

One Sharp Nursing: Everyday Excellence

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"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 Laurie Ecoff...

Fall is time for evaluation of the previous year. At Sharp HealthCare, we evaluate our successes – as an organization and individually – in the fall. In this Fall 2023 issue of eNews, I challenge you to evaluate how you exemplify our guiding Sharp Professional Practice Model (PPM). The PPM, an atom shown above, has seven elements including Sharp's values, caring, safety, innovation, excellence, and integrity interwoven in the rings. As you reflect on this past year, consider these questions based on the PPM:

Person-Centered Care	How do you engage and empower patients and care partners? How do you demonstrate respect for fellow team members and practice self-care?
Engaged Leadership	How do you contribute to decisions in your work environment? Do you participate in unit practice councils or some other forum?
Professional Role	How do you integrate professional roles standards? For example, nursing practice in California is divided into three types of functions: independent, dependent, interdependent. Independent functions ensure the safety, comfort, personal hygiene, protection of patients, and the performance of disease prevention and restorative measures. How do you keep patients safe within your independent scope of practice?
Inquiry and Innovation	How do you ensure the care you provide or work you do is evidence-based? What resources do you use when you have a question?
Professional Growth	How do you continually grow and acquire new knowledge and skills? What was the last continuing education course you attended and how did the learning contribute to your practice?
Meaningful Recognition	How do you recognize behaviors and practices that result in exemplary outcomes? Have you sent an e-card or note to a co-worker recently?
Sharp Values	How do you practice Sharp's values? How do the values guide your thoughts, words, and actions?

Warm Regards,
Laurie Ecoff



Clinical nurse specialists, nurse educators and professional development specialists at CNS/NPD Celebration Day (see p. 11).

SHARP

Nurse Residency Program (NRP) Graduate Profiles

The Sharp HealthCare 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 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 **Nazeeh Shaheen** has to share about his Sharp journey. We celebrate his ongoing achievements!

*Nazeeh Shaheen, BSN, RN, PCCN, Advanced Clinician, 6 West
Sharp Memorial Hospital*



"I received a bachelor's degree in fine arts and in Graphic Design from San Diego State University in 2002 and worked in the field as a graphic and web designer until 2008. Although I liked that field, I wanted something more stable and with opportunities to grow, as well as work with, and help people since that brought me the most satisfaction. Nursing appeared to be a perfect fit for my needs and personality and seemed the best choice for a second career. Towards the end of nursing school at Oklahoma University in 2010, I became a certified nursing assistant at Sharp Grossmont Hospital, which facilitated my application and admittance into the NRP at Sharp Memorial Hospital (SMH) a year later. Upon acceptance to the NRP, I had no experience except nursing school clinical rotations, which concerned me as I did not know what to expect. However, I quickly learned that the NRP and the environment at SMH were both optimal for transitioning newly licensed nurses into the profession of nursing and minimizing the anxieties associated with the new role. With Dr. Kim Failla leading our group and providing excellent guidance and emotional support for the cohort greatly contributed to our success. Other components of the NRP included having classes to fill our knowledge gaps and reflection hours for us to share and reflect on our shared experiences. We were also given a Gregorc Style Delineator™ tool to help couple us with compatible preceptors. Overall, the experience was extraordinary as our preceptors, the clinical nurse specialist, and nurse manager served as resources. This resulted in minimizing our stress level and facilitating and maximizing our learning, thus having us well prepared to assume our role as clinical nurses by the end of the preceptorship. As I became more comfortable in my role as a clinical nurse and more involved through committees, such as the Unit Practice Council, I felt like it was time to grow professionally. This was made possible through opportunities to orient as a resource nurse. One day, an opening for an advanced clinician (AC) became available, but I needed experience as a charge nurse first. This was a good incentive to grow in that direction and allowed me to succeed in becoming an AC. Each NRP cohort is required to create a 'logo' or 'brand' to represent the group. Given my background in graphic design, it was natural for me to take the lead and create our logo. Consequently, this led to me being asked to create the logo for future NRP cohorts, and 12 years later I am still involved in the designs. This wonderful opportunity has allowed me to practice what I love and integrate it with nursing, which has become my new passion. It also keeps the NRP experience fresh in my mind and keeps me humble and patient when dealing with the new licensed nurses joining our team. I am very thankful for the opportunity to continue in this role and hope to continue creating logos. I truly believe that I am in the best area I could be in on SMH 6 West and in the best position as an AC. I love the responsibilities and opportunities associated with the role and love the family I have come to be part of on 6 West. I don't see myself leaving the AC position or unit anytime soon and hope to continue to contribute to the growth of the unit and the newly licensed nurses. Significantly, two years ago I started creating logos for the Sharp HealthCare Nursing Leadership Academy cohorts. I am so pleased to pay it forward to our nursing leaders."



Examples of Nazeeh's creations.

Sharp Hospitals Receive Prestigious Lantern Awards

Sharp Grossmont Hospital (SGH) and Sharp Memorial Hospitals' (SMH) emergency departments (EDs) received the Emergency Nurses Association's (ENA) prestigious Lantern Award, which recognizes EDs that demonstrate exceptional and innovative performance in leadership, practice, education, advocacy and research.

The Lantern Award, which is bestowed for a three-year period, gets its name in honor of famous trailblazing nurse Florence Nightingale, also referred to as the "Lady With The Lamp."

SGH's ED is now in the company of just 1% of EDs in the nation that have received this honor. William Burfeind, the ED's Senior Specialist of Performance Improvement, was steadfast in leading the team through the application process. "This award recognizes the tireless efforts of our staff, leadership, and executive teams during the COVID-19 era," says William. "Throughout that difficult time, challenges were managed head-on, and innovations were crafted to help improve the health care and welfare of our communities." ENA recognized the following SGH ED's "Innovations in Practice" projects and achievements, resulting in this award:

- ED throughput transformation
- Geriatric, stroke, sepsis, and extracorporeal membrane oxygenation (ECMO) accreditations
- Substance use reduction programs
- Disaster preparedness
- County advocacy and engagement programs
- Emergency medical services/ambulance offload reduction strategies
- Staff development and continuous education opportunities
- Patient and workplace safety protocol implementation
- Staffing model renovations
- Staff mental health and morale improvements (rewards and recognition, violence reduction)
- Employee engagement and patient satisfaction survey improvements
- Presentation of C.O.R.E. Award winners.



SMH was the first hospital in San Diego recognized with the national award in 2014 and is the only ED in California, and one of only three EDs in the nation, to receive the Lantern Award four or more times. "Being recognized as one of the nation's top emergency departments is an amazing accomplishment and a true testament to the staff's unwavering commitment to the patients they serve day in and day out," said Paul Larimore, SGH ED manager. "It is an honor to accept and display this award in our hospital over the next three years." SMH projects and achievements recognized by the ENA included:

- Collaborative working relationships between nurses and physicians in the ED
- ED and Rapid Response Team collaboration with decreasing number of patient transfers to a higher level of care after admission from ED
- ED and inpatient Unit Practice Council project focused on patient admissions during change of shift
- ED throughput with inpatient and observation units
- Patient and employee safety with commitment to being a High-Reliability Organization
- Bedside hand-off improvements
- Disaster preparedness
- Staff mental health and morale improvements (reward and recognition/Stat Pats, Zen den, massage chairs, de-escalation training)
- Geriatric ED/generational health initiative
- Staff development and continuous education opportunities
- Save-A-Spot ED reservations
- Medic off-load/transfer of care.

Congratulations to SGH and SMH's ED teams for this impressive recognition, and the efforts put forth to receive it. Sharp leadership appreciates the tireless commitment to patient-centered care provided to the community.

(Adapted from *Sharp Grossmont ED Receives Prestigious Lantern Award*, July 3, 2023 and *Congratulations to Sharp Memorial Hospital ED on Receiving Its Fourth Consecutive Lantern Award*, July 10, 2023.)

Sharp Office of Transformation Graduates Four New RN Green Belts

Four registered nurses from Sharp Memorial Hospital (SMH), Sharp Mesa Vista Hospital (SMV), and Sharp Chula Vista Medical Center (SCV) recently received their Green Belts after reporting out the status of their improvement projects. Green Belts are organizational leaders that spend approximately 20 percent of their time on leading Lean Six Sigma projects and facilitating Change Acceleration Process and Work-Out™ sessions.

SMH Nurses, Thuji Lhamu, clinical nurse specialist, perioperative services and Heather Bongiovanni, clinical nurse specialist, 6 North, completed a project titled Reducing Worker's Compensation Injuries Related to Patient Handling. Their goal was to decrease the percentage of worker's compensation injuries related to patient handling on 1 West and 4 West at SMH by 10% from a baseline of 20 injuries within a three-month period following intervention. The post-intervention data showed staff injuries decreased by 85%, with only three injuries in the first quarter of the post-intervention period (none were reportable to Occupational and Health Safety Organization). Non-negotiable critical success factors included use of STOP signs as a communication tool; adherence to the plan of care, including equipment; shift-based nursing assessment and documentation; and timely injury reporting and escalation. The control plan includes monitoring compliance with STOPs sign use, unit-based staff injuries, and unit fall rate. Future opportunities include a dashboard with unit-specific injury data for staff education and awareness, a dedicated team of trained staff to assist nursing in repositioning patients with higher mobility needs, incorporation of safe patient mobilization practices in other initiatives such as generational health and interdisciplinary therapies, and enhancement of staff education to ensure accurate assessment of patient mobility needs and the proper use of body mechanics.

Kirstin Poliska, manager of intake and administrative liaisons (SMV), completed a project titled Reduce the Cost of Care on the Senior Behavioral Health Unit. She partnered with Jordan Parkins, a senior financial analyst from SMH, to reduce the variable staffing ratio (VSR) on the unit by 2.0 and to achieve a labor cost reduction of \$15,000 per pay period by May 2023. Labor costs represented 90% of direct expenses. Major accomplishments included a decrease of direct labor costs by \$20,000 per/month and the reduction of the VSR. The control plan includes daily monitoring of the VSR, pay period productivity, and the shift-by-shift review of unit conditions requiring out of target staffing.

Sarah Saunders-Harbaugh, manager of SCV acute care completed a project entitled Reduction in Length of Stay on 4 East for Patients Discharged to Home. The team's goal was to increase the percentage of discharges to home to under two hours by 40% from a baseline of 18% for 4 East patients by August 2023. Their goal was met, with an additional benefit of 1.53 hours average reduction of length of stay for all patients at SCV. The control plan includes monitoring actions for bedside and charge nurses, case management, and leadership with daily and monthly frequencies. Next steps include reproducing similar workflows on other SCV units to reduce length of stay.

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

Sharp Nurses in the Media

[Can You Improve Racial Disparities in Your NICU?](#) Sponsored by Synapse Care Solutions; May 2021; **Rachelle Sey**, PhD, PhD, RN, CNS & Natalie Hunt, CRNP, NNP-BC, C-NNIC

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Updates: Brown Simulation Center

Since June, the Brown Simulation Center (BSC) has developed 10 new simulation-based experiences (SBEs) for various disciplines, departments, and entities throughout Sharp – bringing our total to 17. The BSC team has supported over 475 participant contact hours since the center's opening. Mike Froeberg, clinical nurse specialist, and Daniel McConnell, simulation operations coordinator, continue to develop and implement these SBEs and ensure simulation best practices are upheld.

To date, the BSC team has provided over 50 tours to numerous internal groups and community partners and hosted two notable events: EmERge, an immersive teen outreach program for over 100 middle and high school students, and the Scottsdale Institute immersive tour with over 80 high-level executives from large healthcare systems across the country.

The BSC team is hard at work developing structures and processes for this start-up department, including completing the first draft of a policy and procedure manual, forming the steering committee and the BSC charter, and developing internal and external websites. These efforts will help the center achieve Society for Simulation in Healthcare accreditation and International Nursing Association for Clinical Simulation and Learning endorsement.

Finally, the team recognizes and congratulates Mike Froeberg for having two simulation-based abstracts accepted for presentation. The center team is grateful for the opportunity to serve Sharp HealthCare and our community and look forward to continuing to provide innovative and impactful simulation-related efforts.

Sharp HealthCare Named Among “San Diego’s Best”

The San Diego Union-Tribune announced the winners of its annual “San Diego’s Best” awards, recognizing exemplary service across multiple industries in San Diego, including healthcare. Sharp HealthCare is honored, once again, to be named by voters as San Diego’s Best Hospital Group.

Additionally, voters also named Sharp as San Diego's Best:

- Hospital Single Location: Sharp Memorial Hospital
- Medical Group: Sharp Community Medical Group
- Audiologist: Sharp Rees-Stealy Medical Group
- Hearing Aid Store: Sharp Rees-Stealy Medical Centers
- Laser Eye Center: Sharp Rees-Stealy Laser Eye Center
- Pharmacy: Sharp Rees-Stealy Pharmacies
- Weight Loss Clinic/Counseling: Sharp Rees-Stealy Weight Management
- Health Insurance: Sharp Health Plan
- Best In-Home Care Medical: Sharp HospiceCare.



San Diego Magazine has also recognized Sharp Memorial Hospital as Best Hospital and Sharp Health Plan as Best Health Insurance in their “The Best of San Diego 2023” (August) issue. Congratulations to all winners and nominees.

(From Sharp Communications, *Sharp HealthCare Named Among San Diego’s Best in U-T Readers Poll and in San Diego Magazine*, July 31, 2023.)

Nursing Scholarships Awarded at Sharp Coronado Hospital

Congratulations to Angie Casillas, Brenda Hernandez, and Alana Lucas of Sharp Coronado Hospital for receiving the Cathy McJannet & Katy Green Nursing Scholarship. The caregiving trio received their awards at a special ceremony at the hospital in July. This scholarship comes from the generosity of community donations to the Coronado Hospital Foundation. The leadership scholarship gift was provided by Dev Purkayastha and Wendy McGuire. During the ceremony, Wendy surprised the Coronado Hospital Foundation with another generous donation to the fund.

(From *Experience Sharp News Briefs*, August 2023.)



Fahd Benjalil, Marlena Montgomery, Wendy McGuire, Angie Casillas, Brenda Hernandez, Alana Lucas, Cathy McJannet, Dr. Laurie Ecoff, Katy Green, Dr. Susan Stone and Sandy Gross

2023 Caster Nursing Institute Scholarship Recipients

Congratulations to recipients of various Caster Nursing Institute scholarships (see next page). The Caster Nursing Institute provides scholarship assistance to registered nurses (RNs) and non-nursing team members (entry into practice) seeking to advance their education to BSN, MSN, or doctorate in nursing from an accredited nursing program. Scholarships are funded through the generous philanthropic contributions of Sharp HealthCare donors. Each year, the Caster Nursing Institute's Scholarship Selection Committee awards as many scholarships as the available funds allow. Since its inception, the Caster Nursing Institute has awarded 454 scholarships in the amount of \$1,947,400. A competitive scholarship application demonstrates alignment with Sharp HealthCare strategic priorities for nursing practice, nursing education, and career progression within the organization, with a focus on retention of scholarship recipients.

Priorities for granting scholarships include the following nursing degrees:

- Entry into Practice: BSN, MSN (Del Corazon first generation scholarships)
- Entry into Practice: BSN, MSN (Dan Gross and James B. and Mary Jane Wiesler scholarships)
- RN to BSN (Caster Nursing Institute scholarships)
- MSN: Leader and clinical nurse specialist (Caster Nursing Institute and Virginia Reil scholarships)
- Doctoral: Generation of new knowledge or translation of evidence into practice to improve patient outcomes (Caster Nursing Institute and Hubbard [PhD at University of San Diego] scholarships).

A legacy scholarship is also provided in honor of Susan Stone Patient Centered Care, Research and Grant Endowment (Coronado Hospital).

Two Sharp employees are the 2023 recipients of the Del Corazon First Generation Scholarship:

- Hannah Abdul is a healthcare partner in Surgical Recovery at Sharp Grossmont Hospital. Hannah is enrolled at National University in the bachelor of science in nursing program and anticipates graduating in December 2024. Her parents are from Kenya where her father worked in the construction industry and her mother was a homemaker. Hannah's parents sent her to the United States to ensure she could pursue a college education.
- Mayerlis Guerrero is a medical assistant in the Float Pool at Sharp Rees Stealy. Mayerlis, a 2022 recipient of the Del Corazon scholarship, is a student at West Coast University in the bachelor of science in nursing program and anticipates graduating in January 2025. Mayerlis, raised by a single mother, came to the United States from Nicaragua at the age of three. She is the first in her family to attend college.

The following are excerpts from letters of thanks from this year's recipients. They highlight the commitment nurses have to growing within Sharp.

"I can't thank you and the Caster Institute Scholarship Selection Committee enough for granting me with a very generous scholarship award to continue my doctorate at USD. I am extremely grateful to be part of an organization that supports, encourages, and promotes nursing professional development and lifelong learning. Thank you for helping lessen the financial burden of my education."

"I wanted to thank you & the Caster Nursing Institute Steering Committee so much for the Terrence & Barbara Caster Institute for Nursing Excellence education scholarship. I am honored to be a recipient & am so grateful for being selected. I am excited for this next phase of my nursing journey & look forward to advancing within Sharp. The role & impact of a CNS at Sharp aligns with my personal goal of making a meaningful impact within the healthcare system. With this scholarship, I am one step closer to that goal as I finish my education."

"I want to express my sincere appreciation to all those involved in the scholarship process! I know you all take time away from your regular duties to facilitate scholarship application writing classes and to complete the HUGE job of reading through all our applications. Without all of you this program would not be possible. Thank you for your hard work, time, & dedication to this program and advancing nursing education."

"I want to thank the committee for my recent Caster Scholarship award. Being the first in my family to have a college degree, and soon the first to have a graduate degree is something I am extremely proud of. The journey would not be possible without the support of organizations and programs like yours, here at Sharp. Your generosity humbles me and I carry the Caster Scholar moniker with pride."

Application forms, recommendation forms, and scholarship writing class information can be found on the Sharp intranet. See nursing scholarships and financial aid for a list of additional financial assistance resources. The call for scholarship applications commences each year on May 1.

Sharp HealthCare Nursing Scholarship Recipients 2023

SHARP Terrence and Barbara Caster
Institute for Nursing Excellence

Entry into Practice

Hannah Abdul
Naomi Alonso
Ian Amio
Karlee Baggs
Michael Berberick
Maya Carles
Angeles Casillas
Clare Curran
Jessica Lynn Daquioag
Joel Fetherlin
Alesa Gin
Mayerlis Guerrero
Vian Hanko
Jasmyn Huynh
Alana Lucas
Kendall Martinez
Martoni Mateo
Katie Menzies
Olivia Nussbaum
Natasha Parra
Analise Stauffacher
Austin Vuong

BSN

Stephanie Garr
Christian Ong
Christopher Ong
Kirstin Poliska
Joshua Salcedo
Faye Udan

MSN

Amy Calbow
Mackenzie Cypher
Paul Dagdag
Adrianna Flajnik
Tarah Garcia
Bryan Harter
Sheila Hinkley
Devan Humphries
Melanie Knight
Jessica Marries
Kathleen McKee
Lorelei Sandoval
Courtney Scheck
Trevor Smith
Karlye Tunucci
Sarah Vanderhoff
Eric Wyatt

Doctoral

Ani Harter
Courtney Kendal
Cindy Smith
Lindsay Warner
Julie Williams

Scholarships include:

Daniel L. Gross Nursing Scholarship
Del Corazon First Generation Nursing Scholarship
James & Mary J. Wiesler Nursing Scholarship
Marion J. Hubbard Scholarship
Susan Stone Patient Centered Care Education, Research & Grant Endowment
Terry & Barbara Caster Nursing Scholarship
Virginia Reil Clinical Nurse Specialist Scholarship

CONGRATULATIONS!

Susan Stone, PhD, RN, FACHE, NEA-BC
SVP Health System Operations and System Chief Nursing Executive

Laurie Ecoff, PhD, RN, NEA-BC, CNL
Vice President, Terrence & Barbara Caster Institute for Nursing Excellence

and the Terrence & Barbara Caster Institute for Nursing Excellence Steering Committee

Sharp HospiceCare Receives Hospice Honors Award

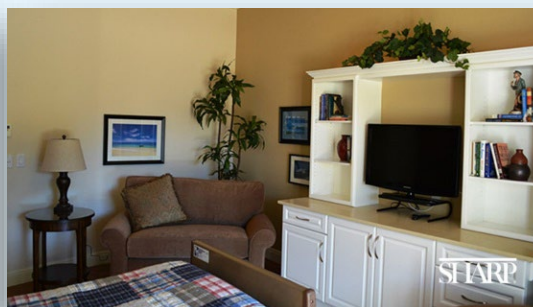
Sharp HospiceCare was recently named a 2023 Hospice Consumer Assessment of Healthcare Providers and Systems (Hospice CAHPS) Honors Award recipient by HEALTHCAREfirst, a leading provider of revenue cycle management services, CAHPS and bereavement surveys and advanced analytics for hospice organizations. Sharp HospiceCare was the only hospice in San Diego County to receive the Hospice CAHPS Honors.

This prestigious annual review recognizes agencies that continuously provide a positive patient experience and high-quality care as measured by the patient and caregiver experience. It acknowledges the highest performing agencies by analyzing the HCAHPS survey satisfaction measures. Awards, such as these, define a new standard of excellence in the patient care and caregiver experience for hospice agencies. Identifying the top-performers serves as a means to recognize facilities dedicated to providing high-quality of care in a patient-centric approach.

To be considered for the Hospice CAHPS Honors Award, Sharp HospiceCare had to score above the HEALTHCAREfirst National Performance Score on the Hospice CAHPS Willingness to Recommend question. If that criteria is met, performance is evaluated using a set of 23 additional quality indicator measures. These scores are then compared on a question-by-question basis to a national performance score calculated from all partnering hospices contained in HEALTHCAREfirst's Hospice CAHPS database.

Congratulations, and a well-deserved thank you to the Sharp HospiceCare team for their dedication to patients and their families.

(Adapted from Sharp Communications, *Sharp HospiceCare Receives Hospice CAHPS Honors*, August 24, 2023.)



Sharp Hospitals Recognized for Providing High-Quality Cardiovascular Care

Congratulations to Sharp Chula Vista Medical Center (SCV), Sharp Coronado Hospital (SCH), Sharp Grossmont Hospital (SGH) and Sharp Memorial Hospital (SMH) for earning the American Heart Association Get With The Guidelines® achievement awards. Get With The Guidelines® put the expertise of the American Heart Association and American Stroke Association to work for hospitals nationwide, helping ensure patient care is aligned with the latest evidence- and research-based guidelines. As a participant in Get With The Guidelines® program, these four Sharp hospitals qualified for the award by demonstrating how their organization has committed to improving quality care. The recognitions demonstrate their commitment to following up-to-date, research-based guidelines for the treatment of stroke, ultimately leading to more lives saved, shorter recovery times, and fewer readmissions to the hospital.



This year, Sharp's hospitals received the following achievement awards:

- SCV: Stroke GOLD PLUS with Target: Stroke Honor Roll Elite and Target: Type 2 Diabetes Honor Roll
- SCH: Stroke SILVER PLUS with Target: Stroke Honor Roll Elite and Target: Type 2 Diabetes Honor Roll
- SGH: Stroke GOLD PLUS with Target: Stroke Honor Roll Elite Plus and Target: Type 2 Diabetes Honor Roll
- SMH: Stroke GOLD PLUS with Target: Type 2 Diabetes Honor Roll.

Congratulations to the dedicated staff and physicians who helped Sharp earn these recognitions and continue to provide excellent care to the San Diego community.

(Adapted from Sharp Communications, *Sharp Hospitals Recognized for the Commitment to Providing High-Quality Cardiovascular Care*, July 14, 2023.)

Diversity, Equity, and Inclusion Equal a Sense of Belonging at Sharp

The National Academy of Medicine (NAM) unveiled *The Future of Nursing 2020-2030: Charting a Path to Achieve Health Equity*, sponsored by the Robert Wood Johnson Foundation, which builds upon the foundation laid by *The Future of Nursing: Leading Change, Advancing Health*. The report envisioned health equity in the United States, fortified by enhanced nursing capacity and expertise. It posits a guiding principle of health equity in which nurses play an instrumental role. Through their distinctive blend of skills, knowledge, and abilities, nurses can decrease health disparities, promote equity, and ensure patient and family-centered care, all while remaining conscious of costs, and leveraging technology. The report emphasized several key points, including the identification of social drivers of health (SDOH) as obstacles to healthcare access, and the pervasive impact of structural racism on health and access to healthcare.

Sharp HealthCare (SHC) nurses persistently answer the call for health equity, diversity, inclusion, and a sense of belonging through various initiatives. Several recent examples include:

- Conducted Multicultural and Diversity Fairs (multiple Sharp hospitals)
- Updated the core value of "caring" to encompass diversity, equity, inclusion, and belonging
- Required all staff to complete an LGBT Learning Module
- Provided free LGBTQ+ Training with the Human Rights Campaign (HRC)
- Developed a new Nursing Residency Program learning module on Implicit Bias
- Published various topics related to health, equity, inclusion, and belonging on multiple media platforms (website, Facebook, etc.)
- Introduced a new capability called "Belonging" in the Sharp Leadership Capability Model (people domain), which is the outcome of diversity, equity, and inclusion initiatives
- Participated in developing the American Nurses Association position statement: "The Nurse's Role and Responsibility in Unveiling and Dismantling Racism in Nursing"
- Initiated research related to SDOH, such as "Effectiveness of Food Insecurity Screening for Hospitalized Chronically Ill Patients"
- Provided first aid to protestors in San Diego
- Provided outreach to Tijuana, Mexico, for COVID-19 relief
- Organized community health fairs addressing cardiovascular disease, diabetes, and obesity.

Well-established, sustained SDOH initiatives include:

- Established the Sharp Equality Alliance (SEA) to spearhead Sharp's commitment to celebrating diversity and equality (e.g., providing employees with a platform for meaningful discussions). Since the pandemic, SEA and Sharp Employee Assistance Program have been hosting ongoing Safe Speak support sessions to provide Sharp employees with a secure environment to connect, discuss openly, find support, brainstorm solutions, and share their unique experiences in relation to current events (such as racial, societal, cultural, and political unrest).
- Participation in the Health Sciences High and Middle College, a tuition-free, public charter high school that provides diverse students with comprehensive exposure to healthcare careers.
- Involvement with Community Closets where the nursing and social work departments can store, organize, and access new and donated clothing for patients.

To date, SHC's efforts towards DEI have been recognized as follows:

- The San Diego Business Journal's Corporate & Social Responsibility Diversity, Equity & Inclusion Award for Sharp's dedication to equity and inclusion, as demonstrated by the ongoing work of the Sharp Equality Alliance.
- HRC Foundation's Healthcare Equality Index score of 100 at every hospital.

References

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Disclosure: The authors used ChatGPT 4.0, a language model developed by OpenAI, to edit this article. The authors take full responsibility for the integrity of the content and cross-referenced it with SHC original documents.

Sharp Memorial Hospital Nurse Accepted Into AACN Diversity Leadership Institute

Congratulations to Jonathan Gurrola, MSN, RN, advanced clinician in SMH's Trauma/Neuro progressive care unit, who has been selected to participate in the 2024 American Association of Colleges of Nursing (AACN) Diversity Leadership Institute. Gurrola is a recent MSN/executive nurse leader graduate of the University of San Diego School of Nursing and Health Science.

According to its website, AACN's Diversity Leadership Institute provides an overview of the current state of diversity, equity, and inclusion (DEI) in academic nursing and the role of Diversity Officers in nursing education and practice. Program facilitators frame DEI within the context of higher education and academic nursing while presenting high-involvement strategies and practices that can be deployed at schools of nursing.

Attendees gain new knowledge and experiences designed to stimulate strategic thinking and elevate impact. Program content was designed to increase self-awareness while building skills and capacity to lead change and launch successful DEI-focused initiatives. This program offers the opportunity for participants to develop a diversity plan designed to drive excellence and meet local needs. Upon completion, participants will present their projects describing how they will apply their plan within their respective organizations. At the conclusion of this program, a certificate will be awarded.



Sharp Grossmont Hospital Achieves CMS 5-Star Rating

Sharp Grossmont Hospital has achieved an overall rating of 5 out of 5 stars from the Centers for Medicare & Medicaid Services (CMS). This is the first 5-star rating achievement for the hospital, placing it among only 15% of all hospitals in the nation to receive the highest possible rating.



Sharp Chula Vista Medical Center, Sharp Coronado Hospital, and Sharp Memorial Hospital followed closely, missing the 5-star rating by mere hundredths of a percentage point. This indicates Sharp hospitals are within close reach of achieving 5 stars, a goal set for the organization in the coming year.

Ratings for Sharp hospitals and others can be found on the [CMS Care Compare](#) website. The site provides consumers with information on over 100 measures across five areas of quality, summarized into a single star rating, for more than 4,000 hospitals nationwide.

The five quality measure groups include:

- Mortality
- Safety of Care
- Readmission
- Patient Experience
- Timely and Effective Care.

Sharp leadership offers immense gratitude to the extraordinary caregivers and team members at all Sharp hospitals for their unwavering commitment to deliver The Sharp Experience to patients and their loved ones. These achievements are made possible by their dedication to excellence, ensuring Sharp HealthCare remains the best place to work, practice medicine and receive care.

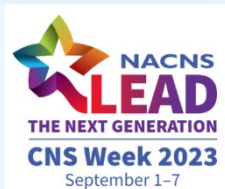
(From *Sharp Grossmont Achieves 5-Star Rating From Centers for Medicare & Medicaid Services*, Sharp Communications, August 3, 2023.)

Sharp Celebrates Clinical Nurse Specialist and Nursing Professional Development Weeks

SHC recently celebrated Clinical Nurse Specialist Week (September 1-7, 2023) and Nursing Professional Development Week (September 10-16, 2023) during a luncheon held at the Sharp Prebys Innovation and Education Center on September 8, 2023. Susan Stone, PhD, RN, FACHE, NEA-BC, senior vice president, health systems operations and system chief nurse executive, welcomed everyone to the Annual Clinical Nurse Specialist and Nursing Professional Development Specialist Celebration Day. This celebration day, she said, "provides us an opportunity to celebrate the best and brightest, who thoughtfully guide and advance nursing professional practice for over 7,000 nurses at Sharp. You set the foundation for new graduates, those nurses who desire to advance by skill set and/or level of care, you mentor those who are seeking higher education while ensuring our professional practice is evidence- and researched-based. We are grateful to you, our innovators, researchers, educators, community outreach partners, mentors and much more for the incredible body of work you contribute to our organization."

Melodie Daniels, PhD, RN, CNS, NPD-BC, provided the keynote address: Advancing Clinical Excellence: The Integration of ChatGPT in Nursing Education and Practice at SHC. In her presentation, she evaluated the current state of artificial intelligence (particularly ChatGPT) in the context of nursing education and clinical practice, identifying potential strengths and areas for integration within SHC. She also demonstrated how ChatGPT can be applied to specific nursing roles, such as clinical nurse specialist, clinical nurse educators, and nurses in professional development, to enhance patient care and educational outcomes.

Laurie Ecoff, PhD, RN, NEA-BC, CNL, vice president, Caster Nursing Institute (CNI), reflected on the importance of this day and summarized learning from the AI presentation. She then highlighted the work of the CNI, who sponsored the event. The institute is currently working on reaccreditation of the SHC Nurse Residency Program. Recently, the institute awarded scholarships to nurse pursuing baccalaureate, masters and doctoral degrees. To date the institute has awarded over 500 scholarships totalling \$2M. Laurie discussed transition of the systemwide student placement function to the institute. Finally, Laurie thanked the participants for attending, especially those who organized the event: Melodie Daniels, keynote speaker; Kristina Lopez, MSN, RN, RNC-OB, and Bernadette Balestrieri-Martinez, MSN, APRN-CNS, RNC-OB (co-chairs of the System CNS/Senior Specialist Steering Committee); Melanie Knight, MSN, RN, CEN, Julie Williams, MSN, RN, CNS, MICN, CEN, and Mary Abbott, MSN, RN, CCRN (Celebration Day Task Force); and Karen Flowers (Caster Nursing Institute and Brown Simulation Center). Thanks also to Melanie Knight for taking photos of the event!



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