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**FOR IMMEDIATE RELEASE**

(October 1, 2025)

**Empowered Nurses, Healthier Patients: LA General Achieves Major Gains Through Workplace Culture Transformation**

**LOS ANGELES – Oct. 1, 2025** – Los Angeles General Medical Center (LA General) reports significant improvements in nursing workforce retention and patient outcomes following a multi-faceted initiative to transform workplace culture. Guided by the American Association of Critical-Care Nurses (AACN) Healthy Work Environment Standards, the program demonstrates how investing in nurses directly benefits the community.

“Transforming our workplace culture required dedication and teamwork across every department,” said Nancy Blake, PhD, RN, CCRN, NEA-BC, Chief Nursing Officer at LA General. “The results—lower nurse turnover, better patient outcomes, and a stronger, more engaged workforce—are well worth the effort.”

**Key Achievements:**

- Cut nurse turnover nearly in half, from 20.6% in 2022 to 10.4% in 2024.
- Nearly doubled nurses with specialty certification (11% to 20%) and increased those with a Bachelor of Science in Nursing or higher from 49% to 57%.
- Expanded residency programs, hiring over 500 new nurse graduates with a 93% retention rate in the first 24 months.
- Improved patient outcomes: serious infections, falls, and hospital-acquired pressure injuries all decreased, with infections dropping by more than 50% between 2022 and 2024.

LA General’s nursing teams have earned more than 10 AACN Beacon Awards of Excellence recognizing outstanding patient care and nursing practice. In 2024, the department received the Bronze Eagle Award from the Los Angeles County Productivity and Quality Commission for resource efficiency, innovative staffing, and streamlined hiring practices. The hospital also achieved Magnet® designation, the gold standard for nursing excellence and patient outcomes.

The initiative included professional shared governance, nurse leadership development programs, innovative scheduling systems, and grants to reduce burnout and recognize staff achievements. The results show how strategic investments in nursing can improve both employee satisfaction and patient care.

**About Los Angeles General Medical Center**

Los Angeles General Medical Center is a 600 bed, Level One Trauma Center operated by the County of Los Angeles Department of Health Services (DHS). A Magnet®-designated hospital in affiliation with the University of Southern California (USC) and the College of Nursing, LA General is a leader in trauma and specialty care, delivering cutting-edge treatment through its world-class Burn Center, Level III Neonatal ICU, and comprehensive pediatric and psychiatric emergency services. The hospital combines clinical excellence, innovation, and education to set the standard for advanced healthcare across Southern California.