

2021 Nursing Annual Report



A Message from our Chief Nursing Officer



2021: Year of the Nurse!

2021 was aptly highlighted as the Year of the Nurse, and what a year it was—one we will never forget. When faced with a barrage of new challenges, the Providence St. Joseph Hospital (SJO) team of nurses rallied and answered the call. When I look back on the year we left behind, and remember all the times our nurse's navigated uncertainty and change with grace, it leaves me awestruck. Every day we showed up and stood together to serve the community, our friends, and the Dear Neighbor with compassion, dignity, and a deep love for a sacred calling.

SJO Nursing Rocks!

We celebrate the incredible teamwork that makes the work a little lighter and the time pass quicker. SJO nurses innovated to solve problems, form new teams, enhance relationships, and fine-tune a workforce empowered to respond quickly and courageously to provide safe, quality care to our patients. In a year dominated by the pandemic, we can say that all patients—those affected by COVID and not—received innovative and compassionate care from our team!

SJO Nurses are at the Top of Quality and Safety!

Thanks to our ongoing focus on teamwork and care excellence, we garnered exceptional quality and safety outcomes and top decile patient experience scores. Enjoy the following pages where we highlight the work of our SJO nursing team and underscore the impact teamwork and a determined focus to improve the experience and outcomes for the patients and families in our care have had in the past year. I know that these exemplars merely scratch the surface of what our remarkable nursing force is doing every day, and I look forward to seeing where we can go together to advance nursing practice and improve the lives of the patients we care for.

SJO Nurses are Resilient and Ready for 2022!

I am humbled and grateful to serve among such an excellent nursing staff and dynamic interprofessional team. Your passion, resilience, talent and professionalism place you all at the heart of our mission. Take a breath, a moment to reflect on the spirit and legacy of working at Providence St. Joseph Hospital—you are all a valuable part of our culture and the reason we find joy and reward in our calling. I am privileged to support the nurses at SJO and thank you for your continued devotion.

May God bless each one of our caregivers in 2022.

Michille f. Wurnen

Michelle Genova MSN, RNC Chief Nursing Officer May I have the courage today to live the life that I would love, to postpone my dream no longer but do at last what I came here for and waste my heart on fear no more.

—John Oʻ Donohue, Beginnings

Nursing Philosophy

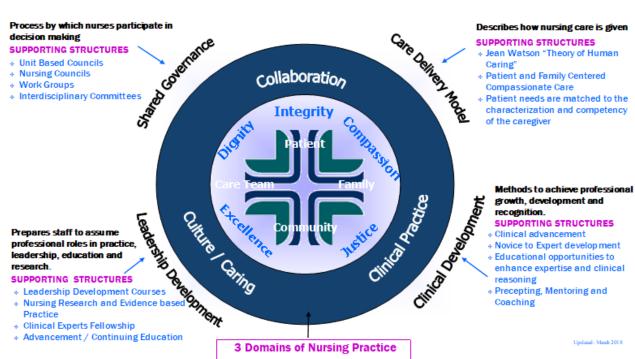
The Philosophy of Nursing at Providence St. Joseph Hospital is rooted in the Mission, Vision and Values of the Sisters of St. Joseph of Orange. It is comprised of the following eight belief statements:

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



ST. JOSEPH HOSPITAL: NURSING PROFESSIONAL PRACTICE MODEL





We Honor Our Mission, Vision and Values

Our Values

Compassion

Jesus taught and healed with compassion for all.
Matthew 4:24

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

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

Through our healing presence, we accompany those who suffer.

Dignity

All people have been created in the image of God. Genesis 1:27

We value, encourage and celebrate the gifts in one another. We respect the inherent dignity and worth of every individual. We recognize each interaction as a sacred encounter.

Justice

Act with justice, love with kindness and walk humbly with your God. Micah 6:8

We foster a culture that promotes unity and reconciliation.

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

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

Excellence

Whatever you do, work at it with all your heart. Col 3:23

We set the highest standards for ourselves and our ministries.

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

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

Integrity

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





Magnet Designation

What is Magnet?

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

Average Magnet Hospital Characteristics

Average Magnet® Hospital Characteristics	2018 SJO	2019 SJO	2020 SJO	2021 SJO	Magnet Hospitals ^{Average} 2020
Clinical Nurse Turnover (Percent)	8.00%	13.32%	11.00%	12.39%	11.46%
Average Length of Employment of RN's (Years)	11.50	11.35	9.98	10.51	10.51
Percentage of RN decision makers with Graduate Degrees	75.00%	66.67%	67.85%	68.75%	55.77%
Percentage of RN decision makers Certified by a nationally recognized organization	89.50%	93.93%	92.85%	93.75%	64.18%
Percentage of clinical nurses Certified by a nationally recognized organization	44.01%	45.44%	57.21%	40.60%	38.50%
Clinical Nurse Education Associate degree: Diploma: Bachelor degree: Master degree:	23% 2% 62% 13%	16.94% 1.25% 67.95% 13.86%	12.50% 1.16% 70.11% 14.90%	12.88% 1.07% 71.12% 13.94%	28.45% 4.39% 62.85% 4.32%

Our Magnet Redesignation Process



Drive to Five

"Drive to Five" is our theme as we gather evidence and prepare for our 5th magnet designation. We have started collecting evidence in November 2020 and end October 2024. This required data shows how we exemplify the magnet standards.

Magnet® designation is awarded to health care organizations for meeting high standards in quality patient care and innovations in nursing professional practice. SJO nurses continually set the bar high and strive to be leaders in the nursing field. They also go above and beyond each day to help us carry on the Mission, Vision and Values of the Sisters of St. Joseph.

The ANCC commended our nurses for their evidence-based practice, research and commitment to creating the healthiest communities. Through their dedication and collaboration with others, SJO nurses have consistently paved the way in nursing excellence. We are excited as we *Drive to our* 5th designation.



The nation's
highest honor for
"Excellence in
Nursing"
and quality patient
care.

Transformational Leadership

Leadership Development Program

A new group of rising leaders has begun the Leadership Development Program. This 12-month program is a blended educational approach that consists of small group discussions, coaching and asynchronous learning.

The curriculum utilized is the "Fundamental Skills for Nurse project Managers," which was developed by the American Association of Critical statem Care Nurses (AACN). Some of the topics addressed are leadership styles, staff development, financial coach.

management, advocacy, work life balance, quality and safety.

This program also include a practicum research-based project that is implemented to improve patient care outcomes and patient satisfaction. At the culmination of this program, these projects will be presented to the leadership team along with a statement of personal leadership growth. Robert Garcia, Director of Nursing Support, is the Leadership Coach.

2022 Program Participants

- Khan Dao BSN, RN, PCCN: 5 West
- Jennifer Caldeira BSN, RN, PPCN: Central Monitoring
- Jocelyn Green MSN, RN OCN: Cancer Services
- **Brooke Miller** BSN, RN, RNC-OB: Antepartum/OB Triage:
- **Aubreylynne Porras** MSN, RN, PCCN: Medical-Telemetry
- Loryn Thibaudeau BSN, RN, OCN: Oncology

2021 Program Participants and Completed Projects

- Stephanie Boncheff, BSN, RN, OCN; Clinical Coordinator Oncology: Compassion Fatigue Evaluation and Interventions
- Paul Kariuki, BSN, RN, CMSRN; Clinical Coordinator General Surgery: Collaboration between Night Shift and Day Shift Utilizing the Four Disciplines of Execution
- Kristina Macalalag-Salacup, BSN, RN III, CNOR; Relief Charge Nurse & Coordinator CardioVascular Thoracic Surgery: Smoke Evacuation in the Operating Room
- Julie Marshall, BSN, RN, PCCN; Clinical Coordinator Medical Telemetry: Mentoring in Motion
- Janna Meiring, BSN, RN, CEN; Clinical Coordinator Emergency Care Center: The Impact of a New Graduate Nursing Mentorship Program in the Emergency Care Center
- Susan Villar, MSN, RNC, Postpartum Follow-Up Care for Gestational Diabetes Mellitus

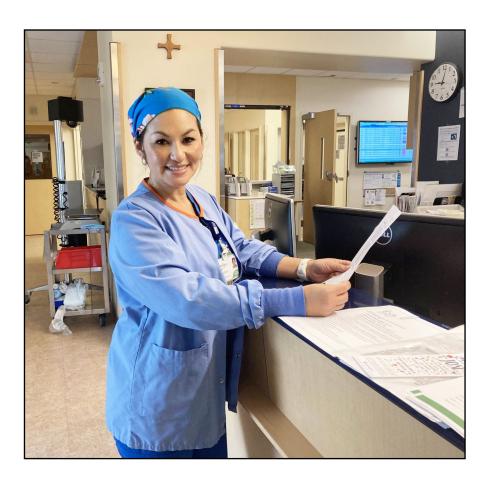
Nursing Strategic Plan

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

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

The Nursing Strategic Plan provides the framework for continuous improvement by developing new ways of thinking and delivering care. By blending the art and science of the nursing professional body of knowledge with a transformational leadership style, the plan focused on the best possible outcomes for patients. In an effort to educate nursing staff on the components within the Nursing Strategic Plan, the RN Guide to the Nursing Strategic Plan was developed. This guide identified the hospital's three outcome goals and was designed as a report card for staff nurses to assess their individual contributions toward meeting the goals.

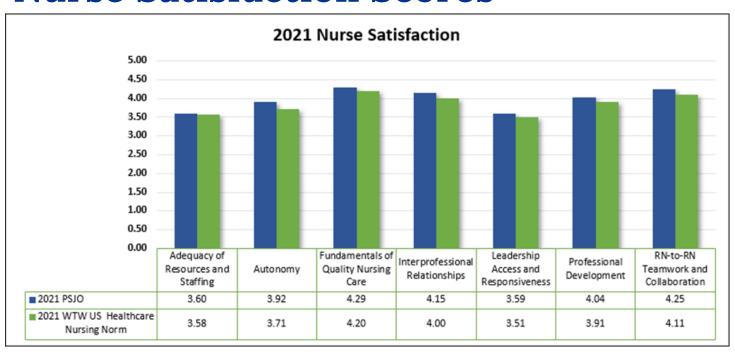






Nursing Engagement

Nurse Satisfaction Scores





Results from the 2021
Willis Towers Watson
(WRW) Caregiver
Engagement Survey
responses are represented
in the graph above.
Providence St. Joseph
Hospital outperformed in
all seven categories
compared to national
benchmarks.







2021 SJO Foundation Sponsored Scholarship Nursing Recipients

Sister Frances Dunn Scholarship

- Kristen Gomez, BSN, RN, CCRN
- Breanne Ruiz, BSN, RN, PCCN
- Jacoba Walsh, BSN, RN, PCCN-K

Irene Morris Miller, RN Scholarship Fund in Memory of Ron Miller, MD

Charles Scribner, BSN, RN, CCRN

Alice Paone, RN Nursing Scholarship

- Amanda Felton, RN
- Caitlin Lim, nurse assistant

Administrative Leaders Scholarship: Larry K. Ainsworth Leadership Scholarship

- Rhona Tristan, BSN, RN
- Cynthia Wade, BSN, RN, CCRN

Dominick Gentile, MD Renal Services Scholarship

- Rachna Thakur, BSN, RN, CNN
- Wendy Escobedo, MSN, RN, PHN CCTN

Thomas J. Dorsey, MD

Cardiovascular Services Scholarship

Jennifer Abraham, AD, RN, PCCN

Rina Santora, RN Memorial Scholarship for Nursing

- Miguel Garcia, patient care technician
- Kelli Michel, BSN, RN
- Nathaly Sims, BSN, RN

Douglas A. Halcrow, MD Nursing Scholarship for Advanced Practice Neurology and Critical Care

Ariana Jimenez, BSN, RN

Madeline Colette Seeds, RN Advanced Practice Nursing Scholarship

Leslie Farrington, BSN, RN, CCRN

M & M Lora Aspiring Nurse Leader Scholarship

• Sandra Orellana, MSN, RN, PCCN-K

Structural Empowerment

Recognition of Nurses

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

MD Friend of Nursing

- Jooby Babu, M.D. (Pulmonary Disease & Hospitalist)
- Brian Lee, M.D. (Emergency Medicine)

Friend of Nursing

 Kathy Kelley (Heart & Vascular Services)

Transformational Leader

- Sharon Kleinheinz MSN, CNOR (Clinical Education)
- Rhona Tristan MSN, PCCN (DSU)

New Knowledge Improvement & Innovation

- Aubreylynne Porras MSN, PCCN (Medical Telemetry)
- Kacie Dougherty BSN, RNC-OB (Labor & Delivery)

Exemplary Professional Practice

- Richard Rodriguez BSN (ONC/CIS)
- Tessa Cicchella (CVSSU)

Structural Empowerment

- Sandra Orellana MSN, RN, PCCN-K (Clinical Education)
- Breanne Ruiz BSN, PCCN (Medical Telemetry)

Nursing Excellence

- Katelyn Radford BSN (MICU)
- Jose Garcia BSN, CCRN (MICU)

Nursing Assistant/Tech

Parker Severns (Medical Telemetry)



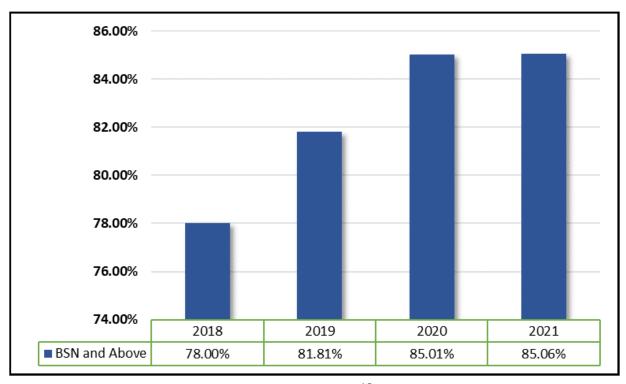


Nursing Shared Governance Structure In December 2021, based on clinical **Vision** nurse feedback and organizational Links to SJO changes, we removed the Ethics Nursing Structures ACES work group to better align Leadership Research Team Council with the regional Ethics structure. Clinical P&P Nursing Communication Informatics Clinical Nursing Development **Nursing** Advisory Council Council Executive Council Unit Based Patient Safety & Family of Medication Clinical Service Safety Council Practice Council Infection Prevention Pharmacy-Nursing Perinatal Safety Committee 6/28/17 10/1/18

5/14/19 6/8/20 12/1/20 12/15/21

8 out of 10 Nurses Hold Advanced Degrees

Providence St. Joseph Hospital Orange is proud that the percentage of nurses who hold bachelor and above degrees has continually grown over the years. More than eight out of ten nurses have a bachelor of science in nursing (BSN) degree or a masters nursing degree.



Structural Empowerment

Nursing Council and Work Groups

2021 Annual Accomplishment Report

Council/ Work Group	Outcomes
Clinical Development Council	 ✓ Updated 8 qualifying points for initial and annual re-application, based on CN III & CN IV feedback. ✓ Created step by step guidance for CN III and CN IV to apply or re-apply through Staff Garden.
Clinical Policy & Procedures	 ✓ Increased the number of policies reviewed to include evidence-based practice. ✓ New members with good attendance in Teams format.
Code Blue End of Life	 ✓ Developed a code blue review tool, all committee to review current code blue practices and adherence to AHA standards to enable real-time change/education when needed. ✓ Continued to assist with ACT/Goals of care initiatives through committee member involvement as trainers.
Device and Environment Associated Infection	 ✓ Decreased femoral CVC line days from 2020 baseline of 5.7 days to 1.4 days (6 months later). ✓ Increased participation from the front-line team – created a separate workgroup meeting for CAUTI and CLABSI for drill down of each case.
Diabetes	 ✓ Updated education content for new graduate and traveler RNs associated with changes in EPIC. ✓ Centralized all diabetes resources in one location on SharePoint to allow easier access for all caregivers.
Falls	 ✓ Work group became interprofessional by adding nurse assistants, lift team, and facilities as members. ✓ Increased education to new graduate and new hire RNs resulting in reduction in falls.
Infection Prevention (IPAC)	 ✓ Approval and oversight of CAUTI initiatives: (1) Foley Time-Out for Retention Algorithm and (2) Urine Culture Algorithm ✓ Facility-wide CAUTI decreased by 55% from 11 in 2020 to 5 in 2021 (as of November).

Council/ Work Group	Outcomes
Informatics	 ✓ Provided staff support for EPIC implementation, superusers involved in workflow dress rehearsal, testing prior to go live, mock cut over, and 2 weeks post go live. ✓ Implemented new phone with Rover App and ability to take wound photos, scan medication and document.
Nursing Advisory Council	 ✓ Initiated process for sharing UBC activities for increased awareness. ✓ Created Float Experience form for purpose of capturing experience and making improvements. ✓ Units shared and then updated their TIPS / Floats Helpful Suggestions.
Nursing Communication	 ✓ Improved and enhanced public facing nursing pages with plans to further elevate. ✓ Increased readership interest in the Nursing Excellence monthly newsletter by widening the audience to SJO ALL and expanding the topics of interest.
Nursing Research Council	 ✓ Presented our 16th Annual EBP Conference" Caring and Coping through Crisis" with 98 in-person and virtual participants; 25 evidence-based practice (EBP) posters highlighting projects completed by Providence St Joseph Hospital clinical RNs were introduced as part of the conference. ✓ 6 articles written by SJO nurses were accepted for publication and/or published.
Organ Donation	 ✓ Designed, developed and implemented a SJO donor recognition website. ✓ Increased awareness of falls outs through review of cases and education.
Pain	 ✓ Revised Pain Policy RI-035 to align with Epic workflow. ✓ Regionalized PRN & Pain Range Order Policy. ✓ Pilot project on eTCO2 / Capnography continuous monitoring for PCA and continuous drip (excluding comfort care) in MS floor (Ortho & Oncology).
Peer Review	 ✓ Identified practice gaps with using barcode scanner for medication administration, addressed equipment issues, and worked with Pharmacy for monitoring / surveillance to improve compliance and decrease medication administration errors. ✓ Introduced new patient safety classification system and algorithm for reviewing
Perinatal Safety	events. ✓ Implemented home blood pressure monitoring to decrease re-admission rates. ✓ Improved communication between Women's Service's and Blood Bank to streamline ability to receive blood products in emergent situations.
Renal Transplant	 ✓ Reduced length of stay for transplant patients through education and ongoing inservices. ✓ One-year kidney survival rate 100% expected 95.3%.
Skin	✓ Implemented and facilitated several product changes to prevent skin breakdown.

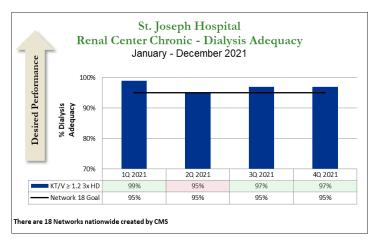
Exemplary Professional Practice

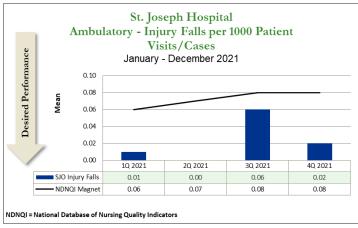
At Providence St. Joseph Hospital, we're committed to offering excellent care to each patient we serve. To achieve excellent care, we work hard to improve existing processes and create new processes based on evidence-based practice. As a result, we have achieved patient outcomes that are among the best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

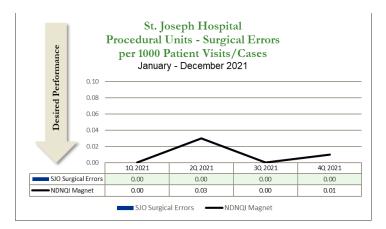
Nursing-Sensitive Indicators: Ambulatory Care and Inpatient Units

Nursing-sensitive indicators reflect the structure, processes and outcomes of nursing care. The nursing sensitive indicators reported include both ambulatory and inpatient.

Ambulatory Nurse Sensitive Indicators

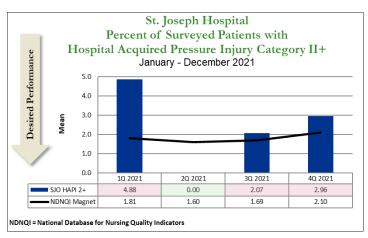


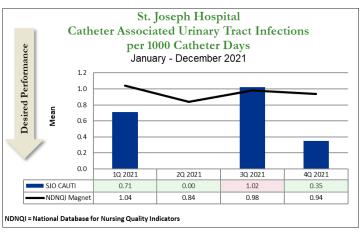




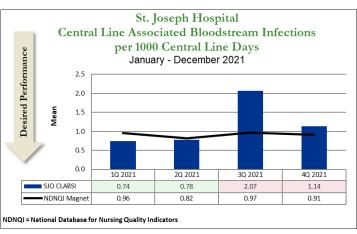


Inpatient Nurse Sensitive Indicators











Exemplary Professional Practice

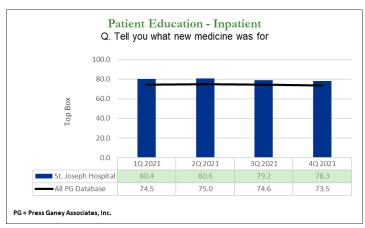
Patient Satisfaction

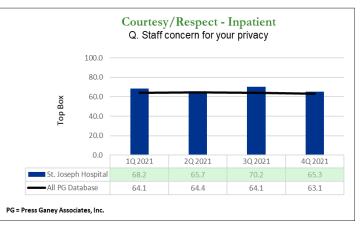
Providence St. Joseph Hospital uses
Press Gainey for tracking and evaluating
the patient experience. The hospital also
participates in Hospital Consumer
Assessment of HealthCare Providers and
Systems (HCAHPS), a public reporting tool
that assesses major areas of hospital
performance to support consumer
choice.

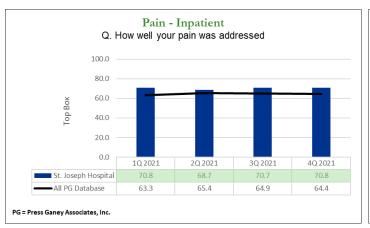
This survey, developed by the Centers for Medicare and Medicaid Services (CMS), measures patients' perspectives on the care they receive at hospitals.

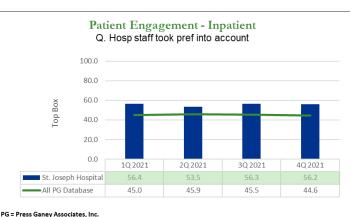


Patient Satisfaction Inpatient

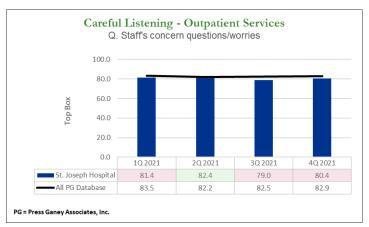


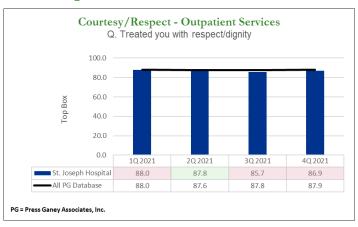


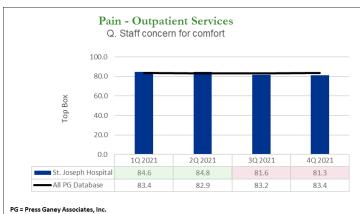


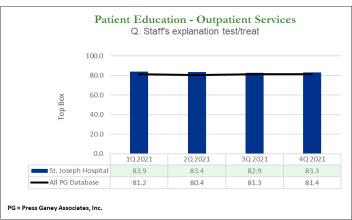


Patient Satisfaction Outpatient



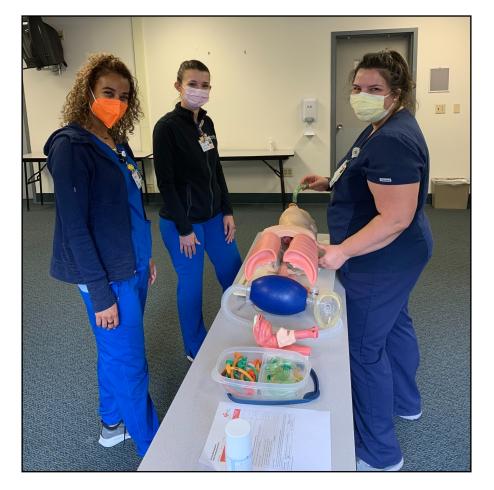












New Knowledge, Innovations & Improvements





Articles Published

by Providence St. Joseph Hospital Nurses in Peer Reviewed Journals in 2021

- Winokur, E. J. (2021). Optimizing discharge knowledge and behaviors. Journal of Emergency Nursing, 47, 839-842. https://doi.org/10.1016/j.jen.2021.09.001
- Rutledge, D. N., Douville, S., Winokur, E. J., Drake, D., & Niedziela, D. (2021). Impact of engagement factors on nurse intention to leave hospital employment. *Journal of Nursing Management*, 29(6), 1554-1564. doi:10.1111/jonm.13287

Research Studies in Progress 2021

- Code Compassion and Connecting Conversations. Nursing. This study examines the efficacy of
 interventions provided during a "Code Compassion" and "Connecting Conversation" meetings in decreasing
 caregiver emotional suffering and promoting feelings of support for the individual caregiver and, as
 appropriate, the team.
- Are two mentors better than one? Formalizing mentoring in the Critical Care Setting. Critical Care. This
 study analyzes the impact of having two mentors using Benner's definitions, one a "competent" nurse and
 the other an "expert" nurse.
- **Deriving and Validating a Telesitter Algorithm**. Medical Telemetry. This project utilized a retrospective review of a large data set to identify factors related to falls in the inpatient population. These elements will be used to construct an algorithm to determine which patients require a Telesitter (remote technology) to reduce the risk of falls. A follow-up prospective study is planned.
- Pictographs: Enhancing Comprehension, Compliance, and Satisfaction with Emergency Department
 Discharge Instructions. This randomized control trial is assessing patient comprehension of and adherence
 to discharge instructions and satisfaction with the discharge process when diagnosis specific pictographs
 are added to standard aftercare instructions at discharge.
- Lived Experience of an ICU Nurse Caring for a COVID-19 Patient: A Hermeneutic Phenomenological Study. This qualitative study involves interviewing ICU Nurses at St. Joseph who have provided care for patients with COVID during the pandemic to understand their experiences. The researcher specifically seeks to identify self-care techniques utilized by the nurses as well as any challenges they faced while maintaining their home life.
- Psychiatric Diagnoses in Psychiatric Naïve Patients with Coronavirus Disease 2019 (COVID-19) Admitted to an Emergency Department. This study uses a retrospective design to review a population of emergency department patients who did not have a behavioral health (BH) history but experienced BH symptoms during the Coronavirus pandemic and required a psychiatric consultation.

Evidence-Based, Quality Improvement Projects



Specialty Area	# of EBP QI	
<u>Specialty Alea</u>	<u>Projects</u>	
Critical Care	1	
DSU	3	
ECC	5	
Oncology	2	
Vascular Access Team	3	
Operating Room	2	
Chronic Dialysis	2	
Medical Telemetry	2	
Mother Baby	3	
Orthopedics	1	

New Knowledge, Innovations & Improvements

Completed Nursing Research 2021

Perceived Competencies of Non-Psychiatric Nurses Related to Care of Patients with Behavioral Health Issues.

Nursing Education. This study utilized a pretest/posttest to determine the efficacy of education delivered through faceto-face, virtual, and fact sheets on the nurses perceived competence to care for patients with behavioral health issues. The provided education demonstrated an increase in the RNs perceived competence to care for this vulnerable population. This study has resulted in a publication the Journal for Nurses in Professional Development.

Contrast-induced Nephropathy Post Percutaneous Coronary Intervention.

This study utilized a retrospective review to evaluate the impact of IV fluid on patient's renal status following a scheduled procedure in the cardiac catheterization lab.

Predictors of Turnover Intentions of Hospital Nurses during the COVID-19 Pandemic.

This survey-based study identified factors associated with nurses' intention to leave their positions. Interventions to address findings are planned for the 2022 calendar year. An article on this study will be published in the Journal of Nursing Administration in April of 2022.

Improving Adherence to Early Patient Mobility.

This study evaluated the efficacy of nurse education on improving patient mobility. Study results demonstrated increased knowledge. Phase two will require patient audits.





