

LIVEWELL NURSING



Service Delivery Coordination

COUNTY OF SAN DIEGO

Volume 6

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**COUNTY OF
SAN DIEGO**



**LIVE WELL
SAN DIEGO**

A note from our CNO

by: Angela Mitchell, CNO



Angela Mitchell

Dear Team,

As we continue our vital work across diverse settings—ranging from Edgemoor and the County of San Diego Psychiatric Hospital to our outpatient clinics and public health programs—I want to acknowledge and thank each of you for your dedication to providing coordinated, compassionate, and equitable care.

Our efforts in long-term care and psychiatric hospitals are fundamental in supporting some of our most vulnerable populations. Your commitment to person-centered approaches, interdisciplinary teamwork, and safety ensures that residents and patients experience dignity and improved quality of life (Tomaselli et al., 2020). Similarly, in outpatient clinics and public health initiatives, your work in disease prevention, health promotion, and community engagement plays a crucial role in reducing disparities and fostering healthier communities.

Specifically, your contributions to epidemiology, TB control, sexual health clinics, vaccination efforts, and home visiting services exemplify how integrated care and community involvement can lead to meaningful and sustainable impacts. Building trust and demonstrating cultural competence are essential in reaching marginalized populations and ensuring equitable access to care (Allen et al., 2021).

To continue excelling, we must cultivate a culture rooted in continuous improvement, teamwork, and a shared purpose. Implementing evidence-based practices, utilizing technology effectively, and engaging with community partners support our goal of delivering high-quality, equitable, and sustainable care (World Health Organization, 2020).

Let us remain kind, curious, and bold, striving daily to create a healthier, more equitable future for all. I encourage each of you to keep kindness at the forefront of your practice, toward colleagues and the clients we serve. Approach every challenge with curiosity, asking, “How can we improve this process to meet the needs of our clients better?” Furthermore, be bold advocating for necessary changes that align with our ethical commitment to do the right thing, even when it requires courage and innovation (ANA, 2021).

Together, through compassion, collaboration, and a focus on excellence, we can continue making a profound difference in the lives of those we serve. I am proud of all that you do and deeply grateful for your ongoing dedication.

With gratitude,

Angela (Angi) Mitchell

Chief Nursing Officer

County of San Diego, Health and Human Services Agency



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THIS EDITION

- 2-3** **A note from our CNO** By: Angela “Angi” Mitchell
4 **EBSCO/ HEART**
5 **Service Delivery Coordination in TB Prevention and Care Branch** By: Michelle Zittlau-Johnson, Senior PHN & Ziv Go, PHN
6 **Equity in “Popping up with Purpose: Bubbles, Play and Coordinated Care” Health Services** By: Anna VanPaepeghem
7 **Nursing & Service Delivery Coordination** By: Imee Karty
8 **2025 Topics**



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HELPFULNESS
EXPERTISE
ATTENTIVENESS
RESPECT
TIMELINESS

[Customer Service](#)

Service Delivery Coordination in TB Prevention and Care Branch

By: Michelle Zittlau-Johnson, Senior PHN & Ziv Go, PHN



There are currently five teams within our branch that together ensure all individuals diagnosed with active and latent TB successfully complete treatment- Clinic, Intake, Contact Investigations, Field, and Binational. Efficient collaboration between our teams is imperative; not only for the health of our clients, but also crucial in keeping the public safe and preventing further spread of TB. We wanted to share an example of how successful and rewarding coordination between TB staff can be!

In the fall of 2024, Michelle Zittlau-Johnson, Sr. PHN, was assigned as the public health nurse for a patient who was later diagnosed with an extremely drug-resistant form of tuberculosis (TB). This meant the strain of *Mycobacterium tuberculosis* he carried was resistant to both first line and second-line TB medications. Fortunately, he was eligible for a treatment regimen using third-line medications, which have proven to be highly effective. With consistent education, active listening, and support from the nursing team, paired with the patient's patience and commitment—he successfully completed his six-month course of treatment without complications.

Ziv Go, PHN, led the effort to educate the client's family and significant other, ensuring all close contacts were screened and evaluated for TB in a timely and organized manner. One of the most challenging aspects, Ziv recalls, was managing prophylactic treatment for two high-risk pediatric contacts whose medication had to be adjusted due to flavor intolerance.

The case required close coordination across the TB program team—including nursing, case management, and contact investigation staff—to ensure each step of evaluation and treatment was completed. This multidisciplinary collaboration reflects CDC guidance emphasizing the importance of coordinated service delivery in TB prevention and control(Cole et al., 2020).



Left: Ziv Go, PHN

Right: Michelle Zittlau-Johnson, Sr PHN

Equity in “Popping up with Purpose: Bubbles, Play and Coordinated Care” Health Services

By: Anna VanPaepeghem, BSN, RN, PHN

On June 24, 2025, our North Coastal and North Inland Healthy Families America Public Health Nurses hosted a Summer Splash Family Day at the San Elijo Splash Pad in San Marcos. This playful event brought families, nurses, and community partners like First Five First Steps together to enjoy the summer while engaging with supportive services in a welcoming outdoor setting. “By stepping outside the clinic, we’re building trust and helping families feel supported beyond scheduled visits” (Ng Williams et al., 2023).

As kids played, parents connected with nurses, community partners, and other families. “When we step outside clinical spaces, we strengthen trust and engagement—core outcomes of effective service coordination” (Ng Williams et al., 2023; Ng Williams et al., 2024). This family-centered approach reflects growing evidence that service coordination outside traditional settings improves outcomes. These events connect our families with their communities, while promoting activities that encourage psychosocial well-being, development, social interaction, and familiarizing them with local resources such as our county and city parks.

A 2023 study published in Prevention Science found that cross-sector collaboration significantly improved program retention in nurse home visiting (Ng Williams et al., 2023). Similarly, a 2024 study in the Maternal and Child Health Journal highlighted that co-designed care priorities with families increase engagement and effectiveness (Ng Williams et al., 2024).

Events like Summer Splash show how public health nursing can thrive in community spaces—bringing care where it’s most meaningful. We’re proud to lead this work with joy, connection, and purpose.



Nursing & Service Delivery Coordination

By: Imee Karty, PHN Supervisor, Office of Nursing Excellence

"To be 'in charge' is certainly not only to carry out the proper measures yourself but to see that everyone else does so too." – Florence Nightingale.

This quote from Florence Nightingale highlights the importance of working towards a collective goal such as delivering patient-centered care. Nurses ensure their accountability and work together with others to ensure that they are performing their responsibilities accurately and effectively to meet the same goal. Effective service delivery coordination is all about teamwork!

Nurses are integral to care coordination and often are the key connectors between patients, families, and healthcare providers. Care delivery coordination includes direct services such as performing needs assessments, developing and implementing care plans, monitoring patients and their transitions of care, communicating with patients, their families, and advocating to ensure patient needs and preferences are addressed and respected.

Nurses also hold crucial roles through indirect services to balance effective care coordination and delivery. These services include collaboration and communication with multi-disciplinary healthcare teams, accurate and thorough documentation of patient information and care plan, compliance with regulations and policies, management of resources, continuous education and training to promote and implement best practices, and participation in quality improvement initiatives to promote safety and improve health outcomes and overall patient experience.



LIVEWELL NURSING



August: Immunization Awareness



Please e-mail submission (ideas, photos, articles, trainings, dates, accolades, local or national news, etc.) to

Araceli.Casas@sdcounty.ca.gov



For consideration in next issue, please submit entries by close of business on **August 15, 2025**. Submission limits: 125-275 words



2025 Topics

January: New Beginnings/Resolutions

February: Sustainability

March: Workplace Engagement

April: Community Engagement

May: Nurses Week posters

June: Equity

July: Service Delivery Coordination

August: Immunization Awareness

September: Preparedness Month (shelters/wildfires, etc.)

October: Domestic Violence Awareness Month

November: Gratitude & Kindness

December: Systems & Technology