



# SERVICE EXCELLENCE

YOU'RE A GEM FOR GOING THE EXTRA MILE

## Linda Wise

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

For helping me when I was at my lowest low, working to discover what was making me feel so negative and guiding me to see the positive in life.

◆Nominated by a Patient

## Sead Alispahic

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

For being a gem at his job as housekeeper lead/supervisor at night. For acting quickly and for always being willing to assist nursing staff when needed. For being a knowledgeable resource for his coworkers.

◆Nominated by Maria Panaligan

## Beth Armentano

Research and Evaluation Manager  
Public Health

For her dedicated response to the October PG&E power shutoff events. For working through multiple datasets to identify vulnerable individuals in the areas that had electrically powered durable medical equipment. For assisting outreach teams to connect with those individuals and help with safety plans during the power outages.

◆Nominated by Chris Farnitano, MD

## Chiye Avila

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

For always going the extra mile for over 20 years. For being a sweet, kind and professional person to work with.

◆Nominated by Sue Meltzer, Norma Martinez, Via Linder

## Gerie Barry

Secretary-Advanced Level  
Office of the Director

For being an outstanding professional and going the extra mile in her work.

◆Nominated by Sue Meltzer

## Lolly Bhandal, RN

Contra Costa Regional Medical Center  
and Health Centers

For going the extra mile to find staff to provide excellent patient care for a distressed ill patient.

◆Nominated by Sue Meltzer

## Amy Callan

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

For going the extra mile to find new methods of training staff and bringing new topics of importance to the clinics. For truly caring about the needs of all the clinics she covers and for being cheerful, funny and hard working.

◆Nominated by Lisa Smith-Johnston

## Jeff Cameron

Network Manager

## Tue Tran

Network Administrator  
Information Technology

For their help troubleshooting our EHSD/HSD network and printing issues. For their commitment to finding a solution, and for their thoughtful problem-solving abilities.

◆Nominated by Rachael Birch

## Jasmine Campos

Account Clerk Supervisor  
Contra Costa Regional Medical Center  
and Health Centers

For assisting Personnel with a highly time-sensitive process affecting our hiring procedures. For being a leader who is consistently professional and welcoming of our inquiries. For being a valued Materials Management team partner.

◆Nominated by Carmen Piggee

## Dawn Dailey, PhD, RN, PHCNS-BC

Program Manager  
Public Health

## Jaime Baculpo, PHN

## Alicia Grand, PHN

## Maritza Vukalcic, PHN

## Riza Wilford, PHN

## Nayeli Zavala, PHN

For recognizing that technology had the potential to strengthen the connection between moms and their nurses, and better serve families enrolled in the Nurse-Family Partnership. For



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participating in the conceptualization and design of the innovative GoalMama app, and helping test it for use nationally.

◆Nominated by Rusty Keilch

**Cynthia Daniels**  
Community Health Worker I  
Public Health

For embracing her role with Choosing Change and creating workflows to help streamline our voicemail system and provide more patient-centered care.

◆Nominated by Marissa Elliott

**Carla Del Guercio-Domnick**  
Medical Social Worker II  
Contra Costa Regional Medical Center  
and Health Centers

For being a wonderful team leader who always goes the extra mile for patients and staff.

◆Nominated by Sue Meltzer

**Jeannie Detomasi**  
Secretary-Advanced Level  
Contra Costa Regional Medical Center  
and Health Centers

For always going the extra mile to provide excellent service. For being helpful, professional and caring with patients and staff.

◆Nominated by Sue Meltzer

**Mireya Diaz, RN**  
Contra Costa Regional Medical Center  
and Health Centers

For doing an amazing job as an acting charge nurse. For taking on many issues and resolving them quickly and professionally. For her straightforward way of thinking and her desire to keep the clinic running smoothly.

◆Anonymous Nominator

**Lynnette Dixon, LVN**  
Contra Costa Regional Medical Center  
and Health Centers

For her energy and for always going the extra mile for patients and staff.

◆Nominated by Sue Meltzer

**Andre Doucette**  
Information Systems Technician I  
Information Technology

For going above and beyond the call of duty to assist my office in setting up Wi-Fi at the last minute for a large meeting on suicide prevention. For his excellent customer service, following through to ensure that all was working and passing on information we needed to set up Wi-Fi for our new office.

◆Nominated by Audrey Montana

**Sylvia Elizarraraz**  
Safety Services Manager  
Personnel

For being instrumental in the success of beating the deadline for our Traveling

Nurse to complete his required educational learning. For making it possible after one short call to Sylvia to log him in both sites after we had tried unsuccessfully for two weeks.

◆Nominated by DeAnn Bologna

**Jacqueline Esguera**  
Education and Training Specialist  
Contra Costa Regional Medical Center  
and Health Centers

For making it a habit of giving 120% to any task she takes on. For providing complete and thorough education to her staff, stepping up to take on lead roles for her team and for always finding time to help others.

◆Nominated by Lisa Smith-Johnston

**Karl Fischer**  
Community & Media Relations Specialist  
Office of the Director

For his great communications work during the recent power shutoffs and the NuStar fire. For keeping the public informed in a timely way during these events.

◆Nominated by Will Harper

**Gregory Garcia**  
Information Systems Assistant II  
**Erik Mann**  
**Marc Matute**  
Information Systems Technicians II  
Information Technology

For troubleshooting and replacing a broken keyboard. For responding



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quickly and working together to get the employee's workstation back up and running by the end of the day.

◆Nominated by Jackie Peterson

## **Eleonara Granados, RN**

Contra Costa Regional Medical Center and Health Centers

For proving good communication, outstanding effort, thorough documentation and overall service excellence.

◆Nominated by Sue Meltzer

## **Cynthia Gutierrez**

Clerk-Senior Level  
Behavioral Health

For going above and beyond in her workplace.

◆Nominated by Rikky Torres

## **Maria Teresa Hernandez**

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

For always being willing to go the extra mile, providing excellent service to staff and patients.

◆Nominated by Sue Meltzer

## **Sandeep Jhutti**

Institutional Services Aide  
Contra Costa Regional Medical Center and Health Centers

For keeping our unit clean and making it conducive for healing. For going above and beyond, seeking out more tasks to work on whenever she has downtime,

answering our pages promptly, and doing her duties excellently.

◆Nominated by Maria Panaligan and Janice Prado

## **Suzzette Johnson**

Substance Abuse Program Manager  
Public Health

For her 20-plus years of outstanding leadership as a program manager in the Alcohol and Other Drugs Services (AODS) and Family, Maternal and Child Health (FMCH) programs. For making Contra Costa Health Services a better place to work and Contra Costa County a better place to live.

◆Nominated by Linda Wise

## **Karen Kelly, RN**

Contra Costa Regional Medical Center and Health Centers

For keeping her cool and resolving issues promptly and professionally, willing to take on any role needed. For inspiring our staff and bringing out the best in each of us. For going above and beyond every day for the clinic, patients and staff. For being the rock of our clinic.

◆Nominated by the Brentwood Health Center Staff

## **Terrie Kent**

Mental Health Specialist II  
Behavioral Health

For being an excellent conservator, always going above and beyond to meet the needs of her consumers.

◆Nominated by Rikky Torres

## **Ben Kim, MD**

Contra Costa Regional Medical Center and Health Centers

For going above and beyond to make time to see a new patient who needed immediate dental care. For proving genuine and loving care to his patients.

◆Nominated by a Patient

## **Doris King, LVN**

Contra Costa Regional Medical Center and Health Centers

For the amazing work she does as a panel coordinator at the West County Health Center For making our patients happier by obtaining their orders and prescriptions in a timely manner and for being an inspiration for the rest of the staff.

◆Nominated by Moges Hailemariam



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## Vincent King

Sterile Processing and Distribution  
Technician  
Contra Costa Regional Medical Center  
and Health Centers

For always going the extra mile for patients and staff. For being helpful and for providing service excellence daily and always with a smile.

◆Nominated by Sue Meltzer

## Nula Lakha-Jackson Latasha Stewart Larry Williams

Certified Nursing Assistants  
Contra Costa Regional Medical Center  
and Health Centers

For going above and beyond in their duties to promote patient cleanliness and safety every shift they are assigned to the 5D night shift floor.

◆Nominated by Eddie Mendoza Ong

## Dr. Fernando Liquido

Contra Costa Regional Medical Center  
and Health Centers

For caring and going the extra mile while providing excellent service to patients and staff.

◆Nominated by Sue Meltzer

## Margy Lundstrom, RN

Public Health

For being a dedicated and selfless nurse. For going above and beyond to keep our patients healthy and to

protect their quality of life. For being a true advocate for all our patients.

◆Nominated by Sally Reader

## Martin Lynch

Planner/Evaluator-Level B  
Public Health

For his invaluable GIS skills that enabled us identify and contact people reliant on electronic durable medical equipment who were affected by the recent power shutoffs.

◆Nominated by Daniel Peddycord

## Norma Martinez

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

For over 20 years of providing service excellence with a warm heart and beautiful mind. For being a conscientious, caring social worker and coworker who cares about clinic coverage and steps in to assist where needed. For being an inspiring leader and for providing helpful input wherever she goes.

◆Nominated by Sue Meltzer and Via Linder MSS Dept

## Benet Moody

Clerk-Senior Level  
Behavioral Health

For going the extra mile to help her coworkers and clients.

◆Nominated by Rikky Torres

## Mary Murphy, RN

Nursing Shift Coordinator  
Contra Costa Regional Medical Center  
and Health Centers

For being a calm, reasonable, supportive, direct and wonderful supervisor with a sense of humor. For going above and beyond in helping me handle a misunderstanding and assisting me in providing the care needed for my patient. For her great leadership!

◆Nominated by Harkaren Bhandal

## Vanessa Najar-Ramirez

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

For her “can do” attitude. For going above and beyond to coordinate and provide transportation home for a patient after surgery.

◆Nominated by Linda Wise

## Deborah O'Hara

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

For always going above and beyond to help our pregnant patients who are in dental pain receive the earliest possible appointments. For always working on behalf of our patients.

◆Nominated by Linda Wise



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## Angelique Parker

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

For always going the extra mile for everyone. For being sweet, kind and professional and for helping staff help patients.

◆Nominated by Sue Meltzer

## Daylen Perdue

Institutional Services Worker  
Contra Costa Regional Medical Center  
and Health Centers

For taking the time to dust the staffing office. For always making sure our area is clean.

◆Nominated by Shenna Madison

## Nancy Phothyphom

Community Health Worker II  
Poonam Randhawa, RN  
Contra Costa Regional Medical Center  
and Health Centers

For providing service excellence and for welcoming all they see with their smiling eyes.

◆Nominated by Sue Meltzer

## Gina Reed

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

For being courteous and kind with a great sense of humor. For always going the extra mile while providing service excellence.

◆Nominated by Sue Meltzer

## Monica Rodas

Information Systems Technician I  
Information Technology

For the superior teamwork she provided when setting up our new office. For her excellent customer service, patience, expertise, and willingness to come to the office when needed.

◆Nominated by Audrey Montana

## Dennis Romero

Institutional Services Aide  
Contra Costa Regional Medical Center  
and Health Centers

For continually demonstrating high respect for his job and the people he encounters. For going above and beyond on every project he works on with a great eye for detail! For his pleasant smile that radiates from ear to ear.

◆Nominated by Pat Bernhardt

## Joette Rosalez

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

For always being positive and helpful. For doing a great job maintaining our clinic and for going the extra mile to sanitize my workspace.

◆Nominated by Sally Reader

## Maryann Silva

Certified Medical Assistant  
Contra Costa Regional Medical Center  
and Health Centers

For assisting patients with a smile and forever going the extra mile. For being kind, intelligent and extremely professional.

◆Nominated by Sue Meltzer

## Kathy Sitton

Clerk-Specialist Level  
Personnel

For stepping up to assist me in completing 12 documentation requests for the Antioch and Brentwood Health Centers. For her supportive attitude in dealing with the pressure to meet a deadline and for her absolute demonstration of being a team player promoting positivism in the work place.

◆Nominated by Armi Lopez

## Erinn Smith, LVN

Contra Costa Regional Medical Center  
and Health Centers

For being very professional and going the extra mile while helping patients and staff.

◆Nominated by Sue Meltzer

## Beverly Sousa, RN

Contra Costa Regional Medical Center  
and Health Centers

For ably stepping into the role of acting charge nurse at Brentwood Health Center. For remaining calm under



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pressure and for responding with professionalism and a positive attitude.

◆Anonymous Nominator

## Kasey Stifle, LVN

Contra Costa Regional Medical Center and Health Centers

For providing service excellence to staff and patients.

◆Nominated by Sue Meltzer

## Julia Surges

Planner/Evaluator-Level A  
Public Health

For her willingness to take on new projects and tasks. For her ability to set boundaries and expect accountability from her colleagues.

◆Nominated by Rachael Birch

## Francisco Taylor

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

For always being patient with my time-sensitive processing inquires. For consistently being professional, kind, calm and considerate. For being a valued Materials Management team partner to Personnel.

◆Nominated by Carmen Piggee

## Rosalind Walker, RN

Contra Costa Regional Medical Center and Health Centers

For being a great resource nurse, always taking the time to listen, responding when a patient or staff member needs help, and being the face of calm when things are busy. For her expertise and for making the unit better.

◆Nominated by Harkaren Bhandal, RN

## Kara Weinreich

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

For sharing her vast experience with everyone with a positive demeanor. For being a wonderful resource for new ideas and for always being willing to teach new and current staff the different processes we use in the Professional Development Department.

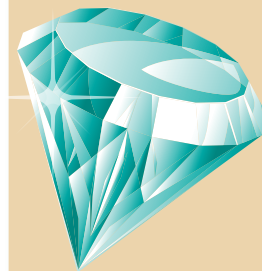
◆Nominated by

## John Wilkerson

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

For being cheerful, friendly and accommodating. For always being willing to help with anything the clinic needs.

◆Nominated by Sally Reader



## 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.