

Welcome from Cheryl Reinking, CNO

Hello — I am Cheryl Reinking, Chief Nursing Officer of El Camino Hospital.

Welcome to the Nursing Annual Report, highlighting the accomplishments of El Camino Hospital Nurses in 2017. This year, our theme is “Nurses Inspire Innovate Influence”. I would like to share some of my favorite examples of this theme from the past year.

We saw Inspiration in many units as nurses pursued opportunities for growth both inside and outside the organization, while continuing initiatives to stabilize our nursing workforce. Many of our nurses precepted new graduate nurses in the Med/Surg and Telemetry units. We were thrilled to welcome enthusiastic new nurses to El Camino Hospital, and we’re now working toward achieving ANCC accreditation for our New Graduate Residency program!

Nurses also inspired each other in the specialty units, as we offered positions to internal candidates who wanted to expand their skills. Transitions programs were offered in Telemetry, PCU, CCU, ICU, Cath Lab/Interventional Services and the Emergency department.

We are grateful to the Nursing Education Department for coordinating the New Grad and Transitions programs in 2017 – we could not have done it without them!

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We saw Innovation in a program known as the “Happy Hour”. Named by nurses on the Medical Unit, Happy Hour is a weekly program of guided activities for elder patients. Coordinated by our NICHE Nurse Practitioner, Mae Dizon, and Medical Unit Educator Heather Roorda, Happy Hour has allowed patients to leave their hospital rooms and engage in activities including chair yoga, music, and art projects, to name a few. The program arose through a collaboration of nurses with nursing students, therapists, and volunteer musicians, all coming together to improve the patient experience.

Finally, we saw nurses exerting positive Influence for the good of our tiniest patients. We saw the development of a volunteer Cuddler Program. Influenced by the desire of patients and nurse leaders in the NICU, the hospital negotiated a plan, approved by risk management and the nursing union, to care for our most vulnerable patients... premature infants in need of skin-to-skin care that could not be provided by their family. Another area where our nurses had an impactful influence was in the Mother-Baby unit at Los Gatos. With a dedicated team of nurses influencing physician practice and family education, Los Gatos became the first hospital to achieve “Baby Friendly” designation in the South Bay.

I hope you enjoy this year’s Nursing Annual Report. Please check each tab to find more examples of how nurses at El Camino Hospital inspired, innovated and influenced in 2017. Thank you!

Magnet Committee Message

LETTER

The Magnet Recognition Program has been managed by the American Nurses Credentialing Center (ANCC) throughout the United States and the world. El Camino Hospital has a long history of Magnet Recognition, dating back to 1991, as one of the original 41 Magnet Hospitals, designated after a nationwide study. We renewed our commitment to the Magnet Journey in the early 2000s, and in 2005 became the first Bay Area Magnet Hospital. We received our second designation in 2010 and our third designation in June 2015. As we look toward 2019, and our bid for our fourth designation, we would like take a moment and express gratitude for the hard work, care and compassion of the El Camino Hospital nurses. You all enable us to showcase the incredible accomplishments of over 1,500 RNs.

The Magnet Model consists of Five Model Elements, which provide a framework for practice. Within this report, you will find nursing highlights for each Model Element:

- Transformational Leadership
- Structural Empowerment
- Exemplary Professional Practice
- New Knowledge, Innovation & Improvements
- Empirical Outcomes

The Magnet Committee is proud to honor our nurses and the excellence they have achieved. This excellence was reflected in our Magnet Documentation and Site Visit, and is also reflected in this Nursing Annual Report of our 2017 achievements. Please enjoy exploring this site and join us in celebrating nursing at El Camino Hospital!

– Magnet Committee

Magnet Committee Message

COMMITTEE MEMBERS

Magnet Committee

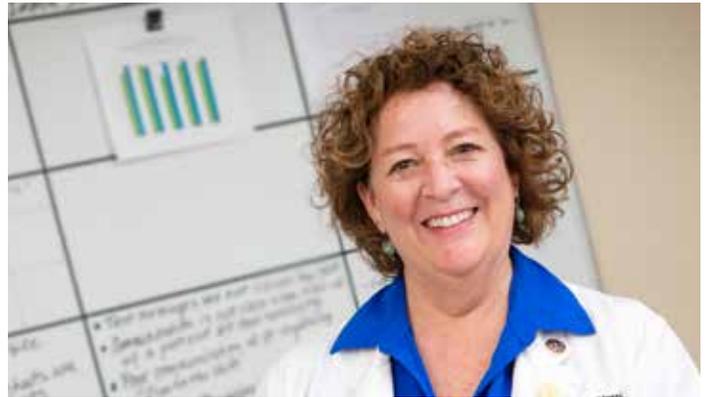
Jennifer Borelli, RN	Vivian Low, RN
Jody Charles, RN	Kelsey Martinez, MPA
Pamela Fiehmann, RN	Audrey Prairo, RN
Bonnie Gebhart, RN	Cheryl Reinking, RN
Sherrie Karleskind, RN	Chris Tarver, RN
Jackie Keane, RN	Catherine Walke, RN
Athena Lendvay, RN	



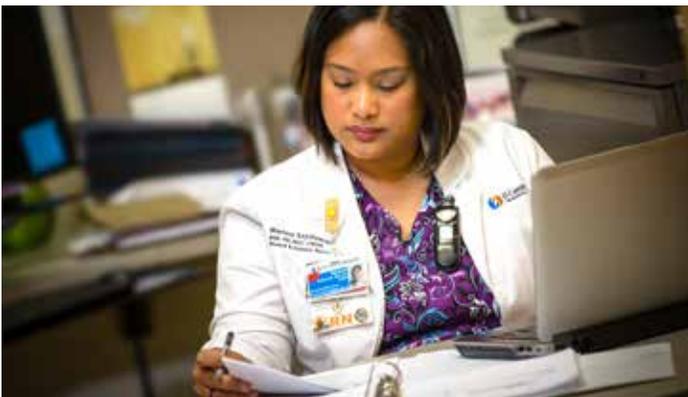
Research



Don't forget about Delirium: Pre- and Post-Education Study to Improve Healthcare Workers' Knowledge and Attitude about Dementia (QI) by Grace Nabas, RN



PCA Use in Total Joint Replacement Surgery
by Debbie Smyth, RN



Impact of Patient Care Units' Reorganization on Nurse-Related Unit Metrics by Marissa Szyslowski, RN



The California Maternal Data Center — Establishing a Statewide Data Center for Use in Rapid Cycle Maternity Care Improvement Projects by Debbie Groth, RN and Indira MacKay, RN with Labor & Delivery Care Team

Organizational Overview

ABOUT EL CAMINO HOSPITAL

As an independent, nonprofit community hospital with campuses in Mountain View and Los Gatos, El Camino Hospital takes a dynamic approach to healthcare and is redefining what it means to be a community hospital. Combining the latest thinking, treatments and technology, we bring passion to our work and deliver care in the most personal way possible. Our team is driven to create programs and services that never existed before to meet the unique challenges people sometimes face. Our medical specialties include cancer care, heart and vascular services, mental health and addictions, men’s health, orthopedics, rehabilitation services, senior health, spine surgery, urology, and women’s health including mother-baby care.



El Camino Hospital, Mountain View



El Camino Hospital, Los Gatos

Transformational Leadership

IT COLLABORATION

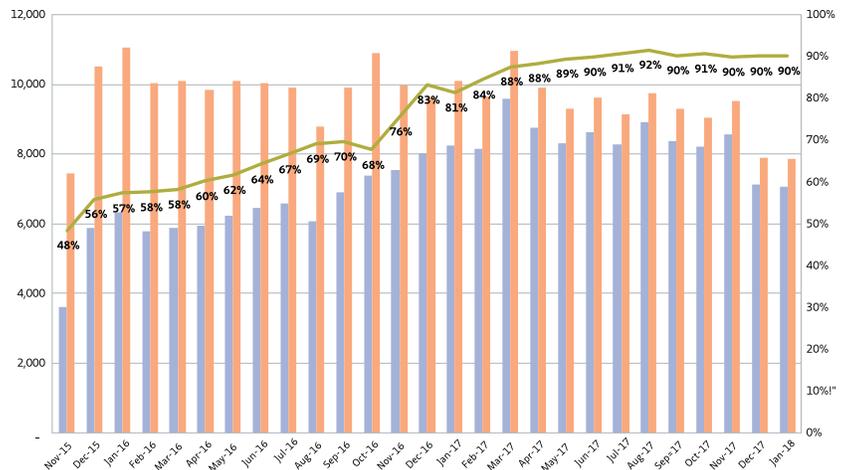
Pain Management Reassessment Documentation

Through a collaboration of Nursing and IT, improvements in the nursing documentation flowsheets and patient list allowed nurses to improve documentation of pain reassessment. In addition, Epic reports were created to assist in auditing and identifying trends in documentation compliance. Multiple reports were created to enable staff to evaluate documentation on daily, weekly and monthly trends as well as a “drill-down” report.

Baseline compliance was in the 50% range. This work has led to seven consecutive months of documentation compliance at 90% or greater (July 2017 – January 2018).

The work to improve the electronic health record to allow better documentation compliance was presented at the Epic User Group Meeting in September 2017.

Compliance %: Pain Reassessment Documentation



Transformational Leadership

CARE OF ELDERS



Grace Nabas, RN (right) explains techniques to manage dementia to co-worker Kassahun Mellese, RN.

Diana K. Russell Leadership Grant Winner Grace Nabas, RN

Grace Nabas, RN, was awarded the 2017 Diana K. Russell Leadership Grant based on a proposal to improve staff knowledge about dementia and delirium. Working with Mae Dizon, NICHE NP, Grace developed a class for RNs and a class for CNAs on managing patients with delirium. Tools to gather data to measure improvement included the Dementia Knowledge Assessment Scale and portions of the Geriatric Institutional Assessment Profile (GIAP).

Classes were held in Fall 2017, and pre- and post-tests were administered. Preliminary assessment of the data shows improvement in GIAP scores in the post-test compared to pre-test.

Transformational Leadership

NURSING EXCELLENCE

Catherine Nalesnik, RN — Leadership in Action

For her work and accomplishments in 2017, Catherine Nalesnik, Director of Infection Prevention, received the Leadership in Action award. Catherine works diligently to improve patient care. She led initiatives to improve hygiene care, as well as to decrease incidence of Hospital Acquired Infections. Catherine revised multiple infection control policies and led product evaluations to decrease the use of Foley catheters and improve the care of patients with central lines.

Catherine led the enterprise through the record-breaking 2017 flu season and helped to manage patient surge. She also worked with the physician staff and IT to improve the flu and pneumococcal vaccine program for patients.



Catherine Nalesnik, RN, inspires El Camino Hospital staff to prevent spread of infection.

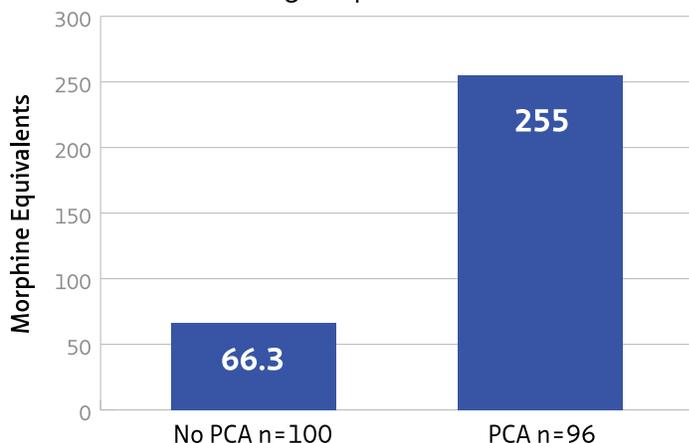
Structural Empowerment

NURSING EXCELLENCE

Debbie Smyth, RN

Winning the inaugural Nursing Excellence Award for Structural Empowerment, Debbie Smyth was honored for her work as the Orthopedic Surgery program coordinator. Debbie has continued her research studies to improve patient care. In her most recent study, on the use of patient-controlled analgesia (PCAs) for Total Joint Replacement patients, Debbie discovered that PCA patients have a much higher use of opioids while still having higher levels of pain than patients who received multi-modal pain management (and no PCA). Debbie presented her results to the orthopedic surgeons and was successful in changing practice to the safer and more effective multi-modal method.

Total Hip and Total Knee Replacement Patients: Average Morphine Equivalents Administered During Hospitalization



Structural Empowerment

NEW CERTIFICATIONS 2017



Sarah Rosenquist, RN (center) surrounded by her fellow certified oncology nurses: (left to right) Kathleen Hall, RN; Tamara Domaine, RN; Kathy Barry, RN and Hannah Crocker, RN.

Congratulations to all our certified nurses! Below is a partial list of new certifications achieved in 2017 (by certification).

Medical Surgical Certification

Rachel Dick, RN,
Med/Surg Ortho
May Flores-Dizon, RN,
Med/Surg Ortho
Susuanna Larbi Agbo, RN,
Med/Surg Ortho
Sandrine LeRouzes, RN,
Med/Surg Ortho
Roxy Phung, RN,
Surgical/Pediatrics
Asma Said, RN,
Med/Surg Ortho
Cillo Sun, RN, Med/Surg Ortho

Certified — Neonatal Intensive Care Nursing

Georgette Aqualina, RN, NICU
Daisy Horng, RN, NICU
Andrae Taffe Veni, RN, NICU
Kelly Younger, RN, NICU

Certified Nephrology Nurse

Lois Slaback, RN,
Inpatient Dialysis

Oncology Nurse Certification

Rebecca Barrientos, RN,
Oncology
Fatiha Benyammi, RN, Oncology
Sarah Rosenquist, RN,
Infusion Center
Hannah Tra, RN,
Nursing Education

PCCN

Ebony Boles, RN

Certification in Wound and Ostomy Nursing

Cindy Ragsdale, RN, Acute
Rehabilitation

Certified — OB Inpatient

Marissa Sabangan Francisco, RN,
Mother-Baby

Structural Empowerment

NEW NURSING DEGREES 2017

New BSN Degrees 2017

Thai Trieu, RN, Stroke/Telemetry

Michelle Park, RN, L&D

Karen Roman, RN, Cardiac & Pulmonary Wellness Center

Asma Said, RN, Medical/Surgical Orthopedics

Catherine Ackman, RN, Outpatient Surgery

New MSN Degrees 2017

Ann Aquino, RN, Medical/Surgical Oncology

Alex Tungol, RN, Acute Rehabilitation and Medical-Surgical/Oncology

Rochelle Popyon, RN, L&D (with FNP)

Lisa King, RN, Outpatient Surgery (with FNP)

Doctorate of Nursing Practice

Clarinda Garcia, RN, Stroke/Telemetry



Manager Alex Tungol, RN (left) discusses educational opportunities with direct care nurse Jae Hee Hyun, Medical/Surgical Orthopedics RN.

Exemplary Professional Practice

CARING NURSE AWARD



Wanda Teraoka, RN proudly displays her "activity apron" design.

Caring Nurse Award Winner: Wanda Teraoka, RN

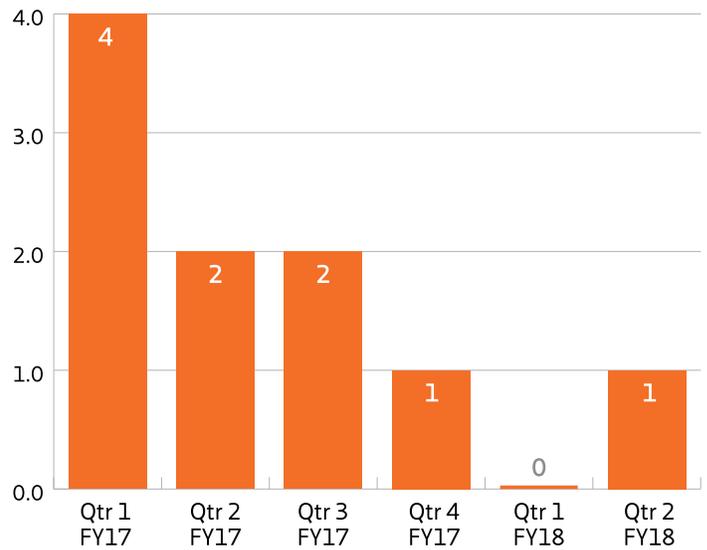
Surgical/Pediatrics nurse Wanda Teraoka was the Caring Nurse Award Winner for 2017, honored for her work as an active member of the NICHE and PIPSC committees. Wanda was a key member of the Alzheimer's Association "Longest Day" event at El Camino Hospital. This June 21 event involved a team of employees and volunteers who made over 20 activity aprons for our elder dementia patients, designed to distract patients from pulling at lines or harming themselves. Wanda developed the template for the apron and instructed the novice sewing and crafting team. Wanda's work was submitted to the NICHE conference and accepted. Wanda traveled with other NICHE nurses to San Antonio, Texas to showcase The Longest Day and the activity aprons.

Exemplary Professional Practice

CAUTI PREVENTION

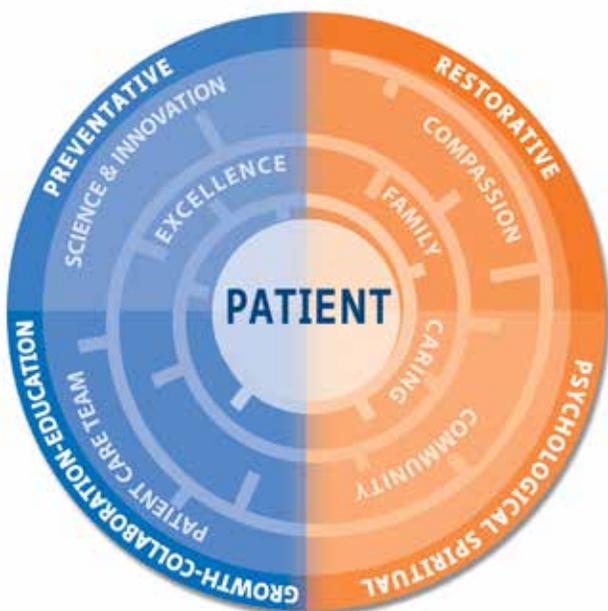
In 2017, El Camino Hospital became a leader in adopting innovation with the implantation of an external female catheter. This device benefits patients in many ways, most especially in reducing the number of Foley catheter days and protecting patients from incontinence-associated dermatitis. The external female catheter has been used for patients across the enterprise.

CCU Improvements
CAUTI by Quarter: July 2016 – December 2017



Pain Management is the second winner of the award. First winner was PIPSC last year.

Nursing Professional Practice Model



Exemplary Professional Practice

PROFESSIONAL PRACTICE MODEL

El Camino Hospital’s nursing Professional Practice Model (PPM) emphasizes the patient being at the center of all care. Words chosen by nurses to reflect their professional practice - Caring and Family - spiral outward from the patient. Excellence refers to the goal to deliver the highest quality care to patients. Next, Community represents the hospital’s history as a community-built organization and its future: broadening delivery of care across the continuum and into the community. Next in the outward spiral is Compassion: a word nurses often use to describe how they and their colleagues deliver care. Science and Innovation reflect our legacy as the first hospital in the world to implement an Electronic Medical Record in 1971, and the current strong support of Nursing Innovation through the Nursing Research Council. Patient Care Team captures the collaborative nature of care at El Camino Hospital. Four key aspects of care enclose the labyrinth: Preventative, Restorative, Psychological-Spiritual, and Growth-Collaboration-Education.

New Knowledge, Innovation & Improvements

TIMELY DISCHARGE

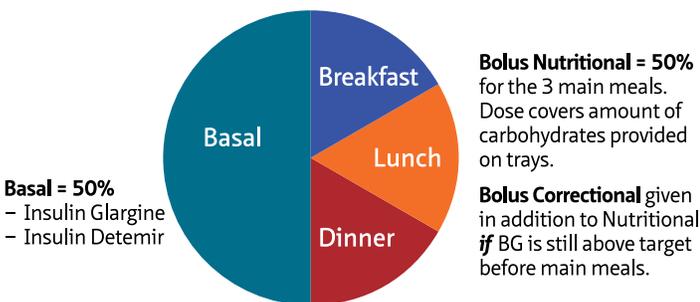
Timely discharge and reduction in length of stay (LOS) was a focus on many units in 2017, with a goal of keeping beds available for incoming patients. On 3B Telemetry in particular, the Unit Partnership Council developed a variety of tools to increase the number of patients discharged by noon. Some of the interventions include daily rounds with Care Coordination staff, signage stating “discharge by noon,” identification of barriers, and a designated role of staff on PM shift to talk with patients/friends/families the night before discharge, to assure that transportation home, prior to 12 noon, has been arranged.



Intraprofessional discharge rounds have been effective in reducing length of stay. Left to right: Laura Plambeck, PT; Bonnie Gebhart, Clinical Manager; Kawa Fuh, Care Coordinator; Lynn Taylor, CNS; Evelyn Taverna, CNS and Roberta Hernandez, RN.

New Knowledge, Innovation & Improvements

DIABETES MANAGEMENT



On November 14, 2017, which is also World Diabetes Day, the Insulin Basal Nutritional Correctional (BNC) model of diabetes management went live in Epic. The BNC is an evidence-based practice that has been shown to better control diabetes in the hospital setting. The implementation plan included education for physicians and nurses, including a knowledge test for nurses. A report created in Epic enables the team to track the patients on insulin for blood glucose control. Next steps are to steadily increase physician adoption of the new order sets.

New Knowledge, Innovation & Improvements

MENTAL HEALTH AND ADDICTION SERVICES



Davinne Aurelio, RN (right) explains the new fall risk assessment tool to Stephen Miao, RN.

The team in Mental Health and Addiction Services (MHAS) noted that the hospital's fall risk assessment tool was not as sensitive for mental health patients as it could be. Led by Davinne Aurelio, RN, a team from MHAS discovered the Edmonson Fall Risk Tool, which has been validated for mental health patients. After receiving permission from the tool's originator to adopt it, the team developed the education for its use and worked with IT clinical staff to update Epic with this new fall risk tool.

Empirical Quality Outcomes

PAIN MANAGEMENT IMPROVEMENT

Winner of the New El Camino Hospital Teamwork in Action Award

The Pain Management Improvement A3 Team was honored with the Teamwork in Action Award this past year. Highlights of the team's work include:

- Development and distribution of new patient education brochures on how to manage pain.
- Development of patient teaching fliers: Constipation Management as well as Opioid Tapering.
- Development of non-pharmacological pain management methods with associated education.
- Development and securing funding for a Pain Management Pharmacy Specialist.



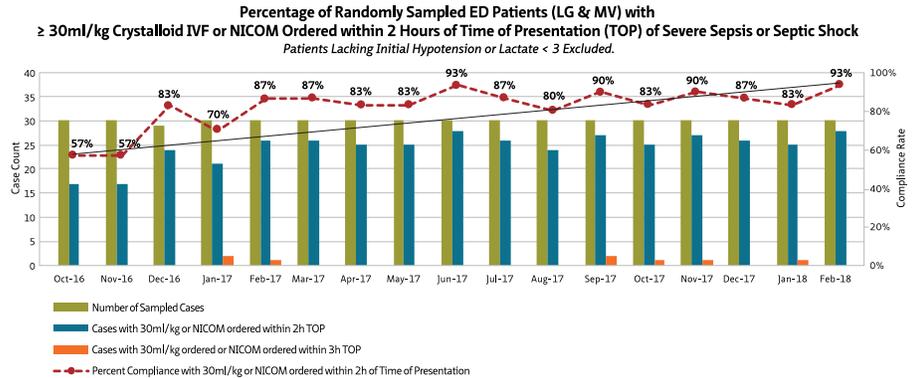
Pain Pharmacist Jess Chi (center) reviews pain management options with Pelvic Health Coordinator Athena Lendvay, RN (right) and direct care nurse Alyssa Santos, RN.

Empirical Quality Outcomes

SEPSIS

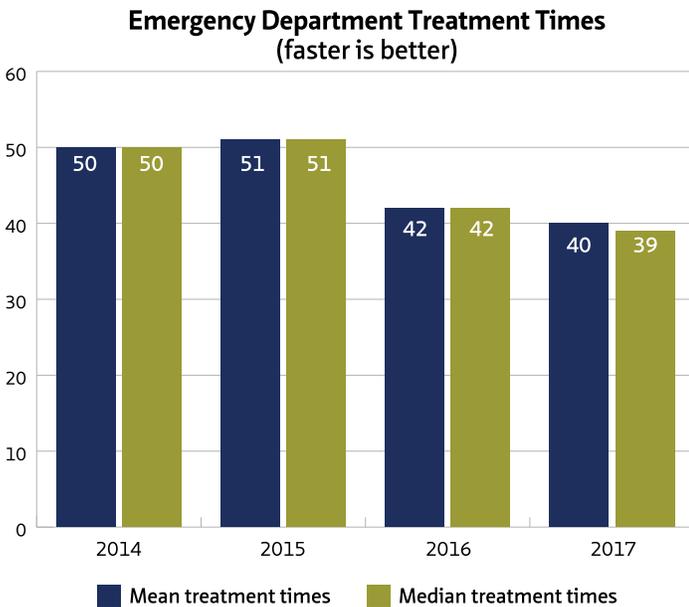
Top Accomplishments of 2017:

1. Created a process for the identification and treatment of obstetric patients with sepsis.
2. Expanded Sepsis Alert to include emergency departments of both campuses.
3. Expanded the Sepsis Program to 1.5 FTEs.
4. Application for disease specific certification in sepsis accepted by The Joint Commission.
5. Sustained emergency department IVF/NICOM goal beyond stretch goal of 80% compliance for more than 11 months.



Empirical Quality Outcomes

STROKE PROGRAM



Stroke Care Improvements at El Camino Hospital

- Improved process in the Emergency department (ED) led to improvements in Door-to-Drug time in treating stroke. These faster times are directly related to improved teamwork between the ED and neurologists.
 - Fastest stroke treatment time ever for the program. Door-to-Drug in 21 minutes! The National Goal is 60 minutes.
 - More times under 30 minutes and under 45 minutes than ever before.
- Renewal of the Neurointerventional Program, leading to increased education for all stroke nurses.
- In 2017 treated 592 stroke patients, a 16% growth over the previous three years.
- For the 11th year in a row, El Camino Hospital has received the highest awards possible from the American Heart/Stroke Association for meeting Core and Quality measures and tPA times.