



FALL 2019  
VOLUME 2

NURSING

# Spotlight

Highlights of Excellence

## Transformational Leadership

### Strategic Planning – 3D

As part of an effort to alleviate inpatient capacity issues, a newly remodeled Geri & Richard Brawerman Center for Ambulatory Care 3D opened on March 18, 2019. The unit serves as an outpatient infusion area as well as a location for patients who may require observation. This additional patient care space will decrease the need for the utilization of inpatient beds and reduce back up in both ETC and Extended Recovery/Recovery Room. Ultimately, utilizing this space will promote better coordination and timeliness of care. Mary Perrin, BSN, RN, OCN, BMTCN, NE-BC, is the director for the unit, and Cynthia Cadiente, MSN, RN, is the senior nurse manager.

In the first five weeks, the clinic saw 107 patients. Approximately one-half of these patients were there for observation.



*Front row, left to right: **Cindy Trinh**, BSN, RN, **Chrisma Allen**, BSN, RN, **Cynthia Cadiente**, MSN, RN  
Back row: **Lourdes Lee**, BSN, RN, **Christina Ruiz**, BSN, RN, **Emily Sugrue**, BSN, RN, **Adelia Evans**, BSN, RN, **Mary Perrin**, BSN, RN, OCN, BMTCN, NEA-BC, **Michelle Tagle**, RN*

### House Supervisors



*Front row, left to right: **Rossilyn Wheeler**, BSN, RN, **Vijay Kanase**, MSN-Ed, RN, **Lita Tsai**, MSN, RN; Back row: **Siroun Amirian**, MSN, RN, **Kevin Kurtz**, BSN, RN, **Davinder Jeet**, MSN, RN, **Karen Hoffman**, BBA, RN, **Regina Buchanan**, MSN-Ed, RN, NEA-BC, Executive Director, **Christine Tam**, MSN, FNP*

The house supervisors play a vital organizational role to ensure that patients are placed in beds in a timely manner. This is especially challenging given the “new normal” of an extremely high census and multiple admission requests for that last available bed. To achieve the common institutional value of “Service with a Sense of Urgency,” the supervisors work closely with physicians, admitting, nursing staff and administration on a 24/7 basis. They are appreciated for their knowledge of the patient population in addition to their kind and caring approach with all. They are the leadership who are generally first responders to any emergent situation that occurs, especially during nights and weekends. The team often manages multiple situations, while simultaneously supporting nursing staff. Their purposeful collaboration and support promote positive patient and family experiences and outcomes.

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

Interested in spotlighting your unit or department achievements? Please contact: [nursingexcellencecouncil@coh.org](mailto:nursingexcellencecouncil@coh.org).

## CNO CORNER

**“You know you’re a nurse when ...”**



Many of you have probably heard this phrase, and in the case of oncology nurses, the most common continuation of that sentence is something like, “You check out everyone’s veins with an eye to IV access.”

I would posit that if we as oncology nurses look a little deeper, our completion of that sentence might change. For instance, you know you’re an oncology nurse when ...

- You spent two hours trying to get a patient’s pain relieved.
- You had a patient die on your shift and, even though you are sad, you know you did a good job in supporting the patient and family through that transition.
- You assessed and intervened on a patient’s psycho/social/emotional needs as often as their physical needs.

Try that sentence completion yourself and see what bubbles up. I would bet that at the core of everyone’s answer is some aspect of caring. And you don’t get to that caring component without having developed some sort of relationship.

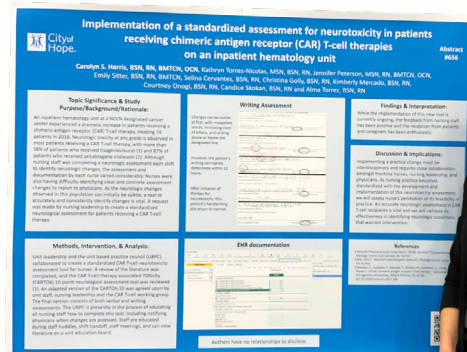
Building relationships with our patients and families allows that caring to occur. That is why the whole concept of relationship-based care (RBC) is such a perfect fit in our world. It provides a tangible foundation and support for all we do. If you are not sure what RBC is, ask your colleagues. Hundreds of nurses throughout the City of Hope enterprise have been involved in its launch and early implementation. Talk to your Central Council and Unit Based Council member about RBC and ask how you can become involved. Relationship-based care is really about who we are and how we do what we do — every single day.

Have a great rest of your summer!

**Susan J. Brown,  
PhD, MSN, RN**  
Senior Vice President of  
Patient Care Services  
and Chief Nursing Officer

# Exemplary Professional Practice

## 5th Floor UBC Poster



**Carolyn Harris, BSN, RN, BMTCN, OCN**

The 5th Floor Unit Based Council (UBC) presented a poster abstract at the Transplantation and Cellular Therapies Meetings of the American Society for Blood and Marrow Transplantation and the Center for International Blood and Marrow Transplant Research in February. The poster described the unit’s work to implement a standardized assessment for neurotoxicity in patients receiving CAR T cell therapy. This project required close collaboration with our CAR T cell physicians, unit nursing management and Jennifer Peterson, MSN, RN, OCN, BMTCN, professional practice leader.

### 5th Floor UBC members:

- **Carolyn Harris, BSN, RN, BMTCN, OCN**
- **Selina Cervantes, BSN, RN**
- **Christina Golly, BSN, RN**
- **Kimberly Mercado, BSN, RN**
- **Courtney Onogi, BSN, RN**
- **Jennifer Peterson, MSN, RN, OCN, BMTCN – PPL**
- **Candice Skokan, BSN, RN – Nurse Manager**
- **Alma Torrez, BSN, RN**
- **Emily Sitter, BSN, RN, BMTCN**
- **Kathryn Torres-Nicolas, MSN, BSN – Senior Nurse Manager**



## ICU Nurses

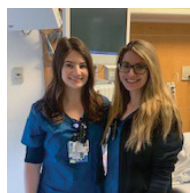
### Partner With Parents

"Our ICU had been home to a little boy and his mom for three months, and due to his illness he was unable to leave the room throughout his stay. His mom expressed a desire to the staff to bring him to the lobby on Easter. Our day shift RN planned with his mom, and then asked the night shift nurse if she would be willing to coordinate a lobby visit in the early morning. After some careful planning and coordination between the night shift team, we were able to bring our little friend and his parents to the lobby on Easter morning to sit together with music and look at the views. For us it was a gift to provide space for such a special moment, for him it was a chance to experience something new and exciting other than his room, and for his parents it was a special memory together and a step forward into many more days spent outside an ICU room."

### Practice Change:

#### Diana and Kristin

**Diana Navarro**, BSN, BS, RN, and **Kristin Stemboroski**, BSN, RN, ICU new residents, developed a research practice project supporting a change for better patient outcomes. Health care associated infections pose a major threat to oncology patients, increasing the risk of morbidity and mortality. Infection control practices help reduce this risk. They identified high-quality published evidence to support changing from reusable to disposable ECG leads. Eliminating the need to replace lost or misplaced reusable ECG leads can also improve nursing satisfaction and utilization of resources. Their evidence based practice (EBP) project has been accepted as a podium presentation at the Fuld EBP Summit in Ohio this November.



Left to right:  
**Diana Navarro**,  
BSN, BS,  
RN, **Kristin  
Stemboroski**,  
BSN, RN

### Excellent Care:

#### RRT

We recognize this group of Rapid Response Team (RRT) nurses for their advanced clinical knowledge and the leadership they bring to the bedside/chairside staff caring for our patients. The team demonstrates a consistent sense of urgency and gives 100% and then some. In January, the team expanded to provide 24/7 Rapid Response nurse coverage, adding that extra layer of support and expertise for our patients and staff.

## In Search of Our Identity – Establishing a Professional Practice Model



**Laurie Robinson**, BSN, RN, OCN

The American Nurses Credentialing Center Magnet Application Manual defines a professional practice model (PPM) as "the overarching conceptual framework for nurses, nursing care, and interprofessional patient care. It is a schematic description of a system, theory, or phenomenon that depicts how nurses practice, collaborate, communicate, and develop professionally to provide the highest-quality care for those served by the organization." Establishing a meaningful PPM requires engagement by clinical nurses and nurse leaders to reflect the nursing culture and professional values.



Left to right: **Susan Brown**, PhD,  
RN, NEA-BC, SVP, CNO, **Maria  
Carlos**, BSN, RN



Left to right: **Ryan Ray**, BSN,  
RN, **Joyce Acosta**, RN

On September 23 to 26 a total of 12 PPM focus groups were held. Ninety-six nurses participated in helping to define nursing practice at City of Hope. Focus groups included clinical nurses from inpatient, ambulatory, and community clinics as well as nursing leadership. We hope to have a final PPM established by the end of this year. A big thank you to all focus group participants!

### Rapid Response Team Nurses



Photo to the left:

Left to right: **Jeff Flinner**, RN, **Kate Butcher**, MSN,  
RN, **Linda Rivas**, BSN, RN, **Mei Ling Yang**, RN,  
**Kristen Krayer-White**, BSN, RN

Not pictured: **Diana Chia**, BSN, RN, OCN, BMTCN,  
**Kimberly Co**, BSN, RN, **Belinda Consing**, BSN,  
RN, **Khriste Davy**, BSN, RN, **America Marques**,  
BSN, RN, CCRN, **Christine Paco**, BSN, RN, **Alicia  
Solomon**, BSN, RN, **Meghan Soqui**, BSN, RN,  
**Robin Yun**, RN

## Clinical Advancement Program Implementation

The City of Hope Clinical Advancement Program (CAP) is a voluntary program designed to recognize and reward nurses who demonstrate oncology nursing excellence, contributing to the goals of the organization and promote professional nursing practice. Annual incentives have been established for nurses who achieve and maintain CAP designation:

- Monetary: \$2,000 or \$3,500, depending on CAP level achieved
- Professional Development: Up to \$500 for professional development support
- Care of Self: \$100 gift card

The program was established in fall 2018.

### The first cohort to achieve CAP designation includes:

- **Salena Agadier**, BSN, RN, CPON, Pediatrics
- **Maria Carlos**, BSN, RN, Surgical Oncology
- **Carolyn Harris**, BSN, RN, OCN, BMTN, Hematology
- **Paige Jennings**, BSN, RN, AOCN, Pediatrics
- **Meghan Kelly**, BSN, RN, OCN, Medical Oncology
- **Christina Le**, BSN, RN, Pediatrics
- **Renee Mashikian**, MSN, RN, OCN, Transplant, 6th Floor
- **Emily Sitter**, BSN, RN, BMTN, Hematology
- **Melody Tan**, BSN, RN
- **Kelly Lynne Veatch**, BSN, RN, ICU
- **Michelle Wehbe**, BSN, RN, Pediatrics

*For participation criteria and application information, refer to the nursing intranet webpage.*

### Applications are accepted:

**February 1 to 28**

**June 1 to 30**

**October 1 to 31**

# Community Connection

## NEW KNOWLEDGE, INNOVATIONS AND IMPROVEMENTS

### Simi Valley

The Simi Valley community practice site completed its conversion to the United States Pharmacopeia 800 in late February 2019. This conversion dictates practices and standards to minimize exposure to hazardous drugs and promote worker, patient and environmental safety.

The Simi Valley nursing staff did an excellent job in helping with this transition. Their attention to detail in ensuring new work flow, nurse safety and compliance is commendable.

### Shout-outs

Shout-out to **Cindy Richards**, RN, for helping with the transition to a temporary pharmacy (in an exam room) and working late on a given Friday evening and Saturday morning. A high performer with a compassionate heart, Richards helped without hesitation. She utilized her role autonomy and judgement to ensure an adequate supply stock and maintain staff safety in a very limited space.



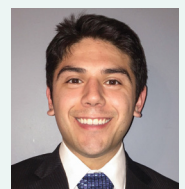
*Left to right: Gabriela Real, RN, Gloria Jauregui, BSN, RN, Cindy Richards, RN*

Shout-out to **Gabriela Real**, RN, **Gloria Jauregui**, BSN, RN, and supervisor **Darlene Ramirez**, RN, for helping out until 10 p.m. on Friday and Saturday to set up the new pharmacy. The attention to detail and hard work was absolutely wonderful. Although this was a new venture for these talented RNs, their determination and team spirit to get the work done before the clinic opened on Monday was a joy to behold. They were very organized in working through the new processes, made suggestions and executed the most optimal solutions as a cohesive whole, and were professional in their dealings with each other throughout this process.

## EXEMPLARY PROFESSIONAL PRACTICE

### South Pasadena | Inaugural Employee of the Month

**Matthew Vidales**, BSN, RN, was chosen as City of Hope | South Pasadena's inaugural Employee of the Month for the month of January. He was chosen for his compassionate nursing care and continued passion to learn about oncology and infusion. He is an excellent example of City of Hope's values and is well respected by his colleagues and beloved by patients. Vidales is also currently enrolled in the family nurse practitioner program at West Coast University.



### Recognition | Care of Colleagues and Care of Patients

Registered nurses at the infusion center at City of Hope | Corona would like to recognize **Stephanie Hernandez**, MSN, NP, AOCNP, NP-C, for her exemplary nursing practice. "We feel that she is such an asset to our organization and often goes unrecognized for her efforts. She never hesitates to help us, and we lean on her for guidance and support. Not only is she extremely knowledgeable and professional, she is also humble and compassionate. Any time you see her, she has a smile on her face. She is a fierce patient advocate and will spend as much time as it takes to speak with a patient, offer a hug or just listen to their concerns."



# Structural Empowerment

## TEACHING AND ROLE DEVELOPMENT

**Michelle Johann, BSN, RN**, goes above and beyond to assist staff, nurses, patients and their family members at all times. Although we share the same role, and I should be extremely envious of her integrity, skill and aptitude, I am beyond proud to be her colleague and work in a supportive yet challenging environment with her at my side. There is nothing that we cannot accomplish as a team. As City of Hope struggles with bed capacity, Michelle is a constant beacon of light in extended recovery and the Post-Anesthesia Care Unit. She is currently training a PACU cohort to help alleviate staffing issues. Michelle resides on various councils and serves

as a trainer for Reigniting the Spirit of Caring (RSC). Although she is faced with many time constraints, Michelle always smiles, maintains a professional attitude and participates in rapid responses within our department. Michelle is a super mom, raising three wonderful children, and is more than halfway done completing her MSN in education. Michelle also serves as the membership coordinator for her local Oncology Nursing Society chapter. Michelle participated in a geriatric seminar in Pasadena, California, in the month of February — she is *unstoppable*! Michelle recently submitted a poster presentation that was accepted for the American Society of PeriAnesthesia Nurses — the list goes on and on. Thank you for taking the time to embrace my exceptional colleague, who is more than deserving of this honor. Although being in the “Spotlight” is incredible, Michelle truly deserves her own billboard on the 210 freeway in both east and west directions!

*Submitted by Peter Hirsch*

**Michelle Johann, BSN, RN**



## COMMUNITY INVOLVEMENT

**Christine Magnus Moore, BSN, RN, BMTCN**, has worked as a hematology/HCT nurse coordinator at City of Hope for over three years. She has a busy life at City of Hope and an even busier life outside of work. We are impressed by her heart for volunteer service.

Christine has volunteered for The Leukemia & Lymphoma Society (LLS) for over 14 years in multiple capacities. She has served as an LLS board member for three years and has been an LLS First Connections volunteer, connecting with newly diagnosed blood cancer patients to help provide support. For the last four years, she has participated in the LLS Light the Night Walk and was the team captain for three years for her Young Adult Survivor Group, the LLS SoCal Cancer Connection. In December, Christine provided blood cancer education to the LLS staff in Orange County. She has completed three half-marathons with the LLS to raise funds for blood cancer research.



**Christine Magnus Moore, BSN, RN, BMTCN**

Christine herself is a non-Hodgkin's lymphoma survivor of 17 years. In March, she spoke at the LLS Blood Cancer Conference about her own cancer journey and why she participates in helping LLS.

In addition to work and volunteering for LLS, Christine started a graduate program for her MSN in nursing education to advance in her nursing vocation.

*Submitted by Chona Gomez, RN, OCN, BMTCN, Maria Leiva, BSN, RN, OCN, and Anne DeJoya Reeve, MSN, RN, GERNP*

## ACADEMIC ACHIEVEMENTS

### Poster Presentation

**Regina Buchanan, MSN-ED, RN, NEA-BC**, and **Shannon Martin, MA, BSN, RN, CPHON**, presented a poster at the Association of California Nurse Leaders meeting in February: “Decreasing Costs and Patient Transfers by Adding Telemetry to Hematology/Hematopoietic Stem Cell Transplant Units.”

## MILESTONES

### Promotion: Sheryl Leahy-NP

**Sheryl Leahy** graduated from Western University of Health Sciences in August 2018 with a post-master's FNP certificate and passed boards in December! She began her new role as a hematology nurse practitioner in June.



City of Hope is ranked best cancer hospital in the West by U.S. News & World Report.



[CityofHope.org](http://CityofHope.org)