



Judith Palmieri, RN

Contra Costa Regional Medical Center and Health Centers

For being very organized and maintaining excellent relationships with both co-workers and providers. For working on her days off and assuming the role of relief charge nurse.

-Nominated by Mary Knodt

Shira Dennis

Hospital Attendant

Contra Costa Regional Medical Center and Health Centers

For going above and beyond to help patients and nurses during the past few busy nights on 5D. For her positive attitude and being very caring to her patients.

-Nominated by Eddie Mendoza Ong

Karen Gonzalez

Systems Analyst II

Information Technology

For guiding and assisting with complex issues and providing exceptional resources during the go-live of our new claims billing application. For going above and beyond to help our department with a successful implementation.

-Nominated by Sandra Lopez

Elba Reyes

Clerk-Senior Level

Contra Costa Regional Medical Center and Health Centers

For your quick assistance in scheduling appointments for our patients who are staying at the Respite Center.

-Nominated by Gigi Bolanos

Aung Lin

Clerk-Experienced Level

Contra Costa Regional Medical Center and Health Centers

For always having a smile, being a hard worker and a great team player.

-Nominated by Ashley Cramer

Christine Conner

Clerk-Senior Level

Contra Costa Regional Medical Center and Health Centers

For always being a shining light while doing a seemingly endless amount of work with consistency and great accuracy. For always treating patients with kindness and understanding. For being a great co-worker and brightening our night shifts with her fun sense of humor.

-Nominated by Eric Stessel

Ogechi Nnanna, RN

Contra Costa Regional Medical Center and Health Centers

For her exceptional care to her patients, and for stopping to help any patient with patience and a smile. For being a great team member and always willing to help others.

-Nominated by De Ann Bologna

Sharricci Fourte-Dancy

Medical Social Worker II

Contra Costa Health Plan

For her phenomenal skills and for stepping in to take over my case. For doing a lot of triage on my behalf.

-Nominated by a CCHP Member

Ian Williams

Hazardous Materials Specialist II

Environmental Health and Hazardous Materials

For being an excellent mentor to me in my new position. For being thorough, patient and encouraging. For being someone I can always count on when I need help.

-Nominated by Fahlon Francis

Jeanette Peel

Medical Staff Coordinator

Contra Costa Regional Medical Center and Health Centers

For going above and beyond to help Credentials in the Medical Staff Office. For being a huge help to me. For helping co-workers during periods of staffing shortages while also completing her own duties.

-Nominated by Ashley Cramer

Byron Varnado

Environmental Services Supervisor

Contra Costa Regional Medical Center and Health Centers

For being responsive to the needs of the patients and staff in Psychiatric Emergency Services, and for his positive attitude every day.

-Nominated by Ngozi Emenalom

Jill Honeyman

Administrative Analyst

Contra Costa Regional Medical Center and Health Centers

For her dedication and expertise in improving safety for all and for addressing every safety concern that is brought to her attention.

-Nominated by Juliette Manry



Phoebe Oliveira, RN
Public Health

For her hard work, dedication and passion working with the Medication Assisted Treatment Program. For providing invaluable and greatly appreciated assistance to providers and patients.

-Nominated by Rachael Birch

Michael Duran
Web Designer
Office of the Director

For his artistic ability in creating beautiful multi-cultural breastfeeding posters that are displayed in community clinics throughout the County and the State. For creating posters that help normalize breastfeeding as the best method of infant feeding for mothers and babies.

-Nominated by Mary Kiefer

Alfeo Reminajes, MD
Behavioral Health Services

For going the extra mile for patients and staff during difficult situations, and for maintaining a wonderful sense of humor and style.

-Nominated by Sue Meltzer

Maritess Rayrao, LVN
Contra Costa Regional Medical Center and Health Centers

For organizing a meeting of stakeholders, creating a sensible workflow, overcoming logistical issues and improving the process for lab draws in the Martinez Detention Facility.

-Nominated by Kandy Heinen and Jessica Hamilton

Ward Smedt
Patient Financial Services Specialist
Contra Costa Regional Medical Center and Health Centers

For going the extra mile to assist a hospitalized patient to reestablish his cancelled health insurance. For keeping the patient and nurse updated during the process.

-Nominated by Maureen Morelli

Eskinder Daba
Charge Nurse
Contra Costa Regional Medical Center and Health Centers

For always going above and beyond for patients. For being an excellent team player and handling extremely difficult situations well.

-Nominated by Sue Meltzer

Alvaro Rivas
Medical Social Worker I
Public Health

For providing excellent service to our patients, being a team player and an asset to the West County Health Center.

-Nominated by Sue, Norma and Via

Napoleon Dargan
Student Intern Level IV
Contra Costa Regional Medical Center and Health Centers

For providing excellent services to patients and staff and for being a wonderful team player and gentleman.

-Nominated by Sue and Norma

Genevieve Nwosu, LVN
Contra Costa Regional Medical Center and Health Centers

For working above and beyond while handling difficult situations.

-Nominated by Sue Meltzer

Connie James
Health Equity Program Manager
Socorro Padilla
Contract Employee
Public Health

For tirelessly helping patients nonstop. For being team players with beautiful smiles.

-Nominated by Sue Meltzer

Albert Fam
Mental Health Clinical Specialist
Behavioral Health Services

For being a highly skilled clinician and colleague. For being wonderful with patients and staff, and for making people feel better about life.

-Nominated by Sue Meltzer

Val Alex Empleo, LVN
Contra Costa Regional Medical Center and Health Centers

For always being thorough and going above and beyond to assist patients and staff. For being courteous, kind, and extremely professional.

-Nominated by Sue Meltzer

Sharman Wong, OD
Contra Costa Regional Medical Center and Health Centers

For providing service excellence to patients and staff for over 30 years.

-Nominated by Sue Meltzer



Jessica Los Banos, LVN
 Contra Costa Regional Medical Center and Health Centers
 For her great attitude and professional work ethic and for going the extra mile to provide excellent patient care.
 -Nominated by Sue, Norma and Via

West County Staff
 Contra Costa Regional Medical Center and Health Centers
 For working diligently to provide service excellence to patients and each other.
 -Nominated by Sue Meltzer

Nursing Staff at North Richmond Center for Health
 Contra Costa Regional Medical Center and Health Centers
 For always going the extra mile for patients and staff. For being kind, considerate and having great work ethics.
 -Nominated by Sue Meltzer

David Carey, MD
 Contra Costa Regional Medical Center and Health Centers
 For always providing service excellence to patients and for being nice to co-workers.
 -Nominated by the West County Social Workers

Bertha De La Paz
 Community Health Worker II
 Contra Costa Regional Medical Center and Health Centers
 For being a pillar for the West County Health Center for many years. For

providing service excellence to patients always with a smile.
 -Nominated by West County Social Workers

Mariana Dailey
 Senior Health Education Specialist
 Public Health
 For developing a web-based training program to advance promotion of safe sleep recommendations, and reduce the risk of Sudden Infant Death syndrome. For developing this tool and making it available to all health services employees.
 -Nominated by Natalie Berbick

Sue Meltzer
 Medical Social Worker II
 Contra Costa Regional Medical Center and Health Centers
 For taking the time to acknowledge her co-workers for the amazing service excellence they provide to our patients and staff. For giving me the pleasure of reading the stories and unselfish acts of kindness she observes and consistently recognizes among your peers.
 -Nominated by Anna Roth

Rochelle Frost
 Medical Social Worker II
 Contra Costa Regional Medical Center and Health Centers
 For consistently going above and beyond to provide patients and families with compassionate support and community resources. For being a proactive team player and for always

looking for ways to improve care and services.
 -Nominated by Kristina Serrano

Stephanie Batchelor
 Mental Health Community Support Worker II
 Contra Costa Regional Medical Center and Health Centers
 For going the extra mile to provide support, compassion and empathy to patients during their toughest times.
 -Nominated by Sinai Castaneda

Danielle Brenes
 Mental Health Clinical Specialist
 Contra Costa Regional Medical Center and Health Centers
 For being compassionate and empathetic to all patients making sure they receive every service that will help them get well.
 -Nominated by Stephanie Batchelor

Tiana Washington
 Mental Health Clinical Specialist
 Contra Costa Regional Medical Center and Health Centers
 For going the extra mile to make sure all services are provided to patients before they leave the clinic. For being compassionate and nice to all.
 -Nominated by Danielle Brenes

Lashurn Ferrell
 Mental Health Clinical Specialist
 Contra Costa Regional Medical Center and Health Centers
 For being a great team player and supporting patients in all their needs.
 -Nominated by Stephanie Batchelor



Sinai Castaneda

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

For her warm, compassionate spirit,
always going the extra mile to serve
patients.

-Nominated by Lashurn Ferrell

Maria Fairbanks, RN

Emergency Medical Services

For her exemplary work as care co-
ordinator for High Risk Heart Attack
(STEMI) and Stroke System. For be-
ing recognized by her peers and by
the American Heart Association as a
leader in supporting comprehensive
coordinated care throughout the EMS
community to improve patient care
outcomes. For being sought out as a
speaker at regional conferences be-
cause of her expertise in this area.

-Nominated by Patricia Frost

**Concord Health Center Nurs-
ing Staff**

Contra Costa Regional Medical Center
and Health Centers

For providing exceptional healthcare
to their patients. For their daily car-
ing, compassion and dedication to ex-
cellence in healthcare.

-Nominated by Kelley Taylor

Tamra Groode, FNP

Erin Daisley, FNP

Public Health

For going above and beyond to make
sure that we keep our clinics running
by their willingness to work without
a nurse from time to time and by pro-
viding coverage to clinics.

-Nominated by Public Health Clinic
Services Staff



**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 wanda.session@hsd.cccounty.us
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/](http://cchs/) Nominations are subject to
approval by Division Directors.