



2024 Annual Nursing Report

Published Mar. 2025

A Message from the Chief Nursing Officer

2024 was a significant year of transition as I became the new Chief Nursing Officer (CNO) for Providence Little Company of Mary Medical Center San Pedro (PLCMMCSP). Succession planning helped to ease the way of this transition and ongoing mentorship has guided me through my first year. I have spent my entire nursing career at PLCMMCSP. As a new graduate nurse in the Intensive Care Unit (ICU), I grew into the role of preceptor and then charge nurse before moving into leadership as the Assistant Nurse Manager of the ICU in 2016. Throughout my tenure, I've gone through several leadership transitions, all contributing to the development of my knowledge, skill, and experience. With each leadership role transition, I have encountered new challenges and experienced successes. I am grateful for it all, but I am most appreciative of the individuals I have had the privilege to learn from and work alongside.

Each year the nursing division evaluates our goals based on our system and ministry nursing strategic plan. Many of our caregivers provided feedback on the nursing strategic plan. They helped identify where San Pedro needed to focus efforts and introduced strategies to drive us to better patient and caregiver outcomes. Throughout the year, our core leaders and shared governance councils defined those goals and tailored those strategies, while aligning them to our Magnet Journey. Key focus areas in the nursing strategic plan that were identified included improving workplace safety, reducing falls, hiring and retaining caregivers through exceptional preceptorship, advancing nursing education and certification, and the promotion and provision of activities for caregiver well-being.

Creating an environment and culture that keeps our nurses safe remains one of our most important focus areas. From shared governance collaboration, accurate tracking of violent events, as well as, behavioral training, San Pedro is making an impact - even spurring the launch of the South Bay Workplace Violence Prevention Committee. After peer education, we saw increased code gray activations, ensuring that caregivers received the critical support they needed to manage behavioral situations. This work is how we demonstrate our commitment to nursing excellence.

Our preceptors have also been hard at work growing and nurturing our novice nurses, allowing us to fill and retain needed positions. This effort has been extraordinary, and on behalf of our entire nursing leadership team, I want to extend our appreciation and gratitude to our amazing preceptors. In the month of April 2024, we celebrated our preceptors for their dedication and support of our new and transitioning nurses.

2024 was an amazing year and I'm so proud of the work that was done. I hope when you read through this annual nursing report, you will be proud too. Thank you to all our nurses and caregivers for who you are and the exceptional care you provide to our patients, families, and each other. There is no place quite like San Pedro – I see it, I know it, I feel it every day.

Kathryn Webster, MSN, RN, CPHQ
Chief Nursing Officer



Providence Little Company of Mary Medical Center San Pedro

Hospital History

The hospital was founded in 1909 by Mrs. Lillian B. Mullen, a graduate nurse and physician from New York. The hospital began in the old Clarence Hotel. The first building constructed for the hospital was located on Sixth Street and was dedicated in 1925. The hospital aligned with the Sisters of the Little Company of Mary in the early 1990s. The affiliation with the Sisters of Providence took place in 1998 and the hospital is now a part of Providence Health and Services System.



About the Ministry

As a mission driven organization, Providence Little Company of Mary Medical Center San Pedro provides comprehensive medical care that treats each patient holistically. Our dedication to the mind, body, and spirit of every individual we treat helps us offer our patients and their families high-quality medical care that serves their specific needs. Our team has worked diligently to ensure that the residents of the South Bay do not need to travel outside of the area for any medical service or specialty care.



Awards and Accreditations

At Providence Little Company of Mary Medical Center San Pedro, we are proud to receive recognition for the extraordinary care provided to our patients. Creating a positive environment that accommodates physicians' needs and recognizes their important contributions – from the examination room to the boardroom – results in invaluable partnerships and outstanding patient care.



Advanced Primary Stroke Center

For nearly a decade, Providence Little Company of Mary Medical Center San Pedro has been certified as an Advanced Primary Stroke Center. Our commitment to quality care has earned us the Joint Commission's Gold Seal of Approval® and the American Heart Association/American Stroke Association's Gold Plus Achievement Award for fulfilling the rigorous standards and requirements it takes to deliver quality stroke care.



Acute Rehabilitation CARF Accreditation

The Rehab Center at Providence Little Company of Mary Medical Center San Pedro, accredited by CARF for Adult Inpatient Rehabilitation Programs and for their Adult Stroke Specialty Program, was nationally ranked by the Uniform Data System for Medical Rehabilitation (UDSMR) for the quality and effectiveness of its program.



American College of Surgeons Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program

Providence Little Company of Mary Medical Center San Pedro received the American College of Surgeons Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) for the safety and quality of care for bariatric patients.



ANCC PTAP™ Accreditation with Distinction

Providence Little Company of Mary Medical Center San Pedro received the American Nurses Credentialing Centers accreditation for the Nurse Residency Program.

Our Mission, Vision, Values, and Providence Promise



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, Dignity, Justice, Excellence, Integrity

Providence Promise

Know me, care for me, ease my way.

Nursing By the Numbers



403

Registered
Nurses



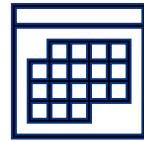
83

Licensed
Vocational
Nurses



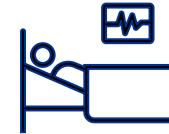
69

Certified
Nurse
Assistants



RN Tenure with Providence

19% with 15+ years
9% with 10-15 years
27% with 5-10 years
28% with 1-5 years
17% with less than 1 year



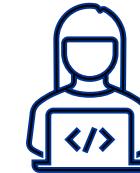
50

Nurse
Assistants



12

Technicians



30

Health Unit
Coordinator



Providence Destination Health 2025: Foundations for Our Nursing Strategic Plan



STRENGTHEN THE CORE

By 2025, Providence will deliver a simplified consumer and patient experience featuring affordable, digitally-enabled, and innovative access models, unforgettable compassion and excellent clinical outcomes for all.

Providence's caregiver experience will ensure that our diverse workforce will feel included, developed and inspired to carry on the Mission.



BE OUR COMMUNITIES' HEALTH PARTNER

By 2025, Providence will improve health outcomes in the communities we serve by expanding value-based care, advancing health equity, prioritizing vulnerable populations and focusing on education, housing and the environment.

Providence is recognized as a leading voice and catalyst for improving health for all and activates like-minded community members and partners through advocacy and philanthropy.



TRANSFORM OUR FUTURE

By 2025, Providence is recognized as the most innovative health organization serving our communities and beyond. With strategic and capital investors, Providence invests in core, diversified and adjacent businesses.

Through research, data and technology, decreasing variability, and modern support services, Providence has transformed care delivery and serves as a model for all other health systems.

Nursing Professional Practice Model

Our Professional Practice Model (PPM) is grounded in two complementary nursing theories, Jean Watson's "Philosophy of Nursing," based on her theory of human caring, and Patricia Benner's novice-to-expert theory, based on her book *From Novice to Expert: Excellence and Power in Clinical Nursing Practice*. The PPM depicts how nurses grow into nursing practice and how they communicate and relate to patients, families, communities and the interprofessional team.

The five components of our Professional Practice Model include:

Shared Leadership & Empowerment

We see leadership as a shared endeavor between our leadership teams and clinical nurses. It is designed to maximize professionalism in nursing practice.

Safety, Quality & Excellence in Nursing Care

Nurses promote quality and safety in nursing care. They take accountability for high-quality outcomes.

Professional Development & Advancement

We promote opportunities for nurses to grow into the professional nursing role with collaboration and competence. We encourage and reward their participation in academic progression, national certification, and ongoing continuing education programs.

Interprofessional Collaboration

Within this context, collaboration is a necessary component to professional growth. Team members bring valuable expert resources to the care of patients and families.

Evidence-Based Practice

By using the systematic study of actions and phenomenon relative to the practice of nursing, we can greatly enhance nursing practice and patient care outcomes.

Our Pedro Nursing Way

Providence Little Company of Mary – San Pedro
Professional Practice Model



Our core values

Compassion, Dignity,
Justice, Excellence, Integrity

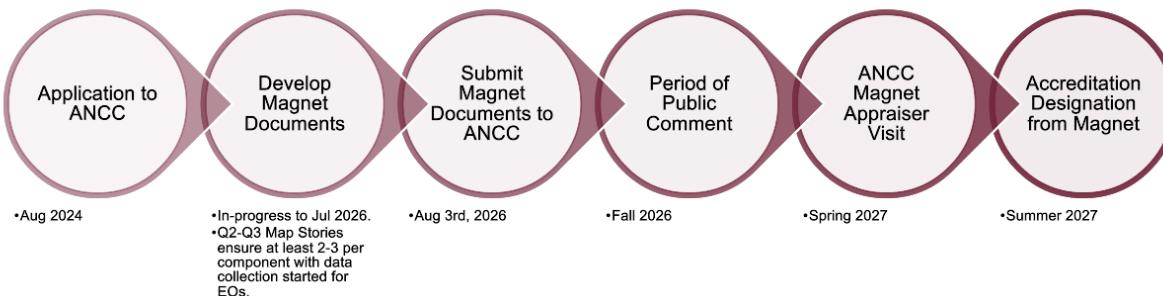
San Pedro's Magnet Journey

Providence Little Company of Mary Medical Center San Pedro proudly started the Journey to Magnet with the acceptance of an Application Intent by the American Nurses Credentialing Center in September of 2024, with a document submission date of August 3, 2026.

To attain Magnet recognition, hospitals undergo a rigorous and extensive evaluation process that requires active engagement from leadership and caregivers alike. This process includes demonstrating compliance with rigorous sources of evidence (SOE) and successfully passing a comprehensive three-day site visit. During this visit, evaluators verify and validate the implementation of these SOEs throughout the organization.

Magnet-designated hospitals not only excel in meeting quality patient care outcomes but also prioritize enhancing the patient experience and fostering staff engagement. They actively involve frontline caregivers in shared decision-making processes, ensuring that diverse perspectives contribute to the continuous improvement of care delivery.

San Pedro is actively underway in story writing for the document submission. This process takes on average 2 years to complete with the help of clinical nurses, nurse leaders, interprofessional partners, the Magnet Program Director, and Chief Nursing Officer.



Nursing Excellence Survey Results

Our journey towards Magnet means outperforming in our nursing excellence (also known as nursing engagement) survey, nurse sensitive indicators, and patient experience scores. Outperforming means scoring better than average against the national benchmark.

Our nursing excellence survey results were amazing. To determine how we did, we must go to the Magnet manual under the Exemplary Practice component: EP3EO (EO means Empirical Outcomes or more simply put, data required). In this component, outperforming means we must score better than the benchmark on 4 question categories across most of our departments. Look at the green percentage scores at the bottom of the table below. What you will see is that we outperformed in all question categories across most of our departments. Our overall scores and several departments' scores demonstrated significant improvements from 2023. This department level data was shared with each department by their core leaders. We will again be asking each department to identify 1-2 key areas for improvement going into 2025.

Department/Magnet Reporting Group	Outperformed: Adequacy of Resources and Staffing?	Outperformed: Autonomy?	Outperformed: Fundamentals of Quality Nursing Care?	Outperformed: Interprofessional Relationships?	Outperformed: Leadership Access and Responsiveness?	Outperformed: Professional Development?	Outperformed: RN-to-RN Teamwork and Collaboration?	# Outperformed
Providence Little Company Of Mary San Pedro Hospital	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7
7017 LCMSP ACUTE REHAB	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7
7017 LCMSP CHEM DEPENDENCY	No	No	No	No	Yes	No	No	1
7017 LCMSP CLINICAL EDUC	No	Yes	Yes	Yes	Yes	No	Yes	5
7017 LCMSP EMERGENCY	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7
7017 LCMSP GI LAB	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7
7017 LCMSP ICU IMCU 2W	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7
7017 LCMSP MEDSURG 2W	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7
7017 LCMSP NURSING POOL	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7
7017 LCMSP OP BEHAVIOR HLTH	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7
7017 LCMSP OP SURGERY	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7
7017 LCMSP PSYCHIATRIC 4E	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7
7017 LCMSP RECOVERY	No	No	No	No	No	No	No	0
7017 LCMSP SUBACUTE	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7
7017 LCMSP SURGERY	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7
7017 LCMSP TELE 3W	Yes	Yes	Yes	Yes	Yes	Yes	Yes	7
	466	385	352	457	363	354	374	
	12/15=80%	13/15=86%	13/15=86%	13/15=86%	14/15=93%	12/15=80%	13/15=86%	

Professional Development & Advancement: Nursing BSN & Certification Goals

Our Magnet Journey includes supporting nurses in their pursuit of higher education and certification. Why? Evidence suggests that nurses with BSNs contribute to improved patient outcomes related to the focus of BSN curriculum on analytical and critical thinking skill development. Board certification is a key factor in the assurance of proficiency standards of knowledge, skills, and abilities in nursing specialty practice and contributes to better patient outcomes. National certification allows nurses to be recognized for competence in their specialty.

82% of San Pedro nurses have a BSN or higher, with several more currently enrolled in BSN, MSN, DNP, and PhD nursing programs. While we will continue to support educational advancement through benefits and scholarship, we have already met the Magnet goal of 80% and will continue to celebrate all those achieving advanced degrees in nursing.

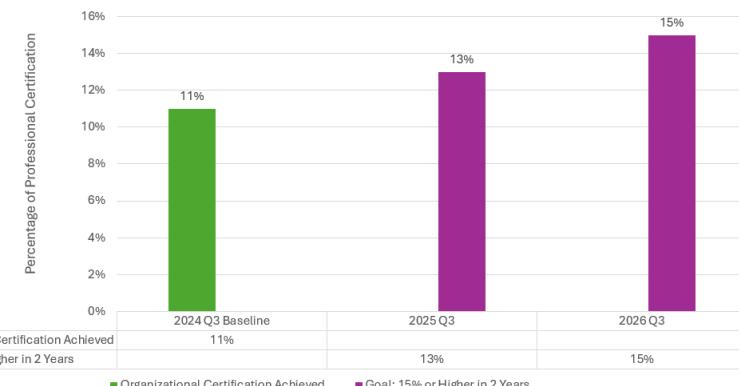
Here at San Pedro, we have set a goal to increase our nursing certification rate to 15% over the next 2 years. To achieve this goal our nurse leaders and Professional Engagement Development Recognition Opportunities (PEDRO) Council members have been rounding for professional development to discuss certification options, study aids, and benefits that support the cost of study courses, books, and examination fees. Now is the time to set that goal to achieve your certification.

BSN Goal Achieved

82%



Organizational Professional Board Certification
Targeted Goal for Improvement



Professional Development & Advancement: Transition into Practice (TIP) Nurse Residents & Fellows

Every year we welcome and graduate 2-3 TIP nurse resident and fellowship cohorts. San Pedro's Transition into Practice (TIP) program is accredited by the American Nurses Credentialing Center's (ANCC) Practice Transition Accreditation Program (PTAP), setting the standard for residency or fellowship programs that transition registered nurses and advanced practice registered nurses into new practice settings. Accredited programs under PTAP adhere to evidence-based criteria, ensuring excellence in the transition of nurses to new practice settings. TIP program graduates earn a certificate of completion after successfully completing the program's rigorous curriculum. With a focus on evidence-based practice and clinical excellence, the program equips nurses with the necessary skills and knowledge to excel in their roles. Nurse leaders work hard to select the best candidates through an extensive interviewing process.

Department	Residents	Fellows	Total TIPs
ICU	1	2	3
2 West	1	0	1
3 West	9	2	11
Nursing Pool	6	2	8
Emergency	4	3	7
Acute Rehab	1	0	1
Subacute	10	0	10
Surgery	1	2	3
Recovery	0	1	1
GI Lab	0	1	1
OBHC	0	1	1
Totals	33	14	47



Nursing Turnover

San Pedro nurse leaders and nurse professional development practitioners have made huge strides in reducing nurse turnover rates in 2024.

Turnover reduction strategies:

- TIP bi-monthly check-ins.
- Incorporation of mental health support and resources into TIP program.
- Professional development through shared governance, clinical ladder, and certification.
- Nurse leadership development with focus on appreciation and recognition, being inspirational, and providing feedback.
- Leadership and caregiver STAY conversations.
- Nursing Mentorship Program.



Professional Development & Advancement: Honoring Our Certified Nurses

With our highest number of certified nurses at San Pedro than ever before, we celebrated this significant achievement on National Certified Nurses Day, March 19, 2024.

We invited our certified nurses to a Mini Zen Retreat where they enjoyed Agua Fresca, relaxed in meditation, enjoyed reiki and massage, and received their gift, an engraved charcuterie board.

Board certification is a key factor in the assurance of proficiency standards of knowledge, skills, and abilities in nursing specialty practice and contributes to better patient outcomes. National certification allows nurses to be recognized for competence in their specialty.

AI Ablao, BSN, RN, CMSRN
Marelín Acicon, RN, CIC
Redann Almodiel, RN, CNRN
Jose Araujo, BSN, RN, CPAN
Prince Asante, MSN, RN, PMHNP-BC
Lisa Balesteri, MSN, RN, AGACNP-BC
Rochelle Bone Dela Cruz, BSN, RN, NE-BC
Shirley Bruhl, RN, CHPN
Juventino Rivera Carlos, MSN, RN, CNL
Silvina Costa Castro, BSN, RN, CEN
Pamela Sue Coleman, BSN, RN, ACM-RN
Annette Conley, MHA, BSN, RN, NE-BC
Teela Dancey, BSN, RN, CCRN
Melody Domingo, BSN, RN, CCRN
Jennifer Baker-Erickson, RN, ACM-RN
Pascal Eze, MSN, RN, FNP-BC
Sheila Gallagher, MSN, RN, CMSRN, NE-BC
Bianca Garcia, MSN, RN, NP-C
Concepcion Garcia, BSN, RN, CMSRN
Torri Gloyne, BSN, RN, CEN
Heather Heilmann, MSN, RN, NEA-BC
Rosa Hernandez, MSN, RN, AGACNP-BC
Valerie Iniguez, BSN, RN, CRRN
Lillie Chung, BSN, RN, CCRN
Judy Kasuga, BSN, RN, CRRN
Stefanie Lai, BSN, RN, CEN
Caroline Lapuz, MSN, RN, NPD-BC

Chrissy Loebs, BSN, RN, MEDSURG-BC
Wendy Lu, BSN, RN, NE-BC
Apollo Lumitap, BSN, RN, CCRN
Remy Magnon, BSN, RN, PMH-BC
Rofelina Madlambayan, MSN, RN, MEDSURG-BC
Quinn McElroy, BSN, RN, CWCN
Kerry McOsker, BSN, RN, SCRN
Jason Miranda, MSN, RN, CWON
Jairo Pagan-Peterson, BSN, RN, CRRN
Karis Pickett, BSN, RN, CCRN
Robin C. Rimorin, MSN, RN, CRRN, SCRN
Paolo Roca, MSN, RN, CNE, PMH-BC, NE-BC
Fernando Rodriguez, MSN, RN, PMHNP-BC
Jasmine Santos, BSN, RN, CCRN
Crystal Solis, BSN, RN, CCRN
Allyl A. Soriano, MSN, APRN, FNP-C
Cesar Sta. Maria, MSN, RN, AGACNP-BC
Kathleen Tubridy, MSN, RN, CRRN
Jeremee Vivar, BSN, RN, CEN
Wendy Vaquerano, BSN, RN, CCRN
Katie Webster, MSN, RN, CPHQ
Debbie Weiss, RN, PMH-BC
Katie Whitehead, BSN, RN, MEDSURG-BC
Susan Williams, BSN, RN, SCRN
Mary Wineinger, BSN, RN, CEN
Hong Mae Yang, BSN, RN, CMSRN
Nichole Arriola Zabala, BSN, RN, CRRN

Professional Development & Advancement: Nurse Clinical Ladder, RN Professional Portfolio Recipients

Newest Recipients

Rosa Hernandez-Clin IIIB Specialty Float Pool
Quinn McElroy-Clin IIIB Bridges
Solis Crystal-Clin IIIB ICU
Allyl Soriano-Clin IIIB 2 West
Cesar Sta-Maria-Clin IIIB 3 West
Lisa Balesteri-Clin IIIB Emergency
Torri Gloyne-Clin IIIB Emergency
Jeremee Vivar-Clin IIIB Emergency
Kerry McOsker-Clin IIIB Emergency
Lillie Chung-Clin IIIB ICU



Advancing Recipients

Kathleen Tubridy-Clin IV Acute Rehab

Maintaining Recipients

Katie Whitehead-Clin IIIB Specialty Float Pool
Concepcion Garcia-Clin IIIB 2 West
Al Ablao-Clin IIIB Emergency

Accepted Scholarly Work by Nurses



Authors: Tracy Gava, BSN, RN, Stefanie Lai, BSN, RN, CEN, Katie Whitehead, BSN, RN, MEDSURG-BC, Mary Wineinger, BSN, RN, CEN. Title: Early Hypotension Resolution in Sepsis Management. Podium Presentation at the Nursing Clinical Scholarship Symposium, 2024.

Authors: Cheryl Elliston, BSN, RN, Stefanie Lai, BSN, RN, CEN, Kandice Rose, BSN, RN, Glenn Russ, BSN, RN. Title: Increasing Emergency Department Barcode Medication Administration Compliance. Poster Presenter at the Nursing Clinical Scholarship Symposium, 2024.

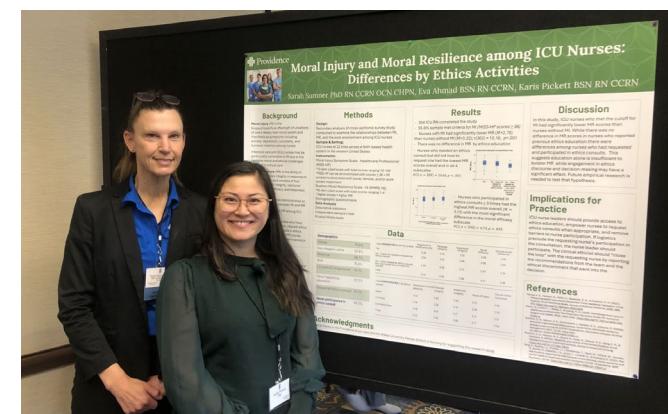
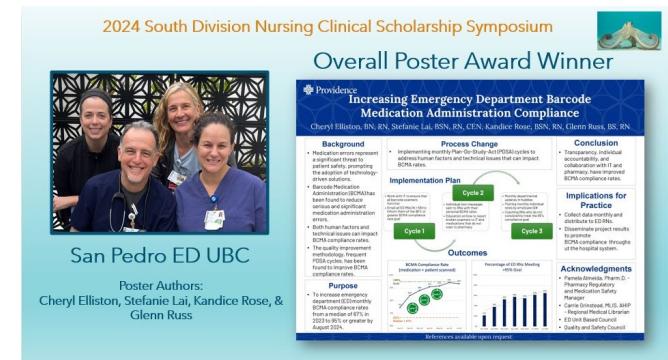
Authors: Torri Gloyne, BSN, RN, Stefanie Lai, BSN, RN, CEN, Sarah Maeder, BSN, RN, Kerry Mc Osker, BSN, RN, SCRN. Title: Collaboration is Key: Developing Reliable Front-End Processes to Reduce Left Without Being Seen Rates in the Emergency Department. Poster Presenter at the Nursing Clinical Scholarship Symposium, 2024

Authors: Annette Armendariz, BSN, RN, Stefanie Lai, BSN, RN, CEN, Kate Razo, BSN, RN, Alicia Rodriguez, BSN, RN. Title: Implementation of Effective Emergency Department Huddles. Poster Presenter at the Nursing Clinical Scholarship Symposium, 2024.

Authors: Janina La Porte, BSN, RN, Stefanie Lai, BSN, RN, CEN, Alicia Rodriguez, BSN, RN.
Title: Preventing and Responding to Workplace Violence in the Emergency Department.
Podium Presenter at the Providence System Nurse Research Conference, 2024 & Poster
Presenter at the Western Institute of Nursing (WIN) Research Conference, 2024.

Authors: Shanekia Garrett, MSN, RN, Stefanie Lai, BSN, RN, CEN, Jairo Pagan, BSN, RN, Wendy Lu, BSN, RN, NE-BC, Katie Whitehead, BSN, RN, MEDSURG-BC. Title: Improving Emergency Department Belongings Inventory Electronic Medical Record Documentation Rates. Podium presenter at the Providence System Nurse Research Conference, 2024 & Poster presenter at the Western Institute of Nursing (WIN) Research Conference, 2024.

Author: Karis Pickett, BSN, RN. Title: Moral Injury, Moral Resilience, and the Healthy Work Environment among ICU nurses. Poster Presenter at the National Nursing Ethics Conference, 2024.



Safety, Quality & Excellence in Nursing Care: Scholarly Work at San Pedro

Providence

Increasing Emergency Department Barcode Medication Administration Compliance

Cheryl Elliston, BN, RN, Stefanie Lai, BSN, RN, CEN, Kandice Rose, BSN, RN, Glenn Russ, BS, RN

Background

- Medication errors represent a significant threat to patient safety, prompting the adoption of technology-driven solutions.
- Barcode Medication Administration (BCMA) has been found to reduce serious and significant medication administration errors.
- Both human factors and technical issues can impact BCMA compliance rates.
- The quality improvement methodology, frequent PDSA cycles, has been found to improve BCMA compliance rates.

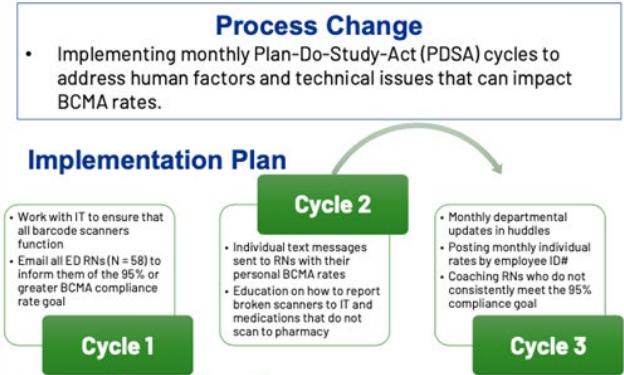
Purpose

- To increase emergency department (ED) monthly BCMA compliance rates from a median of 67% in 2023 to 95% or greater by August 2024.

Process Change

- Implementing monthly Plan-Do-Study-Act (PDSA) cycles to address human factors and technical issues that can impact BCMA rates.

Implementation Plan



Outcomes

BCMA Compliance Rate (medication + patient scanned)

Month	BCMA Compliance Rate (%)
Jan-23	75%
Feb-23	84%
Mar-23	88%
Apr-23	91%
May-23	93%
Jun-23	94%
Jul-23	92%

Percentage of ED RNs Meeting >95% Goal

Month	Percentage (%)
Dec 2023	21%
Feb 2024	38%
Mar 2024	53%
Apr 2024	58%
May 2024	55%
Jun 2024	61%
Jul 2024	65%

Conclusion

- Transparency, individual accountability, and collaboration with IT and pharmacy, have improved BCMA compliance rates.

Implications for Practice

- Collect data monthly and distribute to ED RNs.
- Disseminate project results to promote BCMA compliance throughout the hospital system.

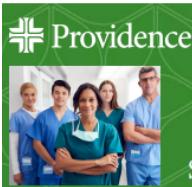
Acknowledgments

- Pamela Almeida, Pharm.D. - Pharmacy Regulatory and Medication Safety Manager
- Carrie Grinstead, MLIS, AHIP - Regional Medical Librarian
- ED Unit Based Council
- Quality and Safety Council

References available upon request

*Winner of best poster at the Providence South Division Nursing Scholarship Symposium!

Safety, Quality & Excellence in Nursing Care: Scholarly Work at San Pedro



Moral Injury and Moral Resilience among ICU Nurses: Differences by Ethics Activities

Sarah Sumner PhD RN CCRN OCN CHPN, Eva Ahmad BSN RN CCRN, Karis Pickett BSN RN CCRN

Background

Moral injury (MI) is the biopsychospiritual aftermath of violations of one's deeply held moral beliefs and manifests as symptoms including anxiety, depression, suicidality, and turnover intention among nurses.

Intensive care unit (ICU) nurses may be particularly vulnerable to MI due to the complex moral and ethical challenges inherent in critical care.

Moral resilience (MR) is the ability to sustain or restore integrity in response to moral adversity and consists of four factors: personal integrity, relational integrity, moral efficacy, and responses to moral adversity.

Previous research has demonstrated an inverse relationship between MI and MR. Strategies to enhance MR among ICU nurses are urgent.

It is not known if ICU nurses who have received ethics education, request ethics consultations, or participate in ethics consultations have higher MR scores than nurses who have not participated in those activities.

Purpose

The purpose of this secondary analysis of a parent study conducted to examine the relationships between MI, MR, and the work environment among ICU nurses was to test for differences in MR scores by:

1. Presence of MI
2. Previous ethics education
3. Request of ethics consultation
4. Participation in ethics consultations



Wilkes University
PASSAN SCHOOL OF NURSING

Questions or Comments? Sarah.Sumner@Providence.org

Methods

Design:

Secondary analysis of cross-sectional survey study conducted to examine the relationships between MI, MR, and the work environment among ICU nurses.

Sample & Setting:

ICU nurses at 22 sites across a faith-based health system in the western United States.

Instruments:

Moral Injury Symptom Scale - Healthcare Professional (MISS-HP)

*10-item Likert scale with total scores ranging 10-100
*MISS-HP can be dichotomized with scores ≥ 36 = MI symptoms associated with social, familial, and/or work-related impairment

Rushton Moral Resilience Scale - 16 (RMRS-16)

*16-item Likert scale with total scores ranging 1-4

*Higher scores = higher MR

Demographic questionnaire

Data Analysis

Descriptive statistics

Independent sample t-test

Kruskal Wallis tests

Results

- 304 ICU RN completed the study
- 55.6% sample met criteria for MI (MISS-HP scores ≥ 36)
- Nurses with MI had significantly lower MR ($M=2.78$) than nurses without MI ($M=3.22$); ($t=3.02$) $p = .016$, $p < .001$
- There was no difference in MR by ethics education
- Nurses who *needed* an ethics consult but did not how to request one had the *lowest* MR scores overall and in all 4 subscales

$H(2, n = 289) = 14.66, p < .001$

Independent-Samples Kruskal-Wallis Test

Mean Rank

No - I have not needed to request an ethics consult

Yes - I have needed to request an ethics consult but don't know how to make the request

No - I have needed to request an ethics consult and know how to make the request

$H(2, n = 290) = 6.73, p = .035$

- Nurses who participated in ethics consults ≥ 3 times had the highest MR scores overall ($M = 3.15$) with the most significant difference in the moral efficacy subscale

Data

Demographics

	Female	74.8%
Non-Hispanic white	57.6%	
Millennial	56.7%	
BSN	71.8%	
≤ 5 years ICU experience	41.1%	
Never had ethics education	37.2%	
Requested ethics consult	54.7%	
Never participated in ethics consult	69.3%	

Data

	I have REQUESTED an ethics consult	Response to moral adversity	Personal integrity	Relational integrity	Moral Efficacy	Overall moral resilience
Yes	2.38	3.42	3.10	3.29	3.05	
No - I have not needed to request an ethics consult	2.54	3.32	2.86	3.06	2.94	
No - I have needed an ethics consult but don't know how to make the request	2.20	3.05	2.74	2.97	2.74	
Total	2.42	3.35	2.98	3.17	2.98	
	I have PARTICIPATED in an ethics consult	Response to moral adversity	Personal integrity	Relational integrity	Moral efficacy	Overall moral resilience
Never	2.45	3.32	2.90	3.10	2.94	
1-2 times	2.36	3.36	3.10	3.30	3.03	
3 or more times	2.48	3.53	3.17	3.41	3.15	
Total	2.42	3.35	2.98	3.17	2.98	

Discussion

In this study, ICU nurses who met the cutoff for MI had significantly lower MR scores than nurses without MI. While there was no difference in MR scores in nurses who reported previous ethics education there were differences among nurses who had requested and participated in ethics consults. This suggests education alone is insufficient to bolster MR while engagement in ethics discourse and decision-making may have a significant effect. Future empirical research is needed to test that hypothesis.

Implications for Practice

ICU nurse leaders should provide access to ethics education, empower nurses to request ethics consults when appropriate, and remove barriers to nurse participation. If logistics preclude the requesting nurse's participation in the consultation, the nurse leader should participate. The clinical ethicist should "close the loop" with the requesting nurse by reporting the recommendations from the team and the ethical discernment that went into the decision.

References

Hanke, K. E., Hanson, G., Hiltz, H., Szwedko, S. M., & Rushton, C. H. (2021). Measuring health care interprofessional moral resilience: Validation of the 16-item Moral Resilience Scale. *Journal of Interprofessional Care*, 24(6), 865-872. <https://doi.org/10.1080/13696513.2020.202828>

Martini, S., Lawson, J., Wang, Z., & Kong, H. G. (2020). Identifying moral injury in healthcare professionals: The Moral Injury Symptom Scale. *Journal of Trauma and Acute Care Surgery*, 89(5), 2233-2240. <https://doi.org/10.1093/jacs/2019.02016>

Rushton, C. H., Nelson, K. E., Amarnath, L., Hanson, G. C., & Boyce, D. (2022). Perceived organizational effectiveness, moral injury, and moral resilience among nurses during the COVID-19 pandemic: Secondary analysis. *Nursing Research and Practice*, 2022, 1-12. <https://doi.org/10.1155/2022/6241885>

Rushton, C. H., Hanson, G. C., Boyce, D., Hiltz, H., Nelson, K. E., Spill, E., & Robinson, C. (2021). Reliability and validity of the Rushton Moral Resilience Scale for healthcare workers. *Journal of Trauma and Acute Care Surgery*, 89(5), 2188-2195. <https://doi.org/10.1093/jacs/2020.0324>

Spill, E., Rushton, C., Phillips, L., Hiltz, H., Nelson, K. E., Gifford, W., Gartam, S., & Robinson, C. (2022). The new frontier: exploring the links between moral distress, moral resilience and mental health in healthcare workers during the COVID-19 pandemic. *BMC Psychiatry*, 22(16). <https://doi.org/10.1186/s12888-021-09027-w>

Acknowledgments

Special thanks to the Providence study team and the Wilkes University Passan School of Nursing for supporting this research study.

Safety, Quality & Excellence in Nursing Care: Scholarly Work at San Pedro

Improving Emergency Department Belongings Inventory Electronic Medical Record Documentation

Shanekia Garrett, MSN, RN, Stefanie Lai, BSN, RN, CEN, Jairo Pagan, BSN, RN, Wendy Lu, BSN, RN, Katie Whitehead, BSN, RN, MEDSURG-BC

Background

- Electronic Medical Record (EMR) education and training for RNs should be multifaceted and targeted to the RN clinical workflow.
- Input from direct care RNs is essential to ensure EMR education is relevant and effective.
- Hospital policy requires belongings inventory EMR documentation for all admitted patients.
- An audit of charts for ED admissions over three months revealed only 5% compliance with this policy.

Methods

- As part of a quality improvement project, Shared Governance asked a group of ED RNs and technicians to analyze EMR belongings documentation rates and explore how the department could better align with hospital policy.
- Shared Governance developed a 1-page education sheet, had staff add "Patient Belongings" to "Favorites" in the EMR, and posted computer tag reminders.
- ED RNs and technicians completed education during March 2023.
- The following month, all ED admission charts (n=345) were audited for four consecutive weeks and progress reports were posted weekly in the staff lounge.

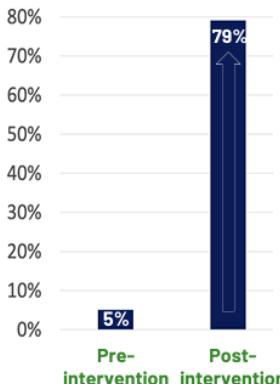
Purpose

- Increase the rate of belongings inventory EMR documentation for all ED admissions to greater than 75% over a one-month period.

Results

- Belongings inventory EMR documentation increased in the ED from 5% to 79% post-intervention.

Belongings Inventory Documentation in ED - % of Admissions



Discussion

- Multifaceted intervention increased compliance with a policy requiring EMR documentation in the ED.
- Staff input led to the development of targeted education.
- Further research is needed to determine the impact of belongings inventory on patient and staff safety.

Implications for Practice

- Include belongings inventory documentation in orientation for future RNs and technicians.
- Develop and implement targeted belongings education on inpatient units.
- Regular chart audits will determine compliance rates.

For references and additional information, please use the QR code to view the electronic poster online.

Safety, Quality & Excellence in Nursing Care: Scholarly Work at San Pedro



Preventing and Responding to Workplace Violence in the Emergency Department

Janina La Porte, BSN, RN, Stefanie Lai, BSN, RN, CEN, Alicia Rodriguez, BSN, RN

Background

- Workplace violence (WPV) is physical violence or verbal threats of physical violence, regardless of whether an employee sustains an injury.
- Frequent exposure to WPV puts emergency department (ED) staff at risk of burnout, job dissatisfaction, and secondary stress.
- Effective preparation for and response to WPV incidents can help mitigate these negative effects.
- Multicomponent interventions (education, safety huddles, behavioral health rapid response teams, and environmental modifications) have been shown to reduce WPV incidents and increase staff perceptions of safety.

Purpose

- Increase knowledge of WPV prevention policies and procedures.
- Increase the rate of behavioral health rapid response team (Code Grey) activations.
- Decrease perceptions of violence among surveyed ED Staff.

Methods

- In a community hospital ED, a task force composed of registered nurses (RNs) and ancillary staff was established in April 2023.
- The task force first identified that while the hospital had a mechanism for activating a Code Grey, ED staff rarely used it.
- As part of an evidence-informed quality improvement project, the task force conducted an exploratory survey of ED staff consisting of questions related to frequency of physical and verbal WPV incidents and familiarity with the hospital's WPV prevention policies and procedures.
- Implementation of evidence-based interventions, including education on utilizing the Code Grey, "Risk for Violence" signage, and safety huddles.
- After 90 days, ED staff were surveyed, and Code Grey data was collected.

Results

- Pre-intervention survey (n = 67) indicated a knowledge deficit in WPV prevention policies and procedures.
- Post -intervention (n =32), the percentage of survey respondents reporting physical violence at least monthly decreased from 51% to 41%, while the percentage reporting verbal violence at least weekly increased from 79% to 90%.
- Self-reported knowledge of WPV prevention policies, procedures, expectations increased from 30% to 53%.
- 7.280% increase in Code Gray activation rates.



Discussion

- Interventions contributed to an increase in staff familiarity with WPV policies and procedures, an increase in Code Grey activations, and a decrease in reported physical violence.
- Reported verbal violence increased, which may reflect an increased awareness of verbal threats as a form of WPV.
- Inconsistent WPV reporting prevented analysis of the interventions' impact on WPV incident rates.

Implications for Practice

- Incorporate Code Grey education into ED staff orientation.
- Share results, interventions, and tools with others to encourage implementation throughout the organization.
- Work to implement a risk for violence screening tool, as research suggests this can help reduce incidents of WPV.

For references and additional information, please use the QR code to view the electronic poster online.

Evidence Based Practice: Recognition

In September of 2024, our Quality and Safety Council members presented their evidence-based project at the South Division Nursing Clinical Scholarship Symposium. Stefanie Lai, BSN, RN, CEN, Mary Wineinger, BSN, RN, CEN and Katie Whitehead, BSN, RN, PHN, MEDSURG-BC did an amazing job detailing their project and presenting their work, which led to them winning the Clinical Scholar Award for the Symposium. Evidence-based practice (EBP) is a foundation to the nursing profession and Magnet designation. Their story will be featured in our Magnet document to demonstrate how EBP is done at San Pedro. Below is a summary of that story.

In May of 2023, a red flag was raised during our Quality and Safety Council meeting by our Sepsis Coordinator. A steep decline in resolution of hypotension within three hours from 93% to 69% was identified and needed immediate course correction. Timely resolution of hypotension in patients with sepsis reduces mortality and morbidity, making this a critical patient outcome to address. No process was in place to ensure nursing staff notified the physician or re-checked the blood pressure within a certain timeframe. The lack of standard nursing protocol in the identification and resolution of hypotension in these patients was found to be at the cause for the patient outcome decline. Evidence collection began with a literature review to determine both the impact of hypotension resolution and the most effective interventions. It was clear that education would be a key intervention. Education was developed by the Quality and Safety Council based on the evidence from the literature review and input from multidisciplinary advisors.

2024 South Division Nursing Clinical Scholarship Symposium
Clinical Scholar Award Winner
 These presenters continuously evaluated the quality of their practice.



Podium Presenters:
 Stefanie Lai, Katie Whitehead, & Mary Wineinger

Early Hypotension Resolution in Sepsis Management
 Quality and Safety Council
 San Pedro

With the goal of increasing the rate of hypotension resolution within three hours to greater than 80% over 6 months in patients with a sepsis diagnosis and two hypotensive blood pressure readings, education was provided on the med-surg and telemetry units to all caregivers in November and December 2023. All float pool nurses were provided education by the end of February 2024. The rate of hypotension resolution improved to 85% of patients diagnosed with qualifying hypotension in the 5-month period from December 2023 to April 2024 (N = 39, N = 84). This improvement was directly related to the education provided which was to notify the primary physician immediately and recheck the blood pressure in one hour.

Congratulations Stefanie, Mary, & Katie!

The DAISY Award Honorees

The DAISY Foundation, established in 1999 by the family of J. Patrick Barnes in remembrance of his passing at age 33, introduced the DAISY Award as a means of recognizing outstanding nurses worldwide. Honorees are lauded for their extraordinary dedication and impact on countless lives. San Pedro is proud to be a DAISY Award partner, honoring nurses who exemplify excellence. Each recipient embodies the Providence mission while demonstrating clinical proficiency and unwavering compassionate care.



January 2024
Yvonne S Serna, RN

Med Surg
Providence Little Company of Mary Medical Center San Pedro
San Pedro, CA
United States

Yvonne S Serna

I want to thank Yvonne for her excellent care and for going on and over caring for my wife. We have been in the hospital for over a week, and she has provided not only excellent ethical service but also went out of her way to help my wife and even myself. She exudes exemplary effort and her true vocation, love, and compassion.

Thank you so much, Yvonne!

Yvonne exudes exemplary effort and her true vocation, love, and compassion.



February 2024
Ashley E Hunt, RN

Med Surg
Providence Little Company of Mary San Pedro
San Pedro, CA
United States

Ashley E Hunt

My daughter had surgery the day after Christmas. Ashley was kind, patient, available and encouraging. She provided us with good information and has the type of bedside manner that is matter-of-fact and sympathetic. Her demeanor really made my daughter feel that she could do the difficult and sometimes painful things required for her recovery. She made my daughter's hospital stay comfortable and was a great resource. Ashley is a fantastic nurse, and this hospital is lucky to have her!

She made my daughter's hospital stay comfortable and was a great resource.



March 2024
Betsy C Solares, RN

Med Surg
Providence Little Company San Pedro
San Pedro, CA
United States

Betsy has been extraordinary! She has gone above and beyond. To make me feel as comfortable as possible. This surgery experience has been amazing. This hospital has stupendous workers. Betsy has made me feel at home and kind of special. She got me snacks and blankets. I really think she needs to be acknowledged. Betsy has taken the time to hear my concerns and also to get to know me. I really am so grateful to have a nurse who is so caring and enjoys her job. So, thank you, Providence! Betsy really went out of her way to make sure I received my medication. It took some time, but she made it happen.

Betsy has taken the time to hear my concerns and also to get to know me.

The DAISY Award Honorees



September 2024

Matlyn S Linares, RN

Telemetry
Providence Little Company San Pedro
San Pedro, CA
United States

Matlyn went the extra mile to help me. I was visiting my dad and staying overnight and ended up needing things I didn't know how to get. I wanted certain items to make my dad more comfortable. Matlyn came to my rescue! She very patiently helped me, and my dad feel comfortable. She let us know that we could count on her if we needed anything. I'm sure she had a lot to do, but she generously made time for us.

My 96-year-old father was a patient at Little Company of Mary San Pedro a couple of weeks ago. He was struggling with dementia and more than one infection. Besides that, he had just flown in from his home state of New Jersey. So, he was all out of sorts.

Matlyn provided compassionate care for both me and my dad during a time when we were very afraid of what would come next.

We are very grateful to Matlyn for her helpful attitude, kind spirit, and genuine care!

Matlyn provided compassionate care for both me and my dad during a time when we were very afraid of what would come next.



FOR EXTRAORDINARY NURSES
HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES

May 2024

Kerry M McOsker, RN

ICU
Providence Little Company of Mary Medical Center San Pedro
San Pedro, CA
United States

Kerry Mcosker RN was the angel who parted the ED curtains in the early morning hours and brought compassion and skill to my dear one. After a horrendous overnight back and forth to this hospital for multiple catheterizations, pain, bleeding, blood clots, and worry. Nurse Mcosker listened to our request to try a size 14 and knew what direction to orient the curve of the coude. She informed us that she, too, was "meeting resistance" and asked if she should persist with the attempt to insert. We urged her to please continue to try as we had no choice; the urinary retention needed to be relieved. Her success, where all others have failed, allowed us to travel comfortably to my friend's urologist's office immediately that morning for further planning. Thank you, so very much, Kerry! We are aware that it was a busy night in the ED, including a birth, but you were calm, friendly, and so empathetic somehow despite the circumstances.

Her success, where all others have failed, allowed us to travel comfortably to my friend's urologist's office immediately that morning for further planning.



FOR EXTRAORDINARY NURSES
HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES

April 2024

KARIS A PICKETT, RN

ICU
Providence Little Company San Pedro
San Pedro, CA
United States

Thank you Karis Pickett, for using your own phone so that our dad could watch his beloved Dodgers play. Karis went out of her way to comfort my dad. Her professionalism and knowledge of her job was amazing. Karis was very easy to talk to. We had some good conversations with her, and we really appreciate her caring and delightful demeanor with our father. Karis provided our dad with the utmost care, compassion, and professionalism we could ever hope for. She is indeed all that nurses should be. Thank you so very much!

Karis went out of her way to comfort my dad. Her professionalism and knowledge of her job was amazing.

Preceptor Appreciation Event: Guiding the Way



Preceptors are the foundation for successful integration into nursing practice. They provide instruction, coaching, role modeling, competency evaluation, support, and encouragement for nurse residents and fellows. With intent and effort, our preceptors invest in the growth and development of their novice peers. Nursing preceptorship is a fundamental and integral aspect of nursing practice. It provides nurses with the experience, mentorship and exposure needed to develop into competent and confident nursing professionals. The skills and knowledge gained through preceptorship are essential for meeting the demands of the dynamic and challenging healthcare environment. As the nursing profession continues to evolve, the role of preceptorship remains indispensable in shaping the next generation of compassionate and skilled nurses. Thank you to our wonderful preceptors!



Nurses Week: Focusing on Wellness



Nurses Week in 2024 focused on nurse's wellness. There was a sound bath experience, pet therapy rounding, a moment of reflection with a vocation tree, blessing of the hands, a virtual nursing poster gallery, nurse wellness rounding, and the opening of our nurse's Zen Den. Our CNO, Katie Webster, started off the week with a message of celebration, gratitude, and a reminder that for this week and always, to pause and take time to consider your own needs and to focus on your health and well-being.



Shared Leadership & Empowerment: Community Engagement, San Pedro Pride Event

When planning for their annual Council Charter early in the 2024 year, the Clinical Practice Council (CPC) wanted to develop a project to support a vulnerable and underserved community. To align with our Nursing Strategic Plan, the CPC selected to participate and support the San Pedro Pride event for visibility and allyship, engaging with the community in socially sensitive inclusive interactions. While Providence has participated in Pride events in years prior, we had not engaged with our local community. The CPC chair, Kerry McOsker, reached out to the event organizer to see how the CPC could help and participate. Apart from volunteering, event sponsorship was selected as the means of support. Kerry then submitted the request for sponsorship to CNO, Katie Webster. This request was reviewed and approved. On August 2, 2024, Providence Little Company of Mary Medical Center San Pedro sponsored the San Pedro 2024 Pride event hosted by the Bridge Cities Alliance. The specific purpose of Bridge Cities Alliance is to empower the LGBTQ+ community and its allies in the growth and betterment of citizens, community, and enrichment of lives. Kelly Till, CPC member, also volunteered for the event, working the information table during the Pride Event. "I felt really good at the event and thought it was important for San Pedro nurses to engage in our community. I hope we will continue to work with the Bridge Cities Alliance in the coming years." The event organizers expressed much gratitude and stated the sponsorship was critical to the success of the event. CPC chair, Kerry, was so grateful that Providence participated and made an impact on the community.



Thank you, Kerry and Kelly, for engaging in our community to support the vulnerable and underserved.

Shared Leadership & Empowerment: Community Engagement, San Pedro Strong and Healthy Fair



On October 12, 2024, Providence Little Company of Mary Medical Center San Pedro, in partnership with the San Pedro Chamber of Commerce, presented the San Pedro Strong and Healthy Fair at the Cabrillo Marine Aquarium. There were over 15 Providence booths highlighting the Community, Inpatient, Outpatient and Post-Acute Resources provided by our Ministry, as well as over 20 booths from community organizations and resources focused on health, wellness and enrichment. The event also featured immunizations for children and physician lectures with an estimated attendance of over 500.

While the San Pedro Strong and Healthy Fair is an amazing event, it is only one day, and we, as nurses, have daily opportunities to help shape our community's health. The American Nurses' Association (ANA) encourages us as professional nurses to educate, advocate and work collectively within our community to improve health. As nurses we have the unique opportunity to impact those around us and can influence health in both formal and informal environments. Volunteering is a way to engage communities, and a way to broaden the populations we can support. This could be by participating in a blood drive or even reading to children at the library. With each interaction and new connection, you can actively influence the health of our community. We can even help influence public health policy by reaching out to our legislators, joining nursing organizations, both discussing and advocating for change.

Special thanks to RNs – Cesar Santa Maria (3 West), Allyl Soriano (2 West) and Mariah Dubrin (ED) who volunteered their time to help with the event.

Shared Leadership & Empowerment: Community Engagement

From health fairs to community support and engagement, giving Gifts from the Heart, San Pedro nurses work tirelessly to educate the public, promote healthy lifestyles, inform the public about San Pedro's unique and vital services, demonstrating their commitment to fostering a healthier, well-informed community.



Shared Leadership & Empowerment: Zen Den. A shared governance approach to nursing burnout.

Towards the end of 2022, the PEDRO council identified an opportunity to address nursing stress and burnout. The idea for the Zen Den originated from a council member at the time, who shared insights from other hospitals where similar spaces were provided for nurses. He emphasized the room's purpose for relaxation, even mentioning features like a massage chair. As the council delved deeper into researching Zen Dens, they generated more ideas for what ours could include. The PEDRO council aimed to establish a sanctuary where nurses could rest and recharge, acknowledging the stressful environment that often leads to burnout. Recognizing the importance of taking moments for rejuvenation to continue delivering optimal care, they collaborated closely with our Director of Clinical Education, CNO, and supportive nursing leaders to develop a budget for the Zen Den. This included a detailed proposal outlining its components. Once approved, they worked with the facilities project manager on the room's design, and they were on their way. Every element within the Zen Den was carefully chosen to nurture a sense of peace and serenity, vital for the well-being of caregivers.

Prior to the launch of the Zen Den during Nurses Week in May 2024, the PEDRO council discussed the outcomes they needed to monitor to gauge the room's impact. They created an operations plan to address the day-to-day room management and ongoing maintenance needs. They developed ground rules to ensure our caregivers could enjoy the room without issues. During Nurse's Week, the council hosted an open house to introduce and promote the Zen Den as a resource for relaxation. Nurse leaders supported council members by being present during the open house, welcoming nurses, and aiding in decision-making at every stage of the project. To monitor the usage of the Zen Den, the council implemented a sign-in sheet to track caregiver visits. They also conducted pre- and post-surveys to gauge how caregivers felt before entering and after exiting the Zen Den, aiming to make a positive impact on their well-being and combat burnout.

Through the process, the PEDRO council learned valuable lessons in teamwork, collaboration across departments, and the persistence needed to overcome challenges. Hearing positive feedback from nurses, who love and frequently use the room based on word of mouth and the sign-in sheet, has been incredibly rewarding. The council's goal was to contribute to a healthier work environment, promoting mental wellness among caregivers so they can continue providing exceptional care to our patients. Whether utilized for moments of meditation, gentle yoga practice, or simply for quiet contemplation, the Zen Den offers a sanctuary where caregivers can retreat, recharge, and rediscover balance in body and mind.



Promoting Nursing Research and Evidence-based Practice

Purpose

This innovation aimed to assess how strategic promotion and implementation of an in-person viewing party for a virtual nursing scholarship symposium would impact direct care nurse (DCN) participation.

Background

Established in September 2021, the Nursing Research Council (NRC) at a 356-bed community hospital aims to promote clinical nursing scholarship among DCNs. Participation in nursing conferences is one way that nurses engage in clinical scholarship. Between 2021 and 2023, NRC attendance at an annual virtual nursing clinical scholarship conference had limited growth, which highlighted an opportunity for additional outreach. Social events can serve as an effective tool for enhancing workplace engagement through relationship-building, shared experiences, and creating a sense of community. To increase DCN engagement and conference attendance, the NRC decided to host an in-person viewing party for the 2024 virtual nursing scholarship symposium.

Method

To encourage participation in a symposium viewing party, the NRC developed and implemented a comprehensive promotional strategy. This involved sharing a "save the date" flyer in unit lounges and the NRC newsletter, conducting weekly unit visits to personalize messages for each group and explain the registration process. Members emphasized the incentives for attendance, such as clinical knowledge enhancement, listening to inspiring speakers, celebrating coworkers' achievements, professional development, networking opportunities, continuing education hours, raffle prizes, and provided meals. As the event drew closer, NRC members intensified promotional efforts by posting additional flyers and increasing the frequency of unit rounding.

Results

Two DCNs attended the virtual conference in 2021 and 2022, followed by eight DCNs in 2023. Implementation of an NRC symposium viewing party and strategies to promote the event increased 2024 attendance by 125%, with 18 DCNs attending. This 800% increase in DCN participation from 2021 to 2024 reflects robust growth and heightened engagement with the symposium.

Conclusion

The NRC laid the foundation for clinical scholarship. The symposium viewing party increased participation in a virtual nursing conference, which may reflect improved DCN engagement in clinical scholarship. While it is unknown how many nurses would have attended without the NRC intervention, personalized outreach, incentives, and the opportunity for professional development may have transformed interest in the event into actual attendance. The viewing party may have created a sense of community and excitement, making participation more appealing. Surveying symposium party participants could provide insights into their motivations for attending, as well as areas for future improvement. Celebrating the achievements of fellow nurses fostered a positive, communal environment that will hopefully inspire future clinical inquiry projects.



Implications for Practice

The NRC will continue to promote and celebrate the achievements of nurses who participate in clinical scholarship activities, including projects and attend conferences. Routine unit rounding by the NRC may foster improved awareness about nurse-led hospital projects, provide clinical inquiry resources, and promote future conferences. Sustaining the momentum generated by these initiatives will be beneficial to routine NRC activities and future events. By maintaining these initiatives, the NRC aims to nurture sustained engagement and professional development, ultimately benefiting both nurses and patients.

Congratulations Karis!

Shared Leadership & Empowerment:

A shared governance approach to addressing workplace violence in the ED

Workplace violence (WPV) isn't just a statistic, it's a threat. The American College for Emergency Physicians notes incidences of physical violence towards Emergency Department (ED) staff increasing by an astounding 85% from 2018 to 2022. The Emergency Nursing Association states that 70% of ED nurses report being physically harmed while at work. Two incidents of physical violence noted in 2022 compelled us to act in the Emergency Department. To address this issue of workplace violence, a dynamic and intuitive solution based on frontline caregivers and their experiences in the ED was required.

That's why we formed the Shared Governance WPV Task Force; a team of RNs, ancillary staff, and the department manager intentionally recruited to reflect the diversity of our ED. This inclusivity ensured a variety of perspectives were heard. We invited voices from different units, backgrounds, and skillsets to help provide unique insights into their perceptions of patient care. Drawing on research and lived experiences, we tackled WPV from four angles: prevention, response, support, and reporting. Our interventions were diverse, from "Code Gray" education to safety huddles and improved reporting resources available to all caregivers.

Using the insight from the initial Task Force meetings, we set up the structural outcomes and processes that needed to be tracked to showcase decreased WPV incidents in the ED. Both quantitative and qualitative data guided our actions, and we were able to craft unique, trackable outcomes for our specific ED. We set multiple SMART (Specific, Measurable, Achievable, Relevant, and Time-Bound) goals including tracked Code Gray activations and Speak Up for Safety reports as well as conducted pre- and post-intervention surveys. Below are some of the fantastic results seen over the course of the WPV program implementation.

- **7,280% surge in Code Gray activations, proving caregivers were empowered to seek help.**
- **20% drop in perceived physical violence, showing our interventions created a safer environment.**
- **92% knowledge gain in WPV policies, demonstrating the success of our frontline-led education.**

This wasn't just about numbers; it was about people and creating a workplace where everyone feels valued and protected. Task Force members grew and became leaders within the department, educating colleagues and taking ownership of the process. The work from this Task Force led to the development of the South Bay Workplace Violence Prevention Committee. Today, the ED Unit Based Council carries the torch, ensuring continuous improvement and alignment with our nursing strategic plan goal to improve workplace safety outcomes for nurses, specific to violence towards nurses in the workplace. Actively participating in shared governance gives frontline caregivers the power to shape their safety.

Join me in celebrating the strategic outcomes achieved by the ED WPV Taskforce nurses: Janina L Porte, Stefanie Lai, Alicia Rodriguez, Heather Bowman, Torri Gloyne, Juliana Kardously, Gina Pham, Maria Villegas, Joseph Wolff. Creating a safe work environment in the ED was so successful that the WPV team model approach was expanded to an organization-wide WPV Committee.

Shared Leadership & Empowerment: Nursing Shared Governance

In 2024, San Pedro shared governance hit its stride with poster and podium presentations, new projects on Green initiatives, workplace violence prevention, reducing nursing burnout, fall reduction, and so much more. We attended conferences, celebrations, and special events to broaden the work of shared governance.

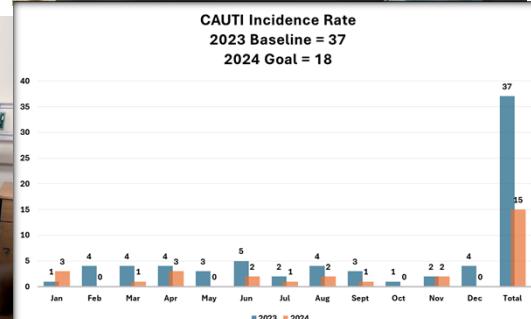
Want to see more work by our shared governance councils? Visit the link below.

[San Pedro Shared Governance - Newsletters](#)



Safety, Quality & Excellence in Nursing Care: Initiatives

- Emergency Department Obstetric and Neonatal Simulations.
- Bed Board Huddles.
- Patient's Own Medication Sheet Development.
- CAUTI & CLABSI Prevention.
- Certified Emergency Nurse Prep Course.
- Patient Experience Simulations.
- Med-Surg/Tele Fall Reduction.



Nursing Excellence Awards

RN Honorees

Terry Butera-CDU
 Michael Estrella-OBHC
 Adney Groth-Bridges
 Michelle Aragon-House Sup
 Maggie Bennett-ED
 Art Diaz-SFP
 Lisa Maldonado-ICU
 Kim Collis-3W
 Salina Rangel-Float Pool
 Yvonne Serna-2W
 Ines Ursich-Peri Op
 Maryann Abatay-SACC
 Judy Kasuga-Acute Rehab



RN Rookies

Clara Bojorquez-SACC
 Maricar Dizon-2W
 Mark Ilagan-House Sup
 Jasmine Khuu-Acute Rehab
 Erin Martinez-Float Pool
 Quinn McElroy-Bridges
 Mariah Quintero-ED
 Emiko Takao-ICU
 Katie Whitehead-SFP
 Herin Kim-Peri Op
 Kevin Liao-OBHC
 Myka Wilkins-3W



Values in Action Honorees



VALUES IN ACTION

Values in Action, our annual caregiver award program, is an opportunity for our San Pedro caregivers to recognize each other for how they model our core values:

COMPASSION, DIGNITY, JUSTICE, EXCELLENCE and INTEGRITY.

These awards are given to caregivers, physicians, volunteers or board members who consistently embody our values in their service to the ministry. Congratulations to our nurse honorees.



Cesar Sta. Maria, MSN, RN, AGACNP-BC



Sheila Gallagher, MSN, RN, CMSRN, NE-BC

Honor Walk

In a touching tribute to organ donors and their families, our nurses and interprofessional colleagues stand in solidarity during every Honor Walk, a ceremony to recognize the selfless act of organ donation and pay homage to those who give the gift of life.



Good Catch Award



The purpose of the Good Catch Award program is to improve San Pedro's safety culture through increased event reporting and demonstration of leader commitment to patient safety. A good catch is an individual act taken by a caregiver to prevent patient harm. All caregivers are eligible, and all caregivers can nominate each other.

Congratulations to our amazing nurse recipients, Torri Gloyne and Bin-Arqam Lacbao.



Shared Leadership & Empowerment: Unit Based Council Boosts Morale with Flo

The caregivers on 2 West are in the midst of a serendipitous phenomenon named Florence "Flo" Shoebill Gale. Arising from an innocent comment to nurse Ricky from an avid National Geographic watcher, Flo took form in December of 2024 and created an environment of fun and comfort to all. Flo serves as a symbol of community, a department mascot, and an ambassador of good will. Flo's origin and namesake is a shoebill gale, a majestic stork that can stand as tall as 5'0" with a wingspan of up to 8 feet.

2 West is a resilient nursing unit at San Pedro; they were converted to the Covid unit during the pandemic and received a national certification for excellence in the care of bariatric patients. With all that hard work, 2 West was in need of a morale boost when Flo arrived. Flo has been a great addition to the 2 West family. Not only does she provide moral support to caregivers having a difficult shift, she's also a source of joy and creates a fun environment for many. Flo has been adopted by numerous units in our ministry and became so popular that our Unit Based Council decided to design a shirt with Flo as the main character.

Flo has her own following on Instagram (@shoebillgale) with 59 followers. Flo was the VIP guest during the 2 West, 3 West and Float Pool Unit Based Council Christmas party. She has multiple outfits for every occasion and has made many friends. The 2 West team is grateful for her comfort, listening ear, and constant reminder that they are not alone.



Boosting Morale with Monthly Birthdays in Peri-Op

Nurse Manager, Annette Conley, knows that birthdays are special and celebrates her team monthly with a group birthday party. These events help boost morale and support retention in our perioperative departments.



San Pedro Strong

Photo taken a top Providence Little Company of Mary Medical Center San Pedro parking structure in the early morning on August 23, 2024.

