



**CIRCLE
OF EXCELLENCE 2025**



Zorina Hernandez

Circle of Excellence

Zorina Hernandez is a nurse manager at Arrowhead Regional Medical Center in Colton, California. In the ICU environment, continuous quality improvement (CQI) is essential. The ICU faced a significant challenge with staff engagement, because QI initiatives

were nonexistent. Recognizing the need for change, Zorina adopted the Healthcare Kaizen Continuous Quality Improvement process. The initiative included modernizing the submission process using QR codes, improving transparency and promoting recognition. Prior to this initiative, there were no submissions in the suggestion box. Within eight months after implementation, staff participation increased 51-fold, resulting in a wide range of innovative ideas and suggestions. The increased participation led to numerous improvements in the supply chain and workflow processes, enhancing overall efficiency and patient care in the ICU. Zorina has been instrumental in shifting the culture of the ICU from one of complacency to active engagement.