

## Employees volunteer to mentor high school students interested in health care careers

Quality medical care at UCLA Health wouldn't be possible without the thousands of allied health professionals who assist doctors, nurses and patients every day. Allied health encompasses a wide range of medical professionals including medical technologists, occupational and physical therapists, respiratory therapists, child life specialists, medical coders, dietitians and ultrasound technicians.

To help high school students learn about the many different career opportunities at health care institutions like UCLA Health, the community engagement program at the David Geffen School of Medicine at UCLA hosts internships, career talks and other educational programs.

"Many people considering a career in health care tend to only think about medical school or professions that require advanced degrees," says Gloria Moon, MSW, MPH, program director, community engagement. "We want high school students to know that there are other equally rewarding and well-paying jobs that offer opportunities for continuing education and career advancement."



From left: Turner-UCLA Allied Health Internship Program staff Karina Montes, David Rincon, Kristin DiMirez, Gloria Moon, Dustin Nguyen and Elizabeth Ngo.

This summer, 46 high school students from 19 Los Angeles high schools participated in a weeklong internship program at Ronald Reagan UCLA Medical Center. Now in its second year, the Turner-UCLA Allied Health

Internship Program enables students to rotate through different clinics and departments and attend professional development workshops and guest speaker panels.

Continued on page 2

### OCCUPATIONAL HEALTH UPDATE

#### Flu vaccine events start October 1

The 2018 employee flu vaccination events are just around the corner! UCLA Health and David Geffen School of Medicine employees can receive their seasonal flu vaccines starting Monday, October 1. Visit [mednet.uclahealth.org/flu-prevention](http://mednet.uclahealth.org/flu-prevention) for the schedule of events, the latest information on influenza and this year's vaccine, and frequently asked questions. For additional questions, contact [flu@mednet.ucla.edu](mailto:flu@mednet.ucla.edu).

### TOP HOSPITAL IN L.A.

#### UCLA Health ranked #1 in L.A. and #7 in the nation

UCLA Health hospitals placed No. 1 in Los Angeles, No. 2 in California and No. 7 nationally in prominent rankings released in August. It's the 29th consecutive year that U.S. News & World Report has placed UCLA Health on its national honor roll, a distinction reserved for only 20 hospitals nationwide that deliver high-quality care across a range of specialties, procedures and conditions. To learn more, visit [uclahealth.org/best-hospitals](http://uclahealth.org/best-hospitals).

## Johnese Spisso

President, UCLA Health  
CEO, UCLA Hospital System  
Associate Vice Chancellor,  
UCLA Health Sciences



### Congratulations on being the #1 health system in Los Angeles!

Thanks to the hard work  
and dedication of our  
talented physicians, nurses  
and other health care

professionals, U.S. News & World Report  
has once again named UCLA Health No. 1  
in Los Angeles and No. 7 in the nation.  
That's 29 consecutive years on the national  
"Best Hospitals Honor Roll" — a distinction  
reserved for hospitals delivering exceptional  
patient care across a range of specialties,  
procedures and conditions. Of the more than  
4,500 medical centers evaluated, only 20  
appear on the honor roll.

This is a remarkable achievement, and one  
that would not be possible without your  
unwavering commitment to our patients,  
families and community. Delivering the  
highest standards of safe, quality care  
requires a tremendous effort from every  
member of our team, and I am grateful for  
all of your contributions. You have continued  
to innovate and seek new ways to enhance  
the patient experience; you have adapted  
to industry changes thoughtfully and with  
optimism; and you have all worked together  
as an incredible team, across our hospitals  
and clinics throughout the region, to ensure  
that every patient who comes to UCLA  
Health receives the most compassionate,  
comprehensive care possible.

At the end of the day, you — and all the  
ways in which you advance our mission —  
are UCLA Health's greatest source of pride.  
Congratulations on another year of excellent  
rankings and thank you for all that you do.

Warm regards,

Johnese

# Award recognizes emergency nursing team's dedication to excellence

## Story highlights

- Emergency department (ED) nursing staff at Ronald Reagan UCLA Medical Center wins prestigious ENA Lantern Award for the first time.
- Medical center is one of a select 19 hospitals nationwide to earn this distinction.

The Emergency Nurses Association (ENA) has recognized the exceptional work of the emergency department nursing staff at Ronald Reagan UCLA Medical Center with a prestigious ENA Lantern Award. UCLA Health is one of only 19 hospitals nationwide to receive the award out of several hundred applicants.

This award is the gold standard for excellence in emergency nursing and reflects the hard work of all emergency department staff. "Emergency nurses are part of a highly efficient and competent team," says Margaret Armbruster, RN, MSN, executive director of emergency, trauma and observation services. "Success depends on team members from every discipline working collaboratively for the good of the patient."

The Lantern Award designation is effective for three years. Recipients are recognized for meeting or exceeding benchmarks in five core areas:

**Education:** "Our education committee plans and hosts trainings throughout the year," says Kate Hurley, RN, BSN, emergency department clinical educator. "Each nurse accumulates approximately 60 hours of continued education and training every year."

**Leadership:** The emergency nursing unit practice council meets monthly to discuss process improvements and leadership opportunities for nursing staff.

**Research and practice:** Data from nurse-driven research improves nursing practices and patient care. "For example, evidence suggests that patients feel more included in their care when nurses give reports at their bedside," says Hurley. "It also increases the amount of time nurses spend with patients and their families."

**Advocacy:** Emergency nursing advocacy extends to a wider health care environment than the ED. Emergency nurses advocate for improving community health and promote the image of nursing in the media.



From left: Susan Thompson, RN, MSN, Margaret Armbruster, RN, MSN, and Kate Hurley, RN, BSN.

"This award acknowledges the high standards set and achieved by the entire emergency department," says Susan Thompson, RN, MSN, emergency department unit director. "We'll continue to aim for higher levels of excellence."

Learn more at  
[uclahealth.org/emergency-department](https://uclahealth.org/emergency-department).

## Careers in allied health Continued from page 1

Other outreach efforts include job fairs and career talks at local high schools. "We're always looking for employees who are interested in mentoring students and talking to students about their professions," says Kristin DiMirez, senior consultant, UCLA Health Talent Acquisition. "It's inspiring

for teens to hear firsthand from UCLA Health employees.

Faculty and staff interested in participating in a community engagement program can contact [CommunityEngagement@mednet.ucla.edu](mailto:CommunityEngagement@mednet.ucla.edu) or visit [medschool.ucla.edu/communityengagement](https://medschool.ucla.edu/communityengagement).

# Alexandra Duke

DNP, RN-BC, CEN, CHSE

Evidence-based practice specialist, Center for Nursing Excellence

“I worked here as a student nurse extern in 2007. The culture of caring and excellence among nurses was memorable and shaped my vision as I became a professional nurse.”

What is your role as an evidence-based practice (EBP) specialist?

I provide support to nurses who are conducting evidenced-based practice throughout UCLA Health. The role of EBP specialist is relatively new, but there is growing support for it as a way to improve nursing practice and outcomes. I work with nurses and leaders to consult on EBP guidelines and standards of care. For example, I might collaborate with nurses on different units to discuss the progress of individual and group projects. We might talk about next steps or how to facilitate the dissemination of practice changes within a specific department. I can also help nurses prepare materials for conferences, manuscripts and presentations.

What brought you to UCLA Health?

I worked here as a student nurse extern in 2007. Every nurse I worked with truly embraced UCLA’s mission, vision and values. The culture of caring and excellence among nurses was memorable and shaped my vision as I became a professional nurse.

Throughout my years as a bedside clinician, educator and student, I’ve always reflected on my experience at UCLA and knew that I wanted to return. I aspired to work for an organization that enables me to develop and apply my knowledge and expertise as a doctor of nursing practice (DNP) graduate. In my current role, I can help nurses translate research into practice while integrating new knowledge.

What do you find most challenging about your job?

As a newly hired nurse leader (I started here in June), I am challenged with learning a new level of nursing practice. Before coming to UCLA, I oversaw clinical and didactic education for nursing students in academic settings. Today, I am a leader in a complex organization with systemwide accountability for collaborating and consulting with nurse leaders and staff on clinical inquiry activities. My biggest challenge is balancing scientific findings with evolving practice realities in addition to fostering high levels of scholarly inquiry among our nurses.

Who inspires you?

My mentor is Angela Amar, PhD, the current dean of the University of Nevada, Las Vegas School of Nursing. We worked together at the Nell Hodgson Woodruff School of Nursing at Emory University in Atlanta. Dr. Amar exemplifies visionary, transformational leadership while holding true to the values of the organization in which she serves. She continues to encourage me to strive for excellence and lifelong learning.



How do you spend your spare time?

My family and younger siblings live in New Jersey and I often travel to see them. I have a Yorkshire terrier named Bullie who loves to go to the beach to sunbathe. I recently traveled to Thailand and plan to visit Croatia in the future. I love to cook all types of international foods and enjoy studying ayurvedic medicine, one of the world’s oldest mind-body health systems for treating illness.

To recommend a colleague to be featured in UCLA Health People, email [unews@mednet.ucla.edu](mailto:unews@mednet.ucla.edu).



From left: Melissa A. Moore, RN, BSN, Megan Kamath, MD, and Ali Nsair, MD.

## Heart failure and transplant experts bring specialized care into patient communities

### Story highlights

- The burden of heart failure continues to affect a greater number of Americans every year due in part to aging and other chronic medical conditions.
- UCLA Health community clinics enable patients to get specialized heart failure and transplant care closer to home.

The UCLA Health Advanced Heart Failure, Heart Transplant and Ventricular Assist Programs are expanding their services to meet the needs of patients living throughout Los Angeles and surrounding areas. Community heart failure clinics are now open in Thousand Oaks, Santa Clarita and Torrance, with plans to expand into Burbank, Porter Ranch and Ventura.

“Our medical teams are expanding to the communities where our patients live to make specialized medical care more convenient and accessible,” says Melissa A. Moore, RN, BSN, outreach coordinator for advanced cardiac therapies. “We’re partnering with local

cardiologists and primary care physicians to provide comprehensive services to patients closer to where they live and work.”

People with heart failure have weakened hearts that struggle to pump blood throughout the body. An estimated 6.5 million Americans suffer from heart failure. The American Heart Association expects that number to rise by 46 percent by 2030. “Patients are living longer with heart failure because we are able to more effectively treat heart attacks, diabetes and other medical problems,” says Megan Kamath, MD, a heart failure and transplant physician at UCLA. “As a world leader in cardiovascular disease, UCLA Health receives referrals from many other transplant centers because we have the expertise to help patients who have highly complex medical conditions.”

Treatments for heart failure may include the use of short- and long-term mechanical circulatory support. These devices, such as ventricular assist devices (VADs), give the heart a rest by helping to pump blood. VADs can support a weakening heart as a patient waits for a transplant (a treatment known

“We’re partnering with local cardiologists and primary care physicians to provide comprehensive services to patients closer to where they live and work.”

as bridge-to-transplant) or they can be a long-term treatment option for patients who aren’t candidates for a transplant (known as destination therapy).

“Our commitment to clinical trials for heart failure treatments keeps UCLA Health at the forefront of heart failure care,” says Ali Nsair, MD, medical director of heart transplant and mechanical circulatory support device services at UCLA. “Our multidisciplinary team of experts is able to provide patients with a wide range of treatment options, including new heart assist devices and alternative therapies still in the clinical trial phase. We also offer complex cardiac interventions for heart failure patients who may not be candidates for open-heart surgery.”

Treatments include percutaneous interventions for high-risk patients with coronary artery disease, state-of-the-art minimally invasive procedures such as MitraClip® and transcatheter aortic valve replacement to treat mitral valve regurgitation disease and severe aortic stenosis in patients who can’t undergo open-heart surgery. “The heart failure team sees these patients in our community outreach clinics to help screen who may benefit from these advanced therapies,” says Dr. Nsair.

In May, the heart failure and transplant program hosted the annual UCLA Heart Failure Symposium. More than 200 health care professionals attended, including visiting cardiologists and nurse practitioners from California and other states. “This symposium is an opportunity to spotlight our successes and advancements in heart failure and transplant care while sharing our unparalleled expertise with our peers in the community,” says Moore.

To learn more, visit [heart.ucla.edu/advanced-heart-failure](http://heart.ucla.edu/advanced-heart-failure).

# Nutrition program raises awareness about patient malnutrition

## Story highlights

- Malnutrition Awareness Symposium to take place on Tuesday, September 25, at Ronald Reagan UCLA Medical Center.
- Nutrition wellness efforts educate care teams on how to identify and treat malnourished patients.
- Dietitians are now providing bedside nutrition-focused physical examinations to assess for signs of muscle and fat loss.

Studies estimate that one in three patients entering U.S. hospitals suffers from some degree of malnutrition. “Malnourished patients have a greater risk of infection, wound healing problems, health complications and death. They’re also prone to longer hospital stays and readmissions,” says Karen Grimley, PhD, chief nursing executive, UCLA Health, and assistant dean, UCLA School of Nursing.

To educate health care teams about the importance of proper nutrition in the health care setting, the departments of nutrition and nursing at Ronald Reagan UCLA Medical Center are hosting a Malnutrition Awareness Symposium on Tuesday, September 25, from noon to 5 pm, in Tamkin Auditorium. The symposium is open to all health care staff and coincides with national Malnutrition Awareness Week, sponsored by the American Society for Parenteral and Enteral Nutrition.

The symposium and other malnutrition awareness efforts are part of an interprofessional Wellness

Bundle project launched last year by UCLA Health. “We created the Wellness Bundle to encourage every team member to look at a patient’s care and treatment from the patient’s perspective,” says Dr. Grimley. “For instance, patients must fast before certain procedures. They go even longer without food if the procedure is delayed. They might be too ill or weak to speak up about hunger or thirst. We need to be aware of situations like these and advocate for nourishment during these delays.”

A new process introduced with the Nutrition Wellness Bundle is nutrition-focused physical exams (NFPE). “Dietitians conduct these exams to help screen for signs of malnutrition and develop an individualized care plan based on the patient’s specific nutrition diagnosis,” says Erin Morse, RD, chief clinical dietitian and co-chair of the Nutrition Wellness Bundle. Morse notes that malnutrition is not always evident. “Even obese patients can be malnourished.”

Many of the steps to promote better nutrition are relatively easy to implement, says Laurie Reyen, RN, MN, CNSC, clinical nurse specialist and parenteral and enteral nutrition expert. These steps include better pain management before mealtimes, opening packages on food trays and having a patient sit up (in a chair, if possible) to eat meals. “This position opens up the airways and makes swallowing easier,” says Reyen. Other strategies for malnourished patients include the use of supplements and speech therapy to help with swallowing and chewing issues. The nutrition bundle also provides education about how to help patients who are on liquid diets or tube (enteral) or intravenous (parenteral) feedings.



From left: Karen Grimley, PhD, Laurie Reyen, RN, MN, CNSC, and Erin Morse, RD.

“Proper nutrition is instrumental in helping patients heal and recover,” says Reyen, who co-chairs the Nutrition Wellness Bundle. “We want to help health care team members recognize signs of malnutrition, and teach them how to treat and prevent the problem.”

For more information about the Nutrition Wellness Bundle or the Malnutrition Awareness Symposium, contact Morse at [EMorse@mednet.ucla.edu](mailto:EMorse@mednet.ucla.edu).

## SANTA MONICA UPDATE

### UCLA Health sponsors free sunscreen stations

Visitors to Santa Monica and Malibu beaches now have access to free, high-quality sunscreen, thanks to an innovative collaboration between UCLA Health, BrightGuard and the nonprofit organization IMPACT Melanoma. Fifty automated sunscreen dispensers are being installed at Santa Monica and Malibu beaches and parks, as well on the Santa Monica Pier. They will remain in place until October 31, 2018.

At a kickoff event in July, UCLA alumnus and former professional volleyball player Sinjin Smith helped unveil the first sunscreen station on the Santa Monica pier. To read more and watch a video from the event, visit [newsroom.ucla.edu/stories/free-sunscreen-offered-at-santa-monica-and-malibu-beaches-this-summer](http://newsroom.ucla.edu/stories/free-sunscreen-offered-at-santa-monica-and-malibu-beaches-this-summer).

From left: Sinjin Smith, former professional volleyball player, Jennifer Hsiao, MD, UCLA dermatologist, Kathy Volz, chair of the UCLA Medical Center, Santa Monica Board of Advisors, and Paul Watkins, the hospital’s chief administrative officer. Photo by Robert Hernandez.



# Calendar of events

## Westwood

### Malnutrition Awareness Symposium September 25 / Noon – 5 pm

RRUCLA, Tamkin Auditorium

All health care staff are welcome. To learn more, email [EMorse@mednet.ucla.edu](mailto:EMorse@mednet.ucla.edu).

## Santa Monica

### UCLA Blood & Platelet Center blood drive

September 10 / 7 am – 1 pm

SMUCLA, conference rooms 2 and 3

All donors receive blood time, if eligible, or a movie ticket. To make an appointment, visit [ucedonor.com](http://ucedonor.com) and enter code "SMH."

### Mindful meditation

September 4, 11, 18 & 25 / 12:30 to 1 pm

SMUCLA, auditorium

No reservations needed. Participants can stay for a few minutes or the entire session.

### Fidelity help desk / workshop

September 18 / 8 to 10:45 am

SMUCLA, cafeteria

Fidelity representative Andrew Smith will answer questions on saving for retirement. Workshop follows at 11 am in the auditorium: "Guide to Investing in the UC Retirement Savings Plan."

## Community

### Models of Pride Conference

October 20 / 7:30 am – 8 pm

Cal State LA

5151 State University Dr  
Los Angeles, CA 90032

The conference includes workshops, college and job fairs, and more for LGBTQ youth, their parents and providers. Info/register: [modelsofpride.org](http://modelsofpride.org).

## PHYSICIAN WELLNESS UPDATE

### Schwartz Center Rounds

The Schwartz Center Rounds at UCLA Medical Center, Santa Monica offer opportunities to discuss the emotional challenges of patient care in an effort to promote care coordination, empathy and resilience. Any staff or faculty member can share their personal stories, such as a team's response to losing a long-term patient. Advance preparation is not required. To learn more, contact Ravi Aysola, MD, at [raysola@mednet.ucla.edu](mailto:raysola@mednet.ucla.edu) or Mary Beth Hines at [MHines@mednet.ucla.edu](mailto:MHines@mednet.ucla.edu). For more physician wellness services, contact the UCLA Physician Wellness Program at [UCLAPWP@mednet.ucla.edu](mailto:UCLAPWP@mednet.ucla.edu) or 310-206-2782, or visit: [mednet.uclahealth.org/physician-wellness](http://mednet.uclahealth.org/physician-wellness).

## UCLA STEIN EYE INSTITUTE UPDATE

### UCLA Mobile Eye Clinic at Dream Center Back to School Bash

The Dream Center's Back to School Bash, presented by Kershaw's Challenge and the Los Angeles Dodgers Foundation, is an annual fair that provides free school supplies, haircuts, groceries, clothes and health screenings to thousands of school-age children from underserved neighborhoods. UCLA Mobile Eye Clinic staff and volunteers participated in the August event by providing free vision exams to more than 50 children, many of whom suffered from undiagnosed eye problems. To learn more about the UCLA Mobile Eye Clinic, visit [uclahealth.org/mobile-eye-clinic](http://uclahealth.org/mobile-eye-clinic).

## SAFETY UPDATE

### Electric scooters: important precautions

As electric scooters become more popular, it is important to remember the following safety precautions and motor vehicle laws:

- Be aware of your surroundings.
- Ride cautiously and defensively.
- Remember that scooters are motorized vehicles, not toys.
- In accordance with California law, you must: wear a helmet, have a driver's license, ride on the road and off sidewalks, and avoid parking anywhere that blocks pedestrian paths.



For staff & faculty of UCLA Health

INTERIM CHIEF COMMUNICATIONS  
AND MARKETING OFFICER

Joseph S. Earnest, III

INTERNAL COMMUNICATIONS MANAGER

Tiffani Q. Mendinueto

PRINCIPAL EDITOR Shadee Ashtari

CONTRIBUTOR Jeannette Moninger

DESIGN Oglesby Design

PHOTOGRAPHY Reed Hutchinson,  
Margaret Sison



UCLA Health Clinics

Ronald Reagan UCLA Medical Center

UCLA Medical Center, Santa Monica

UCLA Mattel Children's Hospital

Resnick Neuropsychiatric Hospital at UCLA

UCLA Faculty Practice Group

David Geffen School of Medicine at UCLA