



# SERVICE EXCELLENCE

YOU'RE A GEM FOR GOING THE EXTRA MILE

## Michael Nguyen, MD

Contra Costa Regional Medical Center  
and Health Centers

For going above and beyond by providing fresh produce to a homeless client that was not his patient. For being selfless and kind.

◆Nominated by Sally Reader

## Linæ Young

Program Specialist I  
Public Health

For her willingness to assume new responsibilities with a positive and patient-centered attitude. For wearing multiple hats and successfully juggling an array of complex projects with grace and passion.

◆Nominated by Rachael Birch

## Teresa White-Thornton

Mobile Clinic Operator  
Public Health

For her amazing, calming presence even in the face of frustrating challenges. For always figuring out creative ways to make things work without complaining and keeping a smile on her face welcoming our patients. For the confidence she gives knowing it will be a good day because she is there.

◆Nominated by Nicole Brito

## Jennifer Deberdt

Registered Dietician  
Contra Costa Regional Medical Center  
and Health Centers

For her amazing skills at being able to put patients at ease and provide excellent patient-centered, individually tailored care. For inspiring our pediatric patients to live healthier and have fun doing it. For being a privilege to work with!

◆Nominated by Nicole Brito

## Jesse Farrar

Substance Abuse Counselor  
Contra Costa Regional Medical Center  
and Health Centers

For his wonderful professional ethics, his uplifting presence to patients and staff and for being easy to work with. For going above and beyond, with style and grace, when engaging patients and remaining a highest example of service excellence.

◆Nominated by Sue Meltzer, Norma Martinez and Via Linder

## Lynnette Harmon

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

For being professional, reassuring and kind when assisting me in setting up a complicated appointment. For providing excellent customer service in a timely manner.

◆Nominated by Sue Pfister

## Personnel Transaction Team

Personnel  
Contra Costa Health Services

For going the extra mile to assist candidates with the process of applying for employment. For assisting managers by walking them step-by-step through PeopleSoft. For being a hardworking, supportive team.

◆Nominated by Alena Cruz

## Koy Phan

Homeless Services Specialist  
Public Health

For being a valued partner and going above and beyond in helping us with housing for our clients. For being quick to respond in this fast-paced setting and remaining on top of things.

◆Nominated by Abby Khodayari, Staff Attorney with Bay Area Legal Aid

## Bernard Payne

Institutional Services Worker-  
Generalist  
Contra Costa Regional Medical Center  
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For going the extra mile and making sure rooms are clean as soon as a patient is discharged. For his excellent cleaning skills.

◆Nominated by Acela Vergara



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## Maansi Shah

Planner/Evaluator-Level B  
Behavioral Health

For working tirelessly to ensure our timeliness reporting systems are working and providing excellent data.

◆Nominated by Ila Casselberry

## Kiani Johnson

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

For going the extra mile for the Post Anesthesia Care Unit (PACU). For assisting the nurses with follow-up patient appointments, stocking supplies and keeping our unit tidy and well organized. For her efficiency and professionalism and for her willingness to assist us with our many requests.

◆Nominated by Josephine Gonsalves

## Jessica Cunningham-Krahl

Epidemiologist/Biostatistician  
Public Health

For consistently going above and beyond to assist the HIV and STD Program design and implement data-to-care and program analysis tools. For being an asset to the department!

◆Nominated by Jessica Osorio

## David Raphael, MD Selina Thomas, MD Ningyuan Ding, MD

Contra Costa Regional Medical  
Centers and Health Centers

For the excellent service provided to my spouse in the Intensive Medical Care Unit (IMCU) and recovery room. For your professionalism, kindness and outstanding skill.

◆Nominated by a Grateful Spouse of a Patient

## Carla Dockham, RN

Contra Costa Regional Medical Center  
and Health Centers

For going the extra mile in caring for my spouse. For her professionalism and stamina, staying with him for hours holding his head and encouraging him to breathe.

◆Nominated by a Grateful Spouse of a Patient

## Susan Riley, RN

Contra Costa Regional Medical Center  
and Health Centers

For the excellent recovery care provided to an IMCU patient. For working as a team maintaining his airway and giving support to his spouse while he was in the Post-Anesthesia Care Unit.

◆Nominated by Carla Dockham and a Grateful Spouse of a Patient

## Kimberly Davey

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

For the kindness and support she gave me while my husband was in intensive care. For staying past her schedule to comfort me, get me water and tissues and check with the nurses on his progress.

◆Nominated by a Grateful Spouse of a Patient

## Stacey Phillips, LVN

Contra Costa Regional Medical  
Centers and Health Centers

For going the extra mile to bring crackers and juice to a homeless patient. For her kindness and service excellence.

◆Nominated by Sally Reader

## Ranjel Garcia

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

For graciously taking the time to assist me when I misplaced the key to my office cabinets. For saving the day as always.

◆Nominated by Sally Reader



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## **Nikolas Chaplin**

Mental Health Community  
Support Worker I  
Behavioral Health

For responding to a late night call for support from a youngster in recovery and going out to take him to a meeting! For always going above and beyond for CORE kids.

◆Nominated by Nancy O'Brien

## **Nayeli Galarza**

Mental Health Clinical Specialist  
Behavioral Health

For incredible dedication and compassion. For having a "whatever it takes" attitude toward serving CORE kids and their families and putting in long hours to see that they get what they need.

◆Nominated by Nancy O'Brien

## **Lorna Bitanga-Danila**

Education and Training Specialist  
Contra Costa Regional Medical Center  
and Health Centers

For being a wonderful and valued Nurse Educator always going the extra mile to support the Psychiatry Department as well as regulatory and improvement initiatives across the hospital. For her assistance with

Detention Health. For being kind, helpful, patient and willing to follow-up on the smallest details. For being a true gem.

◆Nominated by Anne Staunton

## **German Huerta Castro, RN**

Contra Costa Regional Medical Center  
and Health Centers

For genuinely caring for patients. For providing a hearing amplifier for a patient who could not afford to purchase one.

◆Nominated by Christina Ponce

## **Andre Doucette**

Information Systems Technician I  
Information Technology

For taking his time to assist me and making sure I understand before he signs off at the IT Helpdesk. For being knowledgeable and a delight to work with.

◆Nominated by Cathy Bennett

## **Erick Manzanarez**

Biomedical Equipment Technician I

## **Kevin Narducci**

Biomedical Equipment Technician II  
Contra Costa Regional Medical Center  
and Health Centers

For always responding to a biomed service request in a timely and friendly manner. For being hard-working and a pleasure to work with.

◆Nominated by Isabel Ochoa

## **Nula Lakha-Jackson**

Certified Nursing Assistant  
Contra Costa Regional Medical Center  
and Health Centers

For always being willing to go a step further to assist staff. For her cooperative and positive attitude and team mentality.

◆Nominated by Catherine Calipes

## **Gregory Garcia**

Information Systems Assistant II  
Information Technology

For his tireless effort and excellent attitude assisting with everything from ensuring we have the supplies and tools we need, coordinating facility maintenance to delivering new hardware to sites and removing old hardware to surplus while still finding time to offer any help he can when things don't go to plan. For being a true team player.

◆Nominated by Andre Doucette

## **Nyasha Jones**

Information Systems Technician II  
Information Technology

For going the extra mile to solve an issue I was having. For going above and beyond to make it her problem and assist me at the Contra Costa Regional Health Foundation.

◆Nominated by Ann Moser



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## Joanne Genet

Contra Costa Health Services

For her leadership, perseverance and compassion to make Contra Costa Health Services and the county a more just place for our LGBTQ community.

◆Nominated by Erika Jenssen

**Rose Castro, RN**  
**Christine Apostol, RN**  
**Maria Luna, RN**  
**Frances McCart, RN**  
**Emily Kelly, RN**  
**Beth Raisleger, RN**  
**Melissa Cipres, CMA**

Contra Costa Regional Medical Center  
and Health Centers

For rallying together to give safe patient care despite staffing and scheduling challenges in the Infusion unit. For being an exceptional team!

◆Nominated by Holly Longmuir

## Adrienne Sofranko

Clerk-Experienced Level  
Public Health

For continuing to promote and support health equity efforts across Health Services to better serve our community.

◆Nominated by Erika Jenssen

## Erin Fabie-Jones Kayleigh Calandri

Mental Health Clinical Specialists  
Behavioral Health

For going the extra mile to acquire donations of new and gently used items to update the Central Children's clinic. For taking the lead in organizing, decluttering and making over both the staff lounge and the family waiting areas, creating a pleasant environment for staff and the families we serve.

◆Nominated by Marina Becerra and Karen Powers

## Aneela Ahmed, MD

Contra Costa Regional Medical Center  
and Health Centers

For going above and beyond to visit my mother in her care home on her day off, which improved our experience with the facility significantly. For providing exceptional support to me and for being an advocate for my mother. For providing me with the best medical experience I have had under any circumstance.

◆Nominated by a Patient's Family Member

## Candace Markley, MD

Contra Costa Regional Medical Center  
and Health Centers

For taking the time to visit my mother in her residential care facility. For being kind and supportive and for keeping my mother's best interest in sight. For her exceptional expertise in working with dementia patients and their families with grace and dignity.

◆Nominated by a Patient's Family Member

## Larry Baldwin, RN

Contra Costa Regional Medical Center  
and Health Centers

For his consistent kindness and positive demeanor when caring for my mother. For his support in assisting my mother and myself in her transition to a residential care facility. For being a valuable member of her medical team.

◆Nominated by a Patient

## Jeff Hogan

Clinic Ranger  
Contra Costa Regional Medical Center  
and Health Centers

For always being available to us when we need him and for being a great person to work with. For his quick response to crisis situations and for creating an environment where we all feel safe and at ease.

◆Nominated by Sally Reader



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## John Gragnani

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

For always going the extra mile to assist patients and their families in need. For his ability to remain calm, professional and caring even in extremely high-risk situations.

◆Nominated by Sue Meltzer

## Claudia Hinojosa Torres

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

For always being willing to go the extra mile to make sure patients' needs are met with kindness and a smile.

◆Nominated by Sally Reader

## Eddie Mendoza Ong, RN

Contra Costa Regional Medical Center  
and Health Centers

For being a great resource nurse. For being organized and thorough when doing his rounds and maintaining a safe environment for our patients. For being dependable with a positive attitude that boosts the morale of our coworkers.

◆Nominated by Janice Prado

## Veronica Sanchez

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

For tirelessly giving of her time and talents to serve as the Interim Lead Staffer in the Staffing Department

◆Nominated by Sally Barnett

## Kathi Caudel

Clerical Supervisor  
Contra Costa Regional Medical Center  
and Health Centers

For her professional and positive attitude during very busy and trying times to ensure all requests get processed efficiently. For taking time to meet with our department in person and for always being willing to go the extra mile.

◆Nominated by the Residency Office

## Rodney Gottschall

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

For his excellent customer service skills and for always making time to communicate with our office.

◆Nominated by the Residency Office

## Sead Alispahic

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

For being reliable and helpful to the night-shift nursing staff and for problem-solving situations that need attention. For ensuring patient safety and cleanliness.

◆Nominated by Eddie Mendoza Ong

## Sarah McNeil, MD

Contra Costa Regional Medical Center  
and Health Centers

For being one of the most thoughtful humans on earth and for continually demonstrating her support for all the administrative staff in the Residency Office.

◆Nominated by JoAnn Valencia

## Brenda Brice

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

For working diligently and going the extra mile to advocate for the many high-risk physically and psychologically compromised patients. For providing service excellence.

◆Nominated by Sue Meltzer



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## Brandon Rowley

Pre-Hospital Care Coordinator  
Emergency Medical Services

For his competent, collaborative oversight and management of the Alliance Emergency Ambulance Provider Performance Agreement.

◆Nominated by Patricia Frost

## Maria Fairbanks, RN Geoff Martin

Pre-Hospital Care Coordinator  
Emergency Medical Services

For representing Emergency Medical Services on the Envision Health Profound Metrics Work-group and for their contributions to the process.

◆Nominated by Patricia Frost

## Marshall Bennett

Pre-Hospital Care Coordinator  
Emergency Medical Services

For his ability to cultivate and sustain EMS System partnerships with Fire, Dispatch, private ambulance providers, law enforcement and the countywide healthcare system.

◆Nominated by Patricia Frost

## Patricia Weisinger

Health Services Administrator-Level A  
Emergency Medical Services

For her highly reliable and competent support of the EMS Division's complex grants, written agreements and fiscal processes.

◆Nominated by Patricia Frost

## Rachel Morris

Administrative Services Assistant III  
Emergency Medical Services

For her competent and reliable leadership in managing EMS Division office operations, including BMS Director administrative support of Human Resources recruiting and on-boarding of new staff, Emergency Medical Care Committee, EMS Division Safety and professional standards.

◆Nominated by Patricia Frost



## 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.