



SERVICE EXCELLENCE

YOU'RE A GEM FOR GOING THE EXTRA MILE

Shamarlata Shanker

Member Services Counselor
Contra Costa Health Plan

For going the extra mile to explain and help a client understand how the Contra Costa Health Plan works. For her patience, kindness and professionalism.

◆Nominated by a Client

Maria Sarmiento, RN

Contra Costa Regional Medical Center
and Health Centers

For being extremely hard-working, dedicated and amazing! For being an important part of the OR team and essential to the new products committee.

◆Nominated by Irene Lo, MD

Eslit Torres

Clerk-Specialist Level

Contra Costa Regional Medical Center
and Health Centers

For being extremely dedicated to the cancer registry. For being hard working, enjoyable to work with and fantastic! For the amazing job he's done fundraising as team captain of the Tumornators for the Relay for Life.

◆Nominated by Irene Lo, MD and Brandi Snezik

Ernesto Abejuela, LVN

Contra Costa Regional Medical Center
and Health Centers

For his dedication to patients and physicians at the Pittsburg Health Center and for making sure that our clinics run efficiently. For being a team player and enjoyable to work with.

◆Nominated by Irene Lo, MD

Brandy Kirchner

Surgery Scheduler

Contra Costa Regional Medical Center
and Health Centers

For being extremely dedicated to the physicians, nurses, staff and patients she works with in the OR. For being outstanding and always going the extra mile.

◆Nominated by Irene Lo, MD

Laura Barrera

Clerk-Senior Level

Contra Costa Regional Medical Center
and Health Centers

For being an amazing Care Coordinator. For being hard-working and extremely dedicated to the physicians and patients she works with.

◆Nominated by Irene Lo, MD

Laurie Terranova, RN

Public Health

For her support, advice and overall kindness helping me and my premature newborn twins.

◆Nominated by a Client

Anna Liza Ravelaz, RN

Contra Costa Regional Medical Center
and Health Centers

For the fantastic job she does managing the breast health work queue. For being hard-working and conscientious and for following through with providers and patients.

◆Nominated by Irene Lo, MD

Jessica Butterfield

Secretary-Advanced Level
Personnel

For always having a positive/can do attitude and providing excellent customer service to everyone in the Personnel Department. For her professionalism and for always giving 110%.

◆Nominated by Shalana Thomas



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Luis Sanchez Socorro Padilla Jefrie Constantino

Promotoras
Public Health

For always going above and beyond to help West County Health Center patients. For their hard work and for being a valuable resource to our clinic.

◆Nominated by the Coumadin Clinic and the Administrative Office

Marietta Ramos

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

For her exceptional work ethic and excellent communication skills with coworkers. For always going above and beyond for our patients and for always having a smile.

◆Nominated by Cinda Tovar

Harvey Queen

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

For working with me in advance to insure that conference and group rooms are set up and ready for each group to use.

◆Nominated by Gina Reed

Oliver Graham, MD

Contra Costa Regional Medical Center
and Health Centers

For his calming and confident approach when I felt overwhelmed by the many doctors and specialists that were caring for me.

◆Nominated by a Patient

Nula Lakha-Jackson

Certified Nursing Assistant
Contra Costa Regional Medical Center
and Health Centers

For being an exceptional teammate, knowing how to anticipate the needs of patients, which in turn helps the nurses in their workload.

◆Nominated by Liwayway Cook

Arcelia Arteaga

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

For being diligent and thorough and always assisting with a smile.

◆Nominated by Anonymous

Susan Kraft

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

For taking on extra work and helping me solve issues with diagnostic imaging.

◆Nominated by Dawn Marie Wadle, MD

Melissa Sendelback

Physical Therapist II
Zsanel Go

Temporary Employee
Contra Costa Regional Medical Center
and Health Centers

For spending extra time and energy with a patient in order to provide whole person care. For the thoroughness of their evaluation, for sharing their concerns, and for assuring that physical therapy was safe for the patient.

◆Nominated by Dawn Marie Wadle, MD

Amber Forsythe

Clerk-Experienced Level
Behavioral Health

For researching how to create fillable PDF forms for use by Behavioral Health staff. For a job well done.

◆Nominated by Melinda Meahan

Zachary Lewis, RN

Contra Costa Regional Medical Center
and Health Centers

For always being professional and providing service excellence to patients and staff with a wonderful and positive attitude.

◆Nominated by Sue Meltzer



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Joseph Orgason, RN

Contra Costa Regional Medical Center
and Health Centers

For being a positive, kind and wonderful Crisis Intervention Prevention instructor. For teaching us how to provide service excellence in difficult situations.

◆Nominated by Sue Meltzer

Julie Oyan

Occupational Therapist II
Public Health

For agreeing to help cover another staff member's maternity leave, taking on complicated cases and handling them in a timely and professional manner. For filling difficult equipment requests for our clients and ensuring they all get their needed equipment, braces and therapy.

◆Nominated by Karen Sandri

Tiombe Mashama

Program Coordinator
Public Health

For developing the Reentry Health Conductor Program, which addresses the social needs of over 200 formerly incarcerated people every year through reentry medical clinics, the reentry support groups called REMEDY, and health navigation services.

◆Nominated by Connie James

Sherae Frost Arlinda Love-Penn Charleszetta Brown

Contract Employees
Public Health

For helping ensure that the formerly incarcerated get the extra attention they need to stay out of prison or jail and have optimal health.

◆Nominated by Connie James

Zaiga Gianino, RN

Charge Nurse

Contra Costa Regional Medical Center
and Health Centers

For being supportive, informative, helpful and truly leading by example. For being an exceptional charge nurse and for leading us through adversity.

◆Nominated by Kelley Taylor

Non-Medical Transportation Benefit Staff

Contra Costa Health Plan

For the outstanding service the non-medical transportation team provided in assisting a member with transportation after breaking his leg.

◆Nominated by Dr. Will Sheldon
and Via Linder, SW



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Lori Varner

Clerk-Senior Level

Contra Costa Regional Medical Center
and Health Centers

For her excellent customer service and ability to make patients feel like they matter by communicating with them and keeping them appraised of their appointment status.

◆Nominated by Former Employee/
Patient

James Deaton, RN

Contra Costa Regional Medical Center
and Health Centers

For consistently providing home visits, community outreach and assuring the clients' medication compliance. For being a strong team player of the West County adult outpatient program.

◆Nominated by Saraphi
Chawengchot

Pamela Taylor

Clerk-Senior Level

Contra Costa Regional Medical Center
and Health Centers

For her hard work and dedication. For showing compassion and letting patients know they truly matter.

◆Nominated by Juliette Manry



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.berry@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.