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Appreciation for the role nurses play in patient care

BALDWIN PARK, Calif., June 9, 2020 — Nurses play key roles in enhancing outcomes through their vital contribution to improve the health of their patients. As we face this unprecedented medical crisis, we honor nurses who are on the front lines taking care of patients in our COVID-19 Unit at the Kaiser Permanente Baldwin Park Medical Center.

“During this pandemic, it can be intimidating for patients as we enter their room wearing a mask, face shield, and gown. It’s important to show compassion by explaining their plan of care and reassuring them that we are here for them and together, we will get through it,” says Patricia Rodriguez, RN.

“I go to work every day in fear of getting sick or seeing patients decline. But I care so much to be present for the patients and my co-workers. Seeing patients get better and go home is very fulfilling to me,” explains Joanna Pantig, RN.

In these challenging times, teamwork helps to keep nurses going. They show up for each other, learn from each other, and give each other strength. “It’s important to be able to lean on other nurses and to support each other as we are all in this together and we will get through it.” says Elisha Santos, RN.

This current situation is unique and has never been experienced. “We continue to provide patient care but are also faced with the idea that our health is at risk,” explains Roberto Ramirez, RN. “It’s okay to be scared. Our role as nurses has not changed. Although the risk has increased for us, the demand for our help is even more critical as this is when our patients need us the most.”

Caring for patients, providing assistance, and being a friend to patients who are vulnerable, and sick comes natural to nurses. Especially during these times, when patients cannot see their families other than by phone, nurses play an even more vital role. “I’ve gotten closer to my patients because they look at me as not just their nurse but their friend. It gives me such joy knowing that these patients, my friends, have made it through the toughest battle they have ever encountered,” adds Ramirez.

Care coordination and education are key elements in patient care. “Seeing patients find comfort in knowledge is even more fulfilling during these times, as it answers a lot of the unknown and eases their fears,” says Rosalind Dang, RN.

“Nursing and healthcare have drastically changed during this pandemic. Being adaptive and creative enables us to continue to do our job despite all the adversities,” explains Mickolai Balibay, RN. Nursing is more than a career – it’s a calling. Our nurses are highly-skilled professionals who strive to provide extraordinary care to every patient, especially during challenging times.
Mickolai Balibay, RN; Joanna Pantig, RN; Rosalind Dang, RN; and Roberto Ramirez, RN; some of the nurses who work in the COVID-19 Unit at the Kaiser Permanente Baldwin Park Medical Center.