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Supporting our New Graduate Nurses Through UC San Diego Health's Accredited Transition to Practice Program

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Surgical Oncology nurse Jackie Imus RN from JMC 4FGH, was selected for her incredibly innovative and patient sensitive CNIII project. The project objective was to provide patients with ostomy cover packets and resources to help normalize their care needs and reduce the stigma associated with ostomies. Additionally, her project was so impactful it was adopted across multiple departments including the NICU!



CVC ICU nurse, Eric Schauer RN, was recognized for staying after his shifts to play video games and connecting with a young patient in the Cardiovascular ICU, during Covid-19-related visitor restrictions. Eric's effort to befriend the patient over the course of his stay made an enormous impact on the final days of this patient's life.

DAISY WINNERS RECEIVE:

DAISY Pin: Patrick's family noticed nurses often honor achievements and milestones visually through badge pins.

DAISY Award Certificate: Certificates in a plush presentation folder is presented by the DAISY Award Committee Chair

Healing Touch Sculpture: This sculpture is specially carved for the DAISY Foundation by a group of African sculptors from the Shona Tribe of Zimbabwe, who particularly high respect their traditional healers. Sculpture proceeds supports the Shona community.

Cinnamon Rolls: Patrick hadn't been eating for a number of days until one morning when his dad came in with a cinnamon roll and Patrick gobbled it right up! The treats are now provided and shared with the team as a symbol of small victories and ever present hope.

A DAISY banner: The six foot long banner hangs in the unit—for 3-4 months, to be a daily reminder to celebrate the value of exceptional patient care.

Do you wish to recognize a nursing colleague? Submit a DAISY Aware nomination by emailing your story to DAISYaward@health.ucsd.edu or scan the QR code with your smartphone



Related Links:

[UCSDH DAISY Award webpage](#)

[DAISY Award flyer](#)

[DAISY Award nomination form](#)

STRUCTURAL EMPOWERMENT

Supporting our New Graduate Nurses Through UC San Diego Health's Accredited Transition to Practice Program

By: Linda Lobbestael and Jeanna Vazquez

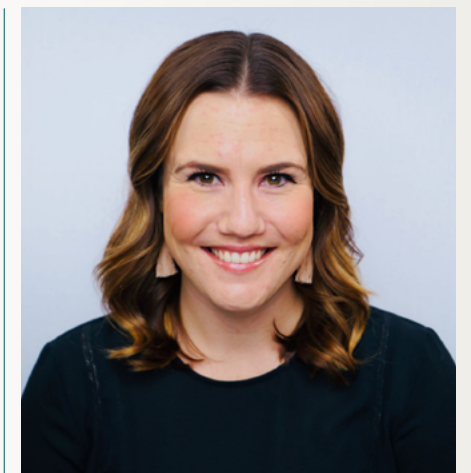
The 2011 report, *The Future of Nursing* by the National Academy of Medicine, formerly called the Institute of Medicine (IOM), called for actions to transform nursing education to meet the needs of our complex and changing healthcare system.¹ The recommendations to achieve that goal included calling for nurses to achieve higher levels of education and for organizations to implement educational programs at the time of entry into the profession post-licensure. To help to move this position forward, the American Nurses Credentialing Center (ANCC) included in their 2019 re-designation process, an expectation of Magnet hospitals to submit evidence of national accreditation of their transition to practice programs. UC San Diego Health (UCSDH) opted to seek accreditation for their New Graduate Nurse Transition to Practice Program through ANCC called Practice Transition Accreditation Program (PTAP). PTAP sets a standard for programs and ensures evaluation of program outcomes.² Research shows that transition to practice programs have better outcomes in terms of competence, errors, work stress, job satisfaction and retention when they are at least 6 months in length, include content related to patient safety, clinical reasoning, communication and teamwork, patient-centered care, evidence-based practice, quality improvement and informatics.³ In addition, having customized curriculums to address

specialty areas were important to achieve those end points.

UCSDH has had a successful New Graduate Nurse Transition to Practice Program for over 11 years and received PTAP accreditation with distinction in 2019. We received accreditation with distinction for the following elements of our program:

- Comprehensive preceptor training, dedicated preceptor committee, and dedicated educator (Jessica Corley MSN, RN, CNS, AGCNS-BC)
- Weekly orientation form, which tracks progress over time
- Specialty boot camps and classes with curriculum based on national guidelines
- The new grads! They were impressed with their confidence and ability and autonomy to act as change agents within their units and the organization

The program is for newly graduated Registered Nurses entering into the profession. The program applies an evidenced-based curriculum, is 6 months in length, has 6 specialty tracks and is implemented by an interdisciplinary team of Nurse Educators, Clinical Nurse Specialists, Respiratory Therapists, Wound & Ostomy Nurses, Diabetes Educators and other experts in palliative care, patient safety, quality and infection prevention. Our program outcomes are measured by retention, satisfaction, professional development, and clinical decision-making ability. Retention of new graduate nurses measured at 1 year, 2 years and 3



Jeanna Vazquez is an experienced public relations professional with a demonstrated history of working in nonprofit, consumer and health care industries. As a Communications and Media Relations Manager for UC San Diego Health, she manages strategic communication campaigns for the health system, with focus in emergency medicine, cardiovascular services, pulmonology and critical care. Jeanna received her Bachelor of Arts in Journalism & Media Studies with an emphasis in public relations and a minor in rhetoric from San Diego State University, where she graduated cum laude.

Linda Lobbestael MSN, RN, NPD-BC, NP-C

works in the Department of Nursing Education Development and Research for UC San Diego Health System. She joined UCSDH system in 2005. She has 12 years of experience as a clinical RN and 12 years in her role as an educator. She is a recent Nurse Practitioner graduate with specialty certification in primary care and holds a master's of science in nursing with certification in professional development. She currently teaches and leads education for new graduate registered nurses and mentors nurses in professional advancement.

years meets national benchmarks and overall satisfaction is rated as is high. The program is mandatory for all new graduate RN hires and provides a solid foundation for the delivery of safe and effective care that builds on the fundamentals of nursing. Nurses are still graduating as generalists and need the opportunity to practice skills in a supportive environment and in the context of patient care. Patients have complex needs, the technology requires new skills, and nurses have a high level of responsibility. The program has several branches including instructor led classes, on-line learning modules and preceptor-led on the unit pairing and education. Prior to COVID-19, the instructor led classes gave new graduate nurses across the organization an opportunity to connect and share transition experiences in the classroom and build a network of support during a highly stressful period of professional growth. With transition to more Zoom hosted education, the relationships are established differently. It will be interesting to determine if this change, impacts overall outcomes. Support in transition to practice goes beyond the need to learn knowledge and skills and enters into the psychosocial domains such as needing to feel safe, navigating the terrain of difficulties and things one does not know and feeling accepted as a trusted team member. The first year of practice is critical and foundational to build their future from. At UCSDH, leaders are committed to their success and hope that many of them build their future careers here for years to come. Investing in their success from the beginning is something known to show great benefit to the individual and the organization.

With the Pandemic, new nurses are navigating a significant amount of change and unpredictability. The concern of retaining new graduates has never included these additional stressors. These novel concerns have the potential to add additional strain to the physical, mental demands, burnout and

psychological exhaustion of new nurses. The new curriculum that was implemented starting in October 2020 cohort now has self-care as a core element. UCSDH's Center for Mindfulness is invested in teaching mindfulness skills to new graduate nurses in the program to help them develop resiliency in the health care environment that they likely never imagined they would find themselves in.

Our Magnet designation is something we are proud of as it represents nursing excellence. New Graduate Nurses and their work hold a significant piece of our Magnet story and we are thankful to each of them for that. They demonstrate a passion and commitment to caring for our community. Their case study presentations that they do as a part of the transition to practice program demonstrate their critical thinking and also show us their high level of empathy for the patients they care for. Through this, we can see how they demonstrate the core of our Professional Practice Model, "Caring Relationships – caring for patients and family". "Caring Relationships – caring for members of our health care team" is also a part of this central concept and supporting new graduates in their transition to practice is our way of caring for them.

UCSDH Marketing and Communications and the public information officer (PIO) team works with faculty physicians, nursing staff, researchers and administrators in coordinating media outreach, news releases and interviews with print, radio, television and online reporters.

The role of the PIO or media relations team is to help promote the clinical, education and research missions of the University, especially as it relates to health, medicine and science.

Becoming a Nurse in the Era of COVID-19



Registered nurses Daniel Ambler and Rose Deocampo graduated from the New Graduate Nurse Transition to Practice Program during the COVID-19 pandemic.

When a nurse is asked why he or she chose to enter the profession, the common answer often revolves around the desire to make a difference. Nurses restore health and mend broken bones, welcome new life and provide support when life is lost. Now, they are on the frontlines of a pandemic.

These are challenging times for most nurses, but especially so for nurses at the beginning of their careers. Since 2008, UC San Diego Health has prioritized additional education for new nurses through a program that provides supported clinical learning, peer-to-peer engagement and an introduction to professional development resources. It's called the New Graduate Nurse Transition to Practice Program.

Registered nurses Daniel Ambler and Rose Deocampo graduated from the program during the COVID-19 pandemic. We asked them how the training helped prepare them.

Q: What has it been like being a new registered nurse during the pandemic?

Ambler: It's interesting because as a new grad this is all we know, and there isn't a perfect process in trying to navigate this time. As a nurse in the emergency department, our work is especially challenging, but I know my team will always be there for me. Caring for patients with COVID-19 is a great responsibility. I had the opportunity to care for an elderly woman infected with the virus during her last moments of life. We were the ones there to hold her hand and offer her compassion and love. It is difficult sometimes to find balance in our nursing priorities, especially during this pandemic, but I believe in my team and I know the work we are doing matters.

Deocampo: The unit I am a part of, 2-East, was given the tremendous responsibility of caring for patients with COVID-19 beginning in March. I was grateful for my past experience as a certified nursing assistant (CNA) and licensed vocational nurse (LVN)

because it helped build my confidence in taking care of patients with a virus that none of us have treated before. Now, we have guidelines in place, our precautions are working and we know we'll get through this together. I was recently at the store in my scrubs after work and a stranger said 'thank you' to me, which was amazing. It's a great time to be a nurse and I truly feel like I'm making a difference during such a historical moment in our lives.





Rose Deocampo

Q: What's one thing you wish people knew about COVID-19?

Ambler: There's a personal cost for health care providers to go and care for people at this time. I'm a single dad to two daughters whom my elderly parents help watch for me so I can go to work and provide for them. We've accepted this risk, but it's disheartening to see others who do not have a full understanding of the issue, or aren't willing to make certain personal sacrifices for the overall good of us all. At the end of the day, we're all in this together.

Deocampo: We're now entering flu season in the middle of a pandemic and it's uncharted territory for us. Please be safe, wear a mask, wash your hands and socially distance. We have come so far to mitigate the spread of this virus, and as nurses we're still facing it every day.

Q: How did the transition-to-practice program help you?

Deocampo: I appreciated the peer-to-peer support where we could talk with other nurses and learn about their experiences in different units. We all worried about the pandemic and bringing SARS-CoV-2 home to our loved ones, but the program gave us the opportunity to not only learn clinical concepts, but also gave us the opportunity to talk through our concerns while staying safe at home via virtual classes. Moreover, my preceptors and the rest of the 2-East team have been supportive of us throughout the program and even after we graduated that support continued. To work side-by-side with such excellent nurses in my unit, to see them in action and learn from them has been a highlight of my last 10 months as a new-grad RN.

Ambler: Nothing can prepare us for a pandemic, but having this program has made all the difference. It's built into the culture here that it's okay to ask questions and speak up when you need support, and that's credit to our leaders at UC San Diego Health. I'm part of a work family that is committed to making a difference in people's lives, and that's the reason why I come back to work every single day, even during a pandemic. I'm so grateful for my team and I'm so grateful to be a nurse.

WHAT IS THE NEW GRADUATE NURSE TRANSITION TO PRACTICE PROGRAM?

The New Graduate Nurse Transition to Practice Program launched in 2008 and accredited with distinction by the American Nursing Credentialing Center (ANCC) in 2019.

Goals of the program include supporting new graduate nurses' life-long learning and professional development, ensuring new graduate satisfaction, validating critical thinking and clinical decision-making skills, and keeping new graduate nurse turnover rate below the national benchmark.

"We were the first program in San Diego to receive accreditation from the ANCC, demonstrating that our organization is elevating the practice of nursing by adhering to national standards of care," said Heather Warlan, director of the New Graduate Transition to Practice Program at UC San Diego Health. "Our curriculum is driven by the best recommended practices for new grads transitioning to practice. Each new nurse at UC San Diego Health goes through this comprehensive education and training, which means all of our patients will receive the best care, in this specific case by well-trained nurses."

The six-month program is held three times a year, with each cohort including approximately 25 new nurses. Over the course of the training, participants benefit from classroom and virtual synchronous learning, hands-on training and mentorship opportunities. Nurses are able to voice their experiences openly in a nonjudgmental environment that facilitates peer support, leadership guidance and opportunities to develop evidence-based best practices and responses for navigating future issues.

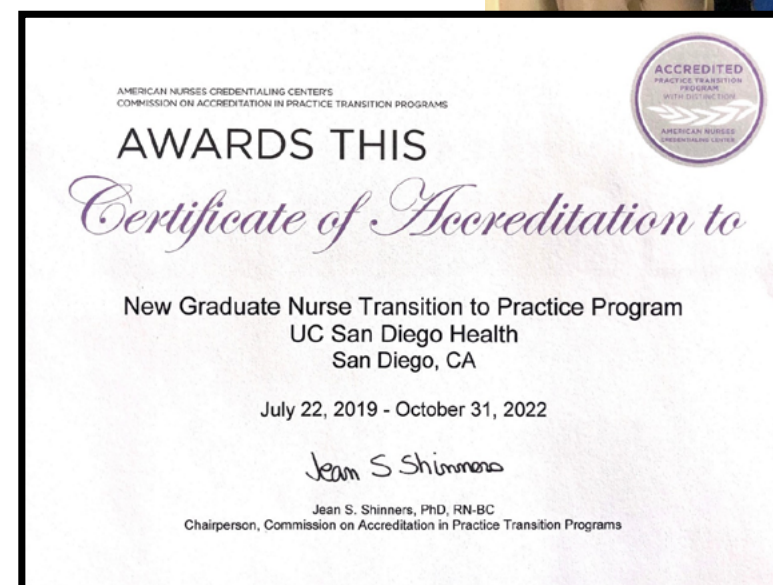
In response to the pandemic, leaders of the program have recently modified the curriculum to include self-care and mindfulness skills as a core element, in partnership with the UC San Diego Center for

Mindfulness.

"The program is approached holistically and is led by a multidisciplinary team of leaders that value the vital need for care provided by accomplished and well-educated nurses," said Linda Lobbetael, program lead in nursing education, development and research at UC San Diego Health. "The nurses we're working with are amazing. They're incredibly smart, highly motivated and resilient, with a desire to provide compassionate care for patients. Through my work with them, I believe in the future of our nursing workforce as we navigate these unprecedented times together."



Jacquiline Njagi-Brown, RN from T2West and her peers supporting her in her graduation from the New Graduate Nurse Transition to Practice Program



Certificate of Accreditation with Distinction from the American Nurses Credentialing Center

CALL TO ACTION

Support and influence the next generation of nurses? Become a preceptor!

Let your manager know and register for the monthly Precepting with Pride, class here: <https://health.ucsd.edu/medinfo/nursing/professional-development/Pages/calendar.aspx>

Develop your communication and feedback skills, register for instructor-led classes through Human Resources

or watch videos on SkillSoft <https://blink.ucsd.edu/HR/training/resources/web/skillsoft.html>

Watch the giving and receiving feedback e-course on the UC Learning Center Here is a quick link to the course= Giving and Receiving Feedback .