



# LIVE WELL NURSING

## NURSE'S NOTES *Denise Foster, CNO*



One of the predictors of success in a job is the ability to form meaningful work relationships. Having a best friend at work (BFAW) is essential to feeling engaged and professionally connected. Healthy relationships are the foundation for all we do in nursing. As healthcare professionals, we witness the pain and suffering that is experienced by the people we serve. Providing nursing care is demanding to our physical, emotion and spiritual selves. Our work requires empathy, compassion, and a great deal of patience (Ruiz-Fernández et al., 2020). Certain elements of our work are supportive in relieving stress and preventing burnout. One of those elements is having healthy work relationships in which we feel supported and validated by our peers, colleagues, and supervisors. Over the years, I have had the immense pleasure of working with many amazing nurses, physicians, and others. Having served in the trenches of bedside care or at the leadership helm during some very stressful moments, those relationships were fortified by unified goals and the intense commitment to do our best. These moments cultivated our compassion for others and our endurance to carry on because we received empathy and compassion from our colleagues. The World Health Organization considers the strengthening of relationships as a strategy for promoting health and increasing resources. Peer support, defined as providing emotional and practice support to others that share a similar status (Carbone et al., 2022). The act of listening and sharing experiences provides comfort and resilience. Our peers are usually readily available and able to lend a kind word at a moment's notice. These interactions can lead to trusting and collaborative relationships that enhance our ability to do our work and to withstand stress. I'm eternally grateful for the relationships I have developed during my career and look forward to continuing those well into old age. Here's to all our BFAW and the difference they make in our lives.

*References:* Carbone, R., Ferrari, S., Callegarin, S., Casotti, F., Turina, L., Artioli, G., & Bonacaro, A. (2022). Peer support between healthcare workers in hospital and out-of-hospital settings: a scoping review. *Acta bio-medica: Atenei Parmensis*, 93(5), e2022308. <https://doi-org.libproxy.sdsu.edu/10.23750/abm.v93i5.13729> and Ruiz-Fernández, M. D., Pérez-García, E., & Ortega-Galán, Á.M. (2020). Quality of life in nursing professionals: Burnout, fatigue, and compassion satisfaction. *International journal of environmental research and public health*, 17(4), 1253. <https://doi-org.libproxy.sdsu.edu/10.3390/ijerph17041253>

IN THIS EDITION	SUBMISSIONS	UPCOMING TRAININGS
<p>NURSE'S NOTES.....1                      SUBMISSION GUIDELINES...1                      UPCOMING DATES.....1                      THANK YOU.....2                      BEHIND THE SCENES.....2                      BUILDING WELLNESS.....3                      DO YOU HAVE A BFAW?.....3</p>	<p>Please e-mail submissions (ideas, photos, articles, trainings, dates, accolades, local or national news, etc.) to:  <b>Sara.Wilson@sdcounty.ca.gov</b></p> <p>For consideration in the next issue, please submit entries by close of business on March 13th, 2023. Submission limits: 125-275 words</p>	<p>CPR for Health Care Providers is being offered through LMS ON March 9th at 9:00am - 11:30am and again at 2:00pm - 4:30pm.</p> <p>Remember to check your blood pressure at one of the screening sites. More information here: <a href="https://www.livewellsd.org/love-your-heart/">https://www.livewellsd.org/love-your-heart/</a></p>





**Thank You**  
*By Angela M.  
 Mitchell, ACNO*

I'm writing to express my sincere gratitude for the very warm welcomes that I have received starting in the position as your Assistant Chief Nursing Officer. I have been extremely impressed with the nursing team, scope of work, and the tremendous impact that is made in our community. I have felt nothing but welcomed since I first started working here. Everyone has been so friendly; it has really made settling in easy.

Before starting in this role, and even before relocating to San Diego, I witnessed and heard about the successes with the County's nationally recognized population health strategy. Every day in this role I have been fully engaged and excited as I have had the opportunity to meet many of you. I've come to learn how each of you contribute to supporting the robust range of health and social services to promote wellness, self – sufficiency, and a better quality of life for individuals and families in our community.

Relationships are important. I look forward to continuing collaboration and building positive relationships with our team members. Provision 1.5 of our American Nurses Association (ANA) code of ethics guides that the nurse maintains compassionate and caring relationships with colleagues and others with a commitment to fair treatment of individuals, to integrity – preserving compromise, and to resolving conflict. You have my personal commitment to continuously strive and preserve a healthy work environment through valuing the contributions of individuals or groups and collaborating to meet the shared goals and vision.

*Reference:* American Nurses Association. (2015). Code of ethics for nurses. American Nurses Publishing.

## Building Positive Relationships Behind the Scenes

*By Donna West, Quality Assurance Specialist, ONE*

As nurses, we know, firsthand, the power of relationships to foster healing and positive change. Whether we practice at the bedside, a clinic/community setting, or in the home, we intuitively and intentionally build positive relationships with our patients, clients, and community partners as the context for our nursing interventions. It's through these relationships that we learn about what matters most to our patients and clients and stay inspired to practice the "art and science of caring."

The Office of Nursing Excellence (ONE) Quality Assurance Specialist (QAS) team understands that balancing the day-to-day tasks and relational aspects of nursing can be challenging. We reinforce the capacity of HHSA nurses to deliver relationship-focused services through a range of practical supports and guidance aligned with the principles of the HHSA Nursing Professional Practice Model. The following are a few of the projects the ONE QAS team supports behind the scenes to help advance a relationship-based culture within HHSA and on the frontlines. Feel free to email any member of our team for more information.

1. Professional Development, Coaching, and Mentoring
  - Essentials of Nursing Onboarding
  - Public Health Nurse Residency Program
  - Student Nurse Clinical Placements
  - Ongoing PHN Training and Tracking
2. Home Visiting Program ECM Support
  - Training and Technical Assistance
  - New User Profiles
  - Referral Portal Access
3. Quality Improvement
  - Monthly Home Visiting Reports
  - New Referral Reports
  - Data Dashboards
4. Evidence-Based Practice
  - EBSCO Host
  - Standards of Care Guidelines for Home Visiting
5. Community Health Promotion
  - Love Your Heart



ONE QAS team provides heartfelt support for HHSA nurses: Drew Berlin, Abby Aquino, Donna West, Marilyn Wiedemann, and Rebekah Huppe

## Do you have a BFAW?

*Shana Castellanos, PHN Manager*

A recent 2022 article from Gallup.com discusses the importance of having a best friend at work. The article describes benefits to include accountability, encouragement, socialization, and

emotional support. In addition, “having a best friend at work is strongly linked to business outcomes, including profitability, safety, inventory control and retention” (Patel & Plowman, 2022). Over the years I have come to realize how true this is.

In 2010 I transferred to a new role in a new department which consisted of five other people I barely knew. It was during that time that we received a Gallup Q12 engagement survey. I of course thought this was some sort of test and I wanted my new department to get 100%. When I got to question number 10 asking if I had a best friend at work, I panicked. I was thinking it pertained to my new little bubble of six. I didn’t have a friend in my new bubble, let alone a best one. I decided I needed to act and approached one of my co-workers and told her I was designating her as my best friend at work. In general, I do not recommend this method as friendships usually develop more naturally, however in this case it did work; we indeed became best friends at work or as we say BFAWs. I cannot speak for her, but for me the benefit was everything described in the article. Over the years my BFAW and I have developed other friendships at work but to this day for me there is only one original BFAW.

*Reference:* Patel, A., & Plowman, S. (2022, August 17). The Increasing Importance of a Best Friend at Work. Gallup. <https://www.gallup.com/workplace/397058/increasing-importance-best-friend-work.aspx>

## Building Wellness

*By Ashley Catalan, C.N.A.*

We are thrilled here at Edgemoor to learn about our group sessions this February, brought to us by the Wellness Committee. We have several Wellness Activities taking place. First on the list, “Can I think myself

thin?”, 30-minute presentations on, how our thoughts can affect our physical health. This will be a Lunch & Learn presentation, so everyone is more than welcome to bring their lunch and gather around for the session.

Throughout the month, we have several on-site activities that will carry on into March including meditation, yoga, Zumba, our very first on-line-challenge, a farmers’ market, and a 5-session on-line activity called Resilience REBOOT.

Resilience REBOOT will be a virtual program that will teach you pointers to help improve your mental health and well-being, increase resiliency, and restore balance in our busy lives. Each session will last 45-minutes and we will all be on our journeys to become happier and healthier!

All these Wellness Activities are healthy outlets for us to lay it all out on the table with our colleagues, our second family here at work or by ourselves! Our overall health can affect our mood and the way we think daily. These thoughts can occupy our mental energy until we have little room to focus on ourselves. There is nothing that we cannot accomplish together. Here’s to a better quality of life!

