



NURSING

Spotlight

Highlights of Excellence

VOLUME 1

CNO CORNER:

Special Message

“Sure as the dawn of each day, oncology nurses inspire hope, enhance life and embrace professional excellence”

(Oncology Nursing Society, 1991)

Welcome to the first newsletter for nurses at City of Hope.

As I try to write this article, I find myself struggling for inspiration. After all, part of my job as a CNO is to inspire a shared vision of the future. And then I walk through the nursing units, I make rounds in the clinics and I visit a few of the community practices. This weekend I had the pleasure of attending the City of Hope pediatric prom, where they crowned king an inpatient who attended the prom with his nurse and an IV pole weighed down with multiple lines. In all of these places, there was a common theme — caring. It is what we do best, and that passion for caring is palpable wherever I go.

Professional nursing is about caring. Professional oncology nursing is about caring for our patients and families who have heard the words, “You have cancer.” If you are an oncology nurse, then you must care. It’s in the fiber of who we are. We become attached to our patients and families. We celebrate with them when things go well and we grieve when things do not go well. That is caring at its best.

As we are learning in the early stages of the rollout of relationship-based care (RBC), caring for ourselves is as important as caring for our patients. I hope you all believe that caring for ourselves is more than getting plenty of rest,



eating healthy and getting exercise (or in my case, a manicure). Caring for ourselves includes owning the care we provide, being proud to be an oncology nurse here at City of Hope and caring about our professional practice.

As we continue the unbelievable busyness within the organization, I hope you all take a few moments to stop and reflect on the questions — Do you care? Do you care about yourself personally and as a professional nurse? Do you care about your patients and families? Do you care about your colleagues and City of Hope? I am certain the answer to all of those is a resounding YES. But sometimes we need to stop and be reminded that at the heart of all we do is that caring aspect of our work.

Let us, in the language of RBC, reignite our spirit of caring. Let us make sure we take time for ourselves. Let us examine why we do what we do — why did we choose this profession in the first place? Why do we get up and come to work every day even though our work is difficult at best? It is because we care.

**Susan J. Brown, PhD,
MSN, RN**

*Senior Vice President of Patient Care Services
and Chief Nursing Officer*

Structural Empowerment

PROFESSIONAL DEVELOPMENT

In 2008, the Robert Wood Johnson Foundation and the Institute of Medicine launched an initiative to respond to the need to assess and transform the nursing profession. The initiative challenged health care organizations to increase the proportion of nurses with a baccalaureate degree to 80 percent by 2020.

As of September 2018, City of Hope has exceeded this expectation with 83 percent of RNs holding a BSN, MSN, PhD or DNP!



Left to right: Nardine Saweris, BSN, RN, Lisa Ward, BSN, RN, Christina Golly, BSN, RN

ONCC FreeTake

This program provides nurses at City of Hope the opportunity to apply for and complete one or two attempts to pass an Oncology Nursing Certification Corporation certification test without paying upfront. This program has been very successful.

As of October 2018, 36 percent of City of Hope nurses have been certified in at least one specialty.

For more information about the FreeTake program, visit the City of Hope intranet nursing webpage under "Certification Resources."



Education and Professional Development Council members: *Front row: Janna Alayu, MSN, RN, OCN, Christina Golly, BSN, RN, Cynthia Wootan, BSN, RN. Back row: Linda Luu, BSN, RN, Kaddie Lopez, BSN, RN, OCN, Brenda Yeung, MSN, RN, OCN, Mae Jane Noble, BSN, RN, May Anonuevo, BSN, RN, Mia Wong, BSN, RN, Brenda Love-Alston, MSN, RN, CGRN, Dianna Navarro, BSN, RN, Funmilola Alabi, BSN, RN*

TEACHING AND ROLE DEVELOPMENT

Nurse Practitioners



A group of nurse practitioners (NP) has been asked to develop a new program for NPs who are new to oncology. Developed in collaboration with Azusa Pacific University, it will be an advanced oncology NP fellowship to prepare new graduates for the challenges of a cancer practice. This is a 12-month post-master's certification that includes clinical time at City of Hope

along with six courses tailored to the needs of the new practitioner. The team consists of nurse practitioners (top): Marjorie Hein, DNP, FNP, Jill Cooper, MSN, NP, ANP, Kathy Burns, MSN, NP, ACNPC-AG, OCN, and Karen Sharrah, DNP, APRN, FNP-C, director, Advanced Practice Providers.

Clinical Advancement Program Debuts

The Education and Professional Development Council has completed the structure and process for a Nursing Clinical Advancement Program (CAP). The program, which debuted in fall 2018, recognizes and rewards clinical nurses for above-and-beyond efforts and professional development. Examples of professional development activities include but are not

limited to: charge nurse and preceptor roles, shared governance participation, continuing education, health care outreach, community service and specialty certifications, and professional conference presentations. Nurses may apply for CAP 1 or CAP 2 status.

COMMUNITY INVOLVEMENT

In Africa with a Purpose

Mary Mendelsohn, MSN, RN, CIC, HACP, CPHQ, senior director of Quality, Patient Safety and Risk, shares her experiences in Tanzania, Africa.

In February 2018, Mendelsohn (right) traveled with a team of 61 people from Huntington Hospital to Tanzania to provide care for people and animals. This was Mendelsohn's fourth trip to Tanzania with the team. Over a two-week period, the volunteer team performed 38 surgeries, assessed 1,073 pediatric and adult patients, conducted 22 home visits to HIV patients, vaccinated 427 dogs for rabies, and spayed and neutered 157 dogs.



GLAONS Care Summit

Anne Ireland, executive director of Nursing and Outreach, and four RNs from City of Hope's Antelope Valley community practice site attended the Greater Los Angeles Oncology Nursing Society (GLAONS) Care Summit in Los Angeles on Saturday, Sept. 8, 2018.



Left to right: Becky Cha, RN, Stacey Redding, RN, OCN, Anne Ireland, MSN, RN, AOCN, CENP, Ardet Orvis, RN, OCN, Yesenia Mazariego, BSN, RN

CAPS for Kids

Ginger Minkler, RN, CPON, a clinical nurse IV in pediatrics, has served as the City of Hope coordinator of CAPS for Kids for the last 22 years.

CAPS for Kids is a national organization that provides kids with hats that are autographed by a famous person of their choice. Hospitals all over the country share the special hats with children when they lose their hair during treatment. Minkler (right), a clinical nurse IV in pediatrics, has served as the City of Hope coordinator of this program for the last 22 years. She volunteered at Camp Ronald McDonald summer camp this past year, as well as at City of Hope’s annual Celebration of Life Bone Marrow Transplant Reunion for the last 10 years, running the teen room and providing flowers. Minkler has also donated her time to the City of Hope pediatric picnic for the last 15 years.



Heroes Among Us



Back row, far right: **Susan McCreary**, RN, OCN, MSRN

Superheroes are often portrayed as “unassuming” in their daily activities, revealing their superpowers only when adversity calls. **Susan McCreary**, RN, OCN, MSRN, is one such superhero.

Mild-mannered McCreary (pictured above, back row, far right) selflessly serves as a City of Hope RN. A clinical nurse working on the 4 West surgical unit, she shares her healing hands and improves lives one patient at a time.

McCreary, however, has a second superhero identity ...

She’s a Sierra Madre Search and Rescue volunteer.

Volunteers respond to calls for help in the wilderness and have saved countless lives. Now with 15 years of search and rescue experience and participation in an average of 50 rescue operations a year, when adversity calls, McCreary answers.

COMMUNITY INVOLVEMENT

Lisa Pullens

Lisa Pullens, BSN, RN, a nurse coordinator in pediatrics, has been involved with both the Southern California Sickle Cell Camp and hemophilia pre-camp medical clearance station.

Pullens (right) is also a West Coast Sickle Cell Nurses Conference Committee member, which allows her to be in touch with patients, their families and the nurses who care for them in the clinical settings outside of the hospital. Pullens finds that learning the needs/challenges outside of the clinical setting gives her a better opportunity for teaching in the clinical setting and facilitating optimal care when patients are seen in the hospital.



Mr. Tabor Goes to Washington

Jason Tabor, MBA., BSN, RN, NEA-BC, attended the Oncology Nursing Society's (ONS) third annual Capitol Hill Days Sept. 4 to 6, 2018, in Washington, DC.

Tabor had the opportunity to learn about the role of advocates, ONS legislative priorities and opportunities to advocate for these priorities with members of Congress. Over 100 oncology nurses representing 32 states met with 141 congressional offices. Because of the advocacy of Tabor and others, representatives and senators signed onto many of the bills that were advocated for.



California ONS Capitol Hill Days participants (Jason Tabor, MBA, BSN, RN, NEA-BC, third from left)



California ONS nurses meet with California Sen. Diane Feinstein (center)

Exemplary Professional Practice

What Is Relationship-based Care (RBC)?

RBC is an evidence-based model that has been implemented by organizations around the world in all types of clinical and nonclinical settings. RBC promotes a healing culture in health care organizations by focusing on three key relationships:

- Relationship with self
- Relationship with colleagues
- Relationship with patients and families

RBC empowers the people within organizations to align the processes and structures of care delivery with the way they intend to relate to each other as people.

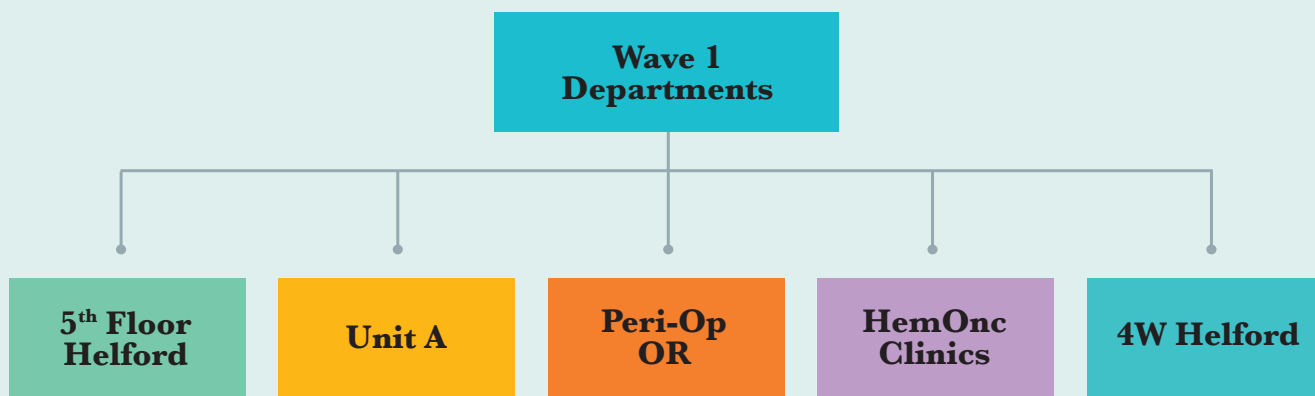
You will know an organization has applied RBC principles when you notice:

- A caring and healing environment for everyone
- Leadership that ensures a healthy work environment and team relationships
- Effective communication and collaboration within and across departments and services
- Work allocation and patient assignments that maximize continuity of care and professional practice
- Effective ongoing system improvement initiatives
- Measurable outcomes that are openly shared as evidence that the mission and goals are achieved or that gaps exist



RBC was introduced to City of Hope in June 2018 and will be implemented in a series of waves.

Wave 1 includes the following:



Reigniting the Spirit of Caring

**To love what you do ... To know that it matters ...
How can there be greater joy?**

Katherine Graham,
former editor of *The Washington Post*

We work in an environment that is fast-paced, complex and emotionally intense. Our daily work demands incredible focus, awareness and endurance — mentally, physically, emotionally and spiritually. It is a major accomplishment to provide humane and compassionate care within a system struggling with resource constraints, staffing shortages, human conflicts, constant change in technology and scientific knowledge, and multifaceted moral and ethical questions. It is no wonder that health care professionals report feelings of compassion fatigue, moral distress and burnout. Many in health care are asking questions such as these below:

Relationship-based care (RBC) builds on the premise that effectively caring for patients and families is predicated on first caring for ourselves and our colleagues. Reigniting the Spirit of Caring (RSC) is a three-day course that focuses on the three key relationships of RBC, as well as transformational leadership. RSC is designed to explore the above questions through reflection, dialogue, journaling and storytelling. It is based on the belief that through dedicating time to reflect and learn together, we will tap into our shared wisdom, support and appreciation for each other. We will gain insights, skills and strategies that will help us thrive in our daily work and lives.

- **Who am I? How can I know and take care of myself so that I have energy to do my job well and also have energy for my personal life?**
- **How do I find and sustain joy and meaning in work and life?**
- **How do I give good care and service — the kind of care where I know, when I go home, that I have done my best?**
- **Does my work matter? How do I know that I am making a difference?**

Reigniting the Spirit of Caring Retreat – September 18 to 20, 2018



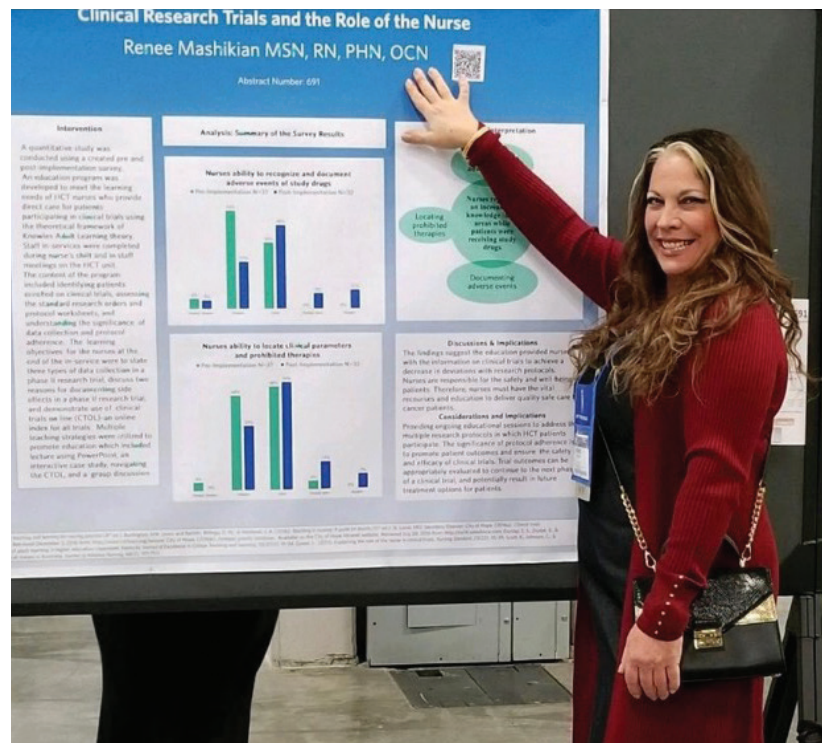
Islet Cell Transplant Team



This team of islet cell transplant nurse coordinators (left) were all brand new to City of Hope when the team was initially formed. As part of the mission of The Wanek Family Project for Type 1 Diabetes to find a cure for type 1 diabetes, they have successfully completed their first islet cell transplant.

Decreasing Clinical Research Protocol Deviations

Renee Mashikian (right), MSN, RN, PHN, OCN, stands beside her poster presentation, “Clinical Research Trials and the Role of the Nurse,” at the 2018 American Society for Blood and Marrow Transplantation conference in Salt Lake City. Mashikian presented her poster to educate nurses regarding the importance of research protocol adherence. The goal of the education was to improve the knowledge of the clinical nurse to decrease deviations within the protocol.



New Knowledge, Innovations and Improvements



Research | Denise Economou

“Her research explored the experience of advanced cancer recurrence in patients who perceived themselves as cancer-free.”

Denise Economou (left), PhD, RN, has been in the Division of Nursing Research and Education for the last 11 years. She has been the project director for two consecutive R25 training grants for Cancer Survivorship Education. She completed all of the data follow-up, which included 417 multidisciplinary teams over 10 years. Economou is an oncology clinical nurse specialist, and is dedicated to preparing nurses to care for geriatric oncology patients, cancer survivors and their families. She completed her PhD in palliative care from Lancaster University in England in October 2018. Her research explored the experience of advanced cancer recurrence in patients who perceived themselves as cancer-free. She will continue to focus her research on geriatric patients and advanced cancer recurrence.

Research | Virginia Sun

Virginia Sun (right), PhD, MSN, RN, is associate professor in the Division of Nursing Research and Education, Department of Population Sciences. Sun's current research program is focused on improving the quality of life and quality of care for lung and gastrointestinal cancer patients and family caregivers. Her studies include perioperative telemonitoring of patient-centered outcomes and telehealth interventions to improve symptom management, ostomy self-management and rehabilitation in cancer surgery.



Shout Out | Evidence-based Practice ERAS



Left to right: Dawn Neuhauser, MSN, RN, OCN, NEA, Steve Miller, Claire Hy-Hincy, BSN, RN, CDE, and Kathy McNeese MSN, RN, OCN

Shout out to this team for their collaborative efforts as part of a work team to bring the interventions associated with the ERAS (enhanced recovery after surgery) evidence-based practice to City of Hope.

TEAM MEMBERS INCLUDE:

Claire Hy-Hincy, BSN, RN, CDE

Phillip Caputo, BSN, RN

Mariela Gallo, Senior Health Education Specialist

Dawn Neuhauser, MSN, RN, OCN, NEA,

Director of Ambulatory Care Services

Kathy McNeese, MSN, RN, OCN,

Quality and Risk Management,

Ida Antonio, MSN, CNOR,

Clinical Nurse Manager – Perioperative Services

Steven Miller, Senior Manager,

Service Line Operations

Community Clinic Connection

Anne Ireland

Anne M. Ireland (right), MSN, RN, AOCN, CENP, was recently promoted to the position of executive director, Community Nursing Practice and Outreach. In this newly created role, she will be responsible for nursing practice in the 20+ City of Hope community practice sites.



City of Hope's Antelope Valley Community Practice Site



City of Hope | Antelope Valley opened on Nov. 17, 2013. Services offered include:

- Urology
- Radiation Oncology
- Infusion
- Pediatric Oncology
- Gynecological Oncology
- General Surgery
- General Oncologic Surgery

The patient care staff includes four registered nurses who manage patients in the infusion setting, as well as one registered nurse in the Department of Radiation Oncology. At the close of Fiscal Year 2018, the clinic had provided services to

22,295
patients.

The Spirit of Caring

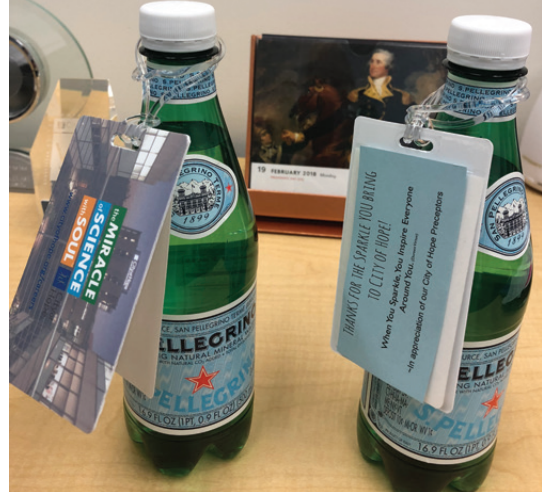
Care of Self



Rebecca Fastrup (above), RN, outpatient hematology charge nurse, is an avid hiking enthusiast. Last September, Fastrup set off on an eight-day, 72-mile backpacking trip from Sequoia National Park to Mount Whitney. It was her big adventure for the year, with a spectacular emotional and physical payoff.

Congratulations, Rebecca!

Care of Colleagues



Many thanks to the Nursing Excellence Council for their displays of preceptor appreciation in Fiscal Year 2018. The Starbucks gift cards (Q1), sparkling water (Q2), corn nuts (Q3) and Starbucks reusable cup/\$5 gift card combo were all thoroughly enjoyed. Thank you for also bringing us Daisy Awards, Nurses' Week celebrations and scholarly achievement awards.

Care of Patients and Families



Erik W. Darling (left), BS, LVN, has been a nurse since 1995. He has been in case management for the last seven years, just finished his second bachelor's degree and began the MBA program at University of La Verne in December 2018.

As a nurse and case manager, Darling saw patients and their families coming to the hospital with very little knowledge of the health care system. "The experience can be frightening to those who are uninitiated. The combination of fright with lack of any substantial knowledge of the health care system can lead to significant barriers to healing and proper outcomes after hospitalization," he said.

Darling set out to change this experience for patients and their loved ones. He began by collecting all the information needed for patients and condensed it into a book that is easy to read and understand. From the book came the website and from the website, the podcast, "The Informed Patient Show." A YouTube channel has also been created.

Appreciative Inquiry

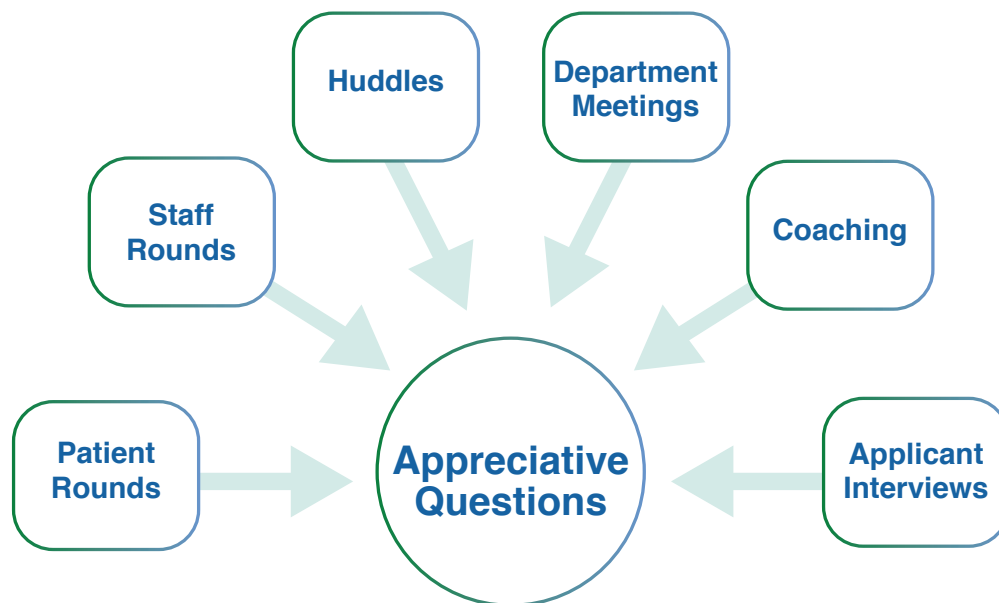
Using Our Strengths to Promote Change

Historically, most methods of assessing and evaluating a situation and then proposing solutions were based on a deficiency model, asking questions such as: “What are the problems? What is wrong? What needs to be fixed?” Appreciative inquiry refocuses attention on what is working within an organization. Appreciative inquiry acknowledges best practices that are already in place and encourages people to learn from and amplify these moments of excellence.

Appreciative inquiry questions are focused on the positive.

Examples:

- Share a story of patient care that was especially meaningful to you — a time when your care made a difference in the life of a patient or family.
- Describe a time when you or a co-worker went above and beyond to provide a patient or family with something that mattered to them. What made it possible? What would make it possible for things like that to occur more often?
- Share a time when you were emotionally present for a patient or colleague. What would it take for that to happen more frequently?



Creative Healthcare Management.
A Quick Guide to Relationship-Based Care. 2017

Nursing Excellence Council Membership

Nursing Spotlight, a new nursing quarterly publication, is brought to you by the Nursing Excellence Council.

Interested in spotlighting your unit or department achievements? Contact nursingexcellencecouncil@coh.org.



- Diane Avilez,**
BSHA, Nursing Strategy Coordinator
- Regina Buchanan,**
MSN/ED, RN, NEA-BC, Nursing Director
- Cheryl Cervantes,**
BSN, RN, CPHON, BMTCN, Pediatrics Coordinator
- Michelle Curtis,**
BSN, RN, Clinical Nurse, Helford 3 East
- Katalin Danila,**
BSN, RN, Clinical Nurse Helford 4 East
- Leticia Escalante,**
BSN, RN, Clinical Nurse East Hospital C
- Tasha Haley,**
BSN, RN, Assistant Clinical Nurse Manager, Pediatrics
- Peter Hirsch,**
BNS, RN, CNOR
- Christine Lam,**
BSN, RN, Pediatric Coordinator
- Alessandra Lopez,**
BSN, RN, PHN, Helford 4 West
- Andrea Lynch,**
MLIS, Librarian, Library Services
- Shannon Martin,**
MA, BSN, RN, CPHON, Pediatrics Manager
- Maybeline Mateo,**
MSN, RN, Clinical Nurse, East Hospital B
- Rachelle Mauban,**
BSN, RN, Clinical Nurse, Helford 5th Floor
- Kay Mo,**
MSN, RN, BMTCN, Clinical Nurse, Day Hospital – Chair
- Christine Nunez,**
BSN, RN, Chair-Elect, East Hospital A
- Maria Liza Octa,**
RN, CPON, Clinical Nurse 3A OP Peds
- Nimfa Oliver,**
BSN, RN, ETC
- Jennifer Peterson,**
MSN, RN, OCN, BMTCN, WCC Professional Practice Leader, Professional Practice and Education
- Steven Tran,** BSN, RN, Clinical Nurse, 3C Infusion
- Grace Wu,** BSN, MSN, NP, FNPC, MPT
Nurse Practitioner, Nursing Support-Med/Surg



CityofHope.org