



## Fresno Medical Center

Message from Chief Nurse Executive and COO  
Phyllis Stark, DNP, MSN, RN, CENP

As the new Chief Nurse Executive and Chief Operating Officer at Kaiser Permanente Fresno Medical Center, my heart is full of gratitude. I returned to my “home Kaiser Permanente service area” to a team who had weathered the most significant challenge to nursing practice our generation has ever known. Fresno’s exceptional team has proven to be resilient and grounded in the foundations of nursing practice. Our team has an overwhelming sense of commitment and resolve to give the best care every shift, every day, and a tremendous curiosity and passion for knowing more: more about how we improve, taking every opportunity to reflect on the patient experience so that we may always deliver on our promise to be the best place to give and receive care.

The professional practice of nursing is alive and well in Fresno, visible on the faces of our unit council teams as they work together to ensure quality and safety in clinical nursing practice. Evident in the tremendous innovation to improve the patient experience through actions big and small, including our connection community which uses its creative energy to celebrate holidays with our patients who find themselves away from family and friends.

2022 was a year that started with a continued high census and a surge that seemed never to diminish. We persevered and saw advancement in nursing practice. We celebrated alongside our teams as they worked to improve care delivery to the geriatric population, gaining national recognition as a leader in senior care delivery. We lauded our DAISY Award recipients as our best and brightest were recognized for their care and compassion. We welcomed students back after a long pandemic-induced absence. We saw professional development as we expanded our nurse residency program, growing the nurses of the future. We embarked on our first-ever nursing research study with energetic nurse investigators expanding nursing knowledge.

As we enter 2023, the Kaiser Permanente Fresno nursing department is committed to nursing excellence with a focus on our patients, our teams, and our community, evidenced in our goal to submit our application for Magnet recognition this summer. The tremendous and foundational work in 2022 has created the springboard to success in 2023!

# Transformational Leadership

## Community Health: Nursing in the community

- Clovis Trail Festival – May 2022: Medical-Surgical/ Telemetry and Critical Care Nurses: Provided education on healthy lifestyles to reduce the risk of stroke.
- Heart and Stroke Walk – October 2022: Telemetry and Critical Care Nurses raised donations to support the American Heart Association while promoting healthy lifestyles that decrease the risk of coronary heart disease.
- Poverello House Turkey Drive-December 2022: Emergency Department staff delivered 73 turkeys to support annual Thanksgiving meals for an underserved population.

## Hospital accolades

- American College of Surgeons Quality and Safety Conference: Fresno Nursing recognized for Assuring Optimal Discharge Instructions for Geriatrics Patients and Caregivers.
- Primary Stroke Center certification by the Joint Commission
- American Heart Association and American Stroke Association's Get with The Guidelines Heart Failure Gold Plus Achievement Award with Target: Stroke Honor Roll – Elite Plus achievement awards from the American Heart Association and American Stroke Association
- Commission on Cancer-accredited program
- The Joint Commission Gold Seal of Approval for hospital accreditation
- Kaiser Permanente recognized as a leader in LGBTQ+ health care equality by the Human Rights Campaign Foundation
- California Maternal Quality Care Collaborative: Proud recipient of the 2022 MDC Superstar award



# Structural Empowerment

## Professional development programs

In collaboration with NICHE, Kaiser Permanente Fresno developed 16 Geriatric Resource Nurses (GRNs). These nurses are bedside clinical experts. They serve as resources for their units, assist in geriatric rounding, and accomplish evidence-based practice to improve outcomes for our senior population.

## Nurse residency programs

Kaiser Permanente Fresno has onboarded seven Registered Nurse (RN) residents. The new graduate RNs, oriented on telemetry, developed strong clinical and communication skills to integrate into permanent Kaiser Permanente bedside employees. Staff not only became confident bedside RNs but developed an evidenced-based project and continue to be engaged in that work.

## Exemplary Professional Practice

Patients on the 2 West nursing unit expressed dissatisfaction with noise during the nighttime. The nursing unit council reviewed 2nd quarter patient satisfaction scores for Quiet at Night. They revealed a score lower than the expected target, a substantial decrease from the previous two quarters. In partnership with interdisciplinary leaders, the 2 West department nursing unit council developed a goal to increase patient satisfaction by providing a quiet environment at night. A plan was created and communicated to staff on the nursing unit. The unit council members educated peers during huddles to minimize noise during nurse knowledge exchange (NKE) and at the nurse's station; during NKE, staff are to enter the room for quality and safety checks, and if the patient is asleep, nurses are to exit the room and close the door when appropriate; care is to be consolidated at night; patients are to be offered ear plugs; and new signage was placed in the nursing area to remind staff of the quiet time. Post-intervention, the 2 West nursing unit achieved a month-over-month improvement in Quiet at Night scores by the end of November 2022.

Data utilized to identify and monitor Catheter-Associated Urinary Tract Infections (CAUTI) rates within Kaiser Permanente Fresno consisted of tracking infection rates determined through positive culture and sensitivity with patients with foley catheters in place. CAUTI rates increased in the Critical Care Unit (CCU) during the 1st quarter of 2022. In partnership with the nurse educator and critical care physician team, the CCU department unit council developed a goal during the second quarter to reduce CAUTI in the CCU by 50% by the end of the performance year 2022. The following interventions were implemented end of 2nd quarter: education occurred during huddles and daily rounds on the use of a clip to prevent dependent loops, foley catheter bags were emptied prior to transport; review of the daily necessity for early removal of foley catheters; removal of foleys prior to transfer out of CCU; inserting a new foley catheter after 30 days; meatal care every shift; patient admissions and transfers processes included catheter care; and

## Structural Empowerment

### DAISY Award recipients

Michael Tombaugh, RN, PICC  
Marizol Jimenez, RN, Telemetry  
Galina Petrinchko, RN, Medical-Surgical  
Baldip Sandhu, BSN, RN, CCU  
Giana Hernandez, BSN, RN-BC, Medical-Surgical  
Kathy Marquez, MSN, RN, Telemetry  
Elizabeth Hilario, BSN, RN, Telemetry  
Paul Laygo, BSN, RN, CCRN, CCU

### Certification and degree recipients

Rumel Rivera, BSN, RN, PCCN, Telemetry  
Amarjit Kaur, RN, PCCN, Telemetry  
Casey Debaets, BSN, RN, IBLCE, LDRP  
Chai Her, RN, CCRN, PCCN, CCU  
Daniel Topete, RN, CMSRB, Medical-Surgical  
Denise Chapman, BSN, RN, Telemetry  
Lawrence Enriquez, BSN, RN, Telemetry  
Lizeth Jaurique, MSN, RN, CEN, Emergency Dpt.  
Monica Beijens, BSN, RN, IBLCE, LDRP  
Omolara Fahwenhini, BSN, RN, Telemetry  
Richard Balakid, BSN, RN, PCCN, Telemetry  
Vripal Brar, BSN, RN, PICC  
Camille Joseph, MSN, RN, CMSRN/NE-BC, Telemetry

a handoff and audit tool for CAUTI prevention, and documentation was initiated. New hire education on CAUTI prevention and documentation was provided during Patient Care Services Orientation and validated during nursing unit orientation. Post-intervention, the CCU experienced a reduction in CAUTI infections. The CCU had no CAUTI infections throughout the 3rd and 4th quarters of 2022.

## New Knowledge, Innovation, and Improvements

Fresno Medical Center completed the following nursing research studies:

- KP CARES Kaiser Permanente Caring Attributes of Resilience to Stress – A quantitative and qualitative study.
- KP PROSPER: Kaiser Permanente Peer Review Outcomes Supporting Professional Nursing Excellence and Readiness: A Multi-Site Study.

