

Celebrating teamwork, communication, achievement and excellence



## Cultivating a healing culture

As nurses at UC Davis Medical Center, we continue to cultivate

a healing culture which holds all people with respect and dignity. Where all are supported in reaching their full potential and are valued for their contribution to the health and healing of patients. We embrace a shared purpose and work together with trust and mutual respect across all disciplines and departments. During Nurses Week in May, we saw multiple examples of this read aloud during our awards celebration, where nurses and Friends of Nurses were recognized for their contributions to care delivery. I am continually inspired every day by both the patient and caregiver stories I hear.

As part of Nurses Week, we were grateful to have Mary Koloroutis, RN, join our celebration. As one of the leaders in relationship-based cultures, she was in awe of our mastery of the relational and therapeutic practices.

We are all united in our commitment to provide outstanding care to our patients, and to advance knowledge and the practice of patient care. During our Inaugural

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## Inaugural conference

### The journey of discovery – using evidence as a road map

#### Inaugural Nursing Science and Professional Governance Conference

UC Davis Health nurses provide evidence-based care for patients and seek to advance the science and improvement of quality and safe care. Nurses across the system foster clinical inquiry and work to identify questions regarding issues in their units while implementing projects or research to find answers.

Historically, UC Davis Health nurses share these efforts in poster presentations at the Professional Governance Celebration held every fall. The Evidence-Based Practice and Research Council aimed to showcase this curiosity at a UC Davis-hosted conference where nurses could share their findings and knowledge to other regional institutions.

The result sparked the Inaugural Nursing Science and Professional Governance Conference hosted by UC Davis Health. The conference themed The Journey of Discovery – Using Evidence as a Road Map, invited nurses and health care leaders from Sacramento-area health systems to discuss research, innovation, and the latest in industry-leading efforts to improve patient care.

The May 7 event held at Betty Irene Moore Hall at UC Davis, featured two keynote sessions, nine podium presentations, 54 posters, and 12 five-minute presentations on new ideas, innovations and invited collaborators. The timing of the event coincided with both the dissemination cycle for projects nearing their fiscal-year end and National Nurses Week.



Bethany Robles, RN, BSN, presenting the Patient Care Resources poster “RN white-board utilization in the hospital setting: Implementation to increase compliance.”

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# Chief Nursing Officer

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Nursing Science and Professional Governance Celebration, nurses from across the system shared their work to advance evidence-based practice and clinical inquiry, which are proving to result in better outcomes for our patients.

In June, we learned once again the UC Davis Children's Hospital ranked among the nation's best in five pediatric specialties in the

2019-20 Best Children's Hospitals rankings by *U.S. News & World Report*. We ranked 30<sup>th</sup> in neonatology, 33<sup>rd</sup> in nephrology, 47<sup>th</sup> in pediatric diabetes and endocrinology, 8<sup>th</sup> in orthopedics\*, and 20<sup>th</sup> in urology\*. This is truly a remarkable achievement that is so deserving to the children's hospital.

I'd like to welcome the new Professional Governance Unit-based Practice Council and system-wide chairs and co-chairs to their new roles and thank them for the work they do.

UC DAVIS HEALTH CHILDREN'S HOSPITAL



**A nationally ranked comprehensive children's hospital**

A *U.S. News* best children's hospital in neonatology, diabetes & endocrinology, nephrology, orthopedics\*, and urology\*

\*Together with Shriners Hospitals for Children – Northern California

As we continue to advance our relationship-based culture, we recognize three key relationships for the provision of humane and compassionate health care. These relationships are the nurse's relationship with self, with team members, and with patients and families. As we head into the end of summer, and continue to provide outstanding care for our patients, I encourage you to take equally good care of yourself. Patients continue to come through the door here knowing they can depend on your compassion, your skills, and your extraordinary level of care delivery, at a time when they need us most. Your role in keeping everyone healthy, including yourself, is just as crucial, and we thank you for all you do every day for our patients.

**Toby K. Marsh, RN, MSA, MSN, FACHE, NEA-BC**  
Chief Nursing and Patient Care Services Officer  
UC Davis Medical Center

\*In collaboration with Shriners Hospitals for Children – Northern California



## Judie Boehmer receives UC Davis Foundation Staff Stewardship Award

Judie Boehmer, executive director of patient services, has been awarded the Staff Stewardship Award from the UC Davis Foundation for her longstanding philanthropic work in support of UC Davis Children's Hospital.

"This award honors and celebrates those individuals whose accomplishments as a faculty or staff member have made a significant and lasting impact on UC Davis," wrote Shaun Keister, UC Davis Foundation President and assistant vice chancellor for Development & Alumni Relations, along with Foundation Chair Bruce West.

Judie has been instrumental in helping UC Davis Children's Hospital achieve national recognition as a Best Children's Hospital by *U.S. News & World Report*. And values the power of philanthropy through her own employee giving, as well as through her relentless stewardship of Children's Miracle Network Hospitals partners such as Costco, Walmart, Panda Express, Credit Unions for Kids, IHOP and others that raise more than \$5 million annually for pediatric programs, research and equipment.

Judie will receive the award at the UC Davis Foundation board meeting this fall.

GOVERNANCE | CONT. FROM PAGE 1



Sherri Twardzik, RN, BSN, CCRN, presenting Supply Waste Reduction in the CTICU.

The conference also included a discussion panel led by Debbie Ward, Ph.D., RN, FAAN, Dignity Health Dean's Chair for Nursing Leadership where expert leaders discussed Fully Integrating Nursing into Community-Based Health Care Service Delivery.

Panelists included:

- **BJ Bartleson, RN, MS, NEA-BC**  
Vice President of Nursing and Clinical Services, California Hospital Association
- **Chris Lima, Ph.D., RN, MN, MBA, CENP**  
Chief Nurse Executive, Kaiser South Sacramento
- **Toby Marsh, RN, MSA, MSN, FACHE, NEA-BC**  
Chief Nursing and Patient Care Services Officer, UC Davis Health
- **Sandra Washington, RN, MBA**  
Chief Nurse for Clinical Operations, Quality, and Evidence-Based Practice, Veterans Affairs Northern California Healthcare System

Awards were also given in the following categories to the noted presenters:

- **Best Financial Stewardship** – Adult Infusion Center UBPC and CTICU UBPC
- **Best Patient Experience** – Same Day Surgery Center
- **Best People and Practice Environment** – Emergency Department and Kaiser South Sacramento
- **Best Quality** – Burn ICU UBPC, Davis 12 UBPC, Davis 5 NICU UBPC, East 8 UBPC, MSICU Gold UBPC, Renal services, and PCR Action UBPC
- **People's Choice Award** – MICU UBPC

## Josie King Culture of Safety Hero Awards

The Josie King Hero award is presented to caregivers by the Quality and Safety Council who work hard to create a culture of patient safety at UC Davis Health.



### Rebecca Muha, RN

Rebecca was recognized by Dinh Ta for her quick identification of her post-operative patient's evolving stroke symptoms.



### Melaney Stricklin, RN

UC Davis Children's Hospital

Melaney was nominated by medication safety pharmacist Paul MacDowell, for her patient advocacy by asserting her expertise as a member of the care team. Her courage and commitment to her patients is a shining example of how we support our just culture, communication, teamwork, and organizational learning.

## Nurses showcased for their Professional Governance leadership

### Governance Council

Chair: Kelly Hamilton, BSN, RN, CCRN, CN II — Tower 5 MICU



**How many years have you been an RN?**

Five years.

**What do you like most about UC Davis Health?**

I most appreciate the relationship-based care we provide our patients and their families.

**What one change have you been involved with that you are proud of?**

I am most proud of my time as Chair of the Medical Intensive Unit's Unit Based Practice Council. We initiated an evidenced-based practice project which focused on peer support when a patient passed on the unit.

**What is one thing your peers may not know about you?**

I love to cook and bake.

**What are your favorite hobbies?**

Yoga, hiking, and reading.

Co-chair: Andrea Vega-Breaux, MS, BSN, RN, CN II — Tower 5 MICU



**How many years have you been an RN?**

Seven years.

**What do you like most about UC Davis Health?**

I love that UC Davis fosters an environment of collaboration and recognizes staff for the great work they do each and every day.

**What one change have you been involved with that you are proud of?**

A change I am a part of is the facilitation of See Me as a Person (SMAAP), a new course that focuses on relationship-based care. I am proud to be part of a great group of educators who are helping teach evidence-based practices intended to help our patients thrive, and thus make our jobs more fulfilling.

**What is one thing your peers may not know about you?**

I love playing sports, especially volleyball.

**What are your favorite hobbies?**

Knitting, yoga, and watching rom-coms with my family.

Chair-elect: Annie Ngo Tat, MS, BSN, RN, RN-BC, PHN, CN III — Tower 8 Transplant/Metabolic Unit



**How many years have you been an RN?**

Seven years.

**What do you like most about UC Davis Health?**

I love that when employees at UC Davis take an action, it is always with the patient in mind. The relationship-based care direction that we are taking the hospital system is in line with the patient and family-centered philosophy and cultural humility framework that I strongly believe in.

**What one change have you been involved with that you are proud of?**

I am proud of my time as a Magnet<sup>®</sup> Champion and Magnet<sup>®</sup> escort. I got to highlight and make Tower 8 proud of all the accomplishments as a unit and as individual nurses in and out of the hospital. It was my honor to show the Magnet<sup>®</sup> surveyors how amazing UC Davis Medical Center nurses are, and I am humbled that I was able to be a small part of UC Davis Medical Center getting their Magnet<sup>®</sup> redesignation.

**What is one thing your peers may not know about you?**

My parents are refugees from the Vietnam War. They were "boat people," people who were fleeing persecution by escaping on small fishing boats knowing that they could face dangerous storms and/or pirates. I am proud to be the daughter of such resilient people.

**What are your favorite hobbies?**

I hope eating counts! I am a self-proclaimed foodie! I also enjoy going to breweries, traveling, and hiking.

### Professional Development Council

Chair: Fiona Madigan, MSN, RN, CPAN — Staff Developer, PACU



**How many years have you been an RN?**

27 years.

**What do you like most about UC Davis Health?**

I love the teamwork here at UC Davis. I feel supported, listened to and recognized – all wonderful facets that are an integral part of the teamwork displayed here at the medical center.

**What one change have you been involved with that you are proud of?**

The recent move for Children's Surgery Center. We moved from the old USC to our new home in Pavilion. I enjoyed all the work we did on planning the move. We worked as a team to get everything ready. The move was seamless with all our hard work paying off. The new unit is a joy to work in, it is very pediatric focused.

**What is one thing your peers may not know about you?**

I loved working on my uncle's dairy farm when I was growing up. I can deliver a calf if needed!

**What are your favorite hobbies?**

Walking, hiking, and home renovations.

Co-chair: Jenni Prevatt, MS, BSN, RN, CNOR — Perioperative Nurse Educator, Main Operating Room and Children's Surgery Center



**How many years have you been an RN?**

Seven years.

**What do you like most about UC Davis Health?**

Working at UC Davis is the reason why I have been able to follow my professional dreams. My managers have been unbelievably supportive of my continuing education from pre-nursing school classes to nursing school, RN to BSN program, and finally my master's program.

**What one change have you been involved with that you are proud of?**

I was a part of the opening of the new Children's Surgery Center. Together with a team, I oriented over 100 staff members to the new area before its opening.

**What is one thing your peers may not know about you?**

My youngest son was born in the car on the way to the hospital. Every year we take pictures on the side of the road where he was born to commemorate.

**What are your favorite hobbies?**

I love to cook! I also enjoy reading and traveling.

### Evidence-Based Practice and Research Council

Chair: Christy Adams, RN, MPH, Ph.D. — Trauma Prevention Coordinator, Trauma Prevention and Outreach Program



**How many years have you been an RN?**

29 years.

**What do you like most about UC Davis Health?**

The wonderful people I have worked with over the years.

**What one change have you been involved with that you are proud of?**

Working with colleagues to create the hospital car seat committee.

**What is one thing your peers may not know about you?**

I supervise the hospital car seat program that offers free car seat installations for parents. Our bilingual car seat technician installs and inspects car seats at our office in the Broadway building.

**What are your favorite hobbies?**

Reading and hiking.

Co-chair: Charlie Dharmasukrit, Ph.D., RN, CMSRN, CN III — Davis 14 Ortho/Trauma



**How many years have you been an RN?**

Eight years.

**What do you like most about UC Davis Health?**

Being an academic hospital, I enjoy UC Davis' strong focuses on both teaching and research. I feel that this results in innovative, evidence-based care for our patients.

LEADERSHIP | CONTINUED ON PAGE 6

**What is one thing your peers may not know about you?**

I've been vomited on by a baby elephant. If one isn't enough, I also have hitchhiker's thumbs, although I've never actually hitchhiked.

**What are your favorite hobbies?**

Living life to the fullest through great food, great places, and great company.

**Advanced Practice Provider Council**

Chair: Kristin Matthews, FNPc — Trauma and Acute Care Surgery NP Supervisor



**How many years have you been an NP?**

10 years.

**What do you like most about UC Davis Health?**

The community and the quality of care we give our patients.

**What one change have you been involved with that you are proud of?**

Assisting in the creation of on the job education opportunities for NPs.

**What is one thing your peers may not know about you?**

I have an art history degree.

**What are your favorite hobbies?**

Researching antiques, gardening, and animals.

Co-chair: Charity Tan, MSN, ACNP-BC, CDE — Nurse Practitioner, Glycemic Quality



**How many years have you been an RN?**

29 years.

**What do you like most about UC Davis Health?**

The advancement of the professional practice of nursing and the evidence-based practices in patient care.

**What one change have you been involved with that you are proud of?**

Improving the quality and ensuring consistency in diabetes care across UC Davis Health.

**What is one thing your peers may not know about you?**

I'm an avid photographer.

**What are your favorite hobbies?**

Photography, travel, and gardening.

**Electronic Medical Record Council**

Chair: Kristina Dees, RN — Nursing Informatics Director



**How many years have you been an RN?**

Nine years.

**What do you like most about UC Davis Health?**

The innovation in thinking outside the box to improve the patient experience.

**What one change have you been involved with that you are proud of?**

Our VTE tools within the EMR are very innovative and have leading-edge technology to better assist with patient care and the best evidence-based recommendation for that specific patient.

**What is one thing your peers may not know about you?**

I love to bake goodies with my kids.

**What are your favorite hobbies?**

I love to go boating, camping, and dirt bike riding with the family.

Co-chair: Darlene Simons, RN, BSN, CCRN, ANII — Tower 7 MSICU Gold



**How many years have you been an RN?**

34 years.

**What do you like most about UC Davis Health?**

As an employee of UC Davis, I have input in goals and strategies. I feel my opinions and thoughts matter.

**What one change have you been involved with that you are proud of?**

I am proud of being a participant with the new EMR changes. I enjoy being able to assist in the classrooms and then being able to support the staff with the new changes.

**What is one thing your peers may not know about you?**

I have new twin grandchildren that were born this past April.

**What are your favorite hobbies?**

I enjoy traveling and seeing new places.

**Quality and Safety Council**

Chair: Kiranjit Sidhu, RN, BSN, MSN, CMSRN, Quality and Safety RN Champion, CNIII — Davis 12 and East 4



**How many years have you been an RN?**

Nine years.

**What do you like most about UC Davis Health?**

I appreciate the autonomy of UC Davis nurses. We are empowered to make changes and practice to the full extent of our scope. Doctors and other disciplines respect and listen to what nurses have to say and we work well as a team.

**What one change have you been involved with that you are proud of?**

I am proud of the structured problem-solving process that has developed hospital wide. I believe units now have a strategic method of problem solving that can be shared easily with other units and is now streamlined so each unit is problem solving in the same fashion.

**What is one thing your peers may not know about you?**

I am a huge super hero fan. I have loved superheroes from a very young age, and am passing on that love to my three-year old daughter.

**What are your favorite hobbies?**

I enjoy reading and spending time with my family.

Co-Chair: Brynne Kessler, RN-BC, MSN, CORLN, Quality and Safety Champion, CNIII — Davis 8, East 5 Rehab, East 5 Neuro



**How many years have you been an RN?**

19 years.

**What do you like most about UC Davis Health?**

I love the academic setting. It encourages collaborative knowledge, growth, and innovation. We care for a diversity of patients in our community and we are able to impact people in so many ways. Transitioning into this role of a champion, having been an acute care bedside RN for over 17 years, was truly inspirational. Working on one unit gives you a very small perspective, but as I shadowed champions on other units, I was able to witness and experience the amazing work that our nurses do every day across this institution. I truly believe we give the best care to our patients and I am so proud to say that I work here.

**What one change have you been involved with that you are proud of?**

Being a facilitator for our new structured problem-solving process has empowered our bedside nurses to make changes that directly impact our patients. I am proud to be able to lead and support our nurses through this process and it has led to many wonderful outcomes.

**What is one thing your peers may not know about you?**

I've wanted to be a nurse since I was five years old, except I didn't know the term "nurse" then. I wrote that I wanted to be a doctor, a teacher, and a waitress when I grew up. I don't think anything captures what we do better than that!

**What are your favorite hobbies?**

I am a nature girl. I love being outdoors, whether it is doing something active like hiking and snowboarding, or just relaxing in my backyard with my boyfriend and my animals.

**Clinical Practice Council**

Chair: Tawn Amador, RN, BSN, CNII — NSICU



**How many years have you been an RN?**

Eight years.

**What do you like most about UC Davis Health?**

We give the best patient care because all hospital staff work as a team.

**What change have you been involved with that you are proud of?**

Being a part of NSICU UBPC has allowed me to work with an awesome group of colleagues. As a group, we have implemented patient and family journals and started an annual patient experience event to bring back patients and their families to the hospital to share their experiences with us.

**What is one thing your peers may not know about you?**

I love ice cream!

**What are your favorite hobbies?**

Reading cookbooks, gardening, and hanging out with my family, friends and dog.

# Professional Governance Council

## Clinical Practice Council

- This past quarter the council worked on the Patient Handoff Project, which included staff module teaching, safe transporting of patients and a new .dot phrase for the ED to use when transferring patients.
- This year will focus on treating the patient more holistically to include aroma oil therapy, music therapy, pet therapy and implementing basic massage.
- We are also working with a group of outside donors to provide diversional activities for our adult patients.

## Quality and Safety Council

- Completed a successful Patient Safety Awareness Week with almost 500 participants.
- Developed a team Josie King Hero Award, mirroring the Daisy Award.
- Developed a new Magnet® dashboard available on the patient care services website.
- Continuing with unit specific A3 presentations and incorporating more outside departments and clinics.
- Preparing for the transition to fiscal year.

## Evidence-Based Practice and Research Council

The council has been focused primarily on the Inaugural Nursing Science and Professional Governance Conference. The conference keynote speakers included:

- Mary Koloroutis, CEO of Creative Health Care Management
- Stephanie Heaney, Senior Practice Director of Elsevier
- Donna Mayo, Senior Director, Health Informatics of Elsevier
- Martha Rheault, Editor-in-Chief and Digital Content Team of Elsevier

The conference highlighted poster, podium, and IGNITE! presentations from nurses and UC Davis Health unit-based practice councils.

## Advanced Practice Providers Council

- We are working on the Advanced Practice Providers Annual Fall Symposium. This year's symposium focuses on community health, and will showcase UC Davis Health advanced practice providers and how they are improving local community health outcomes.
- The keynote speaker Donna Beegle, M.D., will discuss working and communicating with patients who live in a crisis of poverty to improve health outcomes.

## Professional Development Council

- The Professional Development Council has multiple sub-committees. We recently completed another successful celebration of Certified Nurses Day where we organized multiple marketing initiatives to showcase our great nurses. We created a *Sacramento Bee* ad, mailed cards to each certified nurse,

displayed a banner over the parking structure entrance, posted an Insider article, a social media blitz and a unit poster development.

- We also toured the ED, PACU, PICU, MSICU Gold and E8 with Dr. Lubarsky as he met many of our wonderful certified nurses.

## Competency Program sub-committee

- The sub-committee has started looking at competency management systems, a program that will allow us to utilize components of the Donna Wright Competency Review System.

## Preceptor and Residency sub-committee (PARS)

- The PARS sub-committee is working on developing a handbook for preceptors, as well as supporting CPPN as we take the journey to residency program accreditation.

## Patient Care EMR Inpatient and Outpatient Council

- Working on the upcoming Epic refuel, which will help integrate best practices but limit customization.
- Working towards getting new BCMA devices, which will impact some workflows.
- Care planning will also be changing this month.
- Adopting a patient flow software that Epic offers which will occur over the next six months.



ABOVE L-R: D3/T3 Women's Pavilion nurses Morgan Ducey, Michelle Bustamante and Molly Sponsel.



ABOVE L-R: Veronica De Los Santos, RN; Tina Tran, RN; Regina Cacdac, RN; Misty Xiong, RN; Maria Erespe, RN; and Dorine Fowler, RN

## Nurses Week 2019 celebration

UC Davis Health nurses celebrated National Nurses Week with great food, laughter and fun to commemorate all their hard work, nursing excellence and passionate patient care. The fun-filled week began with a Blessing of the Hands by our chaplain services, followed by nurses sharing their innovations, best practices, and hearing Mary Koloroutis speak at the Inaugural Nursing Science and Professional Governance Conference.

Nurses from all areas were recognized for their professional relationships and teamwork, exemplary professional practice, nursing care delivery and professional governance. Over 200 Friends of Nursing were also recognized for their teamwork and extraordinary contributions to the organization.

The celebration ended with making creative paper nursing caps and enjoying delicious nursing cap cookies.



Congratulations to our DAISY Award recipients! You exemplify the nursing values of courage, compassion and integrity in every situation.



**Fawzia Azizi, RN, BSN**  
*Tower 4 ENT/Internal Medicine*

Fawzia continues to care for him while others ask for a reprieve. Her kindness and compassion in caring for a patient are evident in all the care that is simply routine. Her calm voice in their shared language is effective whether she is setting boundaries or easing his fears.



**Karen Bott, RN, BSN**  
*Davis 10 PICU/PCICU*

The night before he passed, Karen came in extra to be with his family and to support the staff. She helped his bedside nurse make handprints and other memory-making items. She was a supportive presence to her patient and his family and they remarked to us that they considered her family as well. She was there not only for him, but for the staff. By doing this, she was an example of the type of relationship-based care we strive for in the PICU and we are honored to work alongside her.



**Tami Emslie, RN, BSN**  
*Pediatric Specialty Clinic*

Tami managed this situation with incredible insight and thoughtfulness. She managed to keep in touch with the patient, despite his open hostility and attempts to manipulate team members. She recruited different team members the patient had rapport with to reach out to him and provide support. Eventually, this patient returned to the clinic and got back on his meds with minimal harm to his overall health.



**Sean Fraser, RN**  
*Tower 6 Pediatrics*

My daughter had a dress rehearsal and musical to play piano for and was hoping to leave the hospital Saturday or early Sunday to make the three-hour drive home and then to the rehearsal. He was very persistent trying to get the necessary things done (by the doctors, etc.) and had the pharmacy fill the prescriptions on Saturday so we would not have to wait for them. The doctor wanted her to spend the night, but Sean had us ready to go by 5:45 a.m. so we did not have to miss what was important to her.



**Fiona Madigan, RN, MSN, CPAN**  
*Pavilion Pre-Op/PACU, CSC Pre-Op/PACU*

She grabbed the child and performed lifesaving back blows. Fiona was able to dislodge a small round lollipop that had fallen off the stick and completely blocked the child's airway. Fiona's quick response and actions saved this child's life. This is a highlight of how Fiona is a hero every day. Fiona also took the time to educate the parents on choking and how to use back blows to dislodge an object.

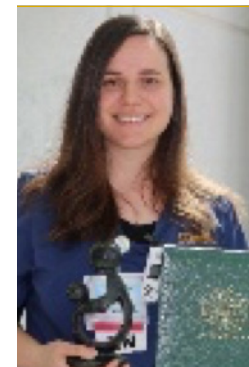


To nominate a nurse for the DAISY Award, visit [health.ucdavis.edu/nurse/daisy](http://health.ucdavis.edu/nurse/daisy)



**Brooke Meyers, RN, BSN, CCRN**  
*Children's Hospital Critical Care Transport Team*

She was a key member in facilitating the evacuation of critical care neonates from Mercy Redding to UC Davis Health. Brooke was quick on her feet to start working on a plan to facilitate the transport of four critically ill babies down to UC Davis Health, while maintaining patient safety throughout the transport. She showed courage by taking a fixed-wing aircraft flight to Redding through the smoke and fire conditions.



**Kristina Serikov, RN, BSN**  
*Davis 11 Trauma Nursing Unit*

Not only did this young lady follow every possible guideline, but she actually began anticipating needs that I wasn't even aware that I had. Even better, she passed those needs on to every single nurse that followed her. In doing so, she created an environment in which all of the nurses that dealt with me were a long way ahead of the curve.



**Eric Tyrell, RN, BSN**  
*East 4 Accelerated Access Unit*

He was extremely attentive and actually listened to my questions and concerns I had. He also understood that I was going through depression and anxiety, but I didn't want to be on any major medications to lean on unless all other options were tried. Eric talked to me about how meditation has helped him, and I should look into it. I loved the idea that a nurse totally understood my position about using drugs and instead tried other ideas.



### DAISY Nurse Leader Award

The Nurse Leader Award honors those who create an environment where compassionate, skillful care thrives. Every year one award is granted to an extraordinary nurse leader.

**Rupinder Sandhu, RN, BSN, MBA**  
*Emergency Department*

Early on in her career here she started a culture of inclusion and modeled catalyzing unity in diversity. She advocates for a multicultural team of staff who are competent in providing multicultural care which aligns with the Principles of Community.

With her leadership, our department is working towards developing a team that upholds accountability and trust. She has proven once again that professional competence and expertise can be achieved by continued support of one's professional development.

She has been instrumental in developing ED/N1 and ED/SICU programs. With this, the right care to the right patient is delivered by the right staff. She also supported TNCC/CPI and other pertaining high-quality educational opportunities for all staff.

Her tireless work and the compassion she shows for patients, their families, and staff is inspiring to everyone in the department.

Rupi models the caring and compassionate behavior that is at the heart of nursing. Despite a very busy schedule, she always has time to talk to someone and gives them her full attention. Observing her interactions with staff and patients make it obvious that she genuinely cares for them. The time that she has taken to mentor many of the nurses in the department helps to demonstrate that she takes pride in the work that she and her staff do every day. It also shows that she is firmly committed to continuing to support and grow every nurse in the department.

## Quick nurse responders

UC Davis Medical Center nurses perform heroic acts, both big and small, as they care for patients and every day strangers. Learn how two UC Davis Health nurses sprang into action when confronted with life-saving moments.

### Nurse saves man in cardiac arrest during vacation

Retired Sacramento Bee photographer Dick Schmidt was just finishing up a relaxing Hawaiian vacation when he experienced firsthand the lifesaving abilities of emergency room nurse Claudio Alvarado, RN, BSN, CPN, CPEN, CEN, in a check-in line at the Honolulu Airport.

Alvarado and his partner Camron Calloway, were waiting for a Sacramento-bound flight when Alvarado saw Schmidt collapse over a luggage stand and heard the 76-year-old's partner cry out in distress.

"No one was doing anything, so I just jumped in," said Alvarado, who also teaches courses in basic life support at Travis Air Force Base. "He was still breathing, and still had a pulse. But then all of a sudden the color just left his face."

Schmidt by now had no pulse. Alvarado and another man, off-duty Honolulu firefighter Salesi Maumau, sprang into action. The pair turned Schmidt onto his back and immediately started CPR.

"I asked a Hawaiian Airlines worker to get an automated external defibrillator (AED), and he was really quick," Alvarado said. "He had the AED within about two minutes."

An ICU nurse joined the trio and helped place the defibrillator pads

on Schmidt to shock his heart back in rhythm.

Fortunately, the defibrillator and chest compressions helped to revive Schmidt. By the time paramedics arrived and placed Schmidt on a gurney, he was already talking and asking for his partner, Jan.

"In my 10 years as a nurse, I have never seen someone go from cardiac arrest to talking within 10 minutes. Never in my life," recalled Alvarado.

Everything happened at the right time, in the right place, with the right people, said Alvarado.

Schmidt also acknowledged the lucky timing and life-saving measures that Alvarado helped lead. Just days after his collapse, Schmidt underwent a triple bypass at a nearby Honolulu hospital.

"That dude is a hero," exclaimed Schmidt. "The immediacy of strangers coming to my aid, so fast, was so beneficial to my recovery."

Alvarado did not expect to mentally shift gears so quickly at the end of his Hawaiian visit. But emergencies are something he's well prepared to handle.

"We do this day-in and day-out at the hospital," Alvarado said. "It's our job. Thankfully, that firefighter, the Honolulu airport worker and I were there and made a great team."



Richard Schmidt (center right) and Claudio Alvarado (center left), along with their partners Camron Calloway and Jan Haag, meeting in person for the first time after Alvarado helped save Schmidt's life in Hawaii.

### How I saved a boy from choking

I was working in the Children's Surgery Center pre-op, where I was admitting a five-year-old patient for surgery. The patient came in with his parents and three-year-old brother. The patient was very interactive and excited about getting his surgery, while his brother stayed busy playing with his cars between his parents. I had completed my assessment and was working on some charting when I noticed that the three-year-old was making odd jerking motions.

On further assessment, I could see he was choking, very silently. As I rounded the gurney, his dad picked him up and gave him to me, asking me to help his son. I turned him over on my knee, head down, and administered three back blows. Out came a Dum-Dum lollipop.

He immediately started to cry. I checked his pulse ox and auscultated his lungs — all was well.

When we all got over the shock, I took the opportunity to teach back blows and the Heimlich maneuver to both parents, along with a reminder that hard candy was not the best option for his age group.

I am glad I was in the right place at the right time!

By Fiona Madigan, MSN, RN, CPAN — Staff Developer PACU

## Structural Heart Program

The Structural Heart Program at the UC Davis Vascular Center offers structural heart procedures to high-risk patients who may not be eligible for traditional surgery. By offering minimally invasive treatments, the length of recovery and patient outcomes has improved.

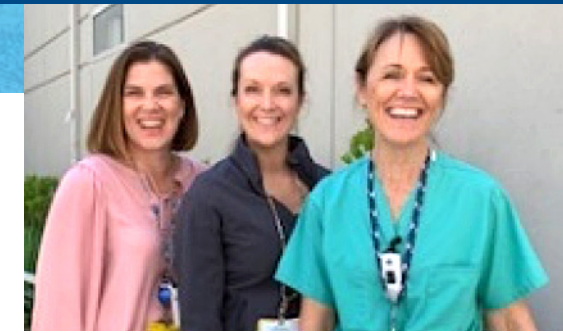
Surgeries are performed by interventional cardiologists and take place in the cardiac catheterization lab. The program offers procedures such as transcatheter aortic valve replacement (TAVR), mitral valve repair, foramen ovale closures, and left atrial appendage closures using the WATCHMAN™ implant all while using catheters to access the heart.

As the region's first hospital to implement a structural heart program, the first TAVR was

performed in 2012 and the center participated in clinical trials to bring the program to other hospitals around the nation.

Our program is composed of interventional cardiologists, advanced practice providers, nurse coordinators, nurses and ancillary staff who all use a collaborative approach to care.

The nurse coordinators play an important multi-faceted and complex role. According to nurse coordinator Janine Carlson — who was working for UC Davis Health during the program's inception — the primary goal is to facilitate seamless care beginning with the referral process all the way through follow-up. The nurses coordinate care by assisting with referrals, processing insurance authorizations, scheduling



(L-R): Structural heart nurse coordinators Alison Carroll, Natasha Vasilopoulos and Janine Carlson.

procedures, collecting data, ensuring labs and other procedures are completed, visit and follow the patient during admission and conduct follow-up calls.

The staff is highly dedicated to patient care, improving outcomes and patient satisfaction. They have high praises from patients, who have direct access to them by phone.

The UC Davis Vascular Center continues to pioneer new approaches to care. Moving forward, structural heart procedures are now expected to be available to low-risk patients as an alternative therapy.

## Avoiding communication breakdowns

Communication and teamwork are vital to the delivery of high-quality safe patient care, particularly in the dynamic, complex and high-risk environment of the intensive care unit (ICU). Yet, studies examining interprofessional ICU interactions around high-risk, low-frequency events — such as the pronation of a critically ill patient — are few and far between.

"I feel like the ideas and concepts of communication and teamwork are the ether in which we all work. But it's not easily seen or quantified,"

says Emma Blackmon, an ICU nurse of 15 years and a doctoral candidate at the Betty Irene Moore School of Nursing at UC Davis.

### A new exercise determines perceptions

Blackmon says most of the studies to improve team communications revolve around life-and-death situations. For her dissertation research, she developed a high-fidelity simulation scenario where an interprofessional team was responsible for moving a critically

ill adult ventilated patient using prone positioning. Prone positioning — moving a patient to a face-down position — is used to improve oxygenation in patients who suffer from acute respiratory distress syndrome. The team consisted of six providers, including registered nurses, respiratory therapists, lift-team members and physicians. The goal was to see if the participants' perceptions would change after the exercise.

**COMMUNICATION | CONT. ON PAGE 15**

## Evidence-based project: Creating type 1 diabetes Spanish language support groups

Type 1 diabetes support groups have been shown to increase patients and their family's diabetes knowledge, emotional adjustment, and treatment adherence while decreasing A1C levels and parent-child conflict related to chronic disease.

The aim of my nurse residency evidence-based project was to support the need for culturally relevant Spanish language support groups for pediatric type 1 diabetes patients. While conducting a literature review, I discovered a lack of research regarding the specific need for pediatric type 1 diabetes support groups within Spanish speaking only populations. Literature confirms that English language support groups for adolescent type 1 diabetes patients and their families offer a sense of belonging, emotional and social support, helps increase diabetes knowledge, reduces mental health symptoms, and improves diabetes management. But, the research is not inclusive of non-English languages.

Studies regarding adult Mexican-American type 2 diabetes Spanish support groups have demonstrated significant improvement in diabetes knowledge, fasting blood sugar levels, and glycosylated hemoglobin levels, suggesting that similar results could be obtained with culturally relevant Spanish language type 1 diabetes support groups.

The data collected was used to develop and implement a Spanish type 1 diabetes support group for UC Davis Health endocrinology pediatric patients and their families. The first session was held on Saturday, April 13, 2019 and included families with newly diagnosed patients and patients who had been diagnosed for 10 plus years. The families were divided into three groups:

Group 1 was a Spanish parent support group facilitated by Diana Arellano, RN and social worker Vince Fong.

Group 2 was an English patient and pediatric support group facilitated by Erin Conboy-Heiser, RN and UC Davis medical student Luis Fernandez.

Group 3 consisted of activities for siblings and was facilitated by community volunteers.



Diana Arellano, RN and social worker Vince Fong facilitating a group discussion for parents.

The parent group and the patient group were intentionally planned to explore the same questions, such as positives and negatives of having diabetes and what kind of advice others would share with patients newly diagnosed with diabetes. These discussions would then help families continue the conversation at home together.

The group was very successful in creating a community amongst those in attendance and the families requested for further groups to be available.

The Spanish type 1 diabetes support group for pediatric endocrinology patients and their families will be held quarterly at the Glassrock Building on the Sacramento campus. The next group meeting will be on Saturday, October 26, 2019.

## New South I Adult Annex Unit

Adult medical-surgical patients throughout the region can now benefit from our new South I Adult Annex Unit, opened in December 2018. The new unit, housed in the older Children's Surgery Center pre- and post-op areas, will help decompress the emergency department and includes 17 beds.

Nurse manager Calene Roseman, RN, MSN leads the unit, followed by Assistant Nurse Managers Salvador Mislant, RN, BSN; Didra Pinckney, RN, BSN; Marlene Armstead, RN, DNO, NP; and Kirsten Talley RN, BSN.

Patients needing chemotherapy, dialysis, telemetry, apnea monitoring and negative pressure monitoring will be excluded from the unit.

## Barbershop talk: Perceptions of African American male nurses

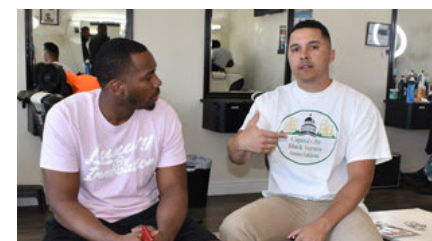
Being a nurse was always in Carter Todd's blood. As a pediatric intensive care unit (ICU) nurse at UC Davis Medical Center, he's one of roughly 280,000 black registered nurses in the country. Which is a number he hopes to grow.

"Early in my career in the hospital, I realized there weren't enough African American men who were nurses," says Todd, who earned a master's degree in leadership from the Betty Irene Moore School of Nursing. "I want to change that because nursing is a wonderful option for us."

### Workforce doesn't reflect the population

In a 2016 survey from the California Board of Registered Nursing, black or African American nurses represent only 4.3 percent of California's active nurses compared to 8 percent of African Americans in California. That figure is even less when looking at black males.

"We need people who represent the communities we serve," says Piri Ackerman-Barger, an assistant clinical professor and Todd's thesis adviser.



Carter Todd, RN, (right) took his master's thesis project into African American barbershops, such as this one — Upgrade Cuts and Styles — to interview male patrons about their perceptions of the nursing profession.

"That can inform what is taught in health professions schools, what is researched, policy development and resource allocations. We really do need more African American men in nursing."

### Cultural hub promotes health discussions

For his thesis project, Todd interviewed patrons at barbershops in Sacramento that specifically cater to African American men to understand perceptions they had about the nursing profession. Why barbershops? Research concludes they serve as a cultural hub of influence in the community for African American men and can be a place of health care intervention.

In her study, *Caring, Curing, and the Community: Black Masculinity in a Feminized Profession*, sociologist Adia Harvey Wingfield found that the black men she interviewed were motivated to enter the profession because they believed the field offered opportunities of service to black communities. Todd's research participants also showed belief in nursing as a viable career path.

"The ah-ha moment for me was just how engaged the community was," Todd said. "I hope that moving forward, we're able to implement different projects in churches, barbershops and schools to try to increase the amount of African American men in the profession. Until nurses advocate for the community, things won't change."

COMMUNICATION  
CONTINUED FROM PAGE 13

"A lot of the errors — such as inadequate patient handoffs and treatment delays — that happen in a hospital can be traced to a breakdown or lack in communication," Blackmon explains. "But capturing that is difficult. You're trying to target the human element. The way we communicate involves so many things. It's personal, professional and experiential."

### Change puts patients first

The Joint Commission on Accreditation of Healthcare Organizations describes communication error as the cause of 60 to 70 percent of preventable hospital deaths. Continued opportunities to participate in activities to understand and improve communicative behaviors, role identification and teamwork are necessary to navigate and care for critically ill patients in the ICU.

Blackmon says she's fortunate to be part of a team at UC Davis Health where interprofessional teams are recognized for their collaboration and support. She hopes to further her research so other teams — in the ICU and other hospital units nationwide — can benefit from her findings.

"If we don't work on communication, there's always going to be a breakdown," Blackmon says. "I don't think we can deliver patient-centered care unless we reflect on ourselves."



# Certifications

## Newly recognized Clinical Nurse III

### 2017 Nurses

Shannon Adamo  
Amara Altman  
Maritess Asumen  
Kristina Balneg  
Janelle Beall  
Michelle Bustamante  
Kendall Butler  
Breanna Carlson  
Charlie Dharmasukrit  
Judy Downing  
Kristine Fredricksen  
Katherine Gabb  
Krista Greaves  
Yvonne Hansen  
Marlene Her  
Melody Hillstrom  
Jolanda Jackson  
Sopon (Liz) North  
Krystle Palisoc  
Christina Philip  
Alessandra  
Rentaria-Turley  
Lauren Rountree  
Cynthia Steele  
Melanie Stricklin  
Sunitha Sunkara  
Cherrie Tan  
Sherri Twardzik  
Christine Weiss

### 2018 Nurses

Alberto Amezcuita  
Darryl Amoguis  
Kimberly Anderson  
Daniel Aquino  
Jessica Beseda  
Alexis Blount  
Zoryana Borsuk  
Diane Boyer  
Pat Carinugan  
Delia Christian  
Leigh Clary  
Erin Cornelius  
Ashley Donkerbrook  
Christina Duran

Ferdeliza Ferrera  
Haley Ferreter  
Andrew Fish  
Drew Gaddis  
Julie Janke  
Mary Jenner  
Brynne Kessler  
Krystle Lapus  
Jenny Managhebi  
Christine Martinez  
Jennifer Martinson  
Christina Matson  
Amy McFarland  
Demmelash Mengistu  
Christie Meredith  
Diane Mua-Xiong  
Jenny Papp-Thomas  
Sandra Pon  
Joseph Reguindin  
Meredith Roth  
Daryl Salinda  
Shannon Schraeder  
Irina Shchedrov  
Deborah Small  
Caroline Smith  
Lauren Spink  
Annie Tat  
Nicole Vance  
Edward Wang  
Julie Wardinsky  
Breanna Warnock  
Amanda Waters  
Virginia (Ashley) Wood  
Norabel Zafrá

### 2019 Nurses

Nadia Carrasco  
Nancy Dean  
Rudy Dela Vega  
Laura Frazier  
Jennifer Loris

### Newly specialty-certified nurses

**Acute Care Nurse Practitioner (ACNP-BC)**  
Meghan Claudius

**Adult Gerontology Acute Care Nurse Practitioner (AGACNP-BC)**  
Nicole Nasser

**Cardiac-Vascular Registered Nurse (RN-BC)**  
Valerie Martin

**Certified Emergency Nurse (CEN)**  
Barbara Alkema  
Elizabeth Clifton  
Alexandria Chu  
Marni Farr  
Jody Fray

**Certified Gastroenterology Registered Nurse (CGRN)**  
Julia McClain

**Certified Medical Surgical Registered Nurse (CMSRN)**  
Robert Arceno  
Alisa Holder  
Amea Patel  
Ebert Reyes  
Feyseng Saechou  
**Certified Nurse Operating Room (CNOR)**  
Minji Kim

**Certified Primary Care Pediatric Nurse Practitioner (CPNP)**  
Adebola Olarewaju

**Certified Wound Ostomy and Continence Nurse (CWON)**  
Mary Gustafson  
Ericka Rooney

**Critical Care Registered Nurse (CCRN-Adult)**  
Alma Amene  
Madison Gaylor  
Rachel Kelly  
Jennifer Loris  
Megan Mancinotti  
Connie Ngo  
Samuel Palmer  
Amanda Schatz  
Roger Vail  
Breanna Warnock

**Family Nurse Practitioner (FNP-BC)**  
Martha Benavides  
Karen Natsuhara  
Alicia Rigby

**Medical – Surgical Nursing (RN-BC)**  
Jaque Green

**Neonatal Intensive Care Nurse (RNC-NIC)**  
Jennifer Kavrik  
Shannon Reimer

**Oncology Certified Nurse (OCN)**  
Lauren Cardin  
Khonthavy Dizon  
Tim Nguyen

**Pediatric Nursing Certification (RN-BC)**  
Megan Ginther

**Progressive Care Certified Nurse (PCCN)**  
Rachelle Cook

**Registered Nurse Certified OB (RNC-OB)**  
Martha Tuivai

**Stroke Certified Registered Nurse (SCRN)**  
Emily Podwalny

**UC DAVIS HEALTH** | Nurse

## Credits

*UC Davis Nurse* is published regularly to recognize achievements, promote communication and celebrate excellence among nurses across UC Davis Health.

Newsletter edits and design provided by UC Davis Health Public Affairs and Marketing.

## Call for articles

We're always seeking interesting, informative articles from nurses that work at UC Davis Health!

- In order to print as many articles as possible, our desired length limit is approximately 600 words.
- Photographs, graphs and charts that enhance the article are welcome, and add interest to the publication. Photos should be submitted in the largest (pixel dimensions) and highest-resolution format (dpi) possible.
- The editorial staff may make editorial changes, or request that authors make revisions, on an as-needed basis.

## Help us review

Nurses can also assist by identifying stories to be submitted, or reviewing articles for publication.

If you're interested, please call Ellen Kissinger at 916-734-7819.

You can also email questions and comments to [hs-ucdavisnurse@ucdavis.edu](mailto:hs-ucdavisnurse@ucdavis.edu)

*UC Davis Nurse* Editor

- Ellen Kissinger  
[elkissinger@ucdavis.edu](mailto:elkissinger@ucdavis.edu)

## New emergency department observation unit

The new ED observation unit is an extension of the emergency department where patients with low comorbidities and a greater than six hours but less than 24-hour length of stay will be held. The observation unit will help increase ED patient satisfaction; decrease patients left without treatment; and reduce unbillable observation hours and observation length of stay.