Krissa Beeker places people, access, service, and environment of care (PASE) as priority focus in meeting the department's mission, vision and organizational values. She further incorporates PASE principles as a key player in the clinic's move from Campus Point Drive to Sorrento Valley. A passionate advocate for customer satisfaction, community involvement, and the driving force for numerous clinic initiatives, she actively makes it known that patients, staff and community are important constituents in the success of PASE.

In support of PASE, she brought about significant positive change to the Fetal Operation's expansion and move in January 2014. She led the team through the entire licensing process ensuring that the new clinic spaces met the Joint Commission and California Department of Public Health requirements. She launched new department guidelines and researched and gathered applicable UC San Diego Health System Medical Center Policies (MCPs) to establish a quick reference library for clinic operations. No prior guidelines existed as Maternal-Fetal Care and Genetics was not designated a licensed hospital-based clinic before the move. Through her efforts, Infection control unannounced visits resulted in zero findings in Fetal Operations. She was a major player in the implementation of a new ultrasound reporting program including instituting a departmental goal to decrease errors in reporting abbreviations. Through her extensive experience from previous organizations, she initiated all pre-selected comments and indications within the program to eliminate the improper use of abbreviations and include only those approved by the University.

She used intelligent business analysis techniques to run cost comparisons on cloth laundry versus paper products for patient care use. She determined that paper products would save the department over $10,000 a year in costs by switching services and products. She further collaborated with the General Electric (GE) Sales Representative in obtaining two replacement GE Volusion ultrasound machines before the end of their life cycle. She proactively identified ergonomic issues within the department. With university and union approval, she orchestrated a shift change for sonographers from four 10-hour days to five 8-hour days. Additionally, she evaluated, changed, and altered all equipment to accommodate ergonomic needs. The shift changes mitigated the decrease of repetitive motion during each day. The scheduling templates were also revised and improved to ensure there was appropriate break time and that the taxing (longer) studies were broken up between shorter, less taxing studies. Most importantly, she led her team of sonographers in increasing imaging productivity. As a result, the FY 2015 December annualized imaging volume increased by 30% compared to FY 2014, and increased by 10% over FY 2015 budget.

In preparation of the move of Perinatologists, Registered Nurses, and Medical Assistants to the new Maternal Fetal Medicine Clinic in August 2014, she learned the scope of practice for all the established positions and participated in the hiring and training of the new staff members. She assisted with the procurement and inventory of all necessary equipment.

A superb clinician and administrator, she provides critical career information directly to her constituents through attendance at specialty/professional conferences and departmental meetings. With the new location of Maternal-Fetal Care and Genetics clinic, transportation was a major issue for our patients and community population who relied on San Diego's Metropolitan Transit System. She suggested and researched several different options for contracting other types of transportation services to leadership and provided outstanding feedback in revising the Call Center script for patients who want to utilize round trip use of the Super Shuttle from Hillcrest to Sorrento Valley and back.

She initiated a departmental People Recognizing Outstanding Patient Service (PROPS) Program, allowing colleagues to recognize each other for superb service, as well as patients to recognize their providers, and a Help Us Grow (HUG) Program for patients to provide feedback and suggestions about their experience in the clinic. Both PROPS and HUG initiatives empowered staff and patients. Instrumental in promoting exceptional rapport and communication with the staff at every level, she works diligently with the sonographers to maintain their training records and actively advise them of avenues to improve clinical productivity. She hosted and organized a happy hour for all new employees to get to know each other and put a face with a name (since employees were located in two different locations) as well as celebrate the clinic's approved licensing. She was especially dedicated working with all staff personnel to help them succeed and transition smoothly to the new clinic. She has organized numerous clinic potlucks and luncheons to celebrate employee birthdays while boosting morale.

Krissa Beeker works tirelessly with physicians, nurses, sonographers, medical assistants and administrative personnel to minimize gaps and optimize the clinic's personnel assets in the success of PASE. Her skills as a leader and team builder were dominant factors in supporting and moving the clinic forward above and beyond the position of her duties.