



2023 Nursing Annual Report

A Message from the CNO

As I reflect on the many milestones and achievements of 2023, I am filled with immense pride and gratitude. This report showcases the remarkable examples of nursing excellence at Providence Saint Joseph Medical Center, and I encourage you to take a moment to appreciate all our endeavors and accomplishments.

In the 80 years since our ministry's founding, our commitment to exceptional patient care has remained steadfast. We are dedicated to continuing to grow and evolve into an organization that is known for delivering world-class healthcare. This unifying vow drives both our success and aspirations, which is centered on achieving the best possible patient experience.

Throughout the past year, the resilience and innovation of our nursing staff have been truly inspiring. From revitalizing mentoring programs to engaging in outreach events, their efforts have contributed significantly to our patients and their families, their interprofessional colleagues, and the entire community. I look forward to sharing the specifics with you in this report.

While nurses collectively comprise the largest workgroup within our ministry, it is the unique contributions of each caregiver through individual patient encounters that truly embody our commitment to exceptional care. Every Providence nurse serves as a vital conduit of compassion and collaboration, ensuring that our patients receive the highest quality of care. The accolades we've received,

including being named one of the nation's "Best Regional Hospitals" by U.S. News & World Report and receipt of the "Patient Safety Excellence Award" from Healthgrades, underscore the unwavering dedication of our entire Providence Saint Joseph team. Moreover, achieving Magnet designation, a distinction held by only 10 percent of hospitals nationwide, stands as a testament to our collective excellence. With this foundation, I am confident in our ability to sustain and even surpass these high standards as we pursue Magnet re-certification.

As we celebrate these achievements and look towards the future, let us remember the profound impact of our collective efforts on the lives of those we serve. I am deeply appreciative of the dedication and hard work of each member of our nursing team and am honored to stand alongside all of you, particularly during this transitional period.

I know we will continue to support and uplift one another as we strive for greatness in all endeavors. Together, we have the power to transform lives and uphold the utmost standards of patient care. Thank you to every member of our team for your unshakable devotion to our patients and community.

With deepest appreciation,

Grady Williams

Grady Williams, MSN, RN, NEA-BC
Interim Chief Nursing Officer





Providence Saint Joseph Medical Center (PSJMC) opened February 1, 1944, thanks to the generous support of medical, business, civic and faith-based leaders. What began as a single story 100-bed hospital is today a renowned medical center offering distinguished care in many specialties with inpatient, outpatient, and emergency services. One thing that has not changed over the past eight decades is our commitment to offering world-class, compassionate care to our community.

Stats-at-a-Glance

392
Licensed
Beds

2,123
Employees

830
Medical Staff

200
Volunteers

15,523
Inpatient
Admissions

220,832
Outpatient
Visits

198
Average Daily
Census

2,158
Births

76,779
Emergency
Visits

3,899
Inpatient
Surgeries

4,475
Outpatient
Surgeries

\$62.5 Million
in Community
Benefit

Award Highlights for 2023



American Heart Association.

- Get with the Guidelines® Stroke Gold Plus
- Quality Achievement Award, 2023
» Target: Stroke Honor Roll Elite Plus



- Patient Safety Excellence Award
- Five Star Award for Treatment of Sepsis



- DNV-Certified Comprehensive Stroke Center
- Certified Thrombolytic Capable Center



Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) Comprehensive Center

2023-24 Los Angeles Metro Best Regional Hospital Recognized in 15 types of care.

- Geriatrics
- Neurology
- Orthopedics
- Back Surgery
- Colon Cancer Surgery
- COPD
- Diabetes
- Heart Attack
- Heart Bypass Surgery
- Heart Failure
- Kidney Disease
- Knee Replacement
- Leukemia Lymphoma Myeloma
- Pneumonia
- Stroke

Mission, Vision & Promise

Our Mission

As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

Our Vision

Health for a Better World.

Our Promise

"Know me, care for me, ease my way."



Values

Compassion

Jesus taught and healed with compassion for all. -Matthew 4:24

We reach out to those in need and offer comfort as Jesus did. We nurture the spiritual, emotional and physical well-being of one another and those we serve. Through our healing presence, we accompany those who suffer.

Dignity

All people have been created in the image of God. -Genesis 1:27

We value, encourage and celebrate the gifts in one another. We respect the inherent dignity and worth of every individual. We recognize each interaction as a sacred encounter.

Integrity

Let us love not merely with words or speech but with actions in truth. -1 John 3:18

We hold ourselves accountable to do the right things for the right reasons. We speak the truth with courage and respect. We pursue authenticity with humility and simplicity.

Excellence

Whatever you do, work at it with all your heart. -Colossians 3:23

We set the highest standards for ourselves and our ministries. Through transformation and innovation, we strive to improve the health and quality of life in our communities. We commit to compassionate, safe and reliable practices for the care of all.

Justice

Act with justice, love with kindness and walk humbly with your God. -Micah 6:8

We foster a culture that promotes unity and reconciliation. We strive to care wisely for our people, our resources and our earth. We stand in solidarity with the most vulnerable, working to remove the causes of oppression and promoting justice for all.

Providence Saint Joseph Medical Center Nursing



PSJMC nurses and certified nurse assistants are caring and talented caregivers who are committed to their profession, their patients and families, and to serving our community. While distinguishing themselves as national leaders at conferences, our nurses have also shaped a vibrant and unique work environment—one characterized by shared decision-making, professional development, and collaboration across every level of the organization.

At PSJMC, our nurses participate in shared governance councils, lead interdisciplinary improvement projects, and help create industry-wide best practices.

However, it is not just their clinical expertise that makes our organization strong. It is also the compassion our nurses demonstrate each day. Our nurses are regularly recognized for the exceptional care they provide as they continually work to ease the way for patients and families when they are most vulnerable.

Nursing Professional Practice Model

Our Professional Practice Model (PPM) is grounded in two complementary nursing theories, Jean Watson's "Philosophy of Nursing," based on her theory of human caring, and Patricia Benner's novice-to-expert theory, based on her book *From Novice to Expert: Excellence and Power in Clinical Nursing Practice*. The PPM depicts how nurses grow into nursing practice and how they communicate and relate to patients, families, communities and the interprofessional team.

The five components of our Professional Practice Model include:

Shared Leadership & Empowerment

We see leadership as a shared endeavor between our leadership teams and clinical nurses. It is designed to maximize professionalism in nursing practice.

Quality & Excellence in Nursing Care

Nurses promote quality and safety in nursing care. They take accountability for high-quality outcomes.

Professional Development Advancement

We promote opportunities for nurses to grow into the professional nursing role with collaboration and competence. We encourage and reward their participation in academic progression, national certification, and ongoing continuing education programs.

Interprofessional Collaboration

Within this context, collaboration is a necessary component to professional growth. Team members bring valuable expert resources to the care of patients and families.

Evidence-Based Practice

By using the systematic study of actions and phenomenon relative to the practice of nursing, we can greatly enhance nursing practice and patient care outcomes.



Our Magnet Journey

Providence Saint Joseph Medical Center proudly achieved the highly esteemed Magnet recognition in 2020, a distinction held by only 10% of hospitals in the United States. This prestigious designation signifies a commitment to excellence in nursing practice and patient care.

To attain Magnet recognition, hospitals undergo a rigorous and extensive evaluation process that requires active engagement from leadership and caregivers alike. This process includes demonstrating compliance with 82 rigorous sources of evidence (SOE) and successfully passing a comprehensive three-day site visit. During this visit, evaluators validate and verify the implementation of these SOEs throughout the organization.

Magnet-designated hospitals not only excel in meeting quality patient-care outcomes but also prioritize enhancing the patient experience and fostering staff engagement. They actively involve frontline staff in shared decision-making processes, ensuring that diverse perspectives contribute to the continuous improvement of care delivery.





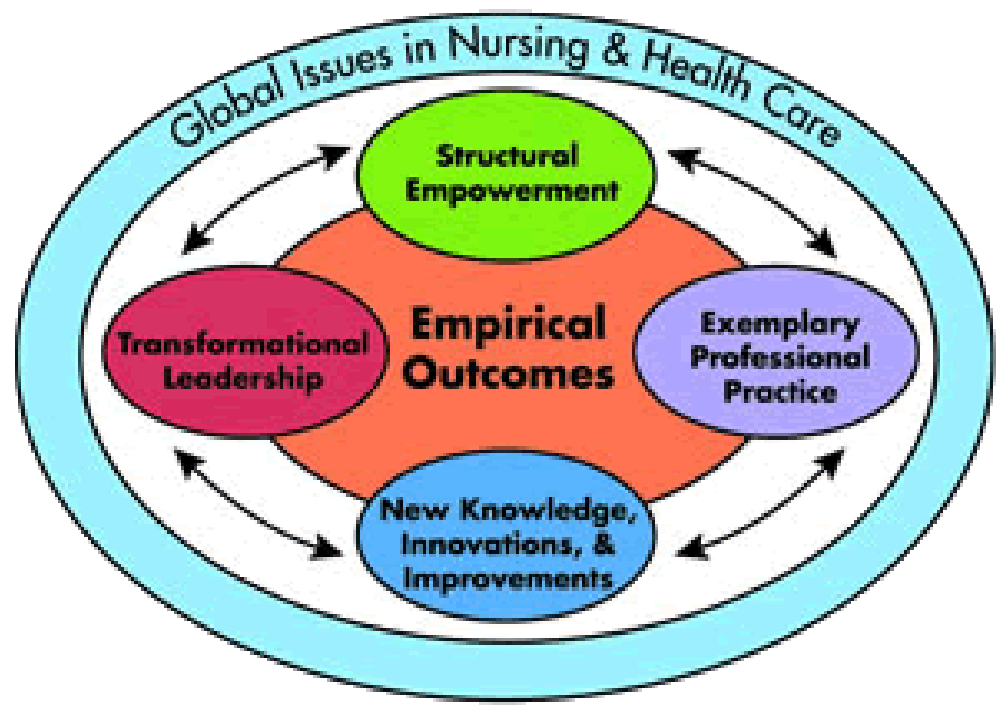
The Magnet Model

American Nurses Credentialing Center (ANCC) Magnet Model

Magnet is an ongoing process that promotes a culture of nursing excellence and involves the dedication and commitment of the entire organization.

The Magnet Model and its 82 standards are our blueprint for providing patients with the highest quality of care, supporting nurses' professional growth, and fostering evidence-based advances in the delivery of healthcare.

The following pages reflect the action steps nurses at Providence Saint Joseph Medical Center has taken in each of the four components identified by the ANCC.



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The Magnet Model

Transformational Leadership

At Providence Saint Joseph Medical Center, we recognize the pivotal role of transformational leadership in driving positive change and fostering a culture of excellence.

Transformational leaders cultivate trust, transparency, and strong relationships, laying the foundation for a dynamic and innovative environment.

Through strategic planning and visionary thinking, these leaders empower nurses at all levels to lead change and drive improvement in patient care. At the core of transformational leadership is a commitment to professional growth, mutual respect, and shared decision-making.

As a Magnet-designated organization, PSJMC embodies the principles of transformational leadership, alongside shared decision-making and exemplary professional practices.

In this section, we explore how transformational leadership empowers our nursing team to enhance patient outcomes and elevate the patient experience.





The Magnet Model

Transformational Leadership: Strategic Plan 2022-2025

Destination Health 2025 is the theme for the Providence Strategic Plan, which provides a comprehensive vision for delivering compassionate, innovative, and equitable healthcare to our communities. It's three key tenets are supported by specific initiatives aimed at enhancing patient care, advancing health equity, and driving innovation in healthcare delivery.



STRENGTHEN THE CORE

By 2025, Providence will deliver a compassionate and simplified experience for patients and consumers featuring affordable, equitable, whole person care through innovative, digitally-enabled access models, with world-class outcomes for all.

Providence's caregiver experience will ensure that our diverse workforce feels included, developed and inspired to carry on the Mission.



BE OUR COMMUNITIES' HEALTH PARTNER

By 2025, Providence will improve health outcomes in the communities we serve by expanding value-based care, advancing health equity, prioritizing vulnerable populations and focusing on education, housing and the environment.

Providence will be recognized as a leading voice and catalyst for improving health for all and activating like-minded community members and partners through advocacy and philanthropy.



TRANSFORM OUR FUTURE

By 2025, Providence will be recognized as the most innovative health organization serving our communities and beyond. With strategic and capital partners, Providence will invest in core, diversified and adjacent businesses.

Through research, data and technology, decreasing variability, and modern support services, Providence will transform care delivery and serve as a model for all other health systems.



The Magnet Model

Transformational Leadership: Clinical Nurse Educators

In 2023, PSJMC clinical nurse educators attended the **Association for Nursing Professional Development** conference.

Made possible through funds from the Providence Saint Joseph Foundation, this conference is crucial for the professional development of our nurse educators.

Attendees from left:
Kim Mazziotti, BSN, RN, NPD-BC, PCCN-K; **Sandy Martir**, MSN, RN, NPD-BC, ONC; **Shona Elsberry**, MSN, RN, RNC-OB, C-EFM, PHN, RNC-MNN



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Transformational Leadership: Nursing Operations Council

The Nursing Operations Council, led by nurse managers, is an interdisciplinary forum to align practice with the strategic plan. This council allows nurse leaders to voice professional concerns, share information, collaborate on best practices, and celebrate achievements.

After serving as co-chairs for two years, (from left) **Bryan Homyak**, MSN, RN, NE-BC, and **Bailey Wojcik**, BSN, RN, MICN, passed the reins to **Kristen Mayberry**, MHA, RN, CCRN, SCRNP and **Stephanie Medrano**, MSN, RN, in 2023.





The Magnet Model

Transformational Leadership: ICU Clinical Coaching

In 2021, PSJMC ICU faced high turnover of Transition Into Practice (TIP) residents and fellows. Rapid onboarding of new nurses led to feelings of overwhelm and increased likelihood of departure.

To address this, a Clinical Coach Program was developed. Inspired by a successful model at Yale New Haven, the new program included support from experienced nurses, enhanced learning opportunities, and mentorship of new nurses.

Launched in 2022, the program yielded positive results. Of the ICU TIPs who completed orientation in 2023, 100% remained on staff in the ICU, thanks to the ongoing support of the Clinical Coach Program.

Development of a RN Clinical Coach program to improve retention of ICU residents and fellows

Megan Jones MA BSN RN CCRN; Kristen Mayberry MHA BSN RN CCRN SCRNP; Sarah Sumner MSN RN CCRN OCN CHPN

Background

The COVID-19 pandemic contributed to substantial ICU nurse turnover. Large cohorts of Transition into Practice (TIP) residents and fellows are needed to bolster the workforce and rebuild a healthy work environment. Having a designated support person is key to successful transition into ICU nursing practice.

Methods

4 experienced preceptors (2 AM, 2 PM) provided 4-hour at-the bedside clinical coaching sessions with TIPs weekly. Began after formal preceptorship concluded. Provided ongoing clinical support, social support and reflective learning as TIPs entered independent practice. Coaches completed REDCap survey for each encounter based on AACN Healthy Work Environment (HWE) model.

Results

94% retention January 2022 cohort > 275 coaching sessions recorded by 2/23. All respondents to a program evaluation survey agreed the Clinical Coach program contributed to their decision to stay in their current ICU position. *"There were multiple occasions about 1-3 months on my own where I had a more challenging assignment and was so thankful one of our amazing clinical coaches were available to help answer my questions and guide me through the situation" - January 2022 RN Resident*

Discussion

New ICU nurses are at risk for becoming overwhelmed and leaving the ICU setting. The Clinical Coach program improved retention of TIP residents and fellows. Experienced preceptors can be key resources to support the ongoing clinical and social needs of new nurses after preceptorship.

Purpose

Establish a program to increase retention of ICU TIP residents & fellows and foster a healthy work environment at Providence Saint Joseph Medical Center (PSJMC) in Burbank CA.

PSJMC ICU TIP Resident & Fellow 12-Month Retention

	Resident	Fellow	Total	Total Retention Rate
January 2022	8/8	8/9	16/17	94%
April 2022	7/8	2/2	9/10	90% (to date)
August 2022	9/9	2/2	11/11	100% (to date)

*Values represent # RN retained / # RN hired

Comparison of TIP first year turnover rates between PSJMC ICU and total TIP in Southern California region

*Data used with permission

■ Regional TIP ■ PSJMC TIP ■ PSJMC ICU TIP

Implications for Practice

Innovative strategies are needed to retain large cohorts of TIPs. Experienced preceptors are poised to provide that support. The AACN HWE model was a useful conceptual framework to structure Clinical Coach interactions. A small investment in similar programs may improve retention in other clinical areas and reduce first year turnover.

For references, please use the QR code to view the electronic poster online.

Special Thanks to PSJMC Clinical Coaches
Megan Jones, Melissa Gitler, Rita King, Hyun Joo Kim, Dinorah Ramos, Gibson Bandyrel, and Bianca Cisneros

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Transformational Leadership: DEI

PSJMC fosters a culture of acceptance and understanding with a steadfast commitment to diversity, equity, inclusion and belonging.

“Health is a human right” is central to all that we do. Bryan Homyak, MSN, RN, NE-BC, a nurse leader within our NICU and co-chair of the Providence LGBTQIA+ SoCal Caregiver Resource Group, extends his influence across ministries.

Here are highlights from 2023 demonstrating our focus on education about and celebration of the LGBTQIA+ community.

Adrienne Bagamaspad, BSN, RN, SCRNP and Bryan Homyak, MSN, RN, NE-BC delivered a comprehensive presentation to PSJMC healthcare leaders about caring for LGBTQ+ patients and caregivers.



Several PSJMC nurses and caregivers attended the annual Los Angeles Pride Parade, representing Providence as well as hosted a booth at the event's block party with swag, healthcare information, and career opportunities.

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Structural Empowerment

The Magnet Model's structural empowerment framework is designed to create an environment where nurses are encouraged and enabled to achieve their fullest potential.

This model emphasizes the importance of providing nurses with the resources, opportunities, and support they need to excel in their roles.

By fostering a culture of continuous professional development, participatory decision-making, and strong leadership support, the Magnet Model ensures that nurses are empowered to provide high-quality patient care, contribute to healthcare innovation, and advance their professional practice.

Structural empowerment not only enhances nurse satisfaction and retention but also leads to improved patient outcomes and organizational success.





The Magnet Model

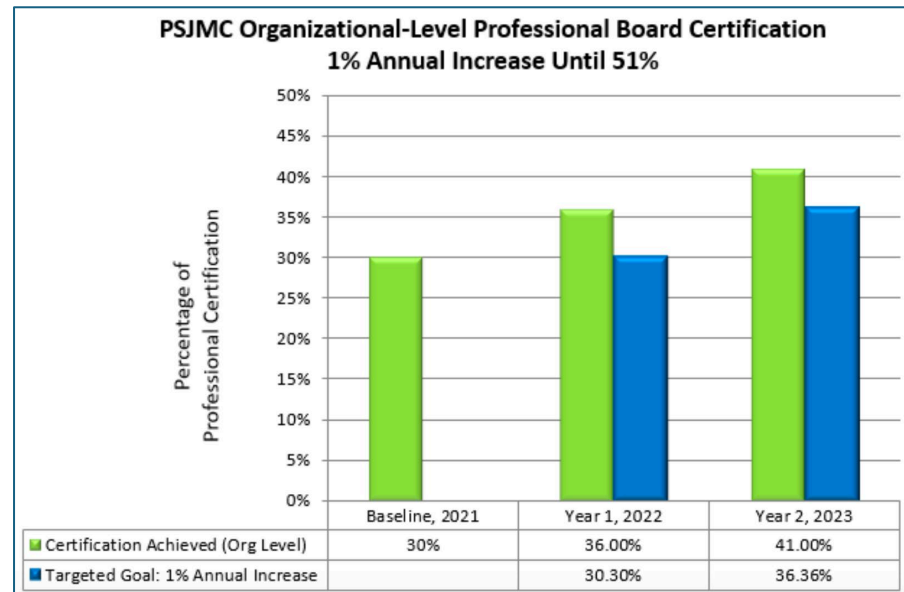
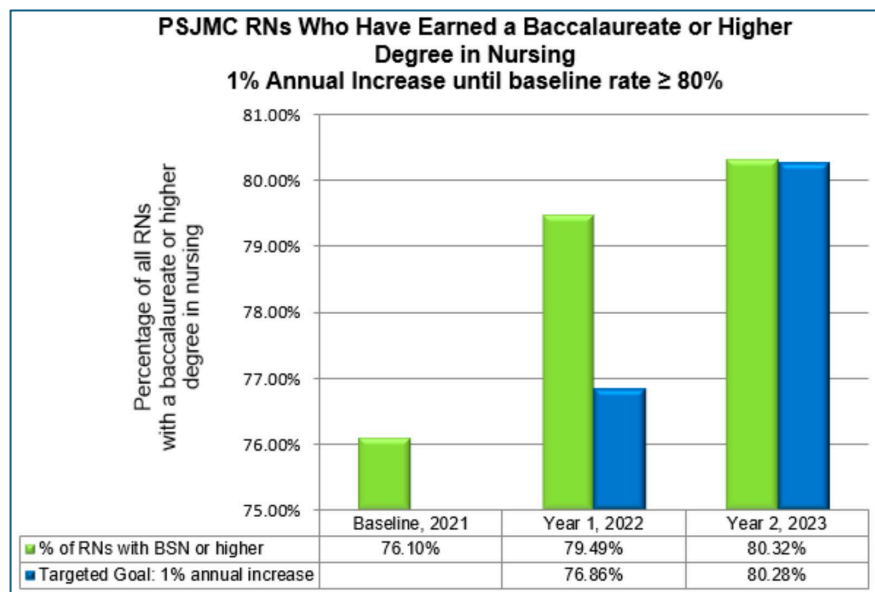
Structural Empowerment: Degrees & Certificates

At PSJMC, we recognize the significant value of bachelor's degrees and professional certifications in nursing. Research shows that hospitals with higher numbers of BSN-prepared nurses experience lower patient mortality rates, fewer medication errors, and improved patient satisfaction.

- Our BSN rate increased from 76% in 2021 to over 80% by 2023.
- Professional board certifications rose from 30% in 2021 to 41% in 2023.

In keeping with PSJMC's strategic goals to elevate the professional development of the nursing team:

We are committed to supporting nurses' professional development through certification review courses and tuition reimbursement.



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Structural Empowerment: Baldwin Endowment

The Kay and Mary Lou Baldwin Endowment Fund for Nursing supports nursing education at Providence Saint Joseph Medical Center by providing scholarships for caregivers enrolled in nursing programs or seeking advanced degrees in various nursing fields. Recipients are selected based on financial need and commitment to professional growth within the medical center.



2023 Recipients

Adrienne Bagamaspad, BSN, RN, SCR N

Roberto Cisneros, BSN, RN

Elin Danelian, BSN, RN, PCCN

Jesse Gealon, RN

Sharmaine Laurel, BSN, RN, CCRN, SCR N

Cheryl Negron, RN, CCRN

Hermine Tsaturyan, BSN, RN

Michelle Twitchell, BSN, RN, C-EFM, RNC-OB

Brenda Baldwin (second from left), the generous donor whose support makes this scholarship possible, with three 2023 scholarship recipients.

From a grateful recipient: "Thank you for supporting me on my education journey. Being awarded this scholarship enables me to work towards a master's degree in nursing. In the course of completing clinical requirements, I have been able to make a difference in the life of people across the lifespan. I have so much gratitude for your generosity. Your gift is magnified for many more years as I dedicate my work to making certain that patients are cared for as a whole person, that they are known and attended to with respect for their autonomy, individuality, and dignity."

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Structural Empowerment: National Certified Nurses Day

Each year PSJMC celebrates National Certified Nurses Day by honoring the invaluable contributions of certified nursing caregivers.

In 2023, nurse leaders and Magnet Champions rounded on certified nurses with celebration carts, distributing snacks, treats, gifts, and recognition letters.

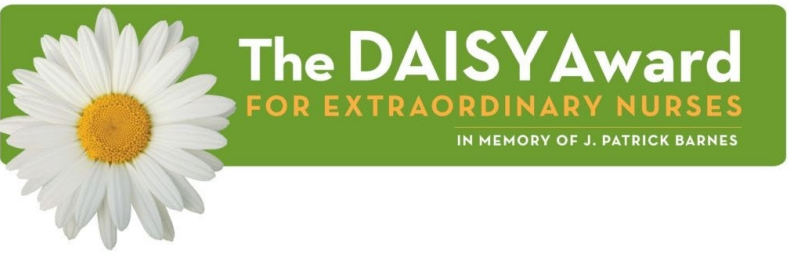
Posters displaying certified nurses' names were also featured at caregiver entrances.





The Magnet Model

Structural Empowerment: Nurse Recognition



The DAISY Foundation, established in 1999 by the family of J. Patrick Barnes in remembrance of his passing at age 33, introduced the DAISY Award as a means of recognizing outstanding nurses worldwide.

Honorees are lauded for their extraordinary dedication and impact on countless lives.

PSJMC is proud to be a DAISY Award partner, honoring nurses who exemplify excellence. Each recipient embodies the Providence mission while demonstrating clinical proficiency and unwavering compassionate care.



Christine Albrecht, RN, RNC-OB

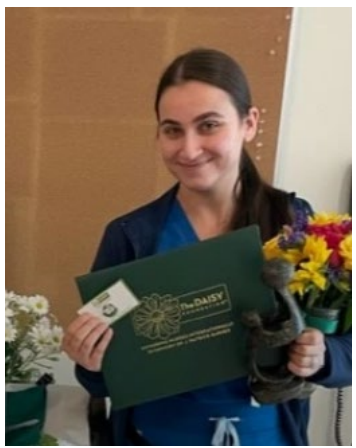


Robert Quevedo, BSN, RN



Christina Reyes, RN

2023 Recipients



Suzy Antonian, RN



Cresta Ramos, BSN, RN, SCRNP



Patty Tamondong, BSN, RN, RNC-NIC

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The Magnet Model

Structural Empowerment: Collaboration

Initiatives aimed at enhancing collaboration and understanding among staff include the Manager Crawl and RN/MD Collaboration.

The Manager Crawl, an adjunct to the monthly multidisciplinary nurse manager meetings involves managers rounding on each department to gain insight into each other's work environments.

This fosters a deeper understanding and appreciation of each department's unique challenges and contributions.

The RN/MD Collaboration, revitalized in 2023 with the support of the chief nursing officer and chief medical officer, strengthens relationships between nurses and doctors through mixers and interactive sessions, building trust and improving communication.

Both initiatives underscore our dedication to creating a collaborative and empowered work environment, ultimately leading to improved patient care and team cohesion.



First ever "manager crawl"

RN/MD collaboration



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Structural Empowerment: TIPs Program

PSJMC's Transition into Practice (TIP) program is accredited by the American Nurses Credentialing Center's Practice (ANCC) Transition Accreditation Program (PTAP), setting the standard for residency or fellowship programs that transition registered nurses and advanced practice registered nurses into new practice settings. Accredited programs under PTAP adhere to evidence-based criteria, ensuring excellence in the transition of nurses to new practice settings.

TIP program graduates earn a certificate of completion after successfully completing the program's rigorous curriculum. With a focus on evidence-based practice and clinical excellence, the program equips nurses with the necessary skills and knowledge to excel in their roles.

In 2023, PSJMC graduated 126 TIP participants, a testament to the dedication and commitment of the program's leaders, preceptors, and clinical education specialists who provide guidance and mentorship throughout the program. Additionally, PSJMC boasts an impressive 85% retention rate as of February 2024, well above the national average. This achievement underscores the effectiveness of the TIP program in preparing nurses for successful integration into their new practice settings and fostering long-term career satisfaction and growth.



Fall 2023 Cohort

Breakdown of 2023 TIPs

Unit	TIPs
ICU	23
ED	22
4 North Neuro	16
5 South	12
3 North Tele	11
Float Pool	10
6 NEB	7
7 NEB	7
5 NEB	4
NE L&D	4
Surgery	4
4 NEB	3
NICU	2
Case Management	1

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The Magnet Model

Exemplary Professional Practice

At PSJMC, Exemplary Professional Practice serves as a cornerstone of our nursing care model, elevating the standard of patient-centered care.

Our nurses are driven by a commitment to excellence, striving to deliver the highest quality care to every patient and family.

Through autonomous practice and clinical expertise, our nurses advocate for individualized patient needs within an interprofessional healthcare team.

We prioritize continuous quality improvement, empowering our professional nurses to exceed national benchmarks and achieve nursing's highest potential.

Through this dedication to exemplary practice, we ensure exceptional outcomes and experiences for every patient we serve.





The Magnet Model

Exemplary Professional Practice: Achievements

In 2023, PSJMC made significant strides in reducing the incidence of hospital-acquired infections, showcasing our commitment to excellence.

Many units surpassed one or more years without a single instance of Central Line-Associated Bloodstream Infections (CLABSI), Catheter-Associated Urinary Tract Infections (CAUTI), or Clostridioides difficile (C.diff) infections.

Additionally, our Critical Care unit achieved an impressive 91% compliance with their Goals of Care, while the 7NE unit reached 70% compliance with the communication goal for medication management.

These accomplishments are a testament to the dedication and expertise of the PSJMC team.

CLABSI-Free	
Unit	Years
3N	>1
4N	>2
5N	>6
5NE	>5
5S	>1
6NE	>1
7NE	>2
ICU	1
NICU	>2

CAUTI-Free	
Unit	Years
3N	>1
5N	>2
5NE	>1
6NE	>1
7NE	>3
L&D	>5

C.diff-Free	
Unit	Years
3N	>1
5N	>1
7NE	3
ICU	>1



7NE – 70% compliance with communication goal for medication



Critical Care – 91% compliance with Goals of Care (GOC)

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The Magnet Model

Exemplary Professional Practice: Celebrations



NICU celebrates two years
CLABSI-free.



ICU celebrates 300 days
CLABSI-free.



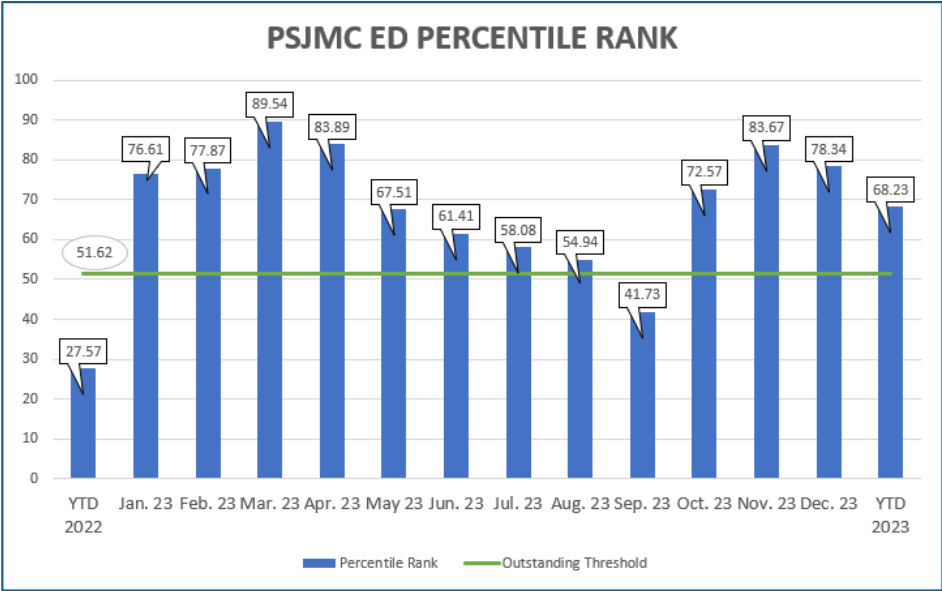
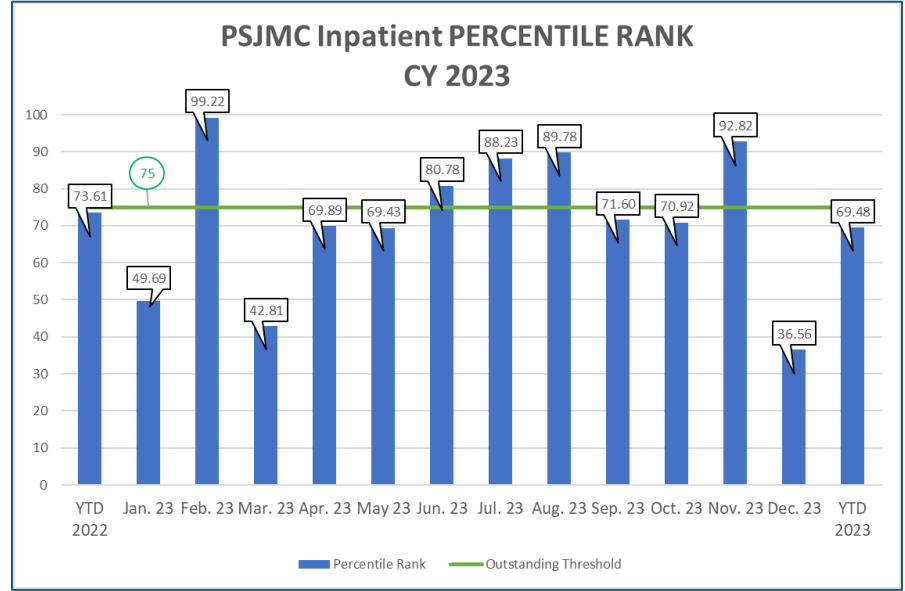
7NE celebrates 1,000 days
CAUTI-free.



The Magnet Model

Exemplary Professional Practice: Patient Satisfaction

Throughout 2023, PSJMC consistently exceeded the outstanding threshold for patient satisfaction percentile rank for both inpatient and emergency care. Positive patient experiences foster trust in healthcare providers, leading to effective communication, shared decision-making, and person-centered care. This trust ultimately enhances healthcare outcomes.



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The Magnet Model

Exemplary Professional Practice: Nurse Engagement

Research has demonstrated that engaged nurses not only provide better patient care and outcomes but also tend to remain in health systems where their professional contributions are fully appreciated. Amid a nationwide nursing shortage, retaining skilled nurses is a top priority for any health system.

At PSJMC, 71% of our units outperformed national benchmarks in three or more categories, including adequacy of resources and staffing, autonomy, leadership access and responsiveness, and professional development.

This achievement underscores our commitment to creating an environment where nurses feel valued and supported.





The Magnet Model

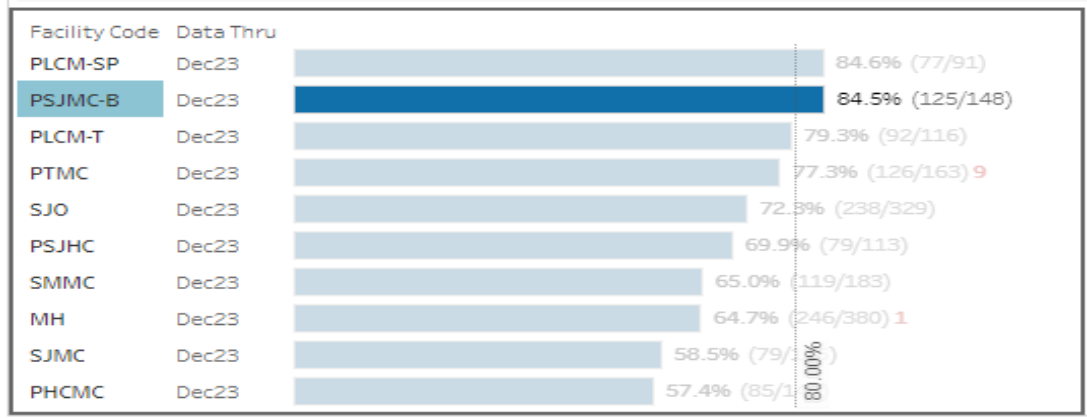
Exemplary Professional Practice: Sepsis Bundle Compliance

PSJMC has demonstrated exemplary performance in managing severe sepsis and septic shock through the SEP-1 protocol, a quality measure focusing on timely sepsis recognition and early intervention to improve patient outcomes.

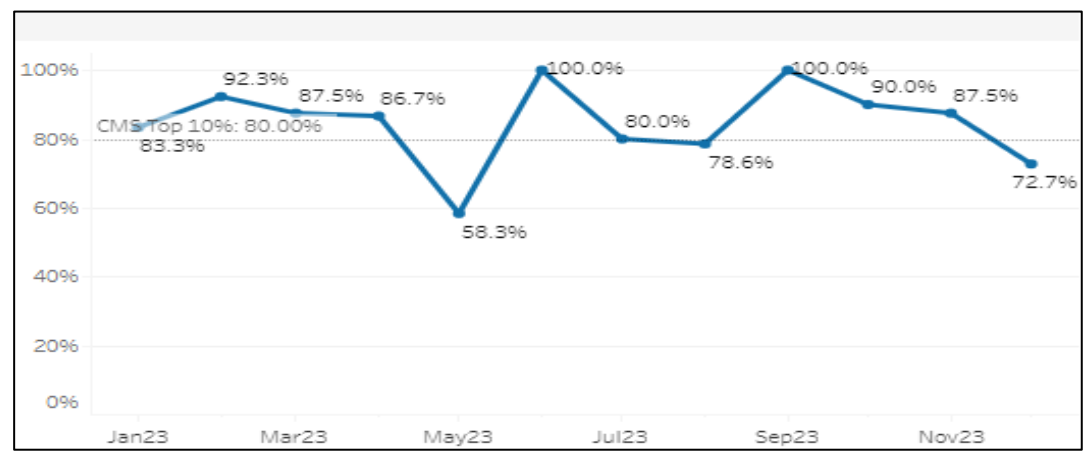
At PSJMC, nurses and physicians collaborated to exceed the compliance goal of 80%, achieving an impressive 84.5%.

This outstanding performance placed PSJMC second among all Providence ministries in Southern California.

The dedicated efforts of our nurses were instrumental in this achievement, demonstrating their crucial role in providing timely and effective sepsis care that ultimately saves lives.



PSJMC ranking among Providence ministries in Southern California



SEP-1 compliance percentages by month in 2023

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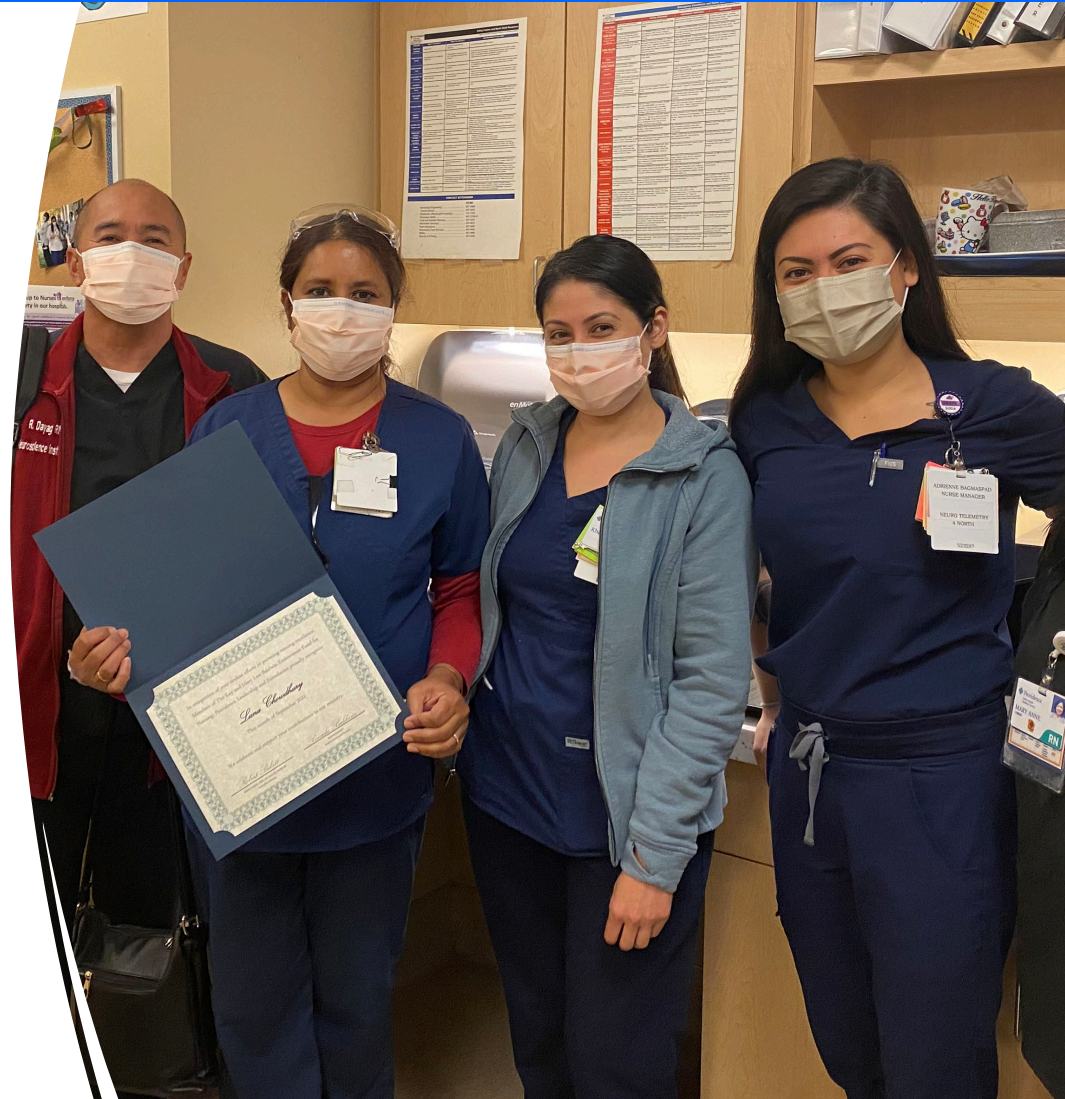
The Magnet Model

New Knowledge, Innovations & Improvements

At Providence Saint Joseph Medical Center, our nurses are at the forefront of driving innovation and advancing the nursing profession. They are empowered to seek out new knowledge, embrace innovative practices, and drive continuous improvements in patient care.

Our nurses actively engage in evidence-based practices, spearhead research initiatives, and leverage cutting-edge technology to enhance patient outcomes and experiences. Through a culture of curiosity and visionary thinking, our nurses are catalysts for transformative change, both within our facility and in the broader healthcare community.

By embracing innovation and pursuing new knowledge, our nurses are making a meaningful difference in the lives of patients, our community, and the future of healthcare.





The Magnet Model

New Knowledge, Innovations & Improvements: Research

PSJMC nurse, Sarah Sumner, PhD, RN, CCRN, OCN, CHPN, played a key role in conducting an important research analysis titled "Moral Injury and Moral Resilience Among ICU Nurses: Differences by Ethics Activities."

Alongside Karis Pickett, BSN, RN, CCRN, Sarah examined the crucial links between moral injury, moral resilience, and the work environment for ICU nurses.

Their findings, presented at multiple conferences this year, underscore the value of nurses leading and sharing research. This work not only advances understanding but also helps build healthier and more supportive workplaces for nurses everywhere.





The Magnet Model

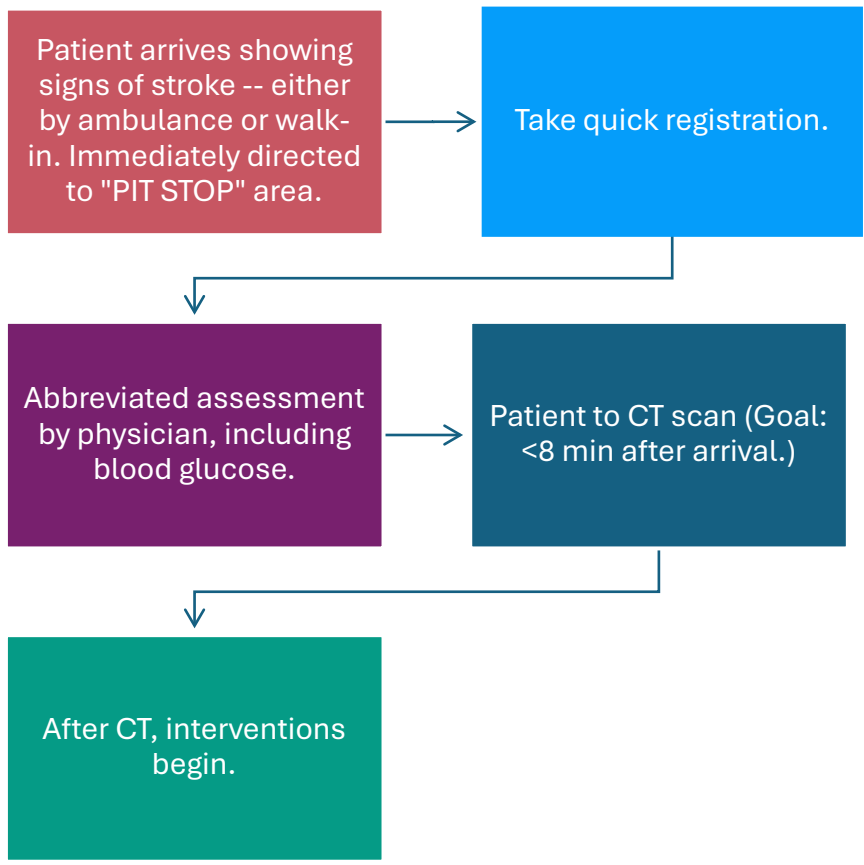
New Knowledge, Innovations & Improvements: Code Stroke Protocol

Revised Code Stroke Workflow

In December 2023, PSJMC updated its Code Stroke workflow to expedite how quickly a patient receives a CT scan after arrival. The streamlined process, which was made permanent in early January 2024, aimed at reducing PSJMC "door-to-CT" times from an average of 18 minutes to less than 10 minutes.

The new process reflects an abbreviated initial assessment and minimizes interventions before the CT, allowing patients showing signs of stroke to go directly to the CT scan - whether they arrived by ambulance or other means.

Remaining assessments and interventions are completed immediately after the CT images are obtained. This streamlined approach aims to improve efficiency and patient outcomes.





The Magnet Model

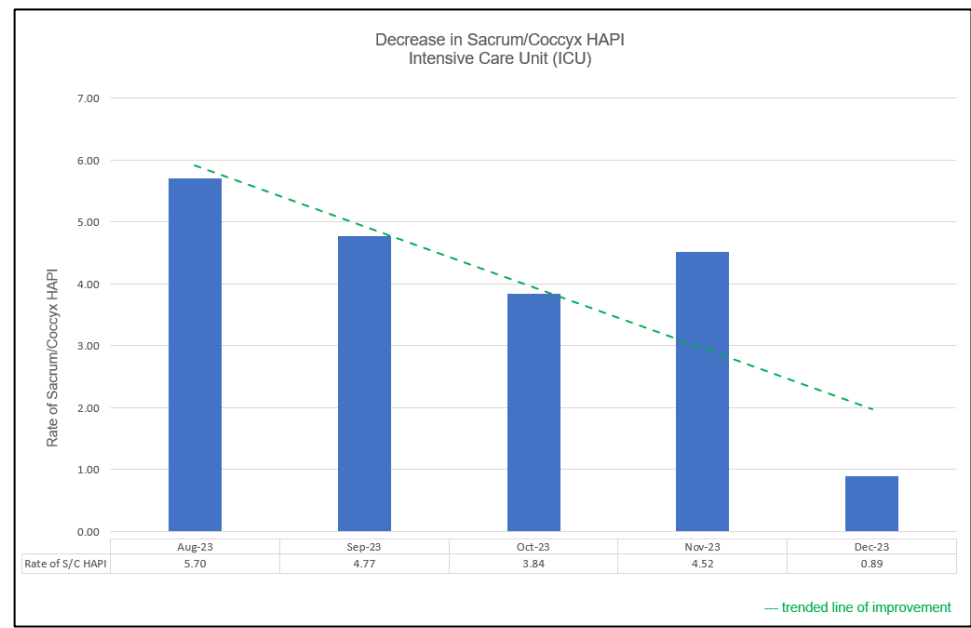
New Knowledge, Innovations & Improvements: HAPI Prevention

In September 2023, the ICU at PSJMC responded to a surge in Hospital-Acquired Pressure Injuries (HAPIs) by implementing the advanced AirTAP patient positioning technology.

Under the leadership of Critical Care Director **Kristen Mayberry**, MHA, RN, CCRN, SCRN, and ICU Assistant Nurse Manager **Tim Chamberlin**, RN, and with the expertise of Nurse Educator **John Argott**, BSN, RN, along with eight dedicated "Skin Team Superusers," the team successfully piloted and adopted this technology.

The AirTAP system, developed by Stryker, is designed to significantly reduce the risk of pressure injuries by utilizing air-assisted technology to minimize friction during patient repositioning.

It also includes features like the M2 Microclimate Body Pad, which locks in moisture and promotes air flow to protect patients' skin, and an anchor wedge system that offloads pressure from the sacrum area.



The implementation of AirTAP led to a noticeable decrease in sacrum and coccyx HAPIs as well as eliminated nurse injuries related to patient repositioning, showcasing a dual benefit of enhanced patient care and improved staff safety.

PSJMC Nurses:

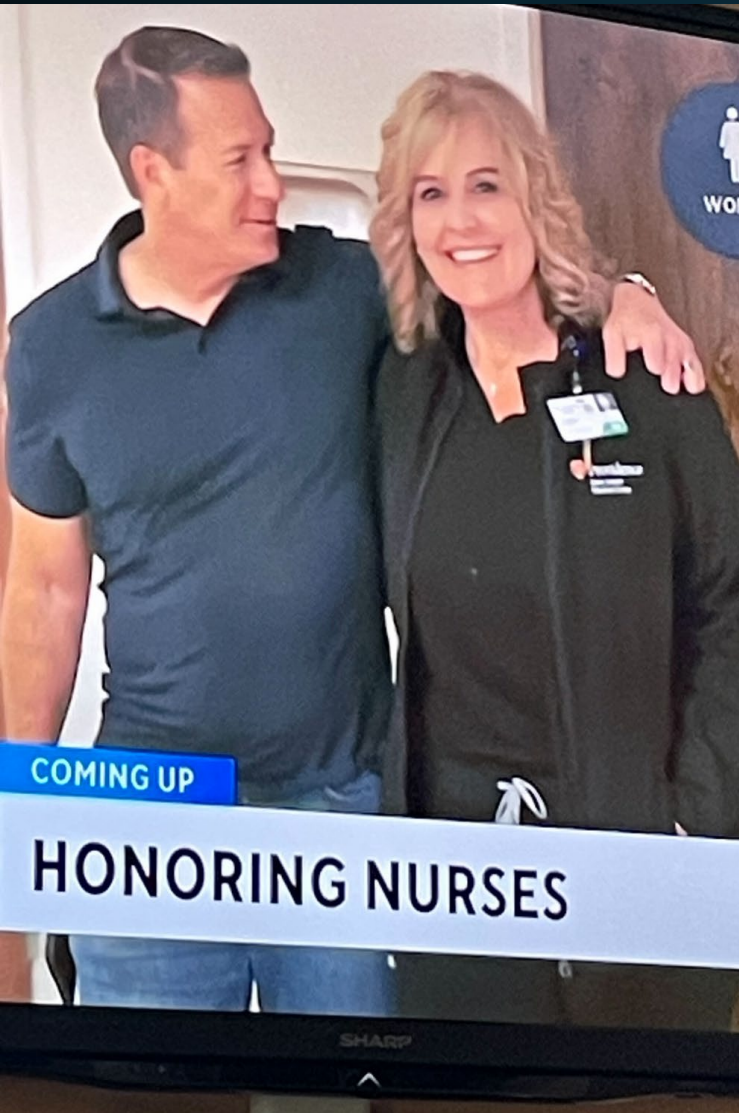
Nurturing Patients & Their Families, the Community & Each Other

At Providence Saint Joseph Medical Center, our nurses embody the essence of compassion and care, extending their nurturing touch beyond the walls of our facility to positively impact patients and their families, the community, and each other.

In this section, we highlight the remarkable contributions of our nursing team as they nurture not only the health and wellbeing of our patients but also the spirit of community and camaraderie within our organization.



PSJMC Nurses: Changing Lives – One Patient at a Time



This is "Patient Zero," PSJMC's first COVID-19 patient admitted on March 5, 2020. This image and related news story mark the anniversary of his triumphant departure from the hospital in May 2020.

He returned to the hospital three years later (in 2023) to celebrate this remarkable milestone, visiting with his care team including **Debbie Buffham**, MSN, RN, NEA-BC, CEN (pictured here).

PSJMC Nurses: Honoring Patients for the Ultimate Gift

Honor Walk

In a touching tribute to organ donors and their families, our nurses and interprofessional colleagues stand in solidarity during every Honor Walk, a ceremony to recognize the selfless act of organ donation and pay homage to those who give the gift of life.



PSJMC Nurses: Community Outreach & Education

The interprofessional collaboration between One Legacy and PSJMC’s ICU, OR, nurses, doctors, respiratory therapists, lab, imaging, techs, clinical social workers, and case management exemplifies our medical center’s commitment to ensuring

optimal conditions for the ultimate gift of life. Each member of this diverse team plays a crucial role in the life-saving process. The dedication and remarkable work of this team are sources of immense pride for the entire organization.



	Organs Recovered and Transplanted Summary		
	Recovered	Transplanted	Research
Heart	4	3	1
Lungs	8	8	0
Livers	11	8	1
Kidneys	24	13	0
Pancreas	12	0	12
Intestines	0	0	0



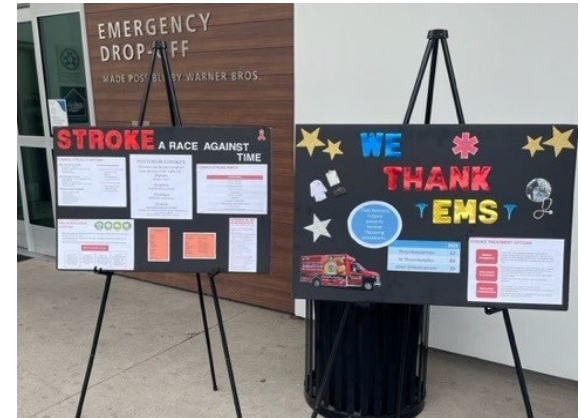
In recognition of Donate Life Month, our hospital proudly hosts an annual flag-raising ceremony and a series of activities to raise awareness about the importance of becoming an organ and tissue donor.

PSJMC Nurses: Community Outreach & Education

From health fairs to public seminars, PSJMC nurses work tirelessly to educate the public, promote healthy lifestyles, and provide essential healthcare services, demonstrating their commitment to fostering a healthier, well-informed community.

EMS Week

During EMS Week, PSJMC shows appreciation for EMS workers by hosting various activities, including lunch-and-learn sessions. In 2023, these sessions focused on recognizing and treating stroke, highlighting our commitment to continuous education and collaboration with emergency medical services.



PSJMC Nurses: Community Outreach & Education



Our participation in the 12th Annual Glendale Health Festival included nurses from the Disney Family Cancer and a booth focused on Narcan awareness.



Sidewalk CPR



PSJMC nurses teamed up with the Burbank Fire Department to offer "Hands Only" Sidewalk CPR training to community members.

PSJMC Nurses: Community Outreach & Education

NICU Training & Celebration



NICU nurses receiving specialized training on proper placement of a Corticap on a newborn, enhancing their skills in providing advanced care for our tiniest patients.



NICU "grads" and caregivers joyfully reunited at the 2023 NICU Reunion event, marking the return of this cherished tradition after a pandemic hiatus.

PSJMC Nurses: Community Outreach & Education

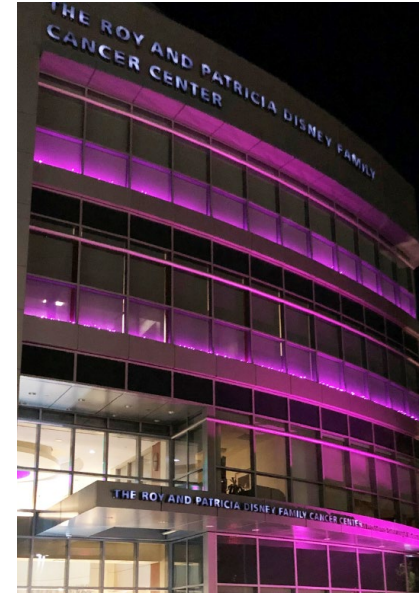


Join the Providence Team!

An inter-professional PSJMC team, including many nurses, joined the Providence team for the 2023 Heart and Stroke Walk.



PSJMC Nurses: Community Outreach & Education



Breast Cancer Awareness Month Activities

Throughout the month of October, our nursing team plays an integral role in promoting breast cancer awareness, including extended hours for mammograms, a “Go Pink” lighting event and survivor celebration, community presentations, and more.



PSJMC Nurses: Community Outreach & Education



Inspiring the Next Generation

Through our commitment to education and mentorship, our nurses and interprofessional colleagues open their doors to health sciences students from Burbank and John Burroughs high schools, providing valuable insights into the healthcare professions and inspiring the next generation of caregivers.

2023: A Year of Collaboration

In closing, Providence Saint Joseph Medical Center celebrates the collective achievements of its extraordinary team. Every caregiver—from nurses to interprofessional partners to physicians and beyond—plays an essential role in the success of the organization, exemplifying the spirit of collaboration and dedication that defines Providence.

The celebrations depicted in this collage reflect the partnerships forged between every facet of the organization. From vibrant team events to moments of fun in the Arnold, each gathering symbolizes Providence’s commitment to unity, inclusivity, and shared purpose. Together, the team rejoiced in the reopening of the Arnold—a space designed for joy, inclusivity, and connection—where every team member can retreat, refresh, and reconnect. It stands as a testament to the collective commitment to nurturing a supportive and uplifting work environment for all.

Moreover, the entire team takes pride in the ministry’s accomplishments, including the recognition of the Healthgrades Patient Safety Excellence Award and the achievement of an “outstanding” rating for patient experience. These accolades reflect the collective dedication and unwavering commitment to delivering exceptional care and fostering positive experiences for patients.

In reflecting upon the moments captured in this collage and countless others not pictured, let us remember the value of each individual and the contributions they make every day. Together, our team is stronger and together will continue to strive for excellence, innovate, and make a meaningful difference in the lives of those we serve.

