

Adventist Health

ANNUAL NURSING REPORT 2023





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Message from Cyndy Gordon, Patient Care Executive

2023 was a transitional year for our clinical team here at Adventist Health and Rideout. We continued to adjust to the post COVID healthcare system and dealt with the fiscal impact COVID left in its wake.

Our clinical teams were inspiring, innovative and demonstrated over and over their dedication to each other, our patients and our community. As you read the accomplishments and successes our team achieved, I hope you have a great deal of pride in your contribution to these impressive outcomes. Your efforts are making this a beautiful place for our clinical teams to thrive, patients to heal, and physicians to practice.

As we lean into our mission of “Living God’s Love by Inspiring health, wholeness and hope” in 2024, we will continue our quest for zero harm. Using the principles of Just Culture and High Reliability Organizations, we will build upon the solid foundation we have built over the past few years and aspire to greatness.

Thank you for representing Adventist Health and Rideout in such a positive and professional fashion. I am deeply grateful to be part of such a high performing team.

Our Vision

Compelled by our mission to live God’s love by inspiring health, wholeness and hope, we will transform the health experience of our communities by improving physical, mental and spiritual health; enhancing interactions; and making care more accessible and affordable.

Our Mission

Living God’s love by inspiring health, wholeness and hope. Our mission defines every aspect of our nursing practice and our commitment to patients, our communities and each other.

Our Nursing Philosophy

At Adventist Health, our nurses are mission owners who boldly serve our patients. Choosing to work at Adventist Health means you’ll be surrounded by like-minded nurses who value the opportunity to provide whole-person care that addresses each patient’s physical, mental and spiritual health.

Join us in our mission to spread compassion, healing and hope. Together, we’re not just providing healthcare; we’re nurturing wellness in body, mind and spirit. Every patient, every community, every interaction matters. Let’s continue to make a positive difference, one life at a time. Thank you for being part of the Adventist Health family.

Our Values

- Be love
- Be a force for good
- Be a mission owner
- Be welcoming
- Be curious
- Be brilliant

“Action without vision is only passing time, vision without action is merely daydreaming, but vision with action can change the world.”

NELSON MANDELA

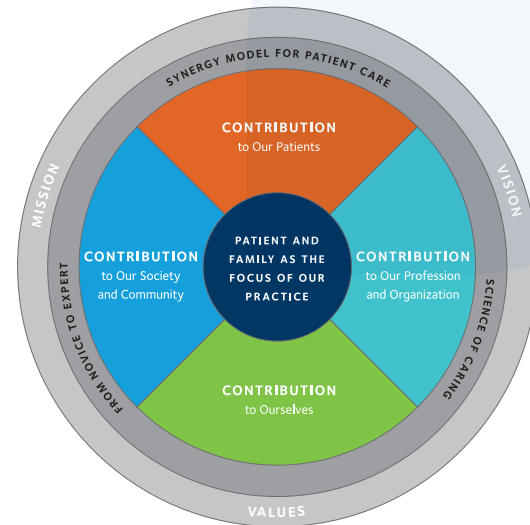
Strategic Plan

We use the Pathway to Excellence model for nursing clinical excellence to guide our strategic plan. Our practice is based on the principles of the Pathway to Excellence model from the American Nursing Credentialing Center. The Pathway to Excellence framework consists of six standards that, when integrated throughout the organization result in a positive practice environment.

1. Shared Decision-Making
2. Professional Development
3. Leadership
4. Quality
5. Safety
6. Well-Being

Shared governance

The purpose of our shared governance structure is to enable nurses and other associates to participate in shared decision making. All clinical and nursing councils are connected to the centralized Nursing Excellence Council (NEC). Information flows in a multidirectional, equitable fashion between clinical nurses, front-line associates and senior leadership. The NEC and unit-based councils are continually advancing nursing excellence by aligning their work with our professional practice model, strategic plan and patient-centered care.



Professional Practice Model

Through our Professional Practice Model, we create and sustain a culture of quality and care that continually reflects God's love to our patients in all that we do. The model is a detailed framework that describes how our nurses practice and collaborate to provide the best quality care. This model promotes professional identity, job satisfaction, high quality, consistent nursing care, improved quality of patient and family outcomes, and enhanced intra- and interdisciplinary communication.





Awards and Recognition

Our nurses and associates work tirelessly at all levels of our organization to meet clinical and administrative needs. They go above and beyond, stepping up to any challenge they may face to ensure each patient receives the highest quality care. These awards acknowledge our honorees' exemplary efforts and commitment to our values, vision and mission.

The BE Award is submitted by peers for any associate, physician or volunteer that exemplifies our BE Values. The DAISY Award is a prestigious recognition program that honors extraordinary nurses for their compassionate care and clinical expertise. A blind review committee votes monthly on DAISY and BE Award nominees.

We celebrate our DAISY and BE Award recipients monthly at our award ceremony in the Rideout Café. All associates are welcome to join the ceremony.

Congratulations to our outstanding 2023 honorees!



BE Award

- Agnes Ramos (3 Main)
- Jenny Cary (Education)
- Larry Santiago (Surgery)
- Teresa Johnson (Sodexo)
- Jessica Anguiano (Family Health)
- Alyson Dingler (4 Main)
- Jaron Pennywell (Security)
- Rachel Griffith (Family Health)
- Ondre Henry (Security)
- Dr. Ravi Sathi (Family Medicine)
- Mario Escobar (ED)
- Hailey Beutler (Home Health)
- Manvir Sidhu (3 West)
- Dr. Chandra Veluru (Endoscopy)
- Tammy Lofton (Lab)
- Melanie Stroub (Patient Financial Services)
- Dr. Natasha Phillips (Perinatal)
- Brian Davis (Imaging)
- Barbara Kile (Family Health)
- Nathan Patterson (PACU)
- Sujhei Farias (Home Health)
- Jeff Mayo (Facilities)
- Dr. Sanei-Fard
- Jennifer White (Community Outreach)
- Jennifer Blancett (ENT)
- David Durbin (Supply)
- Dr. Maninder Paul Bains
- Danita Jones (EVS)
- Angela Ramires (Courtyards)
- Casey Insixiengmay (ED)
- Dr. Navdeep Sharma
- Angelica Rivera (Rsk Mgmt)
- Stephanie Kelley (Cancer Center)
- Cassie Alvarez (Director of Process Improvement)
- Dr. Theresa Daley
- Philip Hale (Engineering)
- Hrant Kuchuryan (PT Solutions)
- Norma Garcia (Urgent Care)
- Victor Gentiluomo (Lab)
- Dr. Goetmann
- May Yang (Lab)
- Sirena Castro (Cardiology)
- Antonio Orbon (Drug Testing)
- Shannon Gonzales (IT)
- Dr. Burt (Family Medicine)

Daisy Awards

We celebrate our certified nurses who go above and beyond to care for our patients.

DAISY

- Jaskirat Kaur (3 Main)
- Kiara Toomes (L&D)
- Sukhneet Dhillon (3 Main)
- Amrit Dosanjh (3 Main)
- Nirmal Jande (3 Main)
- Chantel Harvey
- Chris Brackbill (ED)
- Roshelle Curl (IMCU)
- Vivian Tuepke (L&D)
- Balvinder Dhami (4 Main)
- Carmen Crawford (3 East)
- Mindy Routon (Perinatal)
- Sandeep Pandher
- Iulian Damian (3 West)
- Jaspreet Dhami (4 Main)
- Navpreet Rai (3 West)
- Johnny Uriostegui (3 West)
- Stephanie Doepel (ED)
- Juana Solomon (CVICU)

- Lovedeep Singh (ICU)
- Karisa Whiteley (3 West)
- Prabhjot Gill (3 West)
- Andreea Federspiel (L&D)
- Jessica Wilson (ICU)
- Megan Ferreira (ED)
- Riley Horan (ICU)

DAISY Nurse Leader

- Nancy Garcia (ICU)
- Jean Storni (Palliative Care)
- Sally Paul (CVICU)
- Bridget Haydu (ICU)

DAISY Team Award

- CVICU and Respiratory Therapy

Exemplary Professional Practice



FROM CNA TO NURSE OF THE YEAR:

The Remarkable Journey of Devinder Pannu



In November, Devinder Pannu, our Director of Nursing Development at The Fountains, was recognized as the California Association of Health Facilities Nurse of the Year. The Nurse of the Year Award is designed to recognize an outstanding registered nurse who has dedicated her professional career to long-term care.

“I’m definitely excited, happy to be recognized as a pioneer, as a contributor to the long-term care industry,” Devinder said. “Every younger nurse wants the hospital experience, they want to explore the opportunity because the sky is the limit, but geriatrics always held a special place in my heart.”

US News & World Report, 2023–2024

- High Performing Adult Procedures/Conditions: Heart Failure, COPD, Kidney Failure, Stroke

California Children’s Service Certified Hospital

- The Joint Commission Accreditation
- Hospital Program

The Joint Commission Advanced Certification as a Primary Stroke Center AHA Get With the Guidelines® Stroke Gold Plus Award

- Target: Stroke Honor Roll Elite
- STEMI Silver

American College of Cardiology (ACC) Chest Pain Center Accreditation

- National Distinction or Excellence HeartCare Center 2023
- Electrophysiology Accreditation 2023–2026
- Cardiac Cath Lab Accreditation 2022–2025

American Heart Association

- STEMI Receiving Center-SSV

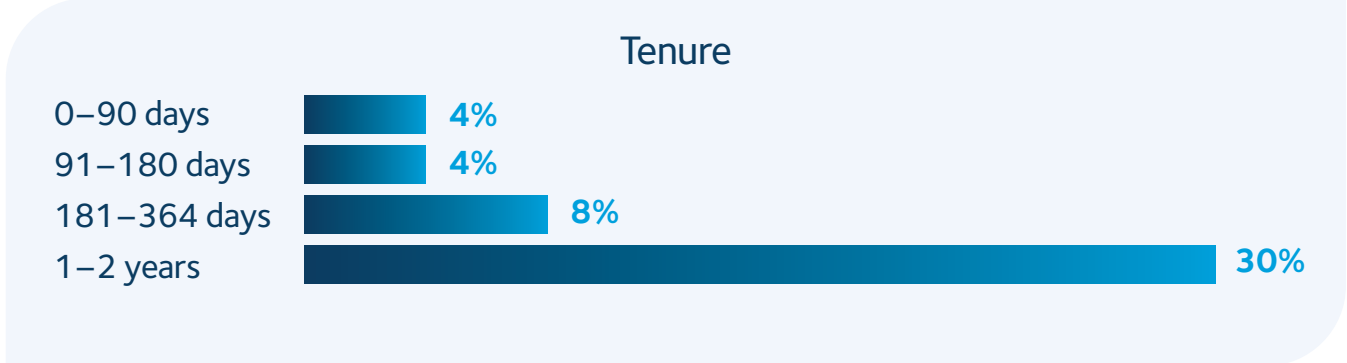
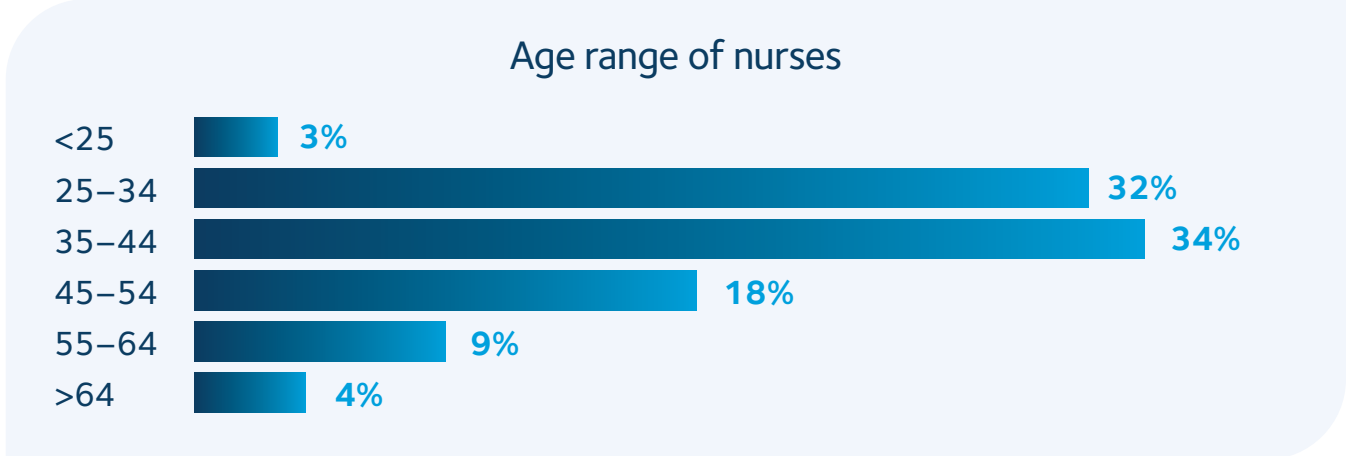
Chest Pain Center Primary PCI Accreditation 2023–2026

College of American Pathologists (CAP) Certified American College of Surgeons

- Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program
- Level Three Trauma Center

Geriatric Emergency Department Accreditation by the American College of Emergency Physicians (GEDAP) Bronze Standard – Level 3

Nursing Metrics



13.9%
Turnover
2023 total

91%
New grad
residency retention

278
RN filled positions

797
Bedside RN count

48.4%
BSN Rate

16.4%
Certified nurse rate





Pathway to Excellence Journey

Adventist Health and Rideout has been on a journey to become Pathway to Excellence designated for two years. Pathway to Excellence is a designation by the American Nurses Credentialing Center (ANCC) that recognizes healthcare organizations that create positive work environments for nurses. These organizations meet stringent standards in various areas such as nurse satisfaction, professional development and patient outcomes.

Here is some of the work we accomplished in 2023 through our Pathway to Excellence journey:

Quality

1. SSI rates decreased
2. Same-day Discharge program for total joint replacements
3. Main OR — Top 3 in the system for first case on time starts

Safety

1. Physician/Nursing trio rounds implemented on Med/Surg telemetry units
2. Patient Mobility team developed
3. Mental health aides position designed to help with sitter patients and allow CNA's to work on the floor

Professional Development

1. Professional Ladder Program:
288 applicants for 2023

Leadership

1. Quarterly leadership development institutes
2. Frontline Clinical Nurse Leader Certificate Program

Shared decision-making

1. Enhanced Shared Governance committees
2. Pathway to Excellence Workshop

Well-Being

1. Critical incident stress management and peer-to-peer support
2. Community involvement — RN participated in 22 community events
 - i. Over 140 RN's volunteered
3. Gallup Survey results improved
 - i. Engagement: 4.18
 - ii. Well-being: 4.0
 - iii. Culture of Safety: 3.80

Pathway to Excellence Conference

In October 2023 three frontline nurses had the opportunity to join Cyndy Gordon and Sarah Sharp, Pathway Program Director, at the ANCC Pathway to Excellence/Magnet Conference in Chicago, Illinois. There were over 14,000 nurses in attendance. Together they were able to attend multiple sessions that shared best practices for Pathway to Excellence hospitals.

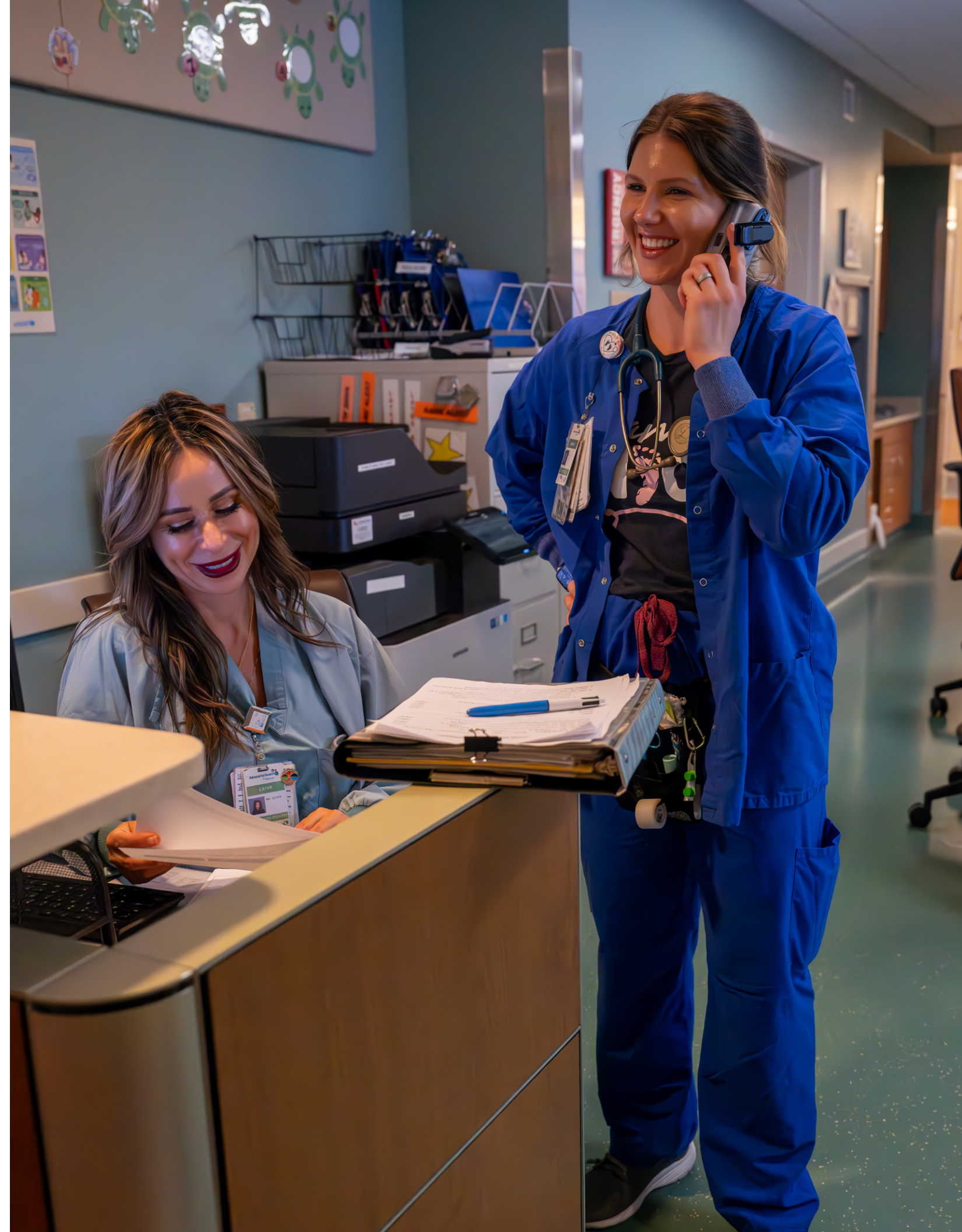
Following the conference Chris Brackbill said: "This was an amazing experience, and I am infinitely grateful to the hospital administration for affording me this opportunity. It is very easy to lose sight of the bigger picture when you are "in-the-trenches," so to speak. This conference helped elevate my perspective and gave me a renewed sense of hope and encouragement. It also allowed me to spend quality time with people in different parts of the organization that promoted comradery, fostered bridge-building, and opened lines of communication."



Pictured (left to right): Chris Brackbill, Kate Espinoza, Cyndy Gordon, Sarah Sharp, Bridget Haydu



Pictured (left to right): Chris Brackbill, Kate Espinoza, Bridget Haydu





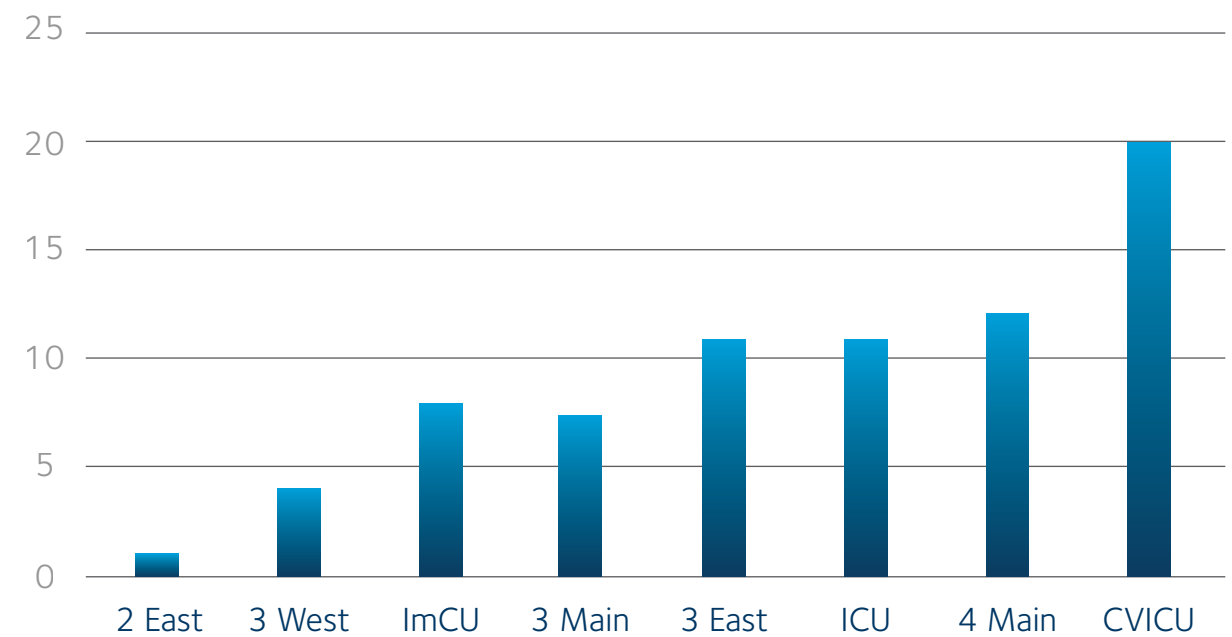
Quality Improvements

As we look back on 2023, we are proud of the diligent efforts to reduce hospital-acquired pressure injuries (HAPI's) occurrences. Because of the efforts of all nursing staff and clinicians, we were able to reduce HAPI's by 50% in 2023 compared to 2022. We also had a 58% reduction in reportable HAPI's.

Special recognition to 2 East for having only one HAPI and 3 West for only having four HAPI's for all of 2023.

This nursing sensitive indicator improvement is a testament to the excellent care that you provide as nurses. Thank you for your dedication to patient safety! Let's continue to improve over 2024, consistently working toward zero patient harm.

2023 HAPIs



Professional Development Programs

RN Residency Program

The **Adventist Health and Rideout RN Residency Program** is a 12-month program cultivated for newly graduated registered nurses in their first year of acute care nursing.

This comprehensive program allows RNs to safely become a part of nursing culture by providing supportive classes that refresh nursing skills and build knowledge. Nurses are empowered via monthly debrief sessions, team-building activities, and an end of the year Unit Quality Improvement Project. RN Residents are allotted extra orientation days, increased education hours throughout the year, one-on-ones with leaders and professional development guidance. The program is led by our mission-driven, residency program educator who empathetically guides nurses through the most critical time in their careers.

As a part of the Adventist Health and Rideout RN Residency Program, nurses will be prepared to become exceptional healthcare professionals who will provide astounding care and lead the profession into the future.

“Having like minded individuals to talk to...other new nurses that we can share experiences with and realize, it’s OK to ask questions and explore new ways of accomplishing tasks...”

“The monthly classes and meetings helped us decompress and share our experiences and challenges while on the floor... it helped knowing we had someone who can guide us and help us...”

“...Classes to review nursing topics we often don’t see in practice...”



Preceptor program

This course provides the clinical nursing staff the information and resources to perform in the preceptor role. They learn their roles and responsibilities to be an effective preceptor and educator. Topics that are discussed are experience complexity gap, adult learning theory, learning principles, novice to expert, learning styles, role of the preceptor, communication, residency program, orientation process, competency management, preceptor toolkit, and Cerner breakthrough.

Preceptor bootcamp was started as a pilot in 3 East in 2022. After positive feedback from the participants of the course, it was rolled out to additional nursing departments in 2023 with the exception of the emergency department. The ED plans to complete the preceptor bootcamp in 2024.

Nursing professional ladder program

Number of applicants:

- 2022: 54
- 2023: 77

Level III: 40 RNs

Level IV: 37 RNs



Heartfelt Care Touches Local Father and His Family

For William Metcalf, an ordinary day turned into a fight for his life when he was struck by a sudden heart attack while out shopping for baseball cleats with his son. Despite his best efforts to ignore the pain, William knew something was seriously wrong and headed home, where his condition worsened.

Thanks to the quick thinking of his wife, Sonya, William was rushed to Adventist Health and Rideout, where a team of medical professionals sprang into action to save his life.

Upon arrival at the hospital, William was swiftly taken to the catheterization lab, where interventional cardiologists and a care team of nurses and doctors alike performed life-saving stent placements. After just a few days in the hospital, William was able to return home, free of chest pain and carrying with him a renewed sense of life.

Sonya, overwhelmed with gratitude, expressed her family's deep appreciation for the care and compassion they received from everyone at Adventist Health and Rideout. She credits the hospital for not only saving her husband's life but also for the overflowing compassion every person in the hospital showed her and their family.

"Every person in that hospital treated me and my family like we were the only people in the hospital, from the doctors and nurses to the housekeepers and café workers," she said. "I am forever grateful for how much they cared for us."

William, an active member of the community, is now looking forward to getting back to the activities he loves. With five children and three grandchildren, he said he is grateful for the care he received, because it means he can now enjoy this new chapter of his life surrounded by his loved ones.

For William, this experience was a stark reminder of the fragility of life. He expressed his appreciation for Adventist Health and Rideout, as the care he received has allowed him to be present for the births of his grandchildren.

"I cherish every moment with my family and I am grateful for the gift of more time."

WILLIAM METCALF

