

Winter 2024

# visions

# NCAL NURSING NEWSLETTER

A place for news, insight, and connection into the heart of the Kaiser Permanente Northern California nursing community



South Sacramento nursing staff, along with Sacramento Kings Mascot Slamson, celebrate Magnet Recognition with Distinction.

## South Sacramento Achieves Magnet Recognition with Distinction

The Kaiser Permanente South Sacramento Medical Center ended 2023 on an exceptionally high note – becoming the second hospital in the world to earn the American Nurses Credentialing Center (ANCC) Magnet Recognition with Distinction™. Additionally, the South Sacramento team was the first hospital in history to receive the honor with distinction upon initial designation. The award recognizes their exceptional patient care, innovative practices, and supportive environment for nurses.

“Our hospital leaders and physician partners have supported and empowered our front-line nurses to practice to the best of their capabilities,” said **Rachel Wyatt, DNP, MHA, RN, NEA-BC**, Chief Nurse Executive, South Sacramento. “I am incredibly proud of our nursing teams for their commitment to achieving this prestigious designation.”

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## Leader Message from Toby Marsh, Regional CNE and VP, Clinical Integration

At the end of 2023, we celebrated a historic milestone with our South Sacramento colleagues achieving Magnet Designation with Distinction. They raised the bar and set the tone for 2024 – and you all continue to deliver!

Most recently, our Nurse Residency Program achieved Practice Transition Program (PTAP) accreditation by the American Nurses Credentialing Center. Our residency program is among the largest programs in the United States – all 21 of KP NCAL medical centers – receiving PTAP accreditation, which recognizes nursing excellence in transitioning nursing students into successful, independent practice. What a tremendous accomplishment! I invite you to read more about this at [NursingNCAL.kp.org](https://NursingNCAL.kp.org).

Additionally, our nursing team continues to deliver on our commitment to provide high-quality, exceptional care to our members, patients, and communities – as exemplified in this current issue of Visions:

- Nurses from around the region share what becoming board certified in their specialty means to them, and the practice.
- San Francisco and Vallejo nurse leaders work to improve care and health outcomes for people of color.
- Roseville nurse engagement soars in pursuit of IHI Age-Friendly Health Systems recognition.
- Fremont ED nurse taps daughter, a San Leandro NICU nurse, to help revamp the Fremont Emergency Department Neonatal Resuscitation Bag.

Thank you for the incredible work you do every day!

With gratitude, 

### BEST IN CLASS



Kaiser Permanente maternity leaders **Brenda Jones**, left, and **Lawonda Brown-Lucas**.

## Fighting bias in pregnancy care

Kaiser Permanente maternity leaders **Brenda Jones, RN, DHSc** and **Lawonda Brown-Lucas, DNP, RN** hope to improve care and health outcomes for people of color by changing how clinicians interact with their patients.



Read the full story on [Look insideKP](#)



Barbara Lee Urnes, right, pictured with her daughter, Heather Wynne.

## Dynamic mother and daughter duo

"There is always a chance we could have an emergency situation where a baby is unexpectedly born at our facility, so we need to be prepared," explained **Barbara Lee Urnes, BSN, RN**, Emergency Department Staff Nurse IV at the Fremont Medical Center, where services for labor and delivery, neonatal care, and pediatrics are handled at their sister-facility in San Leandro.

"I knew the perfect person to help me prepare for such an emergency," added **Urnes**. "I was able to turn to San Leandro NICU nurse **Heather Wynne, BSN, RN**, who also happens to be my daughter, to assist me in identifying the most up-to-date equipment and supplies needed to revamp the Fremont Emergency Department Neonatal Resuscitation Bag, and the associated protocols to support our Emergency Department in using the new equipment."

Incorporating insights into current practices and newer supplies, together the mother-daughter team created an updated list of equipment and streamlined documentation to ensure the resuscitation bag is checked regularly and restocked as items expire.

"We talk work stuff all the time, but it was nice to share knowledge from the NICU, and support the Fremont ED team," said **Wynne**.

"This partnership between Barbara and Heather demonstrates qualities of a highly reliable organization – especially between sister facilities who provide seamless care to our members in the GSAA," said **Christopher Neilson, MHA, BSN, RN, NE-BC**, Fremont's Chief Nurse Executive/Chief Operating Officer. "Their efforts ensure that we are prepared in the event of a neonatal emergency."



San Leandro DAISY Award honorees at center, **Melissa Hathcoat, MSN, RN**; **Timothy Rivera, BSN, RN**; and **Hai Truong, BSN, RN, CCRN** pictured with nursing leaders **Toby Marsh, MSN, RN, NEA-BC, FACHE** and **Sharon Hampton, PhD, MSN, RN** and DAISY co-founders **Bonnie and Mark Barnes**.

## DAISY Foundation co-founders leave KP nurses with powerful message

“We’ve all heard the story during DAISY presentations, but it brings tears to your eyes to hear the Barnes’ speak so passionately about why they were inspired to create the DAISY Foundation,” explained **Melissa Hathcoat, MSN, RN**, Clinical Nursing Director in San Leandro.

Melissa was among 7 Kaiser Permanente nurses honored with a DAISY Award during **Mark and Bonnie Barnes, FAANs**, DAISY Foundation co-founders, 2-day tour of 8 Northern California medical centers with **Toby Marsh, MSN, RN, NEA-BC, FACHE**, Regional Chief Nurse Executive and Vice President of Clinical Integration, and DAISY Foundation partners from Medtronic.

“Not only is the award an honor, but to get a hug from Mark and Bonnie after receiving the recognition was so special,” added **Hathcoat**.

The Barnes’ heard many stories from previous DAISY Award honorees from Oakland, Roseville, Sacramento, San Francisco, San Leandro, Santa Rosa, South Sacramento, and Vacaville, and shared messages of gratitude for all that nurses do – from the big things to the simple things – to care for their patients.

Mark called on nurses to refrain from saying they are “just doing their job,” sharing his observation when a nurse receives

the DAISY Award typically the humble response is, “I don’t deserve this, I was just doing my job.”

“What the DAISY Nurse may not realize, however, is that when nurses are ‘just doing their jobs,’ they have such an important and meaningful impact on the lives of so many people – their patients, families, and loved ones,” said **Marsh**. “Nurses are making the world a better place and are very special. What a powerful message.”

While in South Sacramento, the Barnes’ held a virtual lunchtime presentation, titled “Shining the Light on All the Right – Elevating Nurses Through Meaningful Recognition,” so that nurses from around the region could learn more about their life’s work in memory of their son, why the couple created the DAISY Award, the long-felt impacts for recipients, and the couple’s strong relationship with Kaiser Permanente.

“Bonnie and Mark gave an outstanding presentation that whisked us all back to the moment when we decided to be a nurse, remembering our purpose, and the extreme privilege we have as nurses,” said **Rachel Wyatt, DNP, MHA, RN, NEA-BC**, South Sacramento Chief Nurse Executive. “There were few dry eyes in the room as Mark closed out with exactly why nurses are indeed heroes.”

Mark read some of his all-time favorite DAISY Award nominations, including excerpts from the thank you note he and Bonnie wrote more than 23 years ago to the nursing staff who cared for their son.



Scan the QR code to watch and listen.



Roseville Geriatric Resource Nurses photographed on Feb. 20 at their Voice of Nursing meeting.

## Nurses deliver exceptional geriatric care in Roseville

Geriatric patients being cared for at the Roseville Medical Center are in trusted hands according to **Narlyn Llamas MBA, MSN, RN, GERO-BC**, Nursing Professional Development Specialist and NICHE Coordinator.

“We made a concerted effort to launch and support NICHE, or Nurses Improving Care for Healthsystems Elders in 2020,” said **Llamas**. “We encouraged staff to become Geriatric Resource Nurses (GRNs), resulting in 120 nurses graduating from the program in just a few years.”

“They are now champions on all our units,” explained **Llamas**. “Our GRNs take a leadership role to educate co-workers about the unique challenges and risks this patient population faces, identify gaps in units, and promote change in practice to improve patient care and safety.”

Through their specialty training, GRNs provide more care to the over 65-year-old inpatient

population and are fully knowledgeable about a wide range of geriatric syndromes such as depression, delirium, malnutrition, frailty, falls, and pressure ulcers.

Becoming a GRN is also a steppingstone toward obtaining Gerontological Nursing Certification (GERO-BC). With the support of the Regional Patient Care Services and Nurse Scholars Academy, the Professional Development Council of Roseville’s Voice of Nursing led by **Summer Malepeai, RN, GRN** and **Llamas**, a GERO-BC review course for nurses was organized to help prep for the exam. Fifteen NCAL hospitals participated with a total of 171 nurses attending the course, of which 45 were from Roseville. Since the start of NICHE, there are now eight GERO-BCs in Roseville, and more are becoming certified.

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EMPOWERED

LIFELONG LEARNING

LEADING

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EXCELLENCE

VISIONARY

THANK YOU

MARCH 19

## Celebrating nursing commitment this Certified Nurses Day

“Earning my certification is a source of immense pride, symbolizing my unwavering dedication to constantly improving and providing the best care for our patients and community,” said **Rayne Soriano, Ph.D., RN, NE-BC**, Regional Director, Professional Excellence & the Kaiser Permanente Scholars Academy.

Every March Certified Nurses Day recognizes nurses who achieve a national board certification, celebrating nurses who demonstrate a deep commitment to professionalism, excellence, safety, and service through achievement of nursing credentialing in their given specialty.

“Certified nurses report a higher level of job satisfaction, and their patients experience improved safety and better clinical outcomes,” said **Soriano**. “Certification is also an important part of our shared journey to Magnet designation and reflects our collective commitment to nursing excellence and lifelong learning.”



15% of our Northern California nurses are board certified in their chosen specialty!

To celebrate the annual recognition day, a few of our nurses share what inspired them to pursue board certification.



## Joy Ann Davila, BSN, RN, PCCN

### Assistant Nurse Manager

Cardiothoracic Telemetry and Medical Telemetry,  
Santa Clara Medical Center

*"I have been a critical care nurse for many years working with a diverse group of patients. These experiences gave me the confidence to pursue certification. I want to be proud of myself and tell everyone that I have that specialized body of knowledge and practice in critical care.*

*Obtaining certification has demonstrated my commitment to professional development and dedication to staying current with the latest clinical standards, especially in my role in leadership – I want to lead by example. Kaiser Permanente patients and members feel safe and secure knowing they have nurses that provide the highest level of care. It aligns with our mission and vision to be the world leader in improving health.*

*Go for it! There are so many benefits and thoughtful recognitions that come with getting certified. You will become more marketable in your field, you can help your patients more effectively, and you will enhance your knowledge and expertise and demonstrate competency and professionalism to others. Don't give it a doubt."*

**"There are so many benefits and thoughtful recognitions that come with getting certified."**



## Roy Pinca, BSN, RN, MSBC

### Staff Nurse II

Medical Surgical , Sacramento Medical Center

*"Board certification was important to me because I wanted to be up-to-date with current nursing practice in Medical Surgical. Becoming certified impacted my role as a nurse significantly – it boosted my confidence, and it validates that after all these years of practice, I continue to deliver high level, quality care for my patients.*

*I encourage my colleagues to challenge themselves and to never stop seeking advancement in their practice wherever they are – Med Surge, Tele, ICU, ED, etc."*

**"Becoming certified impacted my role as a nurse significantly."**



## **Leslie Anderson, MSN, RN, CCRN, CEN, TCRN**

### **Staff Nurse IV**

Intensive Care Unit, Vacaville Medical Center

**“I was inspired to see the impact that board certified nurses have on the outcomes of their patients.”**

*“I was inspired to see the impact that board certified nurses have on the outcomes of their patients. I feel that staying current with the latest advancements in medicine and putting evidence-based practice into action leads to the highest quality of care for our patients.*

*To me, becoming certified shows my commitment to excellence and competence which enhances credibility, confidence, and trust with my patients and their families. With advanced knowledge, I’m better equipped to treat and manage my patients which leads to improved patient satisfaction.*

*Certification offers an opportunity for personal and professional growth and opens the doors to new opportunities. Kaiser Permanente provides financial assistance through vouchers and tuition reimbursement so why not take advantage of the opportunity!”*



## **Ashley Evje, BSN, RN, CEN, CPEN, TCRN, CCRN**

### **Assistant Nurse Manager**

Emergency Department, Santa Rosa

**“Don’t be scared – just go for it! You can do it. I believe in you!”**

*“I want to be the best nurse I can for our members. National certification indicates competency in a specialty area which contributes to improved patient outcomes and quality of care. I pursued certification for personal growth and professional development opportunity.*

*To my colleagues considering certification, don’t be scared – just go for it! You can do it. I believe in you!”*



# Kudos to all our certified nurses



Learn how we can help you get certified  
Get started at [nursescholars.kp.org/certification](https://nursescholars.kp.org/certification)

## Kaiser Permanente kicks off Caritas Coach Education Program

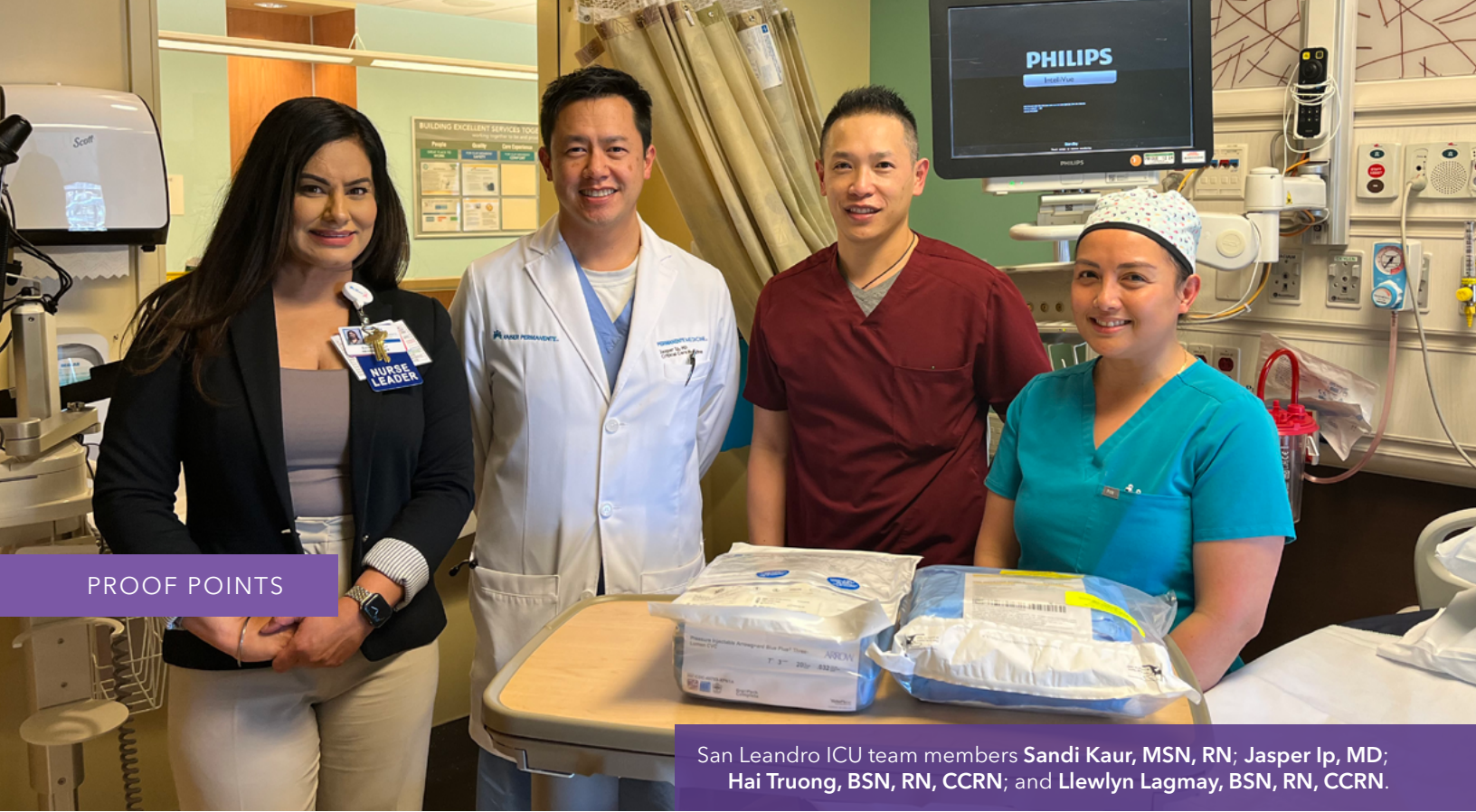
Kaiser Permanente Northern California is proud to announce the launch of the inaugural session of the Caritas Coach Education Program (CCEP) Faculty Development, a cornerstone of the Regional Caring Science Academy. This pioneering initiative marks a significant milestone in our commitment to embedding Caring Science as the foundational theory within our Professional Practice Model and the Discipline of Nursing. Developed in partnership with the Watson Caring Science Institute (WCSI), the faculty development program commenced with a transformative 3-day training from January 10-12, 2024, for Caritas leaders from our medical centers and regional offices, signifying a crucial step toward weaving Caring Science throughout our organization and beyond.

This first cohort is a testament to our dedication to mentoring health care professionals into Caritas Coaches who epitomize empathy, compassion, and patient-centered care, in alignment with Kaiser Permanente's core values. Under the guidance of the visionary nursing



Caritas Coach Education Program Faculty members at the January 2024 training.

theorist, Dr. Jean Watson, the CCEP Faculty Development aims to cultivate a community of practice among faculty members, bolstering their capacity to make a positive impact on health care through the principles of Caring Science. As we embark on this journey with our inaugural CCEP cohort this Summer 2024, we celebrate the profound influence of Caring Science in transforming patient care and enhancing the essence of nursing and health care professions. We are committed to leading with compassion and excellence, forging a future where every patient experience is deeply rooted in the principles of Caring Science.



## PROOF POINTS

San Leandro ICU team members **Sandi Kaur, MSN, RN**; **Jasper Ip, MD**; **Hai Truong, BSN, RN, CCRN**; and **Llewlyn Lagmay, BSN, RN, CCRN**.

## San Leandro ICU staff team up to improve procedure process

"I wish I had a list of everything you needed so I didn't have to keep going in and out of the patient room." What San Leandro ICU nurse manager, **Sandi Kaur, MSN, RN**, said as a light joke to her physician colleague, **Jasper Ip, MD**, instead became a light bulb moment.

Now known to ICU care team members as the Procedural Optimization Project, communication has improved in preparation for procedures such as bronchoscopy, percutaneous tracheostomy, line placement, chest tube placement, and paracentesis because of **Kaur's** informal comment. Each procedure has a workflow outlining specific details for the ordering physician such as a list of supplies and preferred patient positioning.

The order also includes a procedure time, which allows nurses to prep everything in advance. "Just like you would see in the operating room or interventional radiology, everything is in place in the room, and the patient is prepped and ready before the doctor arrives," said **Kaur**.

"It takes away all the guess work and is especially helpful for nurses who might not be as familiar

with the process," said **Llewlyn Lagmay, BSN, RN, CCRN**, Staff Nurse III.

"Efficient is the best way to describe it. Bedside and procedural nurses know what to expect and can plan their day accordingly, and similarly our physician partners can manage multiple procedures a day while balancing their clinical duties – and it's all seamless for the patient," added **Kaur**.

Additionally, the new process minimizes deviations in standard practice and improves patient care. "When procedures are done more efficiently, it's less stress and discomfort to the patient," added **Lagmay**.

Consistency of practice between providers improves safety as well as quality. To ensure all nurses are familiar with the new process, a special procedural optimization station is set up on skills day, so all nurses are familiar with the process, as well as receiving one-on-one education.

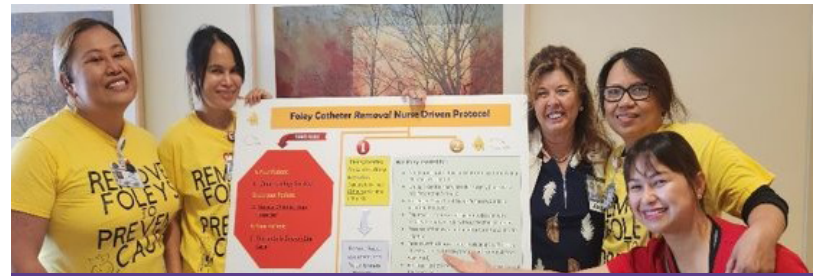
If you are interested in learning more this project, contact [Sandip.kaur@kp.org](mailto:Sandip.kaur@kp.org)

## Antioch team unified mission against CAUTIs

“NO Foley... No CAUTI,” was a concerted effort to eliminate Catheter-Associated Urinary Tract Infections (CAUTIs) through an evidence-based Foley Catheter Removal Protocol at the Antioch Medical Center. The initiative propelled Antioch Medical Center into the Top 5 for the lowest CAUTI rates within the Northern California region, from October 2022 to August 2023.

“As nurses, we take care of patients 24/7, and this protocol was revised multiple times with constant input from our Urology Department,” said co-lead and CAUTI Champion **Mhagsy Celestino, RN**. “The team attributes our success to remarkable interprofessional collaboration, uniting nurses, physicians, infection preventionists, and quality experts.”

Originating from an intensive quality improvement endeavor, this protocol marks a significant cultural shift towards a motivated and accountable care environment. “We even had a comprehensive protocol for monitoring, wherein once the nurses document the Foley catheter, we instantly have the computerized data and our ANMs also diligently help us monitor for success,” added **Celestino**. “This achievement underscores the profound impact of compassion, teamwork, and evidence-based practice on patient care.”



Antioch Medical Center nurses spreading the word on “NO Foley... No CAUTI.”

The protocol’s success is sustained by ongoing education, creative outreach, and enduring change. “An educational ‘roadshow’ and innovative strategies, including a music video, to engage and educate nurses, resulted in significant participation and feedback. We were able to reach a lot of nurses through education and we got an 85% return rate from other services including flyers and a huddle guide we created,” said **Celestino**.

“Antioch Medical Center’s battle against CAUTIs exemplifies the power of professional governance and collaborative initiatives in driving significant patient care improvements,” added **Celestino**. “This protocol grants nurses the autonomy and independence to do what’s best for our patients.”

### From Page 5 Nurses deliver exceptional geriatric care in Roseville

“Nurse engagement on this journey has been incredible – and is propelling us to new heights,” said **Gertrude M. Tiangco-Alba, MSA, RN**, Roseville’s Associate Chief Nurse Executive.

At the end of 2023, the Roseville hospital was recognized as an Age-Friendly Health System Participant by the Institute for Healthcare Improvement (IHI). The GRNs were inspired

to pursue this recognition for Roseville after attending the NICHE conference in April 2023. The recognition validated the 4Ms framework that is integrated in the care of the older adults.

In 2024, the team of GRNs is working towards the second and highest level of the Age-Friendly Health System recognition which is called Committed to Care Excellence.

## From front page **South Sacramento Achieves Magnet Recognition with Distinction**

**Milanelle “Lanie” Guiao-Tranchina, BSN, RN, PCCN, CMSRN**, Staff Nurse IV, expressed pride in the Magnet achievement as well, seeing it as validation of hard work and commitment to excellent patient care. “The nursing unit councils are involved in decision-making for professional development, patient safety, and improvement of practice. Front-line nurses create the plans, vote on them, implement them, monitor trends, and create sustainability for all initiatives. It’s different. And you can see the immense pride,” she said.

[Magnet Recognition](#) is the gold standard for nursing excellence, quality care, and innovations in nursing practice, which less than 10% of hospitals in the United States have earned. The Magnet with Distinction designation recognizes the highest performing Magnet organizations around the world.

“This credential is testament to the countless contributions your nurses, in collaboration with other team members, have made in their commitment to providing quality patient care through innovations in professional nursing practice. Your organization serves as a role model of elite-level performance of nursing excellence,” ANCC’s appraisers shared in recognizing the South Sac team for their Magnet designation.

“South Sacramento goes above and beyond what is expected in multiple areas,” said **Christen Straw, DNP, RN, CNL, NEA-BC, CENP**, Magnet Program Director, South Sacramento. “Propelled by our Shared Governance Councils, they positively impact care experience and nursing-sensitive clinical quality indicators.”

For example, the data for inpatient and ambulatory nurse-sensitive clinical quality indicators outperformed the national benchmark and comparison cohorts for the majority of 8 quarters.

Magnet appraisers added that the medical center’s reputation for excellence is punctuated by an exceptionally high rate of emergency department and inpatient admissions by



Magnet Program Director, **Christen Straw** and Chief Nurse Executive, **Rachel Wyatt** react to the Magnet Recognition with Distinction news.

non-KP members at 25% and 45% respectively. Appraisers also noted South Sacramento has the highest poverty index score in the enterprise and carries the highest Medicaid population in the state of California.

“This achievement reflects the unwavering commitment of everyone at South Sacramento, solidifying their position as a role model for nursing excellence,” added **Wyatt**. “Facing unique challenges, they embraced innovation.” In fact, nurses led numerous successful initiatives fostered by a culture of empowerment and open communication. Leadership prioritized self-care, resulting in exceptional staff retention rates. Their 9% nurse vacancy rate and 14% nurse turnover rate are exceptional outcomes compared to national averages.

“Nurses’ dedication and passion were evident, with many choosing South Sacramento over closer hospitals, calling it their chosen ‘family;’” noted Magnet Appraisers.

Through a continued focus on nurse recognition, training, and professional development, Kaiser Permanente South Sacramento demonstrates its commitment to meeting or exceeding Magnet criteria. The hospital’s Nursing Professional Certification Rate was 18% in 2021 and increased to 24% by 2023. In addition, nurses with bachelor’s degrees or higher rose from 52% in 2021 to 81% in 2023, which is above the threshold for excellence according to Magnet standards.



[Watch a brief video](#) of the Dec. 20, 2023 call with the Magnet designation appraiser as they shared the exciting news with the South Sacramento team.

## Recognition:

Thank you to our Chief Nurse Executives for their leadership in our communities. Your service on the boards of local organizations helps us fulfill our mission to improve the lives of our members and the communities we serve.

**Reshea Holman, MSN, RN**, Walnut Creek  
Habitat of Humanity Board of Directors

**Christopher Neilson, MHA, BSN, RN, NE-BC**, Fremont  
Co-Chair on the Tri County Volunteers Board of Directors

**Debbie Reitter, DNP, RN, CNS, NEA-BC**, Roseville  
Sierra College Foundation Board of Directors

## Recent published articles:

[External urinary catheter devices: A multisite project involving point prevalence, Science Direct](#)

Authors: **Alexandra Fogli, MS, RN, CNS-BC; Teresa M Buhagiar, MS, RN, GCNS-BC, ACHPN, CEN, NPD-BC; Mary K. Salas, MSN, RN, AGCNS-BC; Krystal Pombo, MSN, RN, CNS, AGCNS-BC; Christa Perryman, MS, RN, AGCNS-BC; Shavinderpal Sanga, MSN, RN, CNS, ACCNS-AG, CCRN, GERO-BC; Annette Tuatagaloa, MSN, RN, CNS; Colette Jappy, DNP, RN, CNS, ACCNS-AG.**

## Upcoming Events:

**MAR 25**

Research and Innovation Academy  
Grand Rounds: Colorectal National  
Cancer Awareness Month

**APR 22**

The Clinic (Re)Brilliancy 2024 Workshop:  
A Brand New Experience

**MAY 6-12**

Nurses Week!

**MAY 14 & 15**

Research and Innovation Academy Nursing  
Conference: Driving Discovery, Sparking  
Solutions, and Advancing Practice

**MAY 20 & 21**

Equine Leadership Program

To view all events, visit the Nurse  
Scholars Academy website at  
[nursescholars.kp.org/events](https://nursescholars.kp.org/events)

## RESOURCES FOR YOU



Elevate your nursing career with national board certification! Kaiser Permanente Scholars Academy, in collaboration with Springer, proudly supports KP nurses in this pursuit by offering exclusive discounts on certification preparation resources which you can access here: [www.springerpub.com/kp](http://www.springerpub.com/kp).



Discover how certification can enhance your expertise and recognition in the health care community. Visit our website to access these valuable resources: [nursescholars.kp.org/program/professional-certification](https://nursescholars.kp.org/program/professional-certification).