

## San Jose Medical Center



### Message from Interim Chief Nurse Executive Patricia (Pat) Forsberg, DNP, MBA, RN, NE-BC

As I review 2023, I continue to be amazed by the excellent care provided by our nurses. San Jose nurses working collaboratively in unit-designated councils have achieved success in quality and care experience initiatives. Our nurses have led impactful projects, improving nursing care. As a nursing team, we live our mission to provide exceptional care, every patient, every time.

I am proud to serve as the Chief Nurse Executive as we navigate the Magnet® designation journey. We applaud our nurses who have achieved certifications and advanced degrees, furthering their professional

development. Our DAISY recognition program has nominated more than 100 nursing staff for above-and-beyond care experiences. In 2023, we honored 10 extraordinary nurses and 2 nursing teams.

As we look forward to 2024, I am grateful for our nurses' engagement and passion for excellence.

## Overview



- Kaiser Permanente San Jose is a 242-bed community hospital
- Service area extends to Santa Cruz and soon will expand to Monterey County
- San Jose employs 950 nurses; With a 4.7% turnover rate
- Nursing excellence achieved through:
  - Community outreach
  - Advanced nursing education
  - Magnet® Journey socialization
  - Nurse-led projects
  - DAISY recognition
- San Jose nurses are leading the way through education, engagement, and excitement

## Transformational Leadership

### Community Outreach

The 2023 Toys for Tots Campaign, led by Kyle Daniels, BSN, RN, achieved remarkable success. Kyle generously volunteers his time to oversee this vital community service project, organizing the distribution of donation boxes and conducting regular collections throughout the campaign. This year, the outreach of the campaign was extended to include KP outpatient clinics in Santa Cruz. In his spare time, Kyle delivered boxes and coordinated collections from these additional locations.

The goal was to collect 200 toys, marking a 100% increase from previous toy drives. Kyle fostered donation through friendly competition, promising a pizza party to the department donating the highest number of toys. Thanks to the remarkable generosity of our employees, we exceeded that goal, collecting 424 toys and raising \$3,004 dollars. The funds raised would buy additional toys to support families in need.

Kyle's leadership and commitment inspired widespread participation and exceeded expectations. This achievement underscores the transformative power of one person's determination and compassion in making a tangible difference in the lives of those in need.



*Kyle Daniels, BSN, RN, with former Chief Nurse Executive Elaine Ware, DNP, RN CENP, CPHQ.*

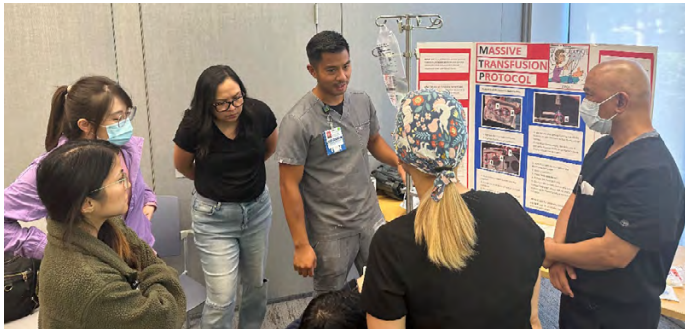
### Road to Magnet®

The Patient Care Services and TPMG leadership teams organized "The Road to Magnet®," a leadership conference aimed at kick starting our Journey to Magnet® Designation. More than 80 leaders participated in the intensive eight-hour event, culminating in a symbolic commitment as they signed a banner pledging their dedication to the journey ahead.

Attendees left the conference with a comprehensive understanding of the historical significance and purpose of Magnet® Designation. They delved into the five essential components of the Magnet® Model, gained insights into our Professional Practice Model (PPM), and explored the principles of Professional Governance. Additionally, they gleaned invaluable insights from esteemed leaders from Kaiser Permanente Vallejo and City of Hope, offering firsthand accounts and strategic perspectives on their successful paths to Magnet® designation.

## Structural Empowerment

### Staff Nurses Empowered



ICU Nursing Skills Sessions were held on multiple dates in September, with 96% of ICU nurses attending. Organized and led by senior nurses in the ICU, the 4-hour skills review and competency verification sessions assisted ICU nurses in completing required yearly competencies as well as reviewing high acuity, low-opportunity skills such as care of the patient on Intra-Aortic Balloon Pump, Massive Transfusion Protocol, and Transvenous pacing. Content was delivered via lecture and hands-on simulation with skills stations set up throughout the room. This nurse-driven educational event was a huge success. Feedback revealed the nurses had an increase in their comfort, confidence, and knowledge of each of the topics presented. This skills fair was designed with the varying level of experience and skill of the caregivers in mind. The nurses were able to review skills and demonstrate how to integrate them into their practice. They left the session with knowledge of the latest tools and resources that will help them deliver safe and consistent care.

### Certifications and Degrees achieved in 2023

Joshua Draves MOR Manager achieved his EMBA  
Antavious Green Asst manager med surg completed his MSN  
Cindy Mekis, CNS Perinatal care achieved her BC-Nursing Professional Development certification

### KAISER PERMANENTE SAN JOSE MEDICAL CENTER Percentages of Nurses with BSN+ Degrees and Certifications

**44%** BSN prepared  
as of Dec. 2023

**12%** ANCC certified  
as of Dec. 2023

## Exemplary Professional Practice

### Pioneering change for Workplace Safety

Janelle Casanave, RN, circulating nurse, is passionate about guarding the health and safety of surgical staff and patients. She raised her concerns on the hazards of surgical smoke to her managers, surgeons, and colleagues and advocated for a change of practice. Her work on safe elimination of smoke plume during surgical procedures has been successfully implemented in all 12 ORs at San Jose and has earned national recognition. The Association for Operating Room Nurses (AORN) awarded our OR the 2023 Excellence Award for Employee Safety.

Janelle also promotes the smoke-free movement through her involvement with Nurses Against Surgical Smoke as their West Coast Representative. She has been involved in developing and starring in a public service announcement and was invited to speak at a senate hearing at the California State Capital in Sacramento in favor of Bill 1007. This Bill which mandates the use of surgical smoke evacuation in operating rooms across the state was voted into law in 2023 and will go into effect January of 2026. Janelle sets a positive example on how nurses play a critical role as advocates in their organizations to ensure workplace safety issues such as surgical smoke are addressed.



San Jose nurse **Janelle Casanave, RN** shows the endoscopic smoke evacuation device used in the operating room.

## MCH Bladder Management of Patients Receiving Magnesium Sulfate

In February 2023, the Labor & Delivery Unit Council (L&D UC) nurses identified two opportunities to improve outcomes involving bladder management and indwelling urinary catheters for their patients with epidurals (removing the catheter before beginning to push for delivery decreases risk for bladder injury) and for those receiving magnesium sulfate administration (decrease or eliminate indwelling catheter for those who can void to decrease risk of UTI). Over the next few months, they engaged in their research journey into evidence-based practices on these topics, bringing the information back to the Council for review, and creating the proposed Guideline drafts on each topic.

In August 2023, the OB Chief and Medical Director were invited to attend the L&D UC to review and discuss the new proposed Guidelines (which included MD order activity) and to provide any feedback or recommendations in finalizing the Guidelines. The Chief Nurse Midwife was also asked to review and provide feedback to the Guidelines. Over the next few weeks, the OB Chief presented the Guidelines to the OB Department providers (OB MDs and Midwives) during August and September Hospital and Department meetings; the L&D UC RNs created the RN and patient education pieces and began sharing with their peers, which also included presenting the information during the September MCH Staff Meetings. The new Bladder Management Guidelines successfully went live on October 2, 2023. This group of impassioned nurses are modeling the power of front line nurses engaging their peers to learn about and integrate EBPs into their practice and leading the way to improved patient outcomes.

## Structural Empowerment

### 2023 DAISY Award Recipients

#### February DAISY Nurse

Alex Trinidad, RN  
Med Surgical

#### April DAISY Nurse

Mardiore "Margie" Shumer  
RN (Staff Nurse II), Med/Tele Unit 1

#### May DAISY Nurse

Felix Lux  
Med Surgical

#### June DAISY Team

3rd Floor  
Med Surgical

#### July DAISY Leader

Julie Bugarin, BSN, RN,  
MCH

#### August DAISY Nurse

April Blanchard, BSN, RN  
ICU

#### September DAISY Nurse

Jeff Lam  
ED

#### October DAISY Nurse

Atousa Nainavaii  
ED

#### November DAISY Nurse

Matu Bonzu  
Med Surgical

#### November DAISY Team

4th Floor, Med Surgical

#### December DAISY Nurse

Tiyanna Shields  
ED

#### December DAISY Nurse

Jincy Mathew  
Med Surgical

## Kaiser Permanente Nurse Scholars Academy / UCSF Leadership Institute Program Scholars

### Academy for Interdisciplinary Leadership

Barbara Vaughan

### Foundations of Evidence-Based Practice Workshop

Cindy Mekis

Bernice Yale

Elizabeth Deguzman

### Middle Management Institute – Assistant Nurse Managers

Elise Peralta

Tracey Monahan

Lori Mayer

Jennifer Kang

Hannah Fuller

## New Knowledge, Innovation, and Improvements

### RN Navigator

The Emergency Department at Kaiser Permanente San Jose, in conjunction with the ED Practice Council (EDPC), recently rolled out a process change in the triage area to help improve efficiency and decrease overall length of stay. This project focuses its efforts on triage efficiency and the implementation of a triage navigator nurse role. Triage efficiency is crucial to combating overcrowding of the emergency department. It allows resources to be more appropriately allocated and patients to be cared for in a more timely and efficient manner, while maintaining patient safety as a top priority. The EDPC team has focused their efforts on a process change in which a nurse is added to the triage area of the ED to focus primarily on the coordination of care for patients in the waiting room area, to ensure that patients waiting for rooms in the back of the ED get the care they need to progress in their care, such as lab work and radiology studies. After 5 months of implementation, the ED has seen an overall decrease in length of stay for all patients by more than 30 minutes, while maintaining excellent patient satisfaction.

### Post-operative Discharge Instructions

Staff nurse-led improvement project focused on PACU Discharge education. Nurses provided printed discharge instructions at the time of discharge followed by next day follow up discharge phone calls. Results indicate improvement in likely to recommend and explaining discharge instructions metrics.



Members of the EDPC: RNs Brittany Homen, Veronique Ortiz, Crystal Bustamonte (on the phone), Natalie Rubin, and Julie Wright.