

# DIRECTOR'S REPORT

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## Priorities and challenges in 2015

President Obama's State of the Union address last week set a positive tone for the year. It was reassuring to hear him speak about how the economy is improving and that the state of the union is strong.

Indeed, this new year promises to be a good one – and a busy one – as our health system continues to grow and evolve to serve our community. We are in the second year of the Affordable Care Act (ACA), and the number of people who now have access to health coverage continues to climb so it's no surprise that meeting this increased demand remains among our top priorities. We're expanding access and improving care. We're also still chipping away at the root causes of chronic diseases and preventable health issues, forging partnerships to do the work we need to do, and protecting the public's health through our regulatory programs.



William B. Walker, MD  
CCHS Director

## Expanding Access, Improving Care

Thanks to the ACA, more people have access to care, including Medi-Cal. Since January 1, 2014, 2 million people transitioned to Medi-Cal statewide in California. As you know, our Contra Costa Health Plan (CCHP) is one of the Medi-Cal providers and CCHP membership grew by 60,000 last year in Medi-Cal. These new CCHP members are enrolled through its Community Provider Network, our Contra Costa Regional Medical Center and Health Centers (CCRMC & HCs), and Kaiser.

CCRMC & HCs also continues increasing capacity with capital improvements, such as the new Antioch Health Center scheduled to be completed by the end of this year or early 2016 (see story page 4). We're also adding more evening and weekend clinics to our health centers, using technology and innovative programs to improve how care is provided. Efforts around integrating behavioral and physical health continues with the official launch of behavioral health services this month at our George and Cynthia Miller Wellness Center in Martinez. Our Concord Health Center already includes this integrated model and so will the new Antioch Health Center when it opens.

## Partnering for Health

Because we know health care also happens outside the doctor's office, we continue our efforts to address social determinants of health through partnerships with community-based organizations.

As we continue to work on improving population health, we look forward to forging more connections in the community to combat homelessness and poverty to reduce the root causes of chronic illness and preventable health

Continued next page

issues though programs like Health Leads and other partnerships. Our Public Health Division, Behavioral Health Homeless Program and hospital and health centers all play a role working together to make the most impact, one of the important benefits of being an integrated health system.

## Protecting the Public's Health

Ensuring the public's safety through our Hazardous Materials Division's monitoring of local refineries and chemical plants remains an important priority. So does ensuring the safety of food facilities. Our Environmental Health Division, which monitors food facilities as well as pools and sewers, will launch a placarding system that makes it easier to see how restaurants rank in food safety (see story page 3).

Public Health continues to stay busy as usual combating disease outbreaks and educating the public about prevention and the importance of immunizations (see story on page 7). Our Emergency Medical Services Division also is hard at work on the RFP process for the selection of the County's emergency ambulance service provider (see story on page 5).

## Using Technology

It will be another big year for technology. We'll be upgrading ccLink, our Epic electronic health record (EHR) system we launched in 2012, as well as adding a Spanish version of our patient portal, myccLink, which gives patients access to their health information online. Just a few months ago we started offering an app for myccLink so patients can also access their information on their mobile devices. I am also happy to say that our Behavioral Health Division will also be using ccLink for some of its services. These new tools and technology help us provide better access and better care in an even more coordinated and integrated way.

## Funding

Though this new year brings more positive financial news for the economy as a whole, some uncertainty remains about federal and state revenues and reimbursement rates. The state is still negotiating with the federal government on the 1115 Waiver that brings millions of dollars to our system in many forms.

What form the waiver takes will impact our budget, and we are making sure state and federal officials are aware

of what the waiver means for systems like ours through our membership in organizations such as the California Association of Public Hospitals and Health Systems, and America's Essential Hospitals (several of our leadership serve on the boards of these organizations, including myself). We will learn more in the coming months.

## Looking Forward

As always, we have a lot of work to do. But as President Obama described the country as a "tight knit family," so are we here at health services, united in our mission to improve the health of our community. As our country's leader said "it's up to us to decide who we want to be" and we are getting closer all the time. I'm excited about 2015!

Sincerely,



William B. Walker, M.D.

## Monthly "Mini-Drills" Help Hone Emergency Management Team Skills

Emergency Management Team (EMT) members will be participating in monthly drills without leaving their desks. These mini-drills are designed to help EMT brush up on perishable skills needed when CCHS responds to emergencies, and are designed for participants using their own work stations. Each lasts an hour and covers a specific topic, such as how to use the IRIS incident management tool. A one-hour tutorial session for each topic is scheduled in advance. The first drill—covering how to use the CCHS disaster email system—is scheduled for 10 a.m. on Feb. 5. An exercise for using IRIS is scheduled for Feb. 17 (training Feb. 9) and one for finding and submitting an EMT form on iSite is set for March 30 (drill on March 9).

For more information or the drill schedule, check iSite or email Emergency Services Manager Kim Cox at [Kim.Cox@hsd.cccounty.us](mailto:Kim.Cox@hsd.cccounty.us).

The next Director's Report will be the March issue. To publicize upcoming CCHS events and successes, contact Kate Fowlie at [kate.fowlie@hsd.cccounty.us](mailto:kate.fowlie@hsd.cccounty.us) or 925-313-6636 by February 19. The Director's Report is available online at <http://cchealth.org/topics/publications/> and on isite at <http://cchs/>



## Smoking To Be Prohibited at All County Properties

As of March 1, all county-owned and leased properties will be 100% smoke-free. The Contra Costa County Board of Supervisors approved the new smoking rules last June to improve the health and safety of people visiting and working at county facilities. Smoking will not be permitted in all indoor and outdoor areas of every building and property owned or solely leased by the county. It also won't be allowed inside county vehicles, as well as personal vehicles in parking lots. The smoking prohibition applies to tobacco products, marijuana and electronic smoking devices, such as vapor pens. Smoking has been banned on the campuses of Contra Costa Regional Medical Center and our health centers since 2006. Shelters and ash canisters in existing smoking areas will be removed by March 1. Enforcement of the smoking prohibition rules will be done primarily through signage and education.



SmokeFreeCC.org

For more information about the ordinance and to find resources on how to quit smoking, visit [smokefreecc.org](http://smokefreecc.org).



Placards like these from Santa Clara County will soon be appearing in Contra Costa restaurants.

## Restaurants to Post Inspection Grades from Environmental Health

Expect to see something new at your local restaurant soon that's not on the menu. Later this year, food facilities in the county will be required to prominently post color-coded health grades issued by our Environmental Health Division. There will be three possible grades: pass (green), conditional pass (yellow), or closed (red). A passing grade means health inspectors found no major violations; a conditional pass means a business can stay open but must fix major violations before a reinspection; a red placard means inspectors have ordered a business to close until a health hazard has been abated. The new "placarding" system will be similar to ones already in place in other California counties, including Alameda and Santa Clara. Environmental Health Director Dr. Marilyn Underwood said she hopes to have the new grading system implemented by the fall after alerting business owners and operators. Dr. Underwood said the color-coded grades will provide the public with a simple visual indicator as to whether it's safe to eat at a restaurant.

For more information, contact Marilyn Underwood at [marilyn.underwood@hsd.cccounty.us](mailto:marilyn.underwood@hsd.cccounty.us)

## Construction Starts on New Health Center in East County

Construction has begun on the new Antioch Health Center, which is expected to open at the end of 2015 or early next year. The new facility will be located at 2335 Country Hills Drive, about two-and-a-half miles from the current health center in Antioch. Service capacity will be significantly expanded in the new building. As part of the department's ongoing efforts to integrate behavioral and physical healthcare, the facility will also serve as the new site for children's behavioral health services in Antioch. Ambulatory care and Behavioral Health staff have been closely involved in the facility's design, which incorporates the latest approaches to ambulatory healthcare delivery, using architecture to facilitate teamwork and efficient patient flow.



An artist's rendering of what the new Antioch Health Center will look like after it opens at the end of 2015.

For more information about construction of the Antioch Health Center, contact Steve Harris, CCHS' director of planning and evaluation, at 925-957-5416.

## New Walk-Up IT Service for Staff to Debut in February

Starting February 2, Health Services employees will be able to get free in-person technological help at a new walk-up service desk in the main lobby of Contra Costa Regional Medical Center (CCRMC). The walk-up desk, which will be managed and staffed by our Information Technology unit, will offer staff advice and support for computers and mobile devices. This new in-person service is another way for users to keep their technology in good working order and will supplement IT's phone-based support service. Examples of services to be offered include: basic hardware repair, software support, limited ccLink support, help with CCHS mobile applications and technology education. The walk-up desk will be open 9 a.m. to 4 p.m. (except for the noon lunch hour), Monday through Friday.



The new in-person service will offer staff technical advice and support for computers and mobile devices.

For more information about the walk-up service desk, contact IT Supervisor Larry Klein [larry.klein@hsd.cccounty.us](mailto:larry.klein@hsd.cccounty.us) or 925-957-7476.

## EMS Issues a Call for Proposals for a New Emergency Ambulance Contract

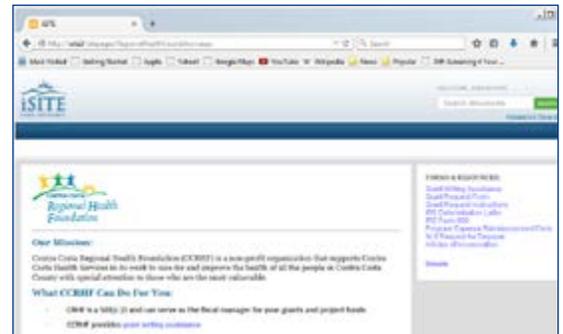
The Board of Supervisors gave its final direction this week for a request for proposals (RFP) to provide emergency ambulance service throughout much of Contra Costa County, a step toward identifying the county's main provider beginning in 2016. If the state Emergency Medical Services Authority approves, a competitive bidding process will open for a 5-year contract granting exclusive rights to serve Contra Costa, except areas already served by the San Ramon Valley and Moraga-Orinda fire districts, with a 5-year renewal option based on performance. American Medical Response has held the contract for several decades. Bidders must demonstrate their qualifications and ability to meet criteria developed by our Emergency Medical Services Division in coordination with numerous partner agencies, community stakeholders and its consultant, Fitch & Associates, including response-time, staffing and equipment requirements, engagement with the healthcare system and ability to support fire-first medical response. Each bidder must respond to two different service models: One similar to the county's current model, and another with extensive, built-in cost reduction strategies intended to reduce the chance that the county will need to subsidize the ambulance provider. The Board will select its preferred service model when it selects a bidder.



For more information or to read the RFP, visit [cchealth.org/ems](http://cchealth.org/ems)

## Regional Health Foundation Information and Forms now on iSITE

Did you know that the Contra Costa Regional Health Foundation (CCRHF) is here to support Contra Costa Health Services' programs and projects? CCRHF provides grant-writing assistance, can serve as the fiscal manager for your grants and project funds and also funds small grant requests. Through the years, CCRHF has awarded grants to CCHS projects ranging from \$500 to \$18,000. Grant application forms and other forms and information about the foundation can now be found on iSITE. The foundation's new page can be accessed from the homepage of iSITE under the "Recommended" column.



CCRHF is a 501(c)3. For more information about the foundation, email [CCRHF@hsd.cccounty.us](mailto:CCRHF@hsd.cccounty.us) or visit [www.ccrhf.org](http://www.ccrhf.org).



Health Education Specialist LaShonda Williams talks about how the new clinic will benefit students at a ribbon-cutting event. Also pictured (L to R): Dr. William Walker, Supervisor John Gioia, WCCUSD School Board President Todd Groves, student Moises Tenorio-Garcia and Principal Phillip Johnson.

## New Health Clinic to Open at Kennedy High School in Richmond

Public Health Clinics celebrated the addition of a new school-based health center this month at Kennedy High School in Richmond. The clinic, housed in a refurbished classroom, expands access to affordable health and dental services for community youth. Dr. William Walker, CCHS director, spoke at a ribbon-cutting in January along with Health Education Specialist LaShonda Williams, Contra Costa County Supervisor John Gioia, Todd Groves, president of the West Contra Costa Unified School District board, Principal Phillip Johnson and student Moises Tenorio-Garcia. This joint project of Health Services and the school district was made possible by a \$500,000 grant from the U.S. Department of Health & Human Services. While Public Health operates other school-based clinics in the district—and more than 40 countywide – the new facility is unique because it serves both students and community youth who do not attend Kennedy. The clinic will soon open daily during the week, providing services such as physical and well-child exams, immunizations, reproductive healthcare, minor sick care, and dental exams and fillings. It replaces visits from a mobile health van, which served the school since 2008.

For more information about school-based clinics, visit [cchealth.org/school-based-clinic](http://cchealth.org/school-based-clinic).



The December 18 flaring incident at the Chevron refinery generated community concern.

## HazMat Overseeing Chevron Refinery Flaring Investigation

Our Hazardous Materials Program is overseeing an investigation into the highly visible flaring December 18 at the Chevron Oil Refinery in Richmond. While not legally obligated to the arrangement, the company agreed to accommodate HazMat's request following the event, which sent flames high into the sky above Richmond and generated community concern. Chevron initially reported that the flaring was a normal safety measure to depressurize and shut down a unit, and it caused no injuries or health impacts to the community. HazMat Programs Chief Randy Sawyer said his team responded that evening and continues to oversee the investigation of the cause and impact of the flaring with Chevron and the Bay Area Air Quality Management District. While last month's incident did not require a shelter-in-place order, the refinery was the scene of a large fire in August 2012 that sent thousands of nearby residents to the hospital. The U.S. Chemical Safety Board (CSB) released [its final report](#) regarding the 2012 incident earlier this month.

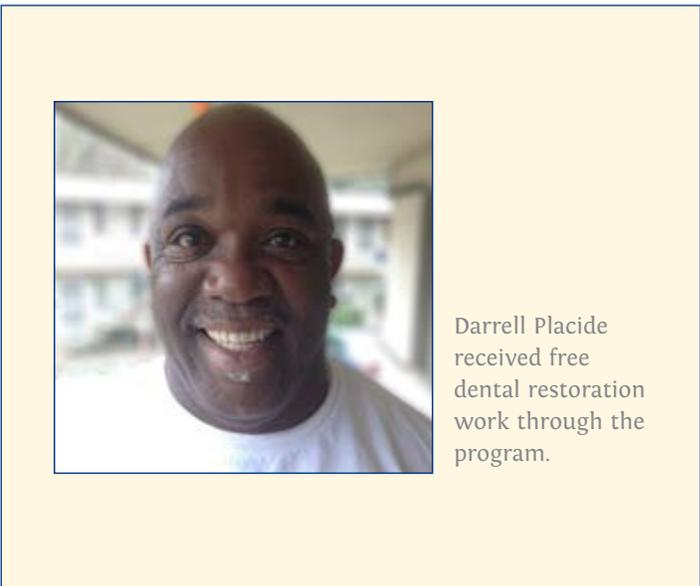
For updates regarding the December 2014 flaring incident, visit [cchealth.org/hazmat](http://cchealth.org/hazmat)



### Public Health Division Responds to Measles Outbreak

More than 70 cases of measles have been diagnosed among Californians since December and our Public Health Nurses and other disease control staff have been busy conducting investigations and raising awareness about the importance of vaccinations. Although Contra Costa has no confirmed cases of measles, our Public Health staff have assisted investigations in other counties by contacting those who may have been exposed to measles to ensure they are immune. Letters were also sent to school districts, private schools and day cares in Contra Costa encouraging everyone including parents, teachers and volunteers to review their immunization records and confirm they've received two doses of MMR. Two doses of MMR vaccine are more than 99 percent effective in preventing measles. A health advisory was also issued reminding providers to be vigilant and to report suspected measles cases immediately. It is likely there will be more measles cases and although measles is very contagious, it is highly preventable through vaccinations. MMR vaccine is required for school entry and most children who attend public and private schools in California have received the vaccine and are well protected from measles.

Information about measles is available at [cchealth.org/measles](http://cchealth.org/measles)



### Health Care for the Homeless Program Links Consumers to Free Dental Care

Darrell Placide used to worry about smiling. Years without access to dental care robbed him of most of his teeth. But Darrell smiles easily now, thanks to a program developed by the Health Care for the Homeless (HCH) Consumer Advisory Board and the Contra Costa Inter-Jurisdictional Council on Homelessness. This program links county residents who are experiencing homelessness with free restorative dental care provided by local practitioners. HCH, part of our Public Health Division, provides primary and behavioral health care to people experiencing homelessness in Contra Costa County. After the HCH Consumer Advisory Board identified the need for access to restorative dental care in 2010, staff and consumers worked to recruit dentists through the Contra Costa Dental Society and connected with Dr. Ali Alijanian, an oral surgeon in Walnut Creek. Dr. Alijanian examines patients screened by the HCH team and refers them to specialists. So far, the program has provided restorative services to seven people, including Darrell. Darrell, who lives in West County and has found work, credits the program with improving both his self-confidence and employability.

For more information, contact the Health Care for the Homeless Project Director Rachael Birch at 925-313-6167.



The planned expansion of the Emergency Department includes adding five treatment areas.

## CCRMC Planning to Expand Emergency Department Capacity

Contra Costa Regional Medical Center (CCRMC) is planning to expand its Emergency Department this year in order to improve workflow and improve the care experience. The planned expansion includes adding five treatment areas, increasing triage capacity and redesigning the waiting room. Construction is expected to begin this year in late summer or early fall after we gather important input from employees and plans are approved by regulators.

For more info, contact CCRMC Chief Operations Officer Timothy Thompson-Cook at 925-370-5224.



## Contra Costa Donates \$110K Toward Annual Holiday Food Fight

Contra Costa County employees donated nearly \$110,000 to the 2014 Counties Care Holiday Food Fight, besting our friendly rivals in Solano County. Contra Costa raised \$11.96 per employee, while Solano raised \$11.70 per employee. The annual Food Fight raises money for the Food Bank of Contra Costa & Solano Counties. Health Services employees accounted for more than \$20,093 of our county's total. Congrats to the Food Bank, which will be able to provide tens of thousands of meals for its clients with this year's donations. And congratulations to employees and friends of Contra Costa County, who have raised a grand total of \$1,046,003 for the hungry since 2003.

Since 2003, Contra Costa employees have donated more than \$1 million to feed the hungry.

# JAN.—FEB. MILESTONES

Congratulations to these employees who have given us long years of service: Candice J. Toyoda, Thuha T. Le, Doreen Obermeyer, Gila Wildfire, Rachel M. Diaz, Kathryn S. Garrett, Juliet Rea, Sonia E. Vanegas, Felix C. Box, Alice Lin, Edgardo C. Diaz Jr., Cheryl S. Sarchett, Gene D. Roney, Vibeth O. Lardizabal, Maria Luz J. Omandam, Adamma A. Osiagwu, Linda I. Ramirez (10 years); Anquanetia N. Reed, Jacqueline Y. Lewis, Veronica M. Santolaya, Linda R. Wohler, Candace E. Jacobus, Cheri E. Webster, Leatasha E. Manchester, Gurdeet K. Bhandal, Lela Jones, Aina M. Ferro, Josefina A. Lanzas, Luisa P. Medrano, Cheri L. Stingily, Elisa K. Danish, Veronica Gonzalez-Heredia, Cecilia Ramirez, Aery J. Upton (15 years); Jennifer T. Huynh, Luisa F. Petite, Anita M. De Vera, Elizabeth M. Garcia, Denise M. Peschel, Blanca Brossa, Cindy J. Howell, Jason A. Sahagon, Lianne M. Gill, Deandra M. Heard, Chisara Ohanele, Rosemarie Sandoval, Irma L. Suniga (20 years); Jo-Anne Y. Linares, Katrina L. Byrd, Phillip G. Clarke, Tanya J. Brown, Martha C. Delgado, Margaret Robbins, Michelle D. Williams, Roberta M. Martinez, Mariano O. Mendoza (25 years); Susan D. Farley, Benet A. Moody, Phillis M. Johnson (30 years); Luwanda Hill and Vincente Aguigui Jr. (35 years).



### **Pardeep Sagar**

Engineering

For always responding promptly to our departmental needs with a kind, positive and professional attitude.

For being proactive in making sure our projects are completed in a timely manner.

◆Nominated by Dina Schillings

### **Sheila Hunter**

Network Administrator II  
Information Technology

For tirelessly providing support to all 11 Aspect phone centers and for being responsive to users' needs.

◆Nominated by Larry Klein

### **Mario Orlina, RN**

Contra Costa Regional Medical Center and Health Centers

For being patient, kind and respectful to patients and staff. For always taking the time out of his busy schedule to help his co-workers.

◆Nominated by DeAnn Bologna

### **Kaitlyn Van Arsdell, MD**

Contra Costa Regional Medical Center and Health Centers

For being patient, thorough, knowledgeable, and for listening to me and making me feel like she cares about my health.

◆Nominated by a patient

### **Jody Adelberg, PHN**

Public Health

For her exemplary service to a patient's family while helping them obtain community resources needed by the patient.

◆Nominated by Jamie Pehling

### **Lesley Bunch**

Clerical Supervisor

Contra Costa Regional Medical Center and Health Centers

For her professionalism, diligence, and patience in building a more cohesive working environment.

◆Nominated by Vivienne Dang

### **Dag Richards**

Systems Software Analyst II  
Information Technology

For making changes that helped providers make mandated changes for dispensing certain medications. For making it easier for patients to get their medications without delays.

◆Nominated by Rajiv Pramanik

### **Sue Pfister**

Medical Staff Coordinator

Contra Costa Regional Medical Center and Health Centers

For an outstanding job of planning and organizing the most successful medical staff dinner ever, and for paying attention to every detail with diligence and enthusiasm.

◆Nominated by Ori Tzvieli



**JoAnn Valencia**

Medical Staff Coordinator  
 Contra Costa Regional Medical Center and Health Centers

For being a hard worker and always going beyond the call of duty to get the job done. For being such a pleasure to work with, always open for questions and willing to give a helping hand whenever needed.

◆Nominated by Patricia Harris-Spruell

**Pepe Colaizzo**

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

For his outstanding performance helping a patient to thrive and feel comfortable throughout her Emergency Department visit.

◆Nominated on behalf of a patient

**Vibeth Lardizabal**

Systems Analyst I  
 Information Technology

For her teamwork, spirit and commitment to continuous improvement.

◆Nominated by Vivienne Dang

**Cynthia Brown**

Medical Records Technician

**Ericka Sexton**

Clerk–Specialist Level

**Kimberly West**

Clerk–Senior Level

Contra Costa Regional Medical Center and Health Centers

For their support of the myccLink project.

◆Nominated by Vivienne Dang

**Patricia Richards**

Clerk–Specialist Level, Public Health

For always being available for pulling documents, compiling data and happily answering questions for Public Health Finance during the claiming process and audits for the Women, Infants and Children program.

◆Nominated by Roylen Stack

**Amanda Dold**

Mental Health Clinical Specialist  
 Behavioral Health Services

For her positive and upbeat attitude and her ability to put patients at ease. For the notes of recognition in appreciation of her groups leadership at Concord Health Center 2.

◆Nominated by Megan McCabe

**Elizabeth Oha, RN**

Contra Costa Regional Medical Center and Health Centers

For always attending me so kindly during my moments of difficulty. Her kindness made me feel special. Thank you for your excellent work.

◆Nominated by a patient

**Patricia Camacho**

Clerk–Senior Level

Contra Costa Regional Medical Center and Health Centers

For always helping me resolve problems with a smile and great attitude. For always going the extra mile to seek solutions.

◆Nominated by DeAnn Bologna



**Registration Staff**

Concord Health Center  
 Contra Costa Regional Medical Center and Health Centers  
 For providing outstanding customer service.

◆Nominated by Zohra Akbari

**Jon Beauchamp, MD  
 Jelriza Mansouri, MD**

Contra Costa Regional Medical Center and Health Centers  
 Thank you to all of the staff at CCRMC Emergency Department and all of the nurses and physicians that took care of me while I was in the hospital and later.

◆Nominated by a patient

**Roberta Martinez**

Clerk–Specialist Level  
 Contra Costa Regional Medical Center and Health Centers  
 For consistently going the extra mile for her unit, the nursing unit staff, managers and co-workers.  
 For being dependable and reliable at all times.

◆Nominated by Sue Hilbun

**Justine Perez**  
 Information Systems Assistant II  
 Contra Costa Health Plan

For going above and beyond to assist providers, which results in provider and membership growth for CCHP. For ensuring that providers are set up correctly in the computer. She is a team player and will always give a helping hand.

◆Nominated by Gene Roney

**Deyanara Lopez**

Clerk–Specialist Level  
 Contra Costa Health Plan

For her ability to adapt quickly, take initiative, and be a team player while maintaining a positive attitude on even the most stressful days.

◆Nominated by Pam Gomez

**Martin Kimani**

Authorization Representative  
 Contra Costa Health Plan

For being professional, knowledgeable, helpful, and willing to lead the way. For being a pleasure to work with.

◆Nominated by Paula Robinson

**Patty Bryson**

Temporary Employee  
 Contra Costa Health Plan

For being a wonderful team member—knowledgeable, approachable, professional and helpful.

◆Nominated by Paula Robinson

**Nalini Singh**

Authorization Representative  
 Contra Costa Health Plan

For sharing her knowledge, being positive, offering her assistance and demonstrating professionalism at all times.

◆Nominated by Paula Robinson



**Ivania Nand**

Account Clerk—Experienced Level, Personnel

For working very hard to ensure an employee received her paycheck in a timely manner after returning from a medical leave of absence.

◆ Nominated by Chandra Gottschall

**Jasmine Frost**

Member Services Counselor

**Belkys Teutle**

Manager of Member Services. Contra Costa Health Plan

For their thoughtfulness and concern for me and my unborn child. For helping me transition from Covered California to Medi-Cal. Words cannot express how grateful I truly am for the team effort of Jasmine and Belkys. Their efforts ensured I was able to keep my upcoming medical appointment.

◆ Nominated by a patient

**John Ojewole**

Mental Health Specialist II

Public Health

For helping ease a patient’s loneliness during the holidays by letting the patient use John’s personal cell phone to call relatives in another country. For his dedication to the homeless population.

◆ Nominated by Brenda Reilly

**Sharricci Dancy**

Medical Social Worker II

Contra Costa Health Plan

For being empathetic to her patients. For being extremely knowledgeable, detail oriented and using good judgment.

◆ Nominated by Paula Robinson

**Yelena Gusev, RN**

Contra Costa Health Plan

For sharing her wealth of knowledge with her patients and staff. For taking initiative, using good judgment, and for being generous, kind and a team player.

◆ Nominated by Reed Graner

**Khamisi Knox, LVN**

Contra Costa Health Plan

For her willingness to help others and take on more. For her warmth, sense of humor and knowledge.

◆ Nominated by Denise Peschel

**Wendy McCard**

Account Clerk—Experienced Level

Contra Costa Health Plan

For going above and beyond in handling sensitive and confidential cases with great follow up. For her wonderful attitude, skills, determination, reliability, and ability to maintain excellent relationships with providers.

◆ Nominated by Sylvia Rodriguez and Alycia Rubio

**Mary Berkery**

Staff Nurse

Contra Costa Health Plan

For her knowledge, positive attitude and ability to develop positive relationships with providers and coordinate services. For her ability to motivate others.

◆ Nominated by Jenny Galindo and Terri Lieder