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

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
**Service Excellence**

You’re a GEM for Going the Extra Mile

---

**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

**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.