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Message from the The Chief Clinical Officer

We Care. We Excel. We Celebrate the Uniqueness that is UC San Diego Health

In February of 2023, we were visited by The Joint Commission (TJC) surveyors who appraised our outcomes and care practices for maintenance of accreditation standards. We excelled in our evaluation and exceeded their expectations in almost every aspect of our care. One surveyor even remarked that he planned to retire in San Diego and would surely come to UC San Diego for his personal care given what he had witnessed during the survey. The corrective actions we were tasked with to follow their visit were minimal, in fact the least I have witnessed in all of my years in nursing. In 2022, we were visited by the American Nurse Credentialing Center Magnet surveyors to assess our standing as a center for excellence in nursing, and similar to what was found during the TJC visit, we excelled in many areas, again exceeding their expectations, not just at basic care but at the higher standard expected of Magnet-designated organizations. While other hospitals in the country have stepped back and renounced their Magnet designation because standards were difficult to achieve given the aftermath of the pandemic and the ‘Great Exodus’ of nurses from brick and mortar positions, UC San Diego Health nurses have held their ground. Nurses continue to conduct projects to advance practice and

shared governance continues to thrive. During the preparation for our Practice Transition Accreditation Program (PTAP) accreditation, it was noted that our turnover rates were far lower than the pandemic and post-pandemic national average. Our superb new graduate retention rates are attributable to the collective work of the Education Development and Research department onboarding and preceptor support, managerial process in hiring and stellar preceptorship of our preceptors. Team unity: all nurses welcoming and supporting new graduates during their transition further solidifies the excellent experience of our new graduate nurses. You can read in this issue about the role of our nurse retention specialist, and the work she does to further improve upon increasing retention and reducing turnover. Additional efforts to improve your experience with employment at UC San Diego are featured in the article about our new social justice digital platform created to connect employees who are interested in cultivating a culture of equitable treatment of employees and patients. And, recognizing that burnout is a risk among nurses, we offer one example ripe for replication on how to use personal patient stories to bolster the morale of nurses while reducing burnout.

In this issue of the UC San Diego Nursing Journal, we have collected examples of unique programs. These are just a few of the programs that demonstrate how we rise above the norm to live our tripartite mission of excellence in care, education and research. For instance, we are the only health system in San Diego that provides free professional development opportunities for nurses to obtain skills not only in performance improvement and EBP change but also to build skills in conducting research. Our thriving EBP/Research Shared Governance Council annual conference has co-presented an art exhibit to facilitate learning in a way that no other organization in the country has done. Our nurse leaders provide an example of creative adaptation by developing a one-of-a-kind two-tiered recovery service to improve the safety and outcomes of high acuity patients recovering from surgery. The intensive care unit nurses who voluntarily cross trained to this new area of practice are to be applauded for their flexibility to meet the needs of these vulnerable patients. In this issue, you will read about unique services with electroconvulsive therapy, cystic fibrosis, oncofertility, population health, and pancreatic cancer.

Though we are not perfect, and there is always room for improvement, we have a lot to be proud of at UC San Diego. Our stellar outcomes are because of all of you; directly attributable to your daily contributions to our success. Given that nurses constitute more than 60% of the workforce, you are the backbone to the organization. The way you deliver caring as an intervention, the pride you take in your work, your commitment to deliver cutting edge evidence-based practice is what makes our health system an exceptional place to practice and work.

MARGARITA BAGGETT, MSN, RN
CHIEF CLINICAL OFFICER

UC San Diego Health's Unique Identity