

# LIVEWELLNURSING

VOLUME 2: ISSUE 2 | APRIL 15, 2022

## NURSE'S NOTES

DR. DENISE FOSTER, CNO



*"The best way to predict the future is to create it."*

—Peter Drucker

Our environment is all we have. If we don't take care of it who

will? When most of us hear sustainability, we think climate. And yes, climate change is becoming increasingly concerning and we do need to actively combat it through innovative and evidence-based strategies. Our environmental resources are precious and we need to protect the natural habitats for current and future generations. The American Nurses Association even added a standard that says "the registered nurse practices in a manner that advances environmental safety and health." Sustainability speaks to having policies and practices that focus on preventing hazards and that also ensure our ability as nurses to respond to the ever changing needs of the community. This means we must be at our best to respond to the day-to-day needs as well as the unexpected. While we don't exactly know when or to what extent, we do recognize there will be needs, and we know we will be called upon to respond. As we consider policies and practice, each of us should look towards the future and asking, will this work when xyz happens? We cannot predict the future, but we can shape it based on our learnings from past events and with forethought of what might be encountered. It is within our power to go forth and actively pursue policies and practices that lead to a state of health.

UNLESS WE ARE  
MAKING PROGRESS IN  
OUR NURSING EVERY  
YEAR, EVERY MONTH,  
EVERY WEEK, TAKE MY  
WORD FOR IT WE ARE  
GOING BACK.  
— FLORENCE  
NIGHTINGALE

## IN THIS EDITION

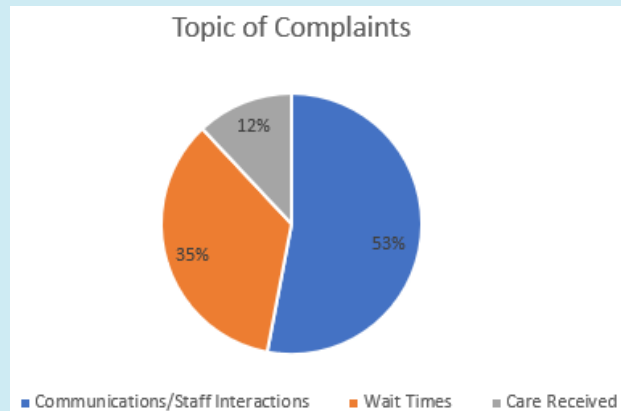
NURSE'S NOTES.....	1
CUSTOMER SERVICE MATTERS .....	1
GROWTH & OPPORTUNITIES .....	2
PHN RESIDENCY UPDATE.....	2
NURSE'S WEEK SPOTLIGHT .....	3
EDGEMOOR GROWTH.....	3
NORTH INLAND COVID TRANSITION ....	4
UPCOMING DATES.....	5
ERPHC REDUCES COVID .....	5
SUBMISSION GUIDELINES .....	5

## CUSTOMER SERVICE MATTERS RYAN CLABO, CHIEF

Customer service is the top priority among most service-related industries and with Public Health staff providing personal healthcare services, the impact customer service has on customer/patient satisfaction should not be overlooked.

Good customer service equates to happier patients, which are easier to deal with. Patients having a lower stress and higher comfort level during their visit, usually interact more with their provider and feel more comfortable asking important health questions that may end up leading to faster and better health outcome.

A recent study conducted by Vanguard Communications points out, "The nearly unanimous consensus is that in terms of impact on patient satisfaction, the waiting room trumps the exam room" says study co-author Ron Harman King and CEO of Vanguard. This study shows that everyone in our Public Health operation has an important role to play, which impacts the patient experience when visiting one of our Public Health Centers.



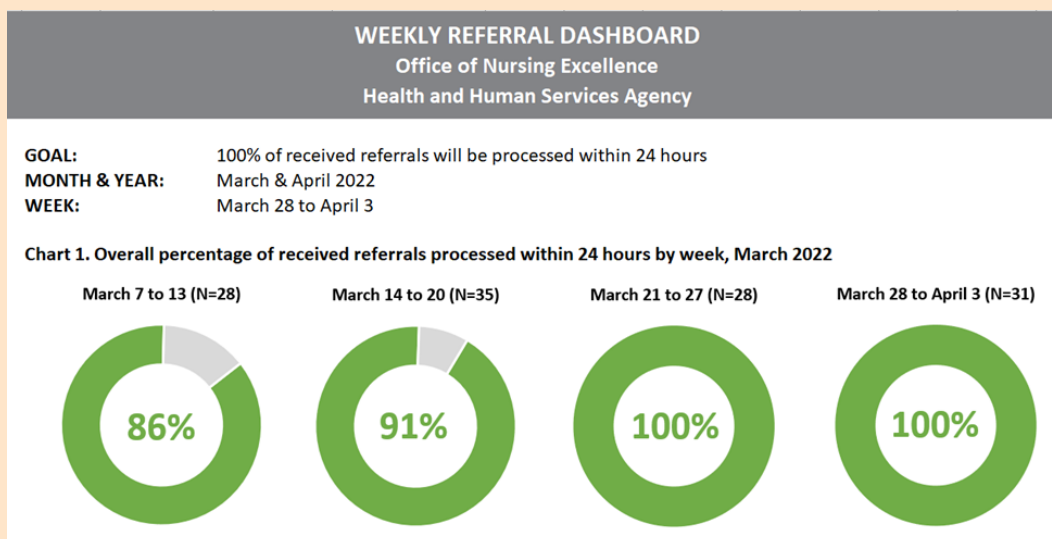
## GROWTH & NEW OPPORTUNITIES *TERESA SANDS, ACNO*

Growth and new opportunities regularly emerge in the nursing profession. New and evolving technologies create effective processes for data driven decision-making. The 4 D’s of project management (Disclose, Discuss, Decide, Deliver) require skills related to data analysis and performance improvement. According to the Online Journal of Issues in Nursing (2021), nursing leadership in health information technologies is greatly needed. While many nurses have skills related to data analysis and presentation, how are we sharpening those skills in preparation for future technologies?

The Office of Nursing Excellence works to improve customer service. One of the 2022 Goals: Process home health referrals within 1 business day. Utilizing the 4 D’s, Public Health Center Managers effectively lead their teams toward successful customer service improvement. The Nursing Quality and Data team provides regular trending via analytics and reporting for continued focus on sustainability and service excellence!

**References**

Calling Nursing Informatics Leaders: Opportunities for Personal and Professional Growth. (2021). Online Journal of Issues in Nursing, 26(3), N.PAG. <https://doi.org/10.3912/OJIN.Vol26No03Man06>



## PUBLIC HEALTH NURSE RESIDENCY PROGRAM UPDATES *SHEILA RINKER, RN*

This year, the Public Health Nurse Residency Program (PHNRP) has evolved and grown in a number of areas to provide new opportunities for newly employed nurses. With the changes to the PHNRP, Cohort 7 will be experiencing several firsts. The PHNRP Cohort 7 began on April 8, 2022 and includes both staff nurses employed specifically for the residency program and Public Health Nurses (PHNs) hired earlier this year. These residency staff nurses and PHNs will attend an eight-week program. For those PHNs hired earlier this year that have already attended Essentials of Nursing Onboarding (ENO) program, they are invited back to join the residency program and attend for seven weeks.

Also on April 8<sup>th</sup>, the first combined PHNRP and ENO programs will occur. Twice a year the PHNRP will be combined with ENO program. This combination course offers nurses of various titles from different departments and programs a high-level insight on the County of San Diego initiatives, expectations, roles, and current systems while building a solid foundation for essential nursing professional practices. All the nurses from both programs will intermingle for several days before some leave the combined program and other nurses will return to continue residency program. The Office of Nursing Excellence is excited to see the growth and expansion of the PHNRP by providing these learning opportunities to more nurses.



**NURSE’S WEEK SPOTLIGHT**  
*JENNIFER FLORES, RN*

This year’s the American Nurses Association national theme is “You Make a Difference,” with a new focus each week, from self-care to community engagement.

The County of San Diego will celebrate during the week of May 9<sup>th</sup> through May 13<sup>th</sup> and has a special theme to honor County nurses: ***Rooted in Resilience, Cultivating Equity.***

This theme is a reflection of where we have been, and where we are headed, as a community of professional nurses serving the public of San Diego County.

Come and celebrate the accomplishments of ***all*** County nurses!

**Tuesday, May 10<sup>th</sup>** – Nurses Week Proclamation at the County of San Diego Board of Supervisors meeting ([watch it live here](#))

**Thursday, May 12<sup>th</sup>** – Celebration of Nursing at the County Operations Center on the *Commons* patio from 2pm – 4pm

- Keynote speakers including Public Health Officer Dr. Wilma Wooten and HHS Agency Director/ DCAO Nick Macchione, & Chief Nursing Officer Dr. Denise Foster
- Photo booth, posters, and video presentation
- Cake and refreshments for Florence Nightingales’ 202<sup>nd</sup> birthday
- A virtual celebration will also be available.

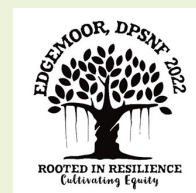
**EDGEMOOR GROWTH & NEW OPPORTUNITIES**  
*TERESA ROGERS-MARSH & JANET LUNSFORD*

So far, 2021-2022 has been a challenging time for Nursing at Edgemoor DP/SNF, especially in dealing with the COVID-19 Pandemic. Nursing has extended extra efforts, implementing new processes swiftly to maintain our high standards and first-rate resident care, despite the consistent nationwide healthcare worker crisis. For months, nursing staff worked overtime to cover for their peers who were out sick with COVID-19. At the same time, we had staff that were going to school while working, with determination and dedication, to advance their nursing education.

We would like to recognize the following nursing team members, who advanced their careers in the nursing profession, during the COVID-19 Pandemic:

- Flor Olvera Arroyo, CNA to LVN
- Kathyrine Ignacio, CNA to LVN
- Josephina Garibay, CNA to LVN
- Azucena Martinez, CNA to LVN
- Karla Canto, CNA to Office Support Specialist (OSS)
- Trisha Giang, RN finished her BSN

Other nursing employees are currently in classes, or getting ready to start them, to advance their nursing careers. We wish them the best and look forward to them being employed as a licensed nurse with the County of San Diego someday. We greatly appreciate all Nursing Department staff for their positive, ‘can-do’ attitudes, and for their resilience- that they continue serving with a smile under their mask, even in difficult situations.



## NORTH INLAND COVID TRANSITION STEPHANIE NILSEN, RN

Here at North Inland we wanted to highlight our COVID-19 vaccination clinic team for the wonderful job they have done thus far. North Inland and East Region Public Health Centers were the first to transition the COVID-19 vaccine distribution from Point of Dispensation (POD) sites into the Public Health Center clinics. Being one of the first sites to make the transition was daunting. With the support of T3 Clinical Operations team our North Inland team established a plan for the process and flow for administering COVID-19 vaccinations within our clinic knowing we would need to be flexible and ready to adapt our plans to meet the needs of clients and staff.

Monday, February 28th marked our first day of providing COVID-19 vaccinations in our clinic and the first day of meeting our additional COVID-19 vaccination staff. Our team came together quickly; old and new team members worked together to adapt processes to provide the best in care and customer service before their first COVID vaccination appointment at 8:30am. Transitioning COVID-19 vaccinations into the Public Health Center Clinic has given our clinic the opportunity to expand services and provides our community with better access to COVID-19 vaccinations.



LEFT TO RIGHT: CARINA VILLANEDA, MARIA ALVAREZ,  
AISHA CARPENTER, SALLY HARTMAN,  
ROBERT LEACH-PHILLIPS, ALICE DULGEROFF,  
AND DIANE MENDOZA DELFIN

## UPCOMING TRAININGS & EVENTS

### April 1—April 30

Application window for Fall Public Health Nurse Residency Program.

### April 8—April 14

Essentials of Nursing Program: Group 2; hosted by the Office of Nursing Excellence

### April 8—June 2

Public Health Nurse Residency Program: Cohort 7; hosted by the Office of Nursing Excellence.

### April 25—April 28

Association of Public Health Nurses Annual Conference; *Emerging Stronger*

### May 10—May 13

National Nurse's Week

### May 11

Edgemoor's Nurse's Week Celebration

### May 12

Florence Nightingales 202nd Birthday & International Nurse's Day

### May 12

CoSD Nurse's Day Celebration at the County Operations Center

### July 25—July 28 *\*pending\**

Essentials of Nursing Program: Group 3; hosted by the Office of Nursing Excellence

**\*\*Please verify eligibility with your department before enrolling or registering.**

LET US NEVER CONSIDER OURSELVES FINISHED, NURSES.

WE MUST BE LEARNING ALL OF OUR LIVES.

— FLORENCE NIGHTINGALE

## ERPHC GIVES A BOOST IN REDUCING COVID-19 *JUDY WRIGHT, RN*

East Region Public Health Center (ERPHC) has been providing COVID-19 vaccines to the public since February 28<sup>th</sup>, 2022. As one of the first regions to move COVID-19 operations into the regional clinic setting, we began the process of training all Public Health Nurses (PHNs) to work in the roles of registration, screening, vaccine prepping and vaccinating. To offer some background, during ERPHC orientation the PHNs work two weeks in the clinic with our staff nurses learning routine operations and related end-of-day activities for inventory accountability. They complete a comprehensive training and are signed off for competency.

For the transition to COVID-19 operations into clinic practice, our supervision team provides a weekly schedule for the PHNs. Working in COVID-19 clinic duties one to two days per week, aides the PHNs to maintain proficiency in carrying out COVID-19 reduction efforts. The T3 staff hired for COVID-19, have been assisting the PHNs in clinical practice and learning the nuances of the CalVax registration system, and the San Diego Immunization Registry, soon to be the California Immunization Registry. This integration has been a growth opportunity for our team and is building confidence amongst staff, allowing them to fine-tune skills to be ready for any challenges that may lay ahead.



TYLER EICKHOLT, PHN COMPLETING END OF DAY INVENTORY COUNT WITH TERESA CORRAL, STAFF NURSE



ANDREA PENERA, PHN, PROVIDING CHILDHOOD IMMUNIZATIONS TO AN EAST COUNTY RESIDENT



SHENA CACHO, PHN, WORKING CLOSELY WITH TAMARA JAMES, RN IN THE ERPHC COVID-19 CLINIC

**NURSING CARE COMES IN MANY FORMS. SOMETIMES IT IS THE ABILITY TO MAKE SOMEONE FEEL PHYSICALLY COMFORTABLE BY VARIOUS MEANS. OTHER TIMES IT IS THE ABILITY TO IMPROVE THE BODY'S ABILITY TO ACHIEVE OR MAINTAIN HEALTH. BUT OFTEN IT IS AN UNCANNY YET WELL HONED KNACK TO SEE BEYOND THE OBVIOUS AND ADDRESS, IN SOME WAY, THE DEEPER NEEDS OF THE HUMAN SOUL.**

**– DONNA WILK CARDILLO**

## SUBMISSIONS

- Please e-mail submissions (articles, photos, dates, accolades, local or national news, etc.) to:

**[Rose.nunez1 @sdcounty.ca.gov](mailto:Rose.nunez1@sdcounty.ca.gov)**

- Please include captions and/or participant lists with all photos.
- All submissions should be pre-approved by your manager or supervisor.
- For May publication consideration, please submit by Friday, May 13th.
- May Theme: Celebrating Nurses
- Submission limits: 100-275 words
- Next publication; May 20th