



2023 Nursing Annual Report



A MESSAGE FROM OUR CHIEF NURSING OFFICER



You make a difference every day!

As we reflect on all that our nursing team accomplished in 2023, I want to take this opportunity to express my deepest gratitude and appreciation for all the hard work and dedication you have shown during this time of transition. Your daily commitment to providing excellent care to our patients, your compassion towards those in need, and your unwavering support for each other truly sets our team apart.

At Providence St. Joseph Hospital, our nurses are the heart of everything we do in patient care.

We are often the first to engage with patients about their health, starting to build a trusting and respectful relationship between the patient and the care team. Despite the challenges presented, you remained resilient and continued to uphold the highest standards of nursing care. Your professionalism and expertise have not gone unnoticed, and I am continually impressed by the positive impact you have on our patients' lives. We strive to continuously advance in promoting health for a better world, impacting one patient at a time.

As a result of nurse-led best practices, we continued to perform well with key quality metrics and patient experience. After the pandemic, our focus shifted towards offering vital support for caregivers, prioritizing wellness. Throughout the year, we remained dedicated to workforce retention strategies to cultivate a secure and professional work environment for our nurses. Through partnership in shared governance, the contributions and insights of nurses will continue to be crucial in shaping the future environment. I invite everyone to get involved today!

As we continue to advance towards our 5th Magnet designation, I want to thank each one of you for your hard work, dedication, and passion for nursing. Your commitment to excellence is truly commendable, and I am honored to serve our patients with such a talented group of nursing professionals.

Let us continue to support each other, uplift one another, and strive for excellence in all that we do.

A handwritten signature in blue ink that reads "Michelle Genova". The signature is fluid and cursive, matching the professional appearance of the signatory.

Michelle Genova DNP, RN, NEA-BC

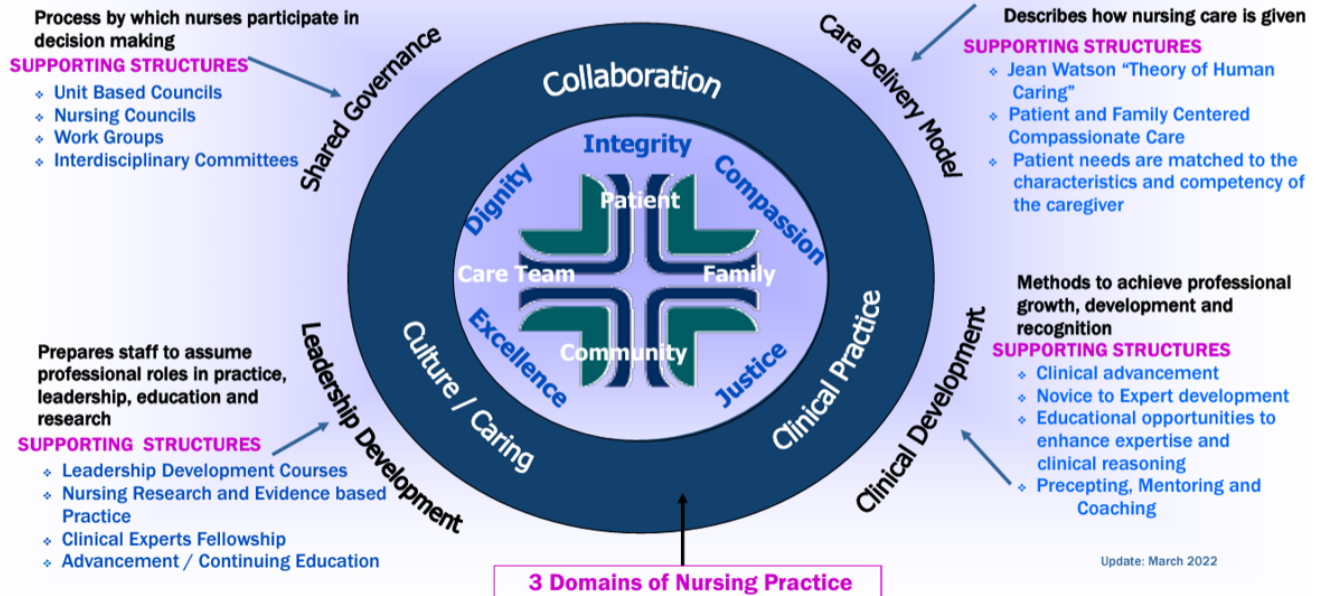
Chief Nursing Officer

Providence St. Joseph Hospital Orange



ST. JOSEPH HOSPITAL: NURSING PROFESSIONAL PRACTICE MODEL

Describes how nurses practice, collaborate, communicate, and develop



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 Hospital fosters an environment that provides continuous learning, professional development, and scholarly inquiry.
- Nursing practice exemplifies excellence utilizing continuous improvement, evidence-based practice, and 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 healthcare team.
- Nurses are informed, engaged, knowledgeable and accountable for clinical nursing practice decisions.
- The 10 Caritas Processes of Jean Watson's Theory of Human Caring are the foundation of nursing practice at Providence St. Joseph Hospital. This philosophy provides the framework that prescribes our transpersonal relationships with our patients, our coworkers, and our community.
- Providence St. Joseph Hospital is recognized in the community as a premier setting for nursing practice. This collaborative, collegial environment sets the standard.

STRUCTURAL EMPOWERMENT

Recognition of nurses

Providence St. Joseph Hospital celebrates and honors the contributions nurses make every day for patients, their families and the health care community.

National Nurse Week is an opportunity to recognize nurses for all that they do. Eight exemplary nursing awardees were nominated and selected by their peers for prestigious nurse week awards. Recognition promotes empowerment, involvement and continuous improvement. Congratulations to this year's winners.



Nurse Week awards Transformational Leadership

- **Sandra Orellana, MSN, RN, NPD-BC, PCCN** (Clinical Education)

Preceptor of the Year

- **Jill Dinunzio, BSN, RN, RNC-OB** (L&D)

New Knowledge Improvement & Innovation

- **Charles Pfeiffer, MSN, RN, CEN** (Emergency)

Structural Empowerment

- **Nicole Raab, BSN, RN, OCN** (Oncology)

Exemplary Professional Practice

- **Miyuki Chvala, BSN, RN, CCRN** (ICU)

Nursing Excellence

- **Rosie Brdar, RN, CMSRN** (General Surgery)

Nursing Assistant/Tech Excellence

- **Jacqueline Baltierra, NA** (Centralized Monitoring)

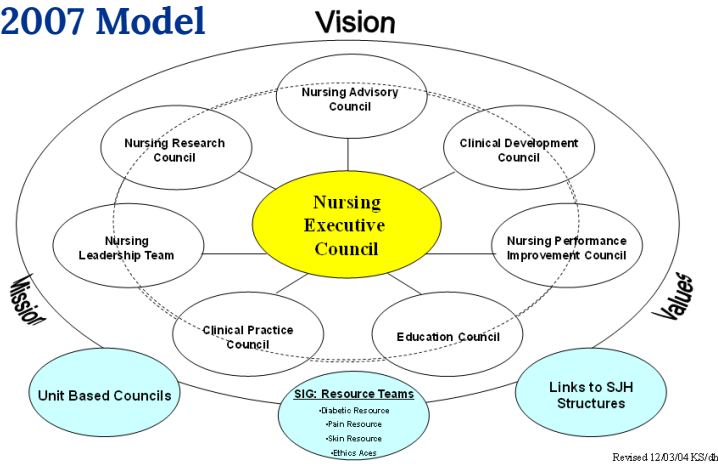
Interprofessional Collaboration

- **Falls Work Group**

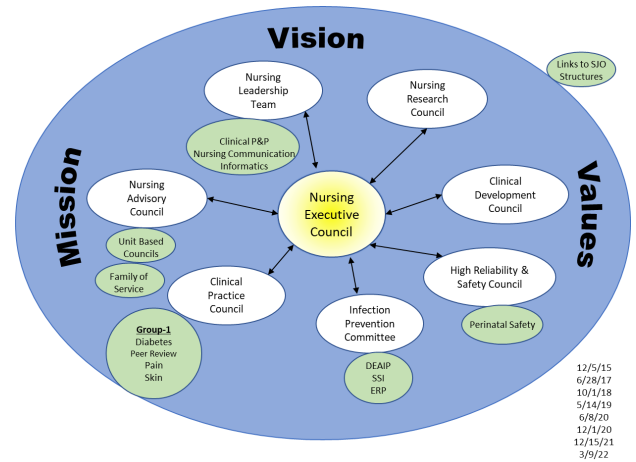
Nursing shared governance structure

Shared Governance Councils have evolved and changed over the years.

2007 Model

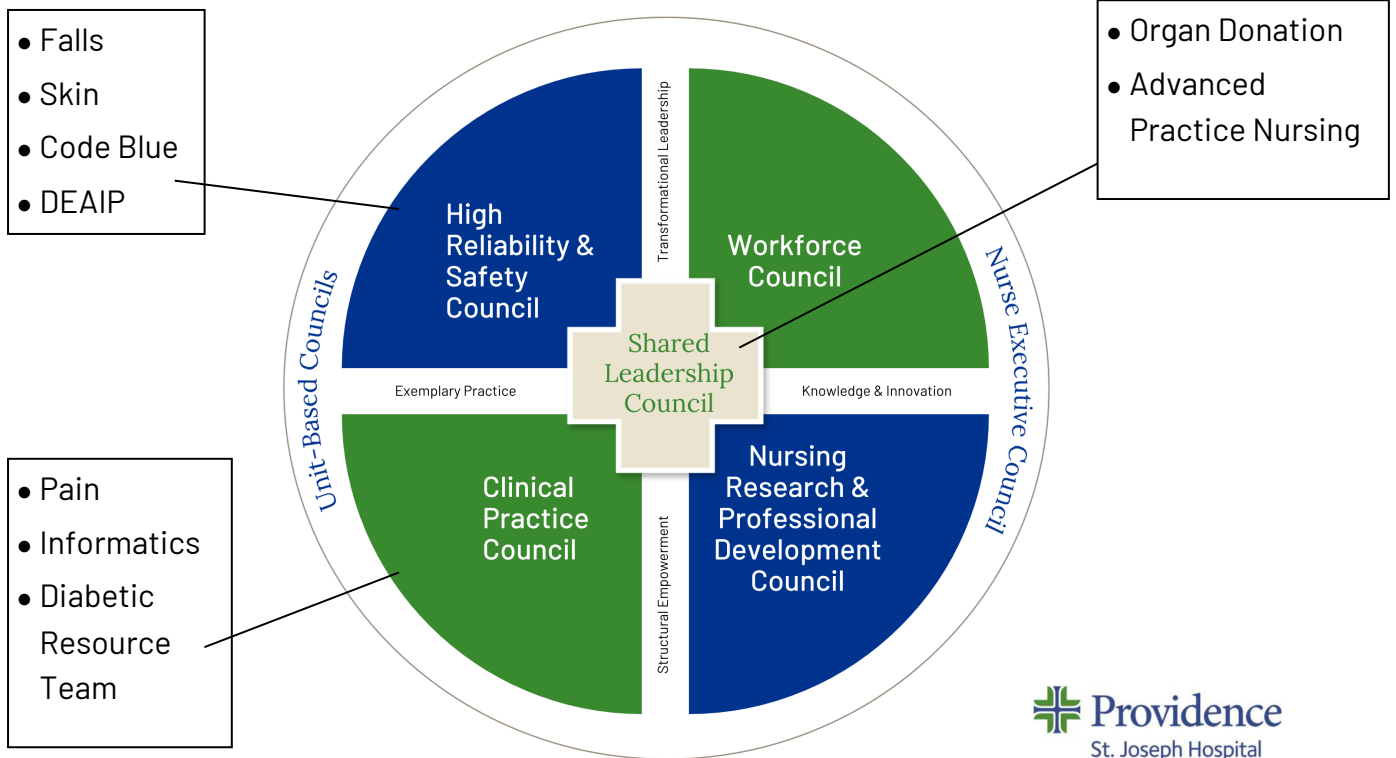


2023 Model



Future state:

Shared Governance is a model where nursing and interdisciplinary team members have the opportunity to bring forward initiatives for discussion, collaboration, and recommendations. The structure of this model requires periodic review and possible redesign to stay current with healthcare practices and changes. In late 2023, nursing leadership met with councils and committees to gather feedback, redesign, and determine next steps for updating our shared governance council structure. The 2023 structure includes five main councils each with a specific core purpose. There are several reporting committees and unit-based councils that provide input on policies, procedures, workflow processes, and standards of care to their particular work areas. This was designed to improve the nurse practice environment and patient outcomes.



STRUCTURAL EMPOWERMENT

Nursing council and work groups

2023 annual accomplishment report

Council/ Work Group	Outcomes
Clinical Development Council	<ul style="list-style-type: none"> ✓ Clinical Advancement: Total CN III - 28 (11-New) CN IV- 2 (0-New). ✓ Maintained BSN rate >80%. ✓ 34 - Enrolled in BSN program, 28 - Enrolled in MSN, 5 - DNP/PhD.
Clinical Policy & Procedures	<ul style="list-style-type: none"> ✓ Created and implemented Policy Owner Guidelines for Clinical P & P. ✓ Reviewed, edited, and assisted in the approval process for multiple clinical policies and procedures.
Code Blue End of Life	<ul style="list-style-type: none"> ✓ Facilitated changing code white carts to a weight-based layout vs. system-based. ✓ Facilitated pilot of code documentation in Epic via Code Narrator as opposed to paper documentation.
Device & Environment Associated Infection	<ul style="list-style-type: none"> ✓ <u>2023 Goal</u>= 6. Outcome-Exceptional: 4 CLABSI. ✓ <u>2023 Goal</u>= 5. Outcome-Exceptional: 3 CAUTI. ✓ <u>2023 Goal</u>=3 6. Outcome-Exceptional: 26 C.diff.
Diabetic Resource Team	<ul style="list-style-type: none"> ✓ Developed standardized work for providing bedtime snacks in collaboration with nutrition services. ✓ Developed a HealthStream self-learning module on Insulin Pump and Continuous Glucose Monitoring for RNs.
Falls	<ul style="list-style-type: none"> ✓ Implemented electronic post fall huddle form. ✓ Educated RN/NAs of fall risk / safety during skills days. ✓ Upgraded Stanley chair alarms in all inpatient units. ✓ Increased utilization of TeleSitter cameras and resumed full fleet of 18 cameras. ✓ Early Mobility subgroup established: <ul style="list-style-type: none"> ✓ Timeframe and standard work for mobility. ✓ Move, Groove, and Improve Campaign initiated October 2023.
Infection Prevention (IPAC)	<ul style="list-style-type: none"> ✓ 4 -CLABSI, SIR - 0.409 (SIR Goal: <1.0). ✓ 8 - CAUTI, SIR - 0.738 (SIR Goal <1.0). ✓ 3 - MRSA BSI, SIR - 0.873 (SIR Goal <1.0). ✓ 0 -VRE BSI (NHSN does not allow SIR calculations for VRE BSI).

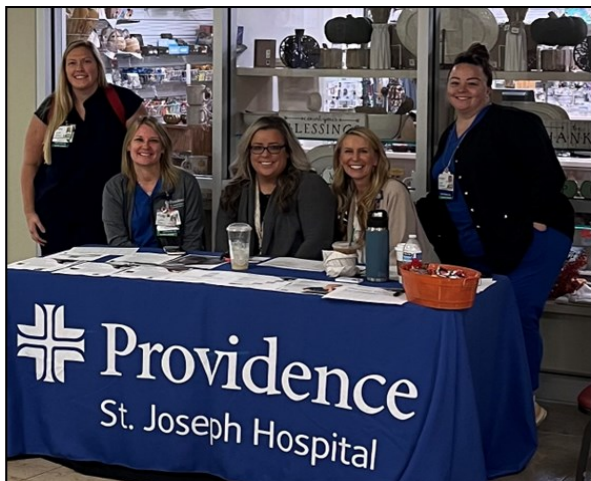
Council/ Work Group	Outcomes
Informatics	<ul style="list-style-type: none"> ✓ Disseminated system and divisional-level technology updates through unit representatives. ✓ Facilitated Epic clinical optimization and workflow concerns to divisional level clinical informatics, local IT desktop support, and other multi-disciplinary teams.
Nursing Communication	<ul style="list-style-type: none"> ✓ Transitioned from Uberflip content platform to sharing on local media page.
Nursing Research Council	<ul style="list-style-type: none"> ✓ Presented the 18th Annual Evidence Based Practice Conference to more than 90 caregivers, in-person and online, across fifteen Providence ministries. ✓ Collaborated with the regional research team to increase access to classes/ resources to improve research skills
Organ Donation	<ul style="list-style-type: none"> ✓ 13 Gifts of Life; 975 Gifts of Healing; 24 Gifts of Sight. ✓ 171 Organ Referrals Made (13 Gifts of Life from 10 families approached, 5 authorizations); 547 Tissue Referrals Made (17 Tissue Donors and 12 Ocular Donors from 72 families approached). ✓ <i>Donate Life Month</i>: Celebrated with a flag-raising ceremony spotlighting the 50th anniversary of the Kidney Transplant Center with butterflies placed on the lawn to represent the 1233+ transplants performed over the past 50 years.
Pain	<ul style="list-style-type: none"> ✓ Implemented new pain auditing platform. ✓ Improved capnography orders and utilization from 55% in May to 67% in September.
Peer Review	<ul style="list-style-type: none"> ✓ Case studies reviewed with recommendations for improvement in IV Pump programming, RN handoff report, and CPAP/ BIPAP policy and documentation. ✓ Initiated Failure Mode Effects Analysis (FMEA) on telemetry monitoring processes.
Perinatal Safety	<ul style="list-style-type: none"> ✓ JADA implementation for post-partum hemorrhage. ✓ Developed process for antepartum patients needing fetal echocardiogram. ✓ Multidisciplinary agreement on pronouncing death of the newborn. ✓ Hardwired timeout procedures so that all teams are present at the time of the incision. ✓ Streamlined the accreta check list and anesthesia processes so the support person can be in the delivery room.
Renal Transplant	<ul style="list-style-type: none"> ✓ Completed 93 transplants. ✓ Named the #1 kidney transplant center in California by the Scientific Registry for Transplant Recipients (SRTR). ✓ Received multiorgan transplant center approval for kidney-pancreas transplants.
Skin	<ul style="list-style-type: none"> ✓ Updated the Wound & Pressure Injury Topical Treatment Guidelines – standard work. ✓ Created Skin & Wound Care Tips for RNs on SharePoint. ✓ Prevalon AirTAP turn system trial completed in ICU - 0 HAIs on coccyx/sacrum/ buttock during 3-month trial.

TRANSFORMATIONAL LEADERSHIP

Leadership journeys

Program participants and leadership projects

- **Che Bell**, BSN, RN, CMSRN
Project: *Purposeful Hourly Rounding*
- **Jennifer Alderson**, MHA, BSN, RN, CNML
Project: *Nursing Recognition & Holiday Scheduling*
- **Tara Robinson**, MHA, BSN, RN, OCN
Project: *2 O'clock Tune Up*



2023 Foundation for Leadership Excellence

A new group of rising leaders began a leadership development program. They attended the *Foundation for Leadership Excellence* offered by the Association of California Nurse Leaders (ACNL).

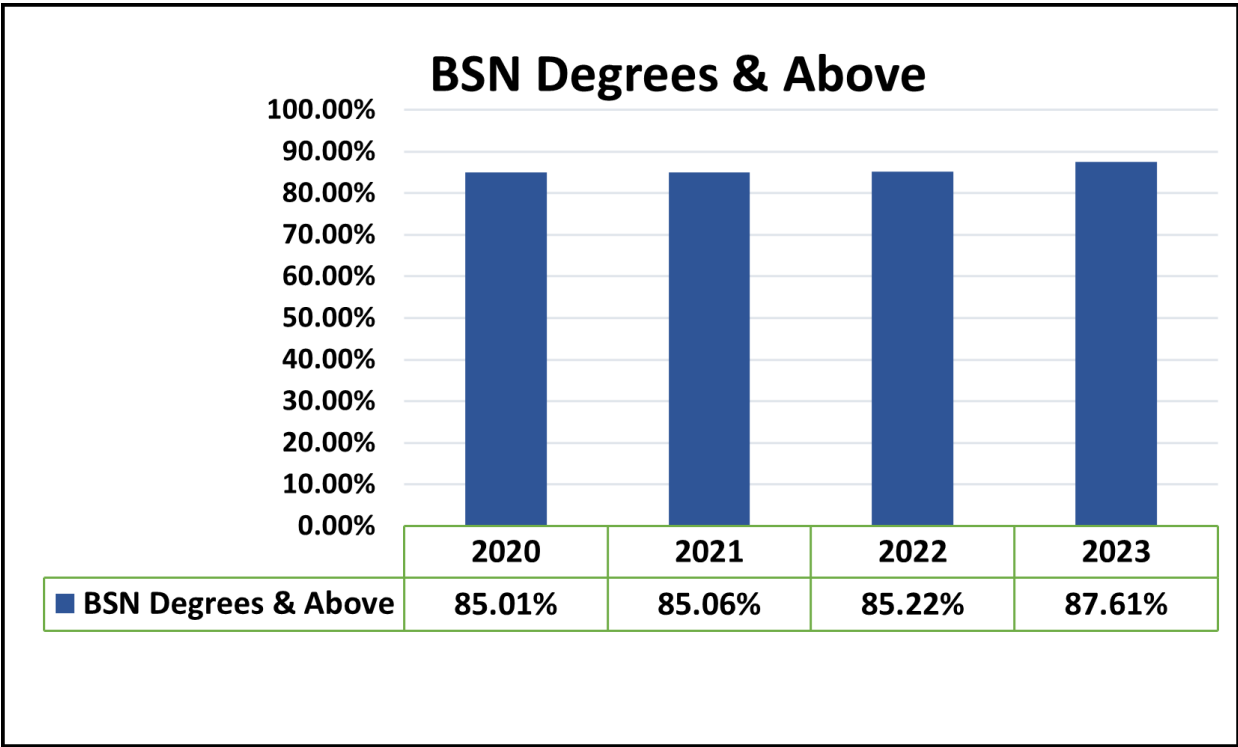
This five-day intensive program explored innovations in nursing practice and leadership. It helped participants identify and grow their own personal leadership style to increase their influence and effectiveness for long-lasting, leadership skills.

Whether it's human resource issues, customer-service concerns, implementation of quality and patient safety initiatives, budget analysis, cost saving mandates or building personal influence as a leader, participants gained new perspectives and solutions for the difficult challenges they face on a daily basis.

Robert Garcia, MSN, RN, CMS-RN, Director of Nursing Support, continued to serve as the Leadership Coach, and the leaders implemented a project related to their new knowledge.

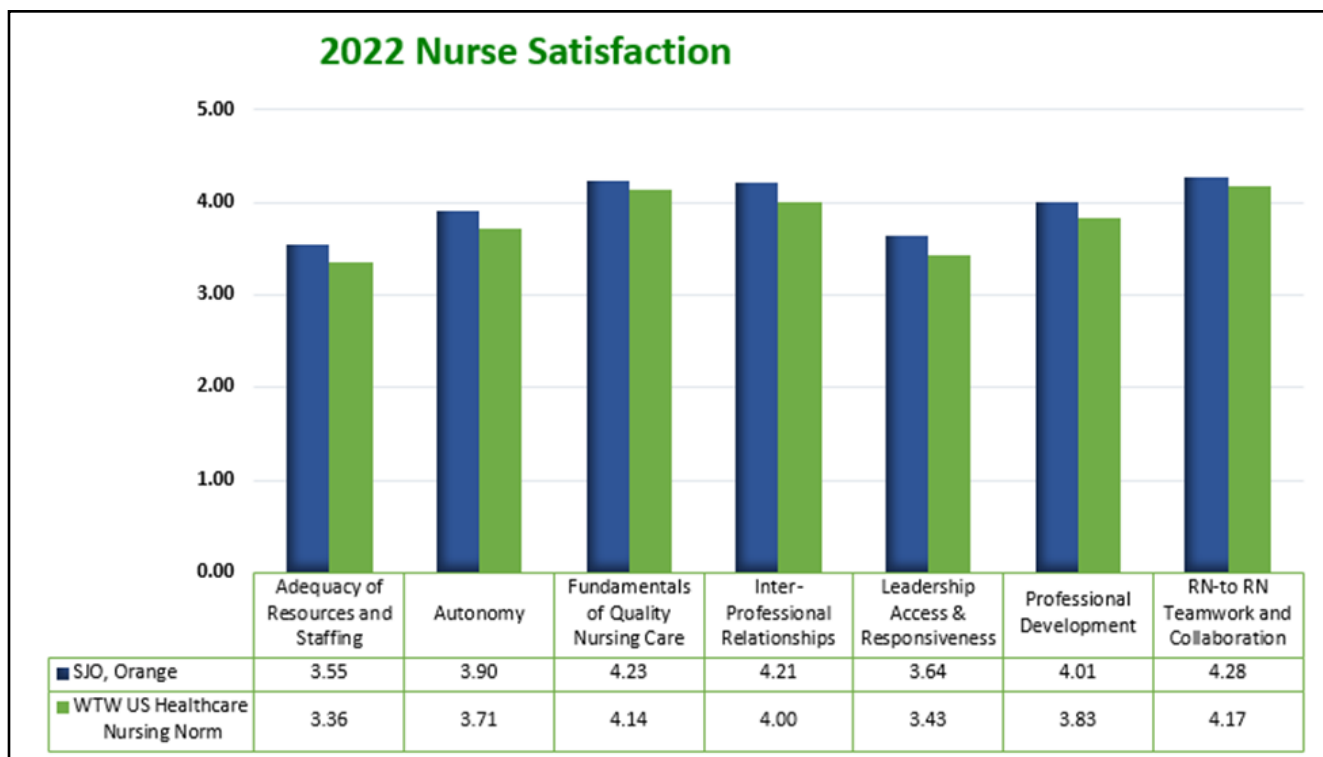
8 out of 10 nurses hold advanced degrees

Providence St. Joseph Hospital 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, master’s nursing degree, or doctorate degree.



NURSING ENGAGEMENT

Nurse satisfaction scores



Results from the 2022 Willis Towers Watson (WTW) Caregiver Engagement Survey are represented in the graph above. Providence St. Joseph Hospital outperformed in all seven categories compared to national benchmarks.

2023 SJO Foundation sponsored scholarship nursing recipients

Sister Frances Dunn Scholarship

- Samaa Ali, CNA
- Amanda Felton, BSN, RN, MNN
- Miguel Garcia, patient care technician
- Jacqueline Olivares, patient relations specialist
- Marian Riungu, NA

Alice Paone, RN Nursing Scholarship

- Sabrina Duncan, patient care technician
- Allen Rivada, radiology transporter
- Guadalupe Soto, patient care coordinator

Dominick Gentile, MD Renal Services Scholarship

- Irina Ngo, BSE, RN, BSN-CCTC
- Karlo Pajaro, BSN, RN, CDN

Thomas J. Dorsey, MD Cardiovascular Services Scholarship

- Krissie Gomez, BSN, RN, CCRN

Rina Santora, RN Memorial Scholarship for Nursing

- Thy Nguyen, CNA

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

- Chelsea Cord, BSN, RN
- Blesilda Toohey, MSN, APRN, NP-C

Madeline Colette Seeds, RN Advanced Practice Nursing Scholarship

- Kacie Dougherty, BSN, RN, RNC-OB
- Yolanda Gomez, RNCM
- Abigail Hood, BSN, RN

M & M Lora Aspiring Nurse Leader Scholarship

- Emily Crick, MSN, FNP-C



MAGNET DESIGNATION

Our Magnet redesignation journey

Average Magnet® Hospital Characteristics	2020 SJO	2021 SJO	2022 SJO	2023 SJO	Magnet Hospitals Average 2022
Clinical Nurse Turnover (Percent)	11.00%	17.30%	20.90%	18.54%	13.95%
Average Length of Employment of RN's (Years)	9.98	12.39	9.49	10.12	10.77
Percentage of RN decision makers with Graduate Degrees	67.85%	68.75%	75.76%	85.71%	58.18%
Percentage of RN decision makers Certified by a nationally recognized organization	92.85%	93.75%	96.97%	97.14%	72.12%
Percentage of clinical nurses Certified by a nationally recognized organization	57.21%	40.60%	36.71%	39.62%	38.66%



Magnet designation
is the nation's
highest honor for
“Excellence in
Nursing” and quality
patient care.

2023 Magnet meeting

What is Magnet?

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



Jean Watson: caritas activity self-care



Drive to Five

"Drive to Five" is our theme as we gather evidence and prepare for our 5th Magnet designation. We started collecting evidence in November 2020 and will end in October 2024. These required documents demonstrate how we exemplify the Magnet® standards.

Magnet® designation is awarded to healthcare organizations for meeting high standards in quality patient care and innovations in nursing professional practice. St. Joseph Orange (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 carry out the Mission, Vision, and Values of the Sisters of St. Joseph.

In 2020, 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.

Magnet evidence collection



NEW KNOWLEDGE, INNOVATIONS & IMPROVEMENTS



SJO symposiums



The **Neuro Symposium** – April 23, 2023

This 4-hour, CE-granting symposium covered the latest management options and innovations in stroke and cerebrovascular disorders, goals of care, stroke core measures and updates on important topics in neurology. It addressed clinical competencies of knowledge, patient management from the time of their arrival to discharge and how together we can improve patient outcomes.



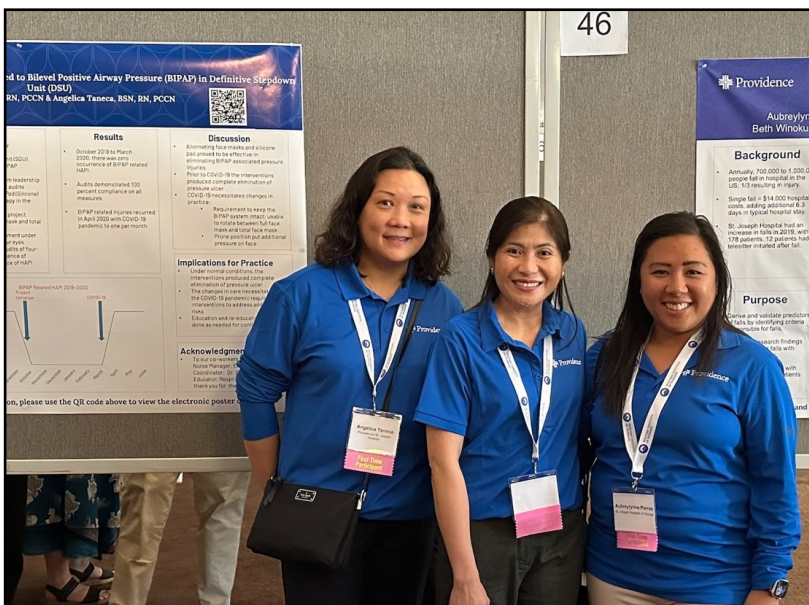
The **7th Annual Primary Care and Oncology Practitioner Symposium** – September 22, 2023

This annual day-long, CE-granting symposium offered presentations and discussions that highlighted current and new advances in medical oncology.



The inaugural **Unbreak My Heart: Caring for Myocardial Infarction Patients** – September 22, 2023

This 4-hour, CE-granting symposium included discussions regarding: continuum of care from Emergency Care Center (ECC) to cardiac rehab, pathophysiology and atypical presentations, cardiogenic shock, and a patient survival story.

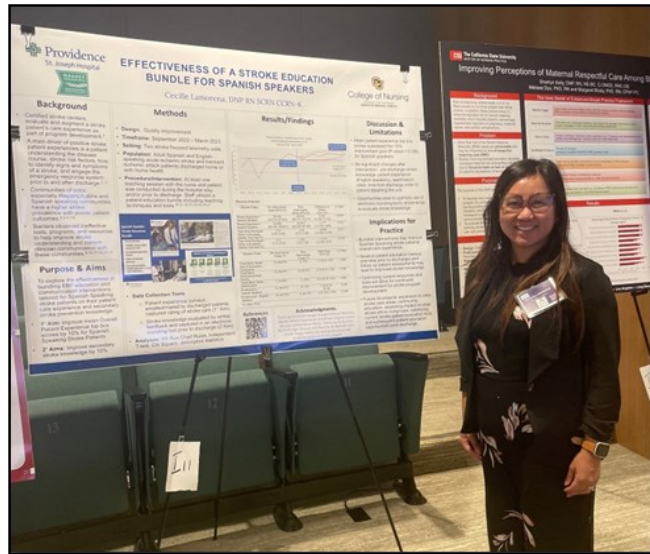


18th annual Evidence-Based Practice Conference - A Fresh Perspective on Familiar Practices– October 27, 2023

This 4.5-hour, CE-granting conference discussed new ideas related to common nursing practices, explained the differences in levels of evidence and various ways to obtain quality research articles, and explored virtual nursing care models for the modern era.

EBP & QI projects

<u>Specialty Area</u>	<u># of EBP/QI Projects</u>
CVSSU	3
DSU	5
ECC	4
ICU	1
Medical Telemetry	1
Mother Baby	2
OBSDU	1
Oncology	1
Specialty Nursing	1
Surgery	1
Clinical Education	1
Kidney Transplant	1
Neuro Service Line	1



EBP conference poster awards

Several nurses submitted posters to the 18th Annual EBP Conference. Awards were given for the top three posters.

1st Place Tie: Implementing a Nurse-Driven Checklist to Reduce the Incidence of Hospital-Onset Clostridium difficile Infection, by Rebeca Zamora, BSN, RN, PCCN

Triage Re-Education: Impact on Accuracy of Acuity and Care Provision, by Alexandra Rowen, BSN, RN, CEN

2nd Place: Improving Door to CT Time, by Christiane Pepitone, BSN, RN, CEN

3rd Place Tie: An Evidence-Based CLABSI Prevention Improvement Project, by Susan Hampton-Ash, MSN, RN, FNP, OCN

An Evidence-Based Skin Management Improvement Project in the Intensive Care Unit, by Chelsea Lannoo, BSN, RN, PCCN

Honorable Mention: Continuous Capnography Monitoring Policy and Implementation for Patients on Continuous Narcotics, by Leslie Farrington, MSN, RN, AGACNP-BC CCRN, Cecille Lamorena, RN, DNP, SCRNP, CCRN, Sheta Chan, Pharm.D., BCCCP, BCPS, HACCP, Richard Urgel, BSN, RN, CMSRN, and Elizabeth Winokur, PhD, RN, CEN

Posters may be viewed on Providence Digital Commons <https://digitalcommons.psjhealth.org/sjo-ebp/2023/>



NEW KNOWLEDGE, INNOVATIONS & IMPROVEMENTS

Posters & podium presentations

Title of Presentation	Presented by:	Date	Conference Title
Preserving the Patient's Lifeline: Reducing Complications by Adopting a Vascular Access Assessment Improvement Process	Ana Franco, BSN, RN CDN	February 2023 Podium Presented Virtually	Providence Nurse Research Conference 2023
Keynote Speaker	Beth Winokur, PhD, RN, CEN	February 2023 Podium Presented Virtually	Providence Nurse Research Conference 2023
HAPI-Related to BIPAP in DSU	Carmyle Seville, BSN, RN, PCCN Angelica Taneca, BSN, RN, PCCN	April 2023 Poster Presented in Tucson, AZ	Western Institute of Nursing's 56th Annual Communicating Nursing Research Conference WIN
Deriving a Model for Predicting Hospital Falls	Aubreylynne Porras, MSN, RN, PCCN	April 2023 Poster Presented in Tucson, AZ	Western Institute of Nursing's 56th Annual Communicating Nursing Research Conference
Improving Nurse Retention Through Group Mentoring	Adriana Velez, MSN, RN, PCCN, NPD-BC Sandra Orellana, MSN, RN, NPD-BC, PCCN	September 2023 Podium Presented Virtually	Providence South Division Nursing Research Conference
Effectiveness of a Stroke Education Bundle for Spanish Speakers	Cecille Lamorena, DNP, RN, SCRNP, CCRN	October 2023 Poster Presented in San Diego	Sigma SoCal Odyssey Conference 2023

Published articles in peer-reviewed journals

Yip, C. K., Kim, L. Y., Rezaie, A., Sotelo, C. V., Xu, W., Chang, B. W., & Winokur, E. J. (2024). *Real-Life Patient Educational Recording Before Esophageal Manometry*. *Gastroenterology nursing : the official journal of the Society of Gastroenterology Nurses and Associates*, 47(1), 52-62. <https://doi.org/10.1097/SGA.0000000000000773>.

E.J. Winokur, Ariana Jimenez (2023). *Chagas disease cardiomyopathy*. *Dimensions of Critical Care*, 42(4), 202-210. <https://doi.org/10.1097/DCC.0000000000000590>



Research studies in progress 2023

The Climate and Health Tool (CHANT) survey for Providence clinicians

This was a cross-sectional research study among healthcare providers employed in a large healthcare system with active commitment to reduce healthcare emissions. The study aim was to characterize perceptions and self-reported actions taken to reduce climate change among healthcare providers. A survey was distributed to all eligible participants beginning

September 2023 and ending December 1, 2023. Participants completed basic demographics and the valid and reliable CHANT tool. Belinda Leos, MSN, RN, CEN, NPD-BC, SCRNP was the site PI.



NEW KNOWLEDGE, INNOVATIONS & IMPROVEMENTS

Completed nursing research 2023

The Relationship Between Nurse Comfort Level in Delivery of Perinatal Bereavement Care and Individual Nurse Bereavement

Quantitative correlational study to investigate a relationship between nurse comfort level in delivering perinatal bereavement care and personal nurse bereavement related to perinatal loss. Findings: Nurses who have high levels of bereavement feel uncomfortable providing bereavement care. Older/more experienced nurses are more comfortable with providing care. Nurses were emotionally impacted by bereavement care experiences. Study supports more educational opportunities for nurses to improve their communication skills during perinatal bereavement care.

Psychiatric Diagnosis in Psychiatric Naïve Patients with Coronavirus Disease (COVID-19) Admitted to an Emergency Department

This study aimed to examine relationships between socio-demographic & clinical characteristics, COVID-19 status & psychiatric diagnoses (anxiety-agitation) among adults admitted to the ED during the pandemic. It also aimed to identify select socio-demographic and clinical characteristics that increase the likelihood of meeting the criteria for anxiety versus agitation or moderate-severe agitation versus

mild agitation among adults admitted to the ED during the pandemic (March 1, 2020 through December 31, 2020). Results indicated that historical/current COVID-19 infection was not statistically significant. There were 25 statistically significant associations between the socio-demographic & clinical characteristics with anxiety-agitation. The most notable were: marital status, alcohol use, & current psychiatric diagnoses. Patients who presented to the ED with chief complaints of alcohol abuse, anxiety disorder, or mood disorder were more likely to meet criteria for anxiety during the COVID-19 pandemic 3/1/20-12/31/20.

Patients who presented to the ED never married, single or with a chief complaint of schizophrenia spectrum & other psychotic disorder were more likely to meet criteria for moderate-severe agitation during the COVID-19 pandemic. Patients who present to the ED with a chief complaint of homicidal/suicidal ideations were more likely to meet criteria for mild agitation during the COVID-19

pandemic.

The Relationship between Moral Injury, Moral Resilience, and the Healthy Work Environment among Intensive Care Unit Nurses

Multisite cross-sectional design with survey of ICU nurses & nurse leaders, > 1-year of experience, permanent staff June-July 2023 to assess moral injury, moral resiliency, and healthy work environments. 304 participants. Moral injury prevalence was 55.6%. Inverse relationships between moral injury and moral resilience and healthy work environment. Differences in healthy work environment scores may be related to maintaining structural empowerment and transformational leadership at the unit level in Magnet facilities. Leaders should engage clinical nurses through shared governance to participate in assessment and rebuilding plan. AACN healthy work environment standards may be implemented at the unit level to also assist. Shannon Semler, MSN,

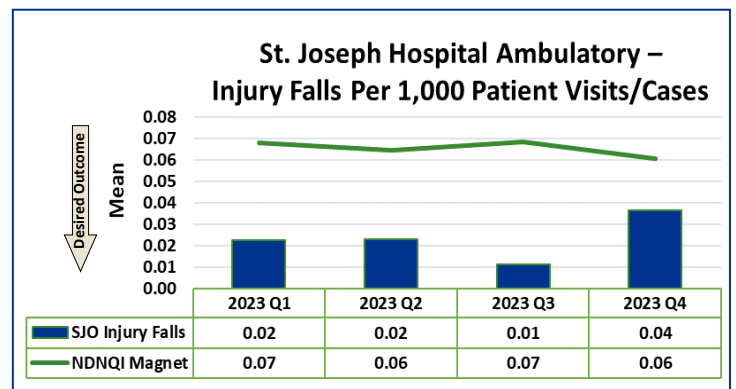
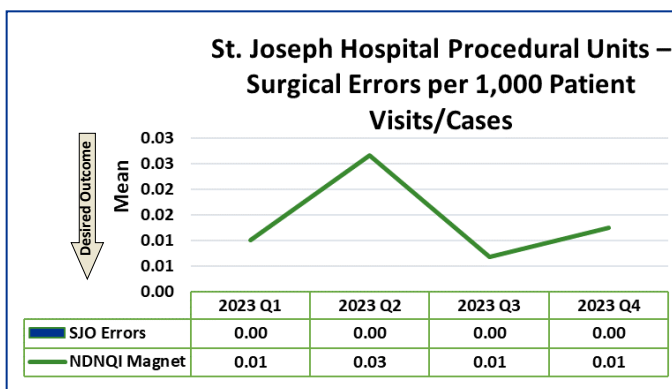


Nursing-sensitive indicators

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

Ambulatory nurse-sensitive indicators



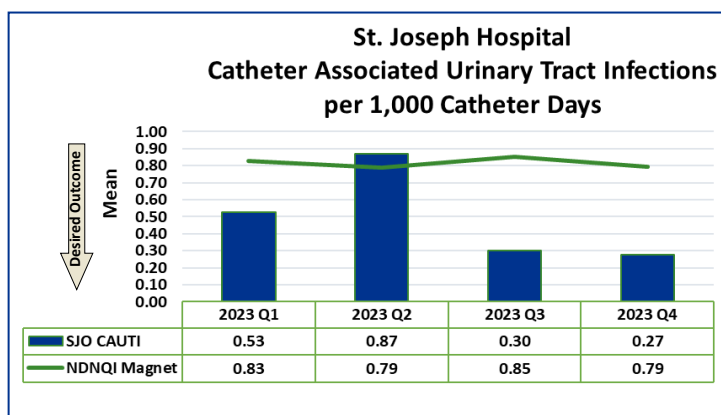
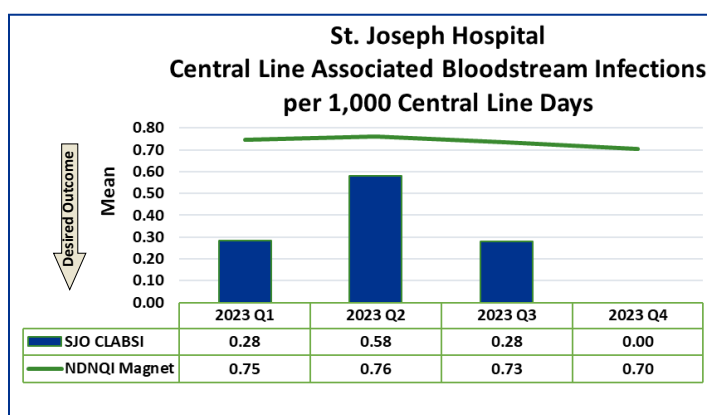
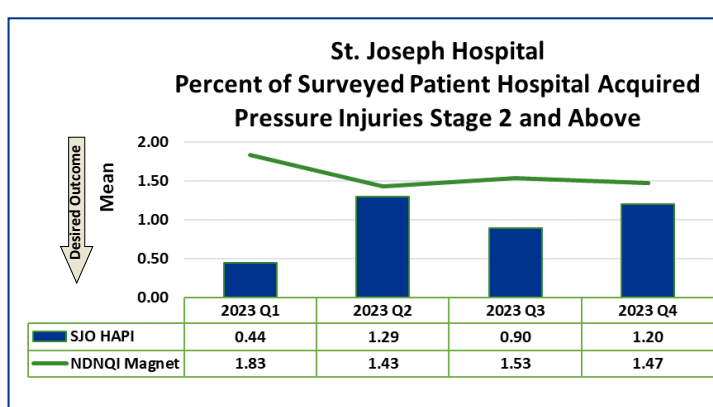
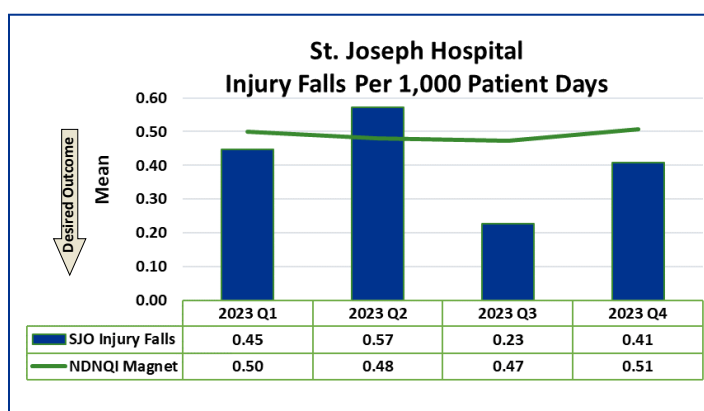
FIGS scrubs co-founder Heather Hasson's (pictured in center) journey to motherhood led her to Providence St. Joseph Hospital during the birth of her first child. Throughout her experience, Heather was moved by the exceptional care and kindness she was constantly met with. Deeply moved by these incredible caregivers, Heather wanted to honor their dedication in a significant way. She generously donated 300 FIGS scrubs to the labor and delivery and obstetrics departments "in gratitude."



EXEMPLARY PROFESSIONAL PRACTICE

Nursing-sensitive indicators

Inpatient nurse-sensitive indicators



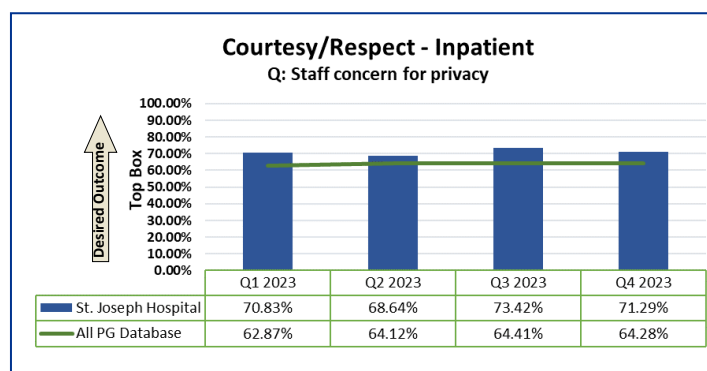
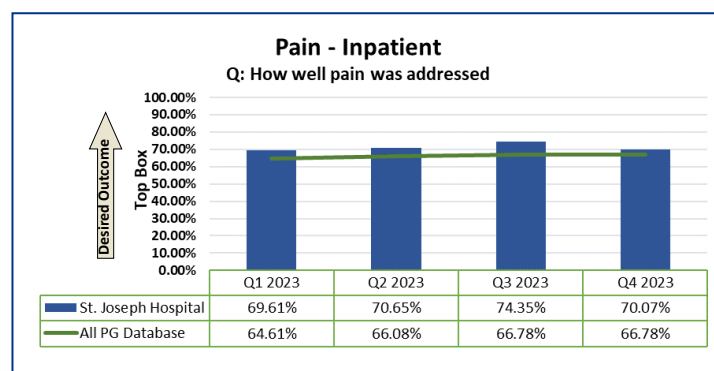
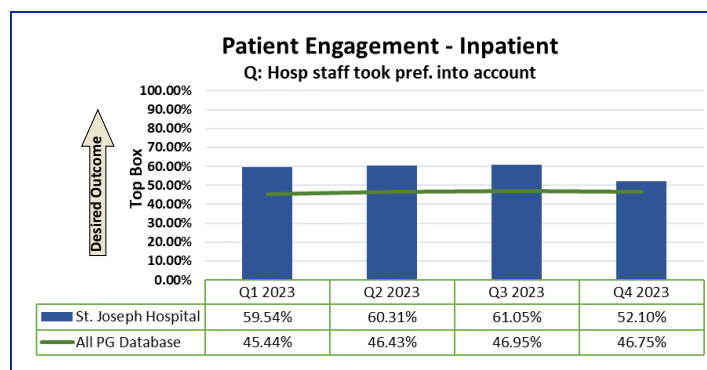
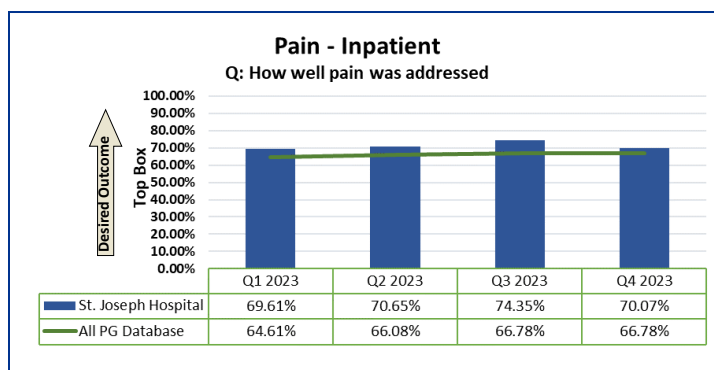
Patient satisfaction

Providence St. Joseph Hospital uses Press Ganey (PG) 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.



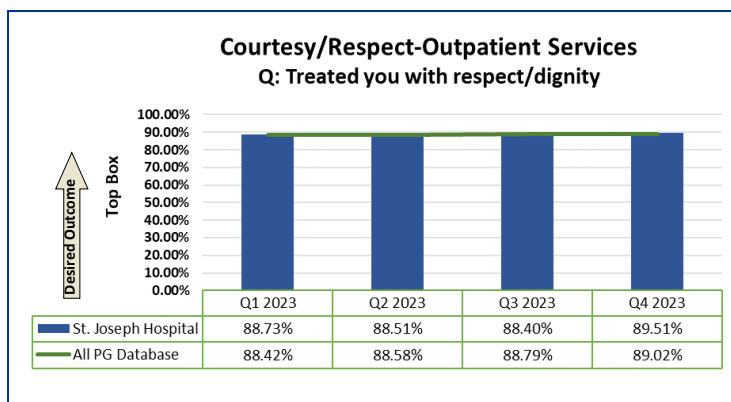
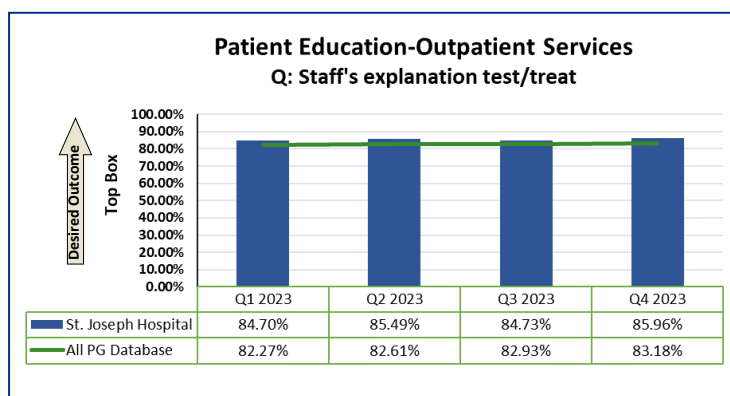
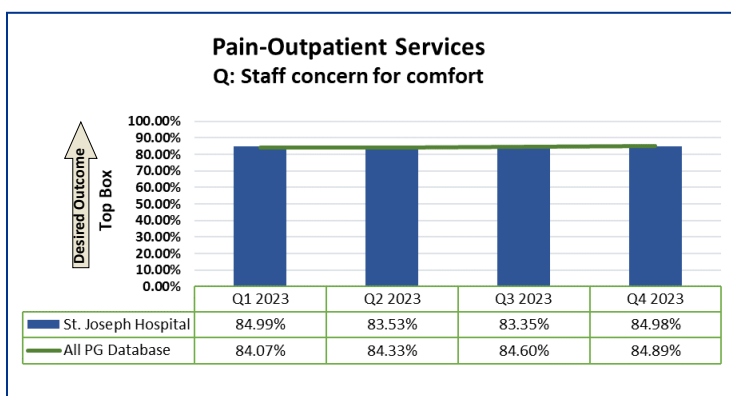
Patient satisfaction inpatient



EXEMPLARY PROFESSIONAL PRACTICE

Patient satisfaction

Patient satisfaction outpatient



PG Database= Press Ganey Associates, Inc.



Our promise

“Know me,
Care for me,
Ease my way.”

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.

Our vision

**Health
for a
better world.**

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 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.”

