

UC San Diego

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TEAMWORK!

Primary core value for
Professional Service
Nursing Areas



Magnet Forces

1. Quality of Nursing Leadership
2. Organizational Structure
3. Management Style
4. Personnel Policies and Procedures
5. Professional Models of Care
6. Quality of Care
7. Quality Improvement
8. Consultation and Resources
9. Autonomy
10. Community and Hospital
11. Nurses as Teachers
12. Image of Nursing
13. Interdisciplinary Relationships
14. Professional Development

From the Nursing Shared Governance Council

Magnet committee membership is a great way to become personally involved in the Magnet journey and to help shape the future of nursing at UCSD. For more information go to our nursing website at <http://medinfo.ucsd.edu/nursing/committees/> to learn about committee membership opportunities.



Message from the The Chief Nursing Officer

Happy Nurses Week! I hope you will join me in celebrating Nurses Week this year during one of the many activities we have planned during the week of May 6-14th. This year's theme for Nurses Week is "Nurses: Trusted to Care" and that statement goes very well with the articles published in our 6th UCSD Journal of Nursing. The Professional Service areas are highlighted in this issue and you will be able to discover more about several of their services including, Apheresis, Interventional Pulmonology,

LifeSharing, Gastroenterology, the Cystic Fibrosis Program and Special Procedures. These are just a handful of the units that make up this extensive Service Line. These articles cover the many changes we have seen over the last 40 years and how the evolution of nursing seems to be shifting to High Tech with an emphasis on High Touch. You can read more about this method in the article "Integrative Care-a New Frontier". Reading the articles about Nephrology nursing, Apheresis, and Organ Procurement I am also proud to see so many nurses pursue their specialty certifications and are considered experts in their field.

As many of you know we recently partnered with the DAISY Foundation which honors the compassionate caring of the bed side nurse. One of our recent DAISY Award winners comes from the Lifesharing department, Christine Brenner, RN CPTC and what a perfect person to receive this honor. Christine was able to turn a family who had shied away from organ donation to reconsider and in the process of sharing this story in the Union Tribune 5 lives were saved! What a great way for the public to learn more about the different fields of nursing and how important it is to be a nurse!

People often say it takes a village to raise a child, well in a hospital it takes a community to heal a patient. That community is consisted of many levels of staff that treat and care for the patient. In the article "The Art of Collaboration", it speaks to how our staff is truly multidisciplinary and that all levels want to work together for the same goals, increasing patient satisfaction along with job fulfillment.

You will also notice a few common threads woven throughout many of the articles in this journal, the demonstration of our nurses' commitment to team work and the UCSD Nursing Professional Practice Model of Care. I am always thrilled to hear how each unit is implementing our vision. I applaud each and every one of you for dedication to the nursing profession and to UC San Diego Health Systems. Happy Nurses Week!

Sincerely,

Margarita Baggett RN MSN
CHIEF NURSING OFFICER

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On the front cover:

Cheryl Osolio BSN, RN working as a 'Charge Nurse' at Thornton Special Procedures. She can do it all! Please read article on Page 10.

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Message from the Nursing Director Professional Services



It is my sincere pleasure and honor to represent UC San Diego nursing services that report through me as the Nursing Director of Professional Services. I have been at this medical center for 11 years and have been very proud to witness the positive growth and development of nursing and patient care services that are provided within my reporting areas. Although we primarily support outpatient services, in our procedural areas we provide inpatients with diagnostic and therapeutic procedures. Our service

areas are unique and diverse. They include: Dialysis (Acute and Chronic), Lifesharing, Pharmacy Home Infusion, Interventional Pulmonology, Radiology Nursing and Interventional Radiology, Gastroenterology procedures and clinics at two sites, the Solid Organ Transplant Program, Apheresis, Hepatology, Vascular Access, and the Cystic Fibrosis Program. Nurses in these areas are often recognized experts in their field. Our certification rate is approximately 40% which is both higher than MAGNET and UC San Diego benchmarks. Our nursing preparation, when assessing level of education, is over 65% BSN or MSN prepared. Patient satisfaction ratings in all procedural areas have exceeded the institution set maximum goal. Clinic satisfaction, in the majority of our areas, is also above the Ambulatory Care benchmarks.

Over the past six years our nurses have been recognized twice with the honor of Nurse of the Year. In 2009 this honor was given to Stephanie Osborne BSN RN CCRN, CCTC, Lung and Heart Transplant Coordinator. Additionally in 2009, Lisa Richards, MSN, RN FNP-C, Hepatology Nurse Practitioner, was chosen as our first ever Advance Practice Nurse of the Year. In 2010 Eileen Lischer MA RN CNN, Nurse Manager Acute Dialysis, was given the Nurse Manager of the Year award and Cathie Tiernan BHA RN, Nurse Manager Interventional Pulmonology and Radiology, was chosen as our Nurse Leader of the Year. Jessica Goggin BSN RN, Nurse Manager Cystic Fibrosis Program, received the honor of being selected as the California Nurseweek's 2010 Clinical Excellence award winner. These are a just few of the many achievements our nursing staff has reached. (Please review the 'We Proudly Recognize' page)

In closing, I often hear from our patients during rounding that the nursing staff here is 'the best'. Each and every day I witness acts of compassion and kindness given by our nurses. Our nurses are dedicated to delivering high quality care to our patients and endeavor to keep their families engaged and informed. As you read the following stories I think you will find that you agree that our nursing staff are stars!!

Sincerely,

Jill Deetz, BSN, RN
NURSING DIRECTOR