

# One Sharp Nursing: Everyday Excellence

Quarterly e-news published by the  
Terrence and Barbara Caster Institute for Nursing Excellence

**SPRING 2024**

"Nursing integrates the art and science of caring and focuses on the protection, promotion, and optimization of health and human functioning; prevention of illness and injury; facilitation of healing; and alleviation of suffering through compassionate presence. Nursing is the diagnosis and treatment of human responses and advocacy in the care of individuals, families, groups, communities, and populations in recognition of the connection of all humanity."

American Nurses Association, 2021



## From Susan Stone...

*Nursing is an art: and if it is to be made an art, it requires an exclusive devotion as hard a preparation, as any painter's or sculptor's work... It is one of the Fine Arts."* Florence Nightingale



Each spring we witness the bounty of our surroundings with fresh growth and beauty. Sharp HealthCare (SHC) is also renewing with an emphasis on innovation and technology. Not only are we implementing a new One Sharp electronic health record, we are forging ahead with innovative solutions using Sharp artificial intelligence and virtual platforms to enhance our care delivery model. This offers the opportunity for growth, rejuvenation, and the continuous pursuit of excellence in our practice.

In this newsletter, we celebrate the stories of nurses who have embraced renewal in their personal and professional lives. We explore the ways in which nurses have found inspiration, rekindled their passion, and embarked on transformative journeys that have elevated the care they provide through innovative practices and research advancements. We celebrate the incredible achievements of our nurses. We also feature stories of nurses who have pursued further education, engaged in professional development opportunities, and embraced new roles and responsibilities to expand their impact.

As SHC chief nurse executive, I am immensely proud of each and every one of you. Your commitment to excellence, compassion, and unwavering dedication to our patients and their families are the cornerstones of our success. It is through your collective efforts that we continue to set new standards of nursing excellence.

I encourage you to embrace opportunities for growth, seek out new challenges, and continue to push the boundaries of what is possible. Together, we will continue to shape the future of nursing, advance SHC's vision of being the best place to work, practice medicine and receive care, and make a profound difference in the lives of those we serve.

Thank you for your unwavering commitment to our patients, our profession, and each other. I am honored to serve alongside you, and I look forward to the incredible achievements that lie ahead!

Warm Regards,  
Susan Stone, PhD, RN, FACHE, NEA-BC  
Senior Vice President, Health System Operations  
and System Chief Nursing Executive

**SHARP**



## Nurse Residency Program Graduate Profiles

The Sharp HealthCare (SHC) Nurse Residency Program (NRP) was developed to provide a flexible, supportive environment to build confidence in new graduate nurse residents. Newly licensed nurses are hired into Sharp's 12-month, systemwide NRP, which has earned Accreditation with Distinction by the American Nurses Credentialing Center (ANCC) Practice Transition Accreditation Program®. Nurses in the program experience curricula promoting the acquisition of knowledge, skills, and professional behaviors necessary to deliver safe, evidence-based care. The NRP offers challenging and inspiring opportunities and clinical experiences in all clinical specialties to cultivate skills that promote lifelong success in nursing. Here is what Taylor Wynn has to share about her Sharp journey. We celebrate her ongoing achievements!

*Taylor Wynn, MSN, RN, 6W Surgical PCU  
Sharp Memorial Hospital*



"My interest in health care began at an early age when I was diagnosed with Keratoconus, a degenerative eye disease that causes the cornea to thin. I participated in a treatment protocol for Food and Drug Administration evaluation and approval, which required journeys to the Johns Hopkins Wilmer Eye Institute. This experience provided me with insight into the roles of various health care professionals and how they can directly impact a patient's experience. My experience sparked a curiosity in healthcare and interacting with the nursing staff inspired me to become a nurse to help provide the same level of excellent patient care that I received. Over the years, I developed various interests outside of nursing such as healthcare technology where I coded and analyzed health data in research projects. These experiences reaffirmed my enthusiasm for direct patient care, which led me to pursue a second degree in nursing.

I was fortunate to land my first nursing job at Sharp Memorial Hospital (SMH) and benefited from the NRP program. The NRP provided numerous opportunities with looping and educational classes that helped me successfully transition from student to nurse. I am also grateful for the NRP program community that made me feel comfortable to share all my experiences, both good and bad, as a newly licensed nurse.

Since the NRP program, I have participated in both evidence-based practice projects and research. I graduated from the 2023 Evidence-Based Practice (EBP) Institute San Diego Consortium where I developed my EBP project 'Assessing Pressure Injuries in People with Dark Skin Tones.' This project was successfully piloted on my home unit 6W at SMH from September - December 2023. The results of the project demonstrated that nurse education improves knowledge and confidence in assessing pressure injuries in people with dark skin tones. I have presented the project to various SHC committees such as the Health Equity Committee, Caster Nursing Institute, and Systems Safety Committee. The project has also been accepted as a poster presentation at the 2024 Wound, Ostomy, Continence Nursing Conference. In addition to this project, I am also part of the ongoing Delphi research study. I am fortunate that Sharp has given me these opportunities to help my growth professionally.

I maintain a work-life balance by disconnecting outside of work hours and engaging in activities I enjoy. I play recreational volleyball, soccer with my co-workers, or go for walks/hikes with my friends.

I believe I have a long future at Sharp and I am just getting started! I will continue to disseminate my EBP project to all Sharp nurses and build upon it in the future. In addition, I plan to go back to school to pursue an advanced degree to help progress my career at Sharp."

## Sharp Coronado Hospital Receives Primary Stroke Certification

Sharp Coronado Hospital (SCOR) received certification as a Primary Stroke Center from The Joint Commission (TJC), following an extremely successful survey in January. The passion and preparation of the Sharp Coronado team resulted in no findings by the surveyors, an achievement that reflects just how ready the team is to take its stroke care to the next level. Just two years ago, when SCOR received its Acute Stroke Ready Certification, TJC recognized the hospital's strong foundation in stroke care and encouraged SCOR to pursue the Primary certification after seeing the team's exceptional processes, outcomes, and commitment to quality.



SCOR clearly took their advice. TJC's surveyor commented that she'd never had an initial survey with no findings, and stated, "Sharp Coronado has the most engaged staff I've seen in a long time." Marlena Montgomery, MSN, MBA, RN, FACHE, CEN, SCOR's Chief Nursing Officer, praised the team's accomplishment and stellar marks from TJC. "This prestigious accolade is a testament to the tireless dedication, expertise, and collaborative spirit of our SCOR team – I couldn't be prouder." She adds, "For our patients, the Primary certification highlights our commitment to providing the highest quality stroke care to our community and keeping most stroke patients at SCOR, while also ensuring seamless access to advanced intervention at Sharp Grossmont Hospital, the region's Comprehensive Stroke Center."

This has been a team effort all around, and the Coronado Hospital Foundation has been instrumental in this journey and in supporting the hospital's growth in emergency care. Last year, when hospital leadership committed to becoming a Primary Stroke Center, the Foundation dedicated an additional \$2.3 million to the Campaign for Emergency and Intensive Care to establish the center.

SCOR's Primary Stroke Center certification is one more important, key step toward Sharp HealthCare's commitment to becoming San Diego's leader in neuroscience care, and further underscores our expertise in this ever-evolving, specialized field of care. Congratulations to Sharp Coronado Hospital!

(Adapted from Sharp Coronado Hospital Receives Primary Stroke Certification from The Joint Commission, *Sharp Communications*, January 17, 2024.)

## Sharp Recognized for Serious Safety Event Reduction



Each year, Press Ganey recognizes standout organizations for putting the human experience at the heart of health care and setting the bar high in patient, employee, and physician experience – as well as safety and quality – the building blocks of exceptional care. Sharp HealthCare was among this year's Press Ganey Human Experience (HX) honorees and was awarded a 2023 HX Achievement Award for Serious Safety Event Rate Reduction (SSER).

The SSER Award is given to those hospitals who have achieved a 50 percent or greater reduction in system-level SSER; have corresponding strong scores in safety culture perception regarding comfort level of reporting; and demonstrate a healthy trend in event reporting. Sharp was one of only eight health systems or medical centers to receive the 2023 SSER award. This is a true testament to Sharp staff's extraordinary efforts, and thanks are extended to staff for their continued dedication to the pursuit of becoming a high-reliability organization. Congratulations to all Sharp caregivers for the outstanding work they do – each and every day – to serve our patients and the community!

More information about Press Ganey's awards program can be found [here](#).

(Adapted from Sharp HealthCare Recognized by Press Ganey for Serious Safety Event Reduction, *Sharp Communications*, February 6, 2024).



## Sharp Office of Transformation Graduates Two New RN Green Belts

A clinical nurse specialist (CNS) and a Sharp Memorial Hospital (SMH) manager recently received their Green Belts after reporting out the status of their improvement projects in February 2024. Green Belts are organizational leaders that spend approximately 20 percent of their time on leading Lean Six Sigma projects and facilitating Change Acceleration Process (CAP) and Work-Out™ sessions.

Laura Ferber, MN, RN, CNS, CNS in regulatory affairs at the Sharp Metropolitan Campus, and Jessica Carlson, MSN, MBA, RN, CEN, manager, clinical nursing support at SMH, completed a project titled, SMH Reduction in Feeding Tube Insertions by Radiologist. Their aim was to implement standard work and bridle utilization in non-emergency department or intensive care units to reduce feeding tube dislodgements, which reduce the overall number of insertions by a radiologist. Specifically, their goal was to reduce the number of nasal feeding tubes inserted by a radiologist in progressive care unit patients by 30 percent by January 2024. Major accomplishments during this project included reallocation of resources (radiologist, radiology tech, transporters); reduction of waste and increased patient safety by having the feeding tubes inserted at the bedside by a dedicated Cortrak team; and initiation of a culture change focusing on interdisciplinary conversations on appropriateness of feeding tube insertions and reinsertions. The control plan includes review of Real Learning re-insertion data; review Cerner data for FL feeding tube insertions; and development and review a dashboard in Epic. Sharp-Reas Stealy Hospitalist Brian Lichtenstein, MD, remarked: "...as much as possible we are working to standardize across Sharp HealthCare. But this is a great example where there has been a local improvement, and we should consider expanding the practice outside of SMH."

The Office of Transformation, led by Amy Adome, MD, MPH, chief clinical and transformation officer and Kathy Summers, MS, vice-president of transformation, drive systemwide improvements in patient care, operations, finance and growth. The diverse Sharp team partners, supports, and accelerates transformation projects; Lean Six Sigma projects; and coordination, monitoring, mentoring, training, and facilitation. The Office of Transformation capabilities include program governance, change management, project management, benefit/value realization, training, and mentoring. The Office maintains a repository of improvement projects in their Process Improvement Library.

## Sharp Nurses in the Media

Kawar, L., Dunbar, G., Aquino-Maneja, E., Flores, S., Squier, V. & **Failla, K.** (In press, 2024). Quantitative, qualitative, mixed methods, and triangulation research simplified. *Journal of Continuing Education in Nursing*.

**Ecoff, L.E., Failla, K.R., & Pelletier, L.R.** (2024). Standardizing nurse transition to practice: An infrastructure to support nursing excellence. *Journal for nurses in professional development*, 40(2), 93-99.  
doi:10.1097/NND.0000000000000994

## Save the Date: 2024 Sharp Interprofessional Research & Education Conference

Sharp HealthCare's 10th Annual Interprofessional Research & Innovations Conference is scheduled to take place on Friday, September 27, 2024. This year's conference will be a hybrid event, combining in-person attendance with a virtual component. The venue for the conference will be the Sharp Prebys Education and Innovation Center.

### Important Dates:

- Deadline for Abstract submissions: Monday, June 3
- Results will be sent to applicants by: Monday, July 15
- Date of hybrid conference: Friday, September 27

By attending this dynamic conference, you will discover next generation innovation in the practice setting, best practices for adoption across organizations, dissemination of new knowledge obtained through research, interprofessional collaboration and engagement, professional advancement of frontline caregivers and exemplary patient, workplace and organizational outcomes.

Additional information regarding submitting abstracts, opening and keynote speakers will be forthcoming. For questions, please contact Karen Flowers at [karen.flowers@sharp.com](mailto:karen.flowers@sharp.com) or Melodie Daniels at [melodie.daniels@sharp.com](mailto:melodie.daniels@sharp.com).

## Patients and Families Honor Sharp Nurses Through Guardian Angel Program

To honor nurses and nursing staff who have made a difference in their patients' and families' lives, 640 nurses and nursing staff throughout the Sharp HealthCare (SHC) enterprise received Guardian Angel pins in Fiscal Year 2023. The Foundations of SHC launched the Guardian Angel Program to provide patients and their loved ones an opportunity to recognize caregivers who made a difference during their visit or hospital stay while also supporting Sharp. Many caregivers have been honored multiple times (indicated by an asterisk\*).

In return, each Guardian Angel receives a letter informing them that a donation was made in their honor. If it is their first recognition, they are presented with a custom-made lapel pin to wear proudly through their facility. SHC honors the work of extraordinary physicians, nurses and staff members and is proud to offer the Guardian Angel Program as a way of providing nurses and nursing staff with the recognition that they deserve for hard work and dedication to Sharp. Congratulations to those nurses and nursing staff who have made a difference in their patient's lives!

### Sharp Chula Vista Medical Center

Lorelai Abuid\*, Vincent T. Abalos\*, Carl Edison Alhambra, Amilie L. Espinoza, Adrian A. Garcia, Erin M. Newberry\*, Ma Leonora F. Pittmon, Raine M. Tacuone\*, Mary Lovelle P. Franco\*, Andrea Arias, Christopher D. Butera\*, Hannah I. Lapan, Voni L. Lazaro, Leah Nelson, Karla M. Simental\*, Maria G. Vasquez, Hazelle L. Baylosis, Michelle Do, Maria Rhodora O. Galang, Carl Paul Keith, Josielynn Gamoras, Edwin Barrientos, Josephine F. Bell, Cynthia S. Eata, Maria Donna Mejia, Holly A. Perez, Flordelina D. Hunt, Emma I. Impreso, Kathy Acosta, Marites T. Coquia\*, Fernando Islas\*, Karla Kissinger, Victoria A. Ramirez\*, Joanne Tamayo, Jacob Miles Guivara, Estephania Jimenez, Lale McNally, Leonor Meza, Bertha Sola, Eduardo De La Torre, Kathlyn Aguiluz, Nicole Ashley Briones\*, Leo Cabusas, Virginia Diaz, Sandra Fernandes, Jess Philip Fernandez, Jason D. Gapud\*, Leslie A. Gomez, Viviana Gonzalez Castaneda, Karen Mangiduyos, Bianca S. Posis\*, Samantha Serrano, Ma Daile Talosig, Leah Marie Testado

### Sharp Coronado Hospital

Rosio Espinoza\*, Robert A. Bermudez\*, Adam T. Piper\*, Maria E. Drabkin, Faye E. Sexton\*, Madeline R. Ward\*, Leslie A. Kennedy\*, Sarah P. Meunier\*, Anna C. Laflamme\*, Jeffrey B. Schulcz\*, Lynn M. Skapes\*, Giana Amendola-Rebick, Maribeth T. Chiong, Johnathan C. Cowan, Madison S. Kalsbeek\*, Nina Veal, Ana M. Duran\*, Tracy G. Jennings\*, Alana Lucas\*, Phoebe France A. Cinco, Kelsey L. Truckenbrod\*, Artemis Cortez, Nataliya Joseph, Kaitlyn Morris, Janet Rosales Arias, Autumn Scheidel, Caroline Vallejo\*, Jessica Voechting, Francisco J. Flores, Chantal A. Gonzalez, Clarissa Ramirez, Genalen Rosalejos, Lorena D. Rubi\*, Rodolfo G. Santiago\*, Arcelie Clinkscates, Lesslie J. Camacho Flores, Radeah E. Merino, June V. Palpallatoc, Marlana L. Montgomery, Pamela F. Adler\*, Joan Kokocinski\*, Yvonne M. Angeles, Matthew A. Maestro, Ruben Virgen, Grace R. Brown, Ariana De La Paz\*, Maria E. Montes Alvarez, Michael R. Blake, Ramon Elizondo, Katherine L. Goble, Cindy C. Arias\*

### Sharp Grossmont Hospital & Hospice

Eleonor M. Alarcon, Irina Avetisova, Loreta D. Bassig, Lisa M. Delong, Jessica F. Elsworth\*, Diane L. Ward\*, Ericka T. Ruffner\*, Vanessa C. Gibbs, Traci A. Holdsworth, Kelsey C. O'Hanlon\*, Emily A. Rieker\*, Ruth A. Shaffer\*, Kristin L. Coss\*, Rosemarie Farrell\*, Jasmin H. Nguyen\*, Amy L. Calbow\*, Emily D. Smith, Edgar Gomez, Teresa A. Martinez\*, Jennifer M. McArthur\*, Deiseree P. Monte, Roderic D. Olorvida, Jay J. Sarmiento, Desiree D. Walker\*, Sean M. Wenzel\*, Autumn C. Nunez, Maxine L. Angel\*, Rachel J. Webb, Lisa M. Goodman\*, Adrienne O. King\*, Julie M. Michael\*, Morgan A. Harrison, Jenna R. Petrocelli, Aurielle Gray\*, Andrea M. Ringhand, Sylvia Ford\*, Lacy Nicole Yap, Leslie J. Hazard\*, Francisco A. Salcedo, Mariano Bautista\*, Martha V. Caddell\*, Raymond LeBlanc\*, May Mariano\*, Evon Y. Barkho\*, Cameron Murillo, Cynthia Larco, Satoko Fraser, Melissa R. Abad\*, Norma A. Barba-McDonald, Ashley Foster, Ann M. Lowther\*, Vivian A. Payne, Chona N. Pinnock, Stacie C. Reynolds\*, Sara Urzua, Linh Vaiauso, Rebecca Wong, Mahta Yemane, Luke C. Roy\*, Miranda J. Grieshaber, Ashley A. Lombardo, Diana Rivera, Kristina M. Perez\*, Tonya Gaitley\*, Corinne P. MacEgan\*, Ramona J. Ruff\*, Sharon L. Wilson\*, Marina M. Brewer\*, Jennifer L. Frazier\*, Mara G. Hasvold, Paul A. Holt, Alison K. Goodman\*, Miriam Chavez, Michelle Esparza\*, April Gonzalez\*, Lorena Mendoza, Andrea Puente\*, Maria Teresa Rosas Ruelas\*, Ousama J. Darwish\*, Maria D. Gutierrez\*, Karen Munoz, Sandy Vu, Diane Burks, Krysta B. Donaghue, Roderick O. Nazareno\*, Heather J. Pohjola\*, Jenny T. Reeves, Michael Baumgardner, Trina M. Mojica\*

### Sharp Mesa Vista Hospital Sharp McDonald Center

Danielle Campbell, John P. Conly\*, Nancy A. Earl, Chandra M. Vincent

### Sharp HealthCare

Gina M. Sinaniz, Ruthann Daddario, Kristine L. Ortiz\*, Abigail R. Hooper, Marieta G. Almogela\*, Susan B. Stone\*

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## Guardian Angel Program (Cont'd)

### Sharp Mary Birch Hospital for Women and Newborns

Amber N. Zavala\*, Beverly L. Dumas\*, Kara S. Reed\*, Sharon E. Abdalla\*, Jennifer M. Soares\*, Galina Bespechny\*, Floriana P. Brown\*, Monique A. Nowacki\*, Brittany O. Richardson\*, Lisa Robertson\*, Donna V. Salamida, Jennifer J. Schmottlach\*, Stacey A. Farley, Breann L. Adelman\*, Alexa R. Brickley, Allison N. Swain\*, Kasey Bethel\*, Brianna N. Brotherton\*, Meara J. Buss\*, Cindy Choi\*, Kylie D. Clower\*, Desirie G. Doria\*, Samantha L. Eklund, Jade Y. Evans\*, Alexandria C. Gardner\*, Raymie L. Huerta\*, Lindsey M. Laff\*, Angela E. LeMaster\*, Kimberly S. Martin\*, Kimberley M. Norby\*, Ebony Petteway\*, Ronna Plank\*, Katelyn C. Quinn\*, Lorellie D. Raclin\*, Lauren J. Rosenthal\*, Lauren M. Ruz\*, Roanna Aimee D. Salvani\*, Shuny Sanaie\*, Sherri L. Scott-Vasquez\*, Alison K. Van Dyke\*, Alisa L. Whitney\*, Nancy M. Ables, Eva M. Burman, Teresa Cole\*, Myrna Daroya\*, Carmelita A. Griffin\*, Christina M. Jeffredo\*, Nancy L. Mann, Martha P. Mullen\*, Yuki Nakamura\*, Annette D. Noa\*, Joanne Perretta\*, Aileen J. Soteras\*, Mary K. Thimes\*, Natalie Ashley-Hardy\*, Joy Bartsch\*, Michelle L. Cabrera, JaniceKay G. Caguiat\*, Madison Clevenger, Mercedes I. Comabella, Megan E. DiMaggio\*, Nicole T. Ehlke\*, Janet A. Gonzales\*, Gina C. Gonzales\*, Brianna N. Greenly\*, Kimeh G. Kizekai\*, Karlee Kronquist\*, Margarita S. Leivas-Wraight\*, Isaura Limon, Gabriela K. Lopez, Vanessa D. Luu, Svitlana M. Mantonona\*, Morgan W. McLaughlin\*, Micaela E. Mvongo\*, Diane Ngo\*, Hannah Roach\*, Ellen S. Rohe\*, Gina M. Scronce\*, Sheena G. Waters\*, Courtney F. Yates\*, Victoria Anderson, Cindy L. Dacua-Ellazar, Janette C. Zosa\*, Juliet Mariano\*, Sharon A. White\*, Monica J. Orozco, Ricki D. Aquino, Colleen A. Plezia\*, Bronwyn L. Smith\*, Ruth S. Barlow\*, Alana D. Ikezu, Michelle R. Walmsley\*, Katherine E. Hogan\*, Sara K. Heim, Felecia Gomez\*, Anna Melissa Atangan\*, Kaitlyn Bales, Cary Bearden, Melinda Bunuan, Angelica Buono, Celeste Castro, Alisha Dixon\*, Allyson L. Fritzler, Kathryn Giddens, Carolyn Goodall\*, Samantha Grillos Samantha Hartsough\*, Juliann Hodgkins\*, Chaela Huff, Jewell M. Jones, Julia K. Lafferty\*, Beth Lagdamen, Maude Lambert, Nichole C. Miller\*, Meghan A. Mulvihill\*, Caitlin Nerenberg, Alexa O'Hara\*, Monica Orozco, Audrey Oster, Stephani H. Parker, Logan Patenaude, Diep T. Pham\*, Erika S. Reed\*, Nicolette Schoenfeld, Steph A. Stottlmyer, Kaycee Truong, Julie Vorce, Megan E. Wheeler, Suzanne Yang

### Sharp Memorial Hospital

Raymond C. King\*, Teresa R. Sao\*, Juliet G. Batangan\*, Jason P. Javier\*, James Kagel, Kaylee Leader, Geodelio T. Papa\*, Karen D. Ramos, Barbara E. Mays\*, Kethurah J. Kaliyar\*, Susan K. Robinson\*, Summer M. Buchanan\*, Felicia A. Butts\*, Melvyn Cerrillo\*, Reanna L. Cook\*, Adam J. Denomme\*, Nicole M. Fink\*, Caroline N. Garvida\*, Amy B. Jenkins\*, Laura M. Lopez Moreno\*, Karla C. Maniquis\*, Tyler J. McDonald\*, Austin Miller, Danae K. Mucher\*, Hegino M. Oliveros\*, Meredith L. Oritz\*, Mallory Pangan, Sherrie Park, Koral E. Pineda\*, Topaze L. Rawlinson\*, Francesca Sanford\*, Nazeeh S. Shaheen\*, Delores G. Smith, Kathryn S. Tanabe\*, Sahar M. Taravati\*, Elliot C. Tonna\*, Wan-Ching Tsou, Baibing C. Wilson\*, Margaret G. Alvarez\*, Alexander J. Blackhall\*, Maria Theresa A. Bolano\*, Teresa A. Boone\*, Riorita Cohen\*, Maofelia S. de Castro\*, Claudia P. Fernandez\*, Abigail R. Hizo-Jereza\*, Leticia Lugo\*, Pamela C. Macrorie\*, Kimberly E. Russell\*, Jennifer D. Velasco\*, Patricia J. Magdaluyo\*, Jeremiah C. Abaja, Yanzmarion N. Acebedo\*, Dennis Buenviaje\*, Claire Marie A. Carlson\*, Cynthia L. Chang, Ashley E. Davis\*, Vicky M. Dela Cruz\*, Amanda Edwards\*, Brooke L. Filgo, Zachary Gault, Catherine T. Giang, Chris J. Gonzales, Katrina G. Gozun, Christine E. Guillen\*, Carissa A. Hames\*, Daniel J. Irwin, Khanh Le\*, Anna E. Manfreda, Sarah Marek, Jessica R. Masanque, Katherine A. Mullen, Jessica Munoz\*, Chrysteen K. Nguyen, Michael Nieder\*, Christina M. Peifer\*, Amber A. Potur, Amy Rardin, Maadhavi Rawalji\*, Natalia Rementilla, Yogita Sharma\*, Courtney L. Smith, Daniel S. Steppler\*, Hannah Tallarida, Andrea Valles Alvarez, Alexandra Visconti, Bounnhot Vongdarath\*, Madeline Williamson, Kaitlyn E. Wuerth\*, Taylor Wynn, Alisha M. Alfonso, Dyanne T. Anderson, Carol Ann S. Cleary\*, Marie E. Contasti\*, Shifra Fern\*, Rocio Guerrero\*, Elaine G. Hartwig, Briana N. Jackson\*, Eva E. Jakabfi, Tanya Kroshchuk\*, Makenzie Leblanc, Victor Lee, Jennifer L. Lockhart, Michael McCoy\*, Selena Mendieta Lobato, Allison Ritzert\*, Alexandra E. Serrano, Diana Tran, Andrea Ortega, Paul A. Consiglio, Yoko H. Peters\*, Christina C. Williams, Melanie Thompson\*, Hong T. Phan\*, Kathleen V. Kracht\*, Sherellyn T. Browning\*, Lindsey J. Jamotillo\*, Erik Lunde, Heather Amadeo, Nancy T. Jimenez Pacheco\*, Mark Dawood, Ricardo R. Reyes, Juan C. Soto-Padilla\*, Joanna P. Rances\*, Danielle A. Yamsuan, Nicole J. Swanson\*, Sheila V. Angeles, Jerry Atangan\*, Courtney J. Morgan, Sergio E. Morquecho, Kristinne M. Nulud, Cristina M. Spencer\*, Diana P. Tantoco\*, Mary V. Scarlett\*, Donna M. Dasinger\*, Leslie J. Washington, Lindsay P. Bigbee\*, Daniel V. Marinelli\*, Jessica J. Brazel, Arielina Lizarraga\*, Kelly R. Matthaei\*, Sarah L. Norwid\*, Mariah N. Mellinger\*, Ester T. Edejer\*, Benjamin F. Eslava\*, Nancy N. Florentino\*, Charisse Ann M. Malazarte\*, Alicia Navarro, Aileen Rivera-Lizarraga, Angeles L. Zamora\*, Kirsten De Guzman Samson, Nicole D. Buckley, Mary Jasmin Calas\*, Tina Chan\*, Amara J. Harris, Carlos O. O'Connor, Shelby N. Shartel, Vanessa Zavaleta, Nikki A. Burke\*, Wendy Helfand\*, Anne F. McAdam\*, Nicholas E. Haluskey\*, Joanne T. Lam, Carlen L. Hudnet\*, Patricia Atienza, Nicholas Blake, Rachel D. Canonigo, Christa Cira, Steven D. Currie\*, Felicia R. Deskins\*, Camille Dumbrique, Taylyn Dyok, Frederick Elope, Alessandra I. Gamon\*, Jonathan L. Goldstone\*, Megan Hart, Mary Jeffries\*, Nicole Lenart\*, Shannon Lewis, Michelle Loo, Cindy Magana, Eden Muyano, Iryna Myronenko, Karina Ochoa, Homa Sher, Zoe Smith, Alexis Van Noy, Annette Contasti\*, Carol A. Psahoulis\*, Ann C. Ruppert\*, Nichole M. Coop, Rachel Torres, Madison Dial, Angelica Sandez\*, Heather J. Lim, Crystal R. Torrecarion\*, Cory A. Kraft\*, Jacqueline L. Matsuo\*, Tina H. Carreras\*, Angella K. Waller\*, Audrey Enriquez\*, Meryl J. Desforages\*, Nicole E. Goncalves, Gail M. Krivitz\*, Melissa Magalei, Charmaine Maglalang\*, Milagros D. Camba\*, Janice M. Cleator\*, Megan M. Farmer\*, Christina Feltan\*, Rebecca Hodge, Abigail Yusam\*, Suzanne Macoviak, Amanda Y. Jahn, Christie A. Marquez\*, Amanda M. Austin, Marc J. Verlasky\*, Doris Parks\*, Stephanie M. Corio\*, Sheila Evangelista\*, Guadalupe M. Gonzalez\*, Monique N. Arias\*, Karen M. James\*, Alberto L. Tomines\*, David Benavides

Continued...

## Guardian Angel Program (Cont'd)

### Sharp Rees-Stealy

Michelle Moreno, Lance D. Fickas\*, Sharyn D. Miron\*, Rebecca L. Abernathy\*, Michelle Brackman, Debra L. Crawford\*, Carissa L. Dane\*, Brittany A. Hamilton-Tatum\*, Jennifer McCoy, Kandice R. Hill\*, Andrea Spiller\*, Sara Benjamin, Ernida Mosqueda\*, Haidee M. Munson\*, Wendy A. Kuhr\*, Amy M. Van Dell, Myra Laurino\*, Nimmy Mathew\*, Shelby R. Miller, Mindy K. Beacham\*, Deanne E. Ellsworth\*, Kenneth R. Erickson\*, Tanya N. Haupt\*, Sabrina Hay, Laura Houk\*, Brigitte Huls, Olivia Y. Jimenez\*, Abigail Joy F. Lucas\*, Rose M. Lynn\*, Shella S. Manabat\*, Isaura Neumayer\*, Margarita Y. Nieves, Rebecca A. O'Dell\*, Mary Ovid, Diana Reneau, Dionde L. Smith\*, Nayla Torres Pazos, Joanna M. Tuazon\*, Nancy L. Holmes\*, Maria Cristina T. Soliven\*, Amy L. Britcher\*, Kristina Zarah D. Abiog\*, Benjamin Alvarado, Tamica R. Berason\*, Josephine Anne D. Cachola\*, Elizabeth C. Martinez\*, Fanny L. Martinez\*, Moneeca R. Morgan, Jazmyn Z. Salenga\*, Taylor Sanders, Dennis Strum, Christian P. Catungal, Carolina Davila, Marcus L. Harris, Ruben D. Quiocho, Glenda M. Kimble, Nicole Barlow\*, Michelle D. Bessette, Ryan S. Cabuang\*, Maryjo Calbone, Candace R. Chambers\*, Georgina Contreras, Corinne Gladkowski, Amanda Hartman, Jennifer Hinderliter, Anna K. Swiniarska, Brittany Theisman\*, Kristen N. Banks\*, Gina E. Douglas-Ciisneros, Aimelene G. Manuel, Brian Melgar, Angelina R. Ragunton, Leticia R. Welsh, Christina J. Yousif, Nicole A. Dimiceli\*, Marie A. Maula, Kristen Cason, Brenda L. Gripp, Laura F. Feinberg\*

### Make a Donation

If you are interested in donating in honor of a Sharp caregiver, please contact Pam Barnett at [Pam.Barnett@sharp.com](mailto:Pam.Barnett@sharp.com) or 858-939-6960.

## Newsweek Recognizes Sharp for Workplace Diversity

We are pleased to announce that once again, Newsweek has recognized Sharp HealthCare as one of [America's Greatest Workplaces for Diversity 2024](#).

In cooperation with Plant-A Insights Group, a market data research firm, Newsweek conducted a large-scale, independent review of publicly available data, interviews with human resources professionals and an anonymous online survey of a diverse group of 223,000 employees. This resulted in more than 1.5 million in-depth evaluations of companies employing at least 1,000 employees, marking one of the most comprehensive independent workplace studies in the country.

Sharp leadership thanks Sharp employees for living the Sharp behavior standard of Diversity. And a special thank you to the Sharp Equality Alliance for embracing and promoting the cultural diversity of Sharp and the range of identities, voices and perspectives our team members contribute to its culture. Sharp recognizes that differences, unique talents and varied backgrounds come together to create a stronger whole. By living Sharp values each day, Sharp can continue to deliver The Sharp Experience in every interaction with colleagues, patients and their families.

(Adapted from Newsweek recognizes Sharp as One of America's Greatest Work[places for Diversity, *Sharp Communications*, February 9, 2024.)





## Registered Nurse Extenders Enhance Care at Sharp

The nurse extender program was created in 2021 to support clinical nurses during the various surges of the COVID-19 pandemic. Key nursing tasks were identified for this new role to "extend" the care delivery model to meet the needs of the patient. The role was ideally created for new to specialty roles (e.g., medical surgical to progressive care units) as well as new graduate nurses who were severely impacted by the pandemic. New graduate nurses were unable to participate in traditional bedside clinical experiences due to the pandemic and this program allowed the opportunity to expand their bedside experience prior to entering the workforce.



*Julia Vela, BSN, RN, Clinical Nurse, Acute and Progressive Care Unit, Sharp Coronado Hospital  
Allyssa Reiter-Carless, BSN, RN, not pictured*

Several of these nurse extenders were able to secure positions in Sharp's Nursing Residency Program (NRP) and completed their residency program 33 percent faster than a NRP resident who was not a prior nurse extender. Additionally, the nurse extenders were able to successfully complete NRP residencies in critical care areas such as the intensive care units and emergency departments. Below, we highlight the stories of two of those nurse extenders, Allysa Reiter-Carless, BSN, RN (AR-C), and Julia Vela, BSN, RN (JV), who successfully transitioned to new graduate nurse and are now experienced specialty nurses at Sharp Coronado Hospital. — Nicole Ward, MSN, RN, AGCNS-BC, CCRN-K

*Briefly describe your educational background.*

**AR-C:** My nursing education journey began when I was 20. I had always wanted to become a nurse, and never had a plan B. I enrolled in a licensed vocational nurse (LVN) program in 2019. My clinical and in-class experiences fueled my desire to be the nurse that could make a difference. After graduation with my first degree, I started work in a skilled nursing facility. My admiration for my registered nurse (RN) supervisors grew and I decided to go back to school for a bachelor's degree. My education from West Coast University was phenomenal and my gained experience was the backbone of my confidence.

**JV:** I attended the University of San Francisco (USF) for my undergraduate degree where I received a bachelor of science in nursing (BSN) degree. I participated in several nursing associations while in college and was an honors student throughout my four years at USF. After graduation, I moved back to San Diego, passed my National Council Licensure Examination, and began my search for jobs as an RN.

*Describe your time as an RN Extender.*

**AR-C:** After I graduated from a BSN program, I applied for the RN extender position through Sharp. The program was designed for us to be COVID-19 relief for the staff nurses and aides. The implementation was extremely well done. The training provided a well-laid foundation of clear roles and responsibilities. This allowed us, as RN extenders, to be able to perform functions at the level of the RN hospital staff, without having our own patient assignment. I was trained with "tasks" being my priority. The preceptors taught me how to do medication administration via intravenous (IV), nasogastric, and g-tube; essentially all route types. I learned how to give bed baths, change dressings, help place foleys, start IVs, and so much more. Although I was working under the primary RN, I never felt lesser than; and through this teamwork I also learned what it meant to assess and anticipate patient care.

**JV:** As an RN extender, I was able to collaborate with the nursing care team, practice nursing skills, and improve my communication with patients while on a medical surgical unit. Being an RN extender meant that my primary role was to aid the unit wherever there might have been gaps in care due to the volume of COVID-19 and COVID-related patient admissions. This meant that I would help the nurse aides with toileting and bathing patients while also being able to help the nursing staff by administering medications. Overall, I was able to help the unit in a multitude of ways that ensured that The Sharp Experience was delivered to all patients and all patient needs were met to the best of our ability and at the highest quality. This opportunity showed me that I wanted to continue to be a part of the Sharp HealthCare (SHC) team as a result of the care and compassion that my coworkers and leadership showed me while in this position. I was always encouraged to ask questions, be curious, practice my skills, and was motivated and uplifted by my team each shift.

*Continued...*



## Nurse Extenders (Cont'd)

*Tell us about your interest in joining Sharp as an employee.*

**AR-C:** I'm originally from Orange County, and ever since I was child, I had loved visiting San Diego. I knew that I wanted my career to be here. I researched all the major San Diego hospitals and Sharp stood out to me for a multitude of reasons. I was told through many recruiters and fellow students at my college that Sharp had a very friendly feel, and that "The Sharp Experience" was a slogan that was truly valued by the company. What really caught my attention was their new graduate program (NRP). The description and reviews of their NRP was the most positive out of all that I had heard about.

**JV:** I was born and raised in San Diego which allowed me to personally experience being a patient in the SHC network before joining as an employee. I was always amazed by the excellent care that I received. When I began my search for a job, I was immediately interested in working for Sharp, a network I held in very high regard. In my interview, I felt immediately welcomed by the leadership team and it was clear that Sharp not only cared for their patients, but also their employees.

*Tell us about your experience thus far at Sharp and what future plans you have to grow within Sharp.*

**AR-C:** My experience with Sharp has been absolutely amazing. I have had other healthcare jobs and have never felt as supported as I do here. Our management, ancillary staff, nurse preceptors, nurses and nurse aides are all truly wonderful. I am always telling people how much I love my job, and how blessed I am to work here. I now often precept and love how Sharp has helped me grow in my career. Regarding my future plans, I hope to go back to school for a master's degree in nursing education and continue my journey by exploring other specialties. I hope to someday earn title of advanced clinician and teach new graduates and hires alike, as well as welcome them as I was to Sharp. Thank you so much for this opportunity and allowing me to share my story.

**JV:** I have been working with Sharp for the last two and a half years and I have since completed the NRP at Sharp Coronado Hospital. I was initially working on the night shift to acclimate to the workload while functioning independently as an RN for the first time. Once I felt comfortable with my workflow, my next challenge was moving to the day shift which would entail more time management and communication with the broader nursing care team members. I have also taken preceptor courses so that I can continue my nursing journey by precepting incoming NRP cohorts as well as orienting new hire nurses to the unit. I enjoy the responsibility of precepting and orienting new nurses to the unit and sharing my knowledge of our practices, policies, and standards of care. I hope to continue to grow and learn at Sharp and in the future return to school for a master's degree in nursing leadership.

## Debbie Holly Retires

Sharp System Services would like to recognize Debbie Holly, MSN, RN, for her dedicated service to Sharp HealthCare since 1979. Debbie started her Sharp career as a new graduate nurse at Sharp Memorial Hospital (SMH). After graduating from the University of San Diego Hahn School of Nursing and Health Science with a master's degree in nursing, she has held numerous leadership roles at SMH and Sharp Chula Vista Medical Center including educator, manager, and director. In 2010, Debbie started her role at System Services as the manager of nurse connection, the after-hours telephone triage service. In 2019, she transferred to Sharp Resource Network (SRN) as a nursing supervisor, focusing on staff education and training. Sharp System Services will be hosting a retirement celebration in Debbie's honor to bid a fond farewell and celebrate her new journey into retirement.

(Adapted from Debbie Holly Retirement Celebration, *Sharp Communications*, February 23, 2024.)



Debbie Holly, MSN, RN

## Nurses #1 in Patient Satisfaction and Honesty and Ethics

Gallup's [Health and Healthcare Survey](#) was conducted from November 1-21, 2023, and ranks nurses highest (82%) in providing “excellent” or “good” medical care (see chart below, left). This ranking serves as evidence that nursing tops U.S. occupations and is consistent with Gallups annual honesty and ethics professions ratings. Their 2022 data show nursing leading the list of 18 professions, with 79 percent of Americans stating that nurses had “very high” or “high” honesty and ethical standards.

More recently, a December 2023 [poll by Gallup](#) revealed that 78 percent of adults rated nurses as “very high” or “high” in honesty and ethical standards. Nurses again topped the list of 23 professions; next on the list was veterinarians. Four other professions have majority-level positive ratings – engineers, dentists, medical doctors and pharmacists. Many ratings declined amid the COVID-19 epidemic. For example, nurses ratings fell from 85 percent (2019) to 78 percent (2023; see chart below, right), but nurses continue to be the leader in honesty and ethics for 22 consecutive years.

(Adapted from Nurses first, doctors distant second in healthcare provider ratings, *Wellbeing*, December 18, 2023; Ethics ratings of nearly all professions down in U.S., *Gallup*, January 22, 2024).

### Americans' Assessment of Care Provided in U.S. Healthcare System

Next, we'd like to read a list of several aspects of the U.S. healthcare system. For each, please tell me if you think the medical care or medical services they provide are generally excellent, good, only fair or poor.



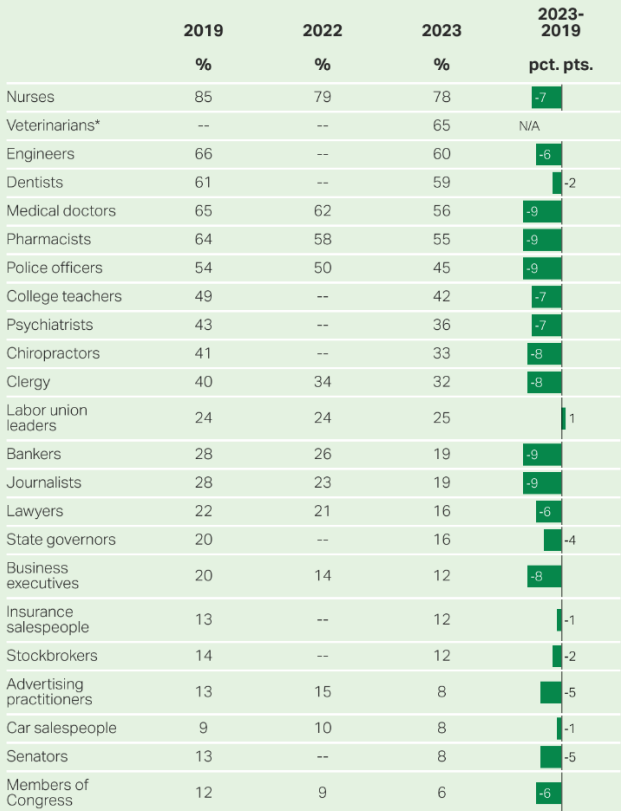
^Results are the average of separate ratings of “walk-in clinics” (past trend wording) and “urgent care clinics” (new wording). The survey used a split-sample technique asking a random half-sample of respondents about each type of clinic to see if people make a distinction between the closely related entities. The results were nearly identical, resulting in both receiving a 56% excellent/good rating.

Nov. 1-21, 2023

GALLUP

### Americans' Ethics Ratings of 23 Professions Are at or Below Recent Levels

Please tell me how you would rate the honesty and ethical standards of people in these different fields -- very high, high, average, low or very low?  
% Very high/High



Professions are listed in 2023 rank order.  
\* When veterinarians were last included in 2006, 71% of U.S. adults rated their ethics as very high or high.

GALLUP

## Brown Simulation Center Update

As we approach the one-year anniversary of the opening of the James S. Brown Simulation Center (BSC) within the Sharp Prebys Innovation and Education Center (SPIEC), it seems a perfect time for introspection. It has been a whirlwind of a year, and so much has been accomplished.

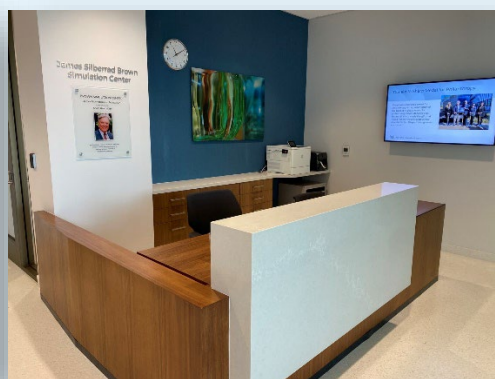
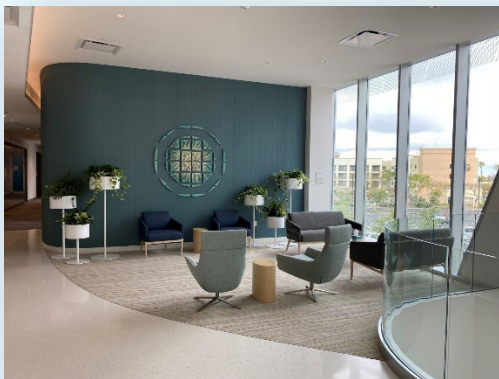
The BSC opened for training on May 1, 2023. Since its launch, the BSC team has helped create 16 unique simulation activities, held over 114 individual simulation sessions involving 1,381 learners, and hosted activities for a variety of disciplines and interdisciplinary groups. This small but mighty team is gathering metrics for the BSC annual report (to be distributed soon) for more details of the team's accomplishments.

In January, the Society for Simulation in Healthcare hosted its annual International Meeting for Simulation in Healthcare, here in San Diego. The BSC had the honor of hosting a pre-conference immersive event giving the BSC team an opportunity to connect with the latest in healthcare simulation research and innovations, and network with simulationists from all over the world. Special thanks to Drs. Melodie Daniels, Alex Perreiter, and Andrea Austin for supporting this event. The BSC continues to host tours and develop simulation educational activities. In collaboration with Sharp patient safety partners, the BSC continues to brainstorm ideas for incorporating simulation to address both known and unknown patient safety concerns.

The BSC team has decided to seek provisional accreditation through the Society for Simulation in Healthcare, with an emphasis on teaching and education standards. The team is diligently creating department guidelines and completing the necessary elements for this submission. While the goal of attaining successful accreditation at the earliest opportunity – July 2025 – is ambitious, the BSC team is confident in meeting the challenge.

Congratulations to Daniel McConnell, BSC simulation operations coordinator, on his selection as Employee of the Month for System Services in January 2024. Additionally, we want to recognize Mike Froeberg's achievement in completing his certification as a Simulation Healthcare Educator. Sharp is fortunate to have Daniel and Mike, who are truly outstanding teammates, and the supportive colleagues and leadership in the Caster Nursing Institute.

We look forward to working with you to continue to innovate simulation and learning at Sharp HealthCare!



*James S. Brown Simulation Center*



## Build Your Communication Skills: Palliative Care Simulation Course

Expert care for patients with serious illness requires strategies beyond clinical intervention, such as medications or procedures. In addition to managing symptoms from disease or treatment, patients and families require psychosocial, emotional, and spiritual support. Effective communication and listening skills evolve with experience, however healthcare professionals often face personal difficulty addressing concerns or expectations as disease advances. Such difficulties may arise from a desire to avoid a potentially emotional conversation, lack of training on effective communication techniques, or scope of practice concerns. Clear, compassionate communication can make the difference between optimal quality of life and unnecessary suffering. Guided education and practice on advanced communication can improve skills for responding to patient and family concerns in a serious illness situation, as well as counter the moral and ethical distress clinicians experience.

The educational strategy of simulation provides a safe environment to evaluate our own abilities, practice new skills, and receive supportive feedback. The Palliative Care Simulation Course (PCSC) is a new offering for clinicians at the James S. Brown Simulation Center beginning in Spring 2024. Faculty for each event includes palliative care nurse practitioners and other members of the interdisciplinary team. Each session awards seven continuing education hours and is open to all clinical professionals.

Simulation Director Carmen Spalding has many years of experience coordinating simulation events for palliative care communication. Here are some of her thoughts about the value of practicing advanced communication skills for patients with serious illness: "The literature provides strong evidence that nurses have difficulty engaging in conversations surrounding palliative care, hospice, and end-of-life care. Poor communication at these times also negatively impacts patients and their families – impacts that can have lasting effects. This course provides tools that help clinicians engage in these conversations. The simulation scenarios allow for the participants to engage with simulated patients and practice using these tools to develop their knowledge, skills, and attitudes surrounding palliative care conversations. Participants often report that using the tools made them better prepared to engage with their patients."

Stay tuned for future communications about the simulation schedule and registration information. If you wish to be placed on an interest list, email Caroline Etland at [caroline.etland@sharp.com](mailto:caroline.etland@sharp.com). She will email you registration information once it becomes available.

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