

Redwood City Medical Center



Message from Chief Nurse Executive

Josephine Jorge-Reyes, PhD(c), MSN, RN, NEA-BC, NPD-BC

Many aspects of nursing today require servant leadership and the ability of nursing leaders to be passionate about developing emerging leaders. As Gandhi stated, “A sign of a good leader is not how many followers you have, but how many leaders you create.” Leading in today’s nursing environment is hard when teams are tired and hopeless. Therefore, it is vital in my role to allow frontline nursing teams, nursing leaders included, to feel “heard and empowered” to share their concerns and new ideas for change. Creating an environment that demonstrates psychological safety is a priority; of course, having fun is always good. Redwood City

Medical Center stayed the course as a top performer in quality and care experience in 2022, and our teams are very proud of all this collaborative work.

The following pages will showcase how our nursing teams and nurse leaders at Kaiser Permanente Redwood City remain committed to excellence in nursing care and practice, how we are encouraging and celebrating professional development events, continuing with our Magnet journey, and rebuilding our PCS teams day-by-day with the gratitude, patience, and forgiveness that is needed during these challenging times.

Transformational Leadership

Community health

Although the COVID-19 pandemic limited the number of community events that typically occur throughout the year, Kaiser Permanente Redwood City was there to participate!

- MLK Day of Service – Project in a Box
Wellness journals were made for LifeMoves' unhoused residents
- Self Help for the Elderly Autumn Moon Festival
Assisted with the set-up and breakdown of the event and helped direct walkers along the walking path during the Generation Walk
- City of Redwood City's Pride and Beautification Committee Annual Fall Cleanup
Volunteers picked up trash around the community
- Pacifica Coast Fog Fest Parade in Pacifica
We served as the Grand Marshall
- Hometown Holidays Parade
We participated in the parade
- Stroke Awareness
Volunteers handed out flyers about stroke awareness at the Pistahan Festival and the Caltrain Station
- Pacific Stroke Association Annual Conference
Kathryn Snow, RN, CNS, and Dr. Vivek Rao were guest speakers

Professional development programs

Our nurse leaders seized the opportunity to develop their practice by participating in the University of California, San Francisco (UCSF) program offered through the Scholars Academy.

- Shale Shivangili, RN, Medical Surgical and Telemetry Nurse Manager, completed the Foundations for Excellence in Healthcare Leadership Program.
- Kari Dahl and J'marc Javelosa, Nursing Professional Development Specialists, completed the Excellence in Nursing Education Certificate curriculum.
- Lynn Utech, RN, completed her Master's of Nursing at the University of San Francisco (USF).

Hospital accolades

- 2022 Soteria Award Winner Redwood City – Best 2022 Performer for Patient Safety and Most Improved for Workplace Safety
- 2022 California Maternal Quality Care Collaborative (CMQCC) Quality Engagement Award, Redwood City – Quality and Sustainability Award for NTSV Cesarean Birth Rate and MDC Superstar Award for Medium-Sized Birth Volume Hospitals
- 2022 Care Experience Top Performer Award





2022 Care Experience Top Performer Award

Nurse development programs

PATIENT CARE SERVICES (PCS) LEADERSHIP WORKSHOPS 2022

These workshops were designed to introduce the role and operational oversight of new PCS nurse leaders.

PCS NURSING LEADERSHIP STRATEGY WORKSHOP – MARCH 2022

This session included a CNE 5-year strategy overview, sharing feedback for PCS leadership from a qualitative survey.

NURSING DIRECTOR AND CNE TEAMBUILDING OFFSITES

Offsites were conducted in March and July of 2022. These sessions included agenda topics related to self-awareness and team/individual reflections as a nurse leader and what you envision for the future of nursing.

Structural Empowerment

Nurse residency programs

NEW RESIDENCY PROGRAM

We hosted two cohorts of shining new RN residents last year. Cohort 3 started in the spring of 2022 with four residents on the telemetry unit and four on the neuroscience unit. Of the eight residents, seven are still with us and working! Cohort 4 started in the fall of 2022 with three residents on the telemetry unit, one on the medical-surgical unit, and four on the neuroscience unit. Three residents have obtained clinical RN II positions in the telemetry unit.

ICU SPECIALTY PROGRAM

The program is a 14-week didactic and clinical precepting experience that allows experienced clinical RN II-IV to accept a training position as an ICU Nurse Fellow. Through live classroom education, simulation, and Essentials of Critical Care Orientation (ECCO) modules, RN Fellows apply didactic content to clinical precepting in a full-time orientation position. Last year, we hosted two cohorts. Four fellows participated in the fall cohort, and three continue to work in ICU. Five fellows participated in the spring cohort, and four continue to work in ICU today.

MCH SPECIALTY PROGRAM

The MCH Specialty training program is an 18-week program designed to train nurses in Labor & Delivery and Postpartum specialties. (There is a separate Neonatal Intensive Care Unit (NICU) training program). The program utilizes the Perinatal Orientation and Education Program (POEP) content from the Association of Women's Health, Obstetric, and Neonatal Nurses (AWHONN) and didactic sessions, skills days, simulation, and clinical experience on the floor with trained preceptors. Last year, we had three fellow RNs who successfully completed the program and remained working in the Postpartum unit.

PERIOPERATIVE SPECIALTY PROGRAM

The Perioperative 101 Program is a six-month program that combines a 23-module curriculum designed by the Association of Perioperative Registered Nurses (AORN) with simulation labs and clinical preceptorship. Last year, we had two RN fellows participate in the program. One RN continues to work in Perioperative.

Structural Empowerment

DAISY Award recipients

Yinghua Zhou, MSN, RN –
Nurse Leader Award
Jacqueline Narkizian, MSN, RN –
Nurse Leader Award
Christa Perryman, MS, RN,
AGCNS-BC – Nurse Leader
Award
Daryl Rassie Aglubat, BSN,
RN – Nurse Leader Award
Maria Victoria Aguilar-Noriega,
BSN, RN – Extraordinary
Nurse Award
Belinda DeVera, BSN, RN, RN-BC
(Med Surg) – Extraordinary
Nurse Award
Donna Blevins, RN –
Extraordinary Nurse Award
Ophelia Fazackerley, RN –
Extraordinary Nurse Award
Michelle Flores, BSN, RN,
LRNC-OB – Extraordinary
Nurse Award
John Cancio, BSN, RN –
Extraordinary Nurse Award

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Exemplary Professional Practice

Redwood City's progressive mobility protocol strives to mobilize all eligible patients to their maximum capacity twice per shift. Nursing collaborated with the Physical Therapy department to safely transfer even our unique population of patients with neurological deficits to a chair by utilizing safe patient-handling equipment. After analyzing the data, our frontline champions developed a "Mobility is Medicine" roving education project, including peer-to-peer education, an informative poster board, and gamification.

Kaiser Permanente Redwood City closed 2022 with over 863 days without a central line-associated bloodstream infection (CLABSI). The CLABSI prevention bundle includes daily multidisciplinary assessment of line necessity, ensuring all lines are patent by flushing all idle lumens with 10 ml NS, covering idle ports with curo caps, and daily Chlorhexidine (CHG) baths. Test of change includes changing curo caps to strips that can be easily hung on the IV pole, the introduction of the Zebra label printer and barcodes that could be scanned to accurately label the lines with date and timeline needs to be discarded, and custom central line dressing change kits to minimize the need for additional supplies needed and risk of contamination during sterile dressing change procedure.

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Certification and degree recipients

Jessica Marie Wideman, BSN, RN
Qui Vo, BSN, RN
Lisa Marie Allen, BSN, RN
Tracey Huynh, BSN, RN
Sarah Barty, BSN, RN
Wilugkana Utakrit, BSN, RN
Elvie Lawad, BSN, RN
Rebecca Sabatini, MSN, RN
Joseph Rule, BSN, RN, PCCN, CMSRN
Xiaochen Hu, RN, CMSRN
Hazel Levita, BSN, RN, PCCN
Raiza Jovy Liaa O. Milano, BSN, RN, CNOR
Lynn Utecht, MSN, RN, CNL
Caroline McCall, BSN, RN, NP-BC
Philip Christian Ladeza, BSN, RN, SCRN

