



MEDICAL CENTER

Expert care with a personal touch

Patient Care Services 2024 Annual Report



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Our Vision Statement

Nursing at Pomona Valley Hospital Medical Center is the spirit and practice of caring for patients and families through knowledge, expertise and compassion in a safe environment.

Abbreviation Key:

- ED - Emergency Department
- LDRP - Labor, Delivery, Recovery and Postpartum
- NICU - Neonatal Intensive Care Unit
- OR - Operating Room
- Tele - Telemetry
- Med Surg - Medical-Surgical
- CVICU - Cardiovascular Intensive Care Unit

Message From the Vice President of Nursing



We are guided by our **purpose** to advocate, educate, heal and serve with compassion. Our goal is to deliver equitable and safe patient-centered care that **uplifts** every individual and community we serve. We are committed to fostering a **culture of excellence** by continually integrating evidence-based practices into our care delivery, ensuring the highest quality outcomes. We strive to create an inclusive and safe environment where every patient, family and team member is **respected, supported and empowered**.

Our annual report is a reflection of the practice environment we have built together—one that prioritizes Associate well-being, promotes safety and fosters a culture where nurses can practice at the highest levels.

I applaud the outstanding care provided by our nurses and interdisciplinary team members, who consistently deliver expert care with a personal touch. Guided by our professional practice model framework, we have established the structure and processes necessary to support our care delivery system and advance the professional development of our nurses.

To every nurse who dedicates themselves to meeting the needs of our patients and community each day—thank you. Your commitment, compassion and excellence are the foundation of all we do.

A handwritten signature in black ink that reads "Lolla Mitchell". The signature is written in a cursive, flowing style. Below the signature is a solid horizontal line.

Lolla Mitchell, MSN, RN, NEA-BC
Vice President, Nursing and Patient Care Services

Leadership



Executive Vice President, Chief Operating Officer,
Darlene Scaffiddi, MSN, RN, NEA-BC

My nursing journey began with a family tragedy that profoundly shaped my life. As a young girl, I watched my sister become critically ill and saw how

nurses brought not only expertise but also compassion and strength to each moment. They comforted my family, offered hope, and treated my sister with dignity. Witnessing their dedication left a lasting impression and inspired me to pursue nursing — a calling that continues to guide me every day.

Early in my career, a mentor shared wisdom that shaped my path: as you grow in leadership, your influence to enhance patient care expands. That insight encouraged me to seek opportunities where I could improve systems, support teams, and advocate for excellence. I began as a Staff Nurse II, later serving as charge nurse and Manager of ICU West, where I helped open a new unit and build its culture. Subsequent roles — Administrative Director of the Regional Kidney Stone Center, Nursing Director of Surgery, and Vice President of Nursing and Patient Care Services — broadened my perspective on collaboration, operations, and strategy. Today, as Executive Vice President and Chief Operating

Officer, I integrate clinical quality, operational efficiency, and a steadfast focus on patients.

Professional development has been central to my growth. Achieving CCRN certification strengthened my critical thinking and confidence, instilling a commitment to lifelong learning. One of the most defining chapters of my leadership was guiding PVHMC through the COVID-19 pandemic. The resilience and unity of our Associates were extraordinary as they delivered compassionate, high-quality care during unprecedented challenges.

Among my proudest accomplishments is receiving PVHMC's first Magnet® Designation from the American Nurses Credentialing Center — a recognition of our nurses' excellence, teamwork, and dedication to our community. Leadership training such as The Uncommon Leader further shaped my servant-leadership style, emphasizing humility, accountability, and creating an environment where caregivers can excel.

Each morning, I am inspired by colleagues who live our mission through acts of kindness and clinical innovation. My career affirms that effective leadership nurtures both caregivers and patients, ensuring compassion and excellence remain at the heart of everything we do.

Leadership



Vice President of Nursing, **Lolla Mitchell, MSN, RN, NEA-BC**

My nursing journey began with my older sister, a nurse, who shared stories about her patients and the care she provided. I was able to see the strong connection she made

with her patients. Her stories inspired me to pursue a career in nursing, helping others and being part of this fantastic profession. Granted, at 17, I did not know what all this meant and the responsibility that comes with caring for others.

A formal leadership role was not part of my early professional development plan. Initially, after becoming an Intensive Care Unit (ICU) nurse at Pomona Valley Hospital Medical Center (PVHMC), I was planning to become an anesthetist nurse. To achieve that goal, I first needed to get my bachelor's degree in nursing, so I entered California State University of Fullerton's Bachelors of Science in Nursing (BSN) program. After completing that, I started my family, which delayed my return to school for my master's degree.

Once I was ready to reenter school, I had the opportunity to enter the new Nurse Practitioner program at Loma Linda University, School of Nursing, and obtain my Masters of Science in Nursing (MSN).

During this time, I was working as the clinical nurse specialist in the ICU at PVHMC and was asked by the then Chief Nursing Officer (CNO)

to take on an Interim nursing director position for a few months. This was my entry into formal leadership.

After a few months, I was encouraged to take on a permanent role in critical care. I loved working with the other leaders and influencing nursing. Over the years, I have always tried to balance my love of clinical practice with the art of leadership.

I have been fortunate to have leaders and mentors who have significantly influenced my career trajectory in leadership, leading me to where I am today. All the CNOs that I have had the pleasure of working with over my tenure have influenced my development as a leader. Without their confidence and mentoring, I would not have succeeded in my roles.

Darlene Scafiddi, MSN, RN, NEA-BC, Executive Vice President / Chief Operating Officer, has had a significant impact on my leadership development by offering opportunities to affect nursing, from Shared Governance and Nursing Operations to our first Magnet Designation.

There are so many proud moments in my career, but the most meaningful was for PVHMC Nursing to achieve Magnet Designation. This designation is due to the extraordinary leadership from the bedside to the boardroom of all the outstanding nursing Associates who are committed to excellence in Nursing for themselves, our organization, and those they serve. It is with pleasure that I serve in this role.

HONOR & RESPECT

Nurse Week

2024 Honoring our Nurses

National Nurses Week – A Long-Standing Tradition

At Pomona Valley Hospital Medical Center, Nurses Week is a special time to honor the dedication, compassion, and expertise our nurses bring to patients and families every day. In 2024, we recognized excellence in nursing through the Cherie Rudoll Nursing Scholarship, the Exemplary Professional Practice Nurse Recognition Program, Preceptor of the Year and the Exhibition of Excellence.

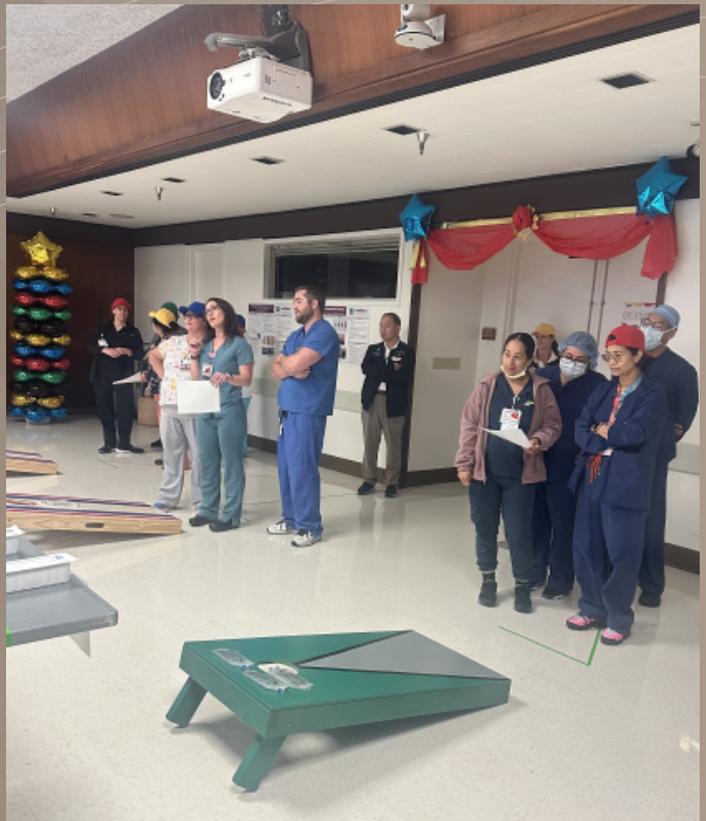
These recognitions reflect the many ways our nurses make a difference—whether mentoring the next generation, advancing professional practice, or going above and beyond in patient care. Nurses are the heart of healing at PVHMC, and this week allowed us to celebrate their commitment to excellence and the profound impact they have on the lives they touch.



HONOR & RESPECT

Nurse Week

2024 Honoring our Nurses

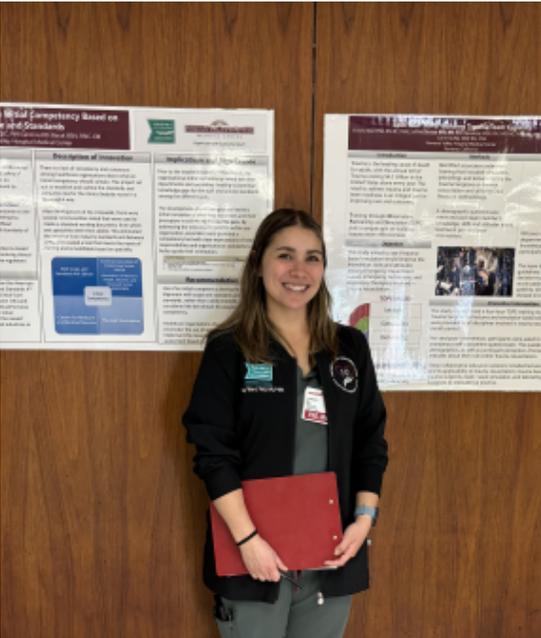
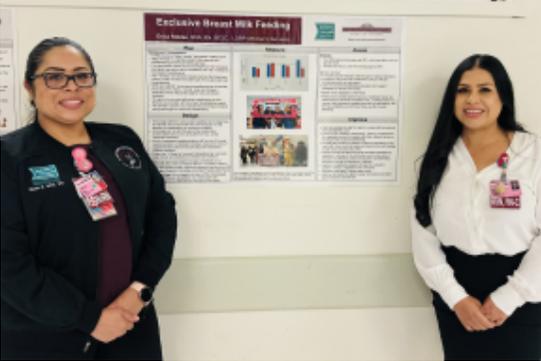


HONOR & RESPECT

Exhibition of Excellence

The Annual Exhibition of Excellence, held during Nurses' Week, is a signature event at Pomona Valley Hospital Medical Center (PVHMC) that celebrates and recognizes the outstanding achievements of our nursing staff and interdisciplinary teams. Originally created to showcase nursing contributions, it has since grown into a collaborative platform where nurses, academic partners, residents, and associates from multiple disciplines present research and evidence-based practice projects that positively impact patient care. This poster event highlights the innovative nursing research being conducted at PVHMC, as well as the many evidence-based practice initiatives that teams have successfully implemented. Academic colleagues join the celebration to serve as judges, awarding special recognition to participants for their exceptional work. The event is thoughtfully planned by the Evidence-Based Practice and Research Council, chaired by Zerreyna Zahid, MSN, RN, CCRN, with the leadership of advisor Carrie DuPee, DNP, RN, PCNS-BC, ensuring it continues to inspire excellence.

2024 Honoring our Nurses



HONOR & RESPECT

2024 Cherie Rudoll Nursing Scholarship



Pomona Valley Hospital Medical Center (PVHMC) Foundation was honored to announce 20 recipients of its 2024 Cherie Rudoll Nursing Scholarship. Awardees were recognized at a special breakfast held at the hospital on Wednesday, May 8, 2024, during National Nurses Week.

The Cherie Rudoll Nursing Scholarship awards are granted in memory of the late Cherie Rudoll, RN, a long-time model Associate and nurse who served as Vice President of Nursing and Patient Care Services. Rudoll was a visionary leader and a passionate nurse. She was committed to the development of the field of nursing and specifically to the continuous growth of PVHMC's nurses. She was dedicated to providing excellence and the utmost in customer service for the hospital's patients. She was known to occasionally change her business attire for scrubs to remain at the forefront of what it was to be a bedside nurse.

The award was created in 2007 to honor her impact throughout the hospital and the community of Pomona. The scholarships will support those who are currently enrolled or who have been accepted into an entry-level nursing program.

The Awardees were selected based on a submitted application and a narrative explaining why they want to continue to pursue a career in nursing. The outstanding Associates chosen as awardees for the 2024 Cherie Rudoll Scholarship Award include:



Cherie would be proud of and inspired by each of the applicants and their growing commitment to the field of nursing.

Aleena Garcia, Transport Aide
Alejandra Carbajal-Martinez, Nursing Assistant
Amanda Carta, Nursing Assistant
Babyana Rose, LVN
Beatriz Lopez, EDT
Brooklin Mize, EDT
Eliab "Daniel" Herrera, Nursing Assistant
Evangeline De Vera, LVN
Frances Beatrix Bautista, Nursing Assistant
Gloria Lemus, EDT

Jorge Strembert, Phlebotomist
Lauren Liston, EDT
Leslie Hornesby, Nursing Assistant
Natali Morfin, Medical Assistant
Olivia Arretche, Volunteer
Rachel Jimenez, Nursing Assistant
Vanessa Lopez, Medical Assistant
Yvette Payne, Nursing Assistant
Monica Sanchez, Admitting Representative
Devon Jacobe, Nursing Assistant

EXEMPLARY PROFESSIONAL PRACTICE

Nurse Recognition Program

What is the “Exemplary Professional Practice” Nurse Recognition Program?

The purpose of the “Exemplary Professional Practice” Nurse Recognition Program is to recognize nurses who have served Pomona Valley Hospital Medical Center (PVHMC) in an exceptional manner. They have exemplified outstanding and safe delivery of care with a positive and supportive attitude. The following nurses were nominated by their leadership team for the commitment and dedication they have displayed to the patients of PVHMC.

- Nataly Saldana, RN, ED
- Jeanette Kirley, RN, CVICU
- Lisa Perez, RN, Pediatrics
- Johanna Boone, RN, NICU
- Aspen Di Ioli, RN, Trauma
- Rosalind Sun, RN, Medl Surg 5
- Ehmer Eduardo, RN, ICU2
- Erica Robles, RN, LDRP
- Elizabeth Romero, RN, ICU3
- Gina Carrada, RN, Tele 6
- Hanah Yoo, RN, OR
- Carmel Villahermosa, RN, Tele 3, St 1
- Jojo Atanacio, RN, Dialysis



Preceptor of the Year

- Olivia Ramirez, RN, Med Surg 4
- Desiree Chamblin, RN, Tele 3, St 1
- Maricar Ramiscal, RN, Critical Care
- Richard Lam, RN, ED
- Stephanie Herrera, RN, LDRP
- Kristin Siemonsma, RN, NICU
- Amanda Wong, RN, OR

HONOR & RESPECT

Annual Cookie Social

The Annual Cookie Social, hosted by Nursing Leadership at Pomona Valley Hospital Medical Center (PVHMC), is a cherished tradition that brings the entire organization together in celebration and gratitude. Held on the 4th floor of the hospital near the Nursing Administration offices, this heartwarming event is filled with laughter, love and the joyful spirit of the holiday season as staff from all areas gather to connect and enjoy each other's company. Whether cookies are lovingly baked or thoughtfully bought, the care behind each sweet treat is unmistakable. This much-anticipated meet-and-greet reflects the genuine appreciation Nursing Leadership holds for the team and serves as a reminder of the warmth and unity that define the PVHMC family.



Happy Holidays!

Innovations and Improvements

New Discharge Lounge Improves Patient Discharge Process

Pomona Valley Hospital Medical Center (PVHMC) opened a new Discharge Lounge for patients on April 8, 2024, located in room 218 on the second floor, next to Day Surgery.

Efforts to reduce Emergency Department (ED) boarding times at PVHMC led to a comprehensive review of the patient discharge process. Timely discharge from inpatient units and prompt documentation in the electronic health record (EHR) were identified as critical factors for improving hospital throughput. House Supervisors observed delays in EHR updates even after patients had physically vacated their rooms, contributing to bottlenecks in room turnover and increased ED wait times. Jasmine Aragon, RN, Nurse Manager of the Resource Center, and Lolla Mitchell, MSN, RN, NEA-BC, Vice President of Nursing, initiated a workflow evaluation in collaboration with clinical staff and analysts. Data revealed discrepancies in discharge times due to back-timing, prompting the

development of real-time discharge tracking tools and targeted education for nursing staff.

To address these issues, PVHMC implemented several strategic initiatives, including the creation of a discharge lounge to facilitate patient flow and optimize bed availability. Jasmine, Lolla, and Clinical Level IV RN Ace Ibarrola led staff education efforts and collaborated with the Real-Time Demand Committee (RTDC) to improve discharge documentation practices. Daily reports and data from the TeleTracking system were shared at Census Huddles to promote accountability and awareness across departments. Within three months, the hospital achieved a 60% improvement in timely discharge documentation, enhancing ED throughput and contributing to a more efficient and patient-centered care environment.

NEW IDEAS/NEW KNOWLEDGE:

Welcome to the Discharge Lounge

Safe, high-quality care is a top priority at Pomona Valley Hospital Medical Center. This Discharge Lounge is here to help ensure you have the education and information you and your caregivers need for a comfortable transition from hospital to home.

Services we provide:

- MyHealth Patient Portal Signup - www.pvhmc.org/myhealth
- Provide patient and family discharge instructions and education.
- Connect with your preferred pharmacy to confirm discharge medication orders and verify insurance coverage based on your prescribed medications.
- Confirm you have information regarding your discharge medication, including general education, proper instructions for use, possible side effects and red flag warnings to watch out for, as instructed by your physician.
- In-depth instructions on discharge medical devices, such as Foley care, home oxygen use, drain management, wound care and more.
- Assist you with finding a primary care physician if you do not have one.
- Set follow-up appointments with your primary care physician and/or specialists, as needed.

Post-Discharge Follow-Up Phone Call

Our team will call within “X” days to ensure you have had a smooth transition home. Should you have any questions or concerns regarding your care at home, we’re here for you.



NEW IDEAS/NEW KNOWLEDGE:

Innovations and Improvements

Pediatric Inpatient Care Unit

Pomona Valley Hospital Medical Center (PVHMC) officially opened a 15-bed inpatient pediatric unit on April 2, 2024, becoming the only inpatient pediatric care facility within a 12-mile radius of the Pomona region.

The unit features nine private rooms and three semi-private “sibling rooms,” each designed with outdoor views, showers, ample storage, and convertible sofa beds to support overnight family stays. Nursing stations are positioned directly outside patient rooms to enable intermediate-level care, and the layout includes child-friendly lighting and spacious amenities—such as a playroom for young children and an activity area for adolescents—to promote healing and comfort.

“Nurses were instrumental in shaping this space—from the color choices to the layout,” said Michele Atkins-Young, MSN, MBA, RN, BC-NE, Director of Children’s Services at PVHMC. “We built a mock headwall and asked our

nursing team for feedback on the best placement of equipment and supplies. Their involvement ensured the space supports efficiency, safety, and a calm experience for patients and families.”

This modern pediatric unit expands access to comprehensive care close to home through support services such as a pediatric hospitalist program, telemedicine consultations with subspecialists, and medical transport from neighboring hospitals. It builds on PVHMC’s robust continuum of children’s services—including one of California’s largest maternity centers, a Level IIIb NICU, outpatient specialty clinics and developmental therapy programs.

Funded through a \$15 million grant from the California Health Facilities Financing Authority, the unit reflects three years of planning and collaboration to meet community needs and elevate pediatric care within the Inland Empire.

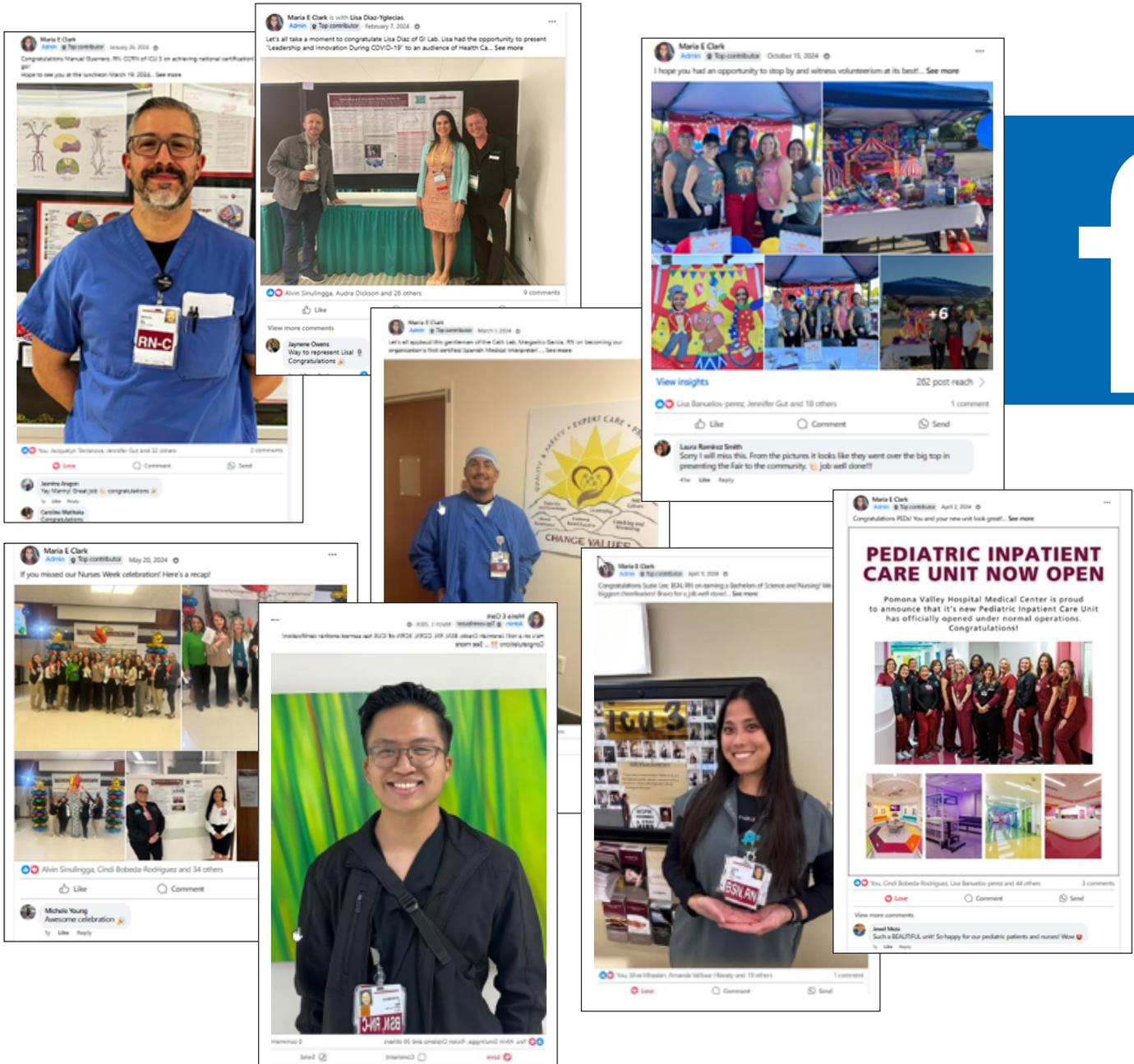


NEW IDEAS/NEW KNOWLEDGE:

Innovations and Improvements

Magnet Moments on Facebook

Darlene's Magnet Moments is a private Facebook group created to share educational updates and insights about Pomona Valley Hospital Medical Center's (PVHMC) Magnet journey—an initiative aimed at achieving nursing excellence. Led by the now Executive Vice President / Chief Operating Officer, Darlene Scaffiddi, MSN, RN, NEA-BC, and Lolla Mitchell, MSN, RN, NEA-BC, Vice President of Nursing, the group provides a platform to recognize and celebrate staff for their professional growth, accomplishments, and contributions at both the organizational and service line levels.



SHARED GOVERNANCE HOUSE WIDE STRUCTURE 2024

Professional Development Council

**TERRY ROBNETT
JOHANNA BOONE
JESSICA RIVERA
KRISTINA PACHECO
LORI GREYDANUS
NANCY JENNINGS
NANCY HOLT
NANCY PEARLMAN
STAISHA FABIO**



Professional Research Council

**ZERREYNA ZAHID
SHEENA BERNARDO
ROSSANA SANTIAGO
ROSEPHIL FACUNDO
REBECCA PRICE
NADINE HERNANDEZ
LISA DIAZ
LAUREN VAZQUEZ
KIMBERLY RIVORD
DARRYL PULLIDO**

Shared governance at PVHMC is a collaborative model that gives bedside nurses a formal voice in decisions that shape patient care, safety, and daily practice. Through councils and committees, nurses and leaders work together to align goals, promote evidence-based practice, and drive continuous improvement—fostering teamwork, professional growth, and better outcomes for patients.



Clinical Practice Council

**LAURA RAMIREZ-SMITH
AMANDA VALLOZA
CHRISTOPHER MILLS
JOHN LENDL CHUATUAN
ACE IBARROLA
JOLENE GALVAZ
MARIA ANA RIZA VILLARUEL
SABRINA ECHEVESTE
SHANNON ESQUEDAACE
IBARROLA
STEPHANIE FERNANDEZ**

Specialty Based Committees
Ambulatory Specialty Based
Critical Care Specialty Based
ED Specialty Based
Medical-Surgical Specialty Based
NICU Specialty Based
Pediatric Specialty Based
Teleretry Specialty Based
Women's Center Specialty Based

Quality and Safety Council

**SCARLETT HOLDEN
CATALINA HOWLAND
CONNIE HERNANDEZ
ELIZABETH VARAS
LANA MACH
LILLIAN OSBORNE
MILAGRO ROMAN
RIKI BLANCHARD
SHERI LANDAZURI
STACY KIM
MELOGIE MANELA**

Nursing Coordinating

**GINA CARRADA
BRENDA CARRILLO
GANELLE AYERS
GINA CARRADA
KIMBERLY RANNEY
LAURA-SMITH RAMIREZ
LORI WELCH
RIKI BLANCHARD
ROSALIND SUN
SCARLETT HOLDEN
HILLARY MOORE
TERRY ROBNETT
ZERREYNA ZAHID**



Expert care with a personal touch



Growing Continuously

2024 Perinatal Symposium Honors Neonatal and Perinatal Nurses of the Year

In April 2024, Pomona Valley Hospital Medical Center hosted its 30th Annual Perinatal Symposium at the Sheraton Fairplex Hotel & Conference Center in Pomona, CA. This in-person event brought together physicians, nurses and perinatal healthcare professionals from across Southern California to discuss the latest advances in prenatal, labor and delivery, neonatal and postpartum care. As part of the celebration, PVHMC proudly recognized **Marianne Hernandez, RN, LDRP**, as **Perinatal Nurse of the Year** and **Nancy Holt, RN, NICU**, as **Neonatal Nurse of the Year**, honoring their outstanding contributions to patient care and nursing excellence.



Growing Continuously

Trauma

Pomona Valley Hospital Medical Center (PVHMC) is a designated trauma center by Los Angeles County, committed to delivering high-quality, evidence-based care to patients experiencing traumatic injuries. The trauma program emphasizes rapid response, multidisciplinary collaboration and comprehensive follow-up care. In addition to providing clinical services, the center plays an active role in education, injury prevention outreach and professional development for staff. Through these efforts, PVHMC demonstrates its ongoing commitment to improving outcomes and supporting the well-being of the community it serves.

PVHMC supports National Trauma Awareness Month with a variety of initiatives aimed at promoting injury prevention and trauma education. Throughout the month, trauma nurses and staff engaged the community through interactive events and educational opportunities. Highlights included trauma simulations for Medical-Surgical and Telemetry nurses, a continuing education (CE) raffle, recognition of Trauma Registry Professionals, and free “Stop the Bleed” training offered to both Associates and the public. The hospital also hosted a Trauma Celebration and Games Day to foster awareness in a collaborative, team-oriented environment. Additionally, a series of community events emphasized the importance of injury prevention for individuals of all ages.



Growing Continuously

Practice Transition Accreditation Program (PTAP)

The Practice Transition Accreditation Program (PTAP) accredited with distinction began in August 2016 and provides a consistent and structured orientation utilizing a multi-faceted approach to develop technical skills and foster critical thinking. Classroom instruction, simulations, case studies, skills lab, debriefing and observational experiences, along with clinical experiences, all contribute to effective learning. The initial 12 months of transition to professional acute care practice is a process of both a personal and professional journey, and Nursing Residents evolve through the stages of doing, being and knowing.

PTAP is offered three times a year, in the Spring (March), Summer (June) and Fall (September).

A BSN or MSN is strongly preferred. Opportunities may be available in a variety of specialty areas.

Goals of the Program:

1. Transition the new graduate nurse to a competent professional nurse in the acute care setting.
2. Develop a competent nurse who provides safe care at the bedside while exhibiting Pomona Valley Hospital Medical Center (PVHMC) core values and improving the patient's experience.
3. Develop critical reasoning skills to enhance the nurse's clinical decision-making at the bedside.
4. Support evidence-based nursing practice and nursing research through the use of available resources, councils and collaborative teams.
5. Generate an interest in the continual pursuit of nursing excellence through further education and professional certification.
6. Promote clinical leadership through participation in Professional Nursing Shared Governance.

Core Curriculum Areas:

- Patient Safety and Quality Outcomes
- Leadership
- Professional Role

PTAP is based on the American Nurses Credentialing Center (ANCC) Practice Transition Accreditation Program, Benner's Novice To Expert Framework

(Benner, 1984), Judy Boychuk Duchscher Transition Theory (Duchscher, J.B., 2008), American Nurses Association (ANA) Scope and Standards of Practice (3rd edition) and the American Association of Colleges of Nursing (AACN) QSEN Competencies (2012).



Growing Continuously

Sepsis Program

Pomona Valley Hospital Medical Center (PVHMC) operates a comprehensive, Joint Commission-accredited Sepsis Program designed to rapidly identify and treat patients at risk of sepsis from the moment they arrive in the emergency department through to hospital discharge. Upon triage, clinical staff are trained to recognize sepsis early and activate a hospital-wide “gold alert,” which mobilizes a coordinated team—including physicians, nurses, laboratory and radiology personnel—to initiate evidence-based interventions immediately. PVHMC employs a standardized protocol that includes early administration of antibiotics, lactate measurement, blood culture sampling and fluid resuscitation consistent with national sepsis guidelines, ensuring timely, consistent care for septic patients. The system emphasizes continuous monitoring and multidisciplinary collaboration throughout the patient’s stay, helping to sustain high standards of sepsis care across the institution. The hospital’s recognized proficiency in sepsis treatment also aligns with its broader commitment to quality and safety, evidenced by its status as a Joint Commission re-accredited hospital for sepsis from 2023 through 2025.



Growing Continuously

National Recognition for Joint Replacement Highlights Teamwork and Nursing Excellence at PVHMC

In 2024, Pomona Valley Hospital Medical Center (PVHMC) was recognized among the top 10% of hospitals in the nation for Joint Replacement by Healthgrades, earning the Joint Replacement Excellence Award™ and three 5-star achievements for Total Knee Replacement, Total Hip Replacement, and Hip Fracture Treatment. The hospital also received Advanced Certification for Hip and Knee Replacement from The Joint Commission, affirming the strength of its orthopedic program and dedication to safe, high-quality care.

At the heart of these accomplishments were PVHMC's nurses, whose expertise and compassion guided patients every step of the way—from pre-surgical education and bedside care to post-surgery recovery and rehabilitation. Their presence made the difference between a procedure and a healing journey, ensuring that patients not only regained mobility but also felt supported and encouraged through every milestone. This national recognition reflected not just advanced surgical techniques, but also the exceptional nursing care that makes PVHMC a trusted place for healing.



Growing Continuously

Guidelines for the National Certification Process for Professionals

Pomona Valley Hospital Medical Center (PVHMC) proudly celebrates National Certification Day, honoring certified professionals across all departments from nursing and pharmacy to environmental services and rehabilitation. This event recognizes the extra effort and expertise required to achieve and maintain national certifications in specialty areas. In past celebrations, the hospital embraced fun and camaraderie with themed events such as an '80s motif, complete with music, food, raffles, giveaways and plenty of laughter, creating a spirited atmosphere that underscores how much PVHMC values professional excellence. These events reinforce the culture of structural empowerment, acknowledging staff dedication and reinforcing the hospital's commitment to high-quality, credentialed care for the patients of the Pomona community and beyond.



Service of 50 Years

Christine (Chris) Abbott

Christine Abbott, RN, has dedicated an incredible 50 years of service to Pomona Valley Hospital Medical Center, beginning her journey as an interim practice nurse before moving through roles in medical-surgical, ICU, surgery and recovery, ultimately becoming a unit manager. Her leadership extended to the night shift as a house supervisor, and she later played a key role in designing the hospital's Transfer Center and Decedent Affairs, where she continues to serve with compassion and excellence. Chris's unwavering dedication, deep clinical expertise and commitment to patient-centered care have left a lasting impact on the hospital and community. Thank you, Chris, for a lifetime of service marked by heart, integrity and excellence.



Growing Continuously

Volunteering, a Work of Heart!

The nurses of Pomona Valley Hospital Medical Center (PVHMC) are committed to improving the health of the community members served. Volunteering has beneficial effects for everyone involved. It counteracts the effects of anxiety, anger and stress. It also has a profound impact on the overall psychological well-being, a benefit of working and helping others. At PVHMC, our nurses reach out to the community to improve their health by providing education and complimentary testing for the problems that affect the community. Some of the needs serviced in our community include:

Sidewalk CPR, Diabetes screening, blood pressure screening, signs and symptoms of stroke and many more. This year, volunteers brought many smiles and life-changing educational benefits to our community members. Thank you for your ever-present professionalism, knowledge and commitment to the community PVHMC serves daily.



Healthy in Pomona Health Fair at Western University of Health Sciences (WesternU) with our Substance Use and Diabetes teams - October 26, 2024.

Los Angeles County Fair - May 5, 12 and 19, 2024

Many teams joined the Los Angeles County Fair in 2024. From sepsis to diabetes to cardiac and trauma education. Our teams offered vital education on many different areas of health.



Growing Continuously

Celebrating Patient Safety Awareness Week with Quality Management, Risk Management and Infection Prevention



PVHMC celebrates a culture of safety, from frontline Associates to leadership, with a Patient Safety Awareness Celebration.

PVHMC Nurses in the Community



Sidewalk CPR with Congresswoman Norma Torres, Youth Advisory Committee - March 13, 2024.

Growing Continuously



The Robert & Beverly Lewis Family Cancer Care Center receives a special donation from the "Helpful PC Pacers," a Pomona Catholic High School club.



Pomona Police Department Summer Day Camp with the Diabetes and Nutrition team - Friday, July 19, 2024.



The Diabetes team provided blood glucose screenings at the Claremont Community Emergency Response Team (CERT) Annual Car Show - April 14, 2024.

Growing Continuously



The Diabetes team offered free blood glucose screenings at the Pitzer College Public Health Fair - April 5, 2024.



The Stead Heart and Vascular team offered sidewalk CPR and Blood Pressure Screenings at the Mariposa Elementary School Open House - April 10, 2024.

The Sepsis team provided vital information about preventing and identifying sepsis at the Pomona CommUnity Pull Up - April 2, 2024.



PVHMC Statistics

Total Admissions.....	21,849
Overall Hospital Length of Stay	4.6
Average Daily Census (Acute)	273
Emergency Visits.....	101,610
Surgery	
Inpatient.....	4,041
Outpatient.....	6,839
Cardiac Surgery.....	157
Specialty Lab	4,546
Cath Lab Procedures	
Inpatient	1,058
Outpatient.....	837
Dialysis Treatments.....	4,691
Radiation Oncology	27,622
Deliveries	5,814
NICU Days.....	10,584
Ambulatory Visits	533,019
Sweet Success Visits	6,878
Respiratory	247,239

Annual Turnover Data	2023	2024
PVHMC	9.14%	7.31%
Benchmark	18.4%	16.4%
PVHMC Goal	<10%	<8.5%
Total RNs	1358	1398

Awards

Healthgrades

PVHMC's accolades from Healthgrades include:

- Five-Star Recipient for Pacemaker Procedures for 4 Years in a Row (2021-2024)
- Five-Star Recipient for Treatment of Stroke for 2 Years in a Row (2023-2024)
- Five-Star Recipient for Treatment of Diabetic Emergencies for 2 Years in a Row (2023-2024)
- Joint Replacement Excellence Award - 2024
- Named among the top 10% in the nation for joint replacement - 2024
- Five-Star Recipient for Total Knee Replacement for 3 years in a row (2022-2024)
- Five-Star Recipient for Total Hip Replacement - 2024
- Five-Star Recipient for Hip Fracture Treatment for 3 years in a row (2022-2024)



AHA/ASA Get With The Guidelines®

Heart Failure Gold Plus Award

- Target: Heart Failure Honor Roll, 14th year in a row
- Target: Type 2 Diabetes Honor Roll, 3rd year in a row

Stroke Gold Plus Award

- Target: Stroke Honor Roll Elite Plus, 8th year in a row
- Target: Type 2 Diabetes Honor Roll



Awards

The Joint Commission

Heart Failure Gold Plus Award

- Advanced Perinatal Care, 2024-26
- Advanced Total Hip and Knee Replacement, 2024-26
- Advanced Comprehensive Stroke Care, 2023-25
- Advanced Palliative Care, 2023-25
- Laboratory, 2023-25
- Total Joint Program, 2023-25
- Inpatient Diabetes Program, 2022-24
- Sepsis, 2023-25



2023-2024: US News & World Report – Best Regional Hospital – top 12% in the nation. The hospital also earned “High Performing” ratings for excellence in eight adult specialties, procedures and conditions:

- Heart attack
- Heart bypass surgery
- Heart failure
- Diabetes
- Kidney failure
- Stroke
- Hip fracture
- Pneumonia
- High-Performing Hospital for Maternity Care



2024: US News & World Report

Recognized for Excellent Outcomes for Black Maternal Patients – one of only 26 hospitals in the nation and five in California



2024: Blue Cross/Blue Shield of America

Blue Distinction® Centers for Maternity Care Program Designation



Awards

2024, Newsweek

America's Best Maternity Hospitals: One of 168 hospitals nationwide to receive 5 ribbons (out of 5)



2024, American College of Cardiology

Chest Pain Center Accreditation

2024: Cal Hospital Compare

Opioid Care Honor Roll Superior Performance, Second Consecutive Year



2024: American Trauma Society

Certification of Distinction – One of the inaugural 200 Trauma Centers to join

2024, California Department of Public Health

Antimicrobial Stewardship Honor Roll

2024, California Maternal Quality Care Collaborative

Quality & Sustainability Award: NTSV Cesarean Birth Rate (PC-02) & Maternal Data Center Early Implementers Award

2024 Spring & Fall: The Leapfrog Group

"A" Hospital Safety Grade



2021-25, American Nurses Credentialing Center Magnet Designation for Nursing Excellence

2023-2025, American College of Surgeons

Verification as a Level II Adult Trauma Center

Awards

2023-2025, American College of Surgeons, Commission on Cancer

Reaccreditation of Cancer Program

California Emergency Medical Service Authority (EMSA) Emergency Department Approved for Pediatrics (EDAP)

2021-24, Emergency Medical Services Authority Comprehensive Stroke Center

2024-2029, Baby Friendly Designation

2024, American College of Cardiology NCDR Chest Pain - MI Registry Silver Performance Achievement

2023-25, AACN Beacon Awards for Excellence:

Medical Intensive Care Unit and Trauma Intensive Care Unit, Telemetry 3,
Stations 2 and 3, and Cardiovascular Intensive Care Unit

2023-2025, California Department of Public Health

Healthcare-Associated Infections (HAI) Program - Antimicrobial
Stewardship Program (ASP) Honor Roll, Silver Designation

2024: American Trauma Society

Certification of Distinction – One of inaugural 200 Trauma Centers to join

2024, Health Resources and Service Administration (HRSA)

Platinum Recognition Award



Acknowledgments

We want to extend our heartfelt gratitude to the leadership team and clinical staff for their unwavering support and invaluable contributions to this year's Nursing Annual Report. Your dedication to fostering a culture of excellence, promoting evidence-based practice, and guiding the nursing staff with vision and integrity has been instrumental in achieving the goals outlined in this report. Thank you for your continued commitment to enhancing patient care and advancing nursing practice across our organization.

P O M O N A V A L L E Y H O S P I T A L M E D I C A L C E N T E R

Pomona Valley Hospital Medical Center is a not-for-profit, regional medical center dedicated to providing high quality, cost effective healthcare services to residents of the greater Pomona Valley.

The Medical Center offers a full range of services from local primary acute care to highly specialized regional services. Selection of all services is based on community need, availability of financing and the organization's technical ability to provide high quality results.

Basic to our mission is our commitment to continuously strive to improve the status of health by reaching out and serving the needs of our diverse ethnic, religious and cultural community.



Expert care with a personal touch