



SERVICE EXCELLENCE

YOU'RE A GEM FOR GOING THE EXTRA MILE

Lupe Godoy Villalobos

Clerk-Senior Level

Contra Costa Regional Medical Center and Health Centers

For going the extra mile to help calm and make a nervous patient comfortable. For taking the time to assist the patient in applying for insurance.

◆Nominated by a Coworker

Margarita Vargas

Clerk-Senior Level

Contra Costa Regional Medical Center and Health Centers

For her leadership as a Care Coordinator at the Pittsburg Health Center. For stepping in when needed without having to be asked. For her skills that are highly valued by patients, medical staff and coworkers.

◆Nominated by Wanda Bly

Milagros Garcia, RN

Contra Costa Regional Medical Center and Health Centers

For her excellent work ethic. For going the extra mile to make efforts to improve her program and the lives of her patients and staff.

◆Nominated by Sue Meltzer

Andi Bivens

Graphic Designer

Office of the Director

For her outstanding, professional graphic design and event support to the Contra Costa Regional Health Foundation in planning and executing their 15th Anniversary Celebration. Her assistance throughout the entire process was truly phenomenal in making the event a success.

◆Nominated by Rhonda Smith

Lee Schugar

Information Systems Technician II
Information Technology

For his outstanding, professional support to the Contra Costa Regional Health Foundation in planning and executing the 15th Anniversary Celebration. For his outstanding technical assistance and expertise.

◆Nominated by Rhonda Smith

Will Harper

Community and Media Relations Specialist
Office of the Director

For his outstanding, professional support to the Contra Costa Regional Health Foundation in planning and executing their 15th Anniversary Celebration. For his assistance throughout the entire process and for taking photos at the event.

◆Nominated by Rhonda Smith

Michael Duran

Web Designer

Office of the Director

For always being friendly and willing to help the moment he is contacted. For his excellent customer service and ability to make me look good.

◆Nominated by Sue Pfister

Paloma Herce Garrido

Medical Interpreter

Public Health

For going the extra mile to be helpful, professional, positive and welcoming.

◆Nominated by Navpreet Kang

Christine Porter

Medical Records Technician

Contra Costa Regional Medical Center and Health Centers

For going above and beyond her assigned duties. For her positive attitude and for being the “go-to” person, always willing to help in any way she can.

◆Nominated by Stephanie Brophy

Community Health Workers

Public Health

For providing excellent care to our patients and working at their highest potential in all clinic settings. For truly being the gems of our healthcare team.

◆Nominated by Zohra Akbari



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La Shan Haynes

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

For working tirelessly to make sure that our patients' have access to the care they need. For being an example for all of us, making us better at our jobs.

◆Nominated by Elizabeth Berryman

Dave Woodhouse

Information Systems Programmer/Analyst
Information Technology

For his exemplary work ethic. For making himself available offering excellent alternate and more efficient options, and being an invaluable resource in helping to develop and refine the quarterly electronic Provider Network update process. For being a pleasure to work with on this project.

◆Nominated by Julie Hoff

Perri Vavricka

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

For her outstanding effort to help locate a messenger bag I left behind. For taking the time to search the fourth floor and check with coworkers.

◆Nominated by Carrie Del Bonta

Augustine Hume

Clarine Wong
Kate Deleon
Linde Yoeono

Systems Analyst II
Benjamin Shaver
Information Systems Programmer/Analyst
Monica Gutierrez
Information Systems Specialist III
Paul Crosby
Supervisor

Noel Rasmussen
Assistant Director, Application Development
Onbase Administrative Team
Information Technology

For always being timely and responsive to our many requests at HazMat. For assisting us over the years to be able to utilize and easily access all of our documents electronically. For going the extra mile in their efforts to take documents from our database and code them to our Onbase files.

◆Nominated by Alexandra McMullen

Josie Moral, LVN

Contra Costa Regional Medical Center
and Health Centers

For going above and beyond each morning, gathering information providers and nurses need for that day's patient visits. This extra effort helps the Concord Health Center run smoother and more efficiently by assisting staff to be more prepared for each patient.

◆Nominated by Christa Axley

Danilo Bondoc

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

For being a courteous, conscientious and hard worker. For doing a wonderful job and always with a smile.

◆Nominated by Sue Meltzer

Gilbert Estrada

Institutional Services Aide
Contra Costa Regional Medical Center
and Health Centers

For being a wonderful cleaning professional. For working hard and always with a smile.

◆Nominated by Sue Meltzer

Eddie Mendoza-Ong, RN

Contra Costa Regional Medical Center
and Health Centers

For going above and beyond to provide exceptional patient care. For being a valued resource to the 5D team and for being a true team player who is always willing to lend a helping hand.

◆Nominated by a Coworker



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Mariana Noy

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

For her outstanding leadership. For being extremely supportive of staff and acknowledging them for being excellent social work professionals. For being accessible, down to earth, willing to go the extra mile to provide patient care excellence, and maintaining her sense of humor. For improving our entire department.

◆Nominated by the Medical Social Services team at WCHC

Alvaro Rivas

Medical Social Worker
Public Health

For going the extra mile to assist patients and remaining committed to service excellence. For being a pleasure to work with and for his great sense of humor even during difficult times.

◆Nominated by Via, Norma and Sue

Marcus Houston, MD

Contra Costa Regional Medical Center
and Health Centers

For providing excellent patient care and being an advocate for staff and patients with respect to safety and service excellence. For being a kind and humble doctor.

◆Nominated by Sue Meltzer

Elizabeth Rojas

Community Health Worker II
Contra Costa Regional Medical Center
and Health Centers

For her positive attitude and willingness to help. For always going the extra mile.

◆Nominated by a Coworker

Camila Monroy

Health Education Specialist
Public Health

For always going the extra mile.

◆Nominated by a Coworker

Gurbir Kaur, RN

Contra Costa Regional Medical Center
and Health Centers

For her willingness to always help and putting the patient first. For being a very compassionate nurse.

◆Nominated by a Coworker

Bonnie Kwok, MD

Contra Costa Regional Medical Center
and Health Centers

For being a thorough doctor who is compassionate and takes her time to care for, assess and discuss the best care choices with each patient.

◆Nominated by a Coworker

Monica Rodas Landeo

Information Systems Technician I
Information Technology

For going the extra mile to load a complicated program on our computer. For her patience, persistence and success!

◆Nominated by Jeannie Kerr

Aldrin Bernabeo

Web Producer
Office of the Director

For his initiative and action to resolve an issue and eliminate a barrier experienced by mobile users trying to access the Emergency Medical Services site. For his perseverance in making a way to accomplish this when previously there was no way to do so.

◆Nominated by Jeannie Kerr

Adam Hernandez

India Diggins
Lashawn Miggins
Saraphi Chawengchot

Mental Health Clinical Specialists
Behavioral Health

For their hard work and commitment by volunteering to create and run community violence groups in response to increased gun violence in our community.

◆Nominated by Robin O'Neill



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Marcia Furtado, FNP **Thomas McDonald, MD**

Contra Costa Regional Medical Center
and Health Centers

For being outstanding providers.

◆Nominated by a Patient

Leah Carlon

Quality Management Program Coordinator
Contra Costa Regional Medical Center
and Health Centers

For eagerly assisting me with many projects. For always being pleasant, helpful, cheerful and easy to work with. For her integrity and great work ethic.

◆Nominated by Lisa Smith-Johnston

Janice Jimenez

Community Health Worker II
Public Health

For going above and beyond to provide customer/patient service. For being an excellent team member, a joy to work with and for sharing her knowledge of shortcuts to locate information on Epic.

◆Nominated by Erica Tate

Veronica Gonzalez-Heredia

Community Health Worker II
Public Health

For being a total patient advocate and an extremely valuable team player. For ensuring her coworkers are updated on new programs available to patients and how to access them. For the fantastic techniques she uses in order to get vision and hearing results on nearly every pediatric patient.

◆Nominated by Erica Tate

Gina Reed

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

For always being available and for quickly providing us with the information needed to complete payroll for West County Health Center Ambulatory Care Nursing. For adding relevant information to assist in correct payroll processing and researching complicated issues to ensure all employees are paid correctly. For being intuitive, energetic, positive and professional.

◆Nominated by Annette Kostelec

Wendy Escamilla

Health Education Specialist
Public Health

For her commitment and dedication in assisting us to restart a garden at the Ambrose Community Center. For mentoring and teaching us how to form partnerships to get the project going. For being an outstanding example of what a community leader looks like and for being a true role model.

◆Nominated by Bay Point Gardens

Michael Windt

Network Administrator I
Information Technology

For handling a time sensitive email IT issue with patience, professionalism and kindness. For quickly resolving a critical problem, allowing me to complete my task with little downtime.

◆Nominated by an Employee

Joseph Mega, MD

Contra Costa Regional Medical Center
and Health Centers

For being a forward thinking, progressive Health Care for the Homeless (HCH) advocate making our team stronger as barriers are broken down and the status quo questioned. For encouraging us to lean into our mission and the culture we embrace as HCH advocates.

◆Nominated by Heather Cedermaz



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Medical Outreach Team

Contra Costa Regional Medical Center and Health Centers

For the amazing work they do while out in the field. For being included in an article in the Washington Post for the positive work they do to reach hardcore users on the street and making anti-addiction medication available to them.

◆Nominated by Julia Surges

Nula Lakha-Jackson

Certified Nursing Assistant
Contra Costa Regional Medical Center and Health Centers

For providing excellent service to all our patients. For anticipating our patients' needs and being very respectful and considerate. For never hesitating to lend a hand to a coworker and being an important part of our team.

◆Nominated by Janice Prado

Jacqueline Ban

Contract Employee
Information Technology

For being an excellent report writer who takes extra time to understand the needs of our program.

◆Nominated by Karen Schlein

Jeanine Saavedra

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

For being wonderful to work with. For being cooperative and promptly attending to our requests in a timely manner.

◆Nominated by Maria Panaligan

Okee Nwadigo

Medical Social Worker II
Contra Costa Regional Medical Center and Health Centers

For assisting patients with a warm, willing and gracious attitude. For going above and beyond to personally drive and pick up a patient's wheelchair so they could have it before being discharged. For being an example for us all.

◆Nominated by Lynette Watts

Kalona Ledward

Laboratory Technician II
Contra Costa Regional Medical Center and Health Centers

For being an amazing lab tech always willing to fit in an extra patient. For being helpful to the nurses and staff and for being a joy to work with.

◆Nominated by Dr. Kate Goheen and the Concord Health Center Team

Mae Torres, RN

Rose Marie Delgadillo-Marshall, RN
Contra Costa Regional Medical Center and Health Centers

For always going the extra mile for us. For being better than the mailman-through wind, snow, and in the darkness of night these two come through for us even when we think it's not possible.

◆Nominated by DeAnn Bologna

Danielle Anderson, RN

Contra Costa Health Plan

For being a great resource in attempting to get a paraplegic MS patient into a day treatment program. For being patient, thorough and a very good problem solver confronting the challenges in order to place the patient.

◆Nominated by Jim Robbins

Cheryl Esperanza

Authorization Representative
Contra Costa Health Plan

For going the extra mile to ensure the patient was able to get a prescription medication our pharmacy was unable to fill. For keeping me updated on the situation and for providing helpful instruction on troubleshooting future issues with this medication.

◆Nominated by Daniella Poy-Wing



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Jackie Peterson

Executive Secretary
Office of the Director

For taking the time to on-board a new employee. For proactively training and connecting the employee with the tools, contacts, and tips on working through the complex county systems for success.

◆Nominated by an Employee

Erin Thomas

Account Clerk-Advanced Level
Finance

For always communicating with patience when assisting our department with travel demand requests. For providing forms and references to help process inquiries timely. For her positive attitude and kindness.

◆Nominated by a Coworker

Hope Tucker

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

For going the extra mile to assist a patient who was having a difficult time expressing and interpreting which medical records her specialist needed. For her patience and kindness while ensuring the patient's needs were met. For always being patient-minded.

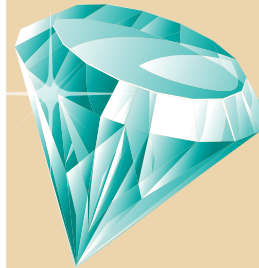
◆Nominated by C. Williams

Michael Duran

Web Designer
Will Harper
Community and Media Relations Specialist
Office of the Director

For going the extra mile, several times, while planning our "Rethink Your Drink" event. For your support and patience.

◆Nominated by Wendy Escamilla



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 gerie.berry@hsd.cccounty.us or fax to 925-957-5401. Forms are on our website (cchealth.org on the About Us page) or iSITE, our intranet, at <http://cchs/> Nominations are subject to approval by Division Directors.