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Nurse Recognition: The DAISY Award Program

By: Jodi Traver, PhD, NE-BC and Laura Rossi

The DAISY Award was created in 1999 by the family of Patrick J. Barnes with the intention to honor the legacy of the nurses who cared for Mr. Barnes in his final days. The Barnes Family chose to create a unique award program that specifically recognizes nurses who demonstrate the art of nursing through compassionate patient care.

What makes the DAISY Award (Diseases Attacking the Immune System), particularly special is that the nominations are story-based and submitted by patients, family members and nursing team members. This nomination-based award format allows individual and teams of nurses to be recognized for empathic care provided at the frontlines.

Since partnering with the DAISY Foundation in 2010, UC San Diego Health receives rolling submissions for nominations and currently selects twelve winners annually. Winners are selected by the DAISY Award Committee, a sub-committee of the Image of Nursing Committee. When reviewing nominations, the DAISY Committee members refer to UCSDH created criteria before making a selection. UCSDH criteria includes:

- Exceptional compassionate care
- Providing clear communication
- Listening with one's ears and heart
- Making a significant difference in a patient's life

- Focusing on the goals of the patient and family
- Working outside of one's comfort zone in critical situations

Between July 2019 and July 2020, 550 nominations were submitted. Many of these submissions were simple notes of appreciation for the care our nurses provided, while others included extensive, beautifully detailed stories of how our UCSDH nurses positively impacted our patient and their families' lives.

Laura Rossi, DAISY Committee Chair and Coordinator (2018-present), had this to say:

"Being the UC San Diego Health DAISY Award Coordinator and Committee Chair is quite possibly the most rewarding part of my position as the UCSDH Nursing Engagement and Retention Specialist. I have the honor of facilitating our DAISY award celebrations once the committee has selected its winners. The selection process itself is inspiring, heartwarming and very challenging!"



Laura Rossi, BA is the UC San Diego Health's Nurse Engagement and Retention Specialist. With a Bachelors from the School of Communication at Michigan State University, Laura has worked for the Nursing Education, Development and Research Department since 2017. Laura refers to herself as a "Nurse Concierge", taking great pride in providing multi-level support, resources and recognition to all nurses at UC San Diego Health. Feel free to reach out to her with questions Inrossi@health.ucsd.edu.



Jodi Traver, PhD, NE-BC has worked with UC San Diego Health for two years, as a Nurse Educator in the Nursing Education department. Jodi earned her Ph.D. from the University of San Diego in 2016, during that time, led multiple community engagement projects for underserved community members. Currently at UCSDH, she co-facilitates the organization's general nursing orientation, has managed the system-wide, Frontline Impact quality improvement program, develops continuing education for UCSDH staff and co-creates equity, diversity and inclusion (EDI) initiatives. Jodi's specializes in mentoring new and experienced nurses, collaborating with others to implement innovative quality improvement solutions and instructional design.

The inspirational stories received through the DAISY nomination process go on and on! The magic of the DAISY Award is that when one nurse wins a DAISY, it's like the entire TEAM wins a DAISY! As anyone knows, nursing is a team sport. All of the amazing, super human acts of service and compassion that one nurse is able to provide to a patient is a direct result of the support their team provides to them.

Examples of UCSDH nurses who have been selected DAISY winners in 2019-2020:



Adam Kistler RN, a Critical Care nurse from Hillcrest 10 CCU, was acknowledged for his act to honor a young veteran entering hospice care during the holidays. Adam presented the patient and his family with a small flag folding ceremony to honor the patient's military service.



Lorna Asana RN, from Pharmacy Infusion Home Care, was recognized for her unseen acts of compassionate care. She takes initiative to spend extra time with patients during home health visits. She is known for offering care outside of the expected, including providing pedicures to a senior residing alone and for cradling a baby so the new mom could take a quick shower during a visit.



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 Lobbetael and Jeanna Vazquez

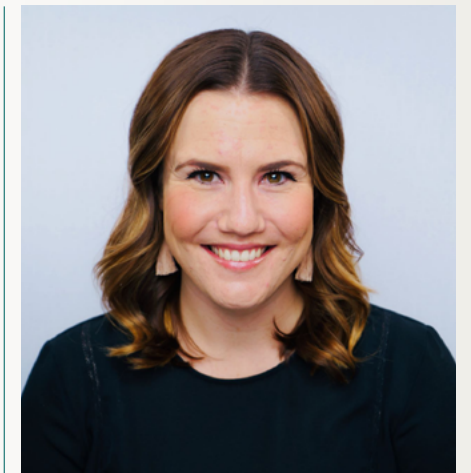
The 2011 report, *The Future of Nursing* by the National Academy of Medicine, formerly called the Institute of Medicine (IOM), called for actions to transform nursing education to meet the needs of our complex and changing healthcare system.¹ The recommendations to achieve that goal included calling 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.