



**Susan Dacuta, RN**

Contra Costa Regional Medical Center and Health Centers

For her excellent follow through and for always going the extra mile. For her excellent patient care, professionalism and teamwork.

◆Nominated by Sue Meltzer

**Graciela Vaquerano**

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

For her willingness to assist with translation services without hesitation. For her due diligence in service of serving our patients.

◆Nominated by Pamela Davis

**Pamela Anderson-Moore**

Senior Health Education Specialist  
Public Health

For developing a new and improved web-based training for the Safely Surrender Baby Program (SSB) in collaboration with EMS, Public Health, and Children and Family Services. For making the training accessible to all CCHS employees and for providing a safe haven for babies by advancing the awareness of SSB laws and practices.

◆Nominated by Natalie Berbeck

**Chad Henry**

Pre-Hospital Care Coordinator  
Emergency Medical Services

For being instrumental in supporting FMCH staff with launching the Safe Sleep for Baby and Safely Surrender e-training modules, and helping staff

learn the system. For his calm approach to problem solving, ability to troubleshoot logistical issues, dedication to team building and collaboration across divisions.

◆Nominated by Mariana Dailey

**Karla Pauig, RN  
Melorie Belonguel, RN  
Diane Russo**

Clerical Supervisor  
**Shanta Ramdeholl**  
Ambulatory Care Clinic Supervisor  
Contra Costa Regional Medical Center and Health Centers

**Kenneth “Mike” Allday**  
Information Systems Technician I  
Information Technology

For making our temporary transition from one office to another happen expeditiously.

◆Nominated by Sheila Stelly

**Catherine Berg, FNP**

Contra Costa Regional Medical Center and Health Centers

For taking immediate action to ensure the safety of a patient. For her quick thinking that enabled staff to work as a team to meet the patient’s needs.

◆Nominated by Sally Reader-Matthews

**Elizabeth Taylor**

Pharmacy Clerk  
Contra Costa Regional Medical Center and Health Center

For her willingness to adjust to our little quirks. For her never-ending smile that makes everyone around her go home happy.

◆Nominated by De Ann Bologna

**Wendy McKeever**

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

For being a hardworking, dedicated employee who takes initiative and stays current with her work. For helping others without being asked and filling-in during absences.

◆Nominated by Doris King

**Denise Root  
Vaya Wilde**

Senior Disease Intervention Technician  
**Martin Lynch**

Planner/Evaluator—Level B  
Public Health

For their outstanding efforts at coordinating a cross-team response to a potential HIV and STD transmission emergency.

◆Nominated by Christine Leivermann

**Public Health Care  
Services Nurses**

Public Health  
For volunteering to fill in for our nurse while she is out. For all of you being a joy to work with and for your willingness to perform tasks so differ-



ent from what you are accustomed to.

◆Nominated by Lizabeth Linn

**Caroline Killough**

Ambulatory Care Clinic Supervisor  
Contra Costa Regional Medical Center  
and Health Centers

For her perseverance, leadership and sense of humor. For her willingness to be a pilot for many programs and for her continued kindness and respect for staff and patients.

◆Nominated by Via, Norma, and Sue, Social Work Department

**Gurjeet Bhandal, RN**

Contra Costa Regional Medical Center  
and Health Centers

For her unlimited energy, effort, knowledge, motivation and fearless leadership. For being dedicated to her job and improving clinic services daily.

◆Nominated by MSS Staff

**Kenneth Corbin, RN**

Contra Costa Regional Medical Center  
and Health Centers

For being helpful and supportive to staff and for demonstrating leadership by example. For the effortless way he helps improve the quality of teamwork at the West County Health Center.

◆Nominated by the Social Work Department

**Norma Martinez**

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

For her many years of leadership, teamwork and excellent work ethic. For always having a “can do” attitude.

◆Nominated by Via, Sue and many other co-workers at The WCHC

**Alena Cruz**

Clerk-Specialist Level  
Personnel

For going above and beyond by fast tracking and processing multiple donations to the catastrophic leave back in support of a colleague. For her kindness and for going the extra mile.

◆Nominated by Karen Lloyd

**Moges Hailemariam, RN**

Contra Costa Regional Medical Center  
and Health Centers

For being very knowledgeable, professional and always willing to help resolve any problems or issues with patient care and patient education. For being an excellent resource at the West County Health Center.

◆Nominated by Doris King

**Camille Nolan**

Clerical Supervisor  
Behavioral Health Services

For going above and beyond to assist a family in need. For reaching out to me and others to get the family’s questions answered. For her commitment to service excellence!

◆Nominated by Laura Mendoza

**Nula Lakha-Jackson**

Certified Nursing Assistant  
Contra Costa Regional Medical Center  
and Health Centers

For going above and beyond to assist a very busy 5D nightshift. For making sure all patients in her care were comfortable and safe. For all of the help she provided to staff and patients.

◆Nominated by Eddie Mendoza Ong

**Maryanne Silva**

Certified Medical Assistant  
Contra Costa Regional Medical Center  
and Health Centers

For being cheerful, kind, generous, empathetic and professional. For being a team player and for being great with patients and staff.

◆Nominated by Via, Norma, Sue and Marguerita

**Erica Patterson**

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

For always being positive and kind, and giving her best effort to her patients. For her high quality work and consistently doing her best to excel in her job.

◆Nominated by Eric Stessel

**Comfort Nwamuo**

Home Economist  
Public Health

For demonstrating extraordinary care and excellence in customer service especially when handling difficult situations. For the compassion she gives



to the Women, Infants and Children clients she has served for the past 30 years.

◆Nominated by Monique Sims

**Susanne Madsen**

Clerk-Senior Level  
Public Health

For keeping Vista Oaks Occupation Medicine clinics running smoothly. For taking charge without hesitation when needed, and for being a pleasure to work with.

◆Nominated by Lizabeth Linn

**Lilian Guzman**

Community Health Worker II  
Public Health

For her hard work and positive attitude covering two different busy clinics simultaneously and for doing an amazing job of it.

◆Nominated by Nieves Stupka

**Nicole Heath**

**Michael Dossey**

Accidental Release Prevention Engineers  
Hazardous Materials

For going the extra mile to prepare an excellent two-day training for fellow CUPA and CalOSHA regulators. Their training encourages all of us to work together more closely.

◆Recommended by Cho Nai Cheung

**Matthew Luu**

Deputy Director  
Behavioral Health Services

For his leadership, guidance, assistance and support working directly with staff during the numerous months of

preparation for the recent DHCS triennial audit of our Mental Health Plan, resulting in our receiving 95% on our chart review and 90% on our system review.

◆Nominated by Cynthia Belon

**Dustin Peasley**

Authorization Representative  
Contra Costa Health Plan

For going above and beyond this past year by diligently working on numerous reports that are critical for regulatory requirements. For being a great asset to the authorization department.

◆Nominated by Sonja Robinson

**Melissa Lovelin**

Clerk-Specialist Level  
Contra Costa Health Plan

For being an excellent example of a professional who is efficient, calm, informative and helpful. For her kindness and pleasant approaches.

◆Nominated by Paula Robinson

**Shari Jones**

Administrative Services Assistant II

**Deborah Rangel**

Health Services Administrator-Level B  
Contra Costa Health Plan

For working collaboratively to fulfill the requirements needed for a three year National Committee for Quality Assurance in Healthcare (NCQA) accreditation and for laying the groundwork for an easier re-accreditation in 2020.

◆Nominated by Chris Tanaka

**Dora Regalado**

**Nati Flores Paniagua**

Administrative Aides

**Patricia Bernhardt**

Contract Employee—Public Health

For creating an organized and efficient hiring and onboarding process for Public Health Clinic Services over the last year and utilizing it to quickly hire and onboard over 50 staff in multiple job classifications in the last couple months, all with a smile and great customer service. For your hard work and dedication.

◆Nominated by Sue Crosby

**Bill Sorrell**

Administrator—Level C  
Public Health

For all his support with the CommunityConnect project, and for always being one step ahead of us.

◆Nominated by Ashley Kokotaylo and Rachael Birch

**Hong Nguyen**

Community Health Worker II  
Public Health

For demonstrated stellar proficiency in assisting our WIC clients. For being fast, accurate and reliable in our office, which is very fast paced, noisy and serves the most vulnerable families. For being consistent in delivering calm, courteous and expeditious service, especially to our most challenging clients. For her ability to get along well with all her co-workers.

◆Nominated by Monique Sims



**Richard Frith**

Front Desk Volunteer  
Contra Costa Regional Medical Center  
and Health Centers

For donating 7,763 hours of volunteer service to CCRMC & Health Centers, and for his leadership and compassion. Thank you for your service to our staff, patients and visitors.

◆Nominated by Rhonda Smith

**Leonard Ramiro**

Storerroom Clerk  
Contra Costa Regional Medical Center  
and Health Centers

For going the extra mile to locate a specialized supply needed for a patient and personally picking up and delivering the item to the hospital. For taking the extra time to make sure the patient had the needed supply and for communicating his findings to the charge nurse and ICU physician.

◆Nominated by Vanessa Golovich

**Gurbir Kaur, RN**

Contra Costa Regional Medical Center  
and Health Centers

For her sweet and welcoming personality. For providing high quality patient care always with a smile.

◆Nominated by Norma Martinez and Sue Meltzer

**Jaqueline Proudfoot, MD**

Contra Costa Regional Medical Center  
and Health Centers

For providing outstanding service excellence to her patients.

◆Nominated by Sue Meltzer

**Sonia Sutherland, MD**

Contra Costa Regional Medical Center  
and Health Centers

For being a change agent, and for bringing empathy and compassion to all of us. For teaching us how to restore ourselves.

◆Nominated by Sue Meltzer

**Nursing Staff at the George & Cynthia Miller Wellness Center**

Contra Costa Regional Medical Center  
and Health Centers

For all the hard work they do and for making a big difference in our patient' care.


◆Nominated by Tsige Metagesha

**Teresa Carrillo**

Clerk-Specialist Level  
Personnel

For assisting me with gathering vital information, quickly calling me back, answering all my questions, and guiding me through the process. For communicating with all parties involved and for loving what she does.

◆Nominated by Ruben Trujillo



**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](mailto:wanda.session@hsd.cccounty.us) 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.