



EXEMPLARY PROFESSIONAL PRACTICE

Nursing for me is not just a profession. It is a calling and commitment to serve and heal unconditionally. Every day, I go to work knowing that I will be a part of a patient's journey. I will help transform their care experience with my compassion, and I may even save their life.

Milanelle (Lanie) Guiao-Tranchina, BSN, RN
Staff Nurse IV, Kaiser Permanente South Sacramento

EXTRAORDINARY NURSE AWARD WINNERS

Milanelle (Lanie) Guiao-Tranchina and Richard Kimbrel Named 2016 Winners

By Karen Eisenberg, senior communications consultant, National PR and Communications

Each year, the Kaiser Permanente national offices recognize outstanding nurses from Kaiser Permanente regions. Nurses are nominated by their regional nursing leaders and honored with their colleagues from around the country.

Milanelle (Lanie) Guiao-Tranchina, BSN, RN

2016 Kaiser Permanente Extraordinary Nurse Award winner Milanelle (Lanie) Guiao-Tranchina, BSN, RN, has a nursing practice equally informed by competence and compassion.

Milanelle Guiao-Tranchina works as a staff nurse IV on the Medical Surgical Telemetry Unit at Kaiser Permanente's South Sacramento Medical Center. Patients and staff are encouraged to share feedback about employees who demonstrate safety, compassion, integrity, excellence, and efficiency. Guiao-Tranchina's colleagues report receiving at least five submissions about her.

The list of Guiao-Tranchina's accomplishments is long: She's an active member of the department's Quality Council, serves on committees devoted to Caring Science and sepsis prevention, and leads community outreach projects. She mentors fellow nurses to achieve professional advancement and helps them reduce stress as a HeartMath trainer.

Guiao-Tranchina shared some reflections on her nursing journey:

What made you want to become a nurse?

I'm from the Philippines, where nurses are held in high regard. Every mother dreams of having her daughter become a nurse. Since I had been caring for family most of my life, it was a natural transition, and it's been my calling ever since.

What do you love about nursing?

I'm very sociable. I love talking with people and hearing their stories. Sometimes we have patients who are very sick, and we can't save them. But I do everything I can to help them have a happy ending to their story.

What's the most challenging part of your work?

Making the transition from being a nurse who is very efficient and takes care of her patients, to being a mother to my two kids and a wife to my husband. My adrenaline level is very high all day. At the end of my shift, I need to re-channel that energy to create my own healing environment.

What was one of your most memorable moments as a nurse?

I had an older patient who had been living on the streets and was doing very poorly. The doctor told him he had about a week to live. I asked him if he had any last wishes, and he said that he wanted to say good-bye to his son, with whom he had lost contact, and feel the sun on his face one last time.

My nursing assistant immediately started trying to locate his son. And I started making arrangements for him to be able to leave the unit. By 2 p.m., his son arrived. The father's face lit up, and I heard him apologize, and then he talked with his son for nearly an hour. Afterwards, the RN transport brought the patient outside. It was a beautiful day, with sunshine and a cool breeze. When he came back, he thanked me and said, "I think I am ready."

Can you describe a professional achievement that makes you proud?

I developed a program called the Enhanced Care Experience Project, which employs comfort measures like therapeutic touch and music therapy and aromatherapy. Nurses go room to room and spend some uninterrupted time with patients or family members, putting on soft music and offering a hand massage. People appreciate it so much and report a significant improvement in their care experience.

I was chosen to present the program at the 2016 Caritas Consortium, alongside nursing leaders like Dr. Jean Watson, the mother of Caring Science!

What advice do you have for nurses who are new to Kaiser Permanente?

Nursing is all about heart. If you get into nursing just for the paycheck, you will always be tired, dissatisfied, and unhappy. But if you bring your heart into this profession, you will find career opportunities and advancement.

What would people be surprised to learn about you?

I ride a Harley. People don't expect that because I keep my hair in a bun and wear high heels. But I married a guy who rides a Harley, and I vowed to stay with him in sickness and health.

Richard Kimbrel, MSN, RN

Throughout his career, 2016 Kaiser Permanente Extraordinary Nurse Award winner Richard Kimbrel, MSN, RN, has worked to help people in their most vulnerable moments.

"A medical emergency is one of the most vulnerable moments in anyone's life," said Richard Kimbrel. Throughout his career, he's worked to help people through those moments.

Kimbrel was drawn to health care early, becoming an EMT at 18. Now assistant director of the Emergency Department at Kaiser Permanente's Walnut Creek Medical Center, he leads a team of 200 in caring for more than 51,000 people each year.

Kimbrel shared some reflections on his nursing journey:

What made you want to become a nurse?

I worked as a flight paramedic for several years. One day the nurse partner I flew with said, 'You're a great paramedic, but have you ever thought about expanding your impact by becoming a nurse?' That really resonated with me.

What do you love about nursing?

Being able to make a difference and touch people's lives with empathy and compassion. I have been in health care for more than 25 years, and I've never felt like it was a job. I pinch myself every so often and think, "Do I really get paid to do this?"

What's the most challenging part of your work?

Working with my team to develop the mindset that we are all creative problem-solvers has been incredibly challenging and rewarding. In the past, if we wanted to improve the way we moved patients from the Emergency Department to CT, some managers would go into a room, put their ideas on the wall with sticky notes, and write up new procedures. Then we'd give the procedures to our nursing staff, and the effort would fail.

But just last week we took on that problem using a very different approach. We brought together all the technologists, nurses, aides, and assistants who play a role. They described the current and desired states, identified barriers, and figured out how to remove them. Then they tested their ideas and created a set of best practices.



RICHARD KIMBREL, RN

What was one of your most memorable moments as a nurse?

A few months ago, a woman stopped me as I was headed home and said, "I want to thank you for what you did the other day. My father's heart had stopped, and things were chaotic. You came into the room, and you guided your team in a very calm manner. I believe that changed the outcome for my father." That was a wonderful affirmation that I'm doing the right thing.

Can you describe a professional achievement that makes you proud?

With stroke care, one of the things we are rated on is the amount of time from when a patient arrives at the hospital to when they receive a drug that stops brain damage. The American Heart Association recommends a goal of 60 minutes or less, but our region wanted to do even better. I was part of a multidisciplinary team that led that effort. We brought our "door-to-needle" time down to below 45 minutes on average, and now we're working toward the 30-minute mark. The workflow we developed is being used in all 21 Kaiser Permanente hospitals throughout the region.

What advice do you have for nurses who are new to Kaiser Permanente?

This organization offers so much opportunity. You can move laterally into different specialties. You can move vertically into leadership. You can work in an inpatient or outpatient setting, in prevention or research. Seize those opportunities, and be part of making Kaiser Permanente even better.

What would people be surprised to learn about you?

I still get nervous sometimes. Like everybody else, I am still learning, and there's a lot I don't know!

Elizabeth (Lizzie) A. Scruth, PhD, RN, Advancing Excellence in CNS Practice

By Linda Ackerman, MSN, RN, Northern California Caring Science Program director

This year, Elizabeth (Lizzie) A. Scruth, PhD, RN, Northern California clinical practice leader, was awarded CNS Preceptor of the Year by the National Association of Clinical Nurse Specialists (NACNS). Dr. Scruth is passionate about the important role of the Clinical Nurse Specialist in optimizing and supporting health care delivery.



Dr. Scruth received the award during the 2017 NACNS conference held in Atlanta.

“Dr. Scruth not only mentors and supports her students in clinical settings, but she instills a commitment to excellence in future generations of clinical nurse specialists,” said Sharon Horner, RN, NACNS 2016 president.

A Commitment to Excellence

Dr. Scruth established a collaborative Bay Area Research group that meets regularly to promote nursing research and publication. She also serves as the section editor for the Legal and Ethical section for the journal *Clinical Nurse Specialist*, and encourages and supports CNS students as they co-author articles for the journal.

An Accomplished Educator

Invested in our community, Dr. Scruth is an assistant clinical professor for the Physiological Department of Nursing at the University of California San Francisco CNS program. She precepts Kaiser Permanente and international CNS students, providing opportunities for them to experience the many aspects and opportunities of the CNS role.

Dr. Scruth helps future clinical nurse specialists understand the impact the role has in advancing the nursing profession locally and globally.

Tracy G. Trail-Mahan, MS, RN, Named Expert in Nursing Practice

By Jim N. D'Alfonso, DNP, RN, executive director professional practice, leadership development, research, and Nurse Scholars Academy

Tracy G. Trail-Mahan, MS, RN, Regional clinical practice consultant, has been appointed to the American Nurses Credentialing Center (ANCC) as a “Standard Setter” for Pain Management Nursing.

Trail-Mahan joined the American Society for Pain Management Nursing in 2010 and became a certified Pain Management nurse (RN-BC) in 2011. The Pain Management certification exam is a partnership venture between the American Nurses Credentialing Center and ASPMN.

Her knowledge and passion for pain management led to an award-winning poster presentation (2010), two podium presentations (2012 and 2013), and publication in two nursing publications (2011 and 2016).

Recognized as an Expert

As a result of her many accomplishments, the ANCC reached out to Trail-Mahan in 2013 with an invitation to serve as an “item writer” for the Pain Management certification. In June 2017, she was invited to participate in the Pain Management Standard Setting Meeting in Silver Springs, MD, serving as vice-chair and Content Panel Expert in fall of 2017.

Trail-Mahan’s focus on nursing-centric interventions and complementary therapies were acknowledged as content assets in the future design, evaluation, and review of the pain management certification process.



Paving the Future of Surgical Recovery

As an Early Recovery After Surgery (ERAS) mentor in seven Kaiser Permanente medical centers, Tracy’s passion for best practices in pain management has been essential to ERAS success.

Trail-Mahan exemplifies how Kaiser Permanente nurses are standard setters in advancing care, modeling the value of professional certification, and influencing the future of nursing practice excellence within Kaiser Permanente and across the nation.