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Message from the Nursing Director Professional Services



It is my sincere pleasure and honor to represent UC San Diego nursing services that report through me as the Nursing Director of Professional Services. I have been at this medical center for 11 years and have been very proud to witness the positive growth and development of nursing and patient care services that are provided within my reporting areas. Although we primarily support outpatient services, in our procedural areas we provide inpatients with diagnostic and therapeutic procedures. Our service

areas are unique and diverse. They include: Dialysis (Acute and Chronic), Lifesharing, Pharmacy Home Infusion, Interventional Pulmonology, Radiology Nursing and Interventional Radiology, Gastroenterology procedures and clinics at two sites, the Solid Organ Transplant Program, Apheresis, Hepatology, Vascular Access, and the Cystic Fibrosis Program. Nurses in these areas are often recognized experts in their field. Our certification rate is approximately 40% which is both higher than MAGNET and UC San Diego benchmarks. Our nursing preparation, when assessing level of education, is over 65% BSN or MSN prepared. Patient satisfaction ratings in all procedural areas have exceeded the institution set maximum goal. Clinic satisfaction, in the majority of our areas, is also above the Ambulatory Care benchmarks.

Over the past six years our nurses have been recognized twice with the honor of Nurse of the Year. In 2009 this honor was given to Stephanie Osborne BSN RN CCRN, CCTC, Lung and Heart Transplant Coordinator. Additionally in 2009, Lisa Richards, MSN, RN FNP-C, Hepatology Nurse Practitioner, was chosen as our first ever Advance Practice Nurse of the Year. In 2010 Eileen Lischer MA RN CNN, Nurse Manager Acute Dialysis, was given the Nurse Manager of the Year award and Cathie Tiernan BHA RN, Nurse Manager Interventional Pulmonology and Radiology, was chosen as our Nurse Leader of the Year. Jessica Goggin BSN RN, Nurse Manager Cystic Fibrosis Program, received the honor of being selected as the California Nurseweek's 2010 Clinical Excellence award winner. These are a just few of the many achievements our nursing staff has reached. (Please review the 'We Proudly Recognize' page)

In closing, I often hear from our patients during rounding that the nursing staff here is 'the best'. Each and every day I witness acts of compassion and kindness given by our nurses. Our nurses are dedicated to delivering high quality care to our patients and endeavor to keep their families engaged and informed. As you read the following stories I think you will find that you agree that our nursing staff are stars!!

Sincerely,

Jill Deetz, BSN, RN
NURSING DIRECTOR