

Walnut Creek Medical Center



Message from Chief Nurse Executive
Reshea Holman, MSN, RN

At Kaiser Permanente Walnut Creek Medical Center, nurses practice in an environment that embraces a psychology of excellence. In my short tenure, I have been profoundly impressed by the dedication and commitment of our nurses to Kaiser Permanente's mission of providing high-quality health care and improving the overall health of our members and the communities we serve. Our nurses' remarkable dedication and commitment will drive our intended success as we embark upon the exciting journey to Magnet designation over the next year.

I sincerely believe that, at some level, every nurse is a leader and makes a difference in the lives of our members, their families, and colleagues. Kaiser Permanente has a strong history of investing in the professional development of nurses through a mature and well-developed professional

advancement model. My vision for nursing at the Walnut Creek Medical Center is to leverage and build upon this history of nurse investment by creating a more robust professional practice environment of scientific discovery, innovation, evidence-based practice, interprofessional collaboration, shared governance, professional development, clinical quality improvement, and patient safety initiatives.

As a highly visible leader in our local, state, and national professional nursing communities, our commitment to diversity, equity, and inclusion is evident in our workforce and member population. This, along with our relentless pursuit of excellence in clinical care, safety, patient experience, and employee experience, creates an environment that allows professional nurses to live well and thrive.

Transformational Leadership

Community health

Habitat for Humanity: Over 50 Walnut Creek physicians, nurses, and staff participated in two Build Days in partnership with Habitat for Humanity's Esperanza Place project, the future home of 42 low-income Bay Area families.

Hospital accolades

- Named in U.S. News & World Report's 2022-23 Best Hospitals rankings.
- Awarded a Certificate of Distinction for its Primary Stroke Center.
- Walnut Creek Medical Center awarded by Practice Greenhealth Environmental Excellence.

Shared leadership

PROFESSIONAL GOVERNANCE AREAS OF FOCUS TO SUPPORT NURSING EXCELLENCE

Professional excellence

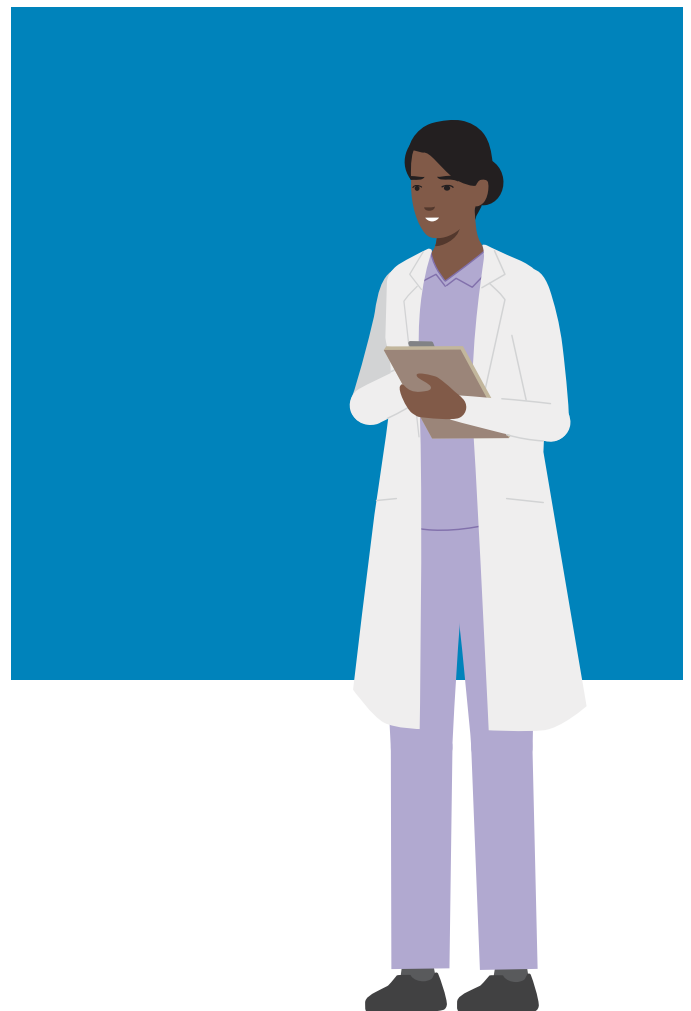
- Orientation & transitions to practice
- Continuing education
- Staff development, growth, leadership and retention
- Competencies
- National certification
- Advanced degrees
- Research/ESP & innovation

Quality & safety

- Monitor outcomes and metrics
- Patient safety
- Risk assessments
- Care Experience
- Community health & outreach
- Peer feedback
- Research advancement
- Quality improvement EBP dissemination
- Technology & innovation
- Research/ESP & innovation

Nursing practice

- Standards of Practice
- Caring Science
- Professional Practice Model
- Nursing Process
- Policy & Procedure Development & Review
- Patient education
- Patient-Centered care
- Interprofessional relationships
- Research/EBP & innovation



Structural Empowerment

Professional development programs

- Ten RNs in the Intensive Care Unit (ICU) participated in a program to study for and sit for the Critical Care Nursing (CCRN) Certification exam. Three RNs successfully completed and passed the CCRN exam in 2022.
- Walnut Creek held two Preceptor Development programs in 2022 that prepared 33 staff RNs to precept and support the New Grad/Resident and Specialty training programs. Becoming preceptors also prepares them to provide support and mentorship to their peers as well as new staff on their units

Nurse residency programs

- Walnut Creek hosted two Cohorts of New Grad/Residents in 2022 for a total of 24 new Medical-Surgical/Telemetry RNs being transitioned into professional nursing practice. The recent graduates developed clinical and communication skills to become permanent Kaiser Permanente bedside nurses. Staff not only became confident bedside RNs but worked on an evidenced-based project and continue to be engaged in that work.
- Walnut Creek also hosted one ICU Specialty Training program in 2022, which helped four of our Medical-Surgical/Telemetry RNs transition to the ICU and realize their professional goal of practicing in the ICU.

Exemplary Professional Practice

In February 2022, Medical-Surgical/Telemetry departments noted that their communication about medication real-time patient satisfaction scores were trending down from the national average. The Care Experience Practice Council undertook a gap analysis. It determined that their peers were not routinely speaking to patients about potential side effects, and there wasn't a standard process/cadence for validating patient knowledge. Committee members created and conducted peer education, validated their peers' understanding and performance during medication communication activities, and completed just-in-time reinforcements as needed. They collaborated with unit leaders to ensure the continuation of medication validation activities and inclusion as a priority question during nurse leader rounding. By April 2022, Medical-Surgical/Telemetry units outperformed the national average and remained above the national average for the remainder of the performance year.

Structural Empowerment

Certification and degree recipients

Rinzel Argulles, RN, CCRN
Margaret Blackford, MSN, RN
Michael Dela Rima, BSN, RN
Nicole Garcia, RN-BC
Sadia Imran, MSN, RN
Lisa Lagunera, MSN, RN
Maria Madriz, RN, CNOR
Lauren Neilson, BSN, RN
Mary Ouk, RN, CCRN
Cheri Riskin, BSN, RN
Chita Romana, RN, CCRN
Urya Wahaj, RN-BC
Kathleen Zimmerman, RN, CCM

