









CHIEF NURSING OFFICER



Mary Wright, MSN, RN, CENP

Sr., Vice President Patient Services and **Chief Nursing Officer**

Hello to the wonderful nursing staff at Torrance Memorial,

Well, it's that time of year again when I get to reflect on the year that has just ended. 2023, went by in a flash and boy was it full of change and excitement. Covid 19 was still around, and there were more changes throughout the year about vaccinations, and masking. It was difficult to keep up with all of it, but with a little help from everyone, we were able to serve our community well. We were able to enjoy some things getting back to normal after Covid, like having an in-person DAISY Brunch, and the reopening of Torrance Loves Children (TLC) which many new staff needed to be oriented to. Having childcare for mildly ill children was something new to many of our staff since it's been closed since the beginning of Covid. Our alternate care areas remained open, even after our flu surge, thanks to you. We trained approximately 100 RN residents in 2023 and that was a monumental task for you as staff, and our Clinical Education team. It truly was a team effort to make it all come together.

We made a big change to our RN residency hiring practices. Since, we had already accomplished the 80/20 requirement for BSN graduates, we started accepting Associate Degree Nurses with a commitment to complete their BSN after hire. I am happy to report we have several RN residents that have taken advantage of this program.

Nursing was also busy ensuring we continue to deliver equitable care in our maternal child units. We were actively engaged with Cherished Futures, which is a collaborative effort to reduce Black maternal and infant health inequities. Our data revealed that our staff deliver the best care and we review this aspect of our data each month. We also started working on the plans for the addition to our very busy Emergency Department. The plans to build a second story were worked on by staff, physicians and nursing leadership. We believe that these plans will create a patient and staff friendly environment for years to come.

As I recall 2023, I'm confident that I have barely scratched the surface of what was accomplished in those months. I do realize that none of this would be possible, without the talented and engaged staff that I am blessed to work with, here at Torrance. You deliver the best of care and consistently advocate for your patients, please keep up the great work. I am privileged to be a part of your team.

Thank you for your service,

Mary Wight

Mary Wright, MSN, RN, CENP Sr., Vice President Patient Services and Chief Nursing Officer



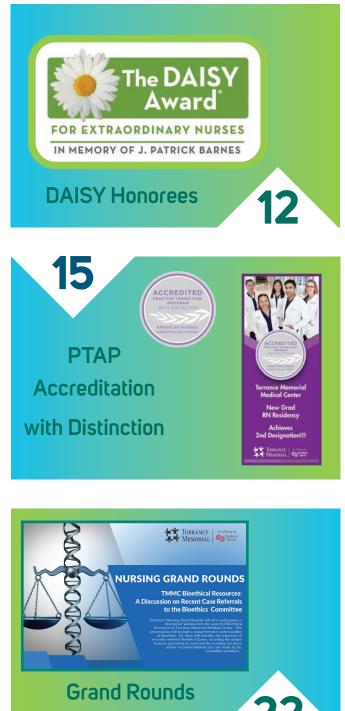






2020 Nursing Stats Transformational Leadership Structural Empowerment **Exemplary Professional Practice** New Knowledge, Innovations & Improvements 20 2023 Retirees

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VICE PRESIDENT OF NURSING



Shanna Hall, MBA, BSN, RN, NEC-BC

Vice President of Nursing

Hello Nurses of TMMC,

Our nursing annual report is a celebration of the milestones and memories of the year. As I reflect back on the 2023 year, I am very proud of our spirit, strength and steadfast commitment to our patients and each other. The nursing culture at Torrance Memorial is built on a foundation of the Art of Nursing: bring together the heart and practice of nursing excellence in every interaction. The nurses' voice is heard at the unit level through practice, quality, research, professional development and councils. The nurses' heart is felt throughout the system and recognized by the numerous grateful patients, families and team members. The nurses at Torrance Memorial are the Heart of healthcare delivery in partnership with our talented multidisciplinary teams.

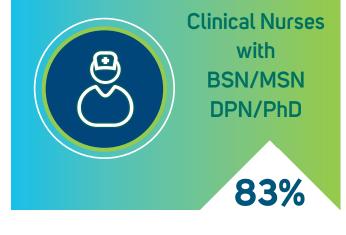
With our strong foundation we confidently look forward to the future knowing we can handle the next change or challenge together- because we are Torrance Strong. Thank you being on this journey together, showing up with compassion and commitment. No matter what we face, your talent and resilience never cease to inspire me. May you find new ways this year to practice self-care with nourishment, intention and grace. We Got This!

With respect & fondness,

Shanna Hall

Shanna Hall

Shanna Hall MBA, BSN, RN, NEA-BC Vice President of Nursing





New RN W

New Graduate RN Residents Welcomed

80

2023 NURSING STATISTICS

433

Number of Hospital Beds



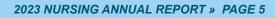


101,352

Emergency Room Visits



Experienced RNs Hired



182

TRANSFORMATIONAL LEADERSHIP

transformational leadership

Transformational leaders in Magnet-designated organizations are knowledgeable, able to develop a strong vision and well-articulated philosophy, a professional practice model, and strategic and quality plans in leading nursing services.



Nursing Mission

Nursing Mission Torrance Memorial

compassionate care, through exemplary

professional practice. We partner with

patients, families, physicians and the

entire healthcare team to optimize

outcomes and exceed expectations

while supporting our community

across the continuum of care.

Nursing consistently provides

At TMMC Magnet leaders effectively communicate expectations, develop leaders and evolve the organization to meet current and anticipated needs and strategic priorities. From direct care nurses to the executive level, nursing leaders at all levels within TMMC demonstrate advocacy and support on behalf of staff and patients.

Nursing Vision

The vision of the Nursing Team at Torrance Memorial Medical Center is to be a beacon of nursing excellence.







The Nursing Leadership Summit takes place on an annual basis in the Health Conference Center. This half-day meeting of nurse leaders allows the team of Nursing Directors, Nurse Managers and CNS' Advanced Clinical Nurse Educators to celebrate their department's accomplishments. A guest speaker is invited each year. In 2023, all nurse leaders participated in an exercise that evaluates each leader's personality and leadership style. The session was insightful as leaders had the opportunity to reflect on the personality types of their colleagues and understand how each type manages conflict,

responds to stress and communicates.

Nursing Directors Strategic Planning Retreat

Nursing Directors meet off site to review and align the Nursing Strategic Plan annually. Mary Wright, Sr. VP of Patient Services/CNO and Shana Hall, VP of Nursing facilitate the day-long retreat. All specialty area leaders have an opportunity to plan strategies and programs for the year that will support the organizational goals and create the nursing strategic plan. The nursing strategic plan is an important component of nursing services as the document outlines nursing's contributions to the organization's success. The nursing strategic plan also supports the endeavors of all nursing discipline and nursing department operations SDM councils.

> Become the kind of leader that people would follow voluntarily even if you had no title or position.

> > -Brian Tracy

TRANSFORMATIONAL LEADERSHIP

Nursing Leadership Summit



TRANSFORMATIONAL LEADERSHIP



DAISY Nurse Leader Award

The Nursing Leadership Council is proud the facilitate the DAISY Nurse Leader Award on an annual basis. In 2023, Nurse Director for Occupational Health and Safety, Chris Bacon received the award not only for his high-level

performance as a new leader during a particularly challenging time in healthcare history, but also as he continued to exemplify inspirational leadership through his dedication, compassion, and vision.

He has always maintained respect and compassion for others during this stressful time and his consistency and dedication have inspired a high level of trust within the organization.

Kindness Week

Kindness week was held November 6-11, 2023. The week was filled with various activities such as a community book library, LA Kings tickets for all employees, clown visits, sunshine lemonade cart, cookie pop-up giveaways, daily gratitude challenges and inspirational ideas to encourage employees to foster their own acts of kindness.



Support Our Leaders

In 2021, the Culture of Safety results for leaders revealed a significant score decrease in the categories of Burnout Climate and Personal Burnout. Understanding that many leaders work long hours, on weekends and on scheduled days off, it was important to develop strategies that would support leadership success and satisfaction. At TMMC, there was no standardized process to assist leaders with the appropriate rest and recovery to promote resilience. Debriefing sessions were conducted with the groups to solicit feedback and suggestions. In 2023, the Support Our Leaders criteria was presented to hospital executives and approved to implement and evaluate the impact.

The Support Our Leaders (SOL) initiative is aimed at improving leader satisfaction, reducing burnout, and stress by Implementing several flexible work practices that will enhance the resilience for our leaders.



These includes TMMC's commitment to:

- Change meetings from 60 minutes to 50 minutes and always allow the option of Zoom or Teams participation
- Block 2 hours on schedule dedicated to staff, patient and harm prevention rounding
- Telecommuting option per pay period
- Block ALL Fridays from 12-5pm as NO MEETING ZONES
- Discourage after hours emails and phone calls (5:00pm/5:00am)

All Torrance Memorial Medical Center's Nurses are Leaders



TRANSFORMATIONAL LEADERSHIP





Only the finest snacks for our nurses!!!

STRUCTURAL EMPOWERMENT

structural empowerment

Torrance Memorial has the structures (e.g., policies, councils, and processes) in place that empower our nurses to practice professionally and autonomously to achieve the highest degree of clinical excellence and professional fulfillment.



Nurses Week

National Nurses Week, celebrated each May 6-12, is a time for reflection, recognition, professional growth, and acknowledging nurses and their contributions to the patients and families they care for. In 2023, TMMC leaders wanted to express their gratitude to staff for choosing to "stick" with Torrance Memorial. While many organizations experienced high turnover rates, TMMC continues to remain competitive as the first hospital in the South Bay to achieve Magnet Designation in 2011. Nursing excellence is demonstrated on a daily basis and when you are able to celebrate achievements with your "work family" it makes the success that much sweeter.





Torrance Memorial commemorates Certified Nurses Day every March 19 by recognizing nurses who have achieved national certification.

The Nursing Professional Development Council conducts an annual review of our certification rates and sets targets for improvement. The council also advocates for resources such as access to specialty specific review courses. Nurses are encouraged to utilize education reimbursement and/or medical staff grant benefits to support their professional development goals.

We are Brave Together Donation

For the 5th year in a row, the Nursing Professional Development Council was honored to present a generous donation on behalf of all certified nurses to WE ARE BRAVE TOGETHER, a local nonprofit organization serving and encouraging Special Needs Parents everywhere. Embracing our value of COMMUNITY, the council members presented the donation to the organization's founder Jessica Patay, a local resident and mother to a 17-year old son affected by Prader-Willi Syndrome, a rare genetic disorder.

STRUCTURAL EMPOWERMENT



STRUCTURAL EMPOWERMENT

DAISY Award Honorees

The DAISY Award celebrates the 2023 nurses who have provided extraordinarily compassionate and skillful care every day. Patients, families, staff, or physicians submit nominations for the award. Members of the Nursing Professional

Development Council reviews all nominations each month and selects and recognizes the honorees.

January



Troy Catapano, 3E LT MedSurg ICU

May



Felsan See, Pre-Op September



Dillon DeMond, **3W LT Telemetry**



Allie DiAngelo, **3W LT Telemetry**

June



Angie (Eun Ja) Chun, 6E Bariatric MedSurg



Sienna Blair, 7W LT Oncology

March Billye Chaney, RN

Billye Chaney, **4E** Outpatient

July



Jackie Le Sage, OR

November



Roxanne Palomino, 4W LT Cardiology



April



Kathryne Duckwitz, 3E LT MedSurg ICU

August



Methuselah Tan, **4E LT CVICU** December



Ricardo Mendoza, **Pediatrics**

DAISY Breakfast

In 2023, the Nursing Professional Development Council (NPDC) celebrated the 7th anniversary of honoring DAISY Award Recipients during Nurses Week. Thanks to our DAISY Award sponsors, the Young Physicians Professionals Alliance (YPPA), the event gets better every year. The DAISY Foundation founders, Mark and Bonnie Barnes joined the in-person invent virtually as the keynote speakers.







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STRUCTURAL EMPOWERMENT









STRUCTURAL EMPOWERMENT



Clinical Practice Pathway 2023 Participation

Torrance Memorial recognizes and values the contribution clinical nurses provide in their delivery of exceptional care and comfort for patients, their family members and their colleagues. The Clinical Practice Pathway Program, also referred to as CP3 has been in place since 2017 with more than 300 RN participants since its launch. The program has been successful because of the commitment and engagement of its participants. Year after year nurses who have participated in the program and achieved

Level 4 and Level 5 recognition have dedicated their time and expertise in serving as peer panel members and as peer coaches.

The 72 nurses listed below validated their daily clinical decision-making skills, patient advocacy and interdisciplinary collaboration by sharing their experiences through written narratives and participation in peer panel interviews. We extend our gratitude for your professionalism and dedication to nursing excellence.

NAME	UNIT
Tyler Erwin	Oncology
Joelle Love	L&D
Katelyn Jache	L&D
Jessica Vazquez	5E PCU
Rhodessa Delirio	5E PCU
Tanya Thomas	PCU
Marilyn Phot	Emergency
Mindy Oshima	L&D
Emily Trujillo	CVICU
Anne Andal	L&D
Shelby Bradley	3 West
Deja Hilvert	4 West
Kathryne Duckwitz	3E ICU
Troy Catapano	3E ICU
Natalie Castellanos	Oncology
Linda Vu	Cath Lab
Melvin Miclat	3 West
Thy Cullen	Float Pool
Jared Lewis	3E ICU
Kate Coughlin	Short Stay

NAME	UNIT
Isabelle Ibarra	Pediatrics
Johnathan Hsieh	Recovery
Ryan Jay Santiago	3E ICU
Stephanie Valarde-Gomez	Emergency
Alejandro Delgadillo	Emergency
Antonio Santiago	Recovery
Kyle Blair	Oncology
Jocelyn Flores	3E ICU
Ashley Comensky	Pediatrics
Eileen Leones	7 East
Roxana Venzor-Garcia	Oncology
Amanda Simmons	4W PCU
Daniel Chmielewski	CVICU
Mary Katherine Mares	5 East
Ahmad Nabil Sami	Emergency
Shannon Salinas	5 East
Amada Raposas	BICU
Rachel Gray-DiCarlo	3 West
Stacey Stobaugh	BICU
Kevin Dacaday	BICU

NAME UNIT Katherine Rann **3EICU Brittany Murphy** Emergency **Jane Tessler** Hospice Young Oh Oncology Mansoureh Abrahim Mother Baby **Amy Ternes CVICU Rea Joy Santiago 3E ICU Tristan Coronel** 3 West Breana Ramos Hospice Alexandra Gaeta **CVICU** Patricia Johnson Hospice Khristine Vrana 3 West Olivia Quan 3 West Katherine Gail Flores 5 West Veronica Ratkovich Cath Lab Kaitlyn Rogers Oncology



PTAP Accreditation with Distinction

Since 2020, Torrance Memorial's RN Residency program for newly graduated nurses has been accredited by the American Nurses Credentialing Center (ANCC) Practice Transition Accreditation Program (PTAP). The 6-month program is led by Program Director

Edward Nazareth, RN, MSN and the Clinical Education Department team, who works collaboratively to review and update the program goals and outcomes to meet the needs or new nurses. In 2023, the Residency Program applied for re-accreditation. The Clinical Education team worked diligently to present to the ANCC all of the improvements that program has accomplished. A virtual site visit with participants including program faculty, nursing leadership, preceptors and past residents took place in

September 2023. As a result of this work, the RN Residency was re-designated, however this time, with **DISTINCTION!**



STRUCTURAL EMPOWERMENT

NAME	UNIT
Lindsay Rohwer	5 East
Jolene Smeltzer	3E ICU
Joshua Vu	5 West
Aileen Grado-Kaiklian	Oncology
Jennifer Albano	3E ICU
Makiko Bogaki	OR
Donna Nahial	7 East
Kamill De Los Reyes	3E ICU
Emily Rhee	Oncology
Catherine Agpaoa	CVICU
Ashley Hale	5 North
Eun Ja Chun	6 East
Mary Mwongela	CVICU
Kenneth Jay Buccat	5 West
Sienna Blair	Oncology
Yvette Melgoza	3E ICU





TORRANCE MEMORIAL MEDICAL CENTER

New Graduate RN Residency

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In 2022-2023 Torrance Memorial conducted two New Graduate **RN Residency cohorts.**

COHORT NUMBER	RESIDENCY DATES	NO. OF RESIDENCY STUDENTS
Cohort #29	September 6, 2022 – February 18, 2023	39 nurse graduates
Cohort #30	March 20, 2023 – September 2, 2023	40 nurse graduates

Below are a listing and photos of our 2022-2023 nurse graduates in alphabetical order.



Cohort #29: September 6, 2022 – February 18, 2023

Joseph Aguila, 4 West Madison Alesso, Burn ICU Jenna Bantigue, 6 West Rajiv Bhakri, 7 East Milos Blagojevic, 7 East Alyssa Bryan, 5 North Maryrath Bun, 7 West Sheann Butardo, ED Arwen Camino, 7 Tower Beatriz Castro, 7 Tower Melinda Dinh, 5 North Jericka Farfan, 5 East Breauna Hill, TCU Angie Jeong, 3 West Chelsea Lee, Med Surg Float Melissa Lemus, 7 East Alayna Lieu, Burn ICU Marinnet Vera Manalo, 7 West Tiffany Mercado, 5 West Leilani Meza, Burn ICU

Joscher Miranda, 3 West Julienne Ngaosi, 5 West Mary Thuy Nguyen, 7 Tower Sidney Ohr, 5 North Jacqueline Ortiz, 5 East Nereida Perez, 5 West Alexandra Roll, 6 West Danielle Schultz, ED Ivory Suarez, 5 North Gina Suk, 5 West Novircisca Taduran, TCU Louis Tanada, 7 East Amelia Tolman, 6 East Jacqueline Vila, 6 East Charina Villanueva, 7 West Mary Waddell, 6 West Gianna Ward, 7 West Nickolas Wheat, 5 North Sharon Yi, 5 East



Cohort #30: March 20, 2023 – September 2, 2023

Rio Aoki, 7 West Jocelyn Arias Gonzalez, 5 North Jonathan Miller, 6 East Aileen Avendano, Mother Baby Christed Buligon, 6 West Jerielle Joy Datingaling, Mother Bao Nguyen, 7 West Baby Refugio Davila, 5 East Natalya Huizar, 3 West Emma Ilkhchooyi, Burn ICU Courtney Jones, 7 West Sung "Joshua" Jung, 6 West Michelle Kang, 7 West Navneet Kaur, 6 East Hannah Kim, 5 North John-Che "JC" Legaspi, 4 West Jin Li, 6 West Jennifer Lopez, 7 East Zhanelle Mariano, 7 Tower Hana Matar, 6 West

Ionne Mendoza, 5 East Vanessa Min, 5 North Sandy Moran, 5 North Cynthia Oh, 5 East Paul Regala, 4 West Jian Jaime Remonte, 7 Tower Jesinya Rosas, ED Erika Rudio, 6 West Jake Ruhl, 5 West Leslie Salinas, 7 West Vivian Sandgren, Burn ICU Ramzi Shalabi, 5 West Dylan Stone, ED Eri Tamada, 5 West Kacy Turner-Thompson, Burn ICU Jessica Uribe, ED Abby Yamamoto, 7 East



members will begin to establish council goals. TMMC looks forward to the council will make on the organization's ability to effectively recruit and retain who are new to the profession.

Welcome ECRN Council Members 2023 – 2025

	Roxanna Macedo
	Julienne Ngaosi
	Kimberly Nguyen
	Marie Grace Nsavunzau
	Daniel Perez
	Colleen Riling
-	Tyla Schmid
	Victoria Serrano
	Melissa Taqqart
	Sean Yokoe
	Samantha Young
	Kimberly Nguyen Marie Grace Nsavunzau Daniel Perez Colleen Riling Tyla Schmid Victoria Serrano Melissa Taggart Rachelle Vienneau Sean Yokoe

Denotes Council Chair or Co-Chair

STRUCTURAL EMPOWERMENT

Early Career RN Council Launched

In December 2023 a new council was added to the Nursing Discipline Shared-Decision Making Council Structure. The purpose of this council is to engage clinical nurses with less than 5 years of RN experience to develop strategies and identify opportunities to meet the specific professional development needs of nurses who are new to the profession. More than one hundred nurses were eligible to become members of this new council. An invitation was extended to all eligible RNs. 25 RNs became the inaugural members of this unique council. With the support of management sponsors



EXEMPLARY PROFESSIONAL PRACTICE

exemplary professional practice

Torrance Memorial Medical Center (TMMC) nurses exhibit exemplary professional practice that is evident by the effective and efficient care services, interprofessional collaboration, and high-quality patient outcomes at our hospital.



4 West Beacon Gold Designation

Congratulations to the 4 West Progressive Care Unit for achieving the gold level Beacon recognition. The American Academy of Critical-Care Nurses (AACN) Beacon Award for excellence validates 4 West's accomplishments in their delivery of safe patient care and establishing a healthy work environment that supports professional development and exceptional patient outcomes.





Torrance Memorial has become the first facility on California to receive a new national designation in recognition of its ability to care for more complex maternal medical conditions, obstetric complications, and fetal conditions.



Supporting Patient Flow and Throughput

Discharging patients from the acute inpatient setting can be challenging. Patients and families often are often anxious about discharges due to a variety of reasons. The creation of the VITA and VIDA processes were aimed to create a process to set early discharge appointments from the Medical Surgical and Telemetry Units and transfers from the ICUs to improve patient flow by from Emergency Department and surgery patient admissions.

Very Important Transfer Appointment (VITA) High Performers



EXEMPLARY PROFESSIONAL PRACTICE

Maternal Child is Verified as Level III from

Very Important Discharge Appointment (VIDA) High Performers

NEW KNOWLEDGE INNOVATIONS AND IMPROVEMENTS

NEW KNOWLEDGE INNOVATIONS AND IMPROVEMENTS

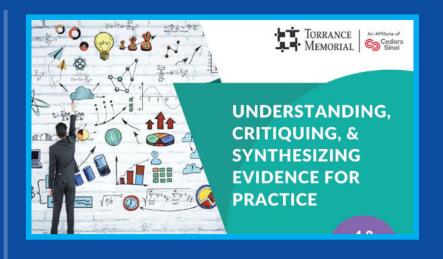
new knowledge

As a Magnet organization, TMMC is committed to disseminating and sharing our best practices and innovations with others. Improvements in clinical practice and professional development opportunities have garnered the interest of many organizations, which have led to multiple abstract submission acceptances. We are proud of our nurses and the many contributions they have made to clinical practice.



Nurses Poster Contest During Nurses Week

In preparation for the annual poster fair held during Nurses Week, Dr. Jun Caluya, DNP, RN and Dr. Mary Hersh PhD, RN invite shared-decision making council members to participate in a 2-hour workshop on understanding, critiquing, and synthesizing evidence for practice. The workshop is aimed are supporting councils to develop their projects utilizing the most current evidence-based practices and then displaying their work through a professional poster presentation.





In 2023, many posters were developed and presented at the poster fair. Below is a list of the top three poster winners presented at TMMC.

POSTER NO.	NAME	
	(PRESENTED/SUBMITTED BY)	
1	DNP Project Maki Jerden	I
2	Utilization Review/Case Management	
3	5 East	I



Education to Improve Insurance Denial Rates
 • Utilization Review/Case Management

Increasing Compliance with Intake, Output, Daily Weights
• 5 East



AUDIENCE AWARDS MOST INNOVATIVE: Implementing a Code Nurse Emergency Dept MOST INSPIRING: Stop at the Light 6 East MOST RELEVANT: Medicare Appeal Process Care Management

Interdisciplinary Poster Fair During Nurses

PROJECT, TOPIC, OR PRESENTATION

Does Preoperative Impact Patient Outcomes? Education to Improve Insurance Denial Rates

Increasing Compliance with Intake, Output, Daily Weights



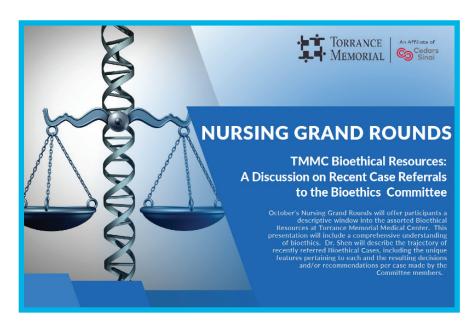


NEW KNOWLEDGE INNOVATIONS AND IMPROVEMENTS

Research and Evidence Based Practice Council Hosts Nursing Grand Rounds

The Research and EBP Council evaluates opportunities to support interdisciplinary care delivery. One opportunity was to share the resources available to nurses and other disciplines on how to address ethical situations that could lead to moral dilemmas. In 2023, the council hosted Nursing Grand Rounds. Dr. Andrew Shen, Director of Bioethics and Chair of the Bioethics Committee presented the topic.

An in-depth discussion of several case studies enabled participants to actively engage in conversations about ethical decision making and prioritization based on the information presented.





2023 Retirees **Torrance Memorial Medical Center**

Your unwavering dedication to healing and compassion has touched the lives of so many. You can look back on a career that has impacted so many lives and had such a positive effect. Thank you for your years of service and the difference you've made in our community.





Teodora Bucklin 11 Years



Martha Ortiz

42 Years





Kathy Schumm 18 Years

Retirees Not Pictured Sandra Ruddock – 36 Years Ai Foo – 11 Years Mary Agnes Teotico – 17 Years Susy Dirkson – 16 Years Chanida Varumporn – 11 Years







May you be proud of the work you did, the nurse person you were and the difference you made.

We will miss you Viv!

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