



SERVICE EXCELLENCE

YOU'RE A GEM FOR GOING THE EXTRA MILE

Firehiwot Arega
Nula Lakha Jackson
Raja Malvin
Alicia Mattox-Graham
Victoria Pickett
Latasha Stewart
Delinda Taylor

Certified Nursing Assistants
Contra Costa Regional Medical Center
and Health Centers

For going above and beyond their designated duties. For providing excellent patient care, ensuring patient safety and comfort at all times while maintaining a pleasant attitude and working perfectly with all of the night shift team.

◆Nominated by
Eddie Mendoza Ong

Lisa Ginder

Account Clerk-Advanced Level
Contra Costa Regional Medical Center
and Health Centers

For her perseverance, spending hours over multiple days with Verizon and AT&T working out a porting issue with a coworker's mobile phone. For going the extra mile to see it through.

◆Nominated by Marguerite Chatignay

Kathryn McCabe

Therapist Aide
Public Health

For going above and beyond by taking on the extra responsibilities and keeping the West County Medical Therapy Unit running smoothly. For coordinating multiple clinics with no details forgotten. For her remarkable resilience and for being a caring and thoughtful coworker.

◆Nominated by Erica Siegel and
Jennifer Renell

Stephen Field, M.D.

Contra Costa Regional Medical Center
and Health Centers

For demonstrating empathy and a real caring for patients, giving them a sense of trust that helps put them at ease. For being a doctor you can count on and taking the time to address the needs of patients and staff. For demonstrating the true meaning of "Service Excellence."

◆Nominated by Deanne Bologna

Claudia Gonzalez

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

For her patience and perseverance in helping to resolve a challenging issue during a very chaotic day. For her knowledge and professionalism.

◆Nominated by Deanne Bologna

Kevin Brophy, R.N.

Contra Costa Regional Medical Center
and Health Centers

For being an outstanding and extremely hard-working nurse. For going out of his way in the OR, taking great care of his patients and being a pleasure to work with.

◆Nominated by Irene Lo, M.D.

Ruth Adams

Program Specialist I
Gerald Tamayo

Emergency Planning Coordinator
Public Health

For always helping when needed, especially in response to the Butte County Camp Fire by assisting with WebEOC, resource requests/mutual aid requests and providing assistance in the evening and over the weekend.

◆Nominated by Paul Leung

Sead Alispahic

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

For showing excellent leadership by coordinating and delegating tasks to ensure patient rooms were cleaned in a timely manner during a difficult situation. For utilizing the strengths of his crew and maintaining a positive attitude in getting the job done.

◆Nominated by R. Garcia



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Almar Ahad

Network Administrator II
Information Technology

For his support and for being extremely responsive. For his knowledge and expertise with handling printing issues.

◆Nominated by Mary Grace Costa

Karla Davis

Clerk-Senior Level
Personnel

For going the extra mile for the internal and external clients she encounters. For her patience, especially during challenging interactions, and for her contagious positive attitude.

◆Nominated by a Coworker

Marrisa Santos

Administrative Aide
Public Health

For making major improvements in our shared workspace by reorganizing file cabinets and arranging the materials we need as home visitors. For being kind, friendly, respectful and great at her job.

◆Nominated by Alma Arias

Hillary Wagner

Secretary-Advanced Level
Environmental Health and Hazardous
Materials Programs

For providing excellent service to assist the facilities we regulate. For going above and beyond to keep our office running smoothly and assisting coworkers with special requests.

◆Nominated by Devra Lewis

Laura Reynolds, R.N.

Contra Costa Regional Medical Center
and Health Centers

For going the extra mile to make sure patients are prepared and informed about their upcoming surgeries. For being proactive, dependable and fantastic to work with.

◆Nominated by Irene Lo, M.D.

Leda Mullen

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

For going the extra mile to contact a very ill and vulnerable patient who was reluctant about scheduling his procedure. For taking time to explain the procedure to him and answer his questions in a way he could understand. For her 5-star service.

◆Nominated by Doris King



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@cchealth.org 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.