

## NURSES NOTES

DR DENISE FOSTER, CNO

**There are only two ways to live your life. One is as though nothing is a miracle. The other is as though everything is a miracle.**

– Albert Einstein

Thanksgiving is traditionally a time for gratitude. By expressing appreciation, we recognize the value of what we have.

Gratitude is an emotion that strengthens relationships, and the feeling of gratitude springs from the need to survive by valuing interdependence and collaboration, in other words,

teamwork. As nurses, we use evidence-based interventions to achieve desired outcomes, and we rely on qualitative and quantitative knowledge to guide our practice. Studies show that experiencing and expressing gratitude provides positive lasting changes in the prefrontal cortex that intensify sensitivity to future experiences of gratitude.

Feeling grateful boosts happiness as well as physical and mental health. Practicing gratitude is an evidence-based approach to increasing well-being.

And after a very long 20+ months, enhancing our well-being is so important.

As we approach the Thanksgiving Holiday, I am reminded how many people I am grateful to have in my personal and professional life.

This past year has been very difficult, and most of us had

## CON'T

thought we would be beyond COVID by now. What I appreciate most are the many wonders achieved by the County team. You are all amazing, and the work you do every day is the true miracle for which I am most grateful.



DR. DENISE FOSTER  
CHIEF NURSING OFFICER (CNO)

## IN THIS EDITION

### Page One

- Nurses Notes
- Looking Back, Moving Forward

### Page Two

- ISNHL and TLL

### Page Three

- Binational TB Nurse
- Go Bags

### Page Four-Seven

- Words of Gratitude

### Page Seven

- Words of Gratitude
- Submission Guidelines

## LOOKING BACK, MOVING FORWARD

PAULINA BOBENRIETH,  
INTERIM ASSISTANT CNO

**“Now is no time to think of what you do not have. Think of what you can do with what there is.” – Ernest Hemingway.**

A year ago, this time, we were in the depths of the pandemic. Unfortunately, COVID vaccinations were unavailable, so we faced a socially distant holiday working furiously to slow down transmission. I am profoundly grateful for your genuinely heroic efforts to vaccinate an incredible 2.4 million San Diegans this Thanksgiving. As nurses, we worked closely with colleagues in every sector to provide education, build trust, and provide barrier-free vaccinations across this large county.

As I gather with my loved ones this year, I give special thanks for being part of the County of San Diego work family and having the great honor of being a nurse leader. Looking forward, we will build an even more robust nursing workforce. Your voices and leadership will be vital in building a San Diego that grows opportunities for all people in all communities.

The best part of 2021 was seeing each of you in action. My family and I, and all San Diegans, are safer and have a brighter future because of you.



PAULINA BOBENRIETH  
INTERIM ASSISTANT CNO

## ISOLATION SUPPORT NURSE HELP LINE AND TEMPORARY LODGING LINE KENYA MOSES, PHN SUPERVISOR AND ROSEMARIE ANG, PHN MANAGER

The Live Well San Diego Professional Practice Model for Nursing principles guide our nurses in their daily work. The nurses who support the Isolation Support Nurse Help Line (ISNHL) and Temporary Lodging Line (TLL) demonstrate their commitment to these principles daily with the County of San Diego residents and internal and external partners. Our efforts aim to reduce the spread of COVID-19, especially in communities that are disproportionately affected. Our nurses provide individualized care, education, and support to individuals and families in the community by providing resources that include safe temporary lodging to help them get through their COVID-19 isolation/quarantine. The collaboration between our nurses and other professionals, both inside and outside of our organization, speaks to the collective synergy that has existed to help our efforts be successful. It has also brought life-changing experiences for the community and more robust connections and engagement amongst members of our organization. The following is a testimonial from one of our nurse case managers, Sheena Phan, PHN, regarding her experiences working on this assignment: "I am grateful that I have had the opportunity to work with people from all over the county (PHNs, librarians, Office Assistants) that I would never have met otherwise and that lasting friendships have formed"! As of November 15, 2021, we have made over 167,519 client contacts on ISNHL and have received over 16,188 referrals on TLL.

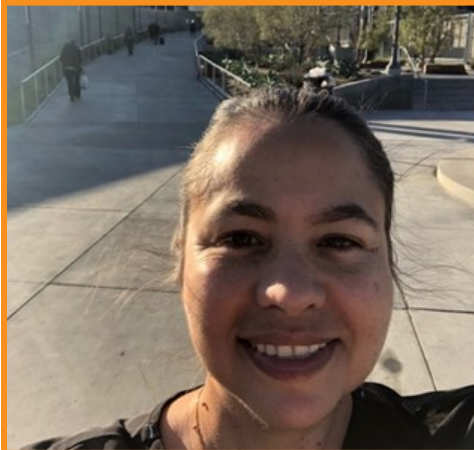
### Multidisciplinary team members from the ISNHL and TLL





## **BINATIONAL TB NURSE VERONICA GERVASI, SR. PHN**

As a Senior Public Health Nurse focusing on the Binational population, I abide by the person-centered care principle from the Live Well San Diego Professional Practice Model for Nursing. My job as a Binational Tuberculosis (TB) Nurse is in many ways similar to TB nurses working with patients residing in the U.S., but in many ways, it is not. Binational TB patients are diagnosed with active TB disease in the U.S. but live across the border. Most cross daily for working or studying through the San Ysidro Border Port of Entry, one of the busiest border crossings in the world. I work very closely with CureTB and Binational Communicable Disease Investigators (CDIs) to refer and coordinate Contact Follow Up, transport for care, relay multiple lab results to Mexican local Health Jurisdictions and coordinate ongoing Directly Observed Therapy (DOT). DOT is done through Mexican Health Educators called "Promotoras." When a patient is infectious and needs to cross as a pedestrian, we coordinate the crossing with CDC (Centers for Disease Control) involvement. I use nursing critical thinking and judgment to monitor TB meds side effects and to closely collaborate with Infectious Disease providers in the U.S. to drive and document hallmarks of TB care at specific times during treatment. I communicate with my patients in Spanish and feel honored to use my language skills to serve San Diego's binational community as a TB Public Health Nurse.



**VERONICA GERVASI, SR. PHN**

## **GO BAGS CRYSTAL DELGADO, PHN**

Go bags... What is a Go Bag? Where did the idea come from and how is the Epi/BT PHN team preparing Public Health Nurses to use this wonderful tool?

Let's look back on the history of nurses and bags. For centuries nurses and doctors have been making house calls to accommodate the sick and needy in the comfort of their own home. The community relied on medical professionals to provide efficient, quality services. To do so, medical staff need to be adequately prepared. Thus, a nurse bag was created. This bag contains proper equipment needed for client/nurse tasks. It was this concept that was in turn applied to a disaster scenario, and the "Go Bag" was formed. At its core a "Go Bag" is one that you can pick up and go with and have all the tools necessary to respond in a disaster.

Recently you should have received a request to complete your annual Mass Care and Shelter training. This training was created by the Epi/BT PHNs. With the help from a Staff Development

## **CON'T**

Specialist at The Knowledge Center it has been updated to a new and improved virtual format. In addition to educational updates, the "Go Bags" at each Public Health Center are in the process of being updated with new items including supplies for the first aid kit and maps. These tools will help us be prepared to respond with ease and confidence.

As Public Health Nurses we want our communities to trust us and turn to us in time of need. The thought of leaving your home in the event of a disaster is unsettling. The Epi/BT PHNs frequently meet with several partners throughout the county to ensure we are prepared to meet the community's needs during any disaster, especially one requiring mass care and shelter. Our most important partner is you, the County Public Health Nurses! It is our role to make sure all county PHNs deploy with the proper tools and education to successfully serve the community. If you feel you still need more education or training, please let us know. We are always willing to expand the education we provide.



**CRYSTAL DELGADO, PHN**

## THANKFUL

I'm so grateful for those that support the good work of nursing. This team of amazing people are what inspire me everyday!

**Angie Durdiev, PHN Manager**



I am incredibly grateful to live in beautiful San Diego County. It is the fall season, yet the temperatures are so mild that we can still go out and enjoy hiking on sunny afternoons. One of my very favorite trails in San Diego is Annie's Canyon trail in Solana Beach. My four-year-old, Luke, loves to go hiking, and we very much enjoy the rock features and climbing involved in this trail. I am grateful to be able-bodied to enjoy such trails and have a son who shares common interests.

**Anna Vanpaepeghem, PHN**



I am grateful for so many blessings in my life. I am grateful that my family is well and that I have the most adorable 22-month-old grandson in the world. I am grateful that I have a safe and comfortable place to live. Many do not. I am so grateful to have a job that I absolutely love and to work with such an exceptional team.

**Kathleen Snyder, PHN**





## THANKFUL

Something that I am most grateful this year is being a part of the PHN Residency program as I am able to learn and use my strengths to support the wonderful values and mission of the County of San Diego Health and Human Services Agency.

**Araceli Serrato, Nurse Resident Cohort 6**



"I'm eternally grateful to have worked with such reliable, supportive team members in T3!"

**Kaila Domingo, Nurse Resident Cohort 6**



I am grateful for the SSAs at North Coastal and North Inland. They have provided tremendous support to the home visiting families during the COVID-19 pandemic. They have made deliveries of essential items ranging from masks, food, books, diapers, clothing, breast pumps, etc. They have continued to support the families and PHNs by offering these services. We could not do it without you Roxana Osorio, Veronica Figueroa, Mayra Guzman, and Sara Oien. You are so appreciated! ♥

I am grateful for each and every nurse and ancillary staff that has supported COVID duties and responsibilities. You truly have changed the tide of this pandemic and I am proud of you persistent giving. You are the true heroes. There will never be enough thanks and gratitude for all you have endured. Thank you!

**Jessica Gaylord, PHN Supervisor**



## THANKFUL

Appreciation and congratulations go out to the hard working and dedicated staff at Edgemoor Hospital DP/SNF for the following recent accolades:

**Core Q Survey-** Twice a year Edgemoor residents and their families complete this standardized survey to see how we measure up compared to other facilities across the nation with patient/family satisfaction. September 2021 results indicated that Edgemoor staff were scored 95% from residents and 100% from family members, compared to the average score of 75% from both residents and families at facilities nationwide.

**Edgemoor Ranked #3 Best Nursing Home in California** by Newsweek Magazine for 2021-2022

**CDPH Annual Survey Results-** Edgemoor receive no deficiencies in Nursing

None of this would have been possible without our devoted team of caregivers who continue to serve our residents and each other with excellence. Thank you!

**-Merlyn Trinidad, Director of Nursing**



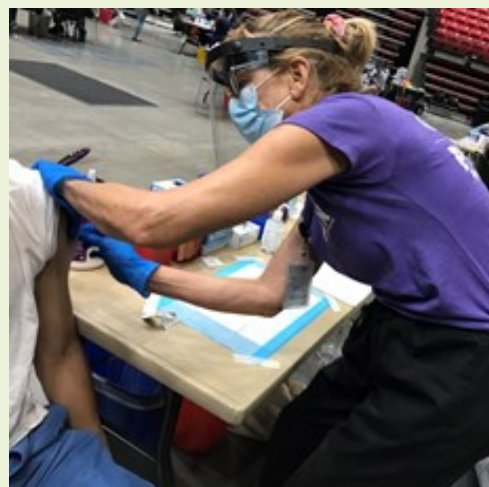
I am THANKFUL for a continued safe and healthy family, workplace, and community. May you, your family, and colleagues/their families remain safe and well! **- Gerardo Galano, PHN**



[Pictured is my family during my Mom's 79<sup>th</sup> birthday celebration August 2021. From L to R Mom/Licinia, Myself, my Son/Jerrad, my Daughter/Jolina, my Daughter/Gerika, and my Wife/Joanne.]

In the midst of the chaos and heartache that COVID has wrought, I am incredibly grateful for the VACCINES and the tireless, devoted NURSES who have up-ended their lives at great personal cost to provide them to all of us. THANK YOU, THANK YOU, THANK YOU!!!

**- Kathleen Sorahan, RN**





## THANKFUL

I am thankful for each and every member of the South Public Health Team, and all of the amazing PHNs and ancillary staff I have had the privilege of working with over the past year and a half. We may have crossed paths at the Convention Center, the HRC, Operation Artemis, or the busy South COVID POD. I am in awe of the work you do every day – your positivity, flexibility, dedication, and knowledge. I have learned so much from each of you and continue to be inspired by you every day! THANK YOU for who you are and what you do.

~ Jennifer Flores, PHN Manager



"I'm thankful for the park very close to the county building with walking path by a marshy area where I often see wildlife! It's great to get some fresh air, sunshine as well as those steps in, during the workday! I'm also thankful to be able to decorate my workspace to feel positively about it and have it reflect who I am!"

~Michelle Zittlau-Johnson, PHN



"I'm grateful for this job. It's an adventure!"

~Mary Algiers, PHN

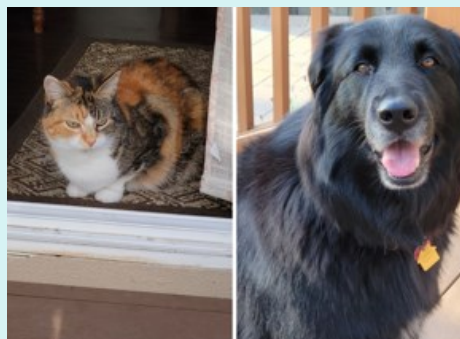
I would like to express my sincere gratitude to the Central Region Public Health Center team and the STD clinic team. It is a privilege to work alongside extraordinary nurses who have consistently put the needs of our community first during this pandemic. They have excelled as leaders in the front-line and have been vital in maintaining daily clinic operational needs. I am grateful to have an amazing team! - Lorena Perez, PHN Manager

I am grateful and blessed to have my family, I am grateful for my job and my work family, and grateful to live in beautiful San Diego.

~Diana Murphy, PHN

My biggest blessings are my family, friends, freedom, and health♥ I'm so grateful for my 3 favorite girls and that attitude of gratitude I feel every day!

~Laura Carter, PHN Manager



## SUBMISSION GUIDELINES

- Please e-mail submissions (articles, ideas, photos, trainings, dates, accolades, local or national news, etc.) to [America.gonzalezcastaneda@sdcounty.ca.gov](mailto:America.gonzalezcastaneda@sdcounty.ca.gov)
- Include pictures representing your submission with caption and names
- For consideration in the next issue, please submit entries by close of business on the 1st or 3rd Tuesday of each month.
- Submission limits: 100-200 words