



Dear Colleagues,

Welcome to the first edition of the Patient Care Services (PCS) Newsletter—Simply the Best NEWS! We hope this newsletter will provide information and updates related to our strategic plan, and be a forum for highlighting our successes. We look forward to your feedback on the effectiveness of this newsletter as a communication medium. Please email your suggestions and comments to simplythebestnews@choc.org.

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between us



Dear Colleagues,

The Patient Care Services (PCS) Vision (what we aspire to be) “Simply the Best” was adopted this spring (thus, the name of the newsletter!). It is a statement that aligns perfectly with the hospital vision, it is timeless, and it is inclusive of every team member regardless of role.

While our vision provides the guide for our future direction, our Mission (what we do) is the essence of our daily work, to care for the most precious gift of any parent – the life of their child. Thank you for contributing to our mission “To nurture, advance, and protect the health and well-being of children”.

To that end, the PCS team developed the first PCS strategic plan this spring (which supports the CHOC 07-09 Hospital Strategic Plan). The strategic plan is our game plan for enriching how we fulfill our mission and the road map toward our vision. The following are the Patient Care Services “Big 5 Goals”:

-  Establish a culture of professionalism that attracts and retains Associates of the highest caliber;
-  Deliver exemplary patient care and services in an environment devoted to safety and quality;
-  Create a family-centered care experience by promoting dignity/respect, information sharing, participation, and collaboration;
-  Develop services while adeptly procuring and allocating resources to best meet the needs of our community; and
-  Continually analyze our business performance and strategic choices with focus on financial stewardship.

Our shared governance Council and Committee structure, formally implemented in 2006, is responsible, in part, for the successful

implementation of our strategic goals and the achievement of the measures of success. Thus, you will see regular updates from each Council and Committee in the newsletter.

We will also be including regular updates regarding our journey seeking recognition for Nursing Excellence from the American Nurse’s Credentialing Center. This designation is awarded to less than 3% of hospitals world-wide. As of May 2007, there are 248 hospitals nationally, 10 California hospitals, 15 Children’s Hospitals, and 1 international hospital with this status. While this designation is a reflection of nursing excellence, it is a Hospital award. This designation reflects an overall organizational culture and recognizes a commitment to excellence.

Other columns in the newsletter will include From the Desk of our Colleagues; a brief update on What’s New at CHOC; and perhaps the most exciting column that I look forward to seeing is, CHOC Pride. This column will be dedicated to showcasing the many ways that you are “Making a Mark” and contributing to the achievement of both our mission and hospital vision “To be recognized nationally as a premier Children’s Hospital”.

Warm regards,

Dana Bleedsoe

CHOC MISSION To nurture, advance and protect the health and well being of children.

CHOC VALUES

- Excellence
- Innovation
- Service
- Collaboration
- Compassion



strategic plan



GOAL 1

Establish a culture of professionalism that attracts and retains Associates of the highest caliber.

Initiative 1: Pursue recognition of excellence in the delivery of nursing services via the attainment of Nursing Excellence status.

CHOC has begun the journey for obtaining Nursing Excellence Recognition from the American Nurses Credentialing Center. The program offers the highest level of recognition for excellence in professional nursing services, which also reflects an organizational culture that fosters safety and quality in patient care.

The four (4) phases to the Nursing Excellence Recognition process specific to CHOC includes: (a) Application submission in April 2006, (b) Document submission is scheduled for February 2008, (c) Site Visit to follow, and, finally (d) Award Recognition.

Initiative 6: Implement a robust plan to hone relationships with academic partners.

The Department of Pharmacy has successfully matched with our first pharmacy resident, Cristina Castro. Cristina is a graduate of the University of Texas at Austin and began her residency on June 25.

The Occupational Therapy and Speech Therapy Feeding Fellowship Program began January 2007; it was designed to provide CHOC Speech Therapists and Occupational Therapists involved with evaluating and treating pediatric feeding and swallowing disorders with the skills to accurately assess and treat medically fragile patients. There were 12 therapists that completed the training program. The curriculum consisted of twelve lectures, mentoring with patients and clinical experts in the field of pediatric dysphagia, and review of current literature. The plan is to expand this program to offer this education to therapists in the community and across the nation by building relationships with universities, as well as continue to educate and train CHOC's new feeding therapists.



GOAL 3

Create a Family-Centered Care experience for patients by promoting dignity/respect, information sharing, participation, and collaboration.

The Institute for Family-Centered Care defines Family-Centered Care as an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among patients, families, and health care providers.

Family members are defined by the patient's parents or guardians. Families are not considered "visitors", but are considered expert caregivers and decision-makers in the total healing of their child.

Initiative 1: Deliver an unsurpassed experience of service excellence to patients and families based upon the principles of Family-Centered Care.

The four pillars of Family-Centered Care are as follows:

1. Dignity/Respect,
2. Information Sharing,
3. Participation, and
4. Collaboration.

CHOC has continued its enculturation of the pillars as the foundation of our work. Here are some of our recent accomplishments:

- Created a Family-Centered Care (FCC) Council, representing multiple departments throughout the organization. The FCC Council's vision is, "We aspire to partner with children and families to provide what matters to them."
- PICU opened their unit to siblings for visitation.
- Revised the visitor policy to reflect FCC principles and retitled the policy, Parental and Family Presence/Patient and Non-Patient Visitor Guidelines.



what's new at CHOC?

CHOC Formulary is Going Online!!

A customized CHOC Formulary will be available online within the LexiComp® database in July. The Formulary is a compilation of medications that are available at CHOC. Each medication monograph will contain dosage available at CHOC and CHOC specific dosing and restrictions. By the end of September, administration guidelines such as standardized drip concentrations will also be incorporated into the monographs. Be sure to log onto LexiComp online and click on the CHOC Formulary for any medication related information!

Nursing Excellence Moment

We hosted a Nursing Excellence Workshop on June 8, 2007 with approximately 90 CHOC nurses in attendance. Featured speaker Vicki George, PhD, RN, FAAN, is a nationally and internationally known speaker who has lectured extensively on creating a professional practice environment and shared leadership. She has worked with over 25 organizations on achieving a nursing excellence designation. Currently, she is the CEO of VMG Consulting. It was an educational and exciting day as Associates

became more aware of the details of nursing excellence in an environment committed to safety and quality of care. A summative comment from a 20-year nurse was "This is the best 8 hours I've ever spent at CHOC!"

New Anonymous Risk Management Hotline

There is now a new anonymous hotline for use by staff who would like to communicate directly with Risk Management regarding patient safety events or concerns. This new communication channel does not replace the current notification reporting system, but augments it to provide a confidential manner in which Associates can convey important, sensitive information regarding patient safety without having to reveal their identity if they prefer not to do so. We hope that safety issues surface that may not have been communicated otherwise. Simply call **714.204.3222** and leave your message, which will activate a pager and be picked up immediately by Risk Management staff in the Quality Department. More information regarding the new anonymous hotline will be forthcoming.



One of Our Own

Rita Jew, Executive Director,
Pharmacy, is a Fellow!

A Fellow in the American Society of Health-System Pharmacists (FASHP) Program is recognized for excellence in pharmacy practice and the promotion of public awareness of pharmacists who have distinguished themselves in practice.

Recipients of this prestigious recognition must be members of ASHP and must have:

1. Demonstrated sustained practice excellence in health-system pharmacy for at least 10 years,
2. Contributed to the total body of knowledge in pharmacy practice,
3. Demonstrated ongoing commitment to educating practitioners, and
4. Worked to support the profession (e.g., through active membership and participation in ASHP).

Congratulations, Rita!

CHOC

proceeds with new patient tower

FROM THE DESK OF OUR COLLEAGUES

DEBRA MATHIAS, EXECUTIVE VICE PRESIDENT, CHIEF OPERATIONS OFFICER

Yes, it's official! CHOC has entered the latest phase of a facility-wide renovation and expansion program to meet the growing demands of the Orange County pediatric population.

In April, the CHOC Board of Directors approved plans to move forward with a new patient tower. The first phase of the new patient tower is scheduled to open in 2012 with 60 new intensive care unit (ICU) beds—34 in Neonatal ICU and 24 in Pediatric ICU. Additional beds and patient care services will be added in phases through 2020. When the dust finally settles, CHOC will have a total of 404 patient beds.

CHOC Facilities Enhancement Update

Here's a brief look at other facility enhancements taking place throughout the CHOC campus:

CHOC North Hospital Tower

- New flooring, sinks, cabinets, window coverings, and individual TV/DVD systems on the CHOC fifth floor

August 2007

- Pedestrian bridge linking the north and south CHOC campuses opens
- Construction begins on anterooms for the CHOC Pharmacy intravenous preparation rooms

October 2007

- 30 new pediatric intensive care unit (PICU)/cardiovascular intensive care unit (CVICU) beds open on the CHOC sixth floor
- New tunnel opens linking CHOC Short Stay Unit (SSU) to the St. Joseph Patient Care Center

May 2008

- 12 additional NICU beds open on the CHOC second floor

CHOC West Ambulatory Care Center

The Ambulatory Care Center is undergoing extensive renovation. When fully completed, the Ambulatory Care Center will feature:

- 25 Primary Care Exam Rooms
- 50 Specialty Exam Rooms
- 2-Chair Dental Clinic
- 8 Preparation Rooms
- 2 Treatment Rooms
- 2 Radiography Rooms

July 2007

- All primary care, half of the specialty rooms, a radiology room, cast room, and endocrinology teaching area open
- New dental clinic opens

November 2007

- 5,700 square-foot Infusion Center opens in CHOC research building with 22 treatment/procedure spaces

This latest expansion plan is vital to CHOC's goal of becoming increasingly recognized as one of the premier children's hospitals in the nation. As these exciting plans progress, all CHOC Associates are invited to attend CHOC Town Hall Meetings for more details.



council and committee updates



Leadership Council

PURPOSE

This council will lead and facilitate the achievement of nursing priorities that support the delivery of family-centered care through commitment to patient safety, clinical excellence, regulatory compliance, and operational efficiency. This council reports to the Nursing Executive Council.

The work of the Leadership Council is based upon the Scope and Standards for Nurse Administrators (2004) as written by the American Nurses Association.

MEMBERSHIP

Comprised of staff nurses; managers; directors; executive directors; and Vice President, Patient Care Services/Chief Nursing Officer.

Chair

Kathy Kolodge, BHS, RN—Executive Director
Primary Care Services

Co-Chair

Ruth Slater, RN—Director Clinical Informatics

PRIORITIES

Goal 1: Establish a Culture of Professionalism that Attracts and Retains Associates of the Highest Caliber. Initiative 2 or 7: Formalize, integrate, and nurture leadership development.

Activities

1. Establish and integrate leadership competencies in a meaningful manner by FY09.
2. Develop and implement a clinical leadership orientation program by end of FY07.
3. Define, delineate, and clarify leadership roles by end of FY08 and enculturated by FY09.
4. Partner with Organizational Development in developing a mentorship program for leaders starting in FY08 and to be completed by the end of FY09.

ACCOMPLISHMENTS

1. Revised Clinical Ladder approved (April 2007) and rolled out (May 2007).
2. Approved RN to BSN wage adjustment.
3. Developed and implemented a clinical leadership orientation program.
4. Formed three Performance Improvement (PI) teams in February 2007 to address Individual Workload Perception Survey (IWPS) findings: Equipment and Supplies, Social Services and Chaplain, and Pharmacy.

Equipment and Supplies (led by Jan Kidwell and Stephanie Guastella)

1. Purchased 17 Dinamap monitors in April and scales and chairs scheduled for June.
2. Developed a checklist to track equipment used for transporting children to St. Joseph's Hospital.

3. Piloting a project related to the Medical/Surgical Clinical Associate's role based on staff input and evidence, which will provide support for the management of supplies and equipment.

Social Services and Chaplain (led by Cheryl Missildine and Elana Ten Huizen)

1. Implemented psychosocial rounds on Medical/Surgical unit twice a week and multi-disciplinary rounds once a week in PICU.
2. Chaplain is working to enhance spiritual care volunteer program and establish a school internship program.
3. Created a psychosocial brochure for patients and families.
4. Reinstated the hospital-wide Bereavement Committee.
5. Increased to full time Child Life services in PICU.

Pharmacy (led by Helen Case and Rita Jew)

1. Completed pharmacist education related to medication management of the post-operative cardiac patient.
2. Implemented education to address the issue of insufficient doses of medications.
3. Collaborated with Cerner/CUBS Team in development and education of proper procedure to reschedule medications and initiate new IV bags.
4. Collaborated with Oncology to improve chemotherapy turn around time.
5. Implemented a pharmacy runner to deliver chemotherapy and other medications that cannot be sent via pneumatic tube to the patient care unit.



NICU CPC (On Left)

From left to right, top row: Jami Aukerman, Beverly Walti, Jessica Holtorf, Julie Riedel, Tina Lee

From left to right, seated: Jeanne Johnson, Tammy Yoon, Marie Fischer

Ambulatory CPC (On Right)

From left to right, top row: Donna Hara, Linda Mousseau, Karen Jones, Carmen Namenek, Susan Costello, Marilyn Mills

From left to right, seated: Elizabeth Buss, Lezlie Brown-Zoller, Bonnie Heri, Maribel Diaz



Clinical Practice Councils

PURPOSE

These councils: (a) Identify and implement Standards of Care and evidence-based practice specific to clinical area; and (b) Identify and resolve clinical and systems issues impacting or affecting: delivery of patient care, patient safety and clinical outcomes, and optimize enculturation of family centered care. These councils report to the Professional Practice Council.

The work of the Clinical Practice Councils incorporates the PCS Strategic Plan and the Scope and Standards of Pediatric Practice (2003) as detailed by the Society of Pediatric Nurses and the American Nurses Association.

NICU Clinical Practice Council

MEMBERSHIP

Six (6) staff nurses, Educator, Clinical Nurse Specialist, and Manager.

Chair

Jami Aukerman, BSN, RN

PRIORITIES

Standard 1: Quality of Care

Goal 2: Deliver Exemplary Patient Care and Services in an Environment Devoted to Safety and Quality.

1. Review PICC line policy and develop PICC line criteria.
2. Improve safety of breast milk storage and identification.

Standard 6: Collaboration

Standard 7: Research

Goal 2: Deliver Exemplary Patient Care and Services in an Environment Devoted to Safety and Quality.

3. Improve safe sleep practice for NICU infants.

Standard 5: Ethics

Goal 3: Create a Family-Centered Care Experience for Patients by Promoting Dignity/Respect, Information Sharing, Participation, and Collaboration.

4. Provide parent library and update resource books for nursing.

ACCOMPLISHMENTS

1. Established PICC line criteria for neonates in collaboration with the PICC team.
2. Developed the Back To Sleep policy for NICU infants according to the evidence-based practice process. The developmental team, nursing, and physicians involved in the process. The team provided education to staff and developed Back To Sleep signage, pamphlets, and parental education materials.
3. Established a parent library in each NICU pod. Updated textbooks and resource books for health care personnel donated by nursing staff and NICU patient/family members.
4. Moved the breast milk freezer and refrigerator behind locked door. Conducted ongoing staff education related to patient identification.

Ambulatory Clinical Practice Council

MEMBERSHIP

Comprised of representatives from the Primary Care Services, Specialty Clinics, Case Management, Corner/Power Chart Office, and Community Education.

Chair

Bonnie Heri, RN

PRIORITIES

Standard 1: Quality of Care

Goal 1: Establish a culture of professionalism that attracts and retains Associates of the highest caliber.

1. Development of the Ambulatory Standards of Care.

Standard 6: Collaboration

Standard 7: Research

Goal 2: Deliver Exemplary Patient Care and Services in an Environment Devoted to Safety and Quality.

2. Improve pain management in the outpatient setting.

Standard 5: Ethics

Goal 3: Create a Family-Centered Care Experience for Patients by Promoting Dignity/Respect, Information Sharing, Participation, and Collaboration.

3. Improve customer service satisfaction scores.
4. Promote Family-Centered Care in the ambulatory setting.

ACCOMPLISHMENTS

1. Established Ambulatory Standards of Care and developed education for staff, including the CPC Ambulatory Care Newsletter.
2. Re-evaluated pain management in the outpatient setting and designed Pain Management Kits to be used for pain distraction in all clinics.
3. Review Press Ganey scores at each meeting and inservice staff accordingly.
4. Linda Mousseau, BSN, RN is the champion for the Family-Center Care Task Force representing the Ambulatory Care.

choc pride

Awards, Scholarships & Certifications

AWARDS/ SCHOLARSHIPS

Adlard, Kathleen

New Researcher Award of the Year Award, Society of Pediatric Nurses

Altamirano, Wendy

California State University, Fullerton; Eta Sigma Gamma (Health Science Honor Society)

Arevalo, Maria

Scholarship Award, California Latino Medical Association, 2007

Campo, Christy

CHOC Golden Paw Award (September)

Christopherson, Toni

Excellence in Education, Society of Pediatric Nurses

Clary, Yolanda

CHOC Golden PAW Award (March)

Gilchrist, Aries

Med/Surg Recognition of the Year Award (2006)

Patterson, Melanie

Best Practice—Clinical Nursing, Association of California Nurse Leaders, 2007

Shayevich, Diana

Agnes Zaby/Kathy Carter Scholarship; Debbie Wilson Memorial Scholarship from CANP

Viera, Leticia

CHOC Golden Paw Award (February)

Vincent, Nicole

CHOC Golden Paw Award (December)

DAISY AWARD

Adlard, Kathleen
Allan, Danny
Bigani, Donna

Cervisi, Joan
Cohen, Jennifer
Davis, Lisa Marie
Felix, Rachel
Fowler, Tammy
Fridolfsson, Pernilla
Hurtado, Monica
Miller, Tara
Moran, Dana

CHOC PADRINOS SCHOLARSHIP

Vanguard University RN to BSN Program

McGaughey, Kathleen—
Dean's List
Nesselroad, Cathy
Patel, Neelam
Wohlgezogen, Karen

CERTIFICATIONS

American Association of Ambulatory Care Nurses (AAACN) Certification

Flores, Sarah
Mills, Marilyn
Freeman, Kristie

Critical Care Registered Nurse (CCRN)

Ching, Geri
Cohen, Jennifer
DiFilippo, Jennifer
Downard, Beth
Fowler, Tammy
Franzen, Robin
Herberg, Ami
Kwong, Caroline
Mort, Annie
Oliver, Connie
Otramba, Maria
Sundberg, Gail

Case Management

Pham, Chassy

Certified Asthma

Educator
Durgin, Vilma

Certified Diabetes Educator (CDE)

Beko, Elizabeth

Certified Pediatric Oncology Nurse (CPON)

Beck, Deanne
Evans, Judy
Moran, Dana
Russell, Christie
Sacchette, Helen
Worthington, Tamira

Certified Neuroscience Nurse (CNRN)

Cohen, Jennifer

Certified Pediatric Nurse (CPN)

Abad, JoAnn
Allan, Danny
Bass, Stacy
Black, Cori
Bupp, Juleah
Cardenas, Nancy
Centra, Britney
Chamberlain, Roni
Duffy, Sarah
Fitz-William, Deidre
Ford, Tiffany
Friestad, April
Garcia, Pamela
Goode, Joel
Gouin, Jeannie
Green, Kristi
Hobiera, Mary Ann
Hockenberry, Chris
Johnson, Stephanie
Lanzas, Kara
Lee, Cathy
Mascio, Ron
Morales, Melissa
Murphy, Laura
Nava, Auriana
Nunez, Melyssa
Oh, Erica
Okpala, Mary Agatha
Redington, Scot
Rzepa, Debbie
Sherwood, Joy
Stoody, Jennifer
Sweasy, Jenny

Below are some wonderful achievements and successes that are not only "Making a Mark" but fill us with CHOC Pride. Please be sure to share your achievements with the editorial board by sending an email to simplythebestnews@choc.org.

Ta, Michelle
Thompson, Kelly
Tourangeau, Erin
Tumi, Lisa
Vigeant, Elise
Wyman, Shelli

Family Nurse Practitioner

Finston, Erin

National Highway Traffic Administration (NHTSA)

Child Passenger Safety Technician

Bande, Lizet
Lavergne, Shonette

Nursing Administration

Missildine, Cheryl
Sundberg, Gail

Pediatric Vital Stim Therapy Treatment

Desai, Hema
Karels, Erin
Rosenthal, Rebecca

Registered Electroencephalographic Technologist (R. EEG T.)

Jones, Pamela

Registered Evoked Potential Technologist (R. EP T.)

Jones, Pamela

Sensory Integration and Praxis Test (SIPT)

Antipolo, Leilanie
Mizuhara, Jamie
Sargent, Barbara

COURSE COMPLETION

Medical Assistant
Hernandez, Dora

DEGREES

Bachelor of Science in Nursing (BSN)

Cardona, Ana
Bakke, Cristella
De La Rosa, Laura
Naujoks, Rebecca
Nunez, Melyssa

Bachelor of Science in Business Administration

Jones, April

Family Nurse Practitioner (FNP)

Parks, Shirley
Shayevich, Diana

Licensed Vocational Nurse (LVN)

Castro, Alma

Master of Science in Nursing (MSN)

Scoggin, Peggy
Shayevich, Diana

Master of Public Health (MPH)

Hoch, Erin

FELLOW

Jew, Rita

Fellow in the American Society of Health-System Pharmacists (FASHP)

Simply the Best News Editorial Board

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Email your thoughts and suggestions to
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