



Mark Messerer

Substance Abuse Program Manager
Behavioral Health Services

For adding to his commute time by giving me a ride to work while I was unable to drive due to an injury. For being a true gem and going the extra mile to assist me.

◆Nominated by Steven Wilbur

Teri Williams

Systems Analyst II
Information Technology

For being kind and patient, and for being knowledgeable and wonderful to work with. For dedicating individual time with our network providers to assist them in setting up their accounts in the provider portal of the electronic health record.

◆Nominated by Kimberly Nasrul

Luriza Bankston

Occupational Therapist II
Contra Costa Regional Medical Center and Health Centers

For helping me to be able to perform most tasks so I can continue to work without having surgery.

◆Nominated by Cindy Easton

Roberto Roman

Mental Health Community Support Worker II
Behavioral Health Services

For his excellent facilitation during monthly social inclusion meetings. For his enthusiasm, professionalism, tact and respect for meeting participants.

-Nominated by Melinda Meahan

Jeannie Detomasi

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

For taking the time to address the issues and needs of the staff. For making us feel important and always having a smile.

◆Nominated by Sally Reader-Matthews

Jeannie De Tomasi

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

For going the extra mile for us in West County. For genuinely caring about people, both patients and staff.

◆Nominated by Sue, Via and Norma

Bryan Thomas

Project Manager
Information Technology

For doing an excellent job as project lead for the new call center phone system. For patiently and skillfully guiding managers through a complicated set-up and working diligently with the vendor.

◆Nominated by Judi Louro

Jamie Pehling, MD

Contra Costa Regional Medical Center and Health Centers

For being a wonderful man, doctor and person.

◆Nominated by Sue, Norma and Via

Isabel Valencia

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

For being a wonderful co-worker who always goes the extra mile for patients and staff. For being a very polite, nice person and excellent professional.

◆Nominated by Sue Meltzer

Tommy Tighe

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

For being a wonderful person, supervisor and professional. For his service excellence and leadership.

◆Nominated by Sue Meltzer, Via Linder and Norma Martinez

Nilsa Vazquez

Certified Medical Assistant
Contra Costa Regional Medical Center and Health Centers

For being a wonderful provider and for always going the extra mile for everyone.

◆Nominated by Sue Meltzer and Norma Martinez

Maria Teresa Hernandez

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

For being an excellent professional, going the extra mile for patients and staff. For being cheerful and kind.

◆Nominated by Sue Meltzer, Via Linder and Norma Martinez



Milagros Garcia, PHN
 Contra Costa Regional Medical Center and Health Centers
 For always going the extra mile for staff and patients. For being a wonderful Healthy Start coordinator and person.
 ♦Nominated by Norma Martinez and Sue Meltzer

Sally Reader
 Medical Social Worker II
 Contra Costa Regional Medical Center and Health Centers
 For being a wonderful social work professional. For going the extra mile always for patients, staff and community. For her wonderful personality and sense of humor.
 ♦Nominated by Sue Meltzer

Michelle Andrews
 Medical Social Worker II
 Contra Costa Regional Medical Center and Health Centers
 For being a wonderful person, professional social worker and great team player.
 -Nominated by Sue Meltzer

Jessica Gomez
 Clerk-Experienced Level
 Contra Costa Regional Medical Center and Health Centers
 For always being courteous kind and compassionate. For going the extra mile to help patients and staff.
 ♦Nominated by Norma Martinez and Sue Meltzer

Cristina Cannavino
Candace Collier
Bernice Zamora
Mental Health Community Support Worker I
Janet Costa
Christopher Dodd
Keith Hall
Peggy Harris
Kimberly Krisch
Mercedes Marquez
Brandon McGuire
Robert McKinnon
Roberto Roman
Susan Waters
Joy Witt
 Mental Health Community Support Worker II
 Behavioral Health Services
 For stepping in to administer a quality improvement survey to our consumers and their family members. The survey will inform efforts to improve appointment adherence.
 ♦Nominated by Ann Isbell

Dawn Dailey, PHN
 Public Health
 For her dedicated and vitally important community service to all Californians touched by SIDS. For her invaluable contributions and outstanding performance as a member of the California SIDS Advisory Council.
 ♦Nominated by Thomas Keens, MD, Chair, California Sudden Infant Death Syndrome Advisory Council

Myhoang Nguyen, MD
 Contra Costa Regional Medical Center and Health Centers
 For supporting nursing staff with genuine kindness and respect.
 ♦Nominated by Zohra Akbari

All Concord Health Center LVN Panel Coordinators
 Contra Costa Regional Medical Center and Health Centers
 For being the best cohesive team, adapting well to changes, and supporting leadership in meeting the needs of the clinic.
 ♦Nominated by Zohra Akbari

Elizabeth Perrin
 Community Health Worker I
 Contra Costa Regional Medical Center and Health Centers
 For being very professional, going the extra mile for staff and patients and always wearing a smile.
 -Nominated by Sue, Norm and Via

Sue Pfister
 Medical Staff Coordinator
 Contra Costa Regional Medical Center and Health Centers
 For being kind, courteous and extremely professional in all of her work.
 ♦Nominated by Sue Meltzer



Judith Cranmer

Nutritionist
Public Health

For being instrumental in launching the Monument Community Shuttle Bus to transports clients from their neighborhoods to various community programs and clinics in the Concord area free of charge. For her many hours of dedication and perseverance over two years to realize the vision of improving transportation services for Women, Infant and Children Program clients and others.

◆Nominated by Shawn Sekel

Charles Holley

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

For always having a positive, cheerful attitude while doing his job without constant supervision. For prioritizing patients first and doing exemplary work.

◆Nominated by Maria Panaligan

Mariamay Torres

Nursing Shift Coordinator
Contra Costa Regional Medical Center and Health Centers

For being an excellent Medical Center Supervisor. For knowing and doing her job well. For putting patients' safety and satisfaction first and for being a patient advocate.

◆Nominated by Maria Panaligan

Vaya Wilde

Senior Disease Intervention Technician
Public Health

For her calm, reassuring and proactive approach to securing medical treatment for a client, conducting research to help locate a clinical provider more attuned to the client needs and cutting through red tape to ensure he received necessary treatment.

◆Nominated by a Client

Marina Rowoldt

Program Specialist I (WIC Site Program Manager)
Public Health

For her managerial skills, her dedication to team building, and going above and beyond the line of duty to provide excellent customer service to WIC participants at the Pittsburg WIC site.

◆Nominated by Raz Moghbel

Esther Gutierrez

Community Health Worker Specialist
Public Health

For providing extraordinary, consistent and compassionate service to low-income pregnant women with grace and ease. For her leadership, advocacy, mentorship and for being an information system champion.

◆Nominated by Raz Moghbel

Mary Jane Kiefer

Senior Nutritionist
Public Health

For her excellent work on breastfeeding support and promotion throughout the county.

◆Nominated by Raz Moghbel



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.