



2023
NURSING
**ANNUAL
REPORT**

Infusing Compassion in All We Do



LOMA LINDA UNIVERSITY
HEALTH

Many Strengths.
One Mission.

TABLE OF CONTENTS

3

Messages from the Chief Nursing Officers

- » Hearts Full of Compassion
- » Love and Kindness Are Never Wasted
- » Infusing Compassion Into Our Actions

9

2023 Overview

- » Celebrating the Uniqueness of Our Nurses

11

For Our Patients

- » The Honor Walk: A Way to Honor Deceased Patients Who Are Donating Organs
- » Victory Walk: Heart Full of Compassion
- » A New Hope
- » A Wedding to Remember
- » Listening and Learning from Our Patients
- » Great Catches: Infusing Compassion
- » The Contraband Check
- » Our Caring Shines Through Our Care Boards
- » Enhancing Patient Safety Through Medication Compliance
- » New Day Rooms for Our Pediatric Patients
- » Improving Pediatric Sepsis Outcomes
- » Fall Free (Fall Risk, Engagement, and Education) Project
- » American Association of Critical Care Nurses Clinical Scene Investigator (CSI) Academy
- » Diversity and Health Equity Conference 2023
- » Patient Activity Donation Project
- » Compassion Builds Trust: Jamie Hambly's Story
- » The Power of Concordant Care

37

For the Community

- » Global Story: Belize Mission Trip
- » The Butterfly Program
- » Supporting Our High School Nurses
- » Helping Lives Through Safe Practice and Mentorship
- » Community Players: Children's Hospital Little League
- » Compassion and Politics: Yvette Woodruff-Perez's Story

47

For Each Other

- » Care for the Caregiver (C4C)
- » PAWtrol: Pet Therapy for Nurses
- » Caring for Supplemental Staff Using Technology
- » The Succession Planning Program
- » What Is Your Why?
- » 5700: Peer-to-Peer Nest Project
- » The Murrieta Acute Care Emergency Team (ACE Team)
- » Doodle Art Contest

61

**For Our Growth
and In Celebration**

- » The DAISY Award Program
- » Living Our Values: Karen Yap
- » Elevating Pediatric Trauma Care
- » 24th Annual Evidence-Based Practice and Research Conference
- » Doctor of Nursing Practice Projects
- » Clinical Nurse-D Celebration and the Clinical Advancement Program
- » Nurses Week Celebration 2023
- » The Patriot Award: Managing with Compassion
- » Professional Governance Retreat
- » 2023 Nursing Leadership Awards
- » 2023 Evidence-based Practice Fellow
- » Small Grants Awards and Poster Awards
- » Publications and Presentations
- » Additional Rewards and Recognition: July 2022-June 2023
- » Organizational Awards

94

**Acknowledgments and
Mission, Vision, Values**

- » Contributors
- » Mission, Vision and Values





A LETTER FROM HELEN STAPLES-EVANS

Hearts Full of Compassion

Infusing compassion in all that we do is the core theme presented here in the nursing annual report for 2023. I am continually reminded of the wisdom expressed by Albert Einstein: “In the midst of every challenge lies a golden opportunity for greatness.” With this sentiment in mind, I am filled with profound admiration for the exceptional nursing team here at Loma Linda University Health. With unwavering dedication, boundless commitment, and innovative creativity, we have risen to the occasion, confronting the national healthcare challenges of this year head-on.

In a world where change is the only constant, the year 2023 brought unique trials that tested the very core of our calling. Yet, as nurses, you embrace these challenges as opportunities to make a difference in the lives of those we serve, all while infusing compassion in every aspect of our work. Our passion for patient care and our tireless pursuit of excellence have guided us through the darkest moments, illuminating the path to healing and hope.

Your acts of selflessness and compassion have touched countless lives and forged a legacy that will resonate for years to come. Among the numerous acts of compassion, one instance stands out — the touching story of a nurse who went above and beyond to help a patient get married at our facility. This heartwarming gesture exemplifies the extraordinary lengths that our nursing team goes to ensure that compassion remains an integral part of the healing process.



As nurses, we are not merely healthcare providers; we are beacons of hope, healers of the body and soul, and advocates for those in need. Our creativity has known no boundaries, as we seek innovative solutions to complex problems, always with compassion as our guiding force. In embracing novel technologies, cutting-edge research, and collaborative partnerships, we have redefined what is possible in-patient care. Our collective thirst for knowledge and determination to lead change has elevated the standard of nursing excellence, making an indelible mark in the world of healthcare while never losing sight of the compassion that drives us. Our nurses participated in a patient care board competition, where our nursing team displayed their creativity and compassion in designing patient care boards that not only informed but also uplifted and comforted those under our care. Through our creative endeavors, we have touched lives beyond the confines of hospital walls, empowering individuals to embrace their own health and well-being.

In closing, let us remember the wisdom of Maya Angelou, who once said, “You may encounter many defeats, but you must not be defeated. In fact, it may be necessary to encounter the defeats so you can know who you are, what you can rise from, how you can still come out of it.” In the face of challenges, we have risen, stronger and more resilient than ever, embodying the true essence of nursing. With each new day, we embrace the opportunity to make a difference in the lives of those we serve, drawing strength from our collective passion for patient care. Through compassion, we continue to be the unwavering pillars of hope and healing for our patients and their families.

Together, we forge ahead with hearts full of compassion, minds ignited with innovation, and spirits fortified with dedication, understanding that infusing compassion in all that we do elevates the impact of our work. The nursing annual report for 2023 stands as a testament to the power of nursing when driven by passion, unity and purpose, and anchored by compassion. I extend my deepest gratitude to each member of our extraordinary nursing family for their unwavering commitment to our noble profession and for exemplifying the theme “Infusing Compassion in All That We Do.”

Sincerely,

Helen Staples-Evans, DNP, RN, NE-BC

Senior Vice President of Patient Care Services
Chief Nursing Officer, Loma Linda University Health



A LETTER FROM SHERRY NOLFE

*Love and Kindness
Are Never Wasted*

As LLU Children’s Hospital nurses, we have a duty to care for others with compassion, not because of who they are or what they can do for us in return, but because we recognize that love and kindness are never wasted. Over the past year, our shared mission and the skills and expertise with which you care for patients has pushed us past incredible highs like achieving our fifth Leapfrog Top Hospital Award, and unexpected challenges like the unprecedented respiratory syncytial virus (RSV) surge we experienced this past winter. I want to express my sincere appreciation for the unwavering compassion and kindness you have consistently demonstrated throughout the year. Your unmatched ability to infuse compassion in all you do is truly remarkable.

This year, we recognized Janae Jones as our first DAISY nurse leader honoree. Because of Janae’s vision and advocacy for our patients and their families, our Pediatric Intensive Care Unit team provides a bear with 10-second recordings of their child’s heartbeat to parents whose child is dying or being discharged on hospice. The loss of a child is tragic. No one plans to come to the hospital with their child and leave without them. Because of Janae’s efforts we can give parents one more memory of their child to take home with them.

In June 2022, our Emergency Department nurses worked with Child Life, Respiratory Care, and Pharmacy to throw a graduation ceremony for a 17-year-old patient who had been involved in a motor vehicle accident. What started off as a weekend trip from Utah ended in a devastating accident in which her spine was fractured. Our Emergency Department nurses knew that the patient



would miss her graduation while recovering from surgery and put together a beautiful graduation to mark this milestone in her life. Although the work we do sometimes causes us to miss events in our own personal lives, you never miss an opportunity to extend love and kindness to our patients in the cherished moments you create by going above and beyond the call of our duty. My heart is filled with gratitude towards every one of you who goes out of your way to extend compassion to others.

To me, these two examples symbolize what I love and appreciate most about each of you: the heart and soul that you bring to our profession every day. My goal this coming year is to continue to support you and encourage you in your journey towards infusing compassion not just in the care that you provide to our patients, but also in our interactions with each other. As nurses, we find meaning in the compassion that we have for others. Out of that sense of compassion we have often asked a patient's loved one to step away, even for a moment or two, to do something that refreshes them and fills their bucket so that they can come back and give their loved one the best version of themselves.

I commit to creating an environment where we can all take a step back from time to time to connect with each other in meaningful ways that fill our buckets. I look forward to staff meetings and bed meetings where I can share devotionals and thoughts for reflection. I will be your strongest ally and champion when you share your ideas on how we can extend compassion to each other and to our patients. Most importantly, I will continue to support the different initiatives we have started this year, such as the Thursday bed meeting devotional, championed by Scarlett Czarnecki; quarterly staff debriefs that are the brainchild of Joshua Gaal; and our Care-for-the-Caregiver Peer Support program, to name just a few.

Please accept this letter as a token of appreciation for all that you do and a reminder that your acts of compassion do not go unnoticed. Thank you for being a shining example. May your kindness continue to touch the lives of many and inspire others to join the nursing profession and serve at LLU Children's Hospital.

With heartfelt gratitude,

Sherry Nolfe, DNP, RN

Chief Nursing Officer
Loma Linda University Children's Hospital



A LETTER FROM DENISE ROBINSON

*Infusing Compassion
Into Our Actions*

Loma Linda University Medical Center – Murrieta has experienced a highly productive year. The talented nursing leadership team has effectively rolled out nursing programs and projects promoting compassionate, quality patient care that highlights our dedication and commitment to serving the community.

Over the past year, the nursing team concentrated on clinical expansion and professional enhancement, establishing a precedent by placing a strong emphasis on employee engagement and recognition. To facilitate this, the nursing units introduced Unit Practice Councils as part of our Professional Governance approach. This collaborative model, driven by nurses, has proven to be a remarkable best practice, infused with vigor and innovative ideas aimed at refining practices and enhancing quality – a concept that resonates strongly with nurses. The Unit Practice Councils have played a pivotal role in elevating our certified nurse count and we have witnessed a notable presence of nurses enrolling in advanced degree BSN, MSN, DNP and PhD programs.

Moreover, team input has led to the implementation of communication-focused staff meetings. Examples of this include collaborating with the medical staff on the Telemetry Utilization Project that resulted in streamlined provider collaboration, focusing on increased throughput efficiently utilizing our licensed vocational nurse (LVN) partners. This collaborative effort paved the way for a successful Discharge Pilot Program on the fourth floor, where the entire team came together to expedite discharges within a two-hour window from the time discharge orders were written. Additionally, we successfully implemented monthly Care for the Caregiver Rounds with Chaplain Services, led by nurse manager, Sharon Rees, RN. Furthermore, the quarterly nurse leadership retreats adopted the trust and inspire model, cementing their role in fostering team cohesion.



Substantial strides have been taken to promote and support our employees by enhancing our employee appreciation programs. We celebrated a significant milestone with our first clinical nurse-D, Evelyn Kelley, DNP, RN-D, FNP-BC, whose remarkable journey from patient care technician to clinical nurse-D exemplified our commitment to nurturing internal talent.

Our dedication to employee appreciation programs is also evident through the introduction of game changers, unit-level champions, aimed at enhancing the patient experience. The initiation of regular interactions with the chief nursing officer (CNO) via bi-weekly clinical orientation sessions and quarterly breakfast meetings have provided the staff with a 90-day touch point. Additionally, Bridge the Gap collaborative lunches facilitated a forum for conversation which has succeeded in building strong bonds between leaders and the medical staff. This engagement has led to an expansion of our core staff and inspired the team to develop mentorship programs within local high schools, further reinforcing our commitment to establish a pipeline for new grad residencies.

Expanding our efforts in high-quality care, this year we successfully implemented a quality champion program encompassing areas like stroke, sepsis, catheter-associated urinary tract infection (CAUTI), central line-associated bloodstream infections (CLABSI), falls, and skin, that has enabled our nurses to enhance their expertise in these domains. This program not only empowers nursing staff but also ensures their ability to provide compassionate care confidently to patients and the community. The efforts of these quality champions have directly contributed to improved clinical outcomes, marked by reduced rates of CLABSI, clostridium difficile (C. diff), CAUTI and falls.

Finally, our nurses' growth and unwavering commitment to excellence were demonstrated through two successful surveys. November 2022 witnessed our most successful Joint Commission Primary Stroke survey to date, followed by a highly successful Joint Commission Accreditation survey in January 2023. Both surveys provided our nurses with a platform to showcase the exceptional and compassionate care they consistently deliver to our patients.

It is with immense pride that I collaborate with such accomplished and passionate nursing professionals. The progress achieved in terms of growth and development is only the initial step. I am confident that Loma Linda University Medical Center – Murrieta's nursing team will continue to excel, offering outstanding quality and secure care to our community, aligned with our resolute dedication to our calling as envisioned by a higher purpose.

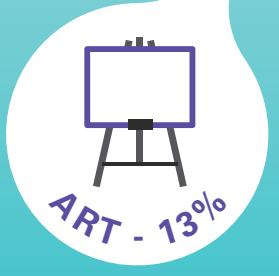
Denise Robinson, DNP, MPH, WOCN, FCNLA

Chief Nursing Officer
Loma Linda University Medical Center – Murrieta



CELEBRATING THE UNIQUENESS IN ALL OUR NURSES

ACTIVITIES OUR NURSES ENJOY





**FOR OUR
PATIENTS**

THE HONOR WALK

A Way to Honor Deceased Patients Who Are Donating Organs

An Honor Walk is a way for staff, family, and friends to honor the deceased and their family that are choosing to donate organs and save another's life. We have chosen to do this by lining the hallway to show our support. The walk that a donor family takes from the Intensive Care Unit (ICU) to the Operating Room (OR) has been called the "loneliest walk" by families. It is the final walk that they will take as a family as the patient is moved from their room to the Operating Room to become an organ donor. We want the families to feel supported in knowing that their loved one's heroic last act will leave a lifesaving legacy. The Honor Walk is a simple concept that shows donor families that they are not alone. Participation is completely voluntary for both families and staff members. Families are required to provide special consent before an Honor Walk can occur since we can no longer guarantee protection of the patient and family's privacy. Honor Walks not only support donor families, but they are a symbol of unity and compassion.

How did we implement this at Loma Linda University Health?

At a routine monthly One Legacy meeting in September of 2018, the LLU Children's Hospital nursing representative was present and wanted to initiate this process at Loma Linda University Health. Upper administrative leaders were very supportive and were interested in making this available in both the adult and children's hospitals.

In October of 2018, a task force was created, led by our Spiritual Care Director, Kathy McMillan, that incorporated the ICU nursing staff. In addition to Kathy, the taskforce included chaplains, nursing (Adults and Children's Hospital), ICU clinical staff, ICU nursing educators, ICU directors, and the One Legacy representative to discuss the process. The taskforce developed a vision, and the adult Honor Walk was approved in the adult critical care committee. Upon this approval, the Honor Walk was added to the organ donation policy in February 2019, and education to all staff became available in OWL in March 2019.

The adult ICU staff were excited about this new process. Caring for the family of a deceased patient awaiting donation is emotionally and physically wearing. Each donation case is different, but the loss of a loved one is permanent and to be able to provide a memory that can bring support, honor and respect is an expression of loving care for the patient and their family.

When a patient is a candidate for donation, the family is approached by a One Legacy caregiver for consent to donate. When the family consents and the patient is being prepared for donation, the family may continue to visit with their loved one; during this time, a special bond develops between staff and the family as they are supported in their grief. The attending physician, the bedside RN, and the manager change to supportive roles guiding this family through this challenging transition. Nursing provides support and education to the family about the Honor Walk. Each family is encouraged to watch YouTube videos of Honor Walks that have been done in other facilities to develop a better understanding. They are encouraged to personalize it for their loved one.



The Honor Walk (Continued)

Staff from the ICU call the operator to let them know an Honor Walk will be happening and they give a time. The operator plays a house wide chime, if the Honor Walk occurs during daytime hours, to let staff know to listen to the following information. Then the operator announces that an Honor Walk will take place, followed by the time and unit. Staff can then choose to participate if they are available and desire to do so. Families of other patients have asked, "What does that mean?" and sometimes they have asked to participate as well.

There was one case from our adult services that was so meaningful, demonstrating the supportive start of closure in a very difficult time for both staff and the family of the deceased loved one. A young man suffered critical injuries while riding mini-bikes with a friend. His condition quickly progressed to a diagnosis of brain death. The devastation of this diagnosis for the family and friends was incredible, especially so for his mother. Despite the very difficult situation of this change in condition during the hospital stay, the emotional support provided by our healthcare providers and nursing enabled the option of the Honor Walk to be presented to the mother. She agreed to both organ donation and the Honor Walk. She was able to specify who would attend

and personalize it with music played during the Honor Walk that was special to her son. At the time of the operating room call, the chimes played overhead alerting hospital staff that there would be an honor walk. Staff and family lined up along the hallway to show honor and respect for the mother and her loved one as the respiratory care practitioner and bedside RN walked alongside his bed on the way to the OR.

A second case from the Children's Hospital was a little boy who tragically drowned and didn't survive. When Stephen, our One Legacy representative, spoke with the family, he found out that the patient was a fan of Batman. It was Stephen's idea to do a superhero theme for this Honor Walk. He went out and bought bracelets for the staff, and a mask and cape for the little boy. This was a truly special event for the family and the staff, and a great way to honor this precious child. Staff participated in dressing up as superheroes, along with the family, to show support.

Sometimes families of other patients hear the announcement and want to join. Since our families sign a consent, we allow other families to join in showing support if they want to. We learned that we have to be sensitive to other families during this time who might feel anxious because they don't know what is going on in the hallway and might think there is an emergency when they see a large gathering of people suddenly. Overall, the implementation of this idea has gone well and the feedback from the donors' families is that it means the world to them that we would care and support them this much during this difficult time. These walks emphasize our compassion and caring for these patients as they transition out of our care.



VICTORY WALK

Heart Full of Compassion

Every heart is precious, especially on the Cardiac Transplant unit where procuring a heart is rare. When one is received, staff in the Cardiothoracic Intensive Care Unit (CTICU) recognize how precious this gift is and provide the utmost care of the organ and those who are waiting to receive a match. To signify how precious each transplant is and the recognition of the long, strenuous process, the CTICU has started Victory Walks to commemorate this time.

The inception of the Victory Walk owes its existence to the collaborative vision of Jennifer Newcombe, DNP, MSN, CNS-BC, COMP-PC/AC, who brought the idea to Clinical Nurse Nathaly Rader, RN, BSN, and Child Life Specialist, Naomi Burroughs, MS. After researching what other hospital systems were doing for their transplant patients, they initiated a collaboration between administrative leadership, the unit's nursing Professional Governance, Child Life, and floor nurses to begin this new tradition.

In August 2022, the inaugural Victory Walks unfolded. Upon discharge after a successful transplant, the patient is made the star of the show as they choose their favorite song and walk through a hallway full of staff waving

pom-poms and clapping in honor of this remarkable milestone. The family is encouraged to join in, as this time is more than just a celebration for the recipient. This walk honors the patient, the staff, and the surgeons who placed the heart, as well as the precious donor and their family who made this extraordinary gift possible.

Among the many stories that have graced the CTICU, one belongs to five-year-old Mekari, who endured a five-month wait for her heart. She wore an external heart while she waited and won staff over with her zest for life and spunky personality. For her Victory Walk, she asked for a Monsters, Inc. theme which staff joined in by dressing up as their favorite characters from the movie. Mekari is one of many stories, and we are happy to report that she will be starting kindergarten this year!

"We want to carry on Dr. Bailey's mission," shares CTICU Manager, Raeann Sandquist, BSN, RN. "He is why this unit was created, and we are inspired by his graciousness and compassion." We praise God for opportunities like these to show compassion and join together as we celebrate a new start with a new heart.



A NEW HOPE

We don't always need to journey to a distant, unfamiliar galaxy to encounter something extraordinary. Often, the power to create a beautiful moment rests within us, no matter where we are. We channel our efforts into crafting such moments with our patients, aiming to make their time with us truly special. Take for example, Carlos Garcia, a resilient 13-year-old currently under the care of the extracorporeal membrane oxygenation (ECMO) program at Loma Linda University Children's Hospital Pediatric Intensive Care Unit (PICU). ECMO stands as a remarkable life-saving service offered uniquely by our hospital; in fact, only five children's hospitals in Southern California provide this service. At the Children's Hospital, we extend this lifeline to 12 to 25 patients annually. ECMO represents one of the most advanced life support technologies at our disposal. Yet not every patient is able to recover and come off ECMO, so each recovery is a significant achievement. To commemorate this pivotal point in Carlos' journey, a jubilant victory walk was orchestrated.

Despite dealing with serious health problems and an equally serious treatment plan, Carlos chose to spread positivity with a constant smile and

compassion for those around him. To celebrate his completion of ECMO and transfer out of the PICU, his care team worked together with Carlos' family to give him the surprise of a lifetime.

Carlos is an avid Star Wars fan, and so are members of our staff. Dr. Merrick Lopez, PICU Medical Director, worked with Janae Jones, RN, Director of Patient Care-Inpatient and Observation, in putting together a plan to bring a bit of science fiction wonder to Carlos' upcoming victory walk. Unit secretary, Julie Torrez, knew members of the 501st Legion Star Wars group. The 501st Legion Star Wars group collaborated with Jones, Lopez, the unit care team, and family to celebrate Carlos and put a smile on his face.

On the day of his Victory Walk, nurses lined the hall with lightsabers in hand. Darth Vader and four Storm Troopers escorted Carlos, who wielded his very own lightsaber. His siblings joined him, brandishing lightsabers of their own, each a gift from the 501st. This was a unique and wonderful celebration for Carlos, his family, and our staff. We were blessed to care for Carlos and we are happy to see him recover and continue his spread of positivity.



Often, the power to create a beautiful moment rests within us, no matter where we are.



A WEDDING TO REMEMBER

Life in the intensive care unit can be tragic and emotionally draining. Our nurses work, day in and day out, providing excellent care – striving to preserve life and ensure good outcomes for our patients.

Sometimes this is not possible. That is when compassion kicks in.

In April of 2023, a patient in her mid-forties was transferred to Loma Linda University Health for a higher level of care. She had a long history of cancer with metastasis. On this occasion, she had perforated her bowel and was in septic shock. She required emergent surgery and the removal of most of her bowel secondary to ischemia. Her prognosis was grim.

Two days after surgery, she had improved enough to speak on her own. The Surgical Care team spoke in detail with her and her fiancée about her condition and future care. If, and/or when, she recovered enough, she was to go home on hospice.

At Loma Linda University Health, we pride ourselves for having kind, compassionate and caring nurses. Nurses that provide physical care as well as spiritual and emotional care – to the whole person. Heather Broughton, BSN, RN, exudes compassion for her patients and always goes above and beyond to provide every aspect of their care needed.

Heather shared that her patient confided in her, “She knew she would not survive this illness. Her only wish was not to pass on as a single woman.” She had been with her fiancée for years, they had children together, but never married.

Once Heather has an idea or plan, there is no stopping her. She told everyone, “We are having a wedding.” Heather coordinated the entire event. With help from our social worker, John Cline, MSW, – he assisted the fiancée in obtaining a marriage license and arranged to have it notarized at bedside. Chaplain Services were set up and the wedding was booked, with Lance Tyler, D. Min, BCC, ACPE, officiating the ceremony. But Heather did not stop there. The couple needed rings. She donated her silicone ring to the bride and found a male nurse who donated his silicone ring to the groom. She was not done yet. A wedding is not complete without flowers. Heather asked our unit secretary, Nydia Figueroa, to help make a paper flower bouquet. The wedding service was conducted at the bedside and witnessed by the patient’s aunt and uncle. ***Wishes do come true!***

She knew she would not survive this illness. Her only wish was not to pass on as a single woman.

LISTENING AND LEARNING FROM OUR PATIENTS

In the realm of medical procedures, there is no such thing as a minor surgery. When patients voiced that they wanted to have a clearer understanding of what to expect during a vitrectomy, one of the most common outpatient ophthalmological procedures, Loma Linda University Outpatient Surgery Center (OSC) nurses organized a small group to generate ideas on how to improve the overall patient experience of the ophthalmology procedure.

The goal of the project was to increase awareness of what occurs during a vitrectomy and its post-operative requirements. The select group tasked with fulfilling the motto, mission, and vision of Loma Linda University Medical Center went above and beyond the initial task. They developed an easily shared video that aimed to relieve patient anxieties and reduce the volume of follow-up questions that might otherwise impede overall efficiency.

The nurses created an easy-to-understand educational video that could be distributed using a QR code. This video was a perfect example of transforming patient lives through education and healthcare experiences. The video aligned with the OSC Professional Governance committee goal of improving patient care and satisfaction — a nursing strategic pillar of engagement for the hospital.

The team of nurses began the process by soliciting ideas from the perioperative team and identifying demographic data that could yield measurable outcome results and patient

satisfaction. The team also envisioned that the education would decrease surgical cancellations, thereby enhancing the financial performance of the surgery center.

The video provided step-by-step narrated depiction of the entire vitrectomy perioperative experience, from pre-operative care to the Post Anesthesia Care Unit. The team provided supplemental resources to equip patients with anticipatory guidance regarding the surgical experience.

Prior to implementation of the video, a survey assessed the experience of vitrectomy patients over a period of two months through post-operative calls. This data clarified the specific areas the video needed to spotlight.

Dr. Michael Rauser, head of the Loma Linda University Ophthalmology department, reviewed the video for accuracy and gave it rave reviews. Currently, a QR code is being generated for the video and the Marketing department is translating it into Spanish. Ultimately, the video will be accessible on both MyChart and the Loma Linda University Education channel.

The creation of the video aligned with all the core values at Loma Linda University Medical Center: compassion, excellence, humility, integrity, justice, teamwork and wholeness. Furthermore, it reflects the love of God with respect, mercy and empathy.






GREAT CATCHES: INFUSING COMPASSION

There are many examples of heroes that go unnoticed, shining stars of patient safety. These individuals avert patient harm through near misses. The near misses of patient harm were only reported at meetings as harm averted; however, this is an opportunity to celebrate the great catches by employees that truly deliver safe and compassionate care. It was noted that the reporting of near misses was underreported through the Electronic Event Reporting system (EER). In the eyes of many of the employees, the EER was seen as a means of reporting medical errors and adverse events. Employees would say, "I am going to EER that person or occurrence," so the connotation was always negative and the thought of utilizing the EER platform in a positive manner was rare.

Turning the tables on near miss reporting was important. Employees that once went unnoticed for their selfless efforts were being celebrated and could feel proud of their positive impact on patient safety. The introduction of the Great Catch Recognition was initiated to celebrate those that act to avert patient harm. The All-Employee Recognition committee applauded and unanimously supported this effort, seeing the positive implications for the safety of the patients and employees. Immediately, the committee members themselves began sharing near-miss events from within their own departments that they knew of, some of which were not reported as near-miss events. It was a

testament to why the Great Catch Recognition is needed for the sake of patient safety and recognition of employees who are heroes.

Looking at the broader impact of encouraging the Great Catch submissions is that it will provide the organization opportunities to review processes and workflows and implement improvements. Overwhelmingly, the effort of initiating the Great Catch will highlight the value in reporting near misses as positive patient safety events, and also to highlight our compassionate employee heroes.



This is an opportunity to celebrate the great catches by employees that truly deliver safe and compassionate care.

THE CONTRABAND CHECK

In an effort to help staff continue to embrace a culture of patient safety and learn best practices to prevent injury when admitting a high-risk suicide ideation patient, we included a simulated experience in a skills station at our second quarter staff meeting in 2023. To aid in the setup of the skills station, educators from acute care medicine worked hand in hand with educators from the Loma Linda University Behavioral Medicine Center to glean best practice tools to ensure both staff and patient remain free of incident.

Educators collected typical patient belongings that are brought in during hospitalization and then concealed fake contraband items within them. Contraband items included zip ties hidden in jacket zipper seams, mints made to look like illicit drugs hidden in a tic tac container, small baggies of sugar to look like illicit drugs hidden under the tongue of a shoe, a taped razor blade hidden in a shirt tag, toothpicks hidden in the sole of a shoe, dried herbs to look like illicit drugs hidden in a purse, and a taped razor blade hidden under a Band-Aid (that would be applied to the skin of a volunteer during the staff meeting). These items were placed in belongings bags and set up in a room, just as the staff would encounter when starting their initial assessment of a patient on the unit.

This experience shed light on the importance of environmental safety checks for those at risk for self-injury while hospitalized.

Once the staff entered the skills station room, leadership alongside charge nurses conducted a safety huddle to ensure all staff is aware of the potential safety risk on the unit. They then asked for volunteers to be the patient and the staff that would conduct the safety checks. The importance of a thorough two-nurse skin check was verbally reviewed, and the identification of a Band-Aid and removing it to see what was underneath it was demonstrated. Next, the two staff volunteers were told to conduct an environmental safety check of the patient's belongings and the room to identify any potential safety hazardous or contraband items. When the volunteers felt as if they identified all the items, leadership would then expose any additional items they did not find. The staff was able to find the obvious contraband items and safety hazards, but the more subtle items were eye-openers to the staff in regards to where and how items could be hidden, as well as which everyday items could be considered safety risks.

While this simulated experience was fun, exciting, and engaging, it did shed light on the importance of environmental safety checks for those at risk for self-injury while hospitalized.

OUR CARING SHINES THROUGH OUR CARE BOARDS

In April of 2023, the Executive Director of Patient Experience, Jennifer McDonald, and the nursing leadership of the Loma Linda University Medical Center Neuroscience Progressive Care Unit (13A) formed a collaboration in order to improve the patient experience. The focus of this collaboration was the completion of Patient Care Boards. The current state of the information on the boards was concentrated in the areas of most concern for patients and family. Understanding that our nurses care deeply about the safety, comfort, and concern of our patients, the utilization of the Care Boards was identified as a key factor in ensuring patients and family members were aware of the plan of care. The team determined that a new approach was needed to ensure the proper and immediate use of the boards. Thus the “Patient Care Board Challenge” was born and began May 1, 2023.

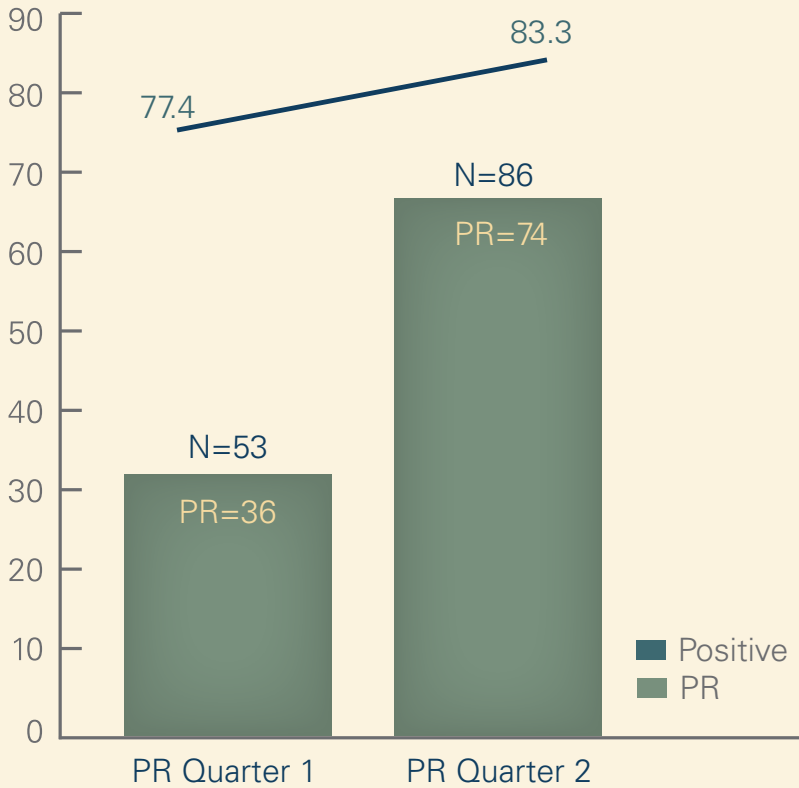
Re-education of the staff emphasized why the boards are so important and what they mean to caregivers and patients and families. The team challenged our nurses to fill out the boards completely using the We Care Round tool which included the GRETE model, the 5 Ps (Pain, Potty, Positioning, Possessions and Personal needs), and hourly rounding. The managers of the units, with the help of the charge nurses, checked the boards between the hours of 9-11 a.m. on dayshift, and 9-11 p.m. on nightshift to validate completion. Markers, erasers, and item holders were placed in each room for staff convenience. Each week the names of the staff

that had completed the boards were submitted for a drawing. Each week rewards were given to the winners from drawings held every Tuesday, with each of the winner’s names added to the winner board in the break room. Although our competition ended in July, the initiative galvanized the nurses, and this challenge has brought forward new creative ways to complete the boards.

Nurses are now excited to complete the boards, equipped with the understanding of why they were created and the importance of what they mean to the patients and families. Prior to our competition, no one was truly aware of how patient centered and valued the act of completing the boards was. Nurses were happy to learn and participate, and the rewards program assisted in moving the action forward. Overall, our goal was accomplished, and the results have been staggering.

- The preliminary second quarter 2023 numbers, with a participant size of 49, reveal that the overall rate went from the 54th to the 97th percentile ranking.
- The nurse communication scores went from the 36th to the 93rd percentile ranking.
- “Your Responsiveness” category jumped from the 72nd to the 85th percentile ranking.

Unit 13A: Communication with Nurses HCAHP Score



MY PLAN OF CARE

Code status ▾ **Date** ▾
SUN MON TUES WED THUR FRI SAT

MY CARE TEAM ▾
 Doctor/consultant ▾
 Nurse ▾
 Patient care assistant ▾
 Charge nurse ▾
 Respiratory therapist ▾

Please call me ▾
 Preferred language ▾ Interpreter request ▾ **YES / NO**

My support person ▾ **Phone** ▾
 Excellent care for me means ▾
 Something about me ▾
 Spiritual needs ▾

Goals for today ▾

	Patient Repositioning
1. _____	7 _____
2. _____	8 _____
3. _____	9 _____
	10 _____
	11 _____
	12 _____

Diet ▾

Mobility/special needs ▾

Test/procedures ▾ **Date** ▾

1. _____	1 _____
2. _____	2 _____
	3 _____
	4 _____
	5 _____
	6 _____

Education for new medications ▾
 None
 Completed

ALLERGIES ▾
 None
 See chart

Patient family questions ▾

Anticipated discharge date ▾

Pain Management Scale

Pain management goal ▾
Last dose given ▾ AM/PM
Next dose available ▾ AM/PM

ENHANCING PATIENT SAFETY THROUGH MEDICATION COMPLIANCE

Loma Linda University Medical Center – Murrieta Cardiac Service Line Phone Call Process Improvement Project

This process improvement (PI) project originated when we were notified by our cardiologists that patients were being discharged without their necessary medications being ordered. Christina Taylor, BSN, RN, was asked to lead this project and contact all our percutaneous coronary intervention (PCI) patients post procedure. The purpose of this call was far more than routine check-in, it involved specific questions about their medications and their understanding of when and how to take them.

This not only provided additional education, but we were able to identify unearthed gaps where medications and cardiac referral orders had inadvertently been overlooked. As this project grew, we identified that cardiac referral orders were not being placed either. As a result of these follow-up calls, we were able to identify patients that did not have their medications appropriately ordered and who were missing cardiac rehabilitation orders. Without the appropriate medications, post-stent patients were at risk of re-infarction, potentially leading to myocardial infarctions (MIs) or even fatalities.

In 2022 alone, we captured 53 missed medications, 21 of which had the potential to lead to a re-infarction.

The outcomes from this PI project have been very positive.

- Preventing re-infarctions: 21 possible readmissions due to stent restenosis were avoided.
- Enhancing medication understanding: We have seen an improvement in patient understanding of medication compliance.
- Increased referrals: We have seen an increase in cardiac rehabilitation referral volumes.





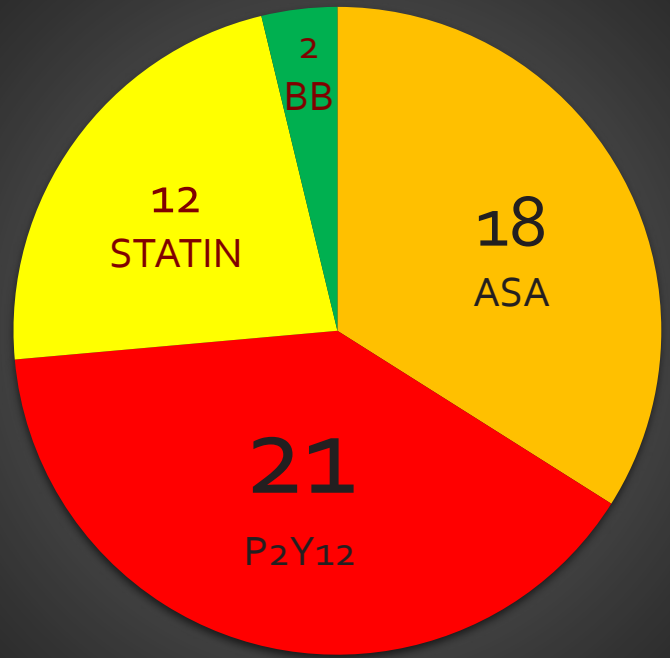
2022 Cardiac Services Process Improvement Report

1
2
7
8

CASES REVIEWED

53

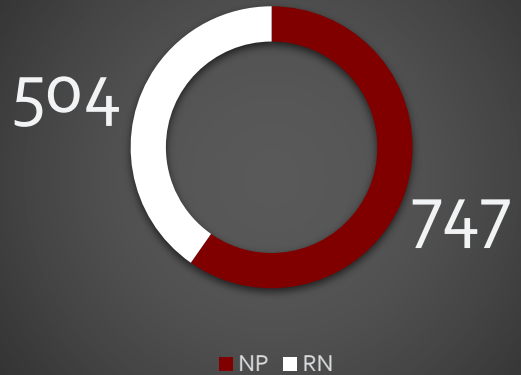
CAPTURED
Missed Discharge
Meds



CARDIAC REHAB REFERRALS

1251

ORDER ENTRY TEAM WORK



Follow-Up Phone Calls

959

Key Improvements

- 21 possible readmissions due to stent restenosis were avoided.
- Improvement in patient understanding of medication compliance.
- Increase in Cardiac Rehab Referral volume.



NEW DAY ROOMS FOR OUR PEDIATRIC PATIENTS

In the past three years, there has been a rise in the overall volume of pediatric patients who present to the Loma Linda University Children's Hospital Emergency Department (ED) with psychiatric-related chief complaints such as depression, anxiety and suicidal ideation. With our overall increase of medical and psychiatric patients, we were challenged with space, staff and resources. We believe in the vision that every child and family deserves compassionate, quality, and timely access to emergency medical care. Because of the surge in this specific patient population, the Children's Hospital ED has been continuously working hard to streamline the process for these pediatric patients and enhance the care they receive in their time with our department.

We are excited for the future of our own EmPATH (Emergency Psychiatric Assessment Treatment and Healing) Unit to open in the near future here at our hospital. In the meantime, we have worked to model the ideals and research of the EmPATH Unit to the best of our ability within the walls of the Children's Hospital ED by implementing a day room concept. This is a designated space where pediatric patients with behavioral health concerns can be taken once they are medically cleared by the Children's Hospital ED physician. The day room maintains all of the safe staffing practices and medical

necessities required. This room also provides a safe and healing environment where patients are treated and still have a sense of community with one another.

Simply placing a psychiatric patient in an isolated room creates a risk of increasing the patient's anxiety, depression and overall sense of loneliness. In a Day Room, where relaxation is promoted, these patients can move around freely and participate in group therapy or activities. Research has shown that applying this sense of community to our pediatric psychiatric patients has decreased aggression, assaults, and the use of physical restraints. We are honored to be able to serve our patients to the best of our ability and to provide them with the best care possible.

References:

Brooks, Dorothy. "Is an EmPATH-Style Unit Right for Your ED?" ED Management 35, no. 4 (April 1, 2023): 1-16.

Zeller, Scott. "Hospital-Level Psychiatric Emergency Department Models." Psychiatric Times 36, no. 12 (December 31, 2019): 30-31.



IMPROVING PEDIATRIC SEPSIS OUTCOMES

Loma Linda University Children's Hospital Pediatric Units were recognized nationally by the Children's Hospital Association (CHA) for their ongoing collaboration with the Improving Pediatric Sepsis Outcome (IPSO) group in saving children's lives. This organization has brought together a consortium of hospitals across the United States to help increase recognition and treatment for patients with pediatric sepsis and improve patient outcomes. Since 2017, Loma Linda University Children's Hospital has collaborated with IPSO and continues to see improvements. Working together, the providers, the nurses, and the pharmacists meet regularly in monthly meetings, case reviews, and have conversations to continually refine strategies to improve care.

It takes a team effort from the moment antibiotics are prescribed to their timely administration, and patient infusion. Our team has worked tirelessly to decrease the amount of time to first antibiotics and raise awareness about saving lives through sepsis treatment. With their slogan, "Hit hard and deescalate fast," broad spectrum antibiotics are to be given within 60 minutes for critical sepsis and 180 minutes for suspected sepsis cases. The integration of EPIC (the electronic health record) functionality has been added to make ordering the correct antibiotic easy and timely, as well as communicating to pharmacy the increased importance of this medication.

Loma Linda University Children's Hospital was also recognized for its improvement in timeliness of giving a fluid bolus. Again, the staff have worked to increase awareness of the need for

Our team has worked tirelessly to decrease the amount of time to first antibiotics and raise awareness about saving lives through sepsis treatment.

swift fluid bolus delivery and conducted hands-on training on how to administer a fluid bolus quickly.

The Hematology/Oncology Department was recognized for their improvement by doubling their compliance with the sepsis bundle. Bundle compliance includes huddling regarding a patient, screening patients and using the available order set. For its high-risk population, this ensures the patient receives a fluid bolus and antibiotic within one hour.

Loma Linda University Children's Hospital staff aim to recognize, react and reevaluate. Employing the acronym T.I.M.E. helps recognize sepsis events. T.I.M.E. is an acronym where T is for temperature (high or lower than normal); I is for infection; M is for mental decline; and E is for extremely ill. React refers to reacting swiftly to the situation, applying the order set for administration of a bolus, antibiotics, and timely lab draws. Reevaluation, the final phase, involves deescalating antibiotics based on susceptibility findings. The Quality Department continues to track the episodes of sepsis, review cases, and make alterations in the electronic medical record to make it easier for staff to deliver care to the patient and provide the best evidence-based care possible.

FALL-FREE (*Fall Risk, Engagement, and Education*) PROJECT

Our nursing process encourages frontline nurses to champion change that will improve patient quality care based on quantitative and qualitative data review and assessment, then working collaboratively with teams to come up with a change process that will best meet the needs of the patient and family.

One of the major hospital-wide, reoccurring, high profile topics is falls. The Cardiac Service inpatient units selected the Fall-FREE Project (FFP) with an aim to decrease patient falls in the Cardiac Progressive Care (CPU) and Cardiac Intensive Care Unit (CICU) by communicating the fall risk factors to the patient, caregivers, and multidisciplinary team.

About 2% of hospitalized patients fall, with one in four falls resulting in injury, increased patient mortality, hospital stay, and significant financial burden for institutions. In Quarter 2, 2022, Loma Linda University Medical Center had 85 patient falls, 23 with injuries. The total fall-related imaging cost was \$102,303 for that quarter alone. Piloting the FFP on the cardiac units was vital to determine if project success could be applied and reduce the number of falls hospital wide.

The plan-do-study-act (PDSA) model was used for the FFP. Fall data was reviewed, and variable communication of fall risk factors was noted. A literature review showed a poster to be an effective communication tool. Fall champions educated staff on the use of the poster. Key FFP features are using the Hester Davis Fall Risk Score (HDS) to communicate fall risk and safety goals to patients, family, and staff and ensure consistent use of the tool. Staff were surveyed on the use of the HDS. Descriptive analysis, a paired t-test, and regression models were utilized to determine a decrease in falls on both units. Champions audited for FFP utilization and provided updates quarterly.

A paired t-test was conducted to determine the mean variance of falls per 1,000 patient days pre and post FFP implementation. The CICU showed a decrease from 2.63 to 0.85 falls per 1,000 patient days ($p > 0.05$, CI 95%), and the CPU showed a statistically significant decrease from 3.45 to 0.71 falls per 1,000 patient days ($p < 0.05$, CI 95%).

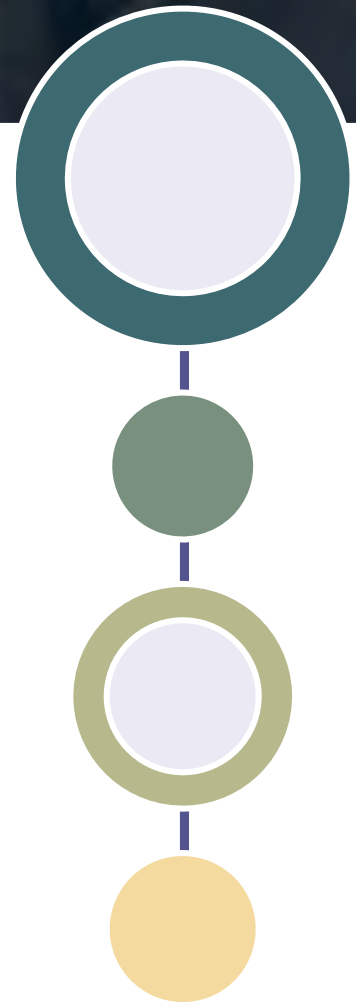
The staff survey showed increased confidence in driving and applying the fall prevention plan and interventions. Staff also expressed improved awareness, team communication, and patient/family collaboration of patient fall risk. Staff felt empowered to develop the project that helped decrease unit falls and would recommend the FFP to other units.



An accurate fall-risk assessment through the HDS is vital to a fall prevention project. The FFP tool enhanced communication of patient fall-risk factors to stakeholders and helped engage and educate patients and families. This collaboration was effective in tailoring interventions to prevent falls.

Our findings were limited to CPU and CICU. Results support the potential for a best practice change. Plans are to disseminate this new process to other patient units.

The team of dedicated and engaged nurses were invited to present their project as a poster at the Loma Linda University 24th Annual EBP and Nursing Research Conference on May 11, 2023. Chatchanit Searl, BSN, RN, represented the team and interacted with attendees regarding the process and project for possible roll out distribution. The end goal of any process improvement is to bring about positive change and to recognize the challenges and create opportunities for improvement. The Fall-FREE project did exactly that.



AMERICAN ASSOCIATION OF CRITICAL CARE NURSES CLINICAL SCENE INVESTIGATOR (CSI) ACADEMY



The American Association of Critical Care Nurses Clinical Scene Investigator (CSI) Academy was awarded a \$200,000 grant to assist nurses in impacting the lives of underserved critical care patients with structural heart disease. Two units from Loma Linda University Health were selected for participation in July 2022, with their final projects presented in June 2023. Each unit received \$1,000 to support the development of their projects.

From the LLU Children's Hospital, the Cardiovascular ICU was selected. This team's project was entitled, "Out the door dinosaur: Assessing health literacy to improve discharge education". The team included Emily Garcia De La Vega, BSN, RN, Maureen Hokama, BSN, RN, Joanna Ramirez, BSN, RN, and Jennifer Newcombe, DNP, MSN, CNS-BC, CPNP-PC/AC (coach).

This project focused on health literacy, which is the ability to read, understand, and act upon health information. Literature indicates that only 12% of U.S. citizens have proficient health literacy. To address this issue the team started with a PICO question, "In the pediatric cardiac intensive care unit, does implementation of a health literacy screening tool kit, as compared to standard of care, increase NRC patient satisfaction scores and decrease 30-day hospital readmission rates?"

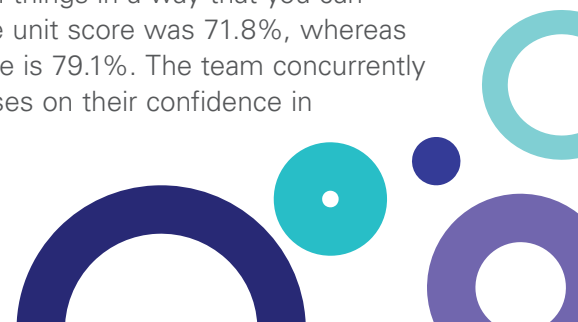
From September 1, 2022 to May 1, 2023, 80 out of 84 (95%) caregivers were screened and 9% were found to have low literacy and 23% limited literacy levels. In response to this data, the team developed a health literacy toolkit that included: a level of literacy screening tool, an educational brochure that

was at the fourth grade reading level, a tool to help caregivers understand the child's medication doses to be administered, and identified educational videos that could be accessed using a web address or QR code on a smart phone. In 30 days, hospital readmission rates decreased from 13% to 9%. Discharge education surveys administered in cardiothoracic surgery clinic showed:

- The majority of caregivers practiced a new medical care task during the hospitalization.
- 80% of caregivers felt their nurse explained things to them in a way that was easy to understand.
- 100% of caregivers felt confident in performing the medical care task once they were home from the hospital.

The Adult CSI team selected was Unit 10A, Cardiac Progressive Care. Their project was entitled, "Making Discharge Smoother – Education to Go - If You Know, You Know," a play on the hashtag #iykyk. The team was comprised of Stacy Diaz, BSN, RN, PCCN, Ivan Guarin, BSN, RN, PCCN, and Michelle Villamor, BSN, RN, with Monique Arnold, MSN, CNS (Coach).

The adult project focused on coronary artery bypass graft (CABG) readmissions, which had been increasing over the past four years. To understand the challenges, the team looked at the unit HCAHPS (CMS patient satisfaction) score for the question, "During this hospital stay, how often did nurses explain things in a way that you can understand?" The unit score was 71.8%, whereas the 75th percentile is 79.1%. The team concurrently surveyed the nurses on their confidence in





providing cardiac surgery education to the patient. Nearly 60% of the staff (42 nurse respondents out of 72) participated in a pre-survey and rated their average confidence level on a scale from 1-10 as being 6.8.

The purpose of this project focused on having a standardized patient education tool that was tailored to the patient's learning need, in order to decrease the 30-day readmission rate of the patient with CABG heart surgery, while improving nurse confidence in providing the education. It was hoped that this approach would reduce hospital readmissions for patients undergoing CABG within 12 months by 3% from the 2021 readmission rate of 12.2%, and increase nurse education HCAHPS score by 5% from the base of 71.8%, for the question, "During this hospital stay, how often did nurses explain things in a way you could understand?"

The CSI team used this data and worked with the cardiac surgery nurse practitioners, unit educators and leadership, alongside marketing, to create



a visual tool, Passport to Your Heart Recovery, to support education for the patient. The team hoped this would translate to nurse confidence and expertise in providing education for the cardiac surgery patients, as cardiac surgery patients were a new population to the unit since the move to the Dennis and Carol Troesh Medical Campus in August 2022.

HCAHPS Patient Satisfaction scores pre-survey rose from 71.8% to 74.6% post survey. Though below the HCAHPS 75th percentile ranking of 79.4%, the implementation of the Passport to Your Heart Recovery in Quarter 1, 2023, suggests that based on trends, this score will continue to improve. The potential financial impact of reducing readmissions of the CABG patient from 13 to 9 readmissions from February to June 2023 is projected to save \$129,590 annually. Post-survey, on a scale from 1-10, the average nurse confidence level rose to 7.6. The Heart Surgery Passports in both English and Spanish are now a standard part of cardiac surgery discharge education, because the more a patient knows, the more they know.

DIVERSITY AND HEALTH EQUITY CONFERENCE 2023

At Loma Linda University Health, our call for diversity, equity, and inclusion means providing opportunity and access to all. As an academic medical center, our calling requires attention to this topic from all levels — administration, members of the healthcare team and faculty. Loma Linda University Health held its first Diversity and Health Equity Conference on March 29, 2023.

This in-person conference served as an interdisciplinary forum to introduce and explore best practices, policies, theories, and research associated with health equity, diversity and inclusion. Additionally, the conference explored barriers to the effective implementation of equity and inclusion practices as well as solutions to address these barriers. The afternoon's program included two keynote speakers from Seattle Children's Center for Diversity and Health Equity, among various other presenters addressing the conference goes through lectures, poster presentations, and in several concurrent breakout sessions.

Among the concurrent sessions was the Ethnic and Textured Hair Care Taskforce, where our team presented on the importance of "Advancing Health Equity Through Hair Care". The presentation began with general information on the importance of hair care in the Black community as well as its cultural significance. Historically, there has been little variety in hair care products, education and training in the healthcare setting to help patients with ethnic and textured hair maintain proper hygiene and scalp safety while in the hospital. Loma Linda University Health set out to remedy these discrepancies to improve the patient experience through the Ethnic and Textured Hair Care Project. The session proceeded with an overview of the initiative across the Loma Linda University Health system and how it has progressed through the years since its induction. Session presenters then took time to interact with the audience in a question-answer game where participants had the opportunity to win a variety of prizes.

Additionally, and unique to any other conference session, was the inclusion of a live and interactive demonstration. Mannequin heads were displayed on four different pop-up stations where session attendees had a chance to test and use different products, practice proper scalp assessment techniques, and learn how to create some common hair styles that can help a patient keep their hair groomed and tangle-free until they can be discharged home.

Through such experiences, as well as the wealth of knowledge shared throughout the afternoon, conference attendees departed with an increased awareness of the prevalence of healthcare disparities, in addition to information and tools necessary to continue advancing healthcare equity. Educated, inspired, and motivated, individuals present at the conference are now better equipped to create change and be advocates for diversity, equity and inclusion in their professional and personal lives. With plans for a second annual Diversity and Health Equity Conference, we hope the event only continues to catapult Loma Linda University Health campuses into an even more diverse, inclusive, and welcoming environment for all patients and employees alike.



“Historically, there has been little variety in hair care products, education and training in the healthcare setting to help patients with ethnic and textured hair.”



Representatives of the Ethnic and Textured Hair Care Taskforce include the following:

- Ashley Wiese, BSN, RN, PHN, Magnet Program Specialist
- Krysten DeShields, BSN, RN, CSC, CMC, CCRN, Clinical Nurse C (Unit 9A)
- Karla Juhas, BA, BSN, RN, Magnet Program Specialist
- Marga Kasim, BSN, RN, CNML, Manager, Nursing Research
- Bethany McClure, BSN, RN, Magnet Program Specialist
- Shauntell Minor, BSN, RN, CCRN, Clinical Educator (Unit 8A)
- Rosalyn Phan, DNP, RN, PHN, NEA-BC, Executive Director Clinical Innovation/Magnet Program Director
- Nicole Rosenbaum, BSN, MA, RN, Clinical Nurse C (Unit 7A)

PATIENT ACTIVITY DONATION PROJECT

Helen Chan, BSN, RN, is a clinical nurse-B working on Unit 11A Medical/Cardiac Care. Chan observed that when patients are hospitalized, they often get bored or lack activities, leading to decreased patient satisfaction. Finding available resources for activities to provide to patients who are alert, oriented, and appropriate proved to be a challenge.

During a discussion between her nurse manager, Novi Sitanggang, BSN, RN, both came up with an idea to generate donations of activities or kits from unit staff that can be passed to these patients. As part of the project implementation, Chan created a flyer for marketing and education efforts. Sitanggang assisted by discussing the flyer and next steps with managers, educators, and leadership team for Units 11A Medical/Cardiac Care, 12A Medical Progressive Care, and 8200/8300 Observation Units.

To prepare, Chan provided a box to be placed in the unit for donated items to be stored in. Staff could then access the box and pick an item to give to patients who would benefit or enjoy the item. Examples of items that were and can be donated include activity books, coloring pencils, craft kits, puzzles, and others. Unit staff have also donated cards, books, and magazines since the project was implemented.

In providing these activity kits to patients, Chan hopes to distract patients by doing activities so that they can focus on relaxing and allowing their

Donate 

YOUR SUPPLIES TO OUR PATIENTS!

Looking for any activities to help entertain our patients while they are in the hospital. Items must be single patient use. Examples include:

- ACTIVITY BOOK (CROSSWORDS, WORD SEARCHES, SUDOKU, COLORING BOOKS, ETC.)
- COLOR PENCILS OR CRAYONS
- CRAFTING KITS
- PLAYING CARDS
- PHONE CHARGERS
- PUZZLES



body time to heal from the illnesses that brought them to the hospital. She also hopes to improve the patient experience by allowing them to focus on positive thinking rather than the negativity that may be related to their hospitalization. By serving patients in this manner, Chan has found that these items can help the patient, while donating items for and giving items to patients can boost staff morale.

COMPASSION BUILDS TRUST: JAMIE HAMBLY'S STORY



Working with pediatric patients is a privilege that demands much trust, and we understand that parents put their babies in our hands, hoping for their little ones to be taken care of to the best of our abilities. Jamie Hambly, BSN, RN, is no stranger to this as she has been a nurse for more than 20 years, working with LLU Children's Hospital since first graduating from nursing school. In her time, she has learned how significant connection is in order for our patients and their families to thrive. Regarding her personal process, she shared that "compassion builds trust," so she looks for ways to not only deliver quality care that each person deserves but also seeks for ways to do a little bit extra to show compassion.

One such occasion she recalls was when a little girl was admitted to the pediatric intensive care unit (PICU) who developed a horrible lung infection and had a minimal chance of survival. The little girl was placed on extracorporeal membrane oxygenation (ECMO), and it took a team of ten or more people just to reposition her for this. Hambly shares that she looked at the girl's parents and told them to give her a kiss before the patient was moved, thinking that the patient may not survive the shift. However, she did survive and defied every odd set against her. Months later, her mom pulled her around the unit in a wagon as she was transferring off the unit. In preparation, Hambly organized a "clap out" as a celebration of life. The hallways were lined with rows of people who helped care for her. Everyone was clapping and cheering. Mom was crying and so appreciative. To this day, the little girl still comes to visit the PICU and has since made a full recovery!

Another occasion of going that extra step to express compassion, Hambly shared about a family who was involved in a horrible car accident. The father had passed away at the scene, the mother was admitted to adult hospital in serious but stable condition, and the family's little 5-year-old girl was admitted to the PICU in critical condition. After much care, it was clear that the little girl was not going to make it. Hambly shares how she was able to contact the adult surgeons to get approval for the mother to come down to be with her daughter. With collaboration between nursing and respiratory care, the team was able to push together two of the hospital beds so the mom could lay with her daughter as she passed away.

"When your child is admitted to the ICU and the threat of death is near, I can only imagine that this becomes the worst time of your life; nothing else matters," shares Hambly. "If I can do something to help them take a deep breath and smile for a brief moment, then I am going to take that opportunity. It always comes down to thinking, 'What is one more thing we can do to help with the pain and suffering?'"

We are grateful for our wonderful staff, and for nurses like Hambly who build trust with their patients. May we continue to express compassion and look for those moments to connect with those around us who are hurting.

THE POWER OF CONCORDANT CARE

I would have never guessed how high on the priority list receiving concordant care would be to my patient care experience until I delivered my babies. It was through these tough experiences that I realized the high value of receiving my healthcare provisions from not only someone who could speak my native tongue – Spanish – but who also culturally understood my values.

I am the daughter of a Puerto Rican immigrant. Although I was born in the USA, my first language is Spanish. I learned English at the age of five years old, allowing me to have a strong dominance of the language; in fact, when I speak Spanish, it comes as a surprise for many that English was not my first language. It's been my experience that this conclusion allows many to assume that my preferred language is English, but I have found over the years that when I am in a stressful situation, I prefer to speak and think in my first language.

I had the fortunate privilege of having Mirna Ludi, RN, as my nurse for both of my deliveries. Some would say that it was coincidence, but I can attest to the power of divine intervention. Mirna's bedside care was kind, compassionate and intuitive. She overheard my mother and I speaking Spanish to each other and asked if I would prefer her to speak Spanish. I happily said yes!

With my first pregnancy, I suffered from an interesting presentation of pre-eclampsia. I had all the symptoms, except for the textbook guidelines of high blood pressure. On one of the days, I was coming in for close monitoring when my blood pressure shot up and I had to be induced. Pregnancy and labor are culturally a big deal, and I wanted to get to the final stages of delivery as naturally as possible. Mirna, a Hispanic herself, understood how culturally important this was to me. When I wasn't advancing as I needed to, she walked me through my options. She talked me through every step with so much compassion and situational awareness for the circumstance I was in, and how it was in conflict with my cultural values and desires for how I saw my labor going. She helped me understand all my options in the context of being sensitive to my cultural needs — cultural needs, that I didn't even realize until that moment, were so important to me. It was this cultural sensitivity and receiving this information in my native tongue, how she involved myself, my husband, and my mother (which is culturally important) in a moment of crisis that aided in us making a speedy decision that allowed for a smooth laboring process.

"She helped me understand all my options in the context of being sensitive to my cultural needs — cultural needs, that I didn't even realize until that moment, were so important to me."



For my second pregnancy, I had the wonderful Mirna once again, but I got so much more than I could bargain for. This time around, my whole team was a powerhouse of Hispanic women. This labor was less smooth, but what a difference it made to have everyone in the room understanding my cultural wishes and speaking Spanish for the entirety of the delivery. I was able to experience the “why” behind study findings, such as the one from Perlman School of Medicine at the University of Pennsylvania that found that patients gave higher patient experience scores when they received care from providers of the same race (Takeshita, Wang, Loren, et al., 2020). I can say the experience for me was a powerful one; I felt seen, heard, and understood in a way I had never felt before, and that’s the power of concordant care.

Citation:

Takeshita, Junko, Shiyu Wang, Alison W. Loren, Nandita Mitra, Justine Shults, Daniel B. Shin, and Deirdre L. Sawinski. “Association of Racial/Ethnic and Gender Concordance between Patients and Physicians with Patient Experience Ratings.” JAMA Network Open 3, no. 11 (2020). <https://doi.org/10.1001/jamanetworkopen.2020.24583>.



**FOR THE
COMMUNITY**



GLOBAL STORY: BELIZE MISSION TRIP

Transformative Journey of Compassion and Service

In June of 2023, a remarkable chapter unfolded for Loma Linda University Medical Center – Murrieta as a small team comprising of medical, clinical, and administrative members embarked on a medical mission trip to Belize. The team decided to embark on this medical mission trip instead of having their annual retreat. Although uncertain of what would greet them, the team decided to focus on missionary work rather than their annual retreat, and instead try to make a tangible impact. The journey commenced on a scorching and humid Sunday on an un-air-conditioned school bus that awaited their arrival at the airport. The 2.5-hour journey to their lodging located near the hospital was accompanied by soothing spiritual music. The warm reception they received resonated with genuine kindness and exuberance, setting the tone for the days ahead.

Clinics were established in local towns, and the sight of people eagerly lining up for care affirmed the significance of their mission. Comprising an administrative team, a dental team, a surgical team, and a medical team, the Loma Linda University Medical Center – Murrieta volunteers — 27 strong — embarked on a transformative journey. By the end of their mission, they had conducted 14 surgeries, assessed the health of over 300 patients, and provided much-needed dental care that revitalized countless smiles. The administrative team diligently navigated the intricacies of patient charts and records, channeling their energies towards streamlining the process.

Every interaction bore testament to the impact they were making. The gratitude and appreciation of the patients mirrored the compassion that flowed freely from the hearts of the volunteers. The collective sentiment was that of a mission accomplished — a profound and resonant difference had been made in the lives of those they touched! At the end of each day, team members gathered to debrief and share their experiences, humbled by the feelings of humility, echoing the sentiment expressed by the apostle Paul in Colossians 3 — a timeless reminder of living life as vessels of Christ’s love. Fatigue, discomfort, and the tropical heat were mere trifles in comparison to the profound faith and enthusiasm that propelled them forward.

As the mission trip came to a close, a poignant symbol marked the culmination of their efforts — Remembrance Day. This day the team gathered together to plant individual trees, each a testament to a life touched and transformed. With hearts full and spirits inspired, the Loma Linda University Medical Center – Murrieta team departed Belize, carrying within them the lessons of compassion, humility, and unwavering faith. The mission trip was not merely a journey to a distant land; it was a pilgrimage of the heart, a sacred passage that left an indelible mark on both those who served and those who were served.

As they look ahead, the team eagerly anticipates their return to Belize, knowing that their mission is not confined to borders, but spans the boundless landscape of human connection and divine purpose.

This reminds us of the sacred words from Hebrews 13:16, *“And do not forget to do good and to share with others, for with such sacrifices God is pleased.”*

Global Story: Belize Mission Trip (Continued)



It was a pilgrimage of the heart, a sacred passage that left an indelible mark on both those who served and those who were served.

THE BUTTERFLY PROGRAM

*“Where do I begin?” “What can I say?”
“How do I best help this family?”*

These are the thoughts many NICU and Maternity Services nurses have as they face caring for the family experiencing the loss of a baby. The Butterfly program, formerly known as the “Resolve Through Sharing (RTS)”, was created to guide nurses in the care of patients experiencing the loss of a baby through miscarriage, stillbirth, or newborn death.

Providing nursing care to this unique patient population can feel overwhelming and isn’t necessarily intuitive. Therefore, every nurse hired to NICU and Maternity Services receives the “Butterfly Class” that is based upon the Resolve Through Sharing (RTS) Perinatal Bereavement model. This education equips the nurse with specialized bereavement care knowledge, and tools to reduce anxiety and increase confidence in providing evidence-based, compassionate care. One of most significant components of RTS care is to provide families going through the loss of a baby the option to see, hold, and even care for their precious one at the end of life. In the NICU, families are taken to the serene, peaceful environment of the Butterfly Room to say their goodbyes. For some, this is the first time they are seeing their babies without tubes, lines, and the distraction of alarms. In Maternity Services, a butterfly symbol is placed on the outside of the mother’s room to signify the loss of a baby, and to encourage sensitivity to sacred moments happening within.

Mementos and keepsakes are created for parents to take home in their otherwise empty arms. Hand and footprints are taken, clay impression or plaster molds are made, and babies are gently posed for photos. Teddy bears, porcelain hearts, and other keepsakes are tucked into a memory box that will go home with the family to be treasured for a lifetime.



The specialized bereavement care that our families receive does not end upon discharge. The parents are given a brochure directing them to the Butterfly program website, where they will find grief resources and information for programs, such as the Loma Linda University Children’s Hospital’s Always in My Heart support group. The Always in My Heart support group is offered to Children’s Hospital patients, and parents throughout the region who have lost a baby through miscarriage, stillbirth, or newborn loss. The Butterfly program website also provides information for Loma Linda University Children’s Hospital Hopeful Journey support group for women walking the path of grief and hope during pregnancy after loss.

An extraordinary way the Children’s Hospital serves families who have lost a baby is through the Loma Linda University Children’s Health A Walk to Remember event. This walk is held each October in honor of national Pregnancy and Infant Loss Awareness Month. This special event includes a remembering service, followed by a dove release and brief walk. Loma Linda University Children’s Hospital’s A Walk to Remember has been so greatly embraced that we have grown from 75 participants, to over 2,000 in 2022. The compassionate care of the Butterfly program is a beautiful way that our motto, “To Make Man Whole,” is fulfilled.

SUPPORTING OUR HIGH SCHOOL NURSES

Compassion does not start and end at the bedside, it begins with the community, and at LLU Children's Hospital endocrinology clinic, our staff gave compassionate support to nurses employed at local high schools to see how they can be of assistance. After receiving many calls and requests from school nurses needing updates on diabetes management and clarification of medication orders, our staff designed a course for school nurses to refresh and enhance their knowledge in the management of school-age children with diabetes. Not only would this help school nurses employed in Riverside and San Bernardino counties enhance their knowledge of nursing clinical practice guidelines, but it would also help students with childhood diabetes and with management of insulin pumps, continuous glucose monitors, hypo-/hyper-glycemia and nutrition.

This initiative was multidisciplinary in nature, utilizing our nurses and physicians. The nursing team consisted of Ana Mendez, BSN, RN, CPN, Patience Garon, BSN, RN, CDCES, Mirna Galindo, BSN, RN, and Brittany Yanez, BSN, CDCES. Mendez also worked with Staff Development for registration and availability of CEU credits for the nurses receiving the course. LLU Children's Hospital Pediatric Diabetes Medical Director, Dr. Sena Orsdemir was supportive and participated in the educational event, which was to be held annually.

The inaugural education session, "Diabetes Management in Pediatrics" was held on September 9, 2022, and was well attended. Of those present, seven school districts were

Our staff designed a course for school nurses to refresh and enhance their knowledge in the management of school-age children with diabetes.

represented, and thirty-seven school nurses attended. School nurses voiced that it was wonderful to finally meet in person those that they have been in contact with for so long. They also expressed happiness and positive feedback that they were able to ask in-depth questions. After the course, many questions came up that the LLU Children's Hospital nurses were more than happy to answer. Questions such as, "What if the child doesn't eat?" or "How should I adjust insulin pump delivery prior to physical education classes?"

Our staff shared their experience with this event, "It made such a difference to meet the school nurses in person. When questions were asked by the nurses all the nurses were engaged and they all wanted to know the answer to each other's questions." The second annual "Diabetes Management in Pediatrics" was held on September 22, 2023, and featured a registered dietician and a social worker. We look forward to sharing continued compassion for each other and our patients.



HELPING LIVES THROUGH SAFE PRACTICE AND MENTORSHIP

At Loma Linda University Medical Center – Murrieta, we have a passion for supporting our community outside of the hospital structure, which includes involvement in our local high schools. Currently, we have two volunteer programs that include cardiac education and mentorship.

Cardiac Education

In 2016, a 13-year-old boy drowned in the pool at a local high school during an end of the year celebration. After this terrible tragedy, the local schools decided they wanted to teach hands-only CPR to all of their incoming freshman. Loma Linda University Medical Center – Murrieta answered the call. Since this time, our Cardiovascular services staff has been teaching hands-only CPR to freshman students at three of our local high schools. We also visited the local elementary schools and provided early heart attack education and hands-only CPR demonstration.

This has been a wonderful opportunity to partner with the school district and really make a difference in our community. We are also committed to raising awareness of early heart attack care by providing engaging education for the community. Our focus is on promoting good health and prevention through educational and interactive activities for both children and adults in our community. Together, we can extend care beyond the hospital walls and create a healthier and happier community. Our outlook is if only one more person is saved, then we have done our job.

Mentorship

Kristin Butler, MSN, RN, executive director of Patient Care Services at the Murrieta hospital, joined other healthcare professionals in mentoring high school students with their future plans and career questions pertaining to healthcare. Butler shares, “This mentorship journey was beautiful and fulfilling for both the mentee and me.”

The program consisted of healthcare providers meeting once a month for hour-long sessions with students either in group sessions or individually paired through assignment from the instructor. This structure and the activities completed allowed for a personal connection for students to be able to have guidance and encouragement unique to their career goals. Many times, this program allowed for the connection between mentor and mentee to flourish and blossom. “This young lady and I forged a bond that will never be broken,” continues Butler. “She will enter her senior year this year and I will always remain connected with her. She will one day work for our hospital, and I will help her continue on her journey.”



COMMUNITY PLAYERS: CHILDREN'S HOSPITAL LITTLE LEAGUE

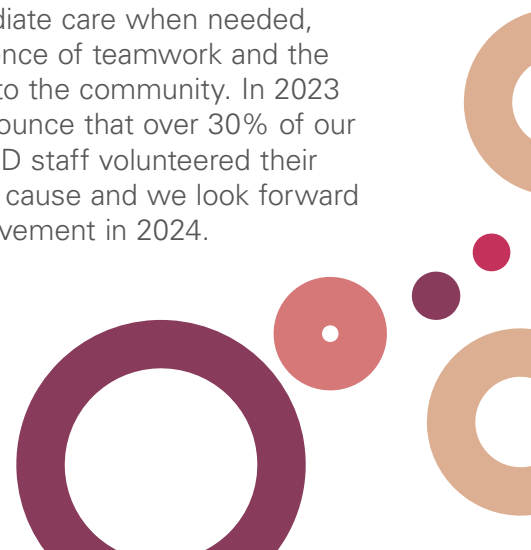
The Western Regional Headquarters, situated in San Bernardino, serves as the arena where Little League teams representing the Western and Northwest regions of Little League compete for the coveted spots in the Little League World Series, both in softball and baseball.

In 2018, April Meehleder, the new director for The Western Region Headquarters, aware of Loma Linda University Children's Hospital's stellar reputation, reached out to the Chief Nursing Officer, Sherry Nolf, DNP, RN, asking if the Children's Hospital would be willing to provide a medical team during upcoming playoff tournaments. Sherry immediately reached out to the Children's Hospital Emergency Department (ED) staff, knowing they loved baseball and knowing that taking care of kids is what we love to do!

This year was the fifth consecutive tournament and Loma Linda University Children's Hospital Emergency Department's team of nurses, technicians, and doctors, generously gave their

time and expertise to support the little league playoff games. They were present on-site, ready to respond to any medical situations that might arise during the high-stakes games. Their quick thinking, proficiency, and ability to remain calm under pressure were instrumental in providing the athletes and their families with peace of mind.

By volunteering their services, Children's Hospital Emergency Department (ED), demonstrated the power of community involvement and their dedication to ensuring the safety of young athletes pursuing their passion. Their selfless commitment to keeping the games injury-free, and providing immediate care when needed, exemplifies the essence of teamwork and the spirit of giving back to the community. In 2023 we are proud to announce that over 30% of our Children's Hospital ED staff volunteered their time to this amazing cause and we look forward to even greater involvement in 2024.



Loma Linda University
Children's Hospital
Emergency Departments
team of nurses,
technicians, and doctors,
generously gave their
time and expertise to
support the little league
playoff games.





COMPASSION AND POLITICS: YVETTE WOODRUFF-PEREZ'S STORY

The journey began with a young nursing student who stepped into the world of politics, a place unfamiliar to her. Through determination and the support of a small yet powerful team, she found herself in unexpected positions of authority, culminating in a visit to the White House. Her message resonates: If she could rise, so could others. The core of her tale is compassion.

Back in 2013, Yvette Woodruff-Perez, MSN, RN, was a nursing student seeking part-time work. A suggestion from her husband led her into a political race she knew little about. This leap of faith saw her assembling a team and delving into her city's history and needs. As if diagnosing a patient, she assessed the political landscape and applied her nursing skills to the task. Her campaign, initially guided by youthful innocence, involved opening conversations and meeting people by distributing cupcakes to her community. Yet, it was her nursing journey that captured people's hearts. Knocking on doors, she connected through her

commitment to nursing, gaining trust and securing victory as the Mayor of the City of Vernon. Serving her community, passing nursing exams, and landing her first nursing job marked her journey's next phase.

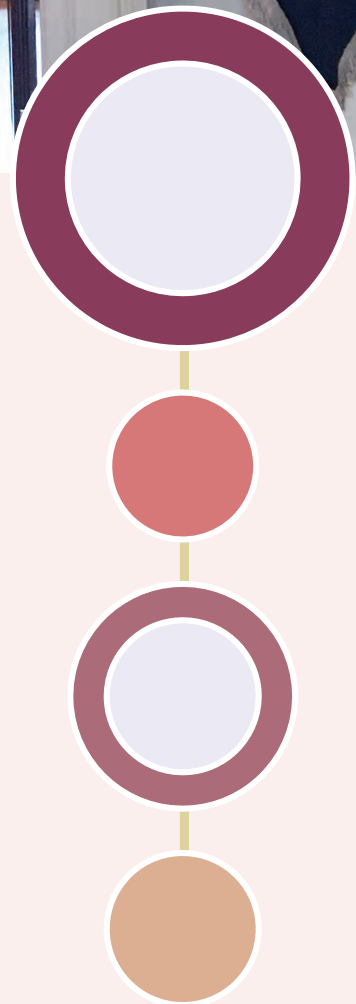
Woodruff-Perez began working in the Loma Linda University Children's Hospital Emergency Department and continued to win hearts at the bedside and in the political arena. After much hard work serving her community, Woodruff-Perez received an unexpected call: an invitation from the White House. In meetings with world leaders, she tackled crucial issues like the opioid epidemic, education, and healthcare, drawing parallels between nursing and policymaking. Woodruff-Perez shares, "I think if I would have known how strong our platform was, I would have been advocating for more nurses to get into politics." Her plea is for fellow nurses to claim their seats in government, using their unique perspectives to shape policies and elevate the profession.





For those interested, she has sound advice as working with the media can be a sensitive area. She advises setting a narrative and sticking to it. Preparedness was her mantra, drawing parallels to nursing's foundation. Her diverse nursing exposure equipped her to understand and connect with various communities. For example, using the nursing process, evidence-based research, and theoretical frameworks lent her a strong foundation in policy discussions and public speaking. She realized nurses possessed a potent platform for change, a realization that spurred advocacy for more nurse involvement in politics.

Her final messages echo kindness, self-care, and a call to amplify nursing's impact. Her story, from nursing student to White House participant, exudes compassion, demonstrating that even in the corridors of power, empathy and nursing values can thrive.





Care for the Caregiver

Choose one treat, OR chocolates two,
And we will hand your choice to you!

Care for the Caregiver

PRAYER REQUEST
In everything, by prayer and supplication with thanksgiving, let your requests be made known to God. — Philippians 4:6

First-aid for the heart
If you would like peer support, go to one.luh.org/C4C or email codelavender@llu.edu

LOMA LINDA UNIVERSITY HEALTH

FOR EACH OTHER



CARE FOR THE CAREGIVER (C4C)

Most of us enter the field of nursing with aspirations to help others, make a difference, and experience significance in our careers. However, the inherent stresses of working in a hospital can take a toll on personal well-being, and steal joy and meaning from the work we do. Adverse and traumatic work events can compromise emotional health, causing stress, anxiety, depression, isolation, and feelings of guilt or incompetence, which can challenge work-life balance. Over time, these experiences can lead to burnout, compassion fatigue, and may even cause secondary trauma in which caregivers are traumatized by a critical patient event.

The Care for the Caregiver (C4C) program, a new resource at Loma Linda University Health, is designed to raise awareness of the negative impact adverse events can have on our caregivers and to respond with support and resources to reestablish wellbeing. This multidisciplinary Peer Support Team is trained to respond to Code Lavenders (a peer support request for any team member experiencing an adverse work or personal event), and to offer “emotional first-aid,” which validates the normal reactions and feelings that come with critical events. Simply having someone care and listen can bring relief to the emotional burden created by these stressful experiences and provide a faster track toward feeling whole again.

The C4C Peer Support program provides an opportunity for those who are passionate about supporting others to join a team that responds to Code Lavenders. C4C Peer Support Team members are trained to utilize their gifts of listening and empathizing to validate the difficult emotions that often come after a stressful or traumatic work event and offer support to the affected peer(s).

In addition to responding to Code Lavenders, the C4C Program offers Stress First-Aid (SFA) stations, Care Cart Rounds, and Staff “Pawtrols”. The SFA stations are for nurses to de-stress with a foot massage and learn about the C4C Program and its resources. Care Cart Rounds are made on the units by peer supporters who offer encouragement, resources, and chocolate to each employee. Staff “Pawtrols” (pet therapy) bring joy and smiles to our co-workers as our peer support dog offers “paw support” to our staff.

One of the C4C Care members and Director of Inpatient Care, Yaniz Seeley, MSN, PMHNP-BC, shares, “I was excited to hear about the C4C Program, and I still remember where I was standing in the main hallway of the Behavioral Medicine Center, when I was invited to join the team. Employee well-being is one of my top priorities and I have seen the tremendous impact that peer support can have in a department.”



Care for the Caregiver (Continued)

In asking about other ways the group grows as a team, Seeley continues, "One of my favorite parts of being on the C4C team has been the implementation of a Peer Support Prayer Group that meets every second and fourth Wednesday during the lunch hour. These precious spaces in time have been an added layer of peace and stress relief for any who chooses to join. When we provide support and compassion to colleagues, it's important to grab opportunities for self-care. Scripture reminds us that when we come to God with our anxieties, our needs and our gratitude, His Peace is ours for the receiving (Philippians 4:6, 7). These Wednesday prayer times provide an outlet for self-care so that we can continue to provide compassionate support to the peers we serve!"

The C4C Program is designed to inspire and help maintain a culture of caring in our hospital by modeling the core values of compassion, teamwork, and wholeness to promote resilience, work fulfillment and overall wellbeing. Offering compassionate support through our Care for the Caregiver Program can make a difference in the lives of our amazing nurses!



PAWTROL: PET THERAPY FOR NURSES

Highlighting an evidence-based practice solution to a current nursing problem, Kelsey Trujillo, BSN, RN, and 2022 Evidence-based Practice Fellow, developed a trial program to address the increased stress levels of nurses in the pediatric intensive care unit (ICU). In her examination of the literature, she found that Pet Therapy had been proven to decrease levels of stress in the workplace, and as a result she was able to develop a protocol for the use of pet therapy for nurses.

The objectives of her project were to determine how pet therapy for night shift nurses in the pediatric ICU would affect workplace mood and nursing burnout. Her pre-survey of nursing staff using the Maslach Burnout Inventory found that among the nurses who participated, 71% had moderate to high occupational exhaustion, which decreased to 57%. In depersonalization, 86%

were experiencing moderate to high pre survey, which reduced to 71% post survey, and all indicated low level of personal accomplishment, improving in the post-survey to 57% low and 43% moderate levels.

In addition to the Maslach Burnout Inventory, she assessed changes in moods of the nurses before and after a visit by the pet therapy dog. She found that the average change in mood during 131 encounters, improved from 2.7 stars (low mood) to 4.8 stars (high mood), with 105 participants in the survey.

The staff was so excited by this project and awaits its continuation. This project was handed off to our Care for the Caregiver team which will be expanding PAWtrol to other units and shifts over the next year.

CARING FOR SUPPLEMENTAL STAFF USING TECHNOLOGY

Supplemental Staffing Network (SSN) is comprised of different divisions that support supplemental staffing needs at Loma Linda University Health. Among these divisions are teams that support the staffing needs of clinical areas such as the Flexible Integrated Team (FIT), SSN per diems, and Student Nurse Assistant Program (SNAP). These teams are vital to the nursing staff demands of healthcare systems to ensure that safe and quality patient care is delivered. Supplemental staff works across our health systems, so getting timely feedback on working conditions from staff and on-site performance evaluation from on-site co-workers is difficult to capture.

Using Nintex Forms and Workflow Automation, the Experience Form and Evaluation Form were developed for the Supplemental Staffing Network at Loma Linda University Health. The Experience Form provides supplemental staff the opportunity to rate their work experience on the following: Welcoming Environment, Appropriate Assignment, Teamwork, Staff Availability, and Embracing Core Values. This form also allows supplemental staff to share if there is any co-worker they would like to commend for helping them through the day. This is shared to the manager of the patient care department. The submission triggers a notification to the manager to follow up with the patient care area for any concerns or positive feedback. The submission also triggers a request to the on-site supervisor to evaluate staff. The Experience Form ratings and feedback are shared with the department leaders to provide awareness of the work experience of the staff, and the Evaluation Form results can be used by the manager for the staff Annual Performance Evaluation.

Retention and performance growth are vital to the sustainability of a Supplemental Staffing and Flexible workforce program. With the Experience Form, supplemental staff were given a voice to express their experience, positive or negative, and use these perspectives to address unhealthy working environments and provide meaningful feedback to clinical areas. This opportunity for staff to share their experiences creates a platform for them to be heard, providing managers with a tool to advocate for their employees. The Evaluation Form gave managers useful data to evaluate their staff based on on-site performance. This also gives the supplemental staff feedback to know how effective they were as a patient care provider and as a team player which leads towards performance and skills improvement. Since implementation of this form, the SSN managers have received about 13,000 experience forms and 4,000 completed evaluations, which led to numerous opportunities for management to advocate and promote professional growth.

The Experience Form along with the Evaluation workflow is currently embedded in SSN EduSource, the official mobile app of Supplemental Staffing Network. The Supplemental Staffing Network leadership team continues to find ways to leverage technology to support their staff and find creative ways to strengthen partnerships with departments at Loma Linda University Health.



The feedback helps the staff and unit to know what is needed and what works for the float SSN personnel.

Feedback from employees:

Kolini Manu, SSN Manager:

- Employees have good intentions to provide the best care possible. When peers provide feedback that acknowledges this, it encourages employees to continue to do things that make patients and families feel cared for.
- This creates an opportunity for managers to remind employees that they are doing a great job and employees feel recognized.

Gwen Kolb, SSN Fit RN:

- The Experience Form has been very helpful. I personally take it as a positive. The feedback helps the staff and unit to know what is needed and what works for the float SSN personnel. If there is negative experience, the feedback will help the unit change and make it a better unit for the future.

THE SUCCESSION PLANNING PROGRAM

With the growing number of nurses planning to retire in the next five years, preparing new leaders is crucial for organizational succession. To address the need for nursing leaders, a structured succession planning program was developed to introduce and improve the leadership skills of frontline nurses. Initiating leadership courses at the frontline or new team leader level can provide a greater understanding of leadership skills.

We started the pilot with nine acute care nurses new to team leading. Participants attended three, two-hour leadership development sessions. Each session focused on one aspect of the American Organization for Nursing Leadership (AONL) Nurse Manager Competency domains: the science, the art, and the leader within. Torey Evangelista and Jet Role taught the science session, Patti Radovich led the art, and Norie Bencito facilitated the leader within. In addition to leadership development content, situational scenarios were given to the participants, allowing them to practice leadership skills between sessions. The pictures display samples of one of the activities that required the participants to create a collage to illustrate the meaning of leadership to them. Participants also attended a one-on-one coaching session focused on building the leader within. All nine of nine (100%) reported that participation and the information provided contributed to them being better nurse leaders and was relevant to their current role as team leader.

These classes, with support and guidance, may encourage leadership development, promoting a more competent and confident pool of nurse leaders.

After the success of the pilot program, the training was expanded to two and a half hours per session and was opened to nurses new to leadership through Staff Development, offering 5.5 CEUs. Over 30 enrolled and the feedback was positive. As results were shared with executive nursing leadership, starting classes in the Murrieta campus was considered. Moving forward, the Loma Linda campus will offer two classes a year, while the Murrieta campus will offer the same class once a year, providing options for upcoming nurse leaders to attend the session cluster most convenient to them. The managers may opt to enroll staff that show potential or interest in leadership. This can also help minimize starting charge nurses in the role unprepared, “baptism by fire”, or those who may not be a fit, “Paul doing Peter’s job.” These classes, with support and guidance, may encourage leadership development, promoting a more competent and confident pool of nurse leaders.



WHAT IS YOUR WHY?

The concept of “Your Personal Why” was highlighted this year at the Loma Linda University Medical Center – Murrieta campus and challenged staff members to acknowledge their own personal reasons for choosing a career in healthcare. Every individual has a unique personal story that created the desire and passion to care for those in need. “What is Your Why” was a devotional that was initiated at a monthly charge nurse meeting and encouraged the charge nurses present to recall their original motivation for a position as a unit leader and use that personal positive spark to navigate throughout their day. The healthcare profession has been devastated over the last few years and healthcare workers have felt the emotional impact of the pandemic.

This devotional highlighted the role as a leader and encouraged those in that position to maintain a positive and trusting environment throughout the hospital to assist in patient and staff satisfaction. Leaders were challenged to create a positive learning environment for staff members, free from judgment or embarrassment, and give individuals the opportunity to learn and ask questions. This devotional was presented a second time to the hospital directors and administration and challenged those individuals to remember their original motivation for leading others. The devotional encouraged them to avoid the daily distractions that attempt to alter our progress towards our original goals and maintain a unified focus.



5700: PEER-TO-PEER NEST PROJECT

Cristina Knutson, BSN, RN, CCRN, with some members of the Pediatric Intensive Care Unit (PICU) professional governance council initiated a peer-to-peer education system on their unit, entitled the Nurse Education and Support Team (NEST). Prior to developing this project, the unit had piloted a peer-led skill of the month that received positive feedback from the nurses. Staff comments related to these were: “enjoyed the hands on,” “felt comfortable asking questions,” and “learned things [they] did not know before.” Since 2019 the unit had lost 28% of their new hires, 15 out of 53 nurses.

In March of 2022, the Gallup Employee Engagement Report, an employee workplace satisfaction survey, revealed that PICU bedside staff engages with one another and positively collaborates with fellow peers for their work. It also showed opportunities in the following areas: support related to patient safety errors, staff fear to question when something does not seem right.

Prior to the initiation of this program, education was led by the management and leadership team. The education was distributed to bedside staff in person, through online modules, or Zoom. The council found that when providing education in a large group setting, the staff can feel uneasy about raising questions. Providing education through online modules may cause the audience to lose interest. The new program, based upon the literature, would allow peer-to-peer education to empower the bedside staff, increase feelings of competency and create a healthy work environment.

After meeting with the leadership team, the proposal was approved and accommodated the budget for this new method of training,

which was adapted from Boston Children’s Hospital. The team developed the project and implemented an education program for bedside nurses using champions (NEST coaches) on the PICU to provide pre-scheduled and just-in-time peer-to-peer education several times a month.

The program coaches were selected by the professional governance council. This is a paid position for four to eight hours a month per coach, not to result in overtime. The position is being funded by half of the training budget. The coach qualifications were a minimum of one and a half years’ experience, a current preceptor, BSN, and exemplify leadership traits such as being flexible, approachable, engaging and supportive.

Before they implemented the new program, the council used the following tools to obtain baseline data: confidence in skills survey (self-made), the Connor-Davidson Resilience-Scale (CD-RISC10 survey), a general confidence in the PICU survey (self-made) and the NEST coach satisfaction survey. The council surveys the staff on, before and after each session on confidence with the skill and then at six months resurveyed using the CD-RISC10 survey.

NEST coaches have monthly sessions with bedside nursing staff on both shifts. The day shift has a one four-hour coaching shift weekly, and night shift has a two four-hour coaching shifts weekly. The team has been reviewing skills such as setting up an external ventricular drain (EVD), how to zero and level the EVD, properly drawing sterile labs from central line, and how to place a c-collar during these sessions.



LOMA LINDA UNIVERSITY
CHILDREN'S HEALTH

LOMA LINDA UNIVERSITY
CHILDREN'S HOSPITAL
Certified Nurse

LOMA LINDA UNIVERSITY
CHILDREN'S HOSPITAL
Certified Nurse

LOMA LINDA UNIVERSITY
CHILDREN'S HEALTH

LOMA LINDA UNIVERSITY
CHILDREN'S HEALTH

THE MURRIETA ACUTE CARE EMERGENCY TEAM (ACE TEAM)

Amidst surging patient volumes, Loma Linda University Medical Center – Murrieta was in a unique position to formalize double occupancy within private rooms during the State of Emergency under the All Facilities Letter (AFL). As circumstances have resolved and we returned to normal licensed bed limitations, the team was challenged to create a strategy to care for the growing needs of its community. This need especially was seen with the closure of 72 beds. With the community’s needs still present, leadership decided that they needed to come up with a strategy to not decrease the census as there were still many people that needed compassionate care.

In working with the California Department of Public Health (CDPH) in the past regarding inpatient holds, their preferred space for utilization was an outpatient space, in our case, the Emergency Department (ED). Although the ED team has had holdings before, this change comes with extreme challenges for both patients and staff. As leadership and staff made steps to return to the ED for inpatient holds, they knew they needed to create a process that better addressed the challenges, and where inpatient nurses would struggle less in their care delivery in an environment that did not feel like home.

The first step that the Murrieta hospital leadership took in this process was to seek feedback from the frontline staff that worked in that space previously to find out what made the overflow

process challenging. Insights highlighted pivotal challenges: lack of support, inadequate breaks, and lack of oversight. Recognizing an opportunity for leadership intervention that might improve findings, the decision was made to introduce a unit leader or charge nurse for this holding area.

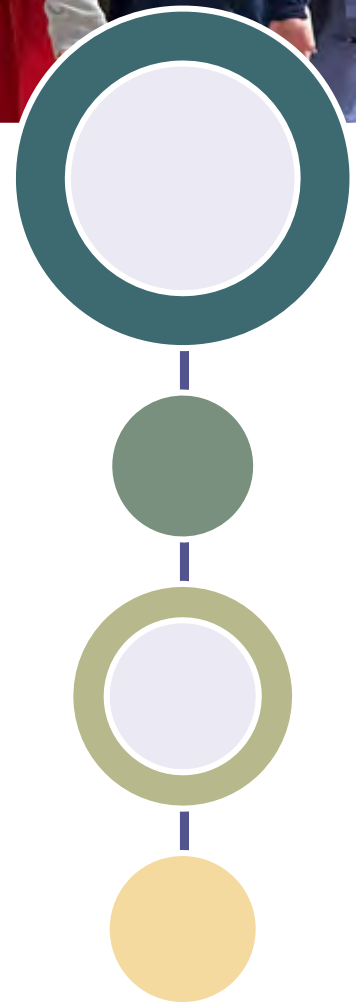
Denise Robinson, DNP, interim chief nursing officer, felt strongly that this area needed to feel like a team: be identified, have a name, and be special! Consequently, unit managers started to recruit for charge nurses from the various units that would be interested in serving in the ED holding space. During this process, Karen Forhane, DNP, director of Critical Care Services, suggested the name Acute Care Emergency Team (ACE Team) so that the team would be distinct to this practice area.

With a well-defined identity, the team was taking shape. The next step was to prepare the staff. The recruited ACE charge nurses took part in a robust training that prepared them for their new role. Joey Meyer, RN, BSN, ED manager, was pivotal in the training success as the ED team needed to see a spirit of collaboration within leadership. This collaboration was critical as the ED charge and ACE charge needed seamless, constant communication so that their influence would resonate down to the bedside staff. Janine Gasper, MSN, director of Acute Care Services, was appointed leader over the ACE team, and was pleased to see that the charge nurses were full of ideas and positive energy as they went live on day one.



Devoted to fostering inclusivity, Robinson advocated for the integration of ACE team specialists in weekly meetings. She wanted this team to have a voice at these meetings and have the other attendees benefit from the infectious positivity they brought. This rounded out the ACE team in a special way that ensured no one was left out — they truly were one team!

The initial feedback from both nursing and patients has been extremely positive. Nurses that float to this space come from all floors and from our flexible integrated team (FIT) have stated that the implementation of a charge nurse has made a tremendous difference in their float experiences. The patient's experience is also impacted by this role and team as they can better coordinate care, plan movement and address patient needs. Despite being in the holding space in the ED as inpatients, patients have shared wonderfully encouraging statements towards these efforts to serve them and meet their needs.





DOODLE ART CONTEST

In order to strengthen staff morale, the Employee Spiritual Care committee spent some time brainstorming ways to engage nursing staff in a fun, departmental project. To help lift spirits in the middle of winter, nursing areas were invited to participate in a Doodle Art contest, sponsored by Employee Spiritual Care and Magnet. Dianna Montgomery, manager of Employee Engagement, and a member of the Spiritual Care committee, volunteered to create three posters. LLU Children's Hospital nursing departments received the "Love" posters; LLU Medical Center adult hospital units and the Behavioral Medical Center received "Hope," while Loma Linda University Medical Center East Campus, Loma Linda University Surgical Hospital and Loma Linda University Medical Center – Murrieta received "Faith". Staff enthusiastically participated, some saying it was the best activity they had done together since before the pandemic. Nurse leaders and administration were the judges and had a very difficult job choosing one winner among their many favorites.

Winners for each area:

- LLU Children's Hospital, 9C Adolescent
- LLU Medical Center, 8300 Observation
- East Campus/Surgical Hospital, SH OR
- Behavioral Medicine Center, Inpatient Adult Services
- LLU Medical Center – Murrieta, House Support



To help lift spirits in the middle of winter, nursing areas were invited to participate in a Doodle Art contest.



**FOR OUR
GROWTH
AND IN
CELEBRATION**





THE DAISY AWARD PROGRAM

The DAISY award is a meaningful recognition program to celebrate the excellent and compassionate care that nurses provide each and every day. It was inspired by Patrick Barnes, a patient who suffered from an auto-immune disease. In his memory, the Barnes family started the DAISY (Diseases Attacking the Immune System) Foundation in 1999 to honor the extraordinary nurses who took care of their son. Today, the program has grown into more than 4,000 healthcare organizations and nursing schools in the United States and has blossomed to more than 29 countries worldwide.

At Loma Linda University Health, we present the DAISY Award to our clinical nurses in recognition of not only their excellent and compassionate nursing care, but also for living up to our organization's mission and values. We hold our DAISY Award presentations twice a year in May and in December, and celebrate our DAISY Award Honorees from each of our hospitals, including Loma Linda University Medical Center, Dennis and Carol Troesh Medical Campus, Loma Linda University Children's Hospital, Loma Linda University Medical Center East Campus, Loma Linda University Surgical Hospital and the Outpatient Surgery Center, Loma Linda University Medical Center – Murrieta, Loma Linda University Behavioral Medicine Center, and the advanced practice registered nurse group. In addition, our partners at Loma Linda University School of Nursing honor nursing students and nursing faculty with the DAISY Award for Academia.

This cycle, we introduced the newest family of DAISY honor to our hospital and launched the DAISY Nurse Leader Award! The DAISY Foundation created this award "to recognize nurse leaders for creating an environment where compassionate care by clinicians can thrive. An environment where attributes of trust, compassion, mutual respect, continued professional development, and ethical behavior are modeled and supported." Eligible nurse leaders include nurse educators, clinical nurse specialists, nursing house supervisors and administration charge nurses, nurse coordinators and specialists, nurse managers, nurse directors, nurse administrative and executive directors, nurse assistant vice presidents, and chief nursing officers. One nurse leader across the hospital system is honored every December.

DAISY HONOREES – WINTER 2022



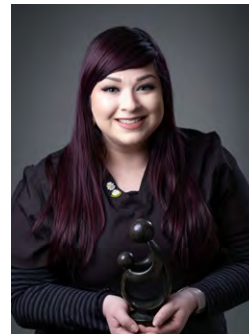
Hina Ahmed, BSN, RN, CMSRN
12A Medical Progressive Care
LLU Medical Center
Dennis and Carol Troesh
Medical Campus



Lanette Campagne, BSN, RN
1300 Medical Acute
LLU Medical Center
East Campus



Deanne Smart, BSN, RN
Pediatric Hematology
and Oncology
Children's Hospital



Melanie Martinez, BSN, RN, CPN
7C and 8C Acute
Care Pediatrics
Children's Hospital



Danny Na, BSN, RN
Case Management
LLU Behavioral Medicine Center



Tamara Clare, BSN, RN
Medical Telemetry
LLU Medical Center – Murrieta



Kimberly Hillyer, DNP, RN, LNC, NNP-BC
Advanced Practice Services – Peds
Advanced Practice and
Specialty Nurse



Janae Jones, Director, Patient Care, MSN, RN, CCRN-K
Peds Critical Care
DAISY Nurse Leader

Not Pictured:

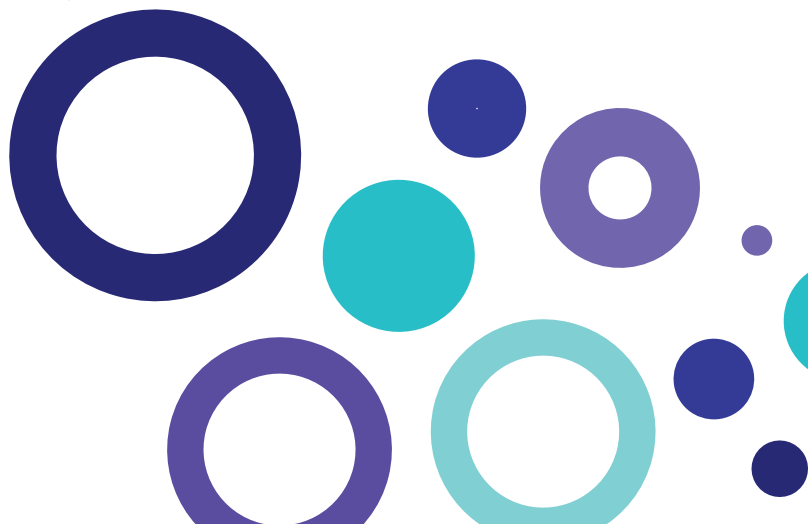
Winter 2022

Helen Chan, BSN, RN
11A Medical/Cardiac Care
LLU Medical Center
Dennis and Carol Troesh Medical Campus

Danya Egger-Rasmussen, BSN, RN
Surgical Hospital Perianesthesia
LLU Surgical Hospital and Outpatient
Surgery Center

Spring 2023

Carlota Contreras, BSN, RN
11A Medical/Cardiac Care
LLU Medical Center
Dennis and Carol Troesh Medical Campus



DAISY HONOREES – SPRING 2023



William Bradley, BSN, RN
 Cardiac Specialty and MCS
 LLU Medical Center
 Dennis and Carol Troesh
 Medical Campus



Floren Lee, ADN, RN
 Case Management – Rehab Intake
 LLU Medical Center
 East Campus



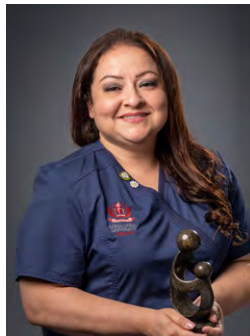
Michael Lopez, BSN, RN
 Surgical Hospital Perianesthesia
 LLU Surgical Hospital and
 Outpatient Surgery Center



Terri Thompson, DNP, RN
 Supplemental
 Staffing Network for
 Maternity Services
 Children’s Hospital



Lisa Johnson, BSN, RN
 3700 Neonatal ICU
 Children’s Hospital



Melissa Diaz, BSN, RN, PMH-BC
 IP Substance Abuse and Recovery
 LLU Behavioral Medicine Center



Kelly Robinson, BSN, RN
 Medical Telemetry
 LLU Medical Center – Murrieta



Yvonne Fankhanel, BSN, RN, CWOCN
 Advanced Practice
 Wound Care and Ostomy
 Advanced Practice and
 Specialty Nurse

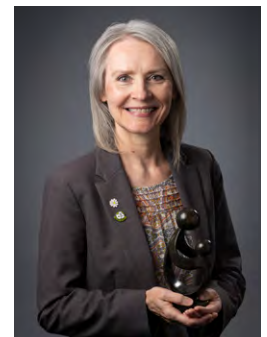
DAISY AWARD FOR ACADEMIA



Kaitlin Magner
 LLU School of Nursing Student
 DAISY Award for Nursing Student
 (Undergraduate): Fall 2023



Kailey Doty
 LLU School of Nursing Graduate
 DAISY Award for Nursing Student
 (Graduate): Spring 2023



Sabine Dunbar, DNP, RN, NMW, CNE
 DAISY Award for Nursing Faculty
 Spring 2023

FEATURED DAISY SPOTLIGHTS

Hina Ahmed, BSN, RN, CMSRN

Clinical Nurse, 12A Medical Progressive Care Unit



I wanted to nominate Hina for the DAISY award because she is the best nurse I have ever come across and with my dad's illness we have been to the hospital, and through many nurses. The thing that stands out

most about Hina is that she has this ability to make you feel like you are the only person that matters. She did this for my dad and myself. Every time she was his nurse not only did she make sure his needs were met, but that mine were also. She is very approachable and has such a good heart. She always made me feel like I was talking to an old friend and I could tell her anything and everything. Going above and beyond her duties as a nurse she would spend many days with us at my dad's bedside, holding his hand comfortingly, while listening to all of my stories about what an incredible dad and mother he was to me. One time my car would not start, and I was devastated that I would not be able to be with my dad that day. I had never gone

a day without seeing him, but I did not know what I could do. Hina was concerned that she called me to see where I was. As I broke down crying and panicking, she called an Uber for me to come pick me up to take me to the hospital. Once at the hospital she helped me make arrangements and figure out what I needed to do next to get my battery changed in my car. I still can't believe how much she did for me and my dad because I would never think anyone would do something as kind and compassionate as that for me. For the longest time it was just me and my dad, so it was nice knowing that I could relax for a little while for once in my life, and have someone else worrying about my dad and me. My dad unfortunately did not make it, and succumbed to cancer, but I often find myself thinking about Hina and what small acts of kindness I can do for someone that would be an example of the kind of love Hina showed us. Thank you.

~ Patient's daughter

Janae Jones, MSN, RN, CCRN-K Director of Patient Care, Pediatric Critical Care Service Line



Janae Jones is the epitome of human understanding and compassion. She is the Patient Care director for the Pediatric Intensive Care Unit (PICU) at Loma Linda University Children's Hospital and although the

events that led to this nomination took place some time back, the impact of her compassion continues to this day, and has left an indelible mark on our PICU patients and their families. I believe that she is deserving of a DAISY award and would like to submit her name for consideration.

Unfortunately, it is not uncommon that our PICU teams are faced with shifting their efforts from stabilization and life-sustaining support to supporting grieving parents and families due to patients having grim prognoses after trauma, chronic illness or unexpected shifts in their acuity. This phenomenon is not unique to LLU Children's Hospital, and there have been many recent viral videos capturing the shock and trauma of such moments, such as videos depicting families of organ donors hearing their child's heartbeat for the first time after their loss. Watching one such video triggered a deep sense of empathy and compassion for a donor's parents, which led Janae to want to create something that would be a lasting and cherished memory for our patients' parents.

The idea that maybe we can give parents a way to preserve the sound of their child's heartbeat, to help them as they grieve, began to formulate in her mind. Janae worked quickly to bring her idea to fruition and began by quietly purchasing sound recorders that make 10-second

recordings. Her intent was to have the patient's heartbeat recorded onto the device then place the sound recorders in a stuffed teddy bear so that parents could hear their child's heartbeat. The families that received these recordings were so incredibly thankful to be able to still hear their child's heartbeat whenever they squeezed the bear.

Janae shared her idea with her team and the team embraced her idea. After a brief trial period, and upon her promotion to Patient Care director for the pediatric ICUs at LLU Children's Hospital, she collaborated with our LLU Children's Hospital Foundation department to secure funding and donations to make this a sustainable practice in the PICU. Because of her vision and compassion, Janae spearheaded the creation of an irreplaceable gift that aids in bringing comfort and healing to grieving parents. Families that have received them have been incredibly grateful for the bears. Being a part of creating this cherished moment for our patients and their families has enriched our teams' lives and helped strengthen resiliency during sad and stressful moments. Because of Janae's continued advocacy for our patients and their loved ones, we have been blessed to have bears and recorders donated by the Big Hearts for Little Hearts Guild (one of our local donor guilds who are passionate about improving care and patient experience at LLU Children's Hospital) such that we are able to continue to provide these bears to our grieving families.

When we know a patient is dying, or being discharged on hospice, our caregivers in the PICU will record the child's heartbeat so the family has a lasting memory. The loss of a child is tragic and often unexpected, no one plans to come to the hospital with their child and leave without them. Giving families this memory of their child to take home with them is a gift we are thankful to be able to provide.

~ Fellow Nurse Leader

LIVING OUR VALUES: KAREN YAP

During the June 2023 Service Recognition celebrating Karen Yap, BSN, RN, PCCN, as a Values Exemplar, Chief Nursing Officer of Loma Linda University Medical Center, Helen Staples-Evans, DNP, RN, NE-BC, recounted her memory as director of Staff Development having a conversation with Karen. Karen worked on the on the Surgical Intensive Care Unit (SICU) in our Hinshaw Towers for seven years, took some time off work to focus on her family, and was about to step back into nursing through the Staff Development Nurse Refresher course. Karen asked Helen, "Do you think I can do it?" Helen replied, "Only you can make that decision."

Karen's nomination and win as a Values Exemplar for Wholeness speaks to Karen's decision on how she practices nursing, and who she is, for Karen embodies the values of compassion and wholeness. Karen currently serves as a morning charge nurse on the Cardiac Progressive Care Unit 10A, with 15 years of service within the Loma Linda University Health organization.

Karen is a prayerful woman. She gives such heartfelt prayers for her team and patients, prayers that are beautiful to hear and are inspiring. When Karen leads huddles and meetings in prayer, her love for the Lord and dedication to service shines.

Our unit often has discharge delays due to transportation issues. We talked about this one day and Karen casually mentioned, "I always keep some cash at work." I asked, "Why, Karen?" Then Karen shared that she donates her money for taxi or bus fares so that patients can be discharged timely when transportation is the only issue holding up the discharge.

We had a young patient (we'll call her Mary) on the unit who had suffered a significant brain injury after cardiac arrest. Her recovery was

When Karen leads huddles and meetings in prayer, her love for the Lord and dedication to service shines.

long-term, and after being downgraded from the ICU, Mary spent considerable time on the Progressive Care unit. During unit rounds, Karen made sure to share encouraging words with Mary, talk to Mary's family, and offer support through prayer.

One day Karen encouraged Mary to keep a positive outlook so she could get better and see her dog. Suddenly, tears welled up in Mary's eyes and Mary became quite emotional. Mary's brain injury meant Mary was unable to express herself in words. Mary moved her mouth with great effort, but only a slight sound came out as her tears continued to flow. Both mom and Karen wiped the tears from Mary's eyes as they comforted her.

We know from research that pet therapy helps people recover and cope better with health problems. Karen went out of her way, advocated for Mary, and received permission from the Patient Experience Department for Mary's dog to visit bedside. It made such an impact on Mary, who was so happy. Karen went above and beyond so that Mary and her family could have this wonderful experience while in the hospital.

May we all live our lives to reflect the values of what we hold dear as we continue to care for our patients with compassion.



*Karen Yap, BSN, RN, PCCN, and
Trevor Wright, FACHE, CEO,
Loma Linda University Health.*

ELEVATING PEDIATRIC TRAUMA CARE

We did it! In a resounding testament to our commitment to high-quality care, May 2022 marked a milestone for LLU Children's Hospital as we successfully completed and surpassed the Level I Pediatric Trauma Center Reverification assessment conducted by the American College of Surgeon's Committee on Trauma. The American College of Surgeons (ACS) is the governing body responsible for verifying Trauma Centers across the United States. ACS Verified Level I Trauma Center status is the national gold standard, validating hospitals' commitment to providing the best possible trauma care at every stage of the patient experience, from the prehospital level to rehabilitation and beyond.

With this latest reverification, LLU Children's Hospital continues to distinguish itself as one of only six Level I Pediatric Trauma Centers in California. Our initial ACS verification dates to 2001, and in 2018, LLU Children's Hospital undertook a specialized Children's Hospital ACS review, earning national recognition among the country's elite children's hospitals as a Level I center for pediatric trauma care. Centers are reevaluated every three years to retain this standing, and LLU Children's Hospitals current verified status will last until 2025.

Under the leadership of Pediatric Trauma Surgery Chief Dr. Don Moores, the meticulous preparations involved collaboration with Pediatric Trauma Program Manager, Nancy Hernandez, BSN, RN, and Pediatric Trauma Services Nurse Ashley Jenkins, BSN, RN, for presentation to

LLU Children's Hospital stands fully equipped to provide unwavering care to children regardless of the severity of their injuries around the clock.

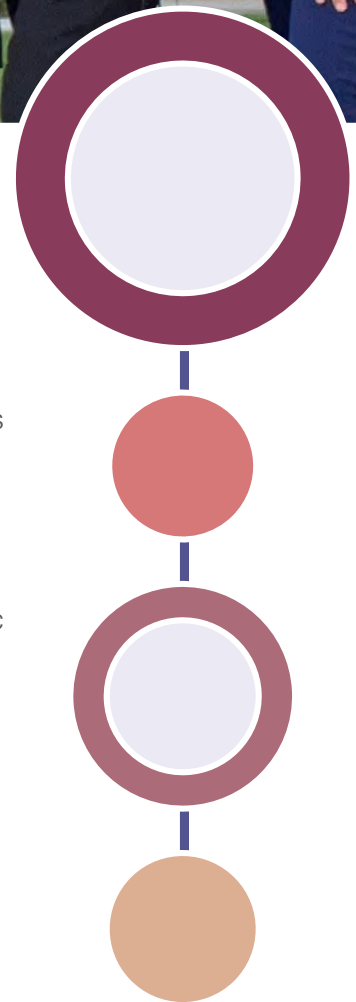
the review team. Physicians and nurses in all areas of the Children's Hospital dedicated to the trauma program served as tremendous resources in the process. LLU Children's Hospital underwent a comprehensive two-day inspection through the ACS Verification, Review and Consultation Program, conducted a virtual assessment of the Children's Hospital resources and performance. Among the evaluated facets were commitment level, care readiness, resource availability, robust trauma care policies, overall patient care quality, the potency of a performance enhancement program, and the scope of injury prevention and outreach. A meticulous review of 301 Level I Trauma Center criteria was undertaken, necessitating not only their implementation, but also the demonstration of excellence in the provision of pediatric trauma care.

As a distinguished Level I Pediatric Trauma Center, LLU Children's Hospital stands fully equipped to provide unwavering care to children regardless of the severity of their injuries, around the clock. Serving as the exclusive



Level I Pediatric Trauma Center for San Bernardino, Riverside, Inyo, and Mono Counties, we cover a vast population of 4.7 million residents, of whom 1.2 million are children. Our relentless commitment is upheld by dedicated trauma surgeons, specialized service physicians, nursing personnel, and countless others throughout the Children's Hospital, ensuring a continuous 24/7 focus on the children we serve.

Our Pediatric Trauma Center admits over one thousand injured children per year and treats and releases home thousands more in our Children's Emergency Department each day. Dedicated personnel in the Emergency Department, Operating Room, Pediatric Intensive Care Unit, all pediatric units, Ancillary Services, and our Pediatric Rehabilitation team make an extraordinary difference in the lives of injured children every day. Trauma Services injury prevention specialists also work on the vital mission to protect the well-being and safety of local children not just at the Children's Hospital, but also in the surrounding communities we serve. In addition to this incredible team, administrators and leadership serve as unwavering support to assure that the Children's Hospital remains a beacon for absolutely any child who needs the highest level of trauma care.



24TH ANNUAL EVIDENCE-BASED PRACTICE AND RESEARCH CONFERENCE

Loma Linda University Health hospitals, in collaboration with Loma Linda University School of Nursing and Sigma Theta Tau Gamma Alpha Chapter, presented the 24th Annual Evidence-based Practice and Nursing Research Conference on May 11, 2023. The theme of this year's conference was Reconnecting and Reimagining.

The keynote speaker was Lindsay Norris, BSN, RN, a nationally recognized ANCC Magnet Nurse of the Year, Press Ganey Nurse of the Year, experienced oncology nurse, and fierce patient advocate. She is an oncology nurse who was diagnosed with stage 3 colorectal cancer. She has a belief in ongoing learning, service-minded attitude, and commitment to oncology care and cancer prevention through patient centered care and community engagement. Lindsay is a patient advocate who strives to bridge the gap between the care team and patient by providing exceptional care to our unique and deserving oncology population and supporting oncology healthcare professionals.

The hybrid conference had a total of 240 attendees (172 in person and 68 online). Participants were from across our hospitals, Loma Linda University School of Nursing, and other universities including California State University San Bernardino and California Baptist University, and Adventist Health Glendale. In addition to Ms. Norris' keynote, there were three virtual poster presentations, five evidence-based practice presentations and one research presentation. There were 37 poster presentations.

During the conference, a research study was in progress. The principle investigator, Lisa Roberts, PhD, RN, indicated that the purpose of this study was to explore the relationship between grip strength and orthopaedic injuries or pain among nurses and nursing students. This data collection is part of a larger cross-sectional study of nursing staff and nursing students. Those participating completed a short survey on work-related demographics, exercise habits, and then underwent measurement of their grip strength. Of those participating during the conference, 77.5% were female, 22.5% were male with an average age of 43, ranging from 26-70 years of age. Among those who exercise regularly, 35.3% report low, 60.3% medium, and 4.4% high intensity, for an average of 154 minutes per week. Additional findings included that 40.7% practice meditation/relaxation, an average of 4.57 times per week, the average body mass index (BMI) is 28.35 (range of 25.0-29.9 is identified as overweight), and 38.2% of the participants met or exceeded normative grip strength for dominant hand in their gender and age group.



"I will continue to pursue evidence-based interventions with my patient population, and look back on some of the tools and resources utilized in the projects presented today as tools for my own future practice."

Lindsay Norris, BSN, RN, a nationally recognized ANCC Magnet Nurse of the Year, Press Ganey Nurse of the Year, experienced oncology nurse and fierce patient advocate.



DOCTOR OF NURSING PRACTICE PROJECTS

Contributions to Improving Patient Outcomes

Nurses pursuing Doctor of Nursing Practice (DNP) degrees are required to complete a DNP project. Not only are DNP projects the hallmarks of nursing scholarship and practice, but they also provide the platform for translational science. Through the immersive and collaborative experiences of DNP project implementation, these students gain highly valuable skills and knowledge that will equip them in advanced practice nursing positions to influence and optimize patient outcomes.



Panicha Kittipha, DNP, APRN, PHN, AGACNP-BC, CCRN (PK)

Panicha Kittipha, DNP, APRN, PHN, AGACNP-BC, CCRN (PK), is one of our adult-gerontology acute care nurse practitioners in the Department of Surgery who just graduated with his DNP degree from Yale University, Yale School of Nursing in June 2023. The focus of his DNP project was to modify a multimodal analgesia regimen to reduce opioid consumption postoperatively in

minimally invasive surgical patients. The DNP project yielded statistically significant results with inpatient opioid consumption decreasing by 88.2% ($p = .003$) and at discharge by 54.7% ($p < .001$).

Why did you choose this topic for your DNP Project?

The topic for my DNP project was selected because of the occurrence of decreased clinician adherence. Clinician adherence impacts patient outcomes and opioid reduction, which can be influenced by clinician involvement through adherence with a multimodal opioid-sparing regimen. Therefore, decreasing opioid usage comes through a ripple effect by educating and empowering clinicians and nurses to be involved and adhere to a regimen for better patient outcomes.

Describe the impact of this project on the organization, and you as a nurse.

The impact on organization included improved patient outcomes in pain management, such as pain goals being met; decreased opioid use while inpatient postoperatively; decreased opioids prescribed at discharge; reduced opioids required; increased use of non-opioids for pain management; increased patient satisfaction with pain management postoperatively.

The DNP project has impacted me personally by allowing me to achieve the next step in my personal goal and growth as a person and nurse. As a professional, being a DNP prepared advanced practice registered nurse, it allows me to see through an enhanced lens by taking all my experience from bedside nursing and advanced practice nursing. It blends both together to bridge it for better patient outcomes, which is what

the goal of nursing and the DNP is – taking the research and evidence and putting it into clinical practice for better outcomes and better health for all.

My DNP has solidified my perspective that APRNs should have a solid foundation as bedside nurses, with the strengthened core clinical assessment and critical thinking necessary to make sound clinical decisions prior to pursuing advanced practice. The DNP requires astute critical thinking and presence of mind of the bedside nurse, with innovative thinking prepared to transform our profession of nursing not just for our patients, but for healthcare as an entity. I never regretted obtaining my DNP in the timeline I did, as I was most prepared to offer the best of my innovation, ideas, and utmost change of practice to my profession and clinical practice. The DNP has helped elevate me to another platform to further deepen my involvement in the profession in another aspect – clinical innovation, research, and evidence-based practice integration.



Marga Kasim, DNP, BSN, RN, CNML

Marga Kasim, DNP, BSN, RN, CNML, currently works as the manager of Nursing Research department. She graduated from Loma Linda

University School of Nursing in June 2023, with her DNP degree as an adult/gerontology clinical nurse specialist. The focus of her DNP project was to assess the effectiveness of using pictograms and symbols in medication labels and lists in geriatric patients 60 years and older in understanding their prescription medications. Marga created a medication management tool packet that included a medication list and sticker labels for prescription bottles, using pictograms and symbols. After using the medication management tool provided for a week, more than 70% of the patients reported being satisfied with the tools.

Why did you choose this topic for your DNP Project?

Medication management has always been a topic near and dear to my heart. An estimated 55% of geriatric patients have multiple diagnoses and are prescribed with multiple medications, leading to complex medication regimens and increasing the risk for adverse drug events. There is a lack of patient-centered medication management tools available for geriatric patients. Medication lists provided with discharge paperwork are often incomplete and/or confusing.

Describe the impact of this project on the organization and you as a nurse.

The population of those over age 60 is projected to have an overall increase of 166% from 2010 to 2060. There is an urgent need for healthcare organizations to provide geriatric-focused care. The need to provide geriatric patients with easy to use and understand medication management tools was highlighted through this DNP project. Receiving positive feedback from patients and family members has greatly impacted my experience in implementing this DNP project. It not only validates the importance of the selected topic, but also provided me with a glimpse of my role as a clinical nurse specialist impacting the patient sphere of influence.

CLINICAL NURSE-D CELEBRATION AND CLINICAL ADVANCEMENT PROGRAM

It was with immense pleasure and honor that Loma Linda University Health celebrated nurses who have achieved the highest level of the clinical advancement program (CAP) at the annual Clinical Nurse-D celebration during our Nurse Recognition Awards on May 9, 2023. CAP recognizes clinical nurses as they take the initiative to increase their professional and personal development. Throughout Loma Linda University Health, there were seven nurses celebrated at this event and a total of 34 clinical nurse-D (CN-D) throughout Loma Linda University Health hospitals.

Speakers at the event included Elaine Duong from the Medical Progressive Unit, Kaylin Richards from the Children's Hospital Pediatric Cardiac Unit, and Evelyn Kelley as the first ever CN-D from Loma Linda University Medical Center – Murrieta Cardiac Telemetry Unit. These nurses are shining examples of nurse leaders dedicated to their patients, their personal and professional goal growth, and our role models for their peers.

Clinical nurses must have a minimum of three years of nursing experience, hold a bachelor's degree in nursing, have obtained a national nursing certification in their field, completed and approved a nursing project utilizing evidence-based research, and earned a minimum of 125 points from the CAP tally sheet within the last two years period. These nurses must then submit their portfolios to leadership and the CAP committee for review, and complete a thorough interview with the CAP committee. The celebration honors and recognizes the amazing accomplishments of these nurses and helps to promote nursing excellence through hard work and dedication.

Why We Decided to Pursue Clinical Advancement

Clinical nurse-D validated my evidence-based project of the "Withdrawal of Life Support in the ICU". It represented the ability of a bedside nurse to initiate change in order to better serve our patients. It represented the power of nurses and the potential we have as bedside nurses to effect change. Clinical nurse-D is often interchanged with the term "expert," but in my nearly nine years as an ICU nurse, it means I have become an "expert" in realizing I have so much to still learn. I have only become an expert in learning and growing with every shift. It means improving my patients' outcomes and my practice with every shift. After all, learning is a life-long process. Clinical nurse-D merely means my learning has just begun.

~ Jessica Contreras, BSN, RN, CCRN

I made the decision to pursue my clinical nurse-D because personal and professional growth is very important to me and contributes to my personal happiness. Being a CN-D gives me a sense of pride and accomplishment in my achievements as a nurse and allows me to serve as a role model for newer nurses.

~ Shannon (Henson) Moran, BSN, RN, PHN, CMSRN



The celebration honors and recognizes the amazing accomplishments of these nurses and helps to promote nursing excellence through hard work and dedication.





NURSES WEEK CELEBRATION 2023

Nurses are celebrated throughout the year, but National Nurses Week is the biggest celebration event that Nursing Administration organizes for our extraordinary nurses within Loma Linda University Health. Nurse Leadership Resident, Laralynn Pantan, BSN, RN, and Nursing Projects Manager, Priscilla Santos, DNP, RN, worked to put the year's events together with the goal of celebrating with the wholistic approach in meeting their emotional, spiritual and community needs.

National Nurses Week 2023 started with a special message from the Chief Nursing Officers (CNO) highlighting the wonderful work that our nurses have done and continually do for our organization, and a special devotional video dedicated from a nurse to a nurse by Pantan. Of the experience, Pantan shares, "I had the privilege of creating a devotional message for my fellow nurses accentuating the theme 'You Make a Difference.' The given theme made it easy for me to write a devotional message because nurses truly do make a difference each day, and all I had to do is emphasize and showcase what they do daily."

To further recognize the difference they make, it was our desire to make the Nurses Week Celebration memorable for our nurses by arranging activities that would make them happy and make them whole. Last year we partnered with the Inland Empire Therapy Dogs to bring dog therapy to our nurses throughout the organization directly; it was such a hit that this year we brought them back! We went to nursing stations with our furry friends and expanded our visit to offsite areas so we could reach our nurses in those areas as well.

To meet the spiritual need, we posted prayer stations on different campuses to offer prayer for our staff. In partnership with our Care for the Caregiver team, prayer stations occurred during change of shift at the different campuses, where we were able to pray for those ending or beginning their shift, and it allowed us to return the support. During this cherished time of prayer, Pantan shares, "One could see through their eyes the love for what they do, the strength that they demonstrate, and the wholeness they continually seek to provide for their patients and the people that they serve. It made me



One could see through their eyes the love for what they do, the strength that they demonstrate, and the wholeness they continually seek to provide for their patients and the people that they serve.



Nurses Week Celebration 2023 (Continued)

experience and see the light that our nurses shine and bring at Loma Linda University Health; I had a little glimpse of their compassion and desire to serve immensely.”

Growth is an essential part of nursing, and Loma Linda University Health strives to continually provide growth opportunities for our nurses and nurse leaders. In collaboration with the Magnet department, we invited the Advisory Board to present on the topic of “Resilience” chosen by our nursing leaders to address the needs of our nurses after having gone through a very tough COVID-19 pandemic and other challenges we have had to face. The presentation allowed for a safe discussion that encouraged vulnerability as the challenges that our nurses have faced throughout the pandemic and the past couple of years were discussed. The presentation gave an opportunity for our nurses to reflect on all the

things they have accomplished and highlighted the resources that are available for them for continued support and success.

Furthermore, a celebration is not complete without recognition. During Nurses Week, we were able to celebrate our hardworking nurses and provide them with awards through the Daisy Program, Leadership Awards, and Clinical Nurse-D Celebrations. Our Nursing Research team also hosted the 24th Annual Evidence-based Practice and Research Conference to end the week on a note of achievement and recognition of new knowledge. Nurses Week was a week-long celebration that filled the cups of our compassionate nurses – we are grateful for the blessing of our nurses and look forward to continuously celebrating and recognizing them!

THE PATRIOT AWARD: MANAGING WITH COMPASSION

Loma Linda University Medical Center has a strong tradition of supporting our employees in active duty. In November 2022, Corina Gallardo, RN, BSN, CCRN-K, Unit 9A Cardiac and Cardiothoracic unit morning nurse manager, was a recipient of the Patriot Award, where the Employer Support of the Guard and Reserve (ESGR), a Department of Defense agency, recognized both Corina Gallardo and Loma Linda University Medical Center for outstanding support of O-3 Gabriel Marin, RN, BSN, CCRN, team member of Unit 9A. The award can only be initiated by a grateful employee.

Gabriel, or Gabe, is that grateful employee. Gabe is an active member of the United States Armed Forces Guard and Reserve. When Gabe was hired by Loma Linda University Health, Gabe shared with his command that initially he was concerned about how his work schedule would impact his service as an active reserve member.

When the first orders came up, somehow schedules aligned, requests were approved, and Gabe completed his orders. One day, active-duty orders were changed at the very last minute – on a Friday afternoon, on a holiday weekend. As a high performing member of the nursing team, Gabe understood the staffing needs of the unit and did not want to create a hardship. He was stressed as he reached out to Corina to discuss the change. Gabe was so thankful of how compassionate and considerate Corina was in working with his work schedule and his active-duty orders.

In Gabe's own words, "Her response was exactly what I needed to hear. She [Corina] stated, 'It's all taken care of, you're off in the schedule. We will see you when you get back.'" Gabe shared, "I can't tell you how

Gabe shared with his command that initially he was concerned about how his work schedule would impact his service as an active reserve member.

much it means to feel respected, trusted and supported." Gabe continued, "I never have to worry about my active orders. Corina supports my time away with no questions."

Corina was surprised when she received word of Gabe's nomination and her recipient of the Patriot Award. As a manager, Corina balances many requests in scheduling. Gabe's thoughtful recognition of something that is part of Corina's responsibilities as manager was greatly appreciated. Gabe's nomination narrative included this:

[Corina] utilizes my knowledge and experience and tries to incorporate it into the unit. She has also gone above and beyond by making sure my family is involved in my recognition. For example, I was honored with the Daisy Award, and she got a hold of my family and invited them to be part of [the] recognition ceremony.

Sometimes, what we do for each other, whether it is a part of our everyday responsibilities and actions, whether big or small, has the possibility of positively impacting a member of the team. What we do matters because we can make a difference in each other's lives.



PROFESSIONAL GOVERNANCE RETREAT

Each year, the Magnet Department hosts a professional governance retreat for all incoming professional governance officers. This year's annual retreat was themed "It's a Jungle Out There." With over 60 professional governance officers in attendance, this fun and engaging retreat kicked off with a welcome message and devotion from Senior Vice President of Patient Care Services and Chief Nursing Officer of Loma Linda University Medical Center, Helen Staples-Evans. During the retreat, professional governance officers learned about the foundations of professional governance and their role in impacting change. Clinical nurses had the opportunity to learn about project development skills, utilizing SMART goals, evidenced-based practice tools, professional governance meeting essentials such as meeting etiquette, and tying projects back to nursing strategic plan goals.

During the 3-hour retreat, nurses took part in educational activities, such as quality data review and case study scenarios. This interactive retreat exemplifies the organizational support provided to nurses who want to work on meaningful quality improvement projects. Lastly, the Magnet Department also shared updates on the Clinical Advancement Program (CAP) and how professional governance officers and members can obtain points for being an active member. In addition to the CAP updates, clinical nurses learned about the new criteria for the annual Professional Governance Awards that are awarded during the annual nurses week celebration.



2023 NURSING LEADERSHIP AWARDS



Structural Empowerment

Trevor Cavender, MSN, RN, PCCN

Trevor Cavender has single-handedly created the largest cultural change within the educators of the organization. When we chose to apply for the American Nurses Credentialing Center Practice Transition Accreditation Program (PTAP) designation, there were large hurdles to overcome. A main hurdle was the new hire checklist where there were multiple owners and perspectives on content to be included. Trevor reached out to each of the clinical educators, shared his vision and ideas, asked for them to be open and help solve this issue. Within a very short period of time, every single educator agreed and approved a uniformed checklist to be used in all clinical areas. This collaborative solution resulted in clinical educators who were happy with the outcome and engaged in its use. Trevor's ability to identify opportunities for collaboration, communication, and validation of each educator's perspective and worth resulted in a successful outcome for the units and the RN residency.



Exemplary Professional Practice

Carrie Cobos, BSN, RN, SCRNP

Carrie recognized that our current sepsis procedure was a process that Loma Linda University Health has struggled with for many years, both in identifying septic patients (whether in the Emergency Department (ED) or inpatient), as well as implementing the sepsis bundle components to optimize outcomes for the septic patient. Sepsis is one of the leading causes of mortality and morbidity in the healthcare system and leads to extended length of stay (LOS). Working closely with multiple departments, she has been an integral part of developing a new process within the ED. Carrie led out on the nursing process changes, working with the Information Technology department to develop an EPIC tool that highlighted information to increase the awareness of nursing so cares would be implemented. The new process utilizes the support of Critical Care Specialty Team (CCST) nursing and has resulted in meeting the bundle compliance rate for sepsis for multiple months. California bundle compliance is 63%, national is 57%. Hospital wide, Loma Linda University Health consistently averaged 34% compliance until December 2021, when LLU Medical Center reached 65%. Since then, Loma Linda University Health has achieved an average of 52% compliance, with four of those months above the California 63% bundle compliance average, and two months at the national 57% bundle compliance. In the ED, the compliance is even better. Carrie is a leader with purpose, drive and commitment – she is a major part of the reason why this sepsis project has been so successful.



New Knowledge **Silvi Cuizon, PhD, RN**

Silvi Cuizon completed her PhD dissertation examining the Hispanic patient experience of those undergoing transplantation. Silvi was the co-principal investigator for this qualitative research study. This research is important for achieving greater understanding of the experiences of our diverse patient population. In conducting her research, she collaborated with the Loma Linda University Transplant Institute. With their assistance, she was able to identify patients who were willing to share their experiences through participation in her research study. Silvi and her dissertation chair, Eileen K. Fry-Bowers, recently published their work.

Cuizon, Silvinia Gamalia, and Eileen K. Fry-Bowers. "The Patient Care Experience as Perceived by Hispanic Patients with Chronic Illness Undergoing Transplant." *Advances in Nursing Science* 45, no. 4 (2022): 335–50. <https://doi.org/10.1097/ans.0000000000000429>.



Transformational Leadership **Caleb Pierce, MSN, RN**

Caleb joined the Patient Placement department when transformational leadership was needed more than ever. With compassion, he has helped lead us in a direction that we needed to go to meet the needs of the community. Caleb has worked on processes to streamline and make things smoother, not only for our department internally, but also for other departments across Loma Linda University Health. Much of this he also did while half of his leadership support was out on maternity leave! Caleb ensures that we are always focused on what is best for our patients; it is well understood that he is available to support when it is needed and is willing to help in any way that he can. We are grateful for the servant leadership that Caleb exhibits, and we are so proud of the leader that he is!



2023 EVIDENCE-BASED PRACTICE FELLOW



2023 EBP Fellow: Josh Billings

The 2023 Nursing Evidence-based Practice Fellow is Josh Billings, MSN, RN. Josh is a clinical nurse from Loma Linda University Medical Center – Murrieta working on the fourth floor Medical/Surgical Telemetry Unit. His project will examine evidence-based communication strategies with a goal of refining communication between clinical staff and hospitalized patients for an improved patient experience. In his nursing career, Josh has seen examples of clinical staff believing they heard and understood the patient requests, although in reality, there was a misunderstanding of the request, resulting in increased frustration and delays in addressing the true needs of the patients. Josh believes that when patients are engaged and feel understood, it enhances their hospital experience. He hopes that patients will communicate their positive experiences through their responses to our post discharge questions.

SMALL GRANTS AWARDS

Evidence-based Practice and Research Grant Awardees



Ridhima Savdharia, BSN, RN
from the Dennis and Carol Troesh Medical Campus, Unit 14 East, for her Diabetes Type II Education Booklet, was awarded \$750.



Yuri Oda, BSN, RN
from LLU Medical Center East Campus, Unit 1400, for her Buddy Nurse Champion Program, was awarded \$450.



Jethrone Role, DNP, RN, LHIT
Research Small Grant Awardee Director, Supplemental Staffing Network, for his research study entitled, Significance of Automation in Nursing Workflows, was awarded \$5,000.

POSTER AWARDS

24th Annual EBP and Nursing Research Conference Poster Awards



Concept Exploration Category

First Place

Ellen D'Errico, PhD, RN, NEA-BC

Poster entitled: Medical Gaslighting: A Concept Analysis

EBP/Clinical Innovation

First Place

Panicha "PK" Kittipha, DNP, APRN, PHN, AGACNP-BC, CCRN

Poster entitled: Multimodal Opioid-Sparing Analgesia: Increasing Regimen Adherence in Minimally Invasive Abdominal Surgery

Second Place

Linh Tran, DNP, RN

Poster entitled: Effectiveness of Enhanced Verbal De-escalation Training and Its Outcomes

Third Place

Ashley Fonseca-Tweed, Jung Ah Lee, PhD, RN, FGSA, FAAN, and Nicole Martinez, PhD, FNP-BC, ENP-C

Poster entitled: Outpatient Spanish Group Classes to Improve Advance Care Planning in Latino Adults

Research Category

First Place

Virginia Hamilton Cadenhead, PhD, RN, CNM

Poster entitled: Storytelling Education for Hispanics with Diabetes and Low Health Literacy

Second Place

Robert Harrity, BSN, RN, PhD(c), Ellen D'Errico, PhD, RN, Lisa Roberts, DrPH, MSN, RN, FNP-BC, CHES, FAANP, FAAN, Jan Nick, PhD RNC-OB, CNE, ANEF, FAAN, Susan McBride, PhD, RN-BC, CPHIMS, FAAN, Kenrick D. Cato, PhD, RN, CPHIMS FAAN

Poster entitled: Exploring Electronic Documentation Systems and Nurse Well-Being

Third Place

Terri Thompson, DNP, RN and Deanna Jung, AGACNP-BC, ACCNS-AG, FNP, ENP, DNP

Poster entitled: Determining Readiness and Confidence in Transition to Practice



PUBLICATIONS AND PRESENTATIONS



Publications

- Allyson Luva, Ann Mijares, Brandie Richards, Angelika Ashburn. 2023. *“Deployment of Nursing Students to Assist in CLABSI and CAUTI Prevention Bundle Audits and Interventions During the Covid-19 Pandemic”*, American Journal of Infection Control, ISSN 01966553, <https://doi.org/10.1016/j.ajic.2023.08.003>.
- Ann M. Wieben, Rachel Lane Walden, Bader G. Alreshidi, Sophia F. Brown, Kenrick Cato, Cynthia Peltier Coviak, Christopher Cruz, Fabio D’Agostino, Brian J. Douthit, Thompson H. Forbes 3rd, Grace Gao, Steve G. Johnson, Mikyoung Angela Lee, Margaret Mullen-Fortino, Jung In Park, Suhyun Park, Lisiane Pruinelli, Anita Reger, Jethrone Role, Marisa Sileo, Mary Anne Schultz, Pankaj Vyas, Alvin D. Jeffery. 2023. *“Data Science Implementation Trends in Nursing Practice: A Review of the 2021 Literature”*. Appl Clin Inform. doi: 10.1055/a-2088-2893. Epub ahead of print. PMID: 37150179.
- Taylor, Elizabeth Johnston, Hazel M. Ada, Carrie Dupée, Michael Jordan, Patti Radovich, Kendal C. Boyd, and Salem Dehom. 2023. *“Tragedy or Transformation? Online Survey of Nurse Spirituality during the COVID Pandemic.”* Journal of Clinical Nursing (John Wiley & Sons, Inc.), March, 1. doi:10.1111/jocn.16668.
- Aardhra M. Venkatachalam, Sayeeda R. Hossain, Maunica R. Manchi, Audrie A. Chavez, Annie M. Abraham, Suzanne Stone, Vincent Truong, Carrie U. Cobos, Toan Khuong, Folefac D. Atem, Babu Welch, Nneka L. Ifejika. 2023. *“Variability in the Transition of Care to Post-Stroke Rehabilitation During the First Wave of COVID-19”*. Am J Phys Med Rehabil. doi: 10.1097/PHM.0000000000002287. Epub ahead of print. PMID: 37205606.

Presentations

Posters

- Allison Wonoprabowo, RN, MS, PHN presented on her DNP project entitled, *“Error Reduction in Vaccine Administration in Outpatient Clinics”* at the 26th SIGMA SoCAL Odyssey Conference 2022 in San Diego, California on October 13 and 14, 2022.
- Delia Linch, MS, RN presented a poster entitled, *“Lifestyle Medicine Virtual Group visits in Rehabilitation Inpatient Service”* at the Lifestyle Medicine 2022 Conference on November 13-16, 2022 in Orlando, Florida.
- Norie Bencito, MSN, MBA, RN, CENP and Tamarra Crandall, DNP, RN presented a poster entitled, *“Succession Planning: Leadership Development for Frontline Nurses”* at the ACNL 45th Annual Conference, Through Adversity to the Stars, in Rancho Mirage, California January 31 – Feb 1, 2023.



- Evelyn Kelley presented a poster on her DNP project entitled, *“Love Your Heart Passport”* at the Preventive Cardiovascular Nurses Association’s (PCNA) 29th Annual Cardiovascular Nursing Symposium, happening April 13-15, 2023 in New Orleans, Louisiana.
- Norie Bencito, Joseph Hacinas, DNP, CNS. Salem Dehom, PhD presented on Bencito’s DNP project entitled, *“Resilience Training for Nurse Managers”* at the Western Institute of Nursing in Tucson, AZ on April 19-22, 2023.
- Katie Padgett, BSN, RN presented her poster on her EBP Fellowship project entitled, *“Microlearning Educational Videos for Kidney Transplant Recipients”* at the American Association of Critical Care Nurses, National Teaching Institute on May 22-24, 2023 in Philadelphia, Pennsylvania.
- Yuri Oda, BSN, RN presented her poster on her EBP Fellowship project entitled, *“Buddy Nurse Champion: A Meaningful Nursing Engagement Method”*, at the 2023 ANCC National Magnet Conference® and Pathway to Excellence® Conference, October 12-14, 2023 in Chicago, Illinois.

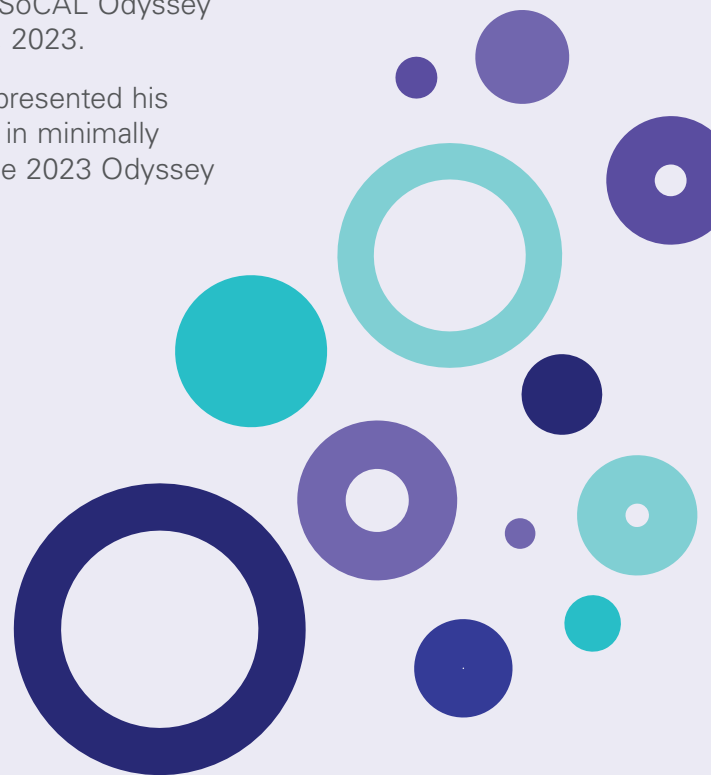
Podium

- Norie Bencito Acaac, RN, MSN, MBA, CENP and Gloria Mattson Huerta, RN DNP, FNP, AGNP-C, NHDP-BC, CNS provided a podium presentation on *“Resilience Training for Nurse Managers”* 27th SIGMA SoCAL Odyssey Conference 2023 in San Diego, California on October 5 - 6, 2023.
- Panicha Kittipha, MSN, APRN, PHN, AGACNP-BC, CCRN presented his DNP project entitled, *“Multimodal opioid-sparing analgesia in minimally invasive abdominal surgery”* in a podium presentation at the 2023 Odyssey conference in San Diego, California on October 5-6, 2023.
- Carrie Cobos BSN, RN presented *“Advances in Stroke Care 2022: The Cutting Edge”* at:

Advances in Stroke Care Conference in
San Bernardino and Riverside Region
August 30, 2022

Center for Systems Improvement
Southern California October 17, 2022

Center for Systems Improvement
Central California November 29, 2022



ADDITIONAL REWARDS AND RECOGNITION

July 2022-June 2023

Pediatric Emergency Department

- Kanoko Harriman, BSN, RN, clinical nurse, achieved the Certified Pediatric Emergency Nurse (CPEN) certification
- Micah Austin, MSN, RN, clinical nurse, achieved the Certified Pediatric Emergency Nurse (CPEN) certification

3700 Neonatal Intensive Care Unit

- Celina Afenir, BSN, RN, NICU Nursing Director, achieved the Nursing Executive Advanced Board certification (NEA-BC)
- Nicole Copley, BSN, RN, clinical nurse, achieved the Registered Nurse Certified for Neonatal Intensive Care Nursing (RNC-NIC) certification

4700 Pediatric Intermediate Stepdown Unit

- Ashley Rodriguez, BSN, RN, clinical nurse from, achieved the Certified Pediatric Nurse (CPN) certification
- Ivette Bonola, BSN, RN, clinical nurse, achieved the Certified Pediatric Nurse (CPN) certification

5700 Pediatric Intensive Care Unit

- Jessica Olson, BSN, RN, clinical nurse, achieved the Critical Care Registered Nurse (CCRN) certification

5800 Pediatric Cardiothoracic Intensive Care Unit

- Alma Rodriguez BSN, RN, clinical nurse, achieved the Critical Care Registered Nurse (CCRN) certification

- Kaylee Anderson, BSN, RN, clinical nurse, achieved the Critical Care Registered Nurse (CCRN) certification
- Rachel Tomason, BSN, RN, clinical nurse, achieved the Critical Care Registered Nurse (CCRN) certification

7C/8C Acute Care Pediatrics Units

- Angeline Floyd, BSN, RN, clinical nurse, achieved the Certified Pediatric Nurse (CPN) certification
- Chynna Porrata, BSN, RN, clinical nurse, achieved the Certified Pediatric Nurse (CPN) certification
- Fair Antonette Espelita, BSN, RN, clinical nurse, achieved the Certified Pediatric Nurse (CPN) certification
- Ginette Miller, BSN, RN, clinical nurse, achieved the Certified Pediatric Nurse (CPN) certification
- Jenna Chavez, BSN, RN, clinical nurse, achieved the Certified Pediatric Nurse (CPN) certification
- Rachel Negrete, BSN, RN, clinical nurse, achieved the Certified Pediatric Nurse (CPN) certification

9C Acute Care Adolescents & Neurology Unit

- Edna Ligeralde, BSN, RN, clinical nurse, achieved the Certified Pediatric Nurse (CPN) certification
- Maila Cruz, ASN, RN, clinical nurse, achieved the Certified Pediatric Nurse (CPN) certification

6A Oncology/Transplant

- Norma Zuniga, BSN, RN, clinical nurse, achieved the Oncology Certified Nurse (OCN) certification

8A Medical Intensive Care Unit

- Alyssa Shane Pamintuan, BSN, RN, clinical nurse, achieved the Critical Care Registered Nurse (CCRN) certification
- Brett Hellmich, BSN, RN, clinical nurse, achieved the Critical Care Registered Nurse (CCRN) certification
- Jennifer Clark, BSN, RN, clinical nurse, achieved the Critical Care Registered Nurse (CCRN) certification
- Joel Larsen, BSN, RN, clinical nurse, achieved the Critical Care Registered Nurse (CCRN) certification

9A Cardiac/Cardiothoracic Intensive Care Unit

- Alexandria Martin, BSN, RN, clinical nurse, achieved the Critical Care Registered Nurse (CCRN) certification
- Consuelo Hernandez, BSN, RN, clinical nurse, achieved the Critical Care Registered Nurse (CCRN) certification
- Dawn Hernandez BSN, RN, clinical nurse, achieved the Critical Care Registered Nurse (CCRN) certification
- Jessica Garrett, BSN, RN, clinical nurse, achieved the Critical Care Registered Nurse (CCRN) certification
- Molly Verska, BSN, RN, clinical nurse, achieved the Cardiac Surgery (CSC) certification
- Ned Cabaluna BSN, RN, clinical nurse, achieved the Critical Care Registered Nurse (CCRN) certification

10A Cardiac Progressive Care Unit

- Kristel Ibalio, BSN, RN, clinical nurse, achieved the Progressive Care Nurse (PCCN) certification
- Stacey Diaz, BSN, RN, clinical nurse, achieved the Progressive Care Nurse (PCCN) certification

11A Medical/Cardiac Care

- Carina Hakansson-Lyon, ASN, RN, clinical nurse, achieved the Certified Medical Surgical Registered Nurse (CMSRN) certification

14A Surgical/Trauma Care Unit

- Megan Newberry, BSN, RN, clinical nurse, achieved the Adult Progressive Care Nurse (PCCN) certification

15A Surgical/Trauma Care Unit

- Elaina Hickey, MSN, RN, manager, achieved the Progressive Care Nurse (PCCN) certification
- Yvette Hernandez, BSN, RN, charge nurse, achieved the Progressive Care Nurse (PCCN) certification

TMC Post Anesthesia Care Unit

- Yuzu Yoshida, BSN, RN, clinical nurse, achieved the Certified Post Anesthesia Nurse (CPAN) certification
- Jessica Guzman, BSN, RN, clinical nurse, achieved the Certified Post Anesthesia Nurse (CPAN) certification.
- Victoria Aguilar, BSN, RN, clinical nurse, achieved the Certified Post Anesthesia Nurse (CPAN) certification.

Additional Rewards and Recognition (Continued)

Cardiac Specialty, The Nursing Transcatheter Aortic Valve Replacement (TAVR) Program

- Danielle Ivey, BSN, RN, coordinator, achieved the Critical Care Registered Nurse (CCRN) certification

East Campus Hospital and Surgical Hospital

- Patrick Villanueva, BSN, RN, clinical nurse from East Campus Hospital Operating Room, has achieved the Certified Nurse of the Operating Room (CNOR) certification
- Redelma Damocles, MSN, RN, charge nurse from 1200 East Campus Surgical Acute, achieved the Medical-Surgical Nursing (MEDSURG-BC) certification

Surgical Hospital

- Regis Scoubart, BSN, RN, clinical nurse from Surgical Hospital Gastrointestinal Unit, has achieved the Certified Ambulatory Peri-anesthesia Nurse (CAPA) certification

Diabetes Treatment Center

- Alba Mendoza, BSN, RN, nurse educator, achieved the Certified Diabetes Care and Education Specialist (CDCES) certification
- Julie Pimental, BSN, RN, nurse educator, achieved the Certified Diabetes Care and Education Specialist (CDCES) certification
- Keila Schulz, BSN, RN, nurse educator, achieved the Certified Diabetes Care and Education Specialist (CDCES) certification
- Samuel Rios, BSN, RN, nurse educator, achieved the Certified Diabetes Care and Education Specialist (CDCES) certification

Nursing Degrees

- Angie Floyd, BSN, RN, clinical nurse from 7C/8C Acute Care Pediatrics, has achieved a Bachelor of Science in Nursing degree
- Armand Fabella, MSN, RN, TPN/VAD Nurse Clinician, has achieved a Master of Science in Nursing – Family Nurse Practitioner degree
- Brooke Flowers, BSN, RN, clinical nurse from Pediatric Hematology/Oncology Clinic (PONC), has achieved a Bachelor of Science in Nursing
- Enid Robles, MSN, RN, clinical nurse from 3700 Neonatal Intensive Care Unit, has achieved a Master of Science in Nursing
- Evi Wangania, BSN, RN, clinical nurse from Surgical Hospital Operating Room, has achieved a Bachelor of Science in Nursing
- Heather McVey, BSN, RN, clinical nurse from Pediatric Hematology/Oncology Clinic (PONC), has achieved a Bachelor of Science in Nursing
- Jennifer Sharp, MSN, RN. From 9A Cardiac Graduated with a Master of Science in Nursing
- Julia Dankanich, MSN, RN, clinical nurse from the Pediatric Emergency Department, has achieved a Pediatric Primary Care Nurse Practitioner degree
- Kristen McMillian, MSN, RN, clinical nurse from 15A Surgical/Trauma Care, has achieved a Master of Science in Nursing
- Kristina Barker, MSN, RN, clinical nurse from 3700 Neonatal Intensive Care Unit, has achieved a Master of Science in Nursing
- Laura Brauer Herrmann, MSN, RN, Dennis and Carol Troesh Medical Campus PeriAnesthesia Clinical Educator, has achieved a Master of Science in Nursing

- Lesley O’Neill, BSN, RN, clinical nurse from Children’s Hospital Emergency Department, has achieved a Bachelor of Science in Nursing
- Martha Marban Ruiz, MSN, RN, clinical nurse from 6A Oncology/Transplant Care Unit, has achieved a Master of Science in Nursing
- Nancy Galvez, BSN, RN, clinical nurse from 3700 Neonatal ICU, has achieved a Bachelor of Science in Nursing degree
- Patricia Wityczak, BSN, RN, clinical nurse from 12A Medical Progressive Care, has achieved a Master of Health Administration degree
- Regis Scoubart, BSN, RN, clinical nurse from Surgical Hospital Gastrointestinal Unit, has achieved a Bachelor of Science in Nursing
- Ronette Seguerra, BSN, RN, clinical nurse from 14A, has received her Bachelor of Science in Nursing
- Sara Santos, BSN, RN, clinical nurse from East Campus Hospital Operating Room, has achieved a Bachelor of Science in Nursing
- Theresa Aguilar, BSN, RN, clinical nurse from Pediatric Hematology/Oncology Clinic (PONC), has achieved a Bachelor of Science in Nursing
- Tracy Vuong, DNP, RN, clinical nurse from East Campus Hospital PeriAnesthesia, has achieved a Doctor of Nursing Practice degree

Professional Governance Awards Honorees

Transformational Leadership Professional Governance Chair of the Year Award

- Children’s Hospital, Cristina Knutson
- Medical Center, Ivan Guarin

Exemplary Professional Practice Professional Governance Co-chair of the Year Award

- Children’s Hospital, Chynna Porrata and Melanie Martinez
- Medical Center, Cathelia (Lia) Mudeng

New Knowledge, Innovations, and Improvements Recorder Award

- Children’s Hospital, Cynthia Munoz
- Medical Center, Kathy Whitlatch

Structural Empowerment Council Award

- Children’s Hospital, Pediatric Emergency Department
- Medical Center, 9A/10A Cardiac

ORGANIZATIONAL AWARDS



CONTRIBUTORS

- Allison Ong, DNP, RN, CCRN, NE-BC
- Ann Mijares, DNP, CNS, CPHQ
- Ashley Jenkins, BSN, RN, MICN
- Ashley Shaffer, MSN, RN
- Ashley Wiese, BSN, RN, PHN
- Bethany McClure, BSN, RN
- Cathelia Mudeng, BSN, RN, CN-B
- Chane O'Bannon, BSN, RN, SCRN
- Chatchanit Searl, BSN, RN
- Cristina Knutsen, BSN, RN, CCRN
- Denise Robinson, DNP, MPH, WOCN, FCNLA
- Desara Shipley, MSN, RN
- Donna Kotlar, BSN, RN
- Elisa Papell, BSN, RN
- Elma Gucilar, BSN, RN
- Emily Garcia De La Vega, BSN, RN
- Guillermina "Gigi" Rodriguez, BSN, RN, MICN, CPEN
- Heather Reiman, MBA
- Helen Chan, BSN, RN
- Helen Staples-Evans, DNP, RN, NE-BC
- Ivan Guarin, BSN, RN, PCCN
- Jacki Blake, MSN, RN, CPON
- Jacqueline Pangkey, BSN, RN
- Jamie Hambly, BSN, RN
- Janae Jones, BSN, RN
- Janette Pagarigan, BSN, RN, CCRN
- Janine Gasper, MSN, RN
- Jennifer Newcombe, DNP, MSN, CNSBC, CPNP-PC/AC
- Jennifer Peterson, BSN, RN, PHN
- Jennifer Pruitt, MSN, RN, CCRN
- Jerome Kabayiza, MA
- Jethrone Role, DNP, RN, LHIT
- Jordan Montgomery, MSN, RN, PCCN-K
- Julie Cieslak, BSN, RNC-OB
- Julie Fluitt, BSN, RN, CCRN-K
- Karla Juhas, BA, BSN, RN
- Kathy McMillan, MA, BSN
- Kayla Vickers, BSN, RN, CCRN
- Kelsey Trujillo, BSN, RN
- Kristin Butler, MSN, RN
- Laralynn Pantan, BSN, RN
- Leandra McHargue, BSN, RN
- Lesley O'Neill, BSN, RN, MICN, CPEN
- Loretta Howerton, MSN, RN, MSA
- Marga Kasim, BSN, RN, CNML
- Maureen Hokama, BSN, RN
- Megan Duke, MSN, CNS, RN, MICN
- Michelle Villamor, BSN, RN
- Misty Lund, BSN, RN
- Naomi Burroughs, MS
- Nathaly Rader, BSN, RN
- Nicole Scovel, BSN, RN
- Nicoll Cruz, MSHI, BSN, RN
- Norie Bencito, DNP, MBA, RN, CENP
- Novi Sitanggang, BSN, RN
- Panicha Kittipha, DNP, APRN, PHN, AGACNP-BC, CCRN
- Patti Radovich, PhD, CNS, FCCM
- Priscilla Santos, DNP, RN
- Raeann Sandquist, BSN, RN
- Rommel Dionson, AS, RN
- Rosalyn Phan, DNP, RN, PHN, NEA-BC
- Sherry Nolf, DNP, RN
- Silvinia Cuizon, PhD, RN
- Stacy Diaz, BSN, RN, PCCN
- Steven Watson, BSN, RN, CCRN
- Susan Markovich, RN, MS, CCRN-K
- Yaniz Seeley, MSN, PMHNP-BC



LOMA LINDA UNIVERSITY
MEDICAL CENTER

LOMA LINDA UNIVERSITY
CHILDREN'S HOSPITAL

Dennis and Carol Troesh
Medical Campus

San Manuel Maternity Pavilion

ADULT EMERGENCY

MISSION, VISION AND VALUES

Our Mission

The mission of Loma Linda University Health is “To continue the teaching and healing ministry of Jesus Christ,” our motto “To make man whole,” in a setting of advancing medical science and to provide a stimulating clinical and research environment for the education of physicians, nurses and other health professionals.

Our Vision

Innovating excellence in Christ-centered healthcare.

Our Values

Compassion

Reflects the love of God with respect, mercy and empathy.

Excellence

Exceeds expectations with effectiveness, reliability and efficiency.

Humility

Puts self-importance aside for the greater good of others.

Integrity

Carries out actions with honesty and trustworthiness.

Justice

Commits to diversity, equity and inclusion.

Teamwork

Collaborates to achieve a shared purpose.

Wholeness

Actively living the Physical, Relational, Intellectual, Spiritual and Mental (PRISM) principles within a loving relationship with God and shown through service to others.





LOMA LINDA UNIVERSITY
HEALTH

