



# 2020 Nursing Annual Report









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# A Message from our Chief Nursing Officer

## 2020: A YEAR OF MOMENTS!

I've never recalled a year so full of extreme highs and lows, peaks and valleys. Little did we know in January that we were entering a year where everything important to us would be tested. Our values, our faith, our compassion, our strength, our patience, our resiliency, our commitment to caring for each other and caring for the Dear Neighbor. We stood together as a united team of caregivers to deliver exceptional care amidst a pandemic. And our community stood with us, and supported us, with food, banners, parades and generous donations. Our Region and System supported us with PPE, new HR policies to support bedside caregivers and ensured we had access to experts to help us navigate our way.

### So many highs!

Exceptional patient experience scores (despite the pandemic) put us in the top 15% nationally. Amazing employee engagement scores reflected strong mission, teamwork and improved workload – amazing outcomes in the midst of high COVID-19 surges. One of my favorite moments was on April 1, 2020, when we discharged our very first COVID patient who had been intubated and with us for many weeks. What a spectacular moment that was! I've never recalled the joy in his voice as he was given back his life, his kids, his family.

### Talk about resiliency!

One unit after another stepping up and reinventing themselves as COVID+ units, with the constant focus on keeping all caregivers and patients safe. The creativity and flexibility of our Emergency Care Center has been inspiring! And keeping our usual business flowing as well—babies don't wait for pandemics to end! Women's Services achieved great C-section rates, exceeding the national benchmark. They also hired their first midwife; surely a moment that will continue to positively impact our whole community of moms-to-be well into the future. The surgical world ramped up and ramped down in a moment and graciously redeployed caregivers to assist on other units that needed them.

Our fourth Magnet Designation with our virtual site visit was a moment to remember! It was actually three days in September and October, about the only moments in 2020 when our patient numbers weren't surging! The appraisers were so impressed. Here's a few of their comments:

*Staff is so positive. So engaging. So authentic.*

*The nurses have such pride in their work. The nurses on the COVID units shared that they were grateful for their experience. You just don't see that many places.*

*Never seen a more respectful and collaborative relationship between physicians and nurses.*

*There is no "we" and "they." It's a big "us."*

In the midst of all these moments, nursing conducted eight research studies, 26 Evidence Based Practice projects, held our annual EBP Conference (with 168 participants), which focused on Caring for the Caregiver and published six articles! We successfully redesigned Nurse's Week and Awards and got to enjoy many Food Truck moments throughout the year.

I can't count the number of moments we all realized how fortunate we had been to invest in our Transition into Practice (TIPS) new graduates. They faced the pandemic challenge bravely and inspired us all. Our TIPS nurses, our Float team, our Travelers, and every single nurse who left their comfort zone far behind to care for a COVID+ patient or float into another unit are the true heroes of this pandemic.

The lows...I know there were many. The missed vacations. The celebrations that didn't happen. The uncertainty of the assignment. The rapid change of everything, almost every day. The heartbreak of "being" the only family that some patients had during their last days on earth. The worry. Another surge. The loss of so many.

No amount of highs will erase the lows. But know that the courage and strength that Providence St. Joseph caregivers have displayed will continue to inspire us all, no matter what the challenge of the moment is.

As we enter a new year, may the blessing you have been for others fill your own soul with joy and a deep sense of satisfaction that you have truly answered a sacred call.



**Katie Skelton,**  
**RN MBA NEA-BC**

Chief Nursing Officer



# Our Mission

As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

## Vision

Health for a better world.

## Values

### Compassion

*Jesus taught and healed with compassion for all. Matthew 4:24*  
We reach out to those in need and offer comfort as Jesus did.

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

Through our healing presence, we accompany those who suffer.

### Dignity

*All people have been created in the image of God. Genesis 1:27*  
We value, encourage and celebrate the gifts in one another.  
We respect the inherent dignity and worth of every individual.  
We recognize each interaction as a sacred encounter.

### Justice

*Act with justice, love with kindness and walk humbly with your God. Micah 6:8*  
We foster a culture that promotes unity and reconciliation.  
We strive to care wisely for our people, our resources and our earth.  
We stand in solidarity with the most vulnerable, working to remove the causes of oppression and promoting justice for all.

### Excellence

*Whatever you do, work at it with all your heart. Col 3:23*  
We set the highest standards for ourselves and our ministries.  
Through transformation and innovation, we strive to improve the health and quality of life in our communities.  
We commit to compassionate, safe and reliable practices for the care of all.

### Integrity

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

1 John 3:18

We hold ourselves accountable to do the right thing for the right reasons.

We speak truthfully and courageously with generosity and respect.

We pursue authenticity with humility and simplicity.

## Promise

"Know me, Care for me, Ease my way."



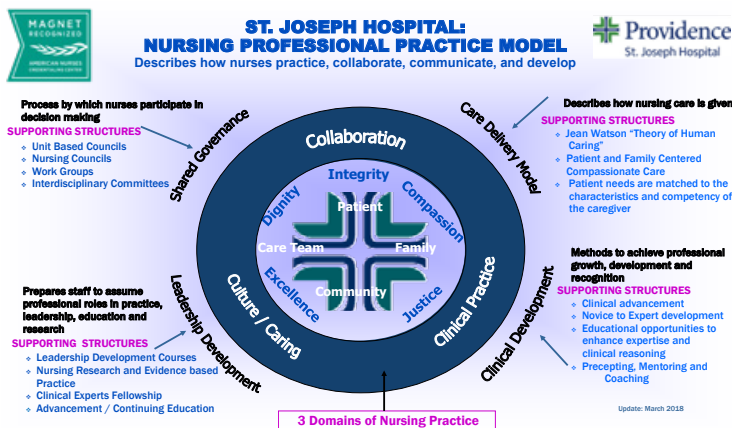


# Nursing Philosophy

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

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

## Professional Practice Model



Providence St. Joseph Hospital’s Professional Practice Model is a dynamic process that integrates our core values with several key components and domains of professional practice that guide and support the delivery of patient and family-centered, compassionate care.

# Magnet® Designation

## What is Magnet®?

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

## Our Magnet® Redesignation Process

On November 19, 2021, Providence St. Joseph Hospital was officially redesignated as a Magnet® hospital for nursing excellence by the American Nurses Credentialing Center. This marks the fourth consecutive Magnet® designation for Providence St. Joseph. This is quite an accomplishment and a huge milestone for the organization.

Magnet® designation is awarded to health care organizations for meeting high standards in quality patient care and innovations in nursing professional practice. Providence St. Joseph nurses continually set the bar high and strive to be leaders in the nursing field. They also go above and beyond each day to help us carry on the Mission, Vision and Values of the Sisters of St. Joseph. The ANCC commended our nurses for their evidence-based practice, research and commitment to creating the healthiest communities. Through their dedication and collaboration with others, Providence St. Joseph nurses have consistently paved the way in nursing excellence. We are excited as we move forward on our journey to #5.

## Average Magnet® Hospital Characteristics

| Average Magnet® Hospital Characteristics   | '14 SJO | '15 SJO | '16 SJO | '17 SJO | '18 SJO | '19 SJO | '20 SJO | Magnet Hospitals Average 2020 |
|--|---------|---------|---------|---------|---------|---------|---------|-------------------------------|
| Clinical Nurse Turnover (Percent)  | 6%      | 10%     | 7.3%    | 7%      | 8%      | 13.32%  | 11%     | 11.46%                        |
| Average Length of Employment of RN's (Years)                                       | 11      | 11      | 12      | 12.16   | 11.5    | 11.35   | 9.98    | 10.51                         |
| Percentage of RN decision makers with Graduate Degrees                             | 48%     | 52%     | 50%     | 68%     | 75%     | 66.67%  | 67.85%  | 55.77%                        |
| Percentage of RN decision makers Certified by a nationally recognized organization | 92%     | 94%     | 97%     | 97.5%   | 89.5%   | 93.93%  | 92.85%  | 64.18%                        |
| Percentage of clinical nurses Certified by a nationally recognized organization    | 49%     | 44%     | 45%     | 51%     | 44.01%  | 45.44%  | 57.21%  | 38.50%                        |
| Clinical Nurse Education   |         |         |         |         |         |         |         |                               |
| Associate Degree   | 38%     | 35%     | 27%     | 29%     | 23%     | 16.94%  | 12.5%   | 28.45%                        |
| Diploma  | 5%      | 4%      | 3%      | 2%      | 2%      | 1.25%   | 1.16%   | 4.39%                         |
| Bachelor Degree  | 51%     | 54%     | 62%     | 60%     | 62%     | 67.95%  | 70.11%  | 62.85%                        |
| Masters Degree   | 6%      | 7%      | 8%      | 9%      | 13%     | 13.86%  | 14.9%   | 4.32%                         |

# Transformational Leadership

Healthcare today is ever changing and caregivers are driven to continually think outside the box and prompt transformational change. As a result, Providence St. Joseph Hospital is reliably solid and positioned to manage change and unexpected variables.

This last year with the COVID-19 pandemic certainly transformed many into uncharted roles and efforts. Caregivers at all levels stepped up and embraced the challenges necessary to care for Our Dear Neighbor. Support for our Transformational Leaders came in a variety of ways. Consistently backed by our Nursing Strategic Plan, the organization recruited for established programs, such as our Essentials of Nurse Manager Orientation (ENMO) and our PSJH Nurse Manager Leadership Development Program. In the midst of increased community demands and global operational challenges, our leaders were also supported, in the moment, to best address and meet our patient's needs.

## Nursing Strategic Plan

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

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

The Nursing Strategic Plan provides the framework for continuous improvement by developing new ways of thinking and delivering care. By blending the art and science of the nursing professional body of knowledge with a transformational leadership style, the plan focused on the best possible outcomes for patients.

In an effort to educate nursing staff on the components within the Nursing Strategic Plan, the RN Guide to the Nursing Strategic Plan was developed. This guide identified the hospital's three outcome goals and was designed as a report card for staff nurses to assess their individual contributions toward meeting the goals.

## Leadership Development Program

Providence St. Joseph Hospital's Leadership Development Program utilizes the Essentials of Nurse Manager Orientation (ENMO) developed by the American Association of Critical Care Nurses and the Association of Nurse Executives.

- Cohorts of new leaders are engaged in the 18-month program, which integrates the web-based ENMO curriculum with coaching and mentoring group meetings led by nursing directors.
- Each participant benefits from participation in the expert coaching and peer mentoring as evidenced by the project presentations at the end of the program.

After recruitment, this program was deferred to better focus on attending to our COVID-19 community's needs

## 2020 Essentials of Nurse Manager Orientation (ENMO)

Selection Criteria: Leadership potential, succession planning or a rising star.

### 2020 ENMO Participants & Projects

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

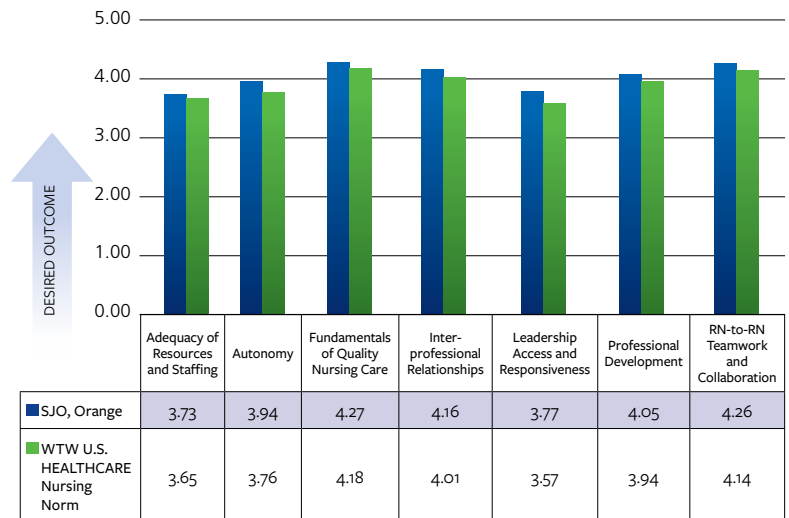
### 2020 Nurse Manager Leadership Development Program:

Designed for current nurse managers to enhance their leadership skills, this 80-hour program is covered over 5 months, and consists of interactive classroom learning, on-line pre-learning, follow-up practice, and networking.

# Nursing Engagement

Results from the 2018 Willis Towers Watson (WTW) Employee Engagement survey responses are represented in the table below. Providence St. Joseph Hospital outperformed in all seven categories compared to the national benchmark.

## Providence St. Joseph Hospital Nurse Satisfaction





# Structural Empowerment

## 2020 Nursing Awards and Recognition

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

## 2020 Nursing Award Winners

### New Knowledge and Innovation

- Shannon Semler, MSN, RN, CCRN, Clinical Education

### Structural Empowerment

- Miguel Rosado, BSN, RN, Medical Telemetry

### Exemplary Professional Practice

- Yoon Robyn Song, BSN, RN, PCCN, CNIII, Medical Telemetry
- Stephanie Boncheff, BSN, RN, OCN, CNIV, Oncology

### Nursing Excellence

- Katrina Munoz, BSN, RN, RNC-MNN, Mother Baby Unit
- Laurie Christino, ADN, RN, Behavioral Health Services

### Transformational Leadership

- Patti Aube, MSN, RN, NPJ-BC, NE-BC, CAVS, Clinical Education
- Kim Driscoll, MSN, RN, CCRN-K, CVSSU / VATS

### Nursing Assistant /Tech Excellence

- Bertha Macias, Nursing Asst., Pulm Renal
- Rodyn Ramos, Nursing Asst., ECC
- Carmen Cook, Nursing Asst., Renal Center

### MD Friend of Nursing

- Charles Bailey, MD, Internal Medicine
- Brian Boyd, MD, Neurology

### Friend of Nursing

- Daniel Dominguez, Supply Chain/Materials Management

## 2020 Foundation Sponsored Scholarship Recipients

### Thomas J. Dorsey, MD Cardiovascular Services Scholarship

- Jennifer Abraham, RN, PCCN, Cardiovascular Interventional Lab

### Alice Paone, R.N. Scholarship

- Michelle Fairbanks, RN, Mother Baby Unit

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

- Leslie Farrington, BSN, RN, CCRN, Medical Intensive Care Unit

### Alice Paone, R.N. Scholarship

- Rommel Gonzaga, BSN, RN, Pulmonary Renal

### Alice Paone, R.N. Scholarship

- Diana (Katie) Iniguez, BSN, RN, Mother Baby Unit

### Rina Santora, R. N. Memorial Scholarship for Nursing

- Esmeralda Lopez, Nursing Assistant, Orthopedics

### Madeline Colette Seeds, R.N. Advanced Practice Nurse Scholarship

- Tiffany Lotfi, BSN, RN, Float Pool

### Alice Paone, R.N. Scholarship

- Charles Scribner, MSN, RN, PMHNP, Main Pre-Op and PACU

### Rina Santora, R.N. Memorial Scholarship for Nursing

- Emily Strom, Nursing Assistant, Medical Telemetry

### Dominick Gentile, M.D. Scholarship

- Rachna Thakur, Dialysis BSN, RN, CNN

### Sister Frances Dunn Scholarship

- Troy Schneider, Medication Assisted Treatment Program

### Sister Frances Dunn Scholarship

- Brenda Valencia, OR Lead Support Tech

### Administrative Leadership Scholarship

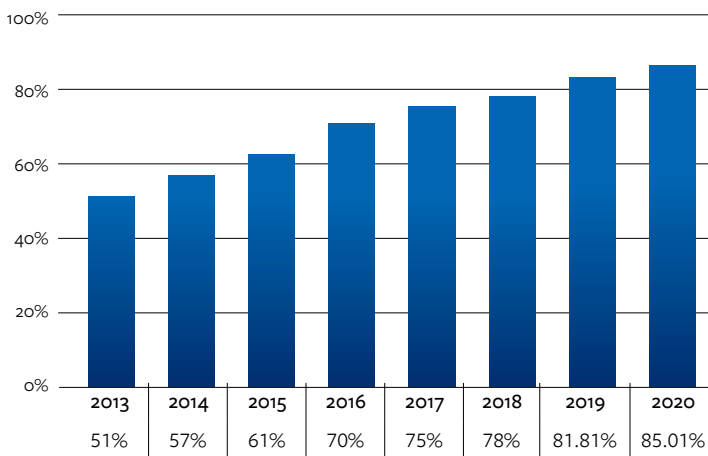
- Brianna Mejia

### Sister Frances Dunn Scholarship

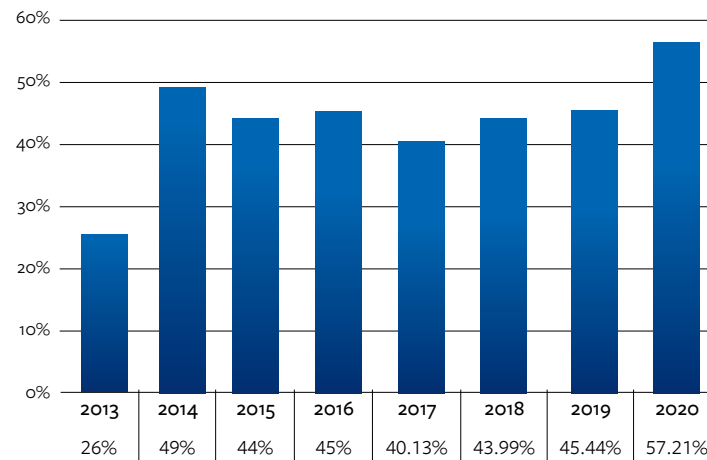
- Caroline Martinez De Mendoza, Sweet Beginnings Patient Access Representative



## Providence St. Joseph Hospital RNs with a BSN and Above (2013–2020)



## Providence St. Joseph Hospital Percent Eligible Nurse Certification (2013–2020)



## Nursing Council and Work Groups | 2020 Annual Accomplishment Report

| Council/<br>Work Group                  | Outcomes   |
|---|--|
| <b>Nursing Advisory Council</b>         | <ul style="list-style-type: none"> <li>• Nurse satisfaction/engagement outperforms national benchmark in all categories.</li> <li>• Turnover rate 11% for RNs, this is below national average.</li> </ul>  |
| <b>Clinical Development Council</b>     | <ul style="list-style-type: none"> <li>• 44-clinical nurses participating in clinical ladder, clinical nurse III or clinical nurse IV.</li> <li>• BSN rate increasing 85.01%, Rate of certified RNs increasing 57.21%.</li> <li>• More than 125 RNs enrolled in academic programs toward BSN, MSN, DNP or PhD.</li> </ul>  |
| <b>Nursing Research Council</b>         | <ul style="list-style-type: none"> <li>• Completed 2 Nursing research studies, 6-in process.</li> <li>• Completed 21-Evidence Based practice projects, 26- in process.</li> <li>• 5-Articles published in nursing peer review journals.</li> </ul>   |
| <b>Clinical Policy &amp; Procedures</b> | <ul style="list-style-type: none"> <li>• Interdisciplinary review of clinical policies; 107, reviewed/revised, 12-deleted, 25-evidence based rated.</li> <li>• Implemented Policy Stat as platform to manage policies hospital-wide.</li> </ul>  |
| <b>Nursing Communication</b>            | <ul style="list-style-type: none"> <li>• New, improved format and look for the monthly Nursing Excellence Newsletter.</li> <li>• Expanded content to elicit a broader scope of viewers, ultimately increasing nursing visibility and presence.</li> </ul>  |
| <b>Pain</b>                             | <ul style="list-style-type: none"> <li>• Implemented Comfort Menu resulting in lower opioid use and patients increased engagement with planning of their treatment.</li> <li>• Educational awareness on PRN pain, PCA charting and Pain Range Orders.</li> <li>• Edugram (educational toll on regulations and SJO policy for travelers and registry nurses) to improve pain medication compliance.</li> </ul>  |
| <b>Perinatal Safety</b>                 | <ul style="list-style-type: none"> <li>• Criteria-based discontinuation of indwelling catheter has resulted in the decrease in catheter time from 17 hours to 10 hours (goal = 6 hours).</li> <li>• Implementation of pain management strategies to reduce in-house opioid use and # of opioid tablets prescribed.</li> <li>• Much time and preemptive work devoted to patient safety during COVID to avoiding safety issues with the implementation of EPIC.</li> </ul> |
| <b>Skin</b>                             | <ul style="list-style-type: none"> <li>• Zero Level IV Hospital Acquired Pressure Ulcers.</li> <li>• Consistent distribution and updates with ‘Butts &amp; Guts’ Newsletter, providing up to date informative skin related material to staff.</li> </ul>   |



## Nursing Council and Work Groups | 2020 Annual Accomplishment Report (cont'd)

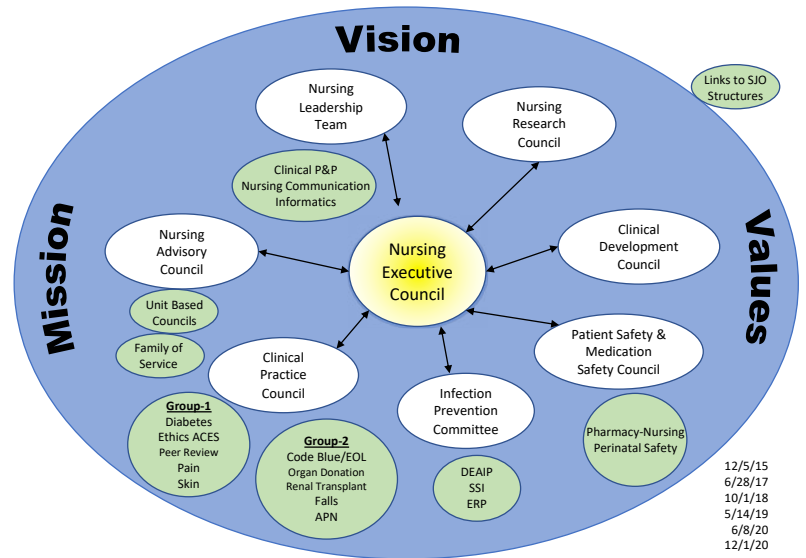
| Council/<br>Work Group                                     | Outcomes   |
|--|--|
| <b>Informatics</b>   | <ul style="list-style-type: none"> <li>● Captured compliance for skin prevention order sets after initiation.</li> <li>● During COVID surges, assisted with opening and closing of numerous units, as needed for patient placement, during COVID surges.</li> </ul>  |
| <b>Code Blue<br/>End of Life</b>                           | <ul style="list-style-type: none"> <li>● Evaluated and implemented initial plan for Quality Assurance of Code Blue events through interdisciplinary committee review process using standardized audit sheet aligned with AHA guidelines.</li> <li>● Updated/changed out all Code Blue/White physical carts within the facility to ensure safer processes for cart exchange and replacement carts are available for Code Blue vs White patients.</li> </ul> |
| <b>Diabetes</b>  | <ul style="list-style-type: none"> <li>● Number of patients who developed DKA: Zero.</li> <li>● Improved and lower blood sugar levels that fell outside of the established range across units.</li> </ul>  |
| <b>Ethics ACES</b>   | <ul style="list-style-type: none"> <li>● 6 - Referrals for an Ethics Consult. 6 - Formal &amp; 7 - Informal consults from ACES.</li> <li>● 6 - ACES representing inpatient units and 8 - ACES representing other areas.</li> <li>● 1 - Educational session to enhance ACES' knowledge.</li> </ul>  |
| <b>Peer Review</b>   | <ul style="list-style-type: none"> <li>● Contributed to developing education for Mother baby nurses for identification of preeclampsia post labor and for diabetic education for all new hires and TIPS program.</li> <li>● Enhanced sepsis education to focus on the actual sepsis screening and accurate assessment.</li> <li>● Developed standard work for Unit Secretaries to assist with discharge medication.</li> </ul>                             |
| <b>Organ Donation</b>                                      | <ul style="list-style-type: none"> <li>● Minimal fallouts for Calling in All Deaths within 1 hour.</li> <li>● Implemented practice for staff showing their respect and honoring donors and families before donation.</li> </ul>  |
| <b>Renal Transplant</b>                                    | <ul style="list-style-type: none"> <li>● 100% Transplant Recipient Follow Up post transplantation.</li> <li>● 100% 1-Year Kidney Graft Survival.</li> </ul>  |
| <b>Device and<br/>Environment<br/>Associated Infection</b> | <ul style="list-style-type: none"> <li>● Met Annual Goal for CLABSI, CAUTI and C-Diff.</li> <li>● Exceptional: 2 CLABSI with a goal of 2.</li> <li>● Exceptional: 2 CAUTI with a goal of 2.</li> <li>● Exceptional: 40 C-Diff with a goal of 44.</li> </ul>  |
| <b>Infection Prevention<br/>and Control</b>                | <ul style="list-style-type: none"> <li>● Housewide education and review of best practice and standard work.</li> <li>● Timely action plans developed for incidents, after staff and key stakeholders performed and reviewed Root Cause Analyses.</li> </ul>  |



## Nursing Shared Governance Structure

In November 2020, based on clinical nurse feedback and organizational changes, the following updates were made:

- Combined End of Life and Code Blue Work Groups to function as one.
- Combined Device Associated Infection Prevention and Environment Associated Work Groups to function as one.
- Moved the reporting structure of Enhanced Recovery Work Group from the Patient Safety & Medication Safety Council to the Infection Prevention and Control to align with organizational initiatives and work group goals.



## Exemplary Professional Practice

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

### Nursing-Sensitive Indicators: Inpatient Units and Ambulatory Care

Nursing-sensitive indicators reflect the structure, processes and outcomes of nursing care. The nursing sensitive indicators reported include the following:

#### Ambulatory Indicators

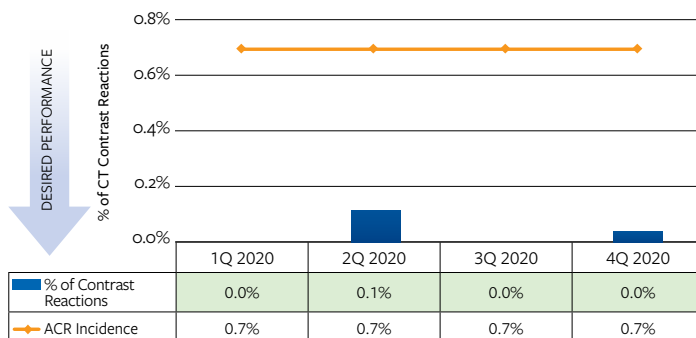
- CT Contrast Reactions
- Chronic Dialysis Adequacy

#### Inpatient Indicators

- Hospital Acquired Pressure Injury Category 2 and Above
- Patient Falls with Injury
- Catheter Associated Urinary Tract Infections
- Central Line Associated Blood Stream Infections

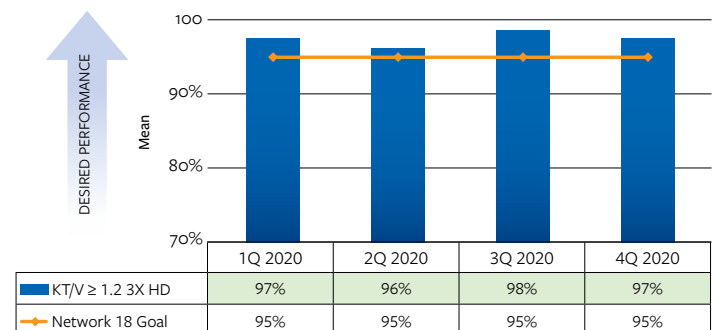
### Ambulatory Indicators

#### CT Contrast Reactions



ACR = American College of Radiology Manual on Contrast Media, Version 10.3, 2017

#### Chronic Dialysis Adequacy

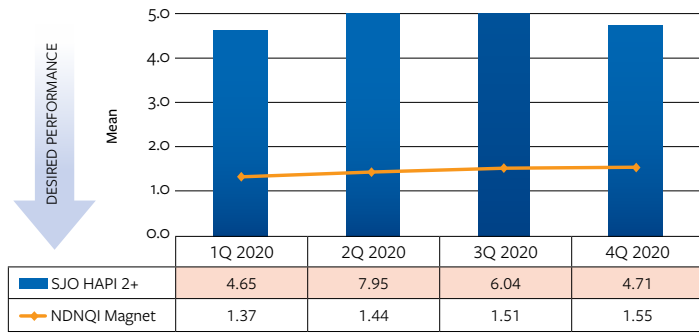


There are 18 Networks nationwide created by CMS



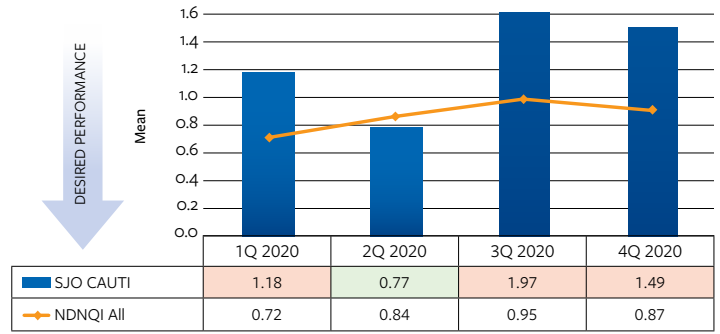
## Inpatient Indicators

### Hospital Acquired Pressure Injury Category II+



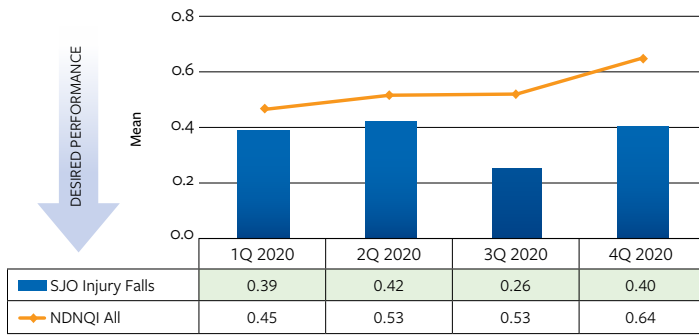
NDNQI = National Database for Nursing Quality Indicators

### Catheter Associated Urinary Tract Infections (CAUTI)



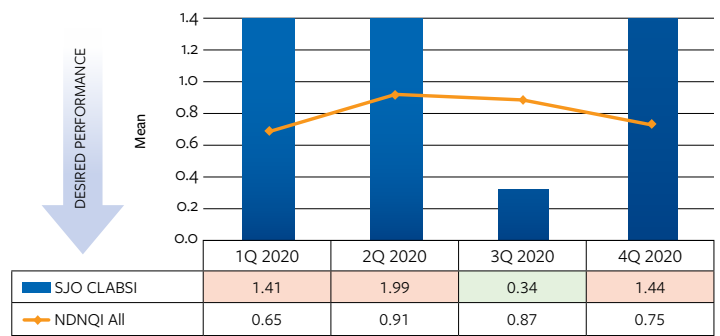
NDNQI = National Database for Nursing Quality Indicators

### Injury Falls per 1000 Patient Days



NDNQI = National Database for Nursing Quality Indicators

### Central Line Associated Blood Stream Infections (CLABSI)



NDNQI = National Database for Nursing Quality Indicators





## Patient Satisfaction

Providence St. Joseph Hospital uses Press Ganey for tracking and evaluating the patient experience. The hospital also participates in Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), a public reporting tool that assesses major areas of hospital performance to support consumer choice. This survey was developed by the Centers for Medicare and Medicaid Services (CMS) and measures patients' perspectives on the care they receive at hospitals.

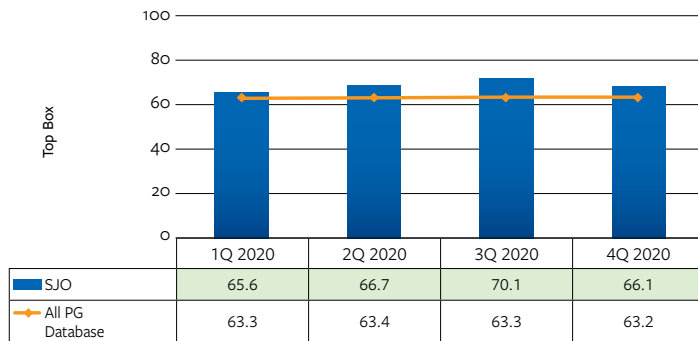
Patient satisfaction with nursing is compared to our Press Ganey benchmark for questions related to the following:

- Pain
- Courtesy and Respect
- Patient Education
- Patient Engagement

Overall patient satisfaction results are displayed quarterly for calendar year 2019.

### Pain - Inpatient

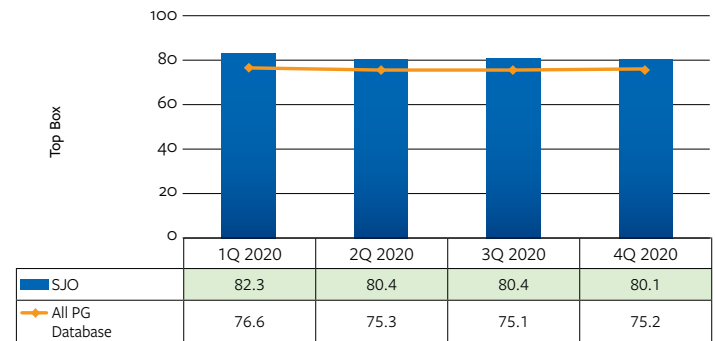
Q. How well was your pain controlled/addressed



PG = Press Ganey Associates, Inc.

### Patient Education - Inpatient

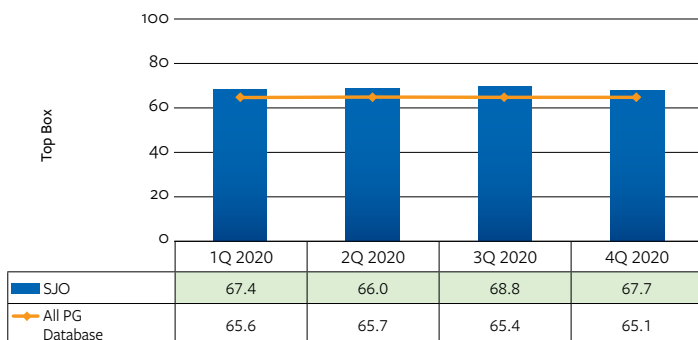
Q. Tell us what new medicine was for



PG = Press Ganey Associates, Inc.

### Courtesy and Respect - Inpatient

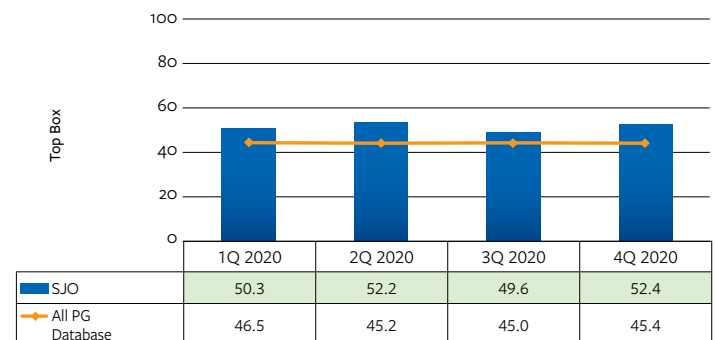
Q. Staff concern for your privacy



PG = Press Ganey Associates, Inc.

### Patient Engagement - Inpatient

Q. Hospital staff took preference into account

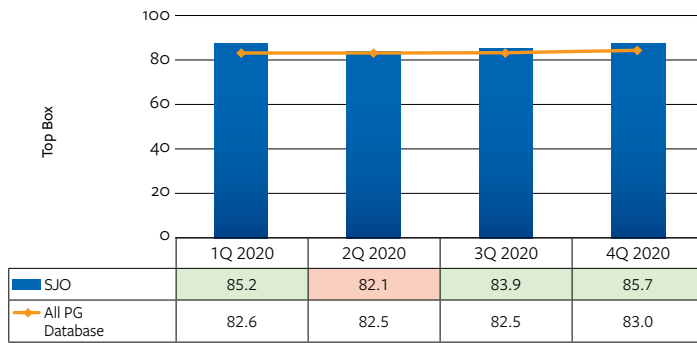


PG = Press Ganey Associates, Inc.



### Pain - Outpatient Services

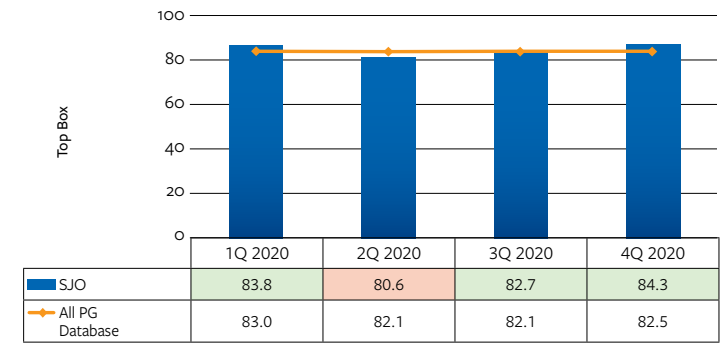
Q. Staff concern for comfort



PG = Press Ganey Associates, Inc.

### Careful Listening - Outpatient Services

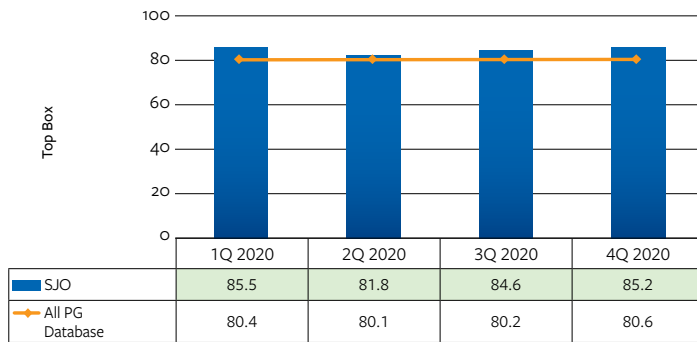
Q. Staff's concern/questions worries



PG = Press Ganey Associates, Inc.

### Patient Education - Outpatient Services

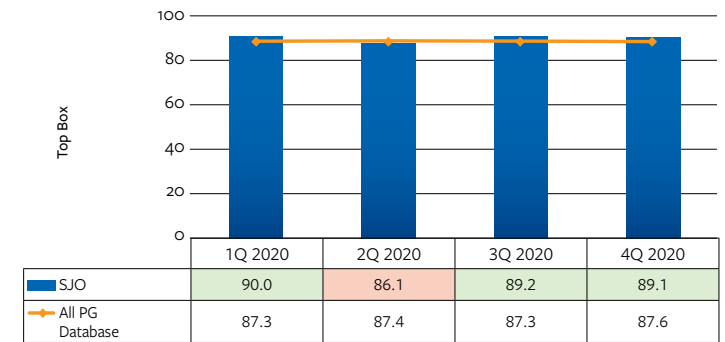
Q. Staff's explanation test/treat



PG = Press Ganey Associates, Inc.

### Courtesy and Respect - Outpatient Services

Q. Treated you with respect/dignity



PG = Press Ganey Associates, Inc.



# New Knowledge, Innovations and Improvements

Through research and application of evidence, the division of nursing continues to make outstanding progress toward improving patient care, enhancing patient outcomes and improving patient experiences.

## Research Studies in Progress During 2020

- **Code Compassion and Connecting Conversations. Nursing.** This study examines the efficacy of interventions provided during a “Code Compassion” and “Connecting Conversation” meetings in decreasing caregiver emotional suffering and promoting feelings of support for the individual caregiver and, as appropriate, the team.
- **Are two mentors better than one? Formalizing mentoring in the Critical Care Setting. Critical Care.** This study analyzes the impact of having two mentors – using Benner’s definitions, one a “competent” nurse and the other an “expert” nurse.
- **Accountability Strategies to Improve Success of Performance Improvement Projects and Evidence-based Practice Changes. Medical Telemetry.** This study looks at that process of change and the strategies that help continue the practice of change.
- **Deriving and Validating a Telesitter Algorithm. Medical Telemetry.**
- **Perceived Competencies of Non-Psychiatric Nurses Related to Care of Patients with Behavioral Health Issues. Nursing Education.** This study utilizes a pretest/posttest design to determine perceived competencies of RNs to care for behavioral health issues before and after multiple educational opportunities on specifics of care.

## Articles published by Providence St. Joseph Hospital Nurses in Peer Reviewed Journals in 2020

1. Delaney, K. R., Loucks, J., Ray, R., Blair, E., Nadler-Moodie, M., Batschar, C., Sharp, D., & Milliken, D. (2020). Delineating quality indicators inpatient psychiatric hospitalization. *Journal of the American Psychiatric Nurses Association*, 1-11. doi:10.1177/1078390320971367
2. Dureault, K., Winokur, E. J., Rutledge, D. N. (2020). Effects of transport on oral temperature of post-surgical patients transported from PACUL to nursing units. *Journal of Perianesthesia Nursing*, 35(4), 413-416. <https://doi.org/10.1016/j.jopan.2020.02.002>
3. Rossillo, K., Norman, V., Wickman, M., & Winokur, E. J. (2020). Caritas education: *Theory to practice. International Journal of Human Caring*, 24(2), 106-120. doi:10.20467/HumanCaring-D-19-00030
4. Suchy, C., Morgan, G., Duncan, S., Villar, S., Fox, F., & Rutledge, D. N. (2020). Teaching father-Infant massage during postpartum hospitalization: A randomized crossover trial. *American Journal Maternal Child Nursing*, 45(3), 169-175. doi: 10.1097/NMC.0000000000000613.
5. Naravlyanskaya, O., & Winokur, E. J. (2020). Viral Myocarditis. *Dimensions of Critical Care*, 29(2), 75-80. doi:10.1097/DCC.0000000000000402







### Completed Nursing Research 2020

- Compassion Fatigue Evaluation and Interventions. Oncology.** This study evaluated the impact of interventions (e.g. relaxation room, massage chair) on professional quality of life measures – compassion fatigue, compassion satisfaction, and professional quality of life in staff working with oncology patients.
- Human Trafficking: Educating staff in the Emergency Care Center.** This project was the first in a series addressing human trafficking. Purposes were to determine the knowledge of ECC pre and post education. The second phase was conducted as an evidence-based practice project in 2020 with increased signage and evidence.
- Women's Services Staff Knowledge and Attitude Towards Women with Substance Abuse Exposure. Women's Services.** This study, which is being published in 2021, utilized a survey to determine staffs' attitudes toward obstetrical patients using illicit substances. Following the survey micro-education was delivered and a second survey was delivered to identify learning and additional educational needs.
- Improving Adherence to Early Patient Mobility Programs. Med-Tele and Pulmonary Renal Units.** This program evaluated the effect of education regarding the patient mobility initiative on falls on pre and post education. A decrease in falls was realized in the months following the education.
- Contrast-induced Nephropathy Post-Percutaneous Coronary Interventions.** This study examined the effect of IV and oral fluids on renal function in patients undergoing PCI.

### Evidence-based, Quality Improvement Projects in 2020

In 2020 there were 26 Evidence-based, Quality Improvement Projects occurring in nursing. Of those, 23 projects were completed with outcomes.

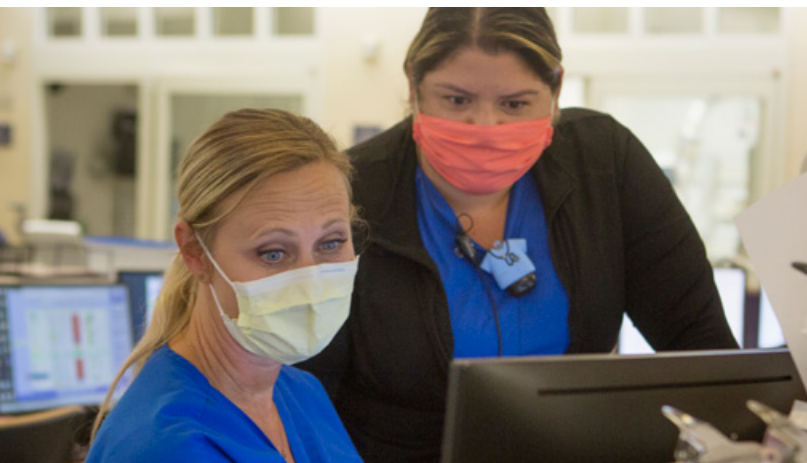
| Nursing Unit              | Number of Projects |
|---------------------------|--------------------|
| Critical Care             | 1                  |
| DSU                       | 3                  |
| Quality/Infection Control | 2                  |
| ECC                       | 10                 |
| Education                 | 1                  |
| BHS                       | 1                  |
| Oncology                  | 3                  |
| Vascular Access Team      | 2                  |
| Nursing Administration    | 1                  |
| Operating Room            | 1                  |
| OBS Unit                  | 1                  |
| Chronic Dialysis          | 3                  |
| Medical Telemetry         | 1                  |
| Wound Care                | 1                  |
| Mother Baby               | 1                  |
| General Surgery           | 1                  |
| Orthopedics               | 1                  |





# Our Promise

“Know me, care for me, ease my way.”







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