



NURSING ANNUAL REPORT

2018





A Letter From Nancy Lee

This year has been an incredible opportunity to support our team members to reach new heights, especially in the quality of care we provide our patients and their families. Complex cases have driven innovation in care at Children's Hospital Los Angeles, and I am truly inspired by the way each and every nurse has risen to the challenge.

Our nurses care for the most vulnerable patients and their families—from an international family whose child came to us as a PICU-level patient and went home with more independent function than his parents ever could have hoped, to an oncology patient receiving novel treatments at CHLA when traditional approaches elsewhere were ineffective.

Within these pages, I believe you will clearly see our nursing staff's dedication on the front lines of CHLA clinical care and the examples they set throughout the broader nursing community.

To our incredible nursing team, you truly amaze me every day with your perfect blend of professionalism and empathy for our patients. Thank you for creating an environment where each child we treat not only has the best chance of success, but also the opportunity for a vibrant future.

Sincerely,

Nancy Lee, RN, MSN, NEA-BC
Senior Vice President and Chief Clinical Officer



A Message From the President and CEO

Compassionate, family-centered care has long been a hallmark of the Children's Hospital Los Angeles experience. CHLA team members strongly believe parents and loved ones play a critical role in the overall health and success of their children. Empowerment begins with engagement and leadership begins with listening, and no one embodies this philosophy more than our nurses.

At CHLA, nurses are clinically expert care providers, sensitive and empathetic team players, relentless problem solvers and sympathetic advocates all rolled into one. You will find them on the forefront of innovation and leadership, discovering ways to empower their peers and improve patient health outcomes.

That is exactly what you will see throughout this year's Nursing Annual Report—wonderful examples of CHLA nurses functioning as a cohesive, inclusive team of caregivers, from the way they steward the lives entrusted to them to how they mentor the next generation of nurse leaders.

I am always grateful for the outstanding accomplishments of the nursing staff at Children's Hospital Los Angeles. Please accept my profound thanks for taking the time to learn how their dedication to the highest standards of care helps make CHLA the best children's hospital in California, No. 1 in the western United States and one of the nation's top five academic pediatric medical centers.

Warmest regards,

Paul S. Viviano
President and Chief Executive Officer

STATISTICAL REPORT

Fiscal Year 2018

OUR HOSPITAL



391 ACTIVE
PATIENT-CARE
BEDS

106
INTENSIVE
CARE BEDS



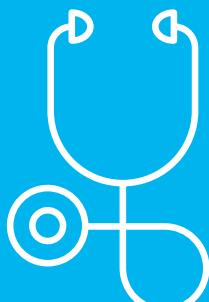
AVERAGE DAILY
CENSUS:

315

94,809 VISITS TO OUR
EMERGENCY DEPARTMENT



OUR NURSES



126
NURSE
PRACTITIONERS

110 NEWLY GRADUATED NURSES IN THE
VERSANT® RN RESIDENCY PROGRAM DURING 2018

50 EXPERIENCED NURSES IN THE VERSANT® TRANSITION
RN FELLOWSHIP PROGRAM DURING 2018



PERCENTAGE OF NURSE LEADERS
WITH NATIONAL BOARD
CERTIFICATION: **86%**

NURSES' AVERAGE LENGTH
OF CHLA TENURE: **9.5 YEARS**

NURSES TAUGHT APPROXIMATELY
1,200 NURSING STUDENTS IN 2018



AN INVITATION FOR INNOVATION

In 2017, Senior Vice President and Chief Clinical Officer **Nancy Lee, MSN, RN, NEA-BC**, began hosting monthly meetings for nurses at Children's Hospital Los Angeles. Originally designed to foster networking across the institution, the meetings have since evolved to address a variety of priorities and improve processes. Last year, she extended the invitation to all Clinical Services staff members, who now have the opportunity to freely express concerns, praise fellow CHLA staff members and pose questions to their nursing leader.

The conversations from these meetings have already had a direct impact on enhancing all employees' experiences at CHLA. Martin Luther King Jr. Day is now recognized as an official paid holiday; the amount of tuition reimbursement was increased to help team members advance their education; the sequence of traffic lights at a nearby intersection was changed to improved safety for staff and the public alike; and additional security was added at the pedestrian entry gates of the hospital.

"Each meeting has been unique because of the diversity of attendees, and I'm grateful that people feel comfortable bringing up any issues," says Lee, who recently added more meetings to accommodate those working night shifts. "Innovative change happens when each employee's valuable input can be recognized, and we'll strive to continually do so."

ON THE COVER:

The nurse co-chairs from the Collaborative Governance councils (left to right): Lisa Kinney, Nam Tong, Christine Uddin, Gina Kemp, Kelsey Wong and Madeline Deaconson

PREPARING NURSES FOR SUCCESS

Advanced practice nurses (APNs) play an integral—and often leading—role in administering care at CHLA. Like any new employee, APNs face a steep learning curve and encounter challenges unique to our institution, which is why the APN Orientation Committee was formed to facilitate a smooth transition and create a supportive environment for these essential members of the interprofessional care team. In addition, the committee created the APN Mentorship Program in 2014 to increase job satisfaction and reduce turnover.

Mentorship programs for newly graduated RNs have been shown to be immensely successful, but the impact of consistent, well-defined mentorship for the APN role transition had remained elusive. For the APN Mentorship Program's implementation, the committee contacted all new APNs at CHLA and matched practicing APNs with those interested in participating in the program based on practice setting, specialty area and professional development interests. Over the course of half a year, mentors and mentees meet once a month and follow a framework developed by the committee, which includes discussing role development, support systems, continuing education, professional development, research and progress assessment.

To date, 30 APN mentors have been recruited, and 20 mentor-mentee pairings have been formed. Based on feedback from mentees, the program is continuing to expand and improve. By supporting the growth and development of APNs, the APN Mentorship Program exemplifies one of CHLA's core values—that we achieve our best together.

COMPASSIONATE CARE FOR TRANSGENDER YOUTH

Since 1999, CHLA has provided affirming care for transgender and gender-diverse children, adolescents, young adults and their families. Through an interprofessional collaborative team encompassing nursing, medicine, psychology and social work, the Center for Transyouth Health and Development (CTYHD) meets patients wherever they are in their journey and helps them reach their unique goals.

"Our aim is to elevate the young person as an expert in their own care," says **Bianca Salvetti, MSN, CNS, CPN**, a nurse practitioner who joined the CTYHD seven years ago. "Nurses are especially vital to this team because they create a safe space for young people to share personal information that they might not feel comfortable telling other medical providers."

As trusted caregivers, nurses within the CTYHD also help patients navigate disclosure to their families and link them to community resources and referrals. Coordinating such a high level of care, while also delivering patient and family education, makes this role dynamic and engaging.

The CTYHD is the largest transgender youth clinic in the country and one of only a handful of programs providing medical treatment and hormone therapy. The team maintains an active presence in both the transgender and medical communities, advocating for transgender and gender-diverse young people to receive compassionate, competent care wherever they are seen in the community.

Recently, Salvetti gave a presentation to Los Angeles Unified School District nurses and the UCLA

Pediatric Nurse Practitioner Program, and also spoke at a national nurse practitioner conference and the Human Rights Campaign conference. These engagements allow the CTYHD to share the most up-to-date research and treatments with providers and community groups, and ensure that transgender patients receive proper referrals.

What is the most rewarding part of working in the CTYHD? According to Salvetti, it's the chance to impact a child or adolescent's life, today and for years to come.

"Every day, I get an opportunity to assist a young person in becoming their authentic self," she says. "The joy the patients and families express at having a medical provider who supports who they are and guides them through a complicated medical system makes me feel fulfilled."

EMPOWERING FAMILIES WITH EVEN MORE RESOURCES

In the Helen and Bill Close Family Resource Center at CHLA, patients and families are free to learn, explore and interact with staff and volunteers who are always ready to help. To reach even more people, the Center launched a quarterly Open House and Family Health Fair in April 2018, designed to promote health and wellness, increase caregiver knowledge and make information about community-based resources easily accessible.

The fairs feature games and prizes, along with interprofessional subject-matter experts who present on a wide variety of topics, from anatomy to nutrition.

"We wanted to create a fun atmosphere where learning is enjoyable, without the noises, distractions and added stress that often occur at a patient's bedside," says **Gloria Verret, BSN, RN, CPN**, who partnered with the Center staff to organize the events.

A total of five fairs have been held, with more than 100 attendees at each event. Caregivers and children have been asked to complete surveys noting what they enjoyed most and what can be improved, and feedback has been positive overall. The Family Resource Center looks forward to continuously finding new and innovative ways to promote health education in the CHLA community.

A HANDS-ON APPROACH TO IMPROVING OUTCOMES

Nurses at CHLA engage in evidence-based practice (EBP) in numerous ways, and nowhere is this more evident than in the Versant® RN Residency Program. During the course of the 22-week program, new graduate nurses work in groups to address a question related to their practice.

Utilizing the Johns Hopkins Nursing Evidence-Based Practice model, residents systematically search for and appraise evidence to ultimately identify best practices. Since 2014, more than 120 EBP projects have been completed and presented to the CHLA community, and more than 30 projects have been presented at national conferences.

During the September 2018 RN Residency, a group of new graduate nurses from 6 East focused on the efficacy of xylitol chewing gum as a method

for stimulating early return of gut motility following anterior-posterior spinal fusions. Based on their findings, they hope to implement new protocols that can reduce how long patients are in the hospital and improve overall outcomes.

"This residency project brought real vitality and relevance to working as a clinician, and to bedside nursing in particular, by providing hands-on experience with evidence-based practices," says RN resident **Mitch Oberstein, RN**.

RN residents in the Emergency Department (ED) chose to tackle the challenge of human trafficking. Through conversations with ED leaders and colleagues, they discovered that victims of human trafficking are often seen in emergency rooms throughout the United States; however, clinicians are not always trained to recognize signs that someone could be a victim. Working on this EBP project helped the residents identify a need for training and a screening tool that could potentially be used in the ED in the future.

"Our group has had an amazing experience and I personally have learned so much about this issue," says RN resident **Elizabeth Banach, RN**. "If this project helps even just one person affected by human trafficking, that would be a huge success."



ACCOLADES AND ACCOMPLISHMENTS

2018 Great Catch Winners

Jeffrey Altizer, CTICU
Katherine Clark, 4 West
Hannah Kim, PICU
Susanna Kitabjian, 6 West
Patricia Melone, 5 East
Eleanor Nazuka, Pathology and Lab Medicine
Nicole Petrak, BMT
Faviola Salazar, Duque 6 Rehab
Lindsay Schaeffer, 6 East
Julia Spangler, Emergency Department
Brooklyn Steinfeld, 5 East
Olivia Tilleard, 5 West
Elizabeth Vanderpol, Infusion Center
Sherwin Yoo, Pharmacy

2018 GEM Award Winners

April – Polin Yousefzadeh, 5 West
May – Edgardo Flores, Jr., Emergency Department
June – Adam Gutierrez, 4 West
October – Donna De Guzman, Pulmonary Clinic

2018 Daisy Award Winners

January – Gina Terrazzino, Emergency Department
February – Jenny Bouska, PICU
March – Samantha Soriano, CTICU
April – Judy Ulloa, BMT
May – Angela Romack, NICCU
June – Eileen Duncan, 6 East
July – Gail Covington, BMT
August – Norma Dansak, CTICU
September – Ally Gomez, CTICU
October – Amy Bishop, 5 East
November – Jamie Arakelyan, 6 East
December – Kaitlin O'Rourke, 4 East

2018 Poster and Podium

Presentations at Conferences

Mehvish Abbasi, Interventional Radiology
Lesley Abcede, 5 West
Danielle Arbios, PICU
Irene Austria-Ramos, Pediatric Surgery
Maria Bautista-Durand, Trauma Program

Stephanie Brady, Versant RN Residency

Nichole Buswell, Plastic and Maxillofacial Surgery

Nancy Chang, Endocrinology

Noreen Clarke, Ophthalmology

Amy Conlan, Operating Room

Allan Cresencia, PACU

Phyllis D'Ambra, Orthopaedics

Warren Debuayan, PACU

Anna Evans, Interventional Radiology

Angela Fitzmorris, PICU

Brittney Foldvary, PICU

Judy Foote-Merryman, NICCU

Kari Gleason, PICU

Emily Gray, PICU

Monica Grover, 4 West

Sandy Hall, Nursing Excellence

Ruth Jacobson, Float Team

Debbie Jury, Pain Management

Stephanie Kajohn, PICU

Feri Kiani, PICU

Gwen Kimball, BMT

Dawn Landery, BMT

Justin Lee, Operating Room

Sandra Lee, PICU

Tiffany Li, PICU

Amy Lohmann, Interventional Radiology

Katie Meyer, Disaster Resource Center

Sandra Mintz, Rheumatology

Mary Baron Nelson, Hematology-Oncology

Anne Nord, Hematology-Oncology

Julia Nordstrom, PICU

Donna Nowicki, Pediatric Surgery

Tracy Ono, PICU

Lauren Paz, PICU

Bernadette Peritula, Operating Room

Emily Rebar, PICU

Cindy Rowlett, PICU

Hui-wen Sato, PICU

Melissa Stewart, 4 West

Shinyi Tang, BMT

Ginny Than, Radiology Nursing

Alysse Thomas, Operating Room

Judith Tighe, 5 West

Nhu Tran, Pediatric Surgery

Gloria Verret, Family Resource Center

Mary Beth Vingelen, Hematology-Oncology

2018 Publications

Barbara Adams, Hematology-Oncology

Chelsea Balian, Hematology-Oncology

Leticia Boutros, Perioperative Services

Susan Carson, Hematology-Oncology

Noreen Clarke, Ophthalmology

Allan Cresencia, PACU

Debbie Dechant, CT Surgery-Heart Transplant

Anna Evans, Interventional Radiology

Cassie Garrelson, Hematology-Oncology

Donna Guadiz, CT Surgery-Heart Transplant

Sandy Hall, Nursing Excellence

Deborah Harris, Hematology-Oncology

Monica Horn, CT Surgery-Heart Transplant

Sheila Kun, Pulmonology

Michelle Limo, Ambulatory Clinic

Kellie Loera, Surgical Admitting

Grace Magaling, Heart Institute

Rica Morzov, PACU

Mary Baron Nelson, Hematology-Oncology

Anne Nord, Hematology-Oncology

Carol Okuhara, Cardiothoracic Surgery

Hui-wen Sato, PICU

Kathryn Smith, UCEDD

Suzanne Taylor, Clinical Education and Professional Development

Jessica Ward, INIR

Colleene Young, PICU

ACADEMIC ADVANCEMENT

BSN

Marcella Bernstein, Life Support Training Program
Cynthia Cardenas, BMT
Mary Ellen Farr, Surgical Admitting
Allie Ferrer, NICCU
Amy Franco, Internal Transport
Nancy Lavoie, PICU
Michael Lovings, Allergy/Immunology Clinic
Claudia McCollum, Radiology
Sophia Padilla, BMT
Deborah Porter, NICCU
Claudia Rodriguez-Zinn, Duque 5
Sandra Shepard, Float Team
Theresa Tostado, Duque 5
Laura Vasquez, BMT

MSN

Nathan Chan, BMT
Sarah Gonzales, NICCU
Erin Grade, 6 West
Guadalupe Hernandez, 5 West
Anna Kitabjian, Hospital Medicine
Gayle Luker, Nursing Resources
Stephanie Mai, CV Acute
Katie Meyer, Disaster Resource Center
Anne Nord, Hematology-Oncology
Ashley Steere, Emergency Department
Kristin Tayo, Heart Institute

DNP

Noreen Clarke, Plastic and Maxillofacial Surgery
Jennifer Meyers, Emergency Transport

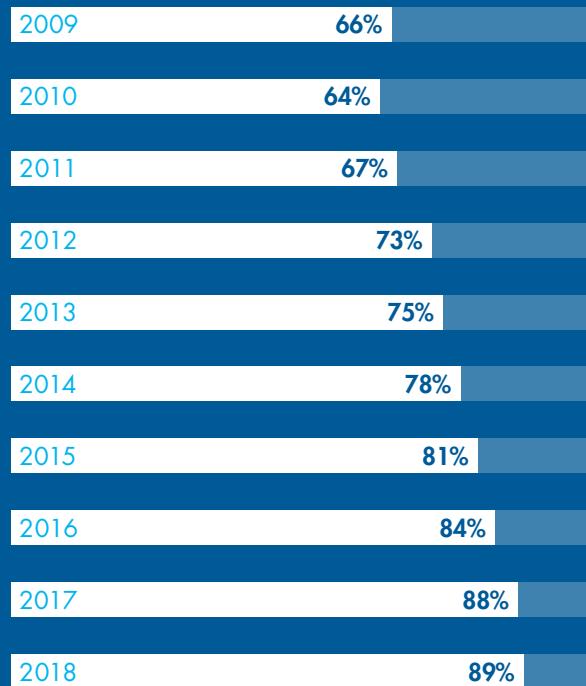
PhD

Nhu Tran, Pediatric Surgery

Other Master's Degree

LaVonda Hoover, 6 East (MACPR)
Jennifer Ly, CTICU (MBA)
DeRynn Thompson, Blood Bank (MHA)

NURSES WITH BACHELOR OF SCIENCE IN NURSING DEGREE OR HIGHER



ELIGIBLE CHLA NURSES WITH NATIONAL CERTIFICATION

