



# SERVICE EXCELLENCE

YOU'RE A GEM FOR GOING THE EXTRA MILE

## **Dianne Rohde**

Clerk-Specialist Level  
Public Health

For always having a positive, can-do attitude. For anticipating our needs, and for her thoughtful and professional attitude.

◆Nominated by Rachael Birch

## **Beth Hernandez**

Community Connect Lead Evaluator  
Public Health

For her dedication to her work and our program. For her inspiring engagement and relentless work ethic and for being an incredible asset to our team.

◆Nominated by Rachael Birch

## **Jorge Pena**

System Contractor  
Information Technology

For being responsive and helpful when called upon especially when we implemented the ShareCare system. For taking the time to understand our questions and concerns with either a solution or a recommendation. For working tirelessly with a smile on his face.

◆Nominated by Michelle Nobori

## **Dulce Orozco, RN**

Contra Costa Regional Medical Center  
and Health Centers

For being a compassionate, reliable and helpful nurse who is always willing to go the extra mile for patient safety.

◆Nominated by Chaka Smith

## **Brian Torres, RN**

Contra Costa Regional Medical Center  
and Health Centers

For being a fun, helpful resource nurse and for always being willing to go the extra mile for patient safety.

◆Nominated by Chaka Smith

## **Heinrick Devera, RN**

Contra Costa Regional Medical Center  
and Health Centers

For providing safe, competent nursing care day after day and for being helpful and always willing to give support.

◆Nominated by Chaka Smith

## **Tuyet Truong, RN**

Contra Costa Regional Medical Center  
and Health Centers

For being an excellent nurse who is hardworking, helpful and supportive.

◆Nominated by Chaka Smith

## **Kristen Quesada, RN**

Contra Costa Regional Medical Center  
and Health Centers

For being helpful supportive and always with a smile.

◆Nominated by Chaka Smith

## **Elmina Green**

Community Health Worker Specialist  
Public Health

For helping hundreds of families to welcome their newborns by assisting in basic skills and needs, accessing health insurance, child safety car seats, diapers and more. For consistently demonstrating compassion and empathy throughout her career.

◆Nominated by Sheila Gomez

## **Shalana Thomas**

**Teresa Carrillo**  
Clerk-Specialist Level  
Personnel

For providing timely, supportive, respectful and consistent service excellence to their customers. For being enjoyable to work with and for always having a pleasant attitude with office staff and clients.

◆Nominated by a Co-Worker



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## Oleg Andreev

Information Systems Programmer/ Analyst  
Information Technology

For going the extra mile and working late to provide the data analysis we needed to ensure we met our reporting deadline.

◆Nominated by Rachael Birch and Bhumil Shah

## Alvaro Rivas

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

For fighting tenaciously with insurers and pharmacies, again and again and again, to ensure an AIDS patient got his medicines. For being a boon to patients and staff.

◆Nominated by Jamie Pehling, MD

## Latasha Stewart Nula Lakha-Jackson Ravinder Kaur

Certified Nursing Assistants  
Contra Costa Regional Medical  
Centers and Health Centers

For working above and beyond their expected duties on the very busy 5D surgical floor. For maintaining patients' cleanliness, comfort and safety at all times. For their flexibility, teamwork and compassion to both staff and patients.

◆Nominated by Eddie Mendoza Ong

## Anthony Bonhomme

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

For going above and beyond to help patients with great compassion!

◆Nominated by Juliette Manry

## Cassandra Sorto Miranda

Accountant III  
Public Health Finance

For her steadfast support of the WIC Program and sharing authoritative knowledge concerning financial and budgetary matters. For her professionalism, courteousness, and approachability; and for ensuring the orderly tracking and maintenance of WIC Program financial records.

◆Nominated by Raz Moghbel

## Cheryl Shipley

Clerk-Specialist Level  
Personnel

For her professional and positive attitude, for demonstrating courtesy and efficiency in processing requests, and for making the time to assist and support everyone with respect.

◆Nominated by Raz Moghbel



## 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](mailto:gerie.barry@cchealth.org) 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.