

advance FOR

MAY 2012 • WWW.ADVANCEWEB.COM/NURSES

NURSES

Greater Los Angeles



> **Keeping It
Clean & Safe**

> **Hemostatic
Agents in the OR**

> **Celebrating
Nurses in LA**

Celebrating Nurses in Los Angeles

Profiling three extraordinary nurses

By Alison DiPaolo

As vice president and chief operating officer at St. Mary Medical Center in Long Beach, CA, Gail Daly's main philosophy is that patients come first. Daly, RN, has built her dynamic career around this thought — from her early career as a bedside nurse to her current role as a hospital executive.

However, patient care has been an ongoing theme in Daly's personal and professional life. As a 10-year-old, Daly cared for a wheelchair-bound neighbor who needed nursing care but lacked the finances to afford full-time care. Later in high school, Daly wanted to become a doctor, but she later decided to enter nursing school to avoid the burden of medical school loans.

"When I started to look at nurses versus physicians, I liked how nurses interacted with patients," Daly explained. "It was more of a



Gail Daly, RN

hand-to-heart approach. I felt that the impact I could have from a caring perspective was better served being a nurse."

After graduating from nursing school, Daly worked for two

organizations before embarking on a career as a traveling nurse. She landed a 3-month assignment at Olympia Medical Center in Los Angeles working as a night nurse in the HIV/AIDS unit. "At the time, no one wanted to care for those patients," Daly said. "In my opinion, the nurses I worked with were a special group." Daly stayed at the hospital for 14 years evolving into many different positions – from charge nurse to educator to an emergency room director to chief nursing officer (CNO).

In 2004, St. Mary Medical Center's chief

operating officer encouraged Daly to apply for the CNO position. In the midst of organizational transition, the hospital was in need of stability. Daly's vast experience served her well in this new role, which eventually lead to her promotion as chief operating officer and vice president.

"I think the benefit of being a bedside nurse who evolves to a leadership position is that you see all aspects of care, including how systems work and how departments interface together," Daly explained. "Once you're at the CNO level, you understand what impacts the patient and the nurse, and what hinders the nurse from being able to perform nursing care."

As a nurse executive, Daly has been an integral component to St. Mary Medical Center's success. Crediting her early career, Daly said she has a better ability to see where systems and communications can be improved to streamline operations, so patient care comes first. A patient's best interest is always at the core of every decision the hospital makes, she said.

In addition, she examines the hospital's departmental relationships, so each supports the other, helping to prevent silos in the organization. Daly's leadership agenda has helped earn St. Mary a reputation for helping all sectors of society while earning high marks and top metrics.

During her tenure, St. Mary instituted the Comprehensive AIDS Resource Education (C.A.R.E.) Program dedicated to taking care of patients with HIV/AIDS. Supported by a donation from the Sisters of Charity of the Incarnate Word, C.A.R.E. is one of the largest comprehensive care clinics in Southern California. "The program is instrumental to our mission," said Daly, "and it also supports my philosophy of taking care of all patients — no matter what their background is."

Patient Support

Oncology nurses witness patients through all stages of cancer — diagnosis, treatment and recovery. As Linda Nguyen-Flores, RN, said — it's about "respecting humanity and helping others in need."

For Nguyen-Flores, the oncology unit



PHOTOGRAPHY BY KYLE KIELINSKI

Glendale Adventist Medical Center



Now open, our new patient care tower including a Neuro Critical Care Unit, bringing the medical center's bed count from 457 to 515!

Patients who come through our doors tell us our nurses are something special. We know that too. At Glendale Adventist Medical Center, a recognized healthcare leader located in Southern California, we provide life-changing experiences, excellent benefits that begin on the first day of hire and many other advantages that encourage our nurses to deliver perfect care.

To find out more on how you can join us to deliver perfect care, visit GlendaleAdventist.com or call (800) 576-3113. Contact Sally Munoz at MunozS3@ah.org.

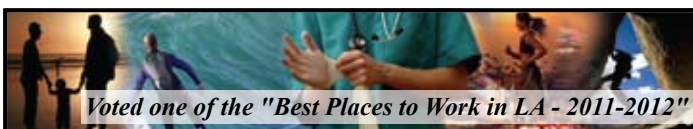


"Like" us on Facebook!

The Difference Is **INSIDE.**

1509 Wilson Terrace, Glendale, CA 91206

HEALTHCARE at a Higher Level



Finding Balance live | work | relax

Manager, Regional Care Management South Bay / Long Beach

Responsible for the oversight, management and optimization of all quality improvement, utilization management and care management activities as it relates to pre-admission, ambulatory case management, inpatient, social service, home health, health education, behavioral health and other health care delivery programs within Health Care Partners Medical Group. Current CA RN license required, degree from two-year college preferred. Requires 3 to 5 years prior acute nursing with critical care experience, 2 to 4 years managed care/HMO experience in utilization review, case management or discharge planning, 2 to 3 years management experience in utilization review, case management or discharge planning.

RN Care Manager Los Angeles

Responsible for ensuring the continuity of care in both the inpatient and outpatient setting utilizing the appropriate resources within the parameters of established contracts and patients' health plan benefits. Facilitates continuum of patients' care utilizing advanced nursing knowledge, experience and skills to ensure appropriate utilization of resources and patient quality outcomes. Requires fluency in Spanish, current California RN license, Bachelor's degree in Nursing preferred. Prefer 3 to 5 years of acute nursing experience in critical care, previous care management, utilization review or discharge planning experience, HMO experience.

Nurse Practitioner

Arcadia, Long Beach,
Los Angeles, Northridge,
Redondo Beach

RN Infusion Center Long Beach

RN Quality Improvement

Las Vegas, Torrance
RN LVN Care Manager
Arcadia, La Palma, Las Vegas,
Los Angeles, Torrance

RN/LVN Internal Medicine Fountain Valley,

Huntington Beach,
Las Vegas, Monterrey Park

RN LVN OR + Specialties Long Beach, Los Angeles

RN/LVN Supervisor
Fountain Valley, Pasadena

RN/LVN Urgent Care Fountain Valley, Las Vegas, Long Beach, Los Angeles, Pasadena

Apply online: www.healthcarepartners.com



Special Feature



Linda Nguyen-Flores, RN

is her life for 3 days a week, 12 hours a day. As a nurse at St. Vincent Medical Center in Los Angeles, Nguyen-Flores works to support her patients during every phase of their illness and recovery. "I hope to give all my patients a feeling of comfort and the ability to rely on me," she explained.

Joining the hospital's oncology unit in 2007, Nguyen-Flores said there are many rewarding aspects to her work. "Although you see [the patients] on their down days, when they are very ill, you also see them heal and recover," she said. Often, oncology patients develop close relationships with their nurses as they are an integral part of the healing process. She also said that "living her own life well" helps her remain positive in the oncology unit.

Although Nguyen-Flores knew she wanted to work in the healthcare field, she didn't decide on nursing until she was an undergraduate studying physiology at the University of California, Los Angeles. After a chance meeting with the school clinic's nurse practitioner, she began to research nursing, interested in the profession's versatility and direct patient care.

"I didn't automatically consider [nursing]. Even as a volunteer, I didn't experience that one-on-one patient care." After earning her bachelor's degree, Nguyen-Flores moved to New York to earn her second bachelor's from Pace University's accelerated nursing program.

After graduation, Nguyen-Flores moved back to California and joined the staff of St. Vincent Medical Center. Despite the challenges of the oncology unit, she credits her colleagues and the collaborative environment for her success and longevity.

As for the future, Nguyen-Flores hopes to continue with more education. "There are so many areas to get involved in, particularly with education," she said. Currently, she's part of a patient and hospital satisfaction focus group that helps improve priorities in patient care at St. Vincent Medical Center.

In fact, she hopes to become a nurse educator to help encourage another generation of nurses to join the profession.

Transplanting Hearts

In 1994, Caron Burch, MSN, RN, FNP, CCTC, was hired as a heart and lung transplant coordinator at the University of California, Los



Caron Burch, MSN, RN, FNP, CCTC

Angeles (UCLA) Health System. It wasn't Burch's first foray into cardiac care; she previously held positions in Ohio, Texas and California caring for chronic heart patients.

In addition, to her duties as coordinator, Burch was also a graduate student at the University of Southern California working toward an MSN/family nurse practitioner certificate. Burch credits her fellow nurses for this successful venture. "I was fortunate to have a very supportive group of colleagues who helped me out," she explained. "I was able to get through my schooling because of them."

With the exception of a short stint as a cardiothoracic surgery nurse practitioner, Burch has remained in heart-lung transplant

at UCLA. Currently, she is the nurse manager of the UCLA Heart and Lung Transplant program, the pre-pediatric heart transplant coordinator and the manager of the ventricular assist device (VAD) program. In addition, she works intermittently for the Joint Commission as a VAD reviewer.

Burch's ambitious career has been in cardiac care with a focus on transplants. In her multiple roles, she works to maintain a balance that puts patients first while striving to maintain standards and rules, which include managed care processes, regulatory compliances, staffing issues and increased hospital costs.

As with her earlier schooling, she credits her team for her success. "I have a fantastic team, and I could not do what I do without the team that I have," Burch said. Her current nursing team includes 10 heart and lung transplant coordinators, two VAD coordinators and eight administrative assistants. They manage approximately 30 heart and 60 lung transplant candidates on the waiting list and follow close to 200 adult heart, 120 pediatric heart and 300 adult lung post-transplant patients.

In fact, Burch is adding to her team. To allow her more time to manage, she is hiring someone to replace her as the pre-pediatric heart transplant coordinator. As a hiring manager, she looks for the same qualities that have been inherently part of the heart and lung transplant unit — enthusiasm, ambition and the love of learning. "There's a lot of outpatient care," she explained, "and a lot of responsibility when it comes to the [donor] call. You have to learn to step back and let people teach you."

As a manager, Burch's goal is to have an environment that is comfortable, effective and efficient. "These nurses work so hard. It's a tough work environment. To me, it's important to foster an environment that's compassionate," she explained.

Burch also is concerned about the patient environment. Although patients and their families are more educated and savvy about their health, it's important they feel comfortable asking questions and voicing their concerns. They need to actively participate in decisions that affect their care, she explained. "We [at UCLA] are very sensitive to patient satisfaction," Burch said. "Patients usually have a choice of where to go for their healthcare, and if they choose UCLA we strive to provide a positive experience each and every time." ❖

Alison DiPaolo is custom communications coordinator at ADVANCE.

Online Learning

Take advantage of a variety of CE offerings. Online nursing CE is a convenient way to earn contact hours and can be obtained on a wide range of topics.

Scan to see additional free and discounted courses, or visit

www.advancweb.com/NurseCE.



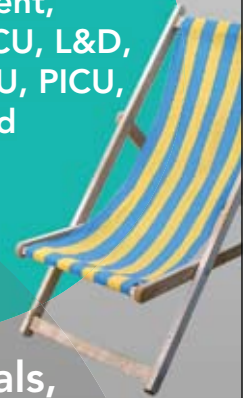
A special message to our dedicated nurses

It's Nurse Appreciation Week, and on behalf of the hospitals that make up HCA's Far West Division, we would like to honor our nurses for their dedication and compassion they bring to each one of our facilities. Your continued quality and attention to patient care is so appreciated. We thank you!



Join our teams in Case Management, Cath Lab, ED, ICU, L&D, Med/Surg, PACU, PICU, Open Heart, and Telemetry.

Requires 1-3+ years relevant experience



With 9 great hospitals, The choice is yours.

As an RN or healthcare professional with the HCA Far West Division, you will experience the support of a stable, reputable healthcare system, with competitive pay, great benefits and all the resources you need to help you grow



CALIFORNIA

GOOD SAMARITAN HOSPITAL
LOS ROBLES HOSPITAL
REGIONAL MEDICAL CENTER
RIVERSIDE COMMUNITY HOSPITAL
WEST HILLS HOSPITAL

NEVADA

MOUNTAINVIEW HOSPITAL
SOUTHERN HILLS HOSPITAL
SUNRISE HOSPITAL
SUNRISE CHILDREN'S HOSPITAL

Explore careers with HCA Far West Division Hospitals

To learn more, visit us at

www.hcafarwestcareers.com

AAE/EOE

HCA
Far West Division