



# SERVICE EXCELLENCE

YOU'RE A GEM FOR GOING THE EXTRA MILE

## Lorena Garcia

Registration and Staffing Manager  
Contra Costa Regional Medical Center  
and Health Centers

For being a creative problem solver, going out of her way to eliminate duplication, and encouraging efficiency and standardization in our cLink registration workflows.

◆Nominated by Rachael Birch

## Marina Rowoldt

Program Specialist I  
Public Health

For her professional and visionary dedication to the WIC Program. For establishing clear guidelines, leading by example and mentorship, and guiding her staff members to excel at their work.

◆Nominated by Raz Moghbel

## Nicole Brito

Family Nurse Practitioner  
Public Health

For always going the extra mile for her patients. For the great care she gives her patients and for helping to create a positive work environment and being a true team player.

◆Nominated by Nicole Alcorn

## Jorge Flores

Health Education Specialist  
Public Health

For recruiting patients into our clinics with ease and love. For going above and beyond for our care team and the patients we serve. For managing the flow of the clinics so that the team can meet the demands of the day at a workable pace.

◆Nominated by Melanie Baccay

## Michelle Palmer

Mental Health Clinical Specialist  
Behavioral Health

For stepping in to help with a parent whose child was in crisis. For her constant support and courage in tough situations.

◆Nominated by Sally Reader-Matthews

## Alfredo Bague

Institutional Services Aide  
Contra Costa Regional Medical Center  
and Health Centers

For his hard work and dedication to maintain cleanliness and safety on the night shift unit. For always being on top of his duties and assisting us whenever we need him.

◆Nominated by Eddie Mendoza Ong

## May Torres, RN

Nursing Shift Coordinator  
Contra Costa Regional Medical Center  
and Health Centers

For working above and beyond her duties as night shift supervisor. For being compassionate to patients and reasonable with staff. For working diligently with staff to ensure patient safety, comfort and satisfaction.

◆Nominated by Eddie Mendoza Ong

## Delinda Taylor

## Gloria Opara

## Nula Lakha-Jackson

Certified Nursing Assistants  
Contra Costa Regional Medical Center  
and Health Centers

For working above and beyond their expected duties. For consistently maintaining patient cleanliness, comfort and safety when working the night shift on 5D.

◆Nominated by Eddie Mendoza Ong

## Stephanie Brophy

Clerk-Specialist Level  
Contra Costa Regional Medical Center  
and Health Centers

For helping create a care package for a homeless patient. For her selflessness and willingness to help a patient in need.

◆Nominated by Sally Reader-Matthews



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## **Alicia Mattox-Graham**

Certified Nursing Assistant  
Contra Costa Regional Medical Center  
and Health Centers

For always going above and beyond her duties when working the night shift on 5D. For helping us with our high-acuity patients and ensuring patient safety and comfort at all times.

◆Nominated by Eddie Mendoza Ong

## **Kelly Quintero Velasquez, LVN**

Contra Costa Regional Medical Center  
and Health Centers

For helping a parent create a safety plan for their child who was in crisis. For putting the patient first and remaining on the phone call until a plan was made. For remaining patient- and safety-oriented.

◆Nominated by Sally Reader-Matthews

## **Michael Lacuesta**

Institutional Services Worker-Generalist  
Contra Costa Regional Medical Center  
and Health Centers

For going the extra mile and initiating the abatement process of flooded areas at the West County Health Center. For having everything under control by the time the relief teams showed up.

◆Nominated by Arturo Hernandez

## **Ranjel Garcia**

Clerk-Specialist Level  
Contra Costa Regional Medical Center  
and Health Centers

For making a homeless patient's day a little brighter by putting together a care package for them.

◆Nominated by Sally Reader-Matthews

## **Jessica Osorio**

Program Specialist II

## **Obiel Leyva**

Program Specialist I

## **Zhimin Huang**

Account Clerk-Experienced Level  
Public Health

For managing a smooth transition, working diligently and always being willing to help out the team.

◆Nominated by Public Health Finance Department

## **Acela Vergara, RN**

Archiebal Ginez, RN

Belaynesh Biwota, RN

Janice Prado, RN

Lily Cook, RN

Maria Ana Gonzales, RN

Maribeth Dalit, RN

Neysa Ramos, RN

Rabbert Bala, RN

Ramon Garcia, RN

Remi Daodu, RN

Shannon Dockham, RN

Sinju Kawk, RN

Contra Costa Regional Medical Center  
and Health Centers

For going the extra mile to assist each other in providing excellent patient care and ensuring patient safety at all times.

◆Nominated by Eddie Mendoza Ong

## **Laura Barrera**

Clerk-Senior Level

Contra Costa Regional Medical Center  
and Health Centers

For always going above and beyond to assist patients. For your kindness, willingness to help, and positive attitude with a smile.

◆Nominated by Daisy Ron



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## **Maria Regina Panaligan, RN**

Charge Nurse

Contra Costa Regional Medical Center and Health Centers

For being a very devoted night shift charge nurse who goes above and beyond her expected duties. For providing excellent critical thinking, support, vision, calmness and clarity during stressful times. For her hard work and devotion to maintain excellent service and care to patients and staff while providing comfort and safety at all times.

◆Nominated by Eddie Mendoza Ong

For her help and guidance and for answering my many questions with a smile.

◆Nominated by a Coworker

## **Arcelia Arteaga**

Clerk-Experienced Level

Contra Costa Regional Medical Center and Health Centers

For being an asset to the Martinez Health Center's family practice. For her kindness, patience, knowledge and willingness to help without complaint.

◆Nominated by Daisy Ron

## **Luis-Felipe Torres III**

Clerk-Experienced Level

Contra Costa Regional Medical Center and Health Centers

For going the extra mile to get to know the clients we serve. For always being polite to our clients and for helping our clinicians schedule appointments for them in a timely manner.

◆Nominated by Consuella Williams

## **Charlene Seaberry, LVN**

**Emily Bautista, RN**

**Emmanuel Asabia, LVN**

**Erin Crowley, RN**

**George Flores, RN**

**Hanahle Mirason, RN**

**Maria Duquilla, RN**

Contra Costa Regional Medical Center and Health Centers

For going above and beyond their expected duties to promote patient satisfaction and provide outstanding patient education. For welcoming families and visitors and making them comfortable. For your unique teamwork as part of the Telemetry NOC shift.

◆Nominated by Eddie Mendoza Ong

## **Jomil Bayot, RN**

Contra Costa Regional Medical Center and Health Centers

For recognizing where assistance is needed and jumping in to help.

◆Nominated by a Coworker

## **Elizabeth Berryman, MD**

Contra Costa Regional Medical Center and Health Centers

For consistently going above and beyond with compassion and thoroughness to care for our inmate patient population. For advocating for additional resources and following through to ensure we have the equipment needed. For her warm heart, can-do attitude, multitasking skills and willingness to assist where needed, staying as long as needed.

◆Nominated by Jessica Hamilton, MD

## **Susan Kraft**

Clerk-Senior Level

Contra Costa Regional Medical Center and Health Centers

For going the extra mile to help me get an X-ray interpreted. For being professional, thorough and kind.

◆Nominated by L. Pierson



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## Dean Jones

Mental Health Program Specialist  
Contra Costa Regional Medical Center  
and Health Centers

For going above and beyond to help patients who have been deeply harmed by traumatic events. For helping them beyond anyone's expectations through the use of cutting edge therapeutic interventions. For taking the time to help them feel heard.

◆Nominated by Thomas Tiege

## Amber Hanawalt

Medical Records Technician  
Contra Costa Regional Medical Center  
and Health Centers

For being an outstanding employee who goes the extra mile every day to help maintain daily operations and staffing. For being a pleasure to work with and for her great ideas.

◆Nominated by Sihina Tatum

## Catherine Cribben, RN

Public Health

For advocating for children and families with special healthcare needs with assertiveness and passion. For her efforts in assisting families of California Children's Services become connected to community resources and the best healthcare.

◆Nominated by Lisa Frost

## Reginald Olivar, LVN

Contra Costa Regional Medical Center  
and Health Centers

For making the patient education boards look spectacular. For his excitement, creativity and willingness when approaching new activities.

◆Nominated by Kelley Taylor

## Rachel Diaz

Clerk-Specialist Level  
Contra Costa Regional Medical Center  
and Health Centers

For her knowledge and dedication. For going above and beyond in her care of the clinic and for making sure everything she is working on is done in a thorough and timely way.

◆Nominated by Kelley Taylor

## Mary-Kay Massey, RN

Public Health

For going the extra mile when looking for the best way to care for children and families in Public Health's California Children's Services unit. For researching treatments and consulting with experts in order to understand her patients' needs and find the resources and services that are best for them.

◆Nominated by Lisa Frost

## Brigitte Imhof, RN

Public Health

For caring for California Children's Services families with heart. For her early identification of children in need of special attention and for reaching out to providers in order to find the right services for her patients.

◆Nominated by Lisa Frost

## Jo Dean, RN

Contra Costa Regional Medical Center  
and Health Centers

For working above and beyond as a sitter. For her sincere compassion and for ensuring patient cleanliness, comfort and safety.

◆Nominated by Eddie Mendoza Ong

## Diane Russo

Clerical Supervisor  
Contra Costa Regional Medical Center  
and Health Centers

For the stability she brings to the variety of situations that are encountered at the Pittsburg Health Center. For following through on all commitments while keeping things balanced, fair and job minded.

◆Nominated by Wanda Bly



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## Gennifer Mountain

Administrator-Level C  
Finance

For being all inclusive when communicating and requesting feedback about projects she is working on. For providing excellent internal client experience to all staff regardless of their title.

◆Nominated by a Co-Worker

## Vanessa Vanegas-Sosa

Community Health Worker I  
Public Health

For always going the extra mile to be a team player, improve clinic flow and lead by example with her excellent work ethic. For conducting herself in a patient-centered manner, greeting families with a smile and finding ways to solve problems. For anticipating and mitigating potential problems before they arise, leading to positive patient experiences.

◆Nominated by Kristine Leron

## Sherrill Shamblin

Account Clerk-Advanced Level  
Finance

For her attention to detail and the consistent quality work she performs in processing the monthly reconciliation and invoicing of our Health Plan recovery vendor.

◆Nominated by Mary Buscaglia



## DO YOU KNOW SOMEONE

## Going the Extra Mile?

To recognize a CCHS employee, vendor or volunteer for outstanding Service Excellence performance, submit the commendation form by email to [wanda.session@hsd.cccounty.us](mailto:wanda.session@hsd.cccounty.us) or fax to 925-957-5401. Forms are on our website ([cchealth.org](http://cchealth.org) on the About Us page) or iSITE, our intranet, at <http://cchs/> Nominations are subject to approval by Division Directors.