



**JOAN & ANDY FIMIANO
EMERGENCY PAVILION**

Your Support Made a Difference

2018 REPORT TO DONORS

The Joan & Andy Fimiano Emergency Pavilion at Hoag Hospital Newport Beach takes a patient-centered approach to care for each and every person who arrives in their time of need. Clinicians are responsible for triage, evaluation and management of hundreds of patients daily. The Fimiano Emergency Pavilion receives the highest volume of emergency medical services ambulance arrivals in the entire county. Thanks to philanthropy, improvements to patient and staff tracking and continued nurse training allow Hoag to do what it does best: provide outstanding care with compassion.

Your philanthropy makes a daily impact on the lives of patients and their families as well as the talented group of physicians, nurses and staff who care for them. This report highlights the impact of your giving in 2018.



Dany Garcia, MSN, RN; Chris Childress, BSN, RN and Lisa Campana, BSN, RN



Chris Childress
BSN, RN

Hoag-Grown Leader: Chris Childress, BSN, RN

There were some big shoes to fill when beloved Emergency Department (ED) Director of Nursing Carla Schneider, MSN, RN, retired from her position after 20-plus years at Hoag. Fortunately, another “Hoag-grown” leader, who worked his way up the Hoag ranks for 15 years, was the obvious choice to assume leadership of the Hoag Hospital Newport Beach ED housed in the Joan & Andy Fimiano Emergency Pavilion.

Promoted to the role in February 2018, Chris Childress, BSN, RN, has dedicated his career to Hoag since 2004. For a decade, Chris served as the ED night shift charge nurse. He received a *Choose Nursing, Choose Hoag* scholarship and earned his BSN from Western Governors University.

“I wanted to work at the best hospital, and Hoag has always been that place,” he says. Growing up in Fountain Valley, some of his family members have been Hoag patients. And, his two children, ages six and eight, are Hoag alumni.

One of the most immediate challenges the ED faces is the increase in behavioral health patients. Hoag is unique because it receives a higher number of this patient population than any other hospital in the county. Chris is leading efforts to improve care through continued specialized nursing and staff education.

“Chris has a big vision for what’s ahead in the ED,” says Rick Martin, EdD, MSN, RN, Hoag Sr. Vice President of Clinical Operations and Chief Nursing Officer. “During his long history at Hoag, he’s continually demonstrated his leadership skills along with his compassion and caring for the patients we serve.”

Managing Patient Care: Real-Time Location System

Speed makes all the difference when a critical patient arrives at the Fimiano Emergency Pavilion. It's absolutely vital that staff tracks their patients' every move in real time. Thanks to our donors, Hoag upgraded the IT software for the Real-Time Location System (RTLS) solution.

The upgrades included new equipment such as badges (that act as trackers), monitors in various rooms and new system-designated computers.



Emergency Department nurse using the RTLS map in the Fimiano Emergency Pavilion

Meeting Needs of Mental Health Patients and ED Staff Who Care for Them

ePOD Technology

The Fimiano Emergency Pavilion at Hoag Newport Beach receives the highest number of behavioral health patients of any hospital in Orange County. For patients who are homicidal or suicidal, the Centers for Medicare & Medicaid Services (CMS) requires that all equipment and furnishings that could pose a danger are removed from the room, or they must have a one-to-one sitter. This is a challenge for staff because the equipment used for checking patient vitals must be removed before the patient can be placed in the room.

Donor funds allowed the department to invest in an ePOD, a work station on wheels that allows staff to take vitals without compromising patient safety.

Trauma Informed Training Classes

In 2018, all Emergency Department nursing staff and emergency care technicians completed Trauma Informed Care training. The classes are designed to make positive changes in the way staff care for patients with behavioral health needs. The focus on de-escalation skills made an immediate impact in decreasing the use of restraints and incidents of work place violence. The Trauma Informed Care classes also taught empathetic communication skills to use when caring for these sensitive patients.

- **135 Nurses** and **34 ED Technicians** completed training

Emergency Nurses Association (ENA)

Thanks to donor support, three Hoag ED nurses were delegates to the 2018 General Assembly at the Emergency Nurses Association. Delegates voted on resolutions and bylaws addressing support of emergency nurses after violent incidences in the ED. The Hoag nurses expressed their gratitude to our donors for the opportunity to participate and contribute their experiences working with the mental health patient population.

“Hoag is facing the same issues other EDs are facing nationwide. I was looking to learn the new techniques in caring for this population of patients and discovered that Hoag is already educating staff with the newest and best that is available. Thank you again for your help.”

Francine Kato, RN,
Charge Nurse, Fimiano
Emergency Pavilion

“I would like to express my gratitude and appreciation to Hoag donors for this opportunity. We emergency nurses are the front line of change. We are the catalysts to improve patient satisfaction and safety.”

Dany Garcia, MSN, RN, MICN,
Charge Nurse, Fimiano
Emergency Pavilion

“I was overwhelmed with the amount of resources provided by the ENA. I will work collaboratively with the other charge nurses to create a more comprehensive communication system to integrate improvements to our current practices. Thank you so much.”

Lisa Campana, BSN, RN, CEN, MICN,
Charge Nurse, Fimiano Emergency Pavilion

Specialized Technology: Ultrasound-Guided IV Machines

IV placement is routine in the ED and is usually completed with little to no difficulty. However, for certain types of patients, such as those managing cancer or other chronic disease, it can be more difficult. Thanks to donor support, the Fimiano Emergency Pavilion installed two ultrasound IV machines which reduce the time and number of IV insertion attempts in challenging patients.

Twenty percent of emergency department staff are trained in the IV insertion procedure and are often called to other areas of the hospital to provide this service.

Emergency Nurses Are Earning Advanced Degrees

End of 2018



127 total ED RNs



81 hold a BSN degree



4 hold an MSN degree



19 are certified in a national nursing specialty

Thank you

Thank you for your generosity to the Joan & Andy Fimiano Emergency Pavilion. Your support has furthered vital emergency department initiatives and impacted the lives of many.

For more information, please contact Hoag Hospital Foundation at (949) 764-7217. Please visit our website at www.HoagPromise.org.