



# SERVICE EXCELLENCE

YOU'RE A GEM FOR GOING THE EXTRA MILE

## **Lynne Simoncini- Sarmiento, LVN** Contra Costa Regional Medical Center and Health Centers

For always going the extra mile with a smile! For answering my emails and calls promptly and taking the time to help me whenever I need it. For being an asset to the organization.

◆Nominated by a Coworker

## **Aileen Penn**

Information Systems Program Analyst  
Information Technology

For being extremely responsive, knowledgeable, helpful and detailed in fine-tuning the new budget application. For providing me with accurate budget information and for her diligence.

◆Nominated by Marguerite Chatigny

## **Non-Medical Transportation Benefit Staff**

Contra Costa Health Plan

For the assistance and customer service provided to me by the transportation benefit staff since my release from CCRMC hospital.

◆Nominated by a Client

## **Lorena Garcia**

Registration and Staffing Manager

Contra Costa Regional Medical  
Center and Health Centers

For her outstanding work with ccLink improvements related to LGBTQ enhancements and sexual orientation and gender identity (SOGI) data collection. For her attention to detail, sensitivity to our clients, and communications to staff ensuring the use of the most appropriate technical tools in order to provide the best care possible.

◆Nominated by Margaret Linde

## **Tasha Scott**

Director of Contracting  
Finance

For exemplifying integrity, ethics and leadership to the fullest degree. For her impeccable attention to detail and the support she gives to her staff resulting in Contracts and Grants performing as a well-oiled machine.

◆Nominated by a Coworker

## **Adam Springer**

Specialist II

## **Hung Pham**

Specialist II

Hazardous Materials

For their assistance in resolving a compliance issue at one of our establishments. For their availability, flexibility and willingness to engage in problem solving.

◆Nominated by Marty Weithman,  
Service Station Systems/  
Able Maintenance Inc

## **Zaiga Gianino, RN**

Public Health

## **Mary Grace Costa**

Clinical Systems Analyst I

Information Technology

For identifying, researching and working quickly and collaboratively to immediately correct problems with the flu shot orders at the start of flu season. For their deep dedication to patient safety, clinic efficiency and service excellence.

◆Nominated by Margaret Linde

## **Stefan Christenberry, RN**

Contra Costa Regional Medical Center  
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For going the extra mile every day to take care of our perioperative patients. For being dedicated, thorough, hardworking and fantastic to work with.

◆Nominated by Irene Lo



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## Thomas Tigue

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

For being incredibly supportive of patients and staff and for making time to help out no matter how busy he is.

◆Nominated by Sally Reader-Matthews

## Rhonda Smith

Volunteer Program Coordinator  
Contra Costa Regional Medical  
Center and Health Centers

For being supportive of our Perinatal Bereavement Program. For taking time along with her staff to help us make our trainings and events successful.

◆Nominated by Sally Reader-Matthews

## Sinai Castaneda

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

For her support and clinical expertise to our patients in the Perinatal Bereavement Program during an extremely emotional and challenging time in their lives.

◆Nominated by Sally Reader-Matthews

## James Rubins

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

For going the extra mile to provide the best patient care to a patient and his family ensuring they had a good and solid plan for post-hospital support. For being a truly amazing and inspiring social worker.

◆Nominated by Sally Reader-Matthews

## Rosita Santasania Deepak Chopra

Institutional Services Worker-Generalist  
Joaquin Parra

Institutional Services Aide  
Alispahic Sead

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

For working above and beyond their expected duties on the 5D night shift. For their expertise and teamwork in handling multiple room changes and for ensuring a clean and comfortable environment for our patients.

◆Nominated by Eddie Mendoza Ong

## Monica Tilley

Clerk-Senior Level  
Personnel

For always going above and beyond to answer every question and fulfill every request. For providing assistance with a willing and cheerful disposition.

◆Nominated by Lisa Santini

## California Children's Services

Public Health

For being selected as Samuel Merritt University's Clinical Partner of Excellence for 2018. For their excellent work and dedication with the Occupational and Physical Therapy students from SMU.

◆Nominated by Beth Chew

## Elaine Brown

Clerical Supervisor  
Contra Costa Regional Medical Center  
and Health Centers

For going above and beyond to help me with my ergo needs. For always being willing to listen and for having a great attitude. For following through to ensure her employees get what they need in a timely manner. For being caring, considerate and positive.

◆Nominated by Antonio Magana



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## Erika Villalobos

Community Health Worker II  
Public Health

For going above and beyond every day for the community members she serves to ensure they are connected to the care they need. For the respect, care and the outstanding level of service she demonstrates to all her patients which in turn has them returning with their families for many years.

◆Nominated by Jennifer Baker

## Jake Ruliva, RN

Contra Costa Regional Medical Center  
and Health Centers

For always going above and beyond his call of duty, assisting between procedures, running multiple times to the blood bank and helping with patient care. For being an excellent team player always offering assistance to his colleagues with a great attitude that both staff and patients recognize and appreciate.

◆Nominated by Nga Pham

## Lori Kennon-Bizicki

Clerk-Experienced Level  
Behavioral Health

For being a tremendous asset to her team and for always going above and beyond with her support and assistance.

◆Anonymous Nominator

## Amy Buoncristiani, MD

Contra Costa Regional Medical Center  
and Health Centers

For being an outstanding physician who takes pride in her profession and is passionate about helping patients get well. For the hope she gives by giving her best to all her patients.

◆Nominated by a Patient



## 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.barry@hsd.cccounty.us](mailto:gerie.barry@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.