



PROFILES OF COMPASSION CLASS OF 2020 INDUCTEE

JENNIFER LIEU, MSN, CRNP, APRN-BC, CPHQ, MCSM



“I AM HONORED to have served 25 years at UM St. Joseph Medical Center. I believe the secret to a long fulfilling career is to continue higher learning. I would tell a nurse entering the field to get involved, be flexible, volunteer to participate in projects on your unit. Learn all you can and find a subject that you are passionate about. Research it and then teach it to others. Be the best version of yourself every day.”

Jennifer “Jenn” Lieu, a Nurse Practitioner at UM St. Joseph Medical Center, has always held firmly to the belief that “knowledge is power.” This tenet guided her through her early years as a young immigrant new to the United States and later as a leader in cardiac nursing at UM St. Joseph.

Jenn’s natural compassion, combined with her commitment to excellence, earned her “Employee of the Year” in 2008 and accolades from Joint Commission surveyors in 2018 as a “gem” for her passion and management of the hospital’s ongoing professional practice evaluations.

Jenn’s achievements are remarkable when considering her early years. Jenn, just two years old, and her family experienced a harrowing journey from Vietnam to the United States “with literally nothing but the clothes on our backs and unable to speak English.” They arrived in Baltimore after St. Pius X Catholic Church agreed to sponsor the young family.

By the time Jenn was a teenager, she knew she wanted to be a nurse. “As immigrants, my family didn’t have health insurance. I always felt so vulnerable and frightened for my parents, my siblings and myself. When we were sick, we didn’t know if we needed a hospital or simply a cup of tea. I was determined to gain the medical knowledge to help my family and others.”

“The medical field was perfect for me because I am a person who wants answers and in medicine there is always a quest to find the right answer and a way to figure it out.” After graduating from nursing school at Stevenson University in 1996, Jenn came straight to UM St. Joseph, where she had worked as a tech in the Heart Institute during her training. Jenn’s thirst for continuous growth and learning drew her to the Nurse Practitioner program at University of Maryland where she earned her NP certification in 2000. After working as a Nurse Practitioner in Cardiac Surgery, Jenn’s eye for detail and dedication to performance excellence caught the attention of nursing leadership. Jenn was tasked with improving Heart Failure Core Measures. Her success led to increased responsibilities, which included evaluating core measures for acute myocardial infarction and stroke.

“I never considered working anywhere else. When I saw how St. Joe’s cared for my mom when she was ill, I knew then it would be my career home and my second family. There is simply no place like it. I have been supported here in ways that are hard to describe. Only my own family can match the love my colleagues have shown me and I treasure it each day. I am so grateful to work with such dedicated, kind and generous individuals from all levels at St. Joe’s. And, as a Catholic, St. Joe’s has allowed me to bring my spirituality into my professional life, a beautiful blessing.”