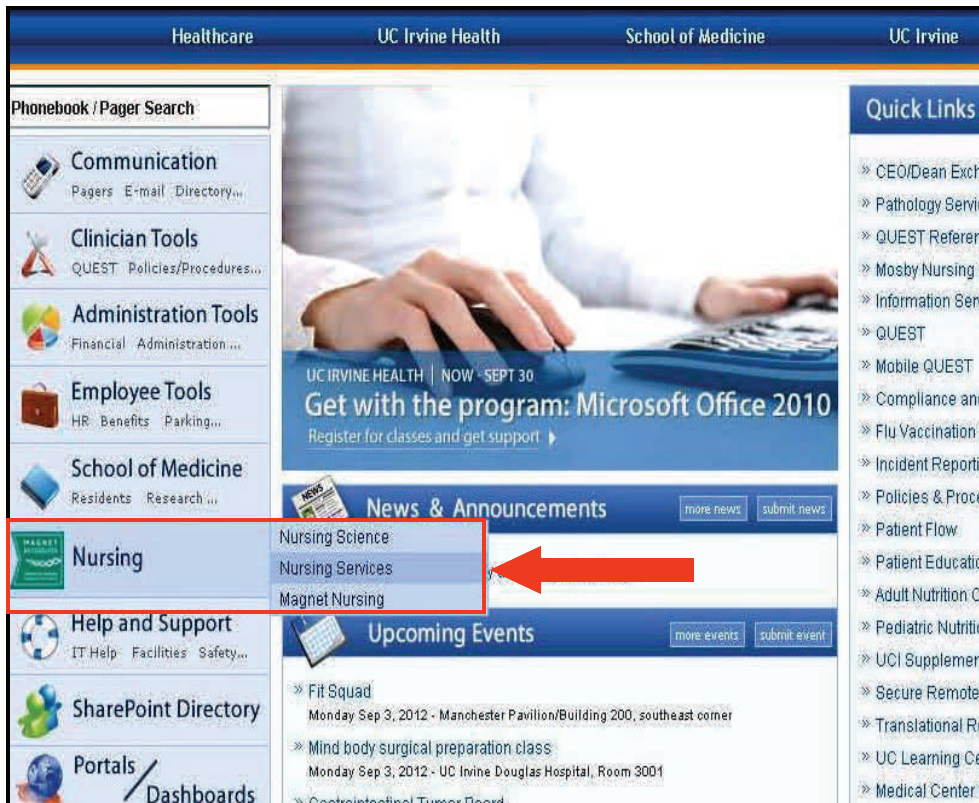


# NOTEWORTHY NURSING

## UC IRVINE HEALTH NURSING SERVICES WEBSITE

by Susan Gallitto, BSN, RNC-NIC

We are excited to announce the launch of the new UC Irvine Health Nursing Services website, located on the UC Irvine Health intranet homepage. The icon links to the following: Nursing Science (UC Nursing School Program), Nursing Services (inpatient and ambulatory nursing) and Magnet Nursing (2012 Magnet submission). Much more content is planned and will be added in the near future. We will be asking for your input and creative ideas for additional content. Our goal is to build a nursing website that is a useful resource and reflective of our excellence in nursing practice at UC Irvine Health.



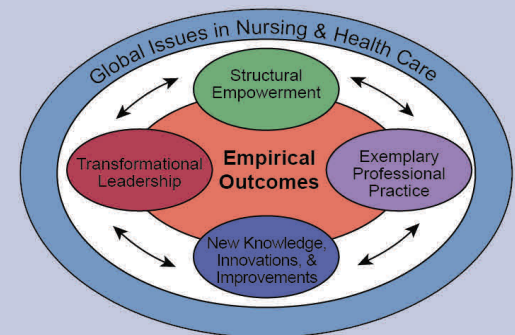
Volume 8, Issue 3 | October 2012

UNIVERSITY of CALIFORNIA • IRVINE  
HEALTHCARE

Discover • Teach • Heal



### 2009 MAGNET MODEL



CULTURE OF EXCELLENCE

#### Transformational Leadership

Quality of Nursing Leadership  
Management Style

#### Structural Empowerment

Organizational Structure  
Personnel Policies and Programs  
Community and the Healthcare Organization  
Image of Nursing  
Professional Development



#### Empirical Outcomes

Quality of Care



#### Exemplary Professional Practice

Professional Models of Care  
Consultation and Resources  
Autonomy  
Nurses as Teachers  
Interdisciplinary Relations

#### New Knowledge, Innovations, and Improvement

Quality of Care  
Quality Improvements

## CNO Corner

by Karen A. Grimley, BSN, MBA, PhDc, RN, Chief Nursing Officer

### TRANSFORMATION LEADERSHIP

“There is visibility and accessibility of nurse leaders along with a commitment to communicate effectively with staff.”



The CNO Corner articles will focus on Nursing at UC Irvine and our commitment to the quality and safety of patient care and nursing practice.

#### *PART 1: The Essence of Nursing: Getting Beyond the Task*

Nurses are leaders. They not only manage the patient's care regime, but they coach and mentor too. Every moment with a staff member, a physician, a patient or family, the nurse serves as a mentor, an advocate, a teacher or a coach; all the while leading by example. Remember the person doing the teaching is just as important as what is being taught. For instance, lots of people can teach a seminar but people with expertise and experience in that topic bring something extra. Lee Cockerell, past executive vice president of Disney World, stated that “When I taught my monthly time management course at Disney World, it carried extra credibility because everyone who knew me knew that I actually practiced time management exactly the way I taught it.” The word “Coach” has special meaning for him because he uses this acronym to describe his approach to being a good leader. It stands for Care, Observe, Act, Communicate, and Help, which I think says it all.

**Care:** This is what it's all about, care; show your team you care by focusing on everyone's individual development. Talk to them every day about excellence and let them know you're committed to help and how passionate you are about it.

**Observe:** Look at the workplace, it tells you what needs to be improved. Take some time every day to focus on your employees behaviors and work practices and find out what each person needs to perform his or her role and act on them.

**Act:** Time is vital, when you need to improve performance behavior, the best time is always now. Model by leadership by taking actions and by letting them know something isn't right, communicate.

**Communicate:** The best teachers are great communicators and find just the right way to get the attention of others.

**Help:** Use your leadership position to help others become better. Show them how to perform tasks properly and be crystal clear about their expectations for performance, attitude and behaviors and enforce the rules, policies, and operating guidelines.

Disney's success is based solely on their commitment to each guest and the quality of every guest's experience. To assure each guest's experience, every aspect of the park maintenance, staff engagement and product development is executed to the minutest detail. This level of planning, while structured and procedural, may seem cumbersome to most but it has allowed them to be more flexible during challenging times such as hurricanes or even 9/11. There is much to gain by understanding the vision, and values of an organization like Disney. They serve as an example to us all as it relates to exceeding guest or in our case, patient expectations.

I don't profess to know that things go right all the time, and we probably won't do things the same way as the Magic Kingdom. So, today what I'd like to talk about are the things we face as we get ready to embark on our “Essence of Nursing: Getting beyond the task” initiative. This program is designed to remind us, as professional nurses to focus on the thoughts and experiences that occur before each nursing task. What's in that thought process? What is that special sauce, that secret ingredient that all of us use when we move forward to help a patient or family member with something that has to occur? It's our nursing knowledge and clinical experience. Pure and simple.

Cockerell, L. 2008. *Creating Magic*. New York: Random House

## NURSING NEWS

## STRUCTURAL EMPOWERMENT

“The organization uses multiple strategies to promote lifelong professional learning.”

“Nurses contributions to the organization and community are recognized.”

### Director of Women's and Children's Services Appointed:

Diane Key, MSN, RN, joined UC Irvine Health as the Director of Women's and Children's Services, effective Monday, Aug. 27.

Diane has extensive experience in women's and children's services, having led efficient and effective operations, program development, strategic planning and high-quality, safe patient care at various institutions. Under her leadership, the women's and children's service unit at Southwest Washington Medical Center in Vancouver, Wash., was awarded recognition awards for quality of care, teamwork and patient safety.

Diane will be a great partner in our quest to strengthen Women's and Children's Services at UC Irvine Health. By ensuring quality patient care and focusing on staff and physician satisfaction, we are sure to achieve success.

### DAISY Award For Extraordinary Nurses



In March 2012, UC Irvine Health adopted the DAISY Award as a recognition program for our nursing staff. The DAISY Award is an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day.

DAISY is an acronym for Diseases Attacking the Immune System. The Foundation was formed in November 1999, by the family of J. Patrick Barnes who died at age 33 of complications of Idiopathic Thrombocytopenic Purpura (ITP).

As his family brainstormed what to do in Pat's memory, the one really positive thing they could hold onto from the experience of his eight-week hospitalization, was

the skillful and amazingly compassionate care he received from his nurses - even when he was totally sedated. When Pat died, they felt compelled to express their profound gratitude to nurses for the work they do for patients and their families every day. This is the primary mission of The DAISY Foundation.

UC Irvine Health is proud to be a DAISY Award Partner, recognizing one of our nurses each month with this special honor.

Please take a moment to read about our recent DAISY Award Honorees on the Nursing Website by clicking the following link: <http://www.healthaffairs.uci.edu/nursing/nursing-recognition.asp>

### RN to BSN and RN to MSN Academic Partnerships

Nursing has entered into the following partnerships to provide opportunities and tuition reduction to registered nurses interested in returning to school for a BSN or MSN:

- Chamberlain College of Nursing
  - RN to BSN, RN to MSN
  - 15 percent tuition reduction
- California State University Fullerton (CSUF):
  - On-site RN to BSN program
- Walden University:
  - 10 percent tuition reduction

Details on each of these programs will be provided via email once they are available.

**NEW GRADUATE NURSE RESIDENCY PROGRAM**

By Susan Gallitto, BSN, RNC-NIC



**STRUCTURAL EMPOWERMENT**

“ Solid structures and processes developed by influential leadership provide an innovative environment where strong professional practice flourishes ”

According to the University Health Consortium (UHC) and the American Association of Colleges of Nursing (AACN), to deliver superior patient care, an organization must engage nurses from day one. New graduate nurses must be trained to be critical thinkers and educated to lead. The UHC/AACN Nurse Residency Program™, the nation's top nurse residency curriculum, is designed to empower nurses and facilitate the transition from student nurse to professional nurse. In the first three years, the UHC/AACN Nurse Residency Program hospitals had an aggregate turnover rate among first-year nurses of just 5.6 percent, compared with the national average of 27.1 percent.

The UCH/AACN Nurse Residency Program was implemented at UC Irvine Health this year. Monthly four-hour seminars are provided for the first year of a new graduate nurse’s employment. Each seminar is led by clinical nurse educators and clinical nurse specialists (CNS) from the Department of Nursing Quality, Research & Education and covers a wide variety of topics. Emphasis is placed upon ways in which these topics relate back to the American Nurses Association (ANA) Scope and Standards of Practice for Nurses and the ANA Code of Ethics.

Topics include:

- Stress Management and Self Care
- Interdisciplinary Communication
- Resource Management
- Organization of Data/Shift Report
- Planning of Patient Care: Admission Assessment
- Delegation & Time Management
- Evidence-Based Practice

A particularly effective segment of each seminar is titled “Tales from the bedside.” During this 45 minute session led by a facilitator (CNS or nurse educator), residents break into smaller groups by clinical specialty. The facilitator’s role is to provide structure and feedback, establish a safe environment of support, offer resources and promote group discussion. The group shares challenges, opportunities, or victories they experienced in the past month. These confidential group discussions enable the nurse residents to receive support, reinforce achievements and recognize that everyone has similar experiences. Monthly feedback and evaluations by the nurse residents indicate that they value this time in their small groups. They feel encouraged and value the insight and discussions with their peers and facilitator.

The first cohort of residents is comprised of 23 new graduate

nurses that have begun their nursing careers at UC Irvine Health in a variety of clinical areas throughout the hospital. They have currently completed the 5th month of the program. A new cohort will begin every six months.

We would like to welcome and introduce the first nurse resident group to UC Irvine Health:



**Medical-Surgical:** Paul Reeves, Kemella Sillah, Jordan Hall, Angela Hidalgo, Holly Dorlon, Cheryl Pailma, Bahaa Qadan, Thao Nguyen (Not pictured: Carl Galeon, Jennifer James)



**Neonatal ICU:** Whitney Brown, Jane Song, Michelle Graner



**Critical Care:** Joana Odero, Patricia Fuertez, Anna Viet (Not pictured: Paula Marquez)



**Perinatal:** Mary Ann Brown, Nina Torres, Murtaza Rizvi, Shea Murphy, Nychel Guia (Not pictured: Miranda Owens)

## MAGNET CONFERENCE

By Susan Gallitto, BSN, RNC-NIC



Each year, more than 5,000 nurses and nurse executives gather at the American Nurses Credentialing Center (ANCC) Magnet Conference to share and learn about nursing excellence in clinical practice, leadership, and research. The Magnet Conference serves as a celebration of accomplishments of Magnet facilities, and showcases best practices from the Magnet community. This year's National Magnet Conference was held Oct. 9-12 at the Los Angeles Convention Center. The theme for this year's conference was "Reaching for the Stars." ANCC hopes that all attendees were inspired to reach for the stars in their practice, no matter where they may be in their Magnet journey.



This year, UC Irvine Health was one of nine local Magnet organizations serving in the role of co-host at this prestigious conference. In our role as a co-host hospital, we provided input and assistance with the planning of the conference. The Magnet Planning Committee, consisting of Sherry Carter, Susan Gallitto, Donna Grochow and Massiel Luizaga, spent countless hours since January 2012 collaborating with the ANCC and other local Magnet hospitals. As a co-host facility, we were responsible to provide 272 volunteer service hours during the conference. Volunteers managed the on-site conference attendees needs, providing directions, acting as concurrent session facilitators and serving as room monitors. Volunteers were vital to the success of the conference and we were lucky to have 45 dedicated employees that agreed to work at the Magnet Conference. Staff who volunteered had the opportunity to attend conference sessions.

As a commitment to our Magnet journey, we encouraged nurses throughout UC Irvine Health to enrich their professional and personal development, by attending this exciting conference. According to our ANA Scope and Standards of Practice: Standard 8 Education: "The RN attains knowledge and competence that reflects current nursing practice." Each nurse who volunteered or attended the Magnet conference demonstrated their commitment to lifelong learning and the ANA Standard of Practice 8. In addition, participants are now in a key position to share best practices, innovations, evidence-based practices, research and ideas with their peers. Atten-

dance at a National Magnet Conference is a unique opportunity to make new connections with nurses from other Magnet organizations in our state and attendees from all over the U.S. and around the world.

This year's Magnet Conference offered four choices of educational tracks that mirror the Magnet Model.

1. Structural Empowerment
2. Exemplary Professional Practice
3. New Knowledge, Innovations, & Improvements
4. Transformational leadership

Highlights of the Magnet Conference this year include:

- Celebration of new and re-designed magnets
- Four general sessions
- 120 concurrent sessions
- 120 poster presentations
- 60 virtual posters
- Exhibit hall
- Art of Magnet Nursing Gallery & Studio
- Conference quilting bee
- Magnet film festival

It can be very rewarding to meet so many people with the same goals; excellence in patient care and the empowerment of the profession of Nursing.

Managers, practice council members and staff members were offered the opportunity to be entered into a drawing to receive a complimentary registration to this year's conference. Congratulations to the lucky recipients named below:

Deborah Tarbutton, ARU	Sheila Farid, SSDU
Gary Brentlinger, ARU	Lisa Stellar, DH76/78
Angelica Ahonen, 3T	Shella Soriano, 3T
Janette Rodes-Sanchez, SICU	Ramnik Idrees, DH76/78
Myrna Sy Quimsiam, PPCU	Claudia Henriquez, 4T

For more information on the educational and entertainment offerings at this year's 2012 Magnet Conference, visit [www.anccmagnetconference.org](http://www.anccmagnetconference.org)

**The 2012 ANCC Magnet Conference Planning Committee thank all staff volunteers.**

## MAGNET CONFERENCE VOLUNTEERS

## EXEMPLARY PROFESSIONAL PRACTICE

*"The true essence of a Magnet organization stems from exemplary professional practice within nursing"*

• • • • •

## The 2012 ANCC Magnet Conference Planning Committee thanks all volunteers.

A special thanks to all staff who took the time to work at the 2012 ANCC National Magnet Conference. Each of the following contributed to the required 272 volunteer hours needed for UC Irvine to successfully meet its commitment to the ANCC:

*Abigail Beltran-Hall  
Angela Hoe  
Blesilda Evangelista  
Charlene Miranda-Wood  
Choi Baesun  
Cindy Winner  
Debi Boyle  
Diane Key  
Francis Wilson  
Jade Francis*

*Akimbi Jeffers  
Angelique Chavez  
Carolyn Rothfuss  
Cheryl Simkins  
Christina Earwood  
Deanna Gaffney  
Dettie Romero  
Donna Grochow  
George Orate  
Johanah Carrera*

*Joy Valdellon  
Khaled Al-Eid  
Lauri Meredith  
Massiel Luizaga  
Michelle Grywalski  
Nadya Zamora  
Paterno Evangelista  
Robin Koeppl  
Rosemarie Murillo  
Shelby Hrach  
Sohayla Kharrat  
Susan Christensen  
Susan Magorno  
Wendy Jacob*

*Kathleen Acaba  
Laurie Armendariz  
Marissa Jardiniانو  
Maurice Espinoza  
Molly Nunez  
Nicole Manfredo  
Rema Mazhuppayil  
Roseann Vattuone  
Sally Duron  
Sherry Carter  
Steven Bereta  
Susan Gallitto  
Trinie Nguyen*

## STEPS ON THE MAGNET REDESIGNATION JOURNEY

*by Donna Grochow, MSN, RNC-NIC, WCC*

Over the last 12 months, nurses spent hundreds of hours on data accrual, storytelling, education, document writing and other preparations for the UC Irvine Health Magnet redesignation. In its final form, the redesignation documentation submitted to the ANCC on August 1, 2012 was close to 15 inches in height. In this documentation, we told our story using the five components of the Magnet Model. We are now awaiting a reply that our documentation has been accepted. Once accepted, we will be awarded a site visit.

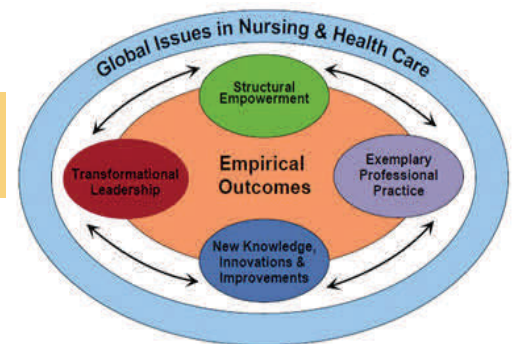
Many of you will remember the last two Magnet journeys that culminated in our original designation in 2003 and our redesignation in 2008. This journey requires the same intense involvement and more. Not only must we demonstrate all the quality measures previously presented; we must show what further progress and improvements have been made. We anticipate our redesignation site visit to be scheduled sometime between January and April 2013, which may seem like a long time away, but with all that is required, there is no time to waste.

Nurses throughout the hospital will be called on to help us pre-

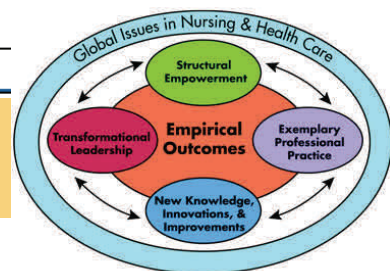
pare for the site visit. Three appraisers from the American Nurses

Credentialing Center's Magnet Recognition Program will visit with us for three days. During those three days, they're expected to spend about 45 minutes on each unit, talking with nurses about how their compassion, caring and commitment fits their professional practice models. They will also meet with physicians and support staff to get a glimpse of how nursing collaborates and interacts throughout the organization.

In the near future, we will be selecting *Magnet Ambassadors* to serve as the link between the UC Magnet Team and the staff. The ambassadors will participate in the development of tools, unit posters and education to ensure the staff are prepared for their meeting with the appraisers. They will be asked to coach staff on site visit questions. Their main role will be to help us build and maintain Magnet momentum.



# NURSING SHOWCASE



## STRUCTURAL EMPOWERMENT

“Nurses contributions to the organization and community are recognized.”



### Nurse Exemplar Recipients:

#### **Inpatient Nursing Excellence**

Gail Caro, RN-ARU

#### **Outpatient Nursing Excellence**

Joan Garcia, RN-OSS

#### **Change Agent**

Robin Koeppel, MSN, RN, CNS, PNP-NICU, Nursing Quality, Research & Education

#### **Rookie of the Year**

Nina Burkes, RN-MICU

#### **Preceptor**

Vincent Torres, BSN, RN-DH 76/78

#### **Mentor**

Cynthia Reyes, RN-DH 76/78

### Daisy Award Recipients

**April Stubbert** CN III-SSDU (April-2012)

**Wendy Carmona** CN II-SPPO (May-2012)

**Amethyst Dionson** CN II-DH 76/78 (June-2012)

**Steven Bereta** Nurse Educator-Nursing Quality, Research, & Education (July-2012)

### Promotions

**Courtney Renard**, CNIV-BICU

**Denise Ildefonso**, CNIV-BICU

### Graduations

**Ann Singleton**, DNP-Cardiac Cath Lab

**Isis Castillo**, BSN-ARU

**Steven Bereta**, MSN, NP-Nursing Quality, Research & Education

### CNIH Completion

**Kathleen Hoff**, MSN-Peds Trauma

*End of Life Care: Removal of Mechanical Ventilation Algorithm for the Dying Critical Care Patient*

**Vickie Hauer-Nimmo**, RN-SICU

*Foley Catheter Practice and Prevalence*

**Kerri Burross**, RN-NICU

*Reducing Unplanned Extubation in the NICU*

**Agnes Cruz**, RN-MICU/CCU

*Impella 2.5*

**Cristina Guidi**, RN-NICU

*Primary Care in the NICU*

**Natalie Gregory**, RN-IR

*Education for the bedside nurse on post-Interventional Radiology patients*

**Diana Chairez**, RN-NSCU

*Delirium in ICU*

**Fereshteh Saremi**, RN-OR

*Perioperative Patient Assessment*

MODEL COMPONENTS	FORCES OF MAGNETISM
Transformational Leadership	>> Quality of Nursing Leadership <i>Force #1</i> >> Management Style <i>Force #3</i>
Structural Empowerment	>> Organizational Structure <i>Force #2</i> >> Personnel Policies and Programs <i>Force #4</i> >> Community and the Healthcare Organization <i>Force #10</i> >> Image of Nursing <i>Force #12</i> >> Professional Development <i>Force #14</i>
Exemplary Professional Practice	>> Professional Models of Care <i>Force #5</i> >> Consultation and Resources <i>Force #8</i> >> Autonomy <i>Force #9</i> >> Nurses as Teachers <i>Force #11</i> >> Interdisciplinary Relationships <i>Force #13</i>
New Knowledge, Innovations, and Improvements	>> Quality Improvement <i>Force #7</i>
Empirical Quality Outcomes	>> Quality of Care <i>Force #6</i>