



Nursing
Annual Report
2018



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INTRODUCTION TO THE 2018 NURSING ANNUAL REPORT



Laura Ramos
MSN, RN, NE-BC, VP Patient
Care Services and CNO

Every time I walk through the units and departments of St. Jude Medical Center I am reminded of what an honor it is to serve you as this hospital's Chief Nursing Officer.

Our nurses' achievements are evident in outstanding clinical outcomes, top decile patient satisfaction, and a long and growing list of national awards and honors. Each year, nurse-led patient safety and quality initiatives continue to transform care, as our RNs bring new research, innovation and expertise to the bedside and beyond.

As health care has grown increasingly complex, our nurses have responded by continuing to learn, grow and advance their practice. The number of St. Jude nurses who have earned or are pursuing a BSN, MSN or APN dramatically exceeds industry averages—far surpassing even the APN standards required for Magnet-designated hospitals.

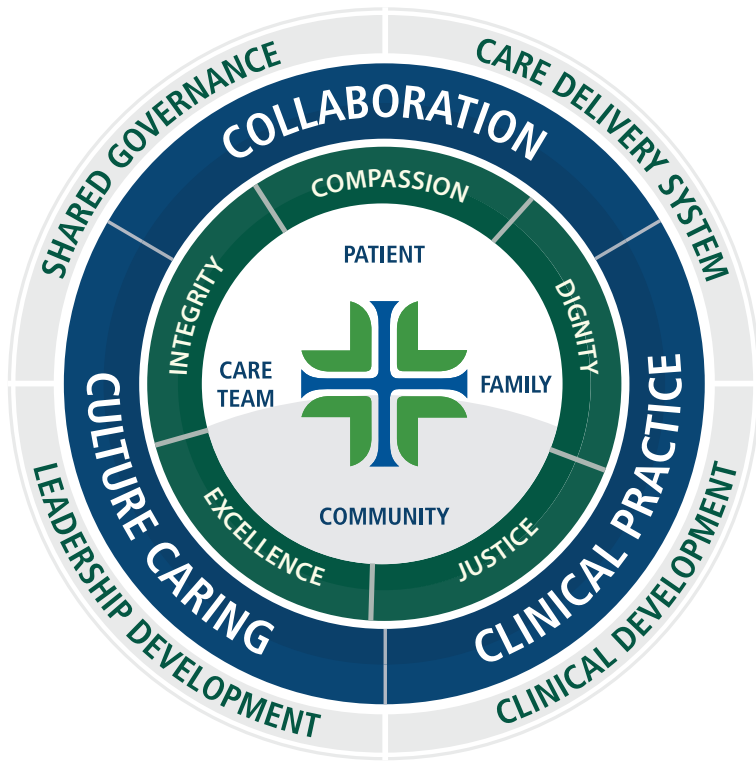
While distinguishing themselves as national leaders at conferences, our nurses have also shaped a vibrant and unique work environment—one characterized by shared decision-making, professional development, and collaboration across every level of the organization. Hundreds of St. Jude nurses participate in shared governance councils, lead interdisciplinary improvement projects, and help create industry-wide best practices.

Our nurses continue a 65-year ministry of life-changing compassion, a ministry first established by the Sisters of St. Joseph of Orange to care for those made vulnerable by illness, disease or circumstance. While the Sisters are no longer present on every floor, our units and departments are filled with individuals who see nursing as a calling, not simply a job, and have found in St. Jude one of California's most distinctive and fulfilling work environments.

I am proud to call St. Jude home and grateful to have the opportunity to work alongside such talented and passionate caregivers.

Sincerely,

Laura Ramos



SJMC Professional Practice Model Center of Excellence

MY NURSING VISION

Patients will be welcomed into a healing community where a professional team of nurses will provide personalized, patient-centered care founded on sacred encounters.

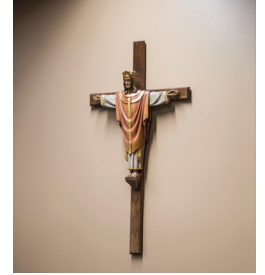
Nursing is empowered by shared governance and guided by the principles of collaboration, caring and clinical practice.

Nursing will flourish through educational and professional development; evidence-based practice, and leaders in clinical excellence.

Nursing leadership will support the vision through strategic development and communication of a framework which consistently inspires and engages the spirit of nursing throughout the ministry.



MISSION, VISION & VALUES



OUR MISSION, VISION AND 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. –Colossians 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.

OUR VISION

Health for a Better World

OUR PROMISE

“Know me, care for me, ease my way.”

OUR COMMITMENT

Our Commitment

We are a healing ministry and our greatest calling is to provide clinical excellence, genuine care and compassion. We promise to always help, heal and comfort in a safe environment, making a difference in the lives we are entrusted to serve. Every encounter becomes sacred when we serve each individual with empathy and dignity.

Own It

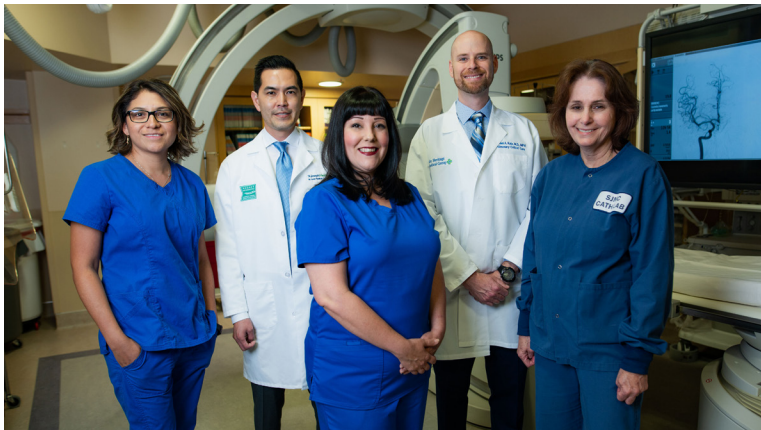
Welcome/Greet

Respect

Engage

Assist

Transition/Thank



Picture from L-R: Rosa Castillo; Johnson Moon, MD; Rachel Rodriguez; Michael Katz, MD; Colleen Martinez.

Our Motto

Our Family Caring for Your Family

I Pledge:

1. I serve each individual based on their unique needs and care for the whole person—body, mind and spirit.
2. I am present in every encounter and build genuine personal connections.
3. I build trust by listening and I recognize that every voice matters.
4. I advocate for the vulnerable and those in need.
5. I own my positive attitude.
6. I am accountable to our team and collaborate across the organization.
7. I identify and solve problems, looking for innovative ways to improve.
8. I continually seek personal and professional growth.
9. I provide the highest quality care in a safe, clean and quiet environment.
10. I present myself as a professional in language, behavior and appearance.
11. I protect the privacy of those I serve.
12. I am a good steward of the resources entrusted to me.

The St. Jude Promise to our Caregivers

We value you as the hearts and hands of St. Jude. You bring “Our Commitment” to life. We continually strive to earn your trust by living our values with integrity and respect. We recognize and foster each individual’s talents, strengths and contributions to our mission.

Through communication and collaboration, we create a positive nurturing environment, investing in relationships at all levels.

NURSING STRATEGIC PRIORITIES

OUR NURSING PROMISE:

Together, we will care for you as our Dear Neighbor: to know you, care for you, and ease your way.

We are able to deliver on our promise by focusing on Healthy People, the Care Experience, Caregiver Engagement and Well-Being and Affordability. Our strategic priorities for 2018 include:

Healthy People

- Create a culture of safety and high reliability is core to the fabric of PSJH nursing care such that preventable harm is eliminated.

Care Experience

- Compassionate, ethical, and personalized care is the hallmark of PSJH nursing and team-based care.
- Leverage technology to optimize safe and effective care, and improve communication.

Caregiver Engagement and Well-Being

- Ensure nursing is a leader in self-care, resiliency, and clinician burnout prevention.

Affordability

- We deliver a permanent nurse workforce pipeline, which minimizes agency and overtime usage and turnover.



Picture L-R: Sr. Josefa Ha; Lisa Acevedo; Troy Gideon; Ivan Nieto; MaryAnn Gozum

2016 marked the first full year to appreciate our Magnet designation and was celebrated with great pride across the ministry. Many were present on Dec. 21, 2015 and recall receiving the much anticipated phone call with official news of our first designation from ANCC's Magnet Board and helped celebrate by toasting apple cider and popping confetti.

A few months later on May 3, 2016, we officially celebrated the historical achievement by unveiling the coveted 'Magnet Designated' Hospital plaque and clear obelisque with our Chief of Staff, Panagiotis Bougas, MD, along with several city officials, staff, and physicians in attendance. Most across the ministry concur that our Magnet designation served as the validation that together we are achieving excellence in health care delivery—and in some areas leading the way.

Sustaining our Magnet designation is everyone's responsibility as each role impacts the quality of our patient care and each interaction affects our patient satisfaction scores—both are empirical (measurable) evidence of how well we're doing in achieving these goals. Ensuring our mission, vision, values, and data remain key competencies and drivers of our decisions, initiatives, and innovations across the ministry will ensure our Magnet designation in 2019 and beyond.



MAGNET MODEL

PROFESSIONAL PRACTICE MODEL

SJMC PROFESSIONAL PRACTICE MODEL CENTER OF EXCELLENCE

Accountability, Communication & Teamwork

Shared Governance Examples:

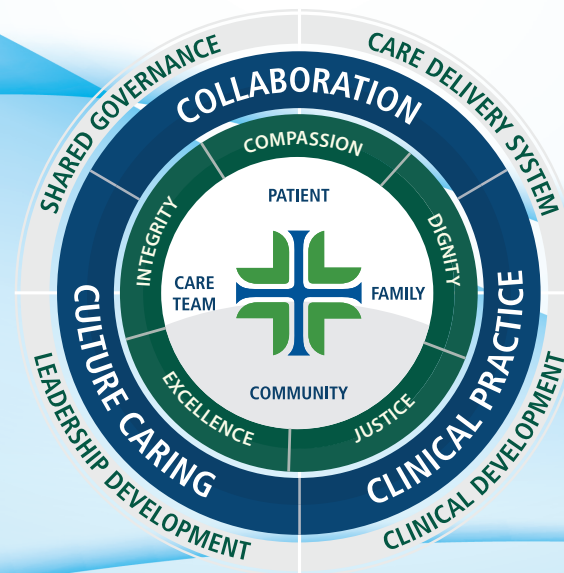
Care Delivery Collaborative Council
Care Delivery Councils
Informatics, Nurse Practice, Quality & Research Councils
Employee Focus Groups

Culture of Caring Supports:

Ethics Committee
Spiritual Care Department
Pet Therapy

Leadership Development Examples:

Facilitative Leadership (FL)
Emerging Leaders Program (EL)
Leadership Excellence Institute (LEI)
Mission & Mentoring (M&M)
Succession Planning



Care Delivery Examples:

Patient & Family Centered Experience (PFCE)
Patient Satisfaction
Interpreter Services
“This is My Hospital”

Clinical Practice Examples:

Sim Lab
Medical Library Resources
Research Program

Clinical Development Programs:

Scholarships & Tuition Reimbursement
Clinical Advancement Program
Preceptor / Mentor Programs



INTRO

The journey to Magnet designation begins with Transformational Leadership. A transformational culture is formed and evolves through trust, transparency, and strong relationships. Transformational leaders help foster an environment of professional growth so nurses can lead change from any position. Nursing leaders must transform their organization's values, beliefs and behaviors. A key component of Transformational Leadership is strategic planning. This requires vision, influence, clinical knowledge and strong expertise relating to professional nursing practice.

Telesitter

As a Magnet Designated organization, St. Jude Medical center (SJMC) embodies transformational leadership, shared decision making, and exemplary professional practices as nurses strive to improve patient outcomes and enhance the patient experience. SJMC places high value on evidence-based practice and consistently works to embed the most current evidence-based practice and processes in all aspects of care. An example includes implementation of the new Telesitter Technology platform to reduce all falls.

A St. Jude Medical Center (SJMC) strategic organizational goal to reduce falls was deployed; this organizational strategic goal cascaded to all nursing units. Nursing units had recognized a growing demand for patient sitters for the population of patients at high risk for a fall. This increased demand stressed staffing resources which created a potential to impact overall patient safety.



Picture from L-R: Tami Nunley; Esther Kim; Julie Kim; Consuelo Serna; Shawn Aguirre

SJMC's Patient Care Technicians (PCT) serve as sitters for this high fall risk patient population. Utilizing PCTs to observe one patient or an assigned "short run" of patients limits the PCT support to the other patients. Clearly, there was a need to evaluate alternative resources for direct observation of this patient population while supporting the organizational goal to reduce falls. SJMC had utilized an old tele-sitter platform called Vgo. However, Vgo offered only four devices and its use was dependent on the availability of an additional PCT to serve as a Vgo monitor technician, which strained staffing resources.

Nurse Director's Advocacy for New Technology AVAsys Tele-sitter and FTEs

November 2017, in exploration of a new option, Executive Director of Nursing Julie Kim, MSN, RN, visited Hoag Hospital to observe their implementation of AVAsys Tele-sitter technology. Based on Julie's observations, she determined this was a viable solution, joined the AVAsys workgroup and made plans for SJMC nursing leadership to join her during the February 2018 AVAsys Web Ex demo.

During August and September 2018, Julie advocated for the resource of AVAsys to support SJMC's goal to reduce falls; Julie presented a business proposal to nursing leadership with potential cost savings and benefits of its use for patient's safety.

Nurse Director's Advocacy Role Expands to Include Regional Work Group

While AVAsys was approved in September 2018 by SJMC nursing leadership for purchase and implementation at SJMC and payments began in November 2018, coincidentally, interest in remote safety monitoring peaked across the Providence St. Joseph Health System Orange County (OC) Region.

A regional Tele-sitter Steering Committee work group was designed to explore a regional approach for the use of an in-room device with live video and audio feed to a centralized location at one hospital in the OC Region- St. Joseph's Hospital in Orange. This regional, remote patient monitoring station was a new and innovative approach, and Julie was excited to lead SJMC to implementation by joining the Southern California Tele-sitter Work Group; the group's goals included researching the technology, standardizing the process, deploying equipment, developing an education plan and implementing the technology at four OC Region hospitals.

Allocation of Resources as a Result of Nurse Director's Advocacy

Julie developed the SJMC implementation team to ensure project success. Oncology Unit Nurse Manager, Tami Nunley, MSN, RN, was the clinical lead and nurse educator Shawn Aguirre, MSN, RN, CMSRN was the education lead. Julie, Tami and Shawn attended weekly phone conference calls in preparation for the GO-live of AVAsys Tele-sitter technology in November 2018. Julie's advocacy for the resources and her leadership enabled the tele-sitter project's success.



Pictured from L-R: Kevin Khajavi, MD; Karen Su, PT; Candia Seibly, OTR; Mick Grethe; Lisa Antenucci

Orthopedics

There's Good—and Then There's Great

Three years ago, almost 50 percent of those who had hip or knee replacement surgery at St. Jude needed to go to a skilled nursing facility before going home. Today, that number is just 6 percent. The average length of stay three years ago was three nights. Today, thanks to improvements in how we manage post-op pain and nausea, the vast majority of patients go home within 18-24 hours.

These are just two of the outcomes that help explain why St. Jude received the Joint Commission's Advanced Certification in Total Hip and Knee Replacement—a recognition given to only 62 of the nation's 5,600 hospitals.

"This honor belongs to our surgeons, and caregivers – both inpatient and outpatient, as well as ambulatory, our nurses in surgery and on the floor, and the nurses and staff at St. Jude Heritage Orthopedics," explains Mick Grethe, PT, OCS, Manager

of the Joint Replacement Service Line. "It took a small army putting their shoulders to the wheel to move us from very good to exceptional."

After reviewing hundreds of detailed requirements and ensuring each was embedded in patient processes, the Orthopedic service line went through a two-day site visit in which every aspect of care was scrutinized. The Joint Commission surveyors focused on outcomes, communication, and transitions between steps in care—from the patient's first visit to the orthopedic surgeon, all the way to the moment rehabilitation was complete. The surveyors made it clear that while a formal letter would be coming, there was no doubt that St. Jude had exceeded their expectations.

"Other hospitals earning this honor receive an average of seven corrections from surveyors—we received three," describes Lisa Marie Giambalvo, MSN, RN, Orthopedic Nurse Navigator, explaining all three were very minor. "The surveyors were clearly impressed and very complimentary. We had a lot of confidence in our quality, but to have it confirmed was exciting and gratifying."

Needless to say, you don't earn a spot among the top 1 percent of orthopedic programs in the nation without effort. In fact, the Orthopedic service line has been relentlessly focused on improvement and innovation for nearly three years, with a full-court press to meet the specific Joint Commission guidelines in the last six months. The orthopedic surgeons met repeatedly to identify best practices and standardize their practice in areas from intraoperative care to discharge instructions and rehab planning. Innovation and improvement in how patients' post-op pain and nausea are managed, allowed patients to stand three hours after surgery—which evidence shows creates optimal patient outcomes. Comprehensive pre-op education—personalized to meet the needs of each patient and their caregiver—set the stage for extremely

high patient satisfaction. Additionally, alumni groups were created to give patients a voice in improvement and process planning.

“The focus and commitment have been remarkable,” says Kevin Khajavi, MD, Medical Director, Orthopedics. “Bottom line, only a handful of places in the entire state could offer patients this level of care.”

Emergency room

Caring for the Mental Health Population

Mission of St. Jude Medical Center

The Sisters of St Joseph of Orange opened St. Jude Medical Center (SJMC) in 1956. While much has changed, the Sisters’ life-affirming mission and profound sense of serving the poor and vulnerable creates an atmosphere that makes extraordinary nursing care possible at SJMC.

- **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.

Results of the Fiscal Year (FY) 2017 Community Health Needs Assessment identified mental health care and access to care for the uninsured as priorities. Through a prioritization process in alignment with our mission and strategic plan, SJMC CNO’s strategic initiatives for FY 2017 included implementing new nursing initiatives to expand mental health care services, referred to as Strategy #9.

Mental health is an integral part of each of us as humans. When it comes to health, our minds deserve the same attention as our bodies. In July 2018, as a region, Providence St Joseph Health (PSJH) committed to advance whole person care with a \$100 million commitment to this strategic priority.



Pictured from L-R: Tim Grecco, MD; Bryan Roman; Sandy Martinez

Developing Mission-Focused Nursing Initiatives

SJMC does not have an inpatient mental health unit, yet clinical nurses have ample opportunity to care for patients with mental health needs. In the Emergency Department (ED) awaiting placement and connection to mental health services, patients sometimes are boarding for days in our ED. This volume increased in 2018, as a result of closure of a nearby homeless camp.

As an organization, our **Behavior Health Steering Committee** addresses the impact of this population influx and develops action plans. This committee's membership is comprised of internal mental health care experts: nurse leaders, psychiatrist, clinical nurses, social worker, psychologists, ED physicians and administrators.

Since mental health care is not a specialty practice of our SJMC nurses, the specific nursing practices the committee sought to improve were:

- Evidence-based mental health education driving nursing practice initiatives
- Violence prevention de-escalation techniques training
- Safe patient placement/discharge

In July 2017, ED Clinical Nurse Coordinator Angie Fein, MSN, RN, Chair of SJMC Behavior Health Steering Committee, began planning new nursing initiatives with ED Clinical Nurse Educator Nancy Christiansen, MSN, RN.

ED nurses have required annual competency in managing mental health patients with behavioral needs, yet Angie and Nancy realized new evidence-based competencies were necessary to meet the influx and demands on ED nurses. At the same time, in our inpatient and ambulatory care settings, nurse educators implemented new mental health education and tools for all SJMC nurses.

Nursing Practice Initiative in Alignment with Our Mission

To facilitate nursing practice, the mental health care initiative included new educational events, training, assessment tools, and documentation resources that were developed and implemented.

A comprehensive, ongoing approach to improve total health included:

Mental health education and nursing practice initiative

- Each Mind Matters
- New Policy and Procedure: Behavioral Health Management and Suicide Prevention and New Documentation Tool for Suicide Risk Assessment with Algorithms
- Mental Health First-Aid

Violence prevention de-escalation techniques

- Simulation Training: Managing Agitation in the ED
- AVADE Training

Safe-placement/discharge

- Homeless Patient Discharge Protocol

TRANSFORMATIONAL LEADERSHIP

Venues such as daily Huddle, staff meetings, and shared governance serve as opportunities to continuously discuss and address patient care demands on nurses. SJMC's CNO and the entire PSJH system continuously evaluate the nurses' work environment and community needs to successfully meet ever changing demands with the goal to have the healthiest communities. The new Be Well Initiative seeking to transform

mental health care in Orange County is supported by a grant from SJMC that will help open the first Mental Health Wellness Hub in Orange County, which should have a significant impact on the utilization of our ED for mental health services.

This is just one example of an initiative in nursing practice that is consistent with our organization's mission statement.



SHARED GOVERNANCE COUNCILS: THE VOICES DRIVING OUR EXCELLENCE

Nurses are invited to help make decisions that drive patient care through the Shared Governance (SG) council structure. The important collaborative, interprofessional work drives excellence by improving policies, standards of practice and implementation of innovative ideas.

St. Jude's SG provides the structures and processes in which clinical nurses have autonomy in their practice. Nurses are encouraged to make decisions and have authority to practice to the full scope of their license in accordance with their professional clinical knowledge and experience to achieve excellent patient outcomes based on current evidence-based practice guidelines.

Nurse's commitment to lifelong learning promotes role development, academic achievement, and career advancement. St. Jude nurses enrich their communities by providing education, service and support in many areas. Recognizing and celebrating nursing's contributions increases the communities' confidence in the profession, educates people about different nursing roles and responsibilities, and inspires people to enter the trusted profession. St. Jude values the contribution each nurse makes for the benefit of patients and families, physicians, staff and the organization.

7 Caregiver Committees

- Spirit Squad
- Rewards & Recognition
- Community Involvement
- Mission & Culture
- Culture of Wellness
- Peer Advocate and Diversity Council
- Environmental Sustainability

5 Performance Improvement Committees

- Pain Resource Team
- Diabetes Resource Team
- HAI Committee
- HIP Committee
- SSI Reduction



STRUCTURAL EMPOWERMENT

SHARED GOVERNANCE COUNCIL 2018 ACCOMPLISHMENTS

COUNCILS	CY 2018 ACCOMPLISHMENTS
<p>Care Delivery Council Collaborative (CDCC)</p> <p>Chair: April McCleary Co-Chair: Candy Bass</p>	<ul style="list-style-type: none"> • House wide visitation policy • No one dies alone (NODA) Program • Listening Sessions related to selection of system-wide revision of “values” • Code Compassion Program • Integration of the Patient and Family Advisory Council into the SG Framework • Development of standardized annual CDC report-out structure and process for sharing of best practices • Signage improvement strategies in Imaging and Plaza to promote customer satisfaction • Development of a standardized annual SG Evaluation Survey process Threat Management Team (TMT) improvement strategies to promote caregiver awarenessApproved annual Shared Governance structure review process to support continuous improvement strategies
<p>Nurse Practice Council (NPC)</p> <p>Chair: Shawn Aguirre Co-Chair: Nancy Christianson</p>	<ul style="list-style-type: none"> • Reducing F/C utilization: Collaborated with CAUTI team to implement alternative urinary collection devices (Male- condom catheters & Female- Purewick) • Proposed and purchased diaper scales for all medical surgical units to promote weighing absorbent under pads of incontinent patients for accurate I/O and decrease F/C utilization • Submitted E change request to edit Insert Manage Urinary Catheter intervention in Meditech to include external urinary collection devices and skin assessment • Reducing Non Ventilator Hospital Acquired Pneumonia (NVHAP) - Implemented Assisted Oral Care kit for patients that are dependent for oral care in the medical surgical units. Collaborated with Speech Therapy to develop Standard Work (STW) to identify patient at risk for NVHAP

SHARED GOVERNANCE COUNCIL 2018 ACCOMPLISHMENTS

COUNCILS	CY 2018 ACCOMPLISHMENTS
<p>Education Council Chair: Mary Spencer</p>	<p>The St. Jude Medical Center (SJMC) Shared Governance (SG) Education Council serves as a decision-making and advisory venue for interdisciplinary caregivers to participate in shared decision-making strategies to support high quality and valuable learning experiences. The Education Council is chaired by Patti Campbell, MSN, RN-BC, Manager of Education Services with interdisciplinary member representation from Nursing, Clinical Laboratory, Speech Therapy, Physical Therapy, Ancillary Education, Clinical Excellence, Palliative Care and ad hoc members when appropriate. The Education Council continues to generate ideas and improvements in practice, such as, but not limited to:</p> <ul style="list-style-type: none"> • Updated and approved Shared Governance Orientation process • Designed and implemented Shared Governance Sharepoint platform for members to store and access tips, tools, resources and communication updates • Created and approved Shared Governance toolkit with resources to support current and new Shared Governance members during their transition to the role of chair and co-chair • Updated and approved Annual Needs Assessment to direct and shape educational initiatives • Redesigned monthly emergency code safety training education offerings from paper to self-learning interactive modules on the HealthStream learning platform to enhance caregiver learning and improve completion compliance • Developed, approved and communicated standard work for the pillow speaker during the integration of our new Patient/Family Education Interactive Learning platform (SONIFI) • Collaborated with Public Affairs in the development of the St. Jude intranet website with a focus on improving community resource awareness and accessibility
<p>Informatics Council Chair: Allaria Haynes</p>	<ul style="list-style-type: none"> • Sonifi launch including <ul style="list-style-type: none"> ◦ Developed SONIFI campaign “simplify with SONIFI” to present to CDCC for approval ◦ Developed timeline for SONIFI launch ◦ Developed timeline for SONIFI launch on North Tower with iPads • Made recommendations to move forward with welcome video by Brian H.

STRUCTURAL EMPOWERMENT

SHARED GOVERNANCE COUNCIL 2018 ACCOMPLISHMENTS

COUNCILS	CY 2018 ACCOMPLISHMENTS
Informatics Council (cont.)	<ul style="list-style-type: none"> • Assess smart phone availability and made decision to go with Bluebird phone • Reviewed and approved Bluebird phone project launch • Reviewed and approved PerfectServe Communication and project launch • Approved VidaTalk project for communication with ventilated patients as a Clinical III project • Medication Scanner bedside repair project <ul style="list-style-type: none"> ◦ Partnership with IT on education for rapid assessment and evaluation of scanners ◦ Assisted with development of education tool for rapid intervention when scanners non-functional ◦ Provided feedback on educational tools and method of communication to frontline staff\ • EPIC timeline and communication plan <ul style="list-style-type: none"> ◦ Began spreading the communication about super-users for EPIC documentation system
Quality Council Chair: Claudia Skinner	<ul style="list-style-type: none"> • Report out on clinical department PI projects • PI projects then forwarded to Patient Safety/Process Improvement and Quality Committee of the Board. • Partner with Magnet Ambassadors to spread information about Strategic goals • Revised calendar for clinical departments to report out once annually instead of twice to allow more time during report out for discussion and suggestions • Monthly update to SG members on strategic goals and targets • Added report out from other clinical councils such as HAI, HIP, SSI Reduction, etc. to ensure SG members have a comprehensive view of clinical quality projects occurring within our ministry • Introduced the Value Oriented Architecture (VOA) work being doing at St. Jude to Council Members • Feedback from council members indicates an improved overall understanding of strategic goals

SHARED GOVERNANCE COUNCIL 2018 ACCOMPLISHMENTS

COUNCILS	CY 2018 ACCOMPLISHMENTS
<p>RN Peer Review Council Chair: Deborah Kichler</p>	<p>The goal of Nursing Peer Review Council is to increase patient safety through making changes to care practices. Changes include:</p> <ul style="list-style-type: none"> • Recommendation for NPC to create a discharge checklist • Referral to ED CDC to review handoff process of stroke patients and bedside NIHSS • Process change to include double check by pharmacy to ensure vials are within range prior to administration of tPA • Referral to informatics Council regarding education of staff on paper documentation during downtime • Update blood transfusion policy to include return of unused blood products • Establishment of Pharmacy Peer Review Committee • Nursing Peer Review Council reviewed a total Of 60 cases in 2018.
<p>Research Council Chair: Marysol Cacciata</p>	<ul style="list-style-type: none"> • Reviewed and approved 16 nursing and interprofessional research studies • Provided staff support and direction with research studies • Launched the Research Council Newsletter – Nothing but Facts • Hosted the annual hospital wide New Knowledge and Innovation Fair • Received Institutional Review Board (IRB) approval to conduct our first Research Council “Tea for the Soul Program: A Nurse Perspective ” research study – data collection in progress • Promoted and supported the annual PSJH Research and Evidence-Based Practice Conference – including abstract submission and conference presentation • Promoted and supported the PSJH Southern California Research Basics Course – SJMC Site • Continued and promoted Journal Club activity in council members respective units • Revised Research Council Chart

STRUCTURAL EMPOWERMENT

SHARED GOVERNANCE COUNCIL 2018 ACCOMPLISHMENTS

COUNCILS	CY 2018 ACCOMPLISHMENTS
<p>Clinical Advancement Council Chair: Patti Campbell</p>	<p>The St. Jude Medical Center (SJMC) Shared Governance (SG) Clinical Advancement Council provides support for the clinical advancement of the Clinical Nurse III (CNIII) and the Clinical Nurse IV (CNIV). Laura Ramos, MSN, RN, NE-BC serves as executive sponsor of the council with Patti Campbell, MSN, RN-BC, Manager of Education as chair. The council is comprised of Nurse Educators, a Nurse Manager, Magnet Program Director and Coordinator, Director of Education, Vice President Clinical Excellence, Research Coordinator, Sepsis Coordinator, CNIII and CNIVs. The Clinical Advancement Council consistently strives to recognize, reward and differentiate exemplary professional nursing practice. Collaboratively, members of this council continue to set the pace for clinical excellence; to attain the highest quality patient outcomes while achieving organizational strategic priorities through the following improvement strategies:</p> <ul style="list-style-type: none"> • Developed and implemented annual program review process; distribution of a Clinical Advancement Program survey to CNIII/CNIVs; feedback data is analyzed and program revisions made • Updated and approved council membership to include CNIII and CNIVs as active participants in the shared decision-making process related to program changes and/or updates • Implemented pinning ceremony to reward and recognize new CNIII and CNIVs • Established Professional Portfolio Workshop to assist the new CNIII in portfolio development • Developed and implemented CNIII/CNIV individualized goal setting meetings with respective stakeholders; research coordinator will ensure goal aligns with EBP, Research, QI, or Innovation and that outcomes support organizational goals and Magnet expectations • Developed and implemented of quarterly goal progress report-out process to support goal achievement • Approved proposal: Clinical Advancement Council member assigned to each CNIII or CNIV to serve as resource to support success and sustainment in the program • Approval of program qualifiers based on Benner's domains of practice; collaboration, clinical practice and culture and caring, with the intent to promote caregiver engagement and professional development

STRUCTURAL EMPOWERMENT

SHARED GOVERNANCE COUNCIL 2018 ACCOMPLISHMENTS

COUNCILS	CY 2018 ACCOMPLISHMENTS
Clinical Advancement Council (cont.)	<ul style="list-style-type: none"> • Approved support that each CNIII/CNIV participate in one of the following: Facilitative Leadership, Lean Methodologies and/or Research Academy courses to enhance leadership skills, project management strategies and research competence • Addition of multiple program information sessions to increase awareness, interest and candidate submissions
Patient & Family Advisory Council Chair: Chuck Ritz, Community Member Co-Chair: MaryAnn Perez	<p>The St. Jude Patient and Family Advisory Council (PFAC) provides input and feedback on initiatives that impact the patient experience. Several of the projects that have been brought to PFAC include: evaluating the content and design of our patient education materials for oncology patients, being a member of our monthly interdepartmental Emergency Department Patient Experience Committee, reviewing Nurse Clinical Advancement Ladder (Clin III projects) such as Nurse Listening on the 3North Cardiac Unit and Antepartum Improvement Projects, and exploring options to improve Parking challenges at St. Jude.</p>



SERVICE LINE EXCELLENCE COMMITTEES

10 Service Line Steering Committees

- Cardiac
- Neuro
- Orthopedics
- Palliative Care and Pain Management
- Digestive Diseases
- Obstetrics & Gynecology
- Surgery Services and Robotics
- Oncology
- Spine
- Rehab

NURSING RECOGNITION AWARDS



2018 DAISY NURSES

Each year since 2012, several caregivers at St.Jude Medical Center have been recognized as recipients of the DAISY award. This nationwide program celebrates caregivers who consistently demonstrate professionalism, clinical expertise and extraordinary service with a passion and commitment to meet the unique needs of our patients and family members. This past year out DAISY recipients include Bryan Roman, RN, Kay Hawkinson, RN, Katherine Frutchey, BSN, RN, and Claudia Ureno, BSN, RN.

DAISY Honorees:

2018 DAISY AWARD RECIPIENTS



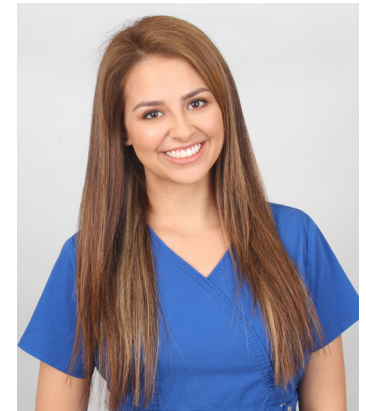
Bryan Roman, RN
February 2018



Kay Hawkinson, RN
May 2018



Katherine Frutchey, BSN, RN
October 2018



Claudia Ureno, BSN, RN
December 2018

JOY JONES SCHOLARSHIP RECIPIENTS

Joy and her husband, Ted established The Joy Jones Scholarship Fund in 2008. She is a long-time resident of Fullerton, a former nurse, and volunteer at the annual St. Jude “Walk Among the Stars” event. Every day new clinical methods and technologies are being introduced, and Joy supports staff’s access to the best training with a maximum fund of \$500 per recipient. Joy envisions nurses advancing their skills, acquiring new knowledge, and incorporating innovation procedures that improve safety, quality, and satisfaction for the ministry’s patients and families. Congratulations to the recipients of the Joy Jones Nursing Scholarship which supports advancing education and certification to continue the excellence of the ministry’s nurses.

Belai Awawda, RN

Patrick Bocalbos, RN

Lisa Fahey, RN

Kimberley Gonzalez, RN

Brandi Holloway, RN

Linda Holloway, RN

Nancy Lanning, RN

Maria Leopoldo, RN

Malizza Mailom, RN

Tim Marshall, ED RN

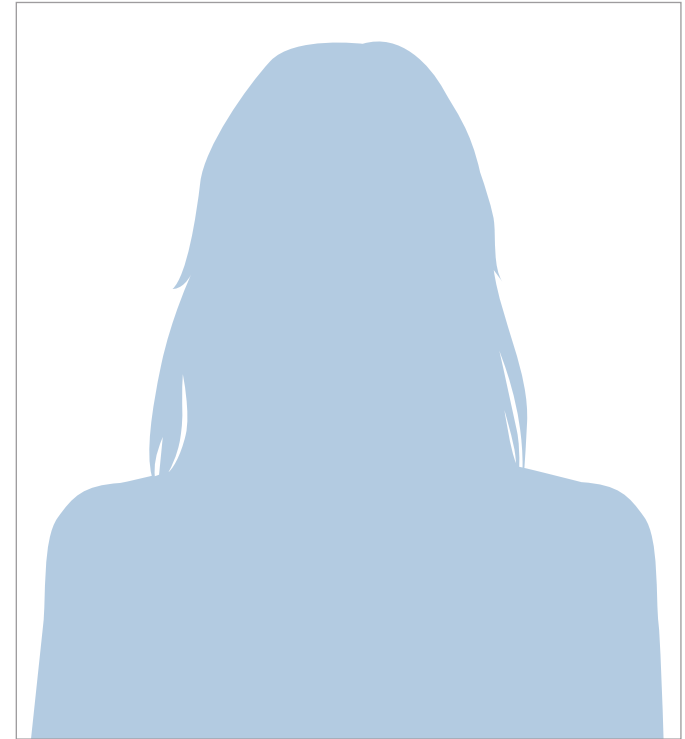
Michelle Ruebsamen, RN



Joy Jones, RN

NURSING RECOGNITION AWARDS**SISTER JANE FRANCES EDUCATION SCHOLARSHIP**

Sister Jane Frances Education Scholarship supports the educational advancement of St. Jude Medical Center caregivers and recognizes their role in promoting superior care and outcomes for all who enter our doors.

2018 RECIPIENTS**Susan Pattschull****Tran Tran**

APPLAUSE WALL NURSE RECOGNITION

The Round of Applause program recognizes caregivers who go above and beyond their roles to provide exceptional care and service. Patients, families, visitors and fellow caregivers submit recognition forms and the top 12 selections are highlighted on the St. Jude Round of Applause wall located in the Northwest Tower. Applause recipients are also recognized at a quarterly breakfast or lunch buffet celebration, where the Round of Applause wall recipients are announced. Below are the recipients for the Round of Applause Wall in 2018:



Cori Chastain, RN,
Oncology



Jerry Chua, RN,
ED



Michael Cole, RN,
CCU



Brittany Corfar, RN,
4N



Domingo DeLeon,
RN, ED



Lolli Girard, RN,
Labor/Delivery



Kirsten Hicks Miller, RN,
Cardiac



Pinky Juergens, RN,
Cath Lab



Rosemary Olivier, RN,
CCU



Wanda Phillips, RN,
Care Management



Jane Tajonera, RN,
Sepsis



Ina Vysniauskiene, RN,
Med/Renal

ST. JUDE NURSING ACADEMY AND ANCC PTAP (PRACTICE TRANSITION ACCREDITATION PROGRAM) ACCREDITATION

In 2018 St. Jude achieved ANCC PTAP Accreditation for our Nurse Resident program. We are one of only 20 ANCC accredited Residency programs in the country.

Service Line Educators continued to collaborate with Providence St. Joseph Health Nursing Institute to develop the Nursing Academy.

The Nursing Academy's purpose is to ensure new nurses, both Residents (new grads) and fellows (those "transitioning in practice" -TIPs - to a new specialty, receive a comprehensive orientation program to ensure their clinical success.

Core Curriculum Aligned:

- Perioperative
- Med/Surg
- CCU
- Telemetry
- L & D
- Emergency Department
- Perinatal & NICU
- Preceptor

Next Steps:

- Cath Lab
- Oncology
- SDU
- Interventional Radiology
- Mentorship

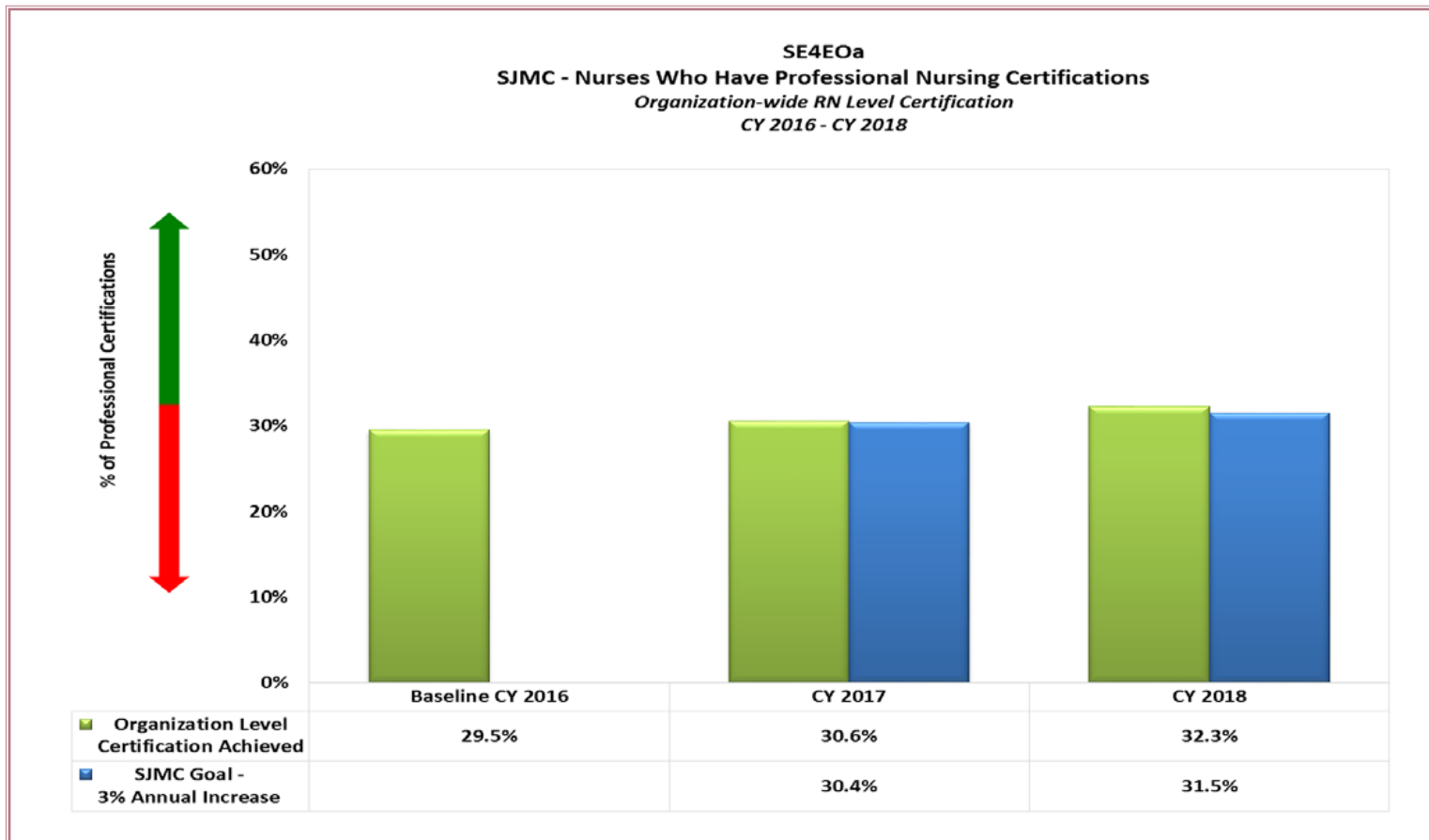
Clinical Resident and Student Nurse Partnerships**Schools of Nursing on our campus**

- Azusa Pacific University (APU)
- Biola
- California State University Fullerton (CSUF)
- Concordia
- Cypress College
- Mount San Antonio College (MSAC)
- University of San Francisco (USF)
- Vanguard University, including on-site MSN program

CERTIFICATION HIGHLIGHTS

Goal Statement: 3% annual increase in nursing certification at the organization level.

Outcome:

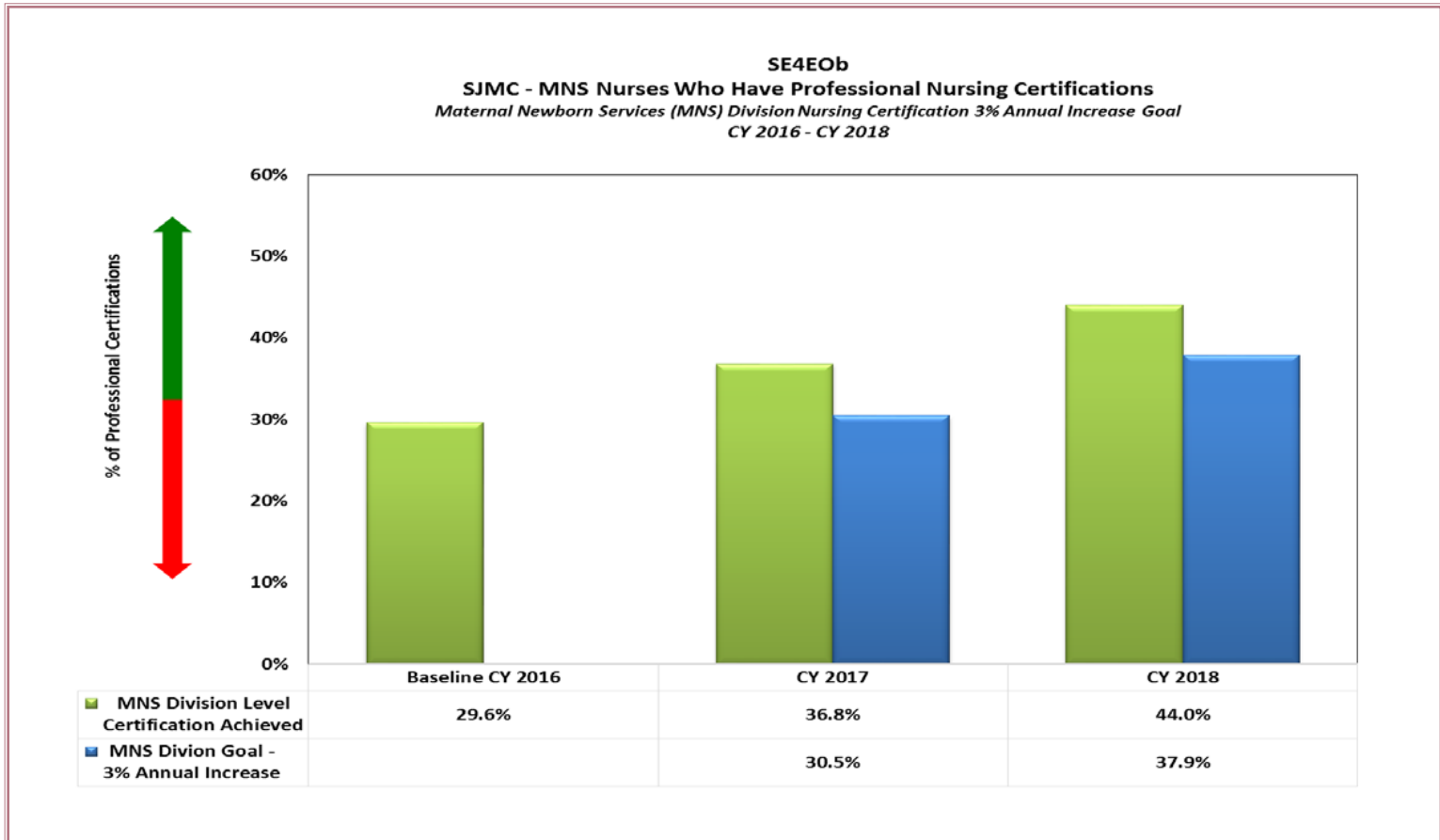


The graph above demonstrates a 3% or greater annual increase in nursing certification rate at the organization level.

EXEMPLARY PROFESSIONAL PRACTICE

Goal Statement: 3% annual increase in nursing certifications annually in the Maternal Newborn Services (MNS) Nursing Division.

Outcome:



The graph above demonstrates a 3% or greater annual increase in nursing certification rate within the MNS Nursing Division.

EXEMPLARY PROFESSIONAL PRACTICE

CNOR[®] CNOR STRONG RECOGNITION

STRONG

CNOR Strong accreditation, awarded by the Competency and Credentialing Institute (CCI), recognizes nurses who have mastered the standards of perioperative practice, supporting a culture of professionalism and improving outcomes in surgical patients.

- St. Jude collectively has 59% of nurses with CNOR certification (52% of Main OR RNs, 66% of Plaza Surgery Center RNs), exceeding the 50% recognition metric for CNOR Strong status.
- St. Jude annually recognizes certified nurses with a letter, certification ribbon and a \$500 bonus.



Pictured from L-R: Joshua Betancourt; Janet Servos; Laura Ramos; Radhika Hattiangadi; Diego Lopez

ST. JUDE SYMPOSIUMS AND CONFERENCES

St. Jude annually plans for conferences and symposiums based on our Needs Assessment results and to support the ongoing education and development of our staff. The Shared Governance Education Council creates and approves the Needs Assessment tool.

As a Comprehensive Stroke Certified Center and Certified Orthopedic Center, our caregivers must meet the requirement of additional education hours. This also drives the decision of topics and content of our symposiums and conferences.

Examples of recent symposiums include:

- Cardiovascular Symposium — August, 2017
- Digestive Health Symposium — April, 2018
- Stroke Conference — October, 2018
- Orthopedic Symposium — November 2018

EXEMPLARY PROFESSIONAL PRACTICE

2018 CLINICAL ADVANCEMENT PROGRAM

SJMC believes the clinical nurse plays an integral role in patient outcomes and understands his/her expertise is fundamental to quality of care. The St. Jude nurse is committed to a culture of caring, collaboration and clinical practice with a focus on patient and family-centered care. The Clinical Advancement Program (CAP) facilitates clinical nurses to lead evidence based practices, performance improvement projects, or innovations strategically planned to support St. Jude's goals and mission outcomes of strengthen the core, be our communities health partner, and transform our future.

CAP supports the advancement of clinical nurses through four levels of nursing development (CNI - IV) based on criteria related to:

- Clinical experience
- Stage of professional practice
- Knowledge
- Skills
- Interprofessional relationships
- Commitment to patient satisfaction
- Leadership qualities
- Academic degree
- National specialty board certification

In 2018, 43 CNIII and CNIV's are leading evidence-based implementation or improvement projects to help achieve our strategic priorities.

DEPARTMENT HIGHLIGHTS

Interprofessional care, seamless collaboration, and shared decision-making are keys to meeting the complex needs of diverse patient population.

2 North Rehab Department

- Received CARF Accreditation
- Provide recreational therapy along with other therapy services on 2N.
- Patient Safety
 - Provided Posey bed/chair alarms for each patient room. Installed brackets in rooms to store alarms'
 - Piloted "Oral Care to Prevent NV-HAPI"
- Patient Flow: Initiated daily Huddle with Rehab Admissions office
- Technology: Started preparations for installation of "Appointment Anywhere".

3 North Tele

- Heart Failure discharge process for readmission prevention initiatives
- HAI, CAUTI and CLASBSI prevention strategies

Cath Lab

- Clin III - STEMI process improvement to reach D2B less than 60 minutes, process change with ER bringing patients down to Cath Lab, mirroring the Code Neuro process.
- EP program growth bringing Dr. Brian Kim as our medical director

- Maximized reprocess of supplies to increase use of our resources
- Clin III - Process improvement and developed standardized consents for Cath Lab procedures
- Emphasis on collaboration with ED Dept

Critical Care Unit

- Played a pivotal role in Comprehensive Stroke Certified redesignation (our 3rd redesignation)
- Increased our certified nurses to 48% with 16 nurses holding multiple specialty certifications
- SDU has increased their PCCN certifications by 4 in one year
- Focus on HAPI reduction by implementing 4 eyes in 4 hours every 24 hours
- Education and implementation of Sonifi

Emergency Department

- Medication scanning implementation and ED achieved 75% compliance this year
- Flow improvement and Ambulance off load time improvements
- Podium and poster presentations, published articles (Behavioral Health simulation presentation at CHA conference)
- Mentoring: Three newly Cross-trained RNs to ED
 - Safety & Security Project: Improved security camera coverage throughout department



Pictured from L-R: Marylou Anthony; Shirley Alquiza; Johanna Su, MD; Michelle Wheaton; Cindy Saunders

Endoscopy

- Certification: ASGE- Endoscopy Unit Recognition Program for KFEC and GI Lab
- First Digestive Health Symposium

Maternal Newborn Services

- NICU Newborn Transfers Reduction Initiative
- Implementation of Newborn's First Bath
- NICU Antibiotic Stewardship
- Decrease primary C-section rates
- Continued decrease in C-section SSI
- Newborn hypoglycemia gel protocol

EXEMPLARY PROFESSIONAL PRACTICE

Med/Surg

5NW-1 Surgical/Neuro

- Falls: PCT driven project to round three times per shift both shifts to ensure all interventions are in place.
- No CLABSI in over 12 months
- Improve Discharge instructions scores by introducing a checklist to follow upon receiving a discharge order. This project's goal was to expedite discharge in a timely manner and provide uninterrupted time for RN to discuss discharge instructions.
- Improved quietness scores by making a daily announcement to let patients & visitors know that quiet time has being implemented on unit
- CDC Accomplishments: The focus this year was staff satisfaction; we introduced a resource nurse role, stocked the back nurses station fully to be a functioning nurse's station.

5NW-2 Medical Renal

- No CLABSI's for over 18 months with our high dialysis population
- No hospital acquired Cliff
- CDC PI project: Prevention of HAPI
- Admission and discharge project

5 North Sepsis

- HAPI: Skin check to be done q shift on high risk patients with coordinator only
- Reduction HAPI's by improving assessment techniques

- Sepsis education through Sonifi; treat and prevent treatment
- Improved pain management by identifying chronic pain patients
- CDC Accomplishments: Focus is to develop an algorithm to better treat and prevent Pressure ulcers

Oncology

- 9th Annual Oncology Nurse Navigator Conference
- Community Outreach Specific Activities Report
- Colon Cancer Prevention Report- GI and Oncology came together to offer our Colon Health Fair for employees
- Love is in the Hair
- ONC WOW Wall/Monthly Oncology Education Board
- CLABSI for 2018-2019 plan to work on improving port-a-catheter utilization
- Safety & Security Project: CDC Accomplishments: Walkie Etiquette

Orthopedic

- CDC Accomplishments: Constipation Bundle, D/C times and same day d/c 2019: Post op Med Side Effects

Palliative Care

- Palliative care assisted in the re-start of the No One Dies Alone (NODA) program
- Development of the Palliative Care Resource Team to educate nursing and other disciplines to start primary Palliative care on the different nursing units.
- Developed and provided oversight for the "Palliative Pals"

volunteer program to provide company and support for lonely palliative care patients.

- Began the development of the Health Enhancement Volunteer Program to help our patients reduce pain, stress, and improve healing.

Plaza Surgery Center

The St. Jude Plaza Surgery Center is a fast paced, high performing department with highly engaged nursing staff. We have seen a lot of change in the past and continue to face change in the future, but our team excels in the care we provide our patients. Some of our accomplishments in 2018 are:

- 2018 CNOR Strong recognition from AORN with 66% OR nursing staff certified
 - Several staff members regularly attend AORN Chapter meetings and serve in leadership positions
- CPAN certification obtained by Katie Gibson
- Daisy Award recipient Kay Garell Hawkinson
- Eye Service Line was developed to review option for future Eye Center of Excellence
 - Plaza purchased, trained and implemented the Cyclophotocoagulation laser procedure for glaucoma patients with appreciation for a grant through a St. Jude Foundation
- CDC participated in goals to:
 - Improve Hand-Off communication of patient readiness for surgery through “Move Your Magnet” initiative (white boards)
 - Improve First Case On Time (surgery) Start
 - Improve communication to patients and families of cascade surgery delays

- Develop a map for Eye surgery patients to locate Surgery Center and park in appropriate location for ease of admission and discharge. (Maps were designed, published and personally delivered to Eye surgeon’s offices.)
- Develop a flow sheet for appropriate referral process for abuse patients. (Laminated copy posted in nurses’ stations)
- Streamline Post Op instructions for ENT and Ophthalmology to expedite discharge and improve compassion scores relative to “Our Family Caring For Your Family”
- Development of standardized D/C instructions for Urology ESWL (Lithotripsy) in collaboration with urology physicians.
- Maintained high Overall Press Ganey Patient Satisfaction Scores
 - Focus on Discharge instructions, Patient understanding of Medication Side Effects, RN responsiveness & patient and courtesy and respect for patients
- Collaborated with main hospital on SSI reduction plan

NEW KNOWLEDGE AND INNOVATION

PUBLISHED NURSES

PARTICIPANT(S)	TITLE	PUBLICATION METHOD	PUBLICATION	ORGANIZATION IMPACT
Claudia Skinner, DNP, RN, CIC, CCRN, Lilian Ablir, BSN, RN, CIC, Todd Bloom, BS, CHES, Stacie Lomibao, MSN, RN, PCCN, Regina Sy-Santos, BSN, PHN, RN	Creating a dream team: How frontline collaboration reduced healthcare-associated infections	Journal Publication	Prevention Strategist	Increased organizational awareness of HAI reduction efforts. Changed the culture to where clinicians were partnering with the Infection Prevention staff on HAI prevention.

PODIUM PRESENTATIONS

PRESENTER(S)	TITLE	PRESENTATION METHOD	VENUE	ORGANIZATIONAL IMPACT
Claudia Skinner, DNP, RN, CIC, CCRN	Effective Strategies to Reduce Clostridium difficile infections	Podium	National Teaching Institute (NTI), American Association of Critical Care Nurses May, 2018	Reduced hospital acquired C. difficile infection as nursing staff became very aware of prevention strategies. EVS became more engaged with cleaning process for CDI reduction
Stacie Fujimoto, MSN, RN, PCCN Regina Sy-Santos, BSN, PHN, RN	Creating a Dream Team: How Frontline Staff Collaboration Reduced Hospital-Acquired Infections	Podium	Providence St. Joseph Health Annual Nursing Research and Evidenced Based Practice Day, Los Angeles, CA Oct. 2, 2018	Increased organizational awareness of HAI reduction efforts. Changed the culture to where clinicians were partnering with the Infection Prevention staff on HAI prevention

PODIUM PRESENTATIONS

PRESENTER(S)	TITLE	PRESENTATION METHOD	VENUE	ORGANIZATIONAL IMPACT
Nancy Christiansen, MSN, RN, CNS, CCRN	Bridging the Gap between Nursing and Respiratory Therapy in Critical Care through Simulation	Podium	National Association of Clinical Nurse Specialists Austin, Texas March 24-28, 2018 & Providence St. Joseph Health Annual Nursing Research and Evidenced Based Practice Day, Los Angeles, CA Oct. 2, 2018	Enhance communication and collaboration between nursing and respiratory therapy and improve patient outcomes.
Joy Lanfranchi, BSN RN, CNOR, CMLSO	Implementation of Modified Evidence-Based Universal, Colorectal and ERP Bundles to Reduce Surgical Site Infections in Colorectal Surgical Patients	Podium	University of California, Irvine Nursing Symposium Irvine, CA	Decrease surgical site infections and improve patient outcomes.
Kimberly Gonzalez, BSN, RN	Management of Patients with Intrathecal Pumps: A Clinical Practice Gap	Podium	Providence St. Joseph Health Annual Nursing Research and Evidenced Based Practice Day, Los Angeles, CA Oct. 2, 2018	Improved organization awareness of and management of intrathecal pumps. Developed process to manage pumps when patient is admitted to hospital.

NEW KNOWLEDGE AND INNOVATION

PODIUM PRESENTATIONS

PRESENTER(S)	TITLE	PRESENTATION METHOD	VENUE	ORGANIZATIONAL IMPACT
Jolie Hultner, BSN, RN, CEN, MICN, Bryan Roman, BSN, RN, CEN	Practice Makes Perfect: Interdisciplinary Simulation for Managing Agitation in the ED	Podium	CA Hospital Association Riverside, CA Dec. 12-18, 2018	Interprofessional collaboration for seamless care delivery and improve patient outcomes.

POSTER PRESENTATIONS

PRESENTER(S)	TITLE	PRESENTATION METHOD	VENUE	ORGANIZATIONAL IMPACT
Lilian Ablir, BSN, RN, CIC Selin Mirzaeian, MSN, RN	Community Hospital Initiatives to Reduce C. difficile infection	Poster	Providence St. Joseph Health Annual Nursing Research and Evidenced Based Practice Day, Los Angeles, CA Oct. 2, 2018	Reduced hospital acquired C. difficile infection. Early identification to reduce horizontal spread.
Jennifer Venator, MSN, RN, CNS, CNOR, RNFA	Surgery Crisis Checklists: Cognitive Tools For Management Of Perioperative Emergencies	Poster	AORN Global Surgical Expo New Orleans, LA March 24-28, 2018 & Providence St. Joseph Health Annual Nursing Research and Evidenced Based Practice Day, Los Angeles, CA Oct. 2, 2018	Use of Surgery Crisis Checklists during low-volume, high-risk crisis situations may increase perioperative nurse confidence, improve crisis management and patient outcomes.

NEW KNOWLEDGE AND INNOVATION

POSTER PRESENTATIONS

PRESENTER(S)	TITLE	PRESENTATION METHOD	VENUE	ORGANIZATIONAL IMPACT
Mary Lou Anthony, MSN, RN, RNC-OB Joy Lanfranchi, BSN, RN, CNOR, CMLSO	The Power of Bridges: Reducing SSI through OB/OR Collaboration	Poster	Pomona Valley Hospital Perinatal Symposium 2018 Pomona, CA April 18, 2018	Decrease C-Section SSIs.
Michelle Marmol, MSN BSN RN PCCN PHN	Optimizing The Post-Operative Experience For Mismatched Chronic Pain Patients By Initiating Pain Consultations Preoperatively	Poster	7th ASPAN National Conference Anaheim, California April 29-May 2, 2018	Improve communication and build a foundation for ways to best serve this patient population.
Rosemary Olivier, BSN, RN, CCRN, SCRNI	New oral anticoagulant and Warfarin-Associated Intracerebral Hemorrhage Protocol Reduces Timing of Door to Correction Interventions (NO WAITING)	Poster	2018 2nd International Neuroscience Nursing Research Symposium Dallas, TX 8/18/2018 & Providence St. Joseph Health Annual Nursing Research and Evidenced Based Practice Day, Los Angeles, CA Oct. 2, 2018	Improve time from admission to anticoagulation reversal which has been demonstrated to improve neurological outcomes.

POSTER PRESENTATIONS

PRESENTER(S)	TITLE	PRESENTATION METHOD	VENUE	ORGANIZATIONAL IMPACT
Gail Levine, M.D. Coleen McNally-Astorga MSN, RN; Terry Zellinger MSN, RN,	NICU Antibiotic Stewardship Quality Improvement: Participation in a State Wide Collaborative	Poster	Pediatric Academic Societies (PAS) 2018 Meeting Toronto, Canada. May 5 - 8, 2018	Reduce neonatal antibiotic use. Neonatal antibiotic use has been shown to have long standing results on the infants gut biome.
Joy Lanfranchi, BSN RN, CNOR, CMLSO	Combined Enhanced Recovery/Surgical Site Infection Prevention Bundles in Spine Surgery	Poster	17th Annual UCLA Research and Evidence-Based Practice Conference Los Angeles, CA Sept. 28, 2018	Reduce surgical site infections and improve patient outcomes.
Terry Zeilinger, MSN, RN, Gale Price, BSN, RNC	Bringing the NICU RN to Family: A Program to Provide End of Life Care Outside of the NICU	Poster	Providence St. Joseph Health Annual Nursing Research and Evidenced Based Practice Day, Los Angeles, CA Oct. 2, 2018	Provide spiritual/emotional support for families experiencing negative outcomes. Staff have resources to support the family now.

NEW KNOWLEDGE AND INNOVATION

POSTER PRESENTATIONS

PRESENTER(S)	TITLE	PRESENTATION METHOD	VENUE	ORGANIZATIONAL IMPACT
Mary Lou Anthony, MSN, RN, RNC-OB, Dawn Hernandez, MSN, RN, RNC-OB, Cindy Saunders, MSN, RN, RN-NIC	Supporting Vaginal Delivery & Reducing Primary Cesarean Birth	Poster	<p>Providence St. Joseph Health Annual Nursing Research and Evidenced Based Practice Day, Los Angeles, CA Oct. 2, 2018</p> <p>2018 March of Dimes Annual Conference: Advancing Health Equity to Improve Maternal and Neonatal Outcomes Irvine, CA November 5-6, 2018</p>	Reduce preventable operative births and improve outcomes for all childbearing women admitted at St. Jude Medical Center.
Brittany Hagge-Langevin BSN, RN	Developing Inpatient Palliative Care Champions: The St. Jude Medical Center (SJMC) Model	Poster	<p>CSU Institute for Palliative Care National Symposium 2018 for Academic Palliative Care Education and Research. Quality in Palliative Care: Fusing Education, Research and Practice San Diego, CA October 11-12, 2018</p>	Enhance patient quality of life and reduces patient length of stay.

POSTER PRESENTATIONS

PRESENTER(S)	TITLE	PRESENTATION METHOD	VENUE	ORGANIZATIONAL IMPACT
Mary Lou Anthony, MSN, RN, RNC-OB, Dawn Hernandez, MSN, RN, RNC-OB, Cindy Saunders, MSN, RN, RN-NIC, Johanna Su, M.D.	Reducing the Primary Cesarean Section Rate: One Hospital's Interdisciplinary Journey	Poster	2018 March of Dimes Annual Conference: Advancing Health Equity to Improve Maternal and Neonatal Outcomes Irvine, CA November 5-6, 2018	Reduce preventable operative births and improve outcomes for all childbearing women admitted at St. Jude Medical Center

NURSING RESEARCH

2018 RESEARCH STUDIES APPROVED BY IRB

TITLE	TYPE OF RESEARCH	PRINCIPAL INVESTIGATOR/ CO-INVESTIGATORS	ORGANIZATIONAL IMPACT
The Impact of Replacing Peripheral IVs Catheters when Clinically-Indicated on Infection Rate, Nurse Satisfaction, and Care Effectiveness in the ICU, Step-Down Unit, and Oncology Patients	Quantitative	Rosemary Catherine Olivier, MSN, RN, CCRN, SCRN; Lilian Ablir, BSN, RN, CIC	Improve the patient experience by reducing unnecessary peripheral IV needle sticks and reduce costs.
Staff Perceived Usefulness and Satisfaction with Patient Education Platforms	Quantitative	Claudia Skinner, DNP, RN; Marysol Cacciata, MSN, RN, CCRN-K; Meredith Ross, SLP; Patti Campbell, MSN, RN	Determine the most effective way of providing patient education.

2018 RESEARCH STUDIES APPROVED BY IRB

TITLE	TYPE OF RESEARCH	PRINCIPAL INVESTIGATOR/ CO-INVESTIGATORS	ORGANIZATIONAL IMPACT
Discovering Risk Factors for Falls Within an Acute Inpatient Rehabilitation Department: A Predictive Study	Quantitative	Jacob Pablo, BSN, RN	Optimize the prevention of fall rates within an acute inpatient rehabilitation department.
Exploring the Effect of Inpatient Diabetes Education on Readmission Rates	Quantitative	Cynthia Chun, BSN, RN	Promote effective education for our patients and help reduce hospital readmissions.
Tea for the Soul Program: A Nurse Perspective	Quantitative	Marysol Cacciata, MSN, RN, CCRN-K; Joy Lanfranchi, BSN, RN, CNOR; Joseph Choi, D. Min., BBC; Jillian Lee, MSN, RN, CEN; Annette Callis, PhD, RN, Mary Wickman, PhD, RN; Mary Long, DPT	Help prevent and/ or reduce caregiver moral distress, compassion fatigue, and burn out.
Impact of Advanced Nursing Education on Professional Practice	Quantitative	Patti Campbell, MSN, RN, RN-BC; Mary Wickman, PhD, RN	Provide insights of nurses perspective on the effect of advanced education in providing patient care and professional growth
Exploring Psychosocial Outcomes in Hand Therapy	Quantitative	Marysol Cacciata, MSN, RN, CCRN-K; Mary Long, DPT	Explore patient experiences of receiving an integrated mindfulness based interventions during the course of their care in hand therapy

INNOVATIVE TECHNOLOGIES

An Innovative Solution Sought to Enhance a Patient's Care Comprehension

St. Jude Medical Center's (SJMC) Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) hospital-wide score for patient experience question #15, "Nurses explain things in a way I can understand" was averaging below our target with an average of 77.8% of patients responding "always." SJMC is constantly striving for excellence, therefore, a team gathered to explore how to improve the patient's perception of nurses' explaining things in a way they can understand.

The team set a purpose statement to guide their work: "How can SJMC provide patient education in a manner in which patients can understand important topics, such as safety, medical conditions, medication use, potential side effects, and discharge instructions, so patients are informed and empowered to make the best decisions regarding their health?" During early 2017, solutions addressing varied learning styles, with the goal to increase a patient's comprehension of their care, were explored by team members Teresa Frey, MSN, RN, Vice President of Clinical Excellence and Claudia Skinner, DNP, RN, Director of Clinical Excellence.

Varied patient learning styles, complex patient needs, and nursing responsibilities necessitate thoughtful consideration for maximizing the effectiveness of patient teaching encounters. SONIFI health offered the innovative solution sought as it delivers a comprehensive and efficient method for patient education through its innovative, active learning strategies. With this

innovative option, patients can be engaged in their learning process, as opposed to the current state of passively listening to a nurse or interprofessional caregiver deliver their education at the time most convenient to the caregiver.

Shared Governance Care Delivery Collaborative Council Members Review and Select the Patient Education Content, Background Noise, and Relaxation Channel

In January 2018, nurses Teresa Frey and Claudia Skinner invited the SONIFI Health vendor to present the technology options to the interprofessional Shared Governance (SG) Care Delivery Collaborative Council (CDCC) to discuss the innovative patient education solution and to review the vendor's options of patient education content, background noise, and relaxation channel features. During this meeting, the SONIFI vendor rep shared sample education videos from a variety of education vendors and the relaxation options.

In March 2018, to ensure frontline clinical staff were offered ample time to have a voice in the decision-making on the patient education video content, soothing noise option, and the relaxation channel selection, the topic was again on the agenda for SG CDCC meeting.

2018 Clinical nurse III April Mc Cleary, BSN, RN from 5NWT2 led the SG CDCC members through the process of selecting the vendor Milner-Fenwick for the video-based patient education content, the brown noise background option, and the relaxation channel features.

NEW KNOWLEDGE AND INNOVATION

SONIFI Launch

The SG Informatics Council, a sub-committee of the SG CDCC which is comprised of clinical nurses and interprofessional staff, created the SONIFI launch campaign “Simplify with SONIFI” and spread communication across the hospital to ensure a successful launch. SONIFI work flows were developed for assigning the new patient education videos. Staff education was provided to all SJMC clinical staff in its use including the assignment of two self-learning modules (SLM) to 632 clinical nurses and 173 interprofessional caregivers.

SONIFI was launched hospital wide on August 21, 2018 providing the targeted innovation solution. SONIFI health keeps patients well informed and actively engaged in their education and management of their health through its interactive delivery of information, education, and relaxation features through our hospital’s televisions or portable tablets

Benefits of Adopting the Interactive Educational Platform SONIFI

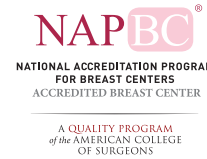
With SONIFI, staff have a new streamlined process for the delivery of patient’s personalized education content. Staff no longer have to approach the selection of patient education by accessing multiple resources (Krames, LexiComp, the web, an array of pre-printed materials), rather a caregiver makes a few simple clicks in SONIFI health to prescribe patient education content based on patient diagnosis.

SONIFI health streamlines the caregivers’ workflows, promotes patient responsibility and engagement through tracking of video progress, and improves a patient’s comprehension of their care as evidenced by our improved hospital-wide HCAHPS score for question #15, “Nurses explain things in a way I can understand” to a post SONIFI implementation score of 81% of patients responding “always” during the month of December 2018. SONIFI utilization reports are communicated to each unit’s nurse leader on a monthly basis to promote full integration of SONIFI health as our patient education platform.

EMPIRICAL OUTCOMES

EMPIRICAL OUTCOMES

2018 Awards and Recognition



EMPIRICAL OUTCOMES

EMPIRICAL OUTCOMES

2018 Awards and Recognition





St. Joseph Health SM
St. Jude Medical Center
A member of the St. Joseph Hoag Health alliance