

Roseville Medical Center



Message from Chief Nurse Executive

Debbie Reitter, DNP, RN, MSN, CNS, NEA-BC

Hello fellow nurses and colleagues,

Our work is so incredibly important. As I reflect on 2022, I am proud of all we accomplished. Together, we rebuilt our Voice of Nursing structure to create a solid foundation to transform our professional practice at Roseville. We have improved nursing practice by implementing evidence-based practices and have seen a significant increase in our nurse-driven projects. Despite the challenges of the COVID-19 pandemic, topped with the recent tridemic, the Kaiser Permanente Roseville team

embraced innovation and new knowledge as they worked to improve patient safety and the patient experience. Kaiser Permanente Roseville nurses were involved in community activities supporting Alzheimer's, stroke, and heart disease prevention.

We are an amazing team, and I am grateful to be a part of this journey with each of you. I am thankful for your caring, courage, and continued dedication to our patients and community. Your strength and resilience inspire me daily.

Transformational Leadership

Community health: nurses giving back



Kaiser Permanente Roseville nurses (L to R): Marife Capada, RN, Melany Macalintal, RN, and Angelina Rimando, RN, help weigh produce for the Placer Food Bank.

Throughout 2022, our Roseville nurses stepped up to help improve our communities. Nurses signed up to lend their time and expertise at many events throughout the year.

Nurses checked event attendees' blood pressure and body mass index at the Kaiser Permanente Women's Fitness Festival. They shared information about disease prevention and tips for a healthier lifestyle in our Kaiser Permanente Thrive Pavilion. This unique women-only event includes 5K and 10K run/walks and a post-race festival celebrating women's health and wellness.

Nurses were critical medical team members at the IRONMAN California event in Sacramento in October 2022, helping exhausted, dehydrated, and injured athletes recover and get the care they needed after finishing the grueling race.

During our annual MLK Day of Service events, nurses sorted food, prepared meals, cleaned bedrooms, organized a warehouse, and spruced up an elementary school for those in need.

Sierra College food insecurity grant

Kaiser Permanente recently granted \$25,000 to the Sierra College Foundation's food insecurity program, which distributes healthy food to underserved students and provides CalFresh information and enrollment assistance.

A March 2019 study by Hope Center shows that food, housing, and living costs present extreme challenges for California's community college students, and more than 50% experience food insecurity. Kaiser Permanente grant funds are being used to increase weekly access to healthy food for high-need Sierra College students through meal vouchers, consistent inventory for the campus food pantry, and increased CalFresh enrollment.

Sierra College is a public community college near our Roseville Medical Center and an essential part of our nursing workforce pipeline. Sierra College has extensive health care degrees and certificates, including an associate degree in Registered Nursing, an LVN to RN Upward Mobility Program, and various allied health pathways.

Kaiser Permanente also provided funding for a Sierra College endowment which grants scholarships to low-income, first-generation college students enrolled in an intensive 3-year program to earn their BSN. Students receiving these scholarships find it difficult to work while earning their degree due to the demands of the schedule. The extra funding helps keep them on track in their nursing studies.

COVID-19 vaccinations for underserved communities

Following the widespread availability of COVID-19 vaccinations in 2021, Kaiser Permanente Roseville worked with community and government organizations to increase access to COVID-19 vaccines for underserved populations. Hispanic community members reported more barriers to getting vaccinated, including fears about missing work and lack of transportation to vaccination sites.

Considering this, Kaiser Permanente Roseville worked to get our nurses out into these communities to meet people where they were to administer the vaccine. In one example, Kaiser Permanente Roseville partnered with the Latino Leadership Council (LLC) of Placer County to hold a vaccination clinic for the local Spanish-speaking community. The LLC team recommended a Sunday clinic because many clients work six days weekly, and Sunday is their only day off. Kaiser Permanente nurses signed up to staff the Sunday clinic, making it possible to bring the vaccine to those who might not otherwise have access.



Nurse development programs

- Mentoring in the Intensive Care Unit (ICU) for new staff nurses – two cohorts in 2022. Formal relationship using the LifeMoxie platform and resources.
- 32 Nurses trained as preceptors to continue supporting specialty training programs and Resident programs.
- Nursing Grand Rounds are offered monthly with our Shared Governance Core Councils.

Hospital accolades

Our Roseville team has earned many tremendous third-party accolades over the years, and we are appreciative and proud of all of them.

- Maternity Care Honor Roll 2022
- US News & World Report Best Hospital 2022-23
- Joint Commission National Quality Approval
- American Heart Association Get with the Guidelines Gold Plus: Heart Failure and Stroke
- Commission on Cancer accredited program

Structural Empowerment

Professional development programs

Roseville provided specialty cross-training opportunities in the Neonatal Intensive Care Unit (NICU), Labor and Delivery (L&D), and ICU in 2022. Local Nursing Professional Development Specialists and Clinical Nurse Specialists led all programs. The program goals included the development of current employees interested in moving to specialty areas. The 12-16 weeks program included didactic and hands-on/simulation training. Providing current staff with these opportunities increases staff satisfaction and reduces turnover rates. We trained seven new nurses for ICU, four for NICU, and seven for L&D.

Nurse residency programs

Kaiser Permanente Roseville welcomed 12 New Graduate Residents in 2022. The Nursing Professional Development Department hosted an 8-hour hands-on skills training session with wound care nurses, peripherally inserted central catheter (PICC) nurses, and respiratory therapists to support their transition from the classroom to the bedside. The training was designed to support the new graduates entering the workforce. During the pandemic, inpatient experiences were limited. New graduates have had less opportunity to experience hands-on clinical experiences. The Roseville team created an opportunity to increase the skill and confidence of these new professionals.

Structural Empowerment

DAISY Award recipients

Craig McMorris, BSN, RN,
1st Floor
Jen Shiflett, BSN, RN, L&D
Rod Martin, BSN, RN, PCCN,
Float Dept
Elaine Velasco Paquete, BSN, RN,
L&D
Robyn Eggar, RN, 1st Floor
Tena Getahun, MSN, RN, IBCLC,
Mom/Baby
Victoria Sagan, BSN, RN, NICU
Rupal Shah, RN, Float Dept
Rebecca Kinman, RN, L&D
Linda McKesson, MSN, RNC-OB,
C-EFM, L&D
Danielle Burrows, BSN, RN,
1st Floor
Jessica Van Leuven – DAISY
Leader Award, MSN, RN,
NE-BC, 1st Floor
Analiza Caridad, BSN, RN,
Mom/Baby
Harpreet Dokal, BSN, RN,
1st Floor
Brandee Sanders, RN, SSO
Lacey Bales, BSN, RN, L&D
Baljinder Nikki Pannu, BSN, RN,
Pediatrics
Viktoria Yurchuk, BSN, RN,
3rd Floor
Suzanne Sannebeck, BSN, RN,
OCN, 1st Floor
Courtney Buchanan, RN,
Mom/Baby
3 South Medical/Surgical
Team – 1st ever Kaiser
Permanente Roseville “Team
DAISY” Award, 3rd Floor

continued

Exemplary Professional Practice

The Voice of Nursing: creating a successful infrastructure

Kaiser Permanente Roseville launched our Voice of Nursing (VON) journey in March 2018. The Voice of Nursing structure supports a framework where clinical nurses and nurse leaders establish practices, processes, and systems in alignment with our Kaiser Permanente Professional Practice Model. The Voice of Nursing infrastructure was the first step in creating a shared, professional governance model supporting the journey to Magnet designation.

In 2022, after 2.5 years of a global pandemic, the VON Governance Council, under the leadership of VON Co-Chairs Allisun Vela, PACU BSN, RN and Crystal Sanchez, ICU BSN, RN, and Chief Nurse Executive Debbie Reitter, DNP, RN, CNS, NEA-BC identified that VON was losing members, momentum, and productivity. The pandemic required all meetings to move to the virtual environment, creating a barrier to moving projects forward. VON meetings were frequently canceled as clinical staff and leaders were needed on the units to care for patients during multiple surges.

In February 2022, Allisun, Crystal, and Debbie held an all-day VON workshop conducting a value stream analysis, examining obstacles, and developing the first of many PDSA (Plan-Do-Study-Act) cycles to reformat and retool the VON infrastructure. Key aspects of the first PDSA were creating an 8-hour VON day with work time built in for each council, creating a shared meeting time for all councils, and improving the system to provide cover shifts for nurses to attend the VON day. These small tests of change were designed to address the challenges nurses expressed as contributing factors to decreased interest in the VON model.

The first PDSA cycle ran for three months, May 2022 – July 2022, with pre- and post-surveys of the VON council members conducted. Survey results demonstrated increased VON member satisfaction with the overall VON structure, the effectiveness of the VON structure, Core Councils, and department NUCs.

At the close of 2022, our Kaiser Permanente Roseville Voice of Nursing Council Day had an average attendance of 72 registered nurses. The Governance Council will continue to survey the VON Day attendees to look for areas of continuous improvement and engagement.

Reducing hospital-acquired pneumonia

Kaiser Permanente Roseville experienced a rise in Hospital Acquired Pneumonia (HAP) during the pandemic, with a rate of 1.38 versus the expected 1.26 in our adult population. At the end of 2021, a multidisciplinary HAP reduction team convened and determined a goal to reduce HAP rolling 12-month outcome-to-expected (O/E) to less than or equal to 1.26 by the end of the performance year 2022. The scope would include all medical-surgical units, adult ICUs, and overflow units.

The HAP team recognized that staff adherence to previously implemented process measures, such as head of bed 30 degrees; out of

continued

Certification and degree recipients

Sukhdev Bilg, BSN, RN, PCCN
Angelina Rodriguez, BSN, RN,
Gero-BC, PCCN
Hana Kim, BSN, RN, Gero-BC
Dajanae Gresham-Ryder, MSN,
RN, CMSRN
Amber Beland, BSN, RN, CEN
Brandi White, BSN, RN, CCRN
Amanda Fairman, BSN, RN,
CCRN
Vivian Harris, RN, CCRN
Hunter Fournier, BSN, RN, CCRN
Sharon De Leon, MSN, RN, CCRN
Reina Angela Bustos, BSN, RN,
CCRN
Nataliya Kravtsova, BSN, RN,
CCRN
Jennifer James, BSN, RN, CPAN
Alicia Valerio, MSN, RN, CCRN-
Ped, ACNP
Brooke Wade, BSN, RN, C-EFM
Brenda Muey Saepanh, BSN,
RN, RNC-OB
Helen Santos, BSN, RNC-OB
Cassandra Mitchell, BSN, RNC-
OB,
Mabel Cadatal, BSN, RNC-OB,
RNC MNN
Honganh Hoang Lundgren, BSN,
RNC-MNN, IBCLC

bed for meals; patient verbalized use of IOS; and teeth brushing, were the most significant obstacles contributing to the current performance. Lack of adherence became the driver for the first PDSA cycle. HAP visual aides were implemented, highlighting the process measures; educational posters were created for each unit focusing on explicit fallouts in unit-specific process measure compliance. ANM workflows for process observations were developed, and a structure was designed to ensure an increased focus on bundle compliance for patients with delirium and dementia diagnoses.

The team experienced success within a few months of their PDSA cycles and achieved their 1.26 goal in Q1 2022, ending the year with a remarkable reduction in HAP to 0.79.

The insights shared were:

1. Oversight and feedback have a direct correlation to improved performance.
2. Instability in leadership expectations/staffing can profoundly affect performance.
3. Most prominent risk factor for our patient population was GI procedures/intubations.

