

Nursing Annual Report 2017

This Is Your
Hospital.



St. Joseph Health 
St. Jude Medical Center
A member of the St. Joseph Hoag Health alliance

Introduction to the Nursing Annual Report

This Is Your
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It was another year of distinction and success for our nurses, and it is an honor to present your achievements on these pages.

In 2017, nurse-led safety and quality initiatives continued to lower hospital-acquired infections, accelerate patient recovery and improved the patient experience. You brought new research and expertise to the bedside, created best practices and advocated for your patients in a powerful and meaningful way. The accolades on the last two pages document your success.

Along the way, you sustained and nurtured a work environment of collaboration, shared-governance, and innovation—one that inspires me and everyone around you. As nursing grows increasingly complex, you have responded by continuing to learn, grow and advance your practice. The number of St. Jude Medical Center nurses who have earned or are pursuing a BSN, MSN or professional certification in their specialty dramatically exceeds industry averages—far surpassing even the standards required for Magnet-designated hospitals. This year we began on onsite MSN program to make pursuing an advanced degree a little easier, and your success in making learning contagious is evident in the number of our nurses currently enrolled.

Someone once said that the evidence for a successful life is a willingness to put your heart, soul and mind into even the smallest of acts. This is yet one more measure by which your performance is nothing short of extraordinary. Thank you for the passion, integrity and skill you bring to your work and to the St. Jude family.



Laura Ramos, MSN, RN, NE-BC
CNO and VP, Patient Care Services



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Our Cultural Compass

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Our Commitment

We are a healing ministry and our greatest calling is to provide clinical excellence, genuine care and compassion.

We promise to always help, heal and comfort in a safe environment, making a difference in the lives we are entrusted to serve.

Every encounter becomes sacred when we serve each individual with empathy and dignity.



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Own It

Welcome/Greet

Respect

Engage

Assist

Transition/Thank

The St. Jude Promise to our Caregivers

We value you as the hearts and hands of St. Jude. You bring “Our Commitment” to life.

We continually strive to earn your trust by living our values with integrity and respect. We recognize and foster each individual’s talents, strengths and contributions to our mission.

Through communication and collaboration, we create a positive nurturing environment, investing in relationships at all levels.

Our Motto

Our Family Caring for Your Family

I Pledge:

1. I serve each individual based on their unique needs and care for the whole person—body, mind and spirit.
2. I am present in every encounter and build genuine personal connections.
3. I build trust by listening and I recognize that every voice matters.
4. I advocate for the vulnerable and those in need.
5. I own my positive attitude.
6. I am accountable to our team and collaborate across the organization.
7. I identify and solve problems, looking for innovative ways to improve.
8. I continually seek personal and professional growth.
9. I provide the highest quality care in a safe, clean and quiet environment.
10. I present myself as a professional in language, behavior and appearance.
11. I protect the privacy of those I serve.
12. I am a good steward of the resources entrusted to me.

Our Mission, Vision, Values

Hospital

This is
Your

MISSION WHY WE EXIST

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 WHAT ARE WE STRIVING TO BECOME

Health for a Better World

VALUES WHAT WE BELIEVE IN

COMPASSION

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

We respect each person as an inherently valuable member of the human community and as a unique expression of life.

JUSTICE

We advocate for systems and structures that are attuned to the needs of the vulnerable and disadvantaged and that promote a sense of community among all persons.

EXCELLENCE

We foster personal and professional development, accountability, innovation, teamwork, and commitment to quality.

INTEGRITY

We hold ourselves accountable to do the right thing for the right reasons. We speak truthfully and courageously with generosity and respect. We pursue authenticity with humility and simplicity.

OUR PROMISE

Know me, care for me, ease my way



St. Jude NURSING VISION

Patients will be welcomed into a healing community where a professional team of nurses will provide personalized, patient-centered care founded on sacred encounters.

Nursing is empowered by shared governance and guided by the principles of collaboration, caring and clinical practice.

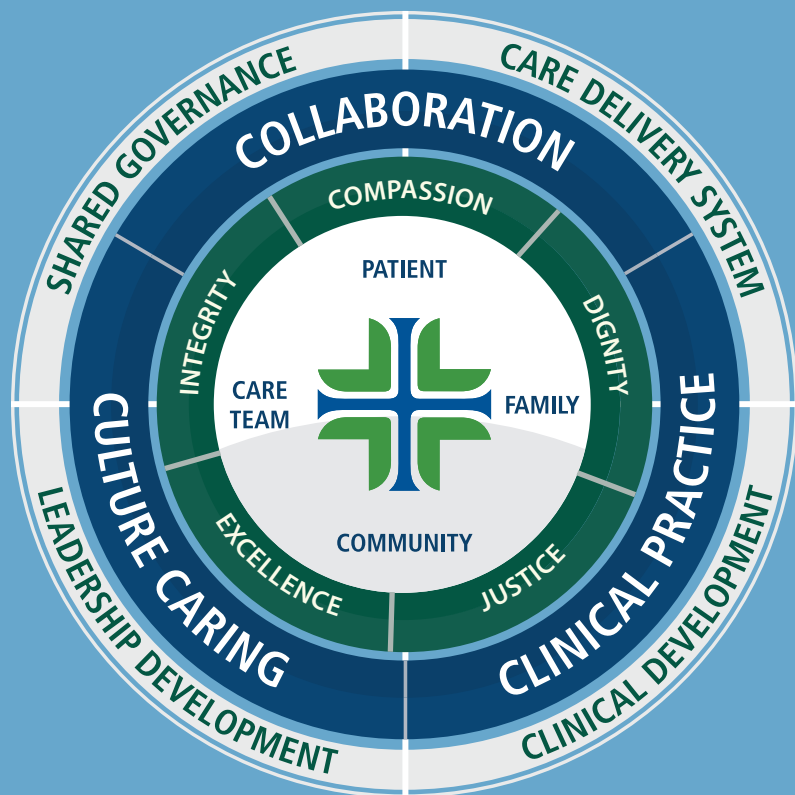
Nursing will flourish through educational and professional development; evidence-based practice, and will be a leader in clinical excellence.

Nursing leadership will support the vision through strategic development and communication of a framework which consistently inspires and engages the spirit of nursing throughout the ministry.

Professional Practice Model

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Center of Excellence



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Nursing Strategic Priorities

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Professional Development

- Clinical Advancement
- Professional Practice Model
- Shared Governance Model
- Increase formation of leaders and staff

Technology and Innovation

- Sonifi
- Support Structure for MEDITECH optimization and communication and Epic work
- Perfect Serve Optimization and new Blue Birdphones
- Tele Sitter Technology
- Telepsychiatry

Programmatic and Service Line Optimization

- Oncology CoC re-accreditation, Infusion Center relocation
- Cardiac Rehab added 2nd Ornish program cohort
- Transitioned Rheumatology patients from Plaza to COU
- PCT Transition Program
- L&D decreased C/Sec rates to lead SoCal region in CMQCC
- Maternal Newborn Services implemented monthly drills; Code White, PPH, Pre-eclampsia, MH
- GI: Digestive Health Symposium, Breath Test implementation
- Pre-Op & PACU cross-training

Regional Nursing Operations

- Reduce Registry
- Reduce IOT
- Nursing Academy: Resident Program
- Workforce Analytic Platform
- Transitioning in Practice (TIP)



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Shared Governance: The Voices Driving Our Excellence

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St. Jude nurses lead and collaborate on several interprofessional councils and committees impacting decisions achieving improved patient care and satisfaction, clinical outcomes, and work environment.

30+ Unit Care Delivery Councils

9 Shared Governance Councils

Featuring 100+ caregivers collaborating and deciding

- CDC Collaborative
- Nurse Practice Council
- Education Council
- Informatics Council
- Quality Council
- RN Peer Review Council
- Research Council
- Clinical Advancement Council
- Patient & Family Advisory Council

7 Caregiver Committees

- Spirit Squad
- Rewards & Recognition
- Community Involvement
- Mission & Culture
- Culture of Wellness
- Peer Advocate Council
- Environmental Sustainability

3 Performance Improvement Committees

- Pain Resource Team
- HAI Committee
- HIP Committee



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Shared Governance: The Voices Driving Our Excellence

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11 Service Line Steering Committees

- Cardiac
- Neuro
- Ortho
- Palliative Care and Pain Management
- Digestive Diseases
- Maternal Newborn
- Surgery Services and Robotics
- Oncology
- Spine
- Rehab
- Diabetes



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St. Jude Nursing Academy

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Service line educators collaborated with Providence St. Joseph Health Nursing Institute to develop the Nursing Academy.

The Nursing Academy's purpose is to ensure nurses, both residents (new grads) and fellows (those "transitioning in practice" -TIPs - to a new specialty), receive a comprehensive orientation program to ensure their clinical success.

Critical Care, Med/Surg, L&D, ED and Surgical Services resident and fellowship programs are now in place.

PSJH is submitting an application to ANCC to have our residency program accredited. If successful, we will be one of only 20 ANCC accredited residency programs in the country.



Core Curriculum Aligned:

- Perioperative
- Med/Surg
- CCU
- Telemetry
- L & D
- Emergency Department

Next Steps:

- NICU
- Cath Lab
- Preceptor
- Oncology
- SDU
- Interventional Radiology
- Mentorship

St. Jude Nursing Academy

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22 Clinical Resident and Student Nurse Partnerships

8 Schools of Nursing on our campus

- Azusa Pacific University (APU)
- Biola
- California State University Fullerton (CSUF)
- Concordia
- Cypress College
- Mount San Antonio College (MSAC)
- University of San Francisco (USF)
- Vanguard University

17 Clinical Rotations



University of Providence

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Two new online academic programs that are now accepting applications for a Fall 2018 start date on behalf of the University of Providence:

1. **Master of Science in Nursing Education** (100% online, all states)
2. **Associate of Applied Science in Surgical Technology** (Washington state)
 - 60% online content
 - 40% of learning occurs in-person (learning lab, simulation, completion of operating room cases)

Existing programs include:

- Medical Assistant (Oregon)
- Applied Health Informatics Certificate
- RN-BSN Completion Program
- Master of Science in Infection Prevention & Epidemiology
- Master in Healthcare Administration

All University of Providence programs are currently accepting applications for Fall 2018 and Spring 2019 start dates.

For additional details, please refer to the website:

<https://www.uprovidence.edu/school-of-health-professions/>



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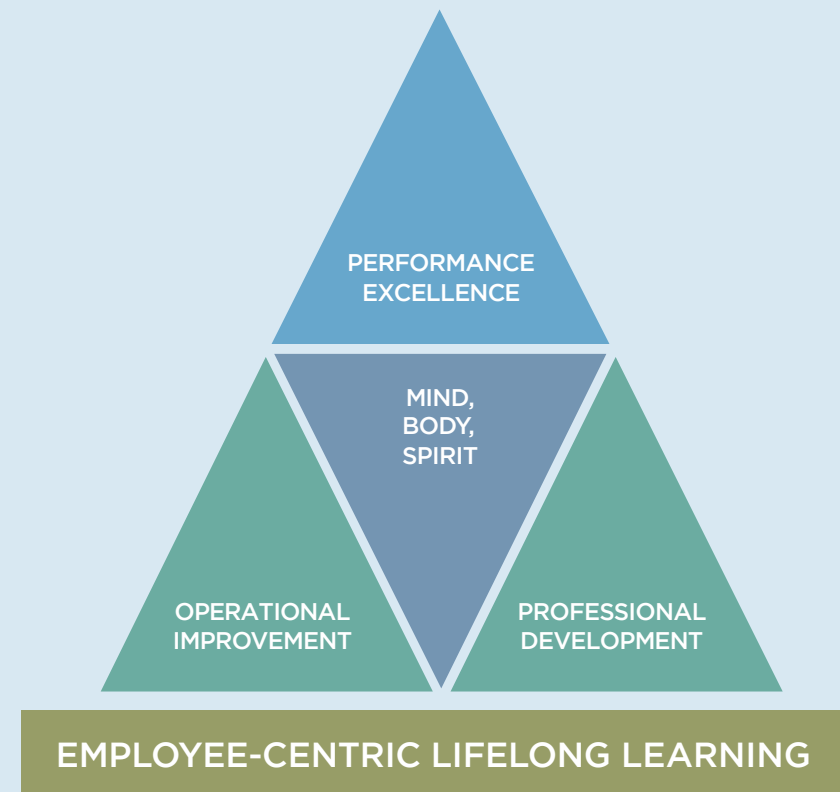
The St. Jude Learning Institute was created to nurture the culture of life-long learning and innovation at St. Jude Medical Center. It is designed to help staff gain the knowledge, skills, and leadership qualities necessary to succeed personally and professionally.

With rapid changes in clinical practice and a shifting healthcare environment, it's more important now than ever that the ministry continues to be one where caregivers create, acquire and share knowledge.

The course offerings help staff broaden their skill-set, increase their understanding of opportunities and challenges, or step more confidently into new leadership roles, and contribute strategically to St. Jude's mission and future.

We know, excellence doesn't come from the top down, rather; from employees at every level with the knowledge and skills to problem-solve, innovate and lead. Through these course offerings we believe our staffs pursuit of excellence will be more personalized and convenient.

The Learning Institute is just one way we integrate our Cultural Compass by remaining committed to I Pledge 8: *I continually seek personal and professional growth.*



Clinical Advancement Program

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SJMC believes the clinical nurse plays an integral role in patient outcomes and understands his/her expertise is fundamental to quality of care. The St. Jude nurse is committed to a culture of caring, collaboration and clinical practice with a focus on patient and family-centered care. The Clinical Advancement Program (CAP) facilitates clinical nurses to lead evidence based practices, performance improvement projects, or innovations strategically planned to support St. Jude's goals and mission outcomes of Perfect Care, Healthy Communities and Sacred Encounters.

CAP supports the advancement of clinical nurses through four levels of nursing development (CNI - IV) based on criteria related to:

- Clinical experience
- Stage of professional practice
- Knowledge
- Skills
- Interprofessional relationships
- Commitment to patient satisfaction
- Leadership qualities
- Academic degree
- National specialty board certification



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Nursing Operations

of Nursing staff hired in 2017:

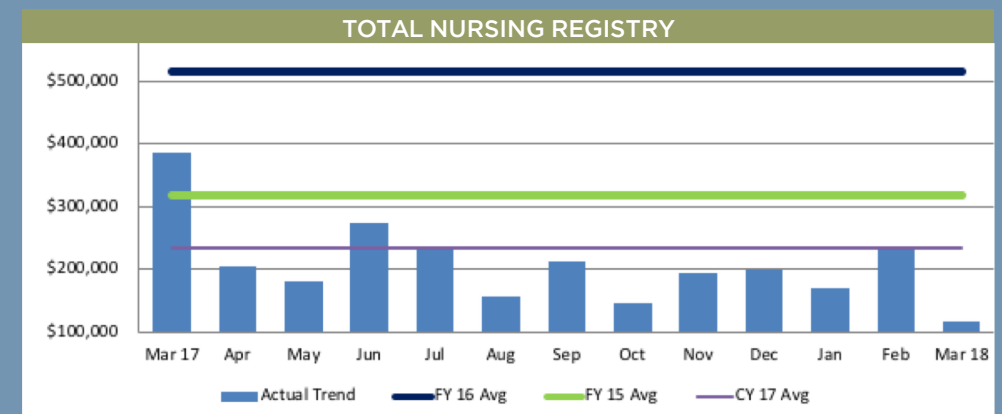
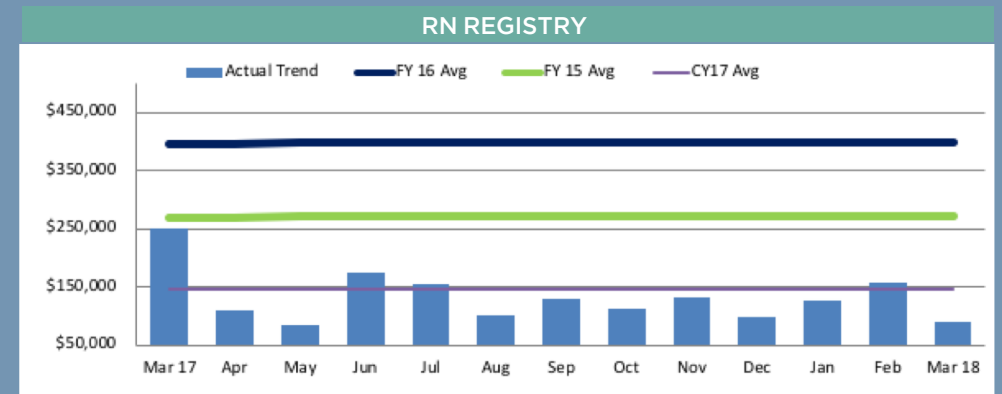
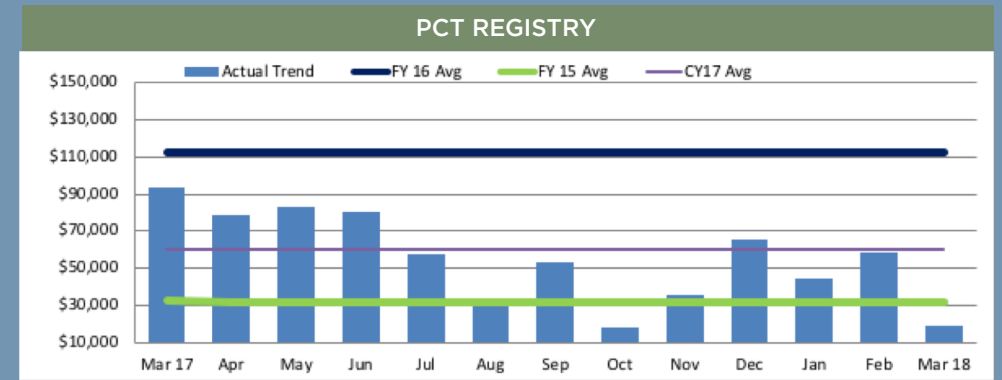
RNs: 59
 PCTs: 31
 US: 6

96

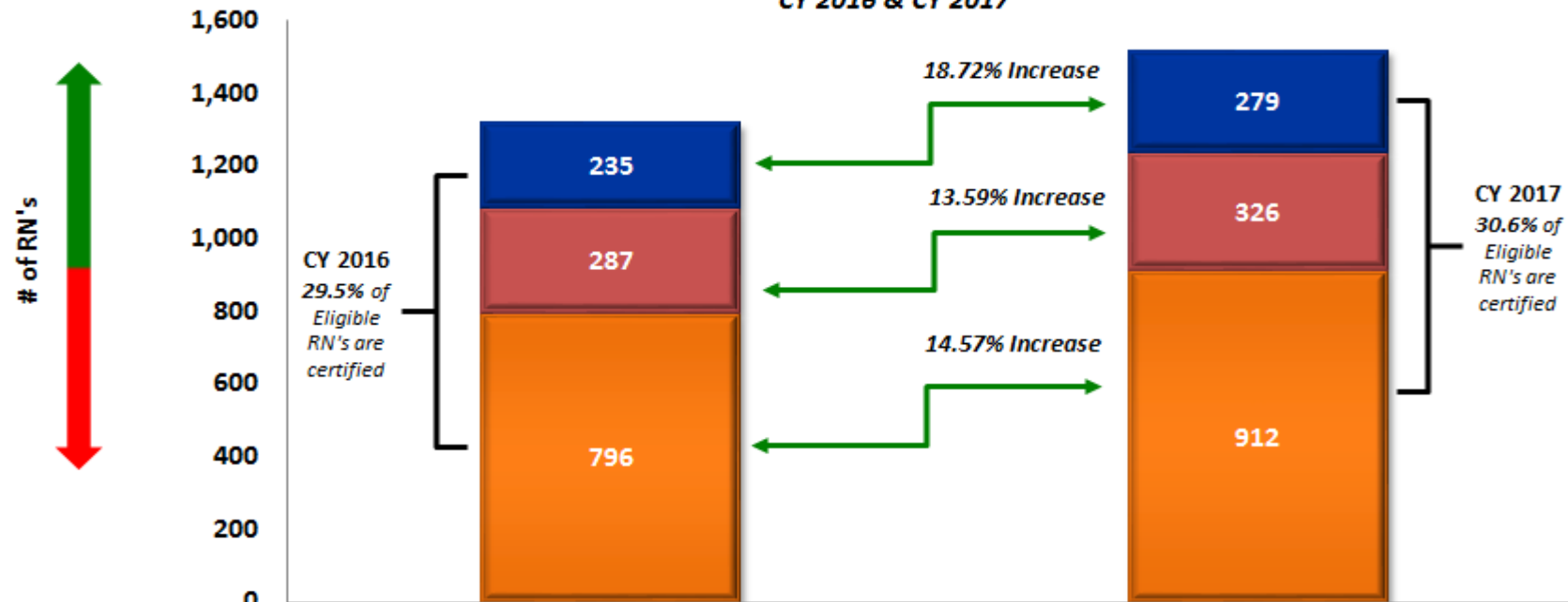


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Monthly trend of registry for RNs and PCTs



SJMC - Nurses Who Have Certifications
of All RN's Who Have Specialty Certification
CY 2016 & CY 2017



	CY 2016	CY 2017
■ Certified RN's	235	279
■ Certifications Held	287	326
■ Eligible RN's	796	912

Eligible RN's = All RN's minus Clinical RN I



2017: 13 Podium Presentations

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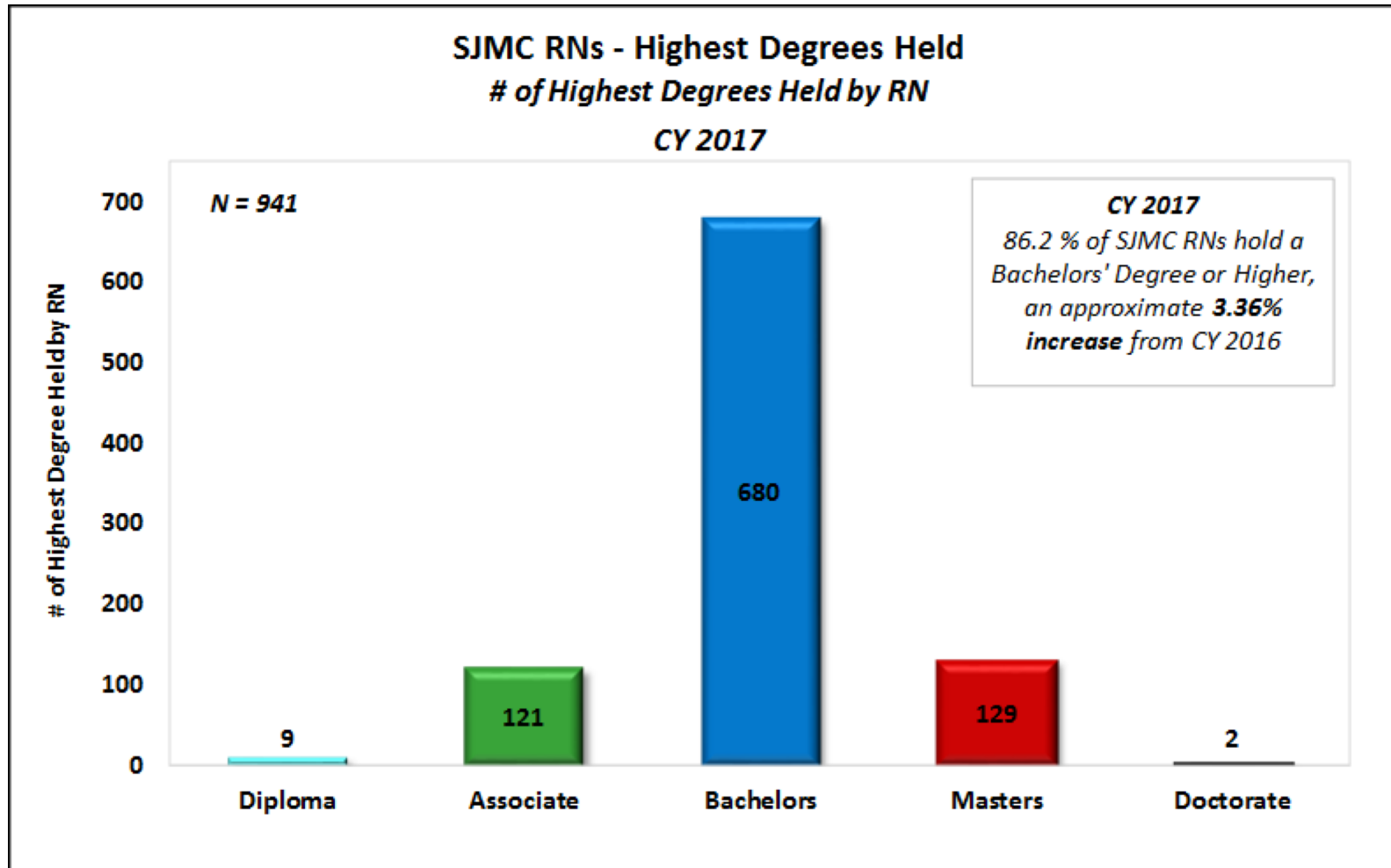
	Presenter/s	Presentation Title	Discipline	Type of Project	Professional Organizations	Venue	Date
1	Mark Garcia	CLABSI	Nursing	EBP	Association for Vascular Access	Phoenix, AZ	Sept. 16-19, 2017
2	Deanne Perez BSN, RN, CMSRN Jennifer Bordewich BSN, RN, CMSRN	Hospital Unit Based Initiatives to Eliminate C. difficile Infections	Nursing	EBP	Providence SJH Research Day	Montebello, CA	Sept. 25, 2017
3	Barry Ross RN, MBA	Leadership in Creating Healthy Communities	Nursing	EBP	Providence SJH Research Day	Montebello, CA	Sept. 25, 2017
4	Frances Horan, MSN, RN, Jennifer Smith BSN, RN,	Geriatric Fracture Program	Nursing	EBP	Providence SJH Research Day	Montebello, CA	Sept. 25, 2017
5	Lilian Ablir, BSN, RN, CIC, Mark Garcia, BSN, RN	The Effectiveness of an Inter-Professional Focus Team at Reducing the Hospital CLABSI Rate in a Community Magnet Status Hospital	Nursing	EBP	Providence SJH Research Day	Montebello, CA	Sept. 25, 2017
6	Janet Magnani MSN, RN, Rick Celio JD, MBA, Charles Ritz, PhD Linda De Long, Ed.D	Weaving a PFAC Into the Tapestry of our Culture	Patient and Family Advisory Council	Evidence -Based	Patient Family Centered Care Conference	Los Angeles, CA	Feb. 27, 2017
7	Frances Horan, MSN, RN, Jennifer Smith BSN, RN, Harry Skinner, MD, PhD	Geriatric Fracture Program	Nursing and Medicine	Evidence -Based	American Association for Orthopedic Surgeon	San Diego, CA	American Association for Orthopedic Surgeon
8	Kimberly Gonzalez BSN,RN	Management of Patients with Intrathecal Pumps: A Clinical Practice Gap	Nursing	Evidence -Based	ASPMN 27th National Conference	Phoenix, AZ	Sept. 13-16, 2017
9	Terry Zellinger, MSN, RN,	Bringing NICU RN to the Family: A Program to Provide End of Life Care Outside of the NICU	Nursing	Evidence-Based	17th National Neonatal Nurses Conference	Las Vegas, NV	Sept. 14-16, 2017
10	Mary Lou Anthony MSN, RN, RNC-OB, Joy Lanfranchi BSN, RN, CNOR	The Power of Bridges: Reducing SSI through OB/OR Collaboration	Nursing	QI	Providence SJH Research Day	Montebello, CA	Sept. 25, 2017
11	Marysol Cacciata MSN, RN, CCRN-K	ED Staff Training in Working Effectively with Behavioral Health Problems	Nursing	Research	Western Institute of Nursing	Denver, CO	April 19-22, 2017
12	Marysol Cacciata MSN, RN, CCRN-K	ED Staff Training in Working Effectively with Behavioral Health Problems	Nursing	Research	Providence SJH Research Day	Montebello, CA	Sept. 25, 2017
13	Barry Ross RN, MBA	Leadership in Creating Healthy Communities	Nursing	EBP	ANCC Magnet International Conference	Houston, TX	October 11-13, 2017

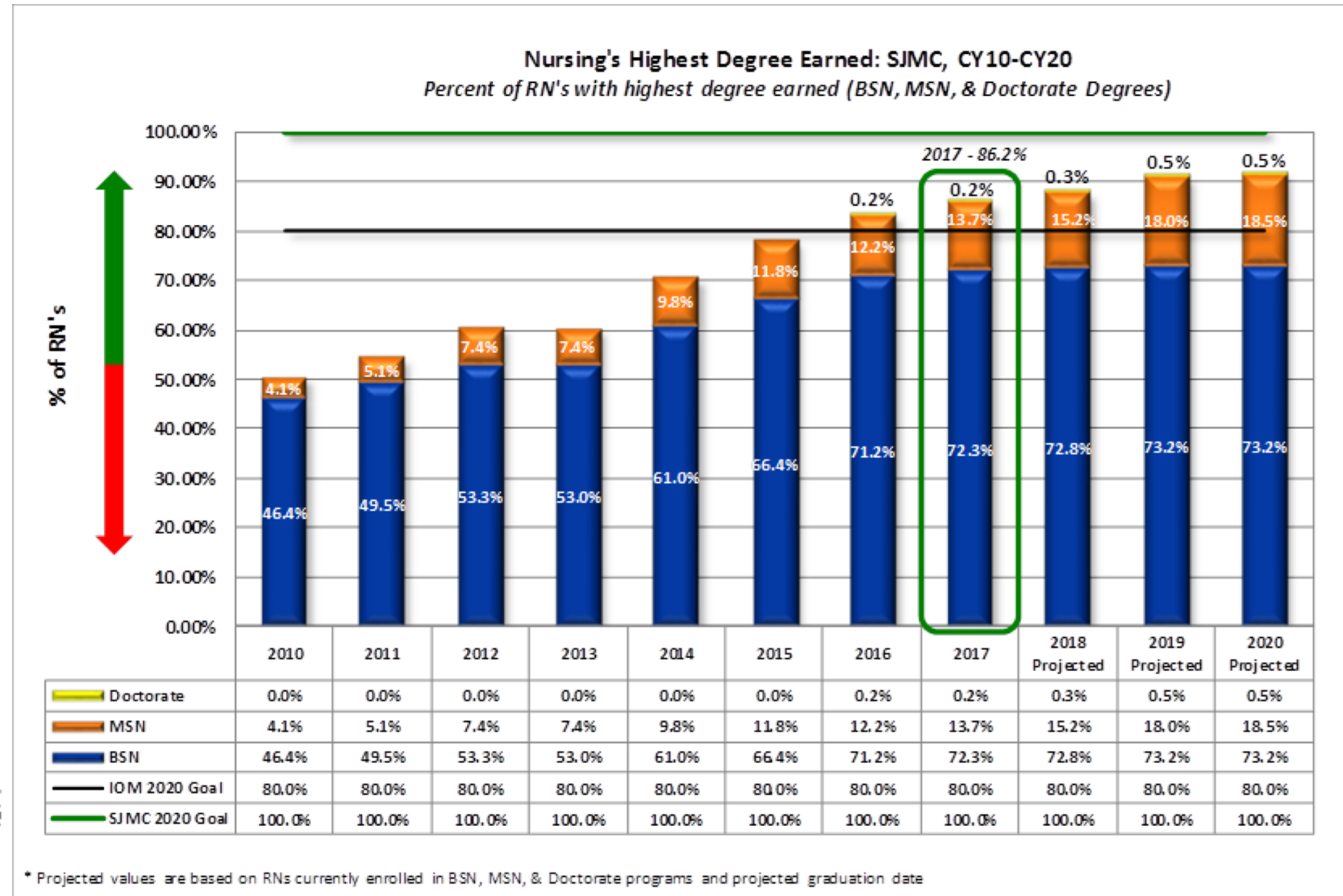
2017: 19 Poster Presentations

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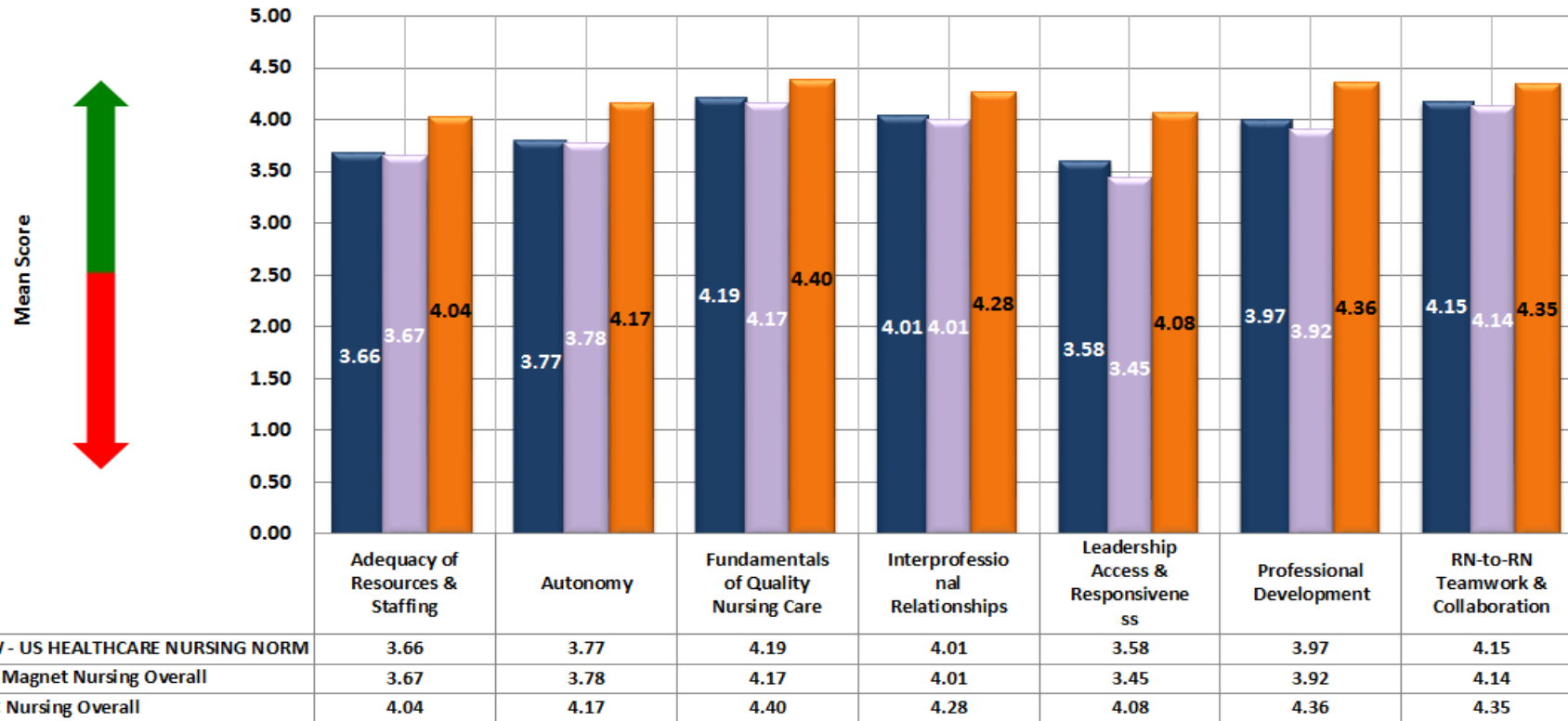
1	Jennifer Bordewich, BSN	Discharge Envelope	Nursing	EBP	Academy of Medical Surgical Nurse	Palm Springs, CA	October 12-15, 2017
2	Kate Boulder BSN, RN, CCRN	Timing is Everything: Discharge Teaching to Parents in Pediatric Surgery	Nursing	EBP	Providence SJH Research Day	Montebello, CA	Sept. 25, 2017
3	Lilian Ablir, BSN, RN, CIC; Selin Mirzaeian, MSN, RN, CMSRN	Community Hospital Initiatives to Reduce C. difficile Infection	Nursing	EBP	2017 CALNOC Conference	Seattle, WA	Oct. 22-24, 2017
4	Debbie Hoffman BSN, RN	SBAR: Best Practice for Communication	Nursing	Evidence -Based	March of Dimes	Costa Mesa, CA	March 13-14, 2017
5	Lisa Giambalvo MSN, RN	Navigating the Total Joint Patient Journey	Nursing	Evidence -Based	National Association of Orthopedic Nurses	San Juan, Puerto Rico	May 20-23, 2017
6	Jennifer Gutierrez, BSN, RN	The Total Joint Journey: An Alumni Perspective	Nursing	Evidence -Based	National Association of Orthopedic Nurses	San Juan, Puerto Rico	May 20-23, 2017
7	Pamela Jimenez BSN, RN	Optimization for Joint Replacement Surgery to Achieve Best Patient Outcomes	Nursing	Evidence -Based	National Association of Orthopedic Nurses	San Juan, Puerto Rico	May 20-23, 2017
8	Kate Boulder BSN, RN, CCRN	Timing is Everything: Discharge Teaching to Parents in Pediatric Surgery	Nursing	Evidence -Based	Western Institute of Nursing	Denver, CO	April 19-22, 2017
9	Jennifer Gutierrez, BSN, RN	The Total Joint Journey: An Alumni Perspective	Nursing	Evidence -Based	Providence SJH Research Day	Montebello, CA	Sept. 25, 2017
10	Jillian Lee MSN, RN, CEN	Discharge Lounge and the Journey to Excellence in Patient Satisfaction	Nursing	Evidence -Based	Providence SJH Research Day	Montebello, CA	Sept. 25, 2017
11	Coleen McNally-Astorga MSN, RN; Terry Zellinger MSN, RN, Gail Levine MD	NICU Antibiotic Stewardship Collaboration	Nursing	Evidence -Based	Providence SJH Research Day	Montebello, CA	Sept. 25, 2017
12	Barbara Mason BSN, RN Suma Suresh MSN, RN, CCRN	Effectiveness of an Interprofessional Team Approach at Reducing CLABSI in a Community Hospital	Nursing	Evidence-Based	Association of Professionals in Infection Control and Epidemiology (APIC)	Portland, OR	June 14-16, 2017
13	Suma Suresh MSN, RN, CCRN	Bedside Reporting	Nursing	Evidence-Based	National Teaching Institute, American Association of Critical Care Nursing	Houston, TX	May 22-25, 2017
14	Jillian Lee MSN, RN, CEN	Discharge Lounge and the Journey to Excellence in Patient Satisfaction	Nursing	Evidence-Based	Emergency Nurses Association	St. Louis, MO	Sept. 13-16, 2017
15	Dawn Hernandez Price, MSN, NE-BC, RNC-OB, C-EFM Mary Lou Anthony, MSN, RN-BC, RNC-OB, C-EFM Cindy Saunders, MSN, RN-NIC, CLEC	Supporting Vaginal Delivery: Active Management of the 2nd Stage of Labor	Nursing	Evidence-Based	California Maternal Quality Care Collaborative	Santa Ana, CA	Oct. 20, 2017
16	Coleen McNally-Astorga MSN, RN; Terry Zellinger MSN, RN, Gail Levine MD	NICU Antibiotic Stewardship Collaboration	Nursing & Medicine	Quality Improvement	March of Dimes	Costa Mesa, CA	March 13-14, 2017
17	Mary Lou Anthony MSN, RN, RNC-OB, Joy Lanfranchi BSN, RN, CNOR	The Power of Bridges: Reducing SSI through OB/OR Collaboration	Nursing	Quality Improvement	March of Dimes	Costa Mesa, CA	March 13-14, 2017
18	Coleen McNally-Astorga MSN, RN; Terry Zellinger MSN, RN, Gail Levine MD	NICU Antibiotic Stewardship Collaboration	Nursing & Medicine	Quality Improvement	17th National Neonatal Nurses Conference	Las Vegas, NV	September 14-16, 2017
19	Joy Lanfranchi, BSN, RN, CNOR, CMLSO, Claudia Skinner, DNP, RN, CIC, CCRN, Joanne Bonnot, RN, BBA, MSN, NE-BC Sil Mishreki BSN, RN, CNOR, Amanda McCoy BSN, RN, CNOR, Rita Thompson MSN, RN, CNOR, Marysol Cacciata, MSN, RN, CCRN-K	Successful Implementation of Integrated Enhanced Recovery/Surgical Site Infection Prevention Bundles	Nursing	Research	Providence SJH Research Day	Montebello, CA	Sept. 25, 2017

Nursing Research Study Title:	IRB Review Type	Date Approved by IRB (mm/dd/yy)	Study Status	Date Study Completed (mm/yy)	Name(s) of Organization's Nurse PI, Co-PI, &/or Site PI for each study (must be employed by the organization)	Role(s) of organization's Nurse(s)	Credentials	Study Scope Check only one			Study Types Check all that apply			
								Internal to a Single Organization	Multiple Organizations within a System	Independent Organizations Collaboratively	Replication	Qualitative	Quantitative	
New oral anticoagulants and warfarin-associated intracerebral hemorrhage protocol reduces timing of door to correction interventions (NO WAITING)	Expedited	08/03/15	Complete	8/10/17	PI: Rosemary Olivier Co-I: Diane Gleeson, NP	PI	BSN, CCRN, SCRN	x						x
Early Maternal-Infant Bonding, Thermoregulation, and Maternal Satisfaction with the C-section Experience	Expedited	09/28/15	Complete	9/14/17	Michelle Tibbs	PI	RN, BSN	x						x





**SJMC Nursing Overall
RN Satisfaction - October 2017**



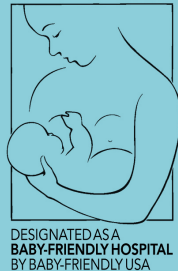
Vendor: Willis-Towers-Watson (WTW) Satisfaction Survey



Awards and Recognition



Advanced Certification for
Hip and Knee Replacement



And there's more . .



PULMONOLOGY



ORTHOPEDICS



**COLON CANCER
SURGERY**



HEART FAILURE



KNEE REPLACEMENT



**HEART BYPASS
SURGERY**



**GASTROENTEROLOGY
& GI SURGERY**



**DIABETES &
ENDOCRINOLOGY**



HIP REPLACEMENT