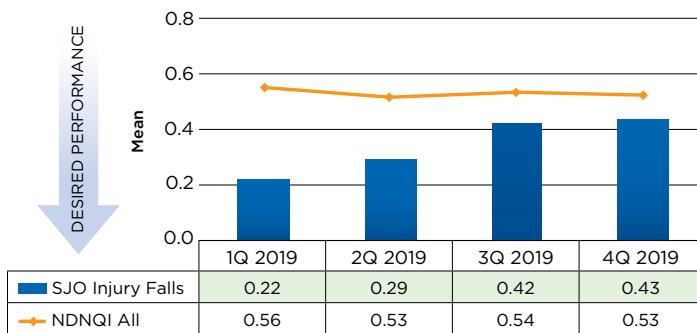
NDNQI = National Database for Nursing Quality Indicators

Catheter Associated Urinary Tract Infections (CAUTI)



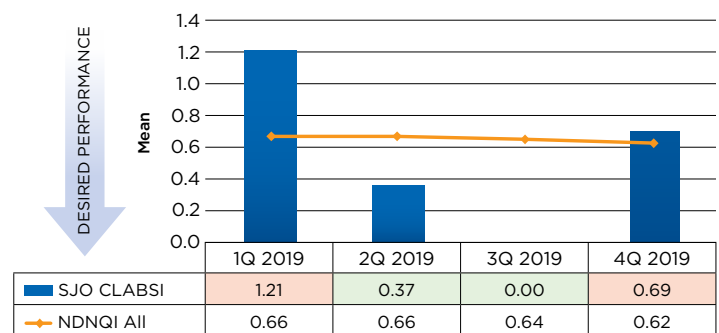
NDNQI = National Database for Nursing Quality Indicators

Injury Falls per 1000 Patient Days



NDNQI = National Database for Nursing Quality Indicators

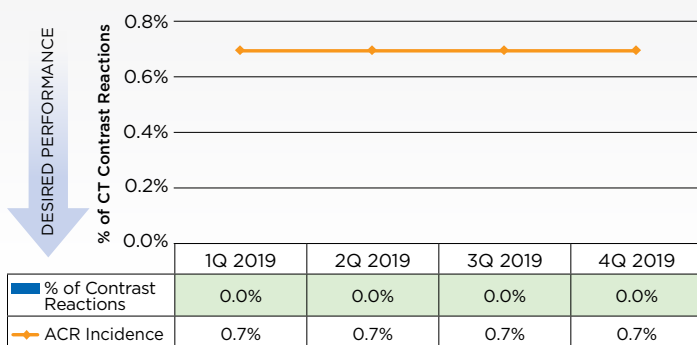
Central Line Associated Blood Stream Infections (CLABSI)



NDNQI = National Database for Nursing Quality Indicators

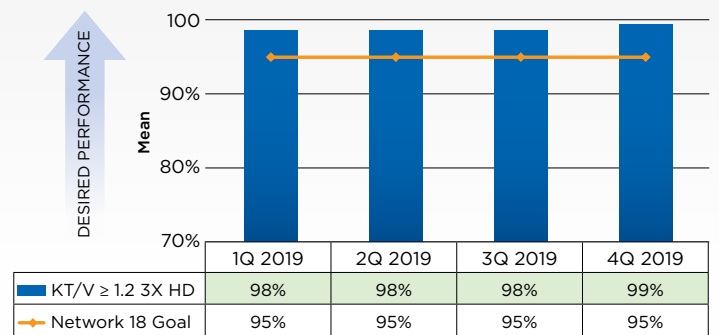
Ambulatory Indicators

CT Contrast Reactions



ACR = American College of Radiology Manual on Contrast Media, Version 10.3, 2017

Chronic Dialysis Adequacy



There are 18 Networks nationwide created by CMS



Patient Satisfaction

St. Joseph Hospital uses Press Ganey for tracking and evaluating the patient experience. The hospital also participates in Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), a public reporting tool that assesses major areas of hospital performance to support consumer choice. This survey was developed by the Centers for Medicare and Medicaid Services (CMS) and measures patients' perspectives on the care they receive at hospitals.

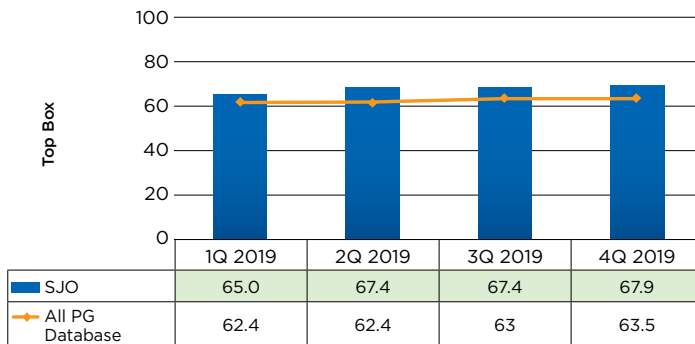
Patient satisfaction with nursing is compared to our Press Ganey benchmark for questions related to the following:

- Pain
- Courtesy and Respect
- Patient Education
- Patient Engagement

Overall patient satisfaction results are displayed quarterly for calendar year 2019.

Pain - Inpatient

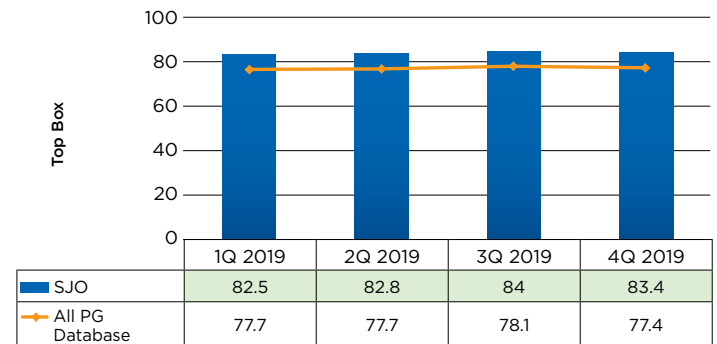
Q. How well was your pain controlled



PG = Press Ganey Associates, Inc.

Patient Education - Inpatient

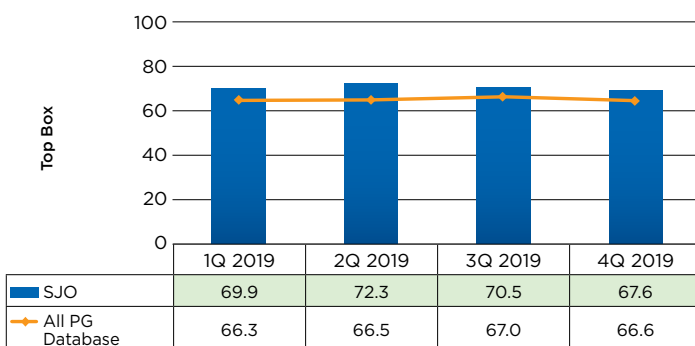
Q. Tell you what new medicine was for



PG = Press Ganey Associates, Inc.

Courtesy and Respect - Inpatient

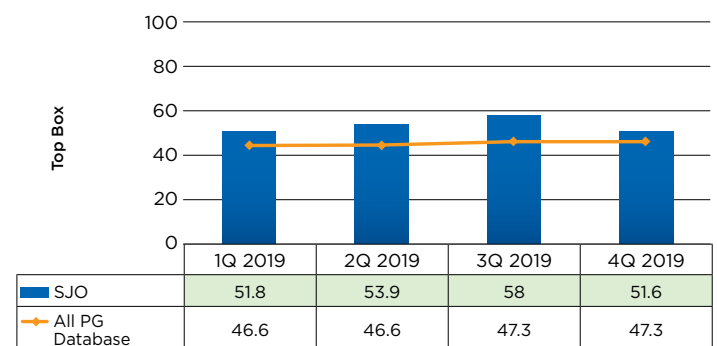
Q. Staff concern for your privacy



PG = Press Ganey Associates, Inc.

Patient Engagement - Inpatient

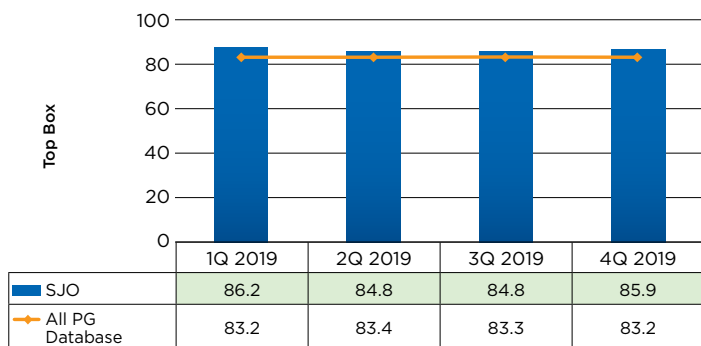
Q. Hospital staff took preference into account



PG = Press Ganey Associates, Inc.

Pain - Outpatient Services

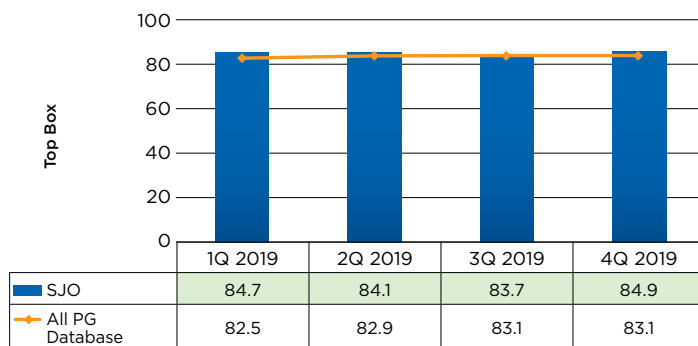
Q. Staff concern for comfort



PG = Press Ganey Associates, Inc.

Careful Listening - Outpatient Services

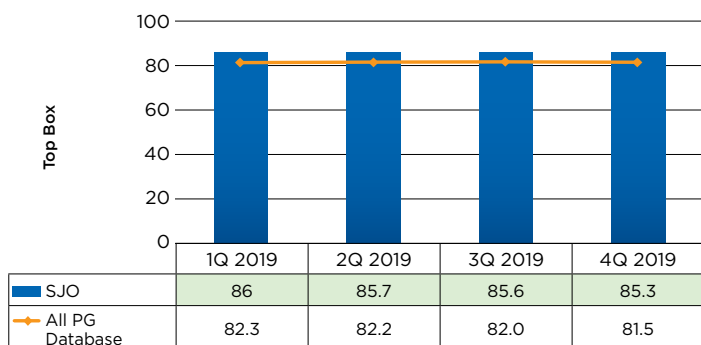
Q. Staff's concern/questions worries



PG = Press Ganey Associates, Inc.

Patient Education - Outpatient Services

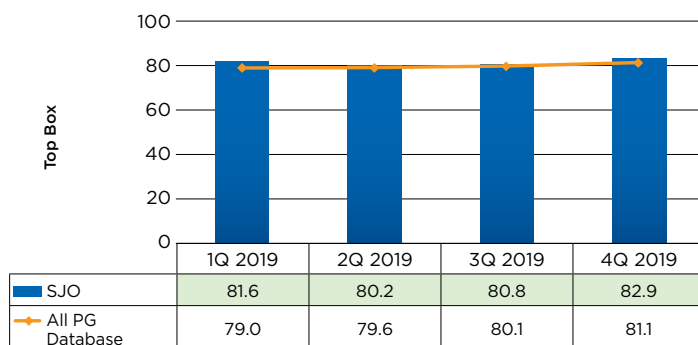
Q. Explanations given by staff



PG = Press Ganey Associates, Inc.

Courtesy and Respect - Outpatient Services

Q. Our concern for privacy



PG = Press Ganey Associates, Inc.



NEW KNOWLEDGE, INNOVATIONS AND IMPROVEMENTS

Through research and application of evidence, the division of nursing continues to make outstanding progress toward improving patient care, enhancing patient outcomes and improving patient experiences.

2019 Nursing Poster and Podium Presentations

Date	Location	Conference Title	Poster or Podium	Title of Presentation	Presented by:
February 2019	Pasadena, CA	ACNL 41st Annual Program	Poster	Fall Prevention Utilizing Remote Safety Monitoring Technology	Gemma Seidl, MSN, RN
February 2019	Pasadena, CA	ACNL 41st Annual Program	Poster	Improving Well-being on a Telemetry Unit	Kim Rossillo , MSN, RN, PCCN-K
February 2019	Pasadena, CA	ACNL 41st Annual Program	Poster	Heart Failure Nurse Navigator Program Interventions Reduces Heart Failure Readmission Rates	Aileen Ingles, MSN, RN, PCCN-K, CHFN
February 2019	Falls Church, VA	American Psychiatric Nurses Association	Podium	Maintaining a Safe Environment	Jeannine Loucks, MSN, RN BC, PMH
March 2019	Los Angeles, CA	9th Ethics of Caring Conference	Podium	The use of Aroma Oils on Geriatric Patient in the Acute Care Setting	Aubreylynne Abiva, MSN, RN, PCCN, CN II
March 2019	Las Vegas, NV	Dialysis Tech ConneXions: DTX19	Podium	Advanced Workshop: Chemistry for Clinical Providers	Elaine Go, MSN, RN, CNN-NP
April 2019	San Diego, CA	2019 Western Institute of Nursing Research Conference	Poster	Implementing a standardized procedure for neonatal hypoglycemia screening and treatment with glucose gel.	Cynthia Morton, MSN, RNC-OB
April 2019	San Diego, CA	2019 Western Institute of Nursing Research Conference	Poster	Look for Zebras: Identification of Immunotherapy Patients in the Emergency Department	Elizabeth Winokur, PhD, RN, CEN
April 2019	San Diego, CA	2019 Western Institute of Nursing Research Conference	Poster	Improving Well-being on a Telemetry Unit	Adriana Velez, MSN, RN, PCCN, ATC
April 2019	San Diego, CA	2019 Western Institute of Nursing Research Conference	Poster	Meaning of Courtesy and Respect	Elizabeth Mayfield, MSN, RN, CMSRN
May 2019	Nashville, TN	38th ASPAN National Conference	Poster	Effects of Transport on Oral Temperature of Post-Surgical Patients Transported from PACU to Nursing Units	Kathy Dureault, MSN, RN, CPAN
May 2019	Anaheim, CA	MHA Meeting of the Minds 24th Annual Conference	Podium	From Homelessness to Resilience: An Innovative Approach	Jeannine Loucks, MSN, RN BC, PMH
May 2019	Nashville, TN	38th ASPAN National Conference	Podium	Massive Transfusion: It's more than RBCs: Nursing Considerations for Hemorrhage Management	Susan Dragoo DNP, RNC-OB, WHNP, FNP-BC, A/G ACNP-BC
May 2019	Nashville, TN	38th ASPAN National Conference	Podium	Nursing Considerations for the Obstetric Patient in the Peri Anesthesia World	Susan Dragoo, DNP, RNC-OB, WHNP, FNP-BC, A/G ACNP-BC
May 2019	Orange, CA	Meeting of the Minds 2019 Conference	Podium	Homelessness to Health: Creating Healthy Communities	Jeannine Loucks, MSN, RN BC, PMH
May 2019	Orange, CA	Dynamic Women	Podium	Just for the Health Of It	Jeannine Loucks, MSN, RN BC, PMH
June 2019	Greenville, SC	International Association of Human Caring (IAHC) 40th Annual Conference	Podium	Caritas Education: Theory to Practice Workshop	Vivian Norman, MSN, RN, CCRN-K Kim Rossillo, MSN, RN, PCCN-K
June 2019	Greenville, SC	International Association of Human Caring (IAHC) 40th Annual Conference	Podium	Code Compassion: Care for the Caregiver	Kim Rossillo, MSN, RN, PCCN-K

2019 Nursing Poster and Podium Presentations (cont'd)

Date	Location	Conference Title	Poster or Podium	Title of Presentation	Presented by:
June 2019	Austin, TX	American Association of Heart Failure Nurses 15th Annual Meeting	Poster Award for Moderated Poster Presentation in Practice Improvement	Heart Failure Nurse Navigator Program Interventions Reduces Heart Failure Readmission Rates	Aileen Ingles, MSN, RN PCCN-K, CHFNP
July 2019	Los Angeles, CA	2019 ESRD Network 18 Annual Quality Conference	Podium	Partners in Care: Helping Make Transplantation Possible	Wendy Escobedo, MSN, RN, CCTN
September 2019	Austin, TX	Emergency Nursing 2019 Conference	Podium	Look for Zebras: Identification of Immunotherapy Patients in the Emergency Department	Elizabeth Winokur, PhD, RN, CEN
September 2019	Austin, TX	Emergency Nursing 2019 Conference	Poster	Look for Zebras: Identification of Immunotherapy Patients in the Emergency Department	Elizabeth Winokur, PhD, RN, CEN
September 2019	Austin, TX	Emergency Nursing 2019 Conference	Poster	Bringing Evidence to the Bedside: An ED-Based Research Council	Belinda Leos, MSN, RN, CEN, CN IV Christanne Pepitone, BSN, RN, CEN, CN III Charles Pfeiffer, MSN, RN, CEN, CN III Elizabeth Winokur, PhD, RN, CEN
September 2019	Barcelona, Spain	2019 World Conference on Lung Cancer	Poster	Proactively Improving the Management of Immune-Related Adverse Effects in a Community Cancer Program	Lavina Dobrea, MSN, RN, OCN Elizabeth Winokur, PhD, RN, CEN Dana Rutledge, PhD, RN
September 2019	Barcelona, Spain	2019 World Conference on Lung Cancer	Poster	Improving Non-Oncology Provider Knowledge of Immunotherapy Adverse Events	Lavina Dobrea, MSN, RN, OCN Denise Boyd, MSN, RN, OCN
September 2019	Orange, CA	Orange County EAP Association	Podium	Updates on Cannabis and Vaping	Jeannine Loucks, MSN, RN BC, PMH
September 2019	Los Angeles, CA	Providence St. Joseph Health Southern California 2019 Nursing Research and EBP Day	Podium	Meaning of Courtesy and Respect	Elizabeth Mayfield, MSN, RN, CMSRN
October 2019	Orlando, FL	Magnet National Conference	Poster	Implementing a Neonatal Hypoglycemia Procedure with Glucose Gel	Cyndi Morton, MSN, RNC, C-EFM
October 2019	Ontario, CA	Sigma SoCal 2019 Conference	Poster Awarded First Place	Early Mobility in DSU	Joan Aquino, MSN, RN, CCRN
October 2019	Ontario, CA	Sigma SoCal 2019 Conference	Poster	Needs Assessment: Driving Oncological Emergency Education	Stephanie Boncheff, BSN, RN, OCN
October 2019	Ontario, CA	Sigma SoCal 2019 Conference	Poster Awarded Second Place	Teaching Infant Massage to Fathers Following Hospital Births	Susan Villar, MSN, RN, c-EFM, RNC
October 2019	Ontario, CA	Sigma SoCal 2019 Conference	Poster	Communication Strategies Used in a Nursing Clinical Trial.	Susan Villar, MSN, RN, c-EFM, RNC
October 2019	Providence St. Joseph Health	Video Presentation	Providence St. Joseph Nursing Research Symposium Series	Effects of Transport on Temperatures of Post-Surgical Patients Transported from PACU to Nursing Units	Kathy Dureault, MSN, RN, CPAN
November 2019	Providence Tarzana Medical Center	Educational Series: Neonatal Care at its Best	Podium	Implementing a Neonatal Hypoglycemia Procedure with Glucose Gel	Cyndi Morton, MSN, RNC-OB, c-EFM Carol Suchy, MSN, RN, IBCLC

NEW KNOWLEDGE, INNOVATIONS AND IMPROVEMENTS

Articles Published by St. Joseph Hospital Nurses in Peer Reviewed Journals in 2019

1. Rossillo, K., Wickman, M., Norman, V., & Winokur, E. J. (in press). Caritas education: Theory to practice. *International Journal for Human Caring*.
2. Esposito Nguyen, E. & Winokur, E. J. (2019), Immunotherapy adverse events: An emergency nursing perspective. *Journal of Emergency Nursing*, 15(6), 699-706 <https://doi.org/10.1016/j.jen.2019.06.005>
3. Ly, T.-T., & Winokur, E. J., (2019). Tumor lysis syndrome: A practical guide for nurse practitioners. *Journal for Nurse Practitioners*, 15(9), 636-639 <https://doi.org/10.1016/j.nurpra.2019.06.005>
4. Winokur, E. J., Rutledge, D. N., & McGowan, J. (2019). A picture is worth a thousand words: Pictographs to improve understanding of discharge instructions. *Journal of Emergency Nursing*, 45(5),531-537 <https://doi.org/10.1016/j.jen.2019.01.007>
5. Edminston, C. E., Leaper, D. J., Barnes, S., Hohnson, H. B., Barnden, M. Paulson, M. H., . . . Truitt, K. (2019). Revisiting perioperative hair removal practice. *AORN Journal* 2019, 109(5), 583-596. <https://doi.org/10.1002/aorn.12662>
6. Mayfield, E., Highfield, M. E, F., Mendleson, S. (In press). Meaning of courtesy and respect. *Journal of Nursing Care Quality*, doi:10.1097/NCQ.0000000000000424
7. Partynski, K. & Dobrea, L. (2019). Understanding functions of somatic and hereditary genetic mutations. *Journal of Oncology Navigation & Survivorship*, 10(6).
8. Partynski, K. & Dobrea, L. (2019). Understanding hereditary biomarkers versus tumor-specific biomarkers—What’s the difference? *Conquer*, 5.
9. Maggio, A. Rossillo, K. N., Velez, A., & Norman, V. (2019). Implementing quiet hours on a medical telemetry unit. *Nursing 2019 Critical Care*, 14(2), 46-48. doi:10.1097/01.CCN.0000553085.02271.9e
10. Huang, L., & Winokur, E. J. (2019). A sticky situation: Meconium aspiration in the emergency department. *Journal of Emergency Nursing*, 45(1), 6-11. doi:10.1016/j.jen.2018.06.007.



Research Studies in Progress During 2019

- **Compassion Fatigue Evaluation and Interventions.** Oncology. This study with a pre/post design examines the effects of therapeutic interventions on compassion fatigue, secondary traumatic stress, and professional quality of life among nurses caring for oncology patients.
- **Improving Adherence to Early Patient Mobility.** Medical Telemetry Unit. This study examines the impact of nursing education on patient mobility within a nursing unit.
- **My Garden. Critical Care and the End of Life Committee.** This study evaluates the impact of the “My Garden” poster on providing emotional and social support at the end of life. This project has been incorporated as a phase of the Whole Person Care initiative.
- **Code Compassion and Connecting Conversations.** Nursing. This study examines the efficacy of interventions provided during a “Code Compassion” and “Connecting Conversation” meetings in decreasing caregiver emotional suffering and promoting feelings of support for the individual caregiver and, as appropriate, the team.
- **Emergency Care Center Triage.** This longitudinal study measures caregivers’ perspectives on the efficiency and efficacy of the triage process in the emergency care center. Changes are measured every six months to determine the effects of education and physical plant and process changes.
- **Human Trafficking: Educating staff in the Emergency Care Center.** This project is the first in a series addressing human trafficking. Purposes were to determine the knowledge of ECC pre and post education. The second phase will address signage and education of ancillary staff.
- **Stay Interviews: A Peer Mentoring Strategy.** Labor and Delivery. This study investigates the effect of Stay Interviews with a clinical nurse IV on nurse retention.

Completed Nursing Research 2019

- **Teaching Infant Massage to Fathers Following Hospital Births.** Mother-Baby Unit and Mother-Baby Assessment Center. This study measured father-child bonding when fathers are taught to perform massage with their infant before discharge. Measurement of bonding occurs after discharge. This study has been accepted for podium presentations at the Western Institute of Nursing Research (WIN) and is being prepared for journal submission
- **Heart Failure Teach-Back.** Heart Failure Clinic and Medical Telemetry Unit. This study examined the effects of “teach-back” on knowledge acquisition and retention and readmission of heart failure patients to the hospital in less than 30 days. Data collection regarding some interventions will continue as an evidence-based Practice Project
- **Implementing a Personal Comfort Menu to Reduce Patient Pain and Anxiety in an Observation Unit.** This study investigated the effectiveness of a Personal Comfort Menu of non-pharmacological interventions in managing pain in patients with acute and chronic pain and post-operative pain. This study demonstrated reduction in opioid use in patients who used non-pharmacological measures has been extended into three additional units this year as part of different evidence-based practice initiatives.
- **Falls Prevention Projection.** Medical Telemetry Unit. The goal of this project was to utilize information obtained from literature reviews, retrospective data analysis, observational studies, and patients and staff interviews to determine causes of falls on the telemetry unit. This project is being incorporated into a separate study.
- **Chemotherapy Toxicity Risk Among Hospitalized Cancer Patients.** Inpatient Oncology Unit. This study utilized a tool to evaluate risk factors that influence a chemotherapy patient’s unexpected hospitalization.
- **Improving non-oncology provider adoption of immunotherapy adverse events (IrAEs) guidelines.** Center for Cancer Prevention and Treatment. This study is determining the effect of micro-education sessions on the identification and timely management of patients with IrAEs. Knowledge regarding identification of IrAEs by staff was increased. This project was shared as a poster at World Lung in Barcelona, Spain in September 2019.

Completed Nursing Research 2019 (cont'd)

- PACU Temperature Study. Post Anesthesia Care Unit.**
 This study measured the impact of transportation between PACU and the inpatient unit on oral temperatures. Findings indicated a mean temperature reduction of 0.1 degrees related to transportation. This study was presented in Nashville at the National Peri-Anesthesia Conference and has been accepted for publication in the Journal of Peri-Anesthesia Nursing.
- Care of the LGBT Patient in the Emergency Setting.**
 Emergency Care Center. This study evaluated the impact of education on knowledge and attitudes of ECC staff about the care of LGBTQIA patients. Results demonstrated significant increases in knowledge among study participants.
- Human Trafficking: Educating staff in the Emergency Care Center.**
 This project was the first in a series addressing human trafficking. Purposes were to determine the knowledge of staff pre- and post-education. Outcomes demonstrated significant increases in knowledge among Emergency Care Center staff. Phase two of the project is currently underway. This includes education to security, housekeeping staff, admitting staff, and Women's Services.
- Selecting a Geriatric Fall Risk Screening Tool.**
 Emergency Care Center. This comparative study with follow-up sought to determine if either a patient-administered or nurse-administered brief questionnaire predicts falls in geriatric patients within 6 months of discharge from the emergency care center. Findings demonstrated good predictability of both tools. Currently the nurse-administered survey is being used with ECC geriatric patients.
- Women's Service Staff Knowledge and Attitudes towards Women with Substance Use Exposure.**
 Women's Services. The goal of this research study was to determine knowledge and attitudes of caregivers related to substance abuse in perinatal patients before and after a brief educational presentation on Care of the Perinatal Patient with Addictive Substance Issues. This study demonstrated good identification of issues. It will be presented in 2020 at the Western Institute of Nursing Research. A manuscript of the findings is currently being prepared.

Evidence-based, Quality Improvement Projects that are ongoing or new in 2019 (in progress/completed)

In 2019 there were 73 Evidence-based, Quality Improvement Projects occurring in nursing. The table below reflects the number of projects by unit.

Nursing Unit	Number of Evidence-based, Quality Improvement Projects
Behavioral Health Services	1
Critical Care / DSU	10
Dialysis	6
Education	1
Emergency Care Center	15
Endoscopy	2
Infection Prevention	2
Medical Surgical Units	16
Oncology / Infusion Center	7
Surgical Services	6
Women's Services	5
Vascular Access team	2



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