



Monica Greene

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

For her ability to learn new processes and respond to the needs of patients. For her willingness to expand her knowledge of new software technology and workflows. For being the “Go To” person in the Diagnostic Imaging Department.

◆Nominated by Jackie White

Patti Smith

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

For arranging the special heart display on the front desk and gift shop door in honor of Volunteer Appreciation Week. For her creativity and thoughtfulness.

◆Nominated by Rhonda Smith

Linda Waxman

Volunteer
Contra Costa Regional Medical Center
and Health Centers

For completing the most volunteer hours in 2016 totaling 1,133 hours. For her dedication, service and determination to get the gift shop on a point-of-sale based register and inventory system.

◆Nominated by Rhonda Smith

Lai Ping Atalanta Wan

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

For assisting ICU nurses during a very busy week. For assisting with CRRT concerns and guiding IMCU nurses through two sedation procedures.

◆Nominated by Angela Bennett

Sandi Aquino

Temporary Employee
Contra Costa Regional Medical Center
and Health Centers

For establishing a faster method to process a vendor’s invoice. For going above and beyond to ensure that vendor’s invoice was processed and paid in a timely manner. For being very organized, communicating well and getting the job done.

◆Nominated by a vendor through Karin Stryker

Vandana Kumar, RN

Contra Costa Regional Medical Center
and Health Centers

For her welcoming, soft-spoken personality and leadership skills. For advocating for her patients and welcoming them with a smile.

◆Nominated by a Co-Worker

Delinda Taylor

Certified Nursing Assistant
Contra Costa Regional Medical Center
and Health Centers

For going above and beyond her duties to help ensure patients are safe, clean and comfortable.

◆Nominated by Eddie Mendoza Ong

Rosemarie Tibay, RN

Contra Costa Regional Medical Center
and Health Centers

For her patience, dedication and professional approach to all her patients. For her courteous and friendly attitude.

◆Nominated by Milagros Garcia

**Martha Anaya
Rosamaria Legier
Nancy Photyphom**

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

For their professionalism, excellent customer service, great teamwork and dedication to their work.

◆Nominated by Milagros Garcia

Gurbir Kaur, RN

Contra Costa Regional Medical Center
and Health Centers

For her professional and courteous service to all our patients. For being a role model to all our Health Services staff.

◆Nominated by Milagros Garcia



Marcela Garcia

Hospital Attendant
Contra Costa Regional Medical Center
and Health Centers

For continually answering phones and assisting visitors and nurses while maintaining a professional and pleasant attitude.

◆Nominated by Rachel Deguzman

Luz Alvarez

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

For taking the time to train me, a new employee. For sharing her notes and ensuring that I learned the job. For being kind, helpful and always willing to help with a smile.

◆Nominated by Leondrea Menendez

Joanna Garner

Certified Nursing Assistant
Contra Costa Regional Medical Center
and Health Centers

For going above and beyond her duties while assisting the 5D NOC shift and ensuring her patients were safe and comfortable.

◆Nominated by Eddie Mendoza Ong

Aung Lin

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

For his eleven years of service to the Medical Staff Office, for being wonderful and willing to help anyone with anything.

◆Nominated by Tami Sloan

Steele Colby

Medical Staff Coordinator
Contra Costa Regional Medical Center
and Health Centers

For tirelessly managing the Credentials Department. For being the unsung hero who helps us have such great doctors working for us.

◆Nominated by Tami Sloan

Sue Meltzer

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

For going above and beyond her job duties to assist me after I was diagnosed with cancer. For promptly responding to my calls, getting me the care I needed and helping me with transportation to my appointments. For taking time to call me and see how I am doing and making me feel like family.

◆Nominated by a Patient

Jennifer Giron, RN

Jane Luna, RN
Leah Wesley, RN
Akjawaii Ward, RN
Rabbert Bala, RN
Susan Salazar, RN

Contra Costa Regional Medical Center
and Health Centers

For going the extra mile to assist the 5D Night shift during a time of limited staff and very high acuity patients. For working as a team to maintain patients' safety and comfort and maintaining their composure while working in a unit they were not familiar with.

◆Nominated by Eddie Mendoza Ong

All Antioch Health Center Staff

Contra Costa Regional Medical Center
and Health Centers

For their help, flexibility and support in my first year at the Antioch Health Center. For patiently answering my questions and teaching me how to navigate the outpatient CCHS world.

◆Nominated by Sally Reader



Thomas Tighe
Mental Health Program Manager
Contra Costa Regional Medical Center
and Health Centers

For always being pleasant and professional. For responding quickly to my emails and in-person meeting requests. For being a good listener, providing good counsel and being a great manager.

◆Nominated by Linda Wise

Shalana Thomas
Clerk-Senior Level
Personnel

For going above and beyond to assist employees and co-workers. For always being a shining light while doing a seemingly endless amount of work with consistency and great accuracy. For her positive attitude, for being a great team member and always going the extra mile.

◆Nominated by Sandra Scroggins

Shalana Thomas
Clerk-Senior Level
Personnel

For her willingness to help anyone in the office or over the phone. For helping me complete a project I was having difficulty with, and for helping others without complaining and always doing so with a smile.

◆Nominated by Shelly Watling

Brentwood Health Center Staff
Contra Costa Regional Medical Center
and Health Centers

For routinely going the extra mile to take great care for their patients. For their excellent ability at assessing patients' social needs during clinic visits. For always being kind and quick to respond when I reach out for assistance, and for being a pleasure to work with.

◆Nominated by Sally Reader-Matthews

Vanessa Wilson
Medical Social Worker II
Contra Costa Health Plan

For going the extra mile to ensure a patient received her medication.

◆Nominated by a Patient's Spouse

Era Jenkins
Information Systems Assistant I
Payroll


For consistently providing excellent customer service. For being polite, professional, helpful, and going above and beyond to provide information and ensure that issues are resolved.

◆Nominated by Sara Chisum

Sheila Hunter
Network Administrator II
Information Technology

For going above and beyond to tirelessly help many users fix glitches, solve issues and create workarounds during implementation of our new Call Center phone system.

◆Nominated by Judi Louro



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/> Nominations are subject to approval by Division Directors.