

Keeping You In Touch

December 2025

A Publication of the Pomona Valley Hospital Medical Center Marketing Department

Pomona Valley Hospital Medical Center Earns Elite National Status with FIFTH Straight - 'A' For Patient Safety

Pomona Valley Hospital Medical Center (PVHMC) was awarded an "A" Hospital Safety Grade for the fifth consecutive time by The Leapfrog Group, an independent national nonprofit watchdog focused on patient safety. This designates PVHMC as a "Straight A" hospital, defined as hospitals that have an A for fall 2025 and have sustained that grade for the last five or more grading rounds. This select group represents around 12% of all eligible hospitals.

"For our patients and families who entrust us with their care every day, this award from The Leapfrog Group provides reassurance that their safety is a cornerstone here at PVHMC," said Richard E. Yochum, FACHE, President/CEO. "Our culture of safety is ingrained in every process, every department and in every touchpoint of care we have with our patients. And it could not be done without the commitment and teamwork from our more than 4,000 exceptional Associates."

The Leapfrog Group assigns an "A," "B," "C," "D" or "F" grade to all general hospitals across the country based on over 30 measures of errors, accidents, injuries and infections as well as the systems hospitals have in place to prevent them.

"My sincere congratulations to Pomona Valley Hospital Medical Center for upholding patient safety standards through thick and thin, achieving an 'A' Hospital Safety Grade for five consecutive rounds of the Safety Grade," said Leah Binder, president and CEO of The Leapfrog Group. "Consistently earning an A demonstrates



LEAPFROG
HOSPITAL
SAFETY GRADE

a long-term, organization-wide commitment to putting patient safety first."

The Leapfrog Hospital Safety Grade is the only hospital ratings program focused exclusively on preventable medical errors, injuries and infections that can lead to harm or even death. The grading system is peer-reviewed, fully transparent and free to the public. Grades are updated twice annually, in the fall and spring.

In celebration of this achievement, on Thursday, November 20th, Quality Management hosted a special booth at the annual Pie Day event with trivia, gifts and a raffle. Congratulations to the raffle winners—please contact Kimberly Tepet at ext. 9562 or at kimberly.tepet@pvhmc.org to claim your prize!

- Maria Vera-Estrada – Staffing
- Ryan Ottley – Pharmacy
- Baqer Karouni – Lab
- Veronica Zepeda – S&D
- Shannon Alarid – Surgery , OPP
- Mariko Kelley – CVICU
- Maryann Yoo – PT
- Lito Tagorda – Lab
- Marco Morales – Plant Operations
- Jung-Hsuan Lee – Family Education and Resource Center



Greetings all, and welcome to another December and the close of another year here at Pomona Valley Hospital Medical Center (PVHMC) – if you can believe it!

This time of year - between Thanksgiving and the winter holidays - gives us an opportunity to reflect on the many months that have passed us by. Through October 2025, we have had an average daily census of 289 - that's 289 patients who have relied on us to care for them with safety, expertise and compassion. Let's take a better glimpse into the activity here at PVHMC to-date:

- 93,000+ emergency room admissions (not counting visits)
- 4,550+ deliveries
- 1,500,000+ laboratory procedures (inpatient and outpatient)
- 10,700+ surgeries (inpatient and outpatient)
- 226,000+ radiology procedures (inpatient and outpatient)
- 115,000+ physical therapy visits (inpatient and outpatient)

Behind every one of these visits are patients and family members who turn to us, to YOU, in their time of need...in moments of joy, uncertainty and vulnerability. As you look back on your own memories of this past year, I hope you understand that no matter what your role, you made a difference in the lives of our patients and community.

The quality of care we provide is also apparent in the awards and accolades we earn each year (and the year isn't over yet!):

2025 Fall: The Leapfrog Group – “A” Hospital Safety Grade

2025: Los Angeles County Emergency Medical Services Agency – Emergency Department Approved for Pediatrics (redesignation)

2025: Forbes/Statista – Best Employers for Healthcare Professionals

2025-2026: Healthgrades –

Hospital Patient Safety Excellence Award (2 years in a row)

One of America's 100 Best Hospital's for Orthopedic Surgery (2026)

Specialty Clinical Quality Excellence Awards:

Joint Replacement (top 10% in the nation for the last three years)

Five Star Recipient:

Total Knee Replacement (5 years in a row)

Total Hip Replacement (3 years in a row)

Hip Fracture Treatment (5 years in a row)

Pacemaker Procedures (6 years in a row)

Diabetic Emergency Treatment (4 years in a row)

Sepsis Treatment (2 years in a row)

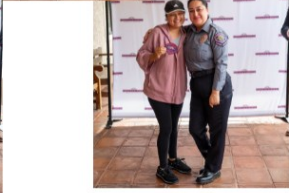
- 2025: Institute for Healthcare Improvement – Age-Friendly Health Systems Initiative Participant**
- 2025: Cal Hospital Compare – Opioid Care Honor Roll**
- 2025-2027: Joint Commission**
 Laboratory Certification
 Pulmonary Care Certification for Pneumonia Care
 Sepsis Care Certification
 Advanced Certification in Palliative Care
 Comprehensive Stroke Center
- 2025: American College of Surgeons – Trauma Center Verification**
- 2025: Aetna - Institutes of Quality® Orthopedic Surgery**
- 2025: American College of Cardiology – Chest Pain – MI Registry Platinum Performance Achievement Award**
- 2025: California Maternal Quality Care Collaborative – Quality & Sustainability Award: NTSV Cesarean Birth Rate (PC-02) for the third consecutive year; Maternal Safety Standards Implementation Award for OB Hemorrhage; Quality and Sustainability Honor Roll**
- 2025: American Heart Association/American Stroke Association - Get With The Guidelines®**
 Heart Failure Gold Plus (15 years in a row) + Type 2 Diabetes Honor Roll
 Stroke Gold Plus (9 years in a row) + Type 2 Diabetes Honor Roll
- 2024-2025: US News & World Report - High Performing in the Adult Procedures and Conditions:**
 Diabetes (5 years in a row), Heart Attack (5 years in a row), Hip Fracture (3 years in a row), Stroke (5 years in a row), High Performing in Adult Specialty: Urology
- 2025: Inland Empire Health Plan - Hospital Quality Institute (HQI) BETA HEART Program for two categories: Rapid Event Response and Analysis, Caring for the Care-giver**
- 2025: Innovator Award, 1st Place – Computrition – Food and Nutrition Services, Mobile Meal Ordering**
- 2025 Spring: The Leapfrog Group – “A” Hospital Safety Grade**
- 2025: Newsweek/Statista – America’s Best Maternity Hospitals – second year in a row**
- 2025: US News & World Report – High Performing Hospital for Maternity Care (3rd year in a row)**
- 2025-2029: Baby-Friendly USA – Baby Friendly Designation, third consecutive designation**
- 2025: American Association of Critical-Care Nurses – Silver-Level Beacon Award for Excellence, Telemetry 3, Station 1 Unit**
- 2025 Women’s Choice Award –**
 Best Hospitals List for Patient Safety, Heart Care, Cancer Care, Stroke Care, Women’s Services and Mammograms

As we head into the new year, we recognize that we may continue to face uncertainty and changes in federal and state healthcare policy. These are challenges that I believe we will continue to navigate together, with our mission to provide high-quality, cost-effective health care services to residents of the greater Pomona Valley leading us forward.

I wish you all warm, happy and blessed holiday season.

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Pomona Police Department Presented 'Pink Patch Project' Check to Our Breast Health Fund



October is National Breast Cancer Awareness Month and According to the American Cancer Society, 1 in 8 women in the United States will develop breast cancer. In an ongoing effort to increase public awareness about the importance of early detection of breast cancer, Pomona Police Department, presented a \$10,000 check to the Pomona Valley Hospital Medical Center (PVHMC) Foundation's Breast Health Fund from its Pink Patch Project fundraiser. Proceeds from the Pink Patch Project help PVHMC's The Robert & Beverly Lewis Family Cancer Care Center give breast cancer patients and survivors access to nurse navigators, support groups, a wig program, exercise classes and improve advanced diagnostic and treatment therapies.

"The Pink Patch Project is such a meaningful initiative, not only raising awareness about early breast cancer detection and treatment but also making a real difference for patients in our community," said Leigh Cornell, FACHE, Vice President, Administration, of Pomona Valley Hospital Medical Center. "We are thankful for the Pomona Police Department's ongoing commitment and to everyone who supports this project. Together, we're making a real difference for those facing breast cancer."

Proceeds were generated through the Pink Patch Project, a collaboration involving 500+ public safety agencies across the nation that sell commemorative pink uniform patches and other merchandise including T-shirts, challenge coins, stuffed animals, and face masks to generate funds. Proceeds from these sales go to fund breast cancer education, research, and treatments.

The Robert and Beverly Lewis Family Cancer Care Center offers comprehensive oncology services that include radiation treatment, chemotherapy and other infusion options, 3D Mammography, clinical trials and support options, and much more. PVHMC oncologists are physicians specifically trained in prevention, diagnosis, and treatment of cancer, providing comprehensive support from day one. A cancer diagnosis can be overwhelming and through proceeds from the Pink Patch Project, PVHMC is able to provide additional support services to patients in need.

2025 Service Awards

As one of the region's largest employers, PVHMC is proud of its more than 4,000 Associates who, on a daily basis, provide a wide range of medical, technical and administrative services. Honored within the annual special yearbook (available to view on the Intranet homepage) are Associates who celebrated milestones in their career at PVHMC.

Whether it be 5, 10, 15, 20, 25, 30, 35, 40, 45 or 50 years of service, the Associates at PVHMC provide unparalleled care and service. The founders of the original Pomona Valley Hospital made a commitment to the community to provide the finest healthcare services in the region. The diverse backgrounds, skills and personalities of our Associates, unified by their commitment to quality, service and progress, are testimony to our on-going commitment to the community.

PVHMC's Administration and Board of Directors salute each Associate within the organization, and especially those included in the publication. Please accept our heartfelt thanks for a job well done.

On Thursday, November 6, 2025, Pomona Valley Hospital Medical Center (PVHMC) hosted its annual 2025 Service Awards luncheon for Associates at milestone years of 35 years and above. At the luncheon, we were proud to recognize three Associates reaching 50 years, four Associates reaching 45 years, seven Associates reaching 40 years and 15 Associates reaching 35 years! It was a small but wonderful celebration for these outstanding Associates from across all departments of the Hospital.

Congratulations!

50 YEARS



45 YEARS



40 YEARS



35 YEARS



Substance Use Nurse Navigator Sherrie Cisneros Named a My SoCal "Hospital Hero" by HASC

Pomona Valley Hospital Medical Center (PVHMC) Substance Use Navigator Sherrie Cisneros, MSN, RN-BC was honored during the Hospital Association of Southern California's (HASC) recent Hospital Heroes ceremony at the Sheraton Grand Hotel in Los Angeles. Sherrie was one of just 16 hospital heroes recognized at the third annual awards gala on Saturday, October 25, 2025.



Sherrie began her career in nursing working in the surgical intensive care unit taking care of open heart patients. She ultimately was promoted and spent 15 years in hospital leadership. Five years ago, she transitioned to become the hospital's substance use navigator after the hospital received a one-year grant to pilot a program.

As a substance use navigator, Sherrie works to provide awareness, prevention, resources and support for all substance use and all ages. She assists patients, community members, and employees with education about Medication for Addiction Treatment (MAT) for opioid use disorder and harm reduction services. Sherrie also links people with resources for inpatient, outpatient, or detox services as well as support services.

"In healthcare, we are healers, we want to help solve problems," says Sherrie. "Many people are affected by substance abuse disorder and I'm working to bring awareness, education and change to attitudes about mental health and substance use disorders. There's been such a tremendous need for this program that it has extended past the one-year grant and has become a part of our emergency department. I'm grateful to our hospital leadership who have recognized the value in sustaining this service for our community."

During her five years in the Emergency Department at PVHMC, Sherrie has served as an educator to first responders across the community, teaching them how to use naloxone and addressing stigma. She's overseen the installation of a free Naloxone Distribution Box at the entrance to its emergency department to help reduce Fentanyl overdoses. The public can access the distribution box 24/7 with no questions asked. Sherrie is particularly proud of this program to safeguard community health and ensure life-saving treatments are accessible to all, especially in life-threatening situations.

"It's unfortunate, some people in our community don't have a support system," says Sherrie. "It's important to help people who feel neglected, I tell them they're worth it, come to the hospital and we will help you."

HASC is dedicated to effectively advancing the interests of hospitals in Southern California with the goal of improving the operating environment for hospitals and the health status of the communities they serve. Working in partnership with the California Hospital Association, HASC provides leadership at the local, state and federal levels on legislation, budget concerns and regulatory issues.

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PVHMC Celebrates 10 Years of Collaboration with Health Bridges to Improve Translation Services for Underserved Patients

Pomona Valley Hospital Medical Center (PVHMC) celebrates a 10-year collaboration with Health Bridges, a student-run nonprofit organization that provides healthcare translation resources for low-income, limited English proficient and underserved individuals in the Inland Empire and greater Los Angeles County.

Over the years, Health Bridges volunteers have supported patients in the PVHMC emergency department by providing basic interpretation services for those who speak Spanish, Mandarin, Korean and Vietnamese. Their health advocates have also assisted eligible patients to enroll in the Hospital Presumptive Eligibility (HPE) Program to access temporary medical insurance while admitted to the hospital. Since 2015, Health Bridges has helped more than 950 people with HPEs. Between 2023- 2024, they provided at least 1,200 translation services.



"We're proud to work with organization such as Health Bridges who are dedicated to making health care more equitable for our patients who need language service assistance," said Richard E. Yochum, FACHE, President/CEO, Pomona Valley Hospital Medical Center. "As we celebrate a decade of working with them, we look forward to many more years of collaboration to improve services for our patients and bearing witness to the positive community impact that Health Bridges continues to make."

Ten years ago, Hongdeng Gao, then a student at Pomona College, who is fluent in English, speaks three dialects of Chinese, Spanish, and Japanese, envisioned a world in which immigrants, regardless of their linguistic skills, income level, or legal status, face no barriers to timely health services. Hongdeng found an opportunity to help others through starting the Health Bridges pilot program through a grant from [the Napier Initiative](#), a partnership between Pilgrim Place and the five undergraduate Claremont Colleges to encourage leadership for social change.

"The program originated from the experience of college student Hongdeng Gao, who dreamed of a Napier project that would establish a permanent medical translation program in the Pomona Valley," said Mary Elizabeth Moore, council chair, Napier Initiative. "With the Napier Award and generous help from staff at Pomona Valley Hospital Medical Center, Hongdeng brought the program to reality, and it continues to this day – 10 years later. Other Napier students have caught Hongdeng's passion and have continued to strengthen and expand the program."

Hongdeng provided extensive training to bilingual volunteers from the Claremont Colleges to assist patients who don't speak English in navigating the hospital system to obtain health resources for which they are eligible. Her pilot project started with PVHMC to support its low-income immigrant patient population, who had limited translation services at the time.

The inspiration to start Health Bridges came from Hongdeng's mother's lived experiences. As a native Chinese speaker, Hongdeng's mother encountered tremendous challenges in navigating health services while living undocumented, uninsured and without translation services in New York. Hongdeng's mother developed liver disease and eventually succumbed to the condition. Hongdeng was anguished at the situation her mother faced in a fractured health care system.

Through the Napier Initiative, Hongdeng has been able to honor her mother by creating a valuable resource that has brought support and dignity to countless patients who have been able to receive vital translational services.

"I had envisioned a program in which multilingual students like me could be trained to interpret and advocate for patients in hospital settings so that healthcare delivery could be made more equitable, especially for low income or non-English speaking patients," said Hongdeng Gao. "Mentors at the Draper Center and fellow Pomona students really inspired and encouraged me to pursue the idea further. I still remember vividly how incredible it was when PVHMC saw the importance of the program. The funding and mentorship that I received from the Napier Initiative allowed me and a group of incredible students at the Claremont Colleges to fully develop Health Bridges—from a mere vision—to an actual program that is still running strong today."

Happy holidays to all!



Healthy Holiday Swaps That Still Taste Festive

By Shannon Perrett, MHA, RD

The holidays are a time for celebrating with family, friends, and of course, delicious food. While it's tempting to indulge in every festive dish, a few simple swaps can help you enjoy the season without overdoing it and still keep the flavor and fun!

Tips for festive swaps:

- Roast instead of frying: Roasted vegetables like Brussels sprouts, carrots, or sweet potatoes bring out natural sweetness without extra fat.
- Mash smarter: Swap butter-heavy mashed potatoes for mashed cauliflower with roasted garlic for a creamy, lower-calorie alternative.
- Drink wisely: Replace sugary holiday beverages with sparkling water and a splash of cranberry or pomegranate juice.
- Portion and balance: Fill half your plate with vegetables, a quarter with lean protein, and a quarter with your favorite indulgence.

These small changes help you stay nourished and energized while still enjoying traditional favorites. Remember, the holidays are about balance, enjoyment, and connecting with loved ones, not perfection.

Recipe: Roasted Garlic Mashed Cauliflower

Ingredients

- 1 head cauliflower, chopped
- 2 cloves roasted garlic
- 1 Tbsp olive oil
- Salt and pepper, to taste

Instructions:

1. Steam cauliflower until tender.
2. Blend with roasted garlic and olive oil until smooth.
3. Season with salt and pepper.



Serve warm as a creamy, comforting side that pairs beautifully with any holiday meal.



Happy Holidays At the Gift Shop

Celebrate the season with us at the Tender Touch Gift Shop!

From children's gifts to festive holiday décor and thoughtful hostess treasures, there's something for everyone on your list. Discover sweet candies, sparkling jewelry, cozy keepsakes, and cheerful surprises that make gifting easy and fun.

Our friendly volunteers are ready to help you find the perfect gift, or spark a few great ideas!

Come shop, smile, and share the joy



Pomona Valley Hospital Medical Center
invites you and your family to its

27TH ANNUAL

Tree Lighting Ceremony

Thursday, December 4

5:30 – 7:30 PM

**4:30 – 5:30 pm exclusive photos with
Santa for Associates and their families**

**Robert & Beverly Lewis Outpatient Pavilion
Patio 1798B N. Garey Avenue, Pomona, CA 91767**

Join us to enjoy free hot cocoa, cider, champurrado,
cookies, candy canes and listen to the
IVRT Dickens Carolers
performing from 6 – 7 pm.

Special guest appearance by Santa Claus!

Bring your family and receive
one complimentary photo with Santa.

Our Volunteer Services Department will be
selling holiday trinkets and gifts – all proceeds
benefit the **Sick Baby and Hospital Assistance
Fund.**

The **Pomona Valley Hospital Medical Center
Auxiliary** will be selling tickets to its annual
Season of Joy Holiday Basket raffle!



pvhmc.org

Expert care with a personal touch

*This version is for
Associates, only.*



Expert care with a personal touch

Winter Food Drive at PVHMC



**Sowing
Seeds
For Life**

Collecting from November 18 - December 8, 2025

We invite our Associates and community members to join us in collecting food items for families in need. Your donation, big or small, will make a difference for those in our community who may be facing food insecurity. All food items collected will be donated to Sowing Seeds for Life, a local food bank which hosts free drive-thru food pantries on the 1st & 3rd Wednesday of each month.

Sowing Seeds for Life accepts non-perishable, shelf-stable food items:

- Canned fish (tuna, salmon, sardines)
- Canned meat (turkey or chicken)
- Canned sauces and salsas
- Canned fruit and vegetables
- Dried beans, peas or lentils
- Breakfast cereals
- Dried pasta noodles
- Dry goods (pancake mix)
- Pantry staples (nut butters, cooking oil, spices)

They are unable to accept food items that are:

- Expired
- Opened
- Homemade
- Perishable or frozen (eggs, fresh meat, produce, prepared meals)

Donation Box Locations:

Pomona Valley Hospital Medical Center

Main Lobby, Women's Center Lobby, Robert and Beverly Lewis
Outpatient Pavilion Lobby, Pitzer Entrance

Pomona Valley Health Centers

Claremont - Primary Care & Urgent Care Clinics

Chino Hills, Crossroads - Primary Care Clinic

Chino Hills, Grand - Primary Care Clinic

La Verne - Lobby

Pomona - Primary Care Clinic

The Robert & Beverly Lewis Family Cancer Care Center

3SPA - 5th Floor

Boxes will also be available at
the Annual Pie Event on
November 20, and the Tree
Lighting Ceremony on
December 4, 2025.



Sowing Seeds for Life is a 501(c)(3) nonprofit serving eastern Los Angeles and western San Bernardino Counties. Its Drive-Thru Pantry is held at Charisma Life Church, 305 E Arrow Hwy, Pomona, CA 91767.



2025 Santa Claus Teams

Join the Santa Team!

Help bring joy to hospitalized patients on Christmas morning as you tour the Hospital with Mr. and Mrs. Claus, caroling, bell-ringing, and passing out cuddly teddy bears and candy canes!

This is a truly rewarding experience for all.
Just ask anyone who has ever done it.

All Associates and their families (**no children under 12, please**) are welcome to join until a maximum of 10 spots are filled. Participation is limited to two Santa teams, each of five people. **Please do not participate if you are feeling sick/unwell.**

When: Christmas morning (Thursday, December 25, 2025)

How Long: 8:00 am to 11:30 am

What to Bring: Elf or holiday gear and good cheer!
Mask required as necessary.

We currently need two Santa & Mrs. Claus teams (costumes provided).

Anyone interested in participating must contact Monica Medina at ext. 3327 to join the Santa Team and receive additional details, such as starting location/routes.

Participation is voluntary.



JOIN US FOR THE ANNUAL



COOKIE SOCIAL &

ASSOCIATE BAKE OFF

★ DEC | 03 | 2025

DAY SHIFT 2:30-4:30PM
NIGHT SHIFT 8:30-9:30PM

4TH FLOOR OUTSIDE
OF STAFFING OFFICE

WE WANT TO INVITE YOU TO THE ANNUAL COOKIE SOCIAL. WE WANT TO THANK ALL OF YOU FOR THE HARD WORK YOU DO EVERY DAY AT PVHMC TO CARE FOR OTHERS. PLEASE PLAN TO CELEBRATE THE SEASON'S BLESSINGS BY JOINING US FOR COOKIES, HOT COCOA AND APPLE CIDER.

HOSTED BY: LOLLA MITCHELL, VP NURSING SERVICES
AND NURSING ADMINISTRATION

THINK YOUR COOKIES HAVE WHAT IT TAKES TO WIN?
JOIN OUR FIRST-EVER ASSOCIATE BAKE-OFF! BRING AT LEAST 2 DOZEN COOKIES AND DROP THEM OFF AT JESSICA RIVERA'S OFFICE (A420) BY 10 AM THE MORNING OF THE EVENT.
LET'S SEE WHO EARNS THE TITLE OF COOKIE CHAMPION!

ALLERGEN INFORMATION WILL BE POSTED IN FRONT OF COOKIE SELECTIONS.



IT'S TIME TO SELF-NOMINATE!!

SHARED GOVERNANCE SELF-NOMINATIONS

will begin 11/20/25 and will close on 12/04/25



[HTTPS://WWW.SURVEYMONKEY.COM/R/GPQ988W](https://www.surveymonkey.com/r/GPQ988W)



Expert care with a personal touch



Sports Injury? The Sports Medicine Center's Got You Covered...Twice A Week!

— NOW ON MONDAY AND WEDNESDAY —

OUCH! It can happen to anyone—senior golfer, marathon runner, weekend warrior, high school quarterback, or Little League pitcher. Regardless of age or skill level, participating in organized sports or simply being active means there is a risk of injury. Whether it's a minor strain or something more serious, we all want expert care that will get us back in action.

Sports medicine specialists manage a wide range of injuries and conditions experienced by athletes of all ages and abilities. With an overall goal of trying to balance the athlete's level of activity with their health, a sports medicine physician can address problems related to:

- Fragile growth plates in children
- Strains and sprains of weekend warriors
- Arthritic joints of aging athletes
- Issues unique to female athletes
- Concussion and the long-term effects of head injuries
- Management of respiratory, dermatological, and endocrinological diseases in the athlete
- Appropriate diet and the use of supplements
- The effect of environmental changes on performance during training and competition

The SMC...from Injury Through Return To Play

PVHMC's Sports Medicine Center (SMC) has treated athletes of all ages and skill levels, providing expert, cost-effective care since 1983.

The weekly SMC Physician Clinic is led by Jay Shah, D.O. CAQSM, SMC Medical Director. As a sports medicine physician, Dr. Shah and his team specialize in the evaluation, diagnosis, and treatment of musculoskeletal injuries.

The SMC Physician Clinic includes:

- Free sports injury screen by a sports medicine physician and resident doctors
- FREE x-ray, PT consult, and specialist referral, when needed
- An individualized treatment plan designed to allow a quick, yet safe, return to play
- Injury prevention advice
- Performance enhancement suggestions
- Low-cost sports physicals
- Athletes under age 18 must be accompanied by a parent or guardian
- Appointments only – No walk-ins



Located in the Rehabilitation Services Department, the SMC Physician Clinic is now available

TWICE A WEEK...Mondays and Wednesdays from 5:00-7:00 pm.

Need an appointment? Call 909.865.9810 and ask for an "SMC Appointment."

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Vent Mobility in the Critical Care Unit

By Tiffany Markham, DNP, RN-C, ICU2 Nurse Manager

In the Critical Care Unit, innovation meets compassion as we introduce early ambulation for mechanically ventilated patients—a transformative practice that supports faster recovery and improved outcomes. Once viewed as too complex, safely mobilizing ventilated patients is now recognized as an evidence-based approach that preserves muscle strength, reduces complications, and enhances both physical and emotional healing.



This progress would not be possible without the dedication and collaboration of our interdisciplinary team. Our respiratory therapists ensure ventilator safety and patient stability; our physical therapists guide mobility techniques and progression; our nurses and CNAs provide continuous bedside support, monitoring, and encouragement; and our unit champions, including RJ and Ivan, have led the way in implementing safe, structured practices. Each discipline's expertise contributes to ensuring that patient recovery is not only supported—but actively propelled forward.

As we look ahead, this initiative represents more than a new practice—it reflects a shared promise. A promise that in Critical Care, we will continue pushing the boundaries of what is possible, transforming each step into a symbol of resilience, teamwork, and hope.

Western University of Health Sciences Fraternity Donates Blankets to Cancer Patients



The Kappa Psi Pharmaceutical Fraternity, Epsilon Gamma Chapter, from Western University of Health Sciences, donated handmade blankets for breast cancer patients at The Robert and Beverly Lewis Family Cancer Care Center (CCC) on Nov. 7.

The fraternity invited chapters from across the state to help create the blankets, which will provide warmth and comfort to patients through the holiday season. This was their first year donating to the CCC, and they hope to make it an annual tradition.

Paws and Applause – K9 Forest and K9 Handler Hermosillo Place 2nd at the Annual Riverside Sheriff's Department K9 Competition

There was no shortage of wagging tails at this year's annual November Riverside Sheriff's Department K9 Competition where our four-legged Heroes proved once again, that they are more than just great dogs, they are exceptional partners for us in the Healthcare Security industry. Pomona Valley Hospital Medical Center's very own dayshift team, K9 "Forest" and K9 Handler Jaime Hermosillo proved how 'seconds matter' when it comes to making a potentially dangerous scene safe.

During the competition against other law enforcement agencies, K9 Forest quickly sniffed out the hidden explosives odor in a live scenario, keeping everyone safe and doing so in such quick time that he placed 2nd in the Explosives Detection Building Searches category.

We are proud of all four of our K9 teams as they stood paw-to-paw against other Law Enforcement agencies. Their hard work and dedication speaks volumes with their presence at our hospital, so much so, that that is why our K9 program has been in place since the 1990's. Please give a shout out to all of our K9 teams and rest assured, our furry canines are getting specials treats for all of their superb work!



PVHMC Security Department Members of the Year 2025 and IAHSS Security Department Member of the Year Nominees

This year's Security Department Member of the Year Award was presented to members of our swing shift Security team whose courage, professionalism and rapid decision-making protected patients, visitors and Associates during a critical incident.

From our Dispatcher, to our Ambassador, to our Officers, K9-Officers, Supervisor and Lead Officer, each responding Security Associate coordinated a response demonstrating the highest standards of training and teamwork. Their calm presence, clear communication, and heroism helped bring a situation to a quick and safe resolve for all.

While we provide reality based training for as many scenarios as possible, our team had the mindset to safely 'find a role' and 'take action' during this incident.

The faces of our Security team exemplify the very best in the Healthcare Security industry. In addition to our yearly Security award, these members of our team were also nominated for the International Association for Healthcare Safety and Security (IAHSS) Security Members of the Year Award.

Please give a shout-out to our Security team members for the work they do each and every day. It truly takes all of us in our organization to provide a safe and healing environment, and we appreciate the opportunity to work alongside all dedicated Associates across all departments at Pomona Valley Hospital Medical Center.



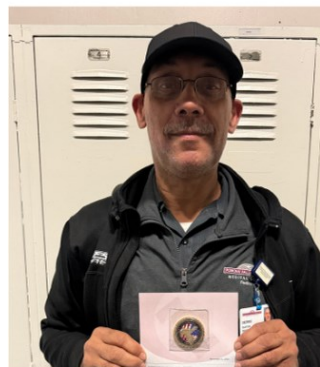
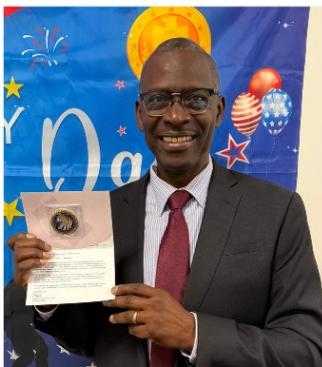
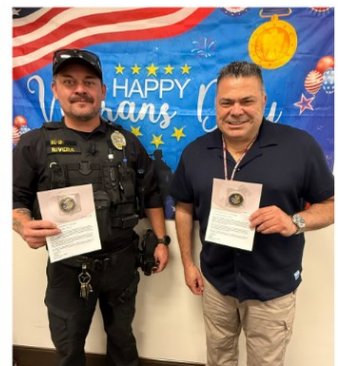
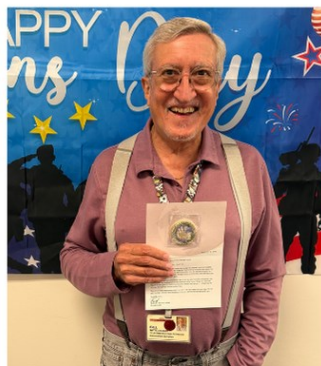
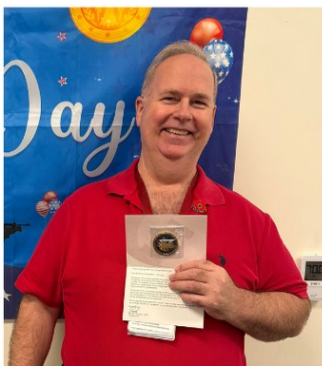
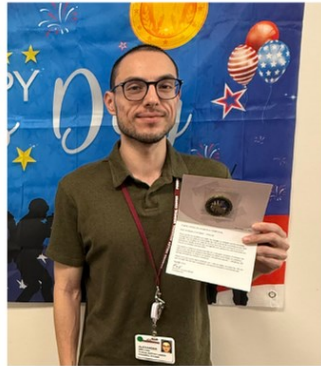
Swingshift Security Department Members of the Year Awardees:

Supervisor Thelma Navarro, Lead Officer Ray Candales, K9 Officer Jose Martinez, K9 Security Officer Mauricio Rivera, Security Officer Nicolas Perez, Security Officer Oscar Ortiz, Security Officer Vanessa Peete, Security Officer Reginald Colquitt, Security Dispatcher Darlene Oregel, Security Ambassador Mariana Ponciano

Honoring Our Veterans

This Veterans Day we were honored to recognize nearly 100 Veterans within our hospital. Each Associate Veteran received a commemorative challenge coin, a sweet treat and a message of gratitude from Richard E. Yochum, FACHE, President/CEO, thanking them for their courage, sacrifice and continued commitment to service.

We are grateful for our Associate Veterans and for all Veterans in our community. Thank you for your dedication, compassion and the strength you bring to our hospital every day.



Giving Thanks on Pie Day

On Thursday, November 20, Associates were invited to come together at Pitzer Auditorium during both the day and night shifts to enjoy a slice of scrumptious pie in recognition of the Thanksgiving holiday.



**Donor Case
Outcome**



Pomona Valley Hospital Medical Center Pomona, CA

Case Scenario:

A 51-year-old was admitted in early October to the CVICU. The healthcare team recognized that this patient should be referred for a consult with OneLegacy as he met the criteria for preserving the opportunity for donation.

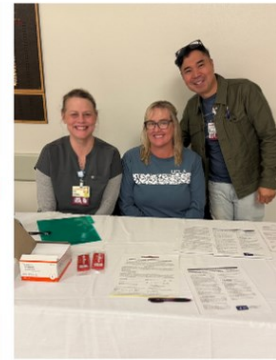
With the help of our healthcare heroes, the family was presented with the opportunity to give the gift of life through organ and tissue donation. The patient's generous gift was able to save and heal the lives of those in need through the donation of the following organs and tissues:

- **Liver** (transplanted to someone in their 60's)
- **Pancreas** (research)
- **Corneas**
- **Musculoskeletal**
- **Skin**

Drive-Thru Flu Shot Clinic

On Saturday, November 15, educators and clinicians came out to our annual Drive-Thru Flu Shot Clinic and Walk-Up Health Fair. Despite the heavy rainstorm in our region, we were able to administer more than 50 flu shots to community members of all ages, from young children to our elderly population, in Pitzer Auditorium. THANK YOU to all who made this event possible - Pharmacy, Nursing, Pediatrics, Diabetes, Nutrition, Substance Use Program, Family Education and Resource Center, Stroke, Eligibility Services, MKPR, Volunteer Services, Materials Management, Food and Nutrition Services - we were proud to show up, no matter the weather, to ensure our community members got the protection they need going into the holiday season.

*Special shout-out to Rogelio Gaeta, Executive Chef, for going above and beyond by braving the rain to ensure everything was safely moved indoors. We appreciate you!!



Celebrating Diabetes Awareness Month

This past November we celebrated Diabetes Awareness Month with Associate activities, community events, provider education and more.

On Nov. 14, World Diabetes Day, Associates were invited to wear blue to show their support for diabetes awareness.

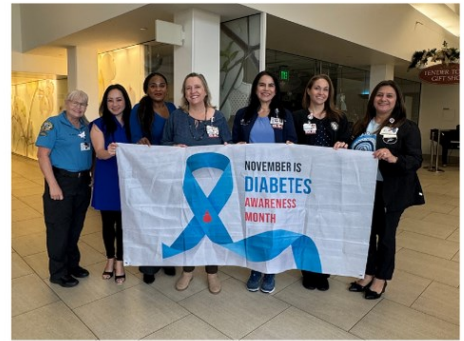
Our diabetes team joined our lung nurse navigator at the November Community Pull-Up to offer free blood glucose screenings to community members.

They also hosted a booth at the Monday Farmers Market called "Indulge Wisely! Live Sweetly" where they spoke with Associates and community members and shared educational materials.

The team welcomed the Pomona Valley Runners Group to the hospital campus for their weekly night run and gave a brief presentation on diabetes awareness and healthy lifestyle strategies.

Evelyn Scott, RN, MSN, CDCES, diabetes program coordinator, visited the Chino Senior Center to give a one-hour presentation on the importance of diabetes awareness, risk factors, treatment options, management strategies and healthy eating habits. She opened the session for questions so attendees could share concerns and get answers directly from an expert.

It was a successful Diabetes Awareness Month and we look forward to continuing our efforts to educate, support and empower the community in managing and preventing diabetes.

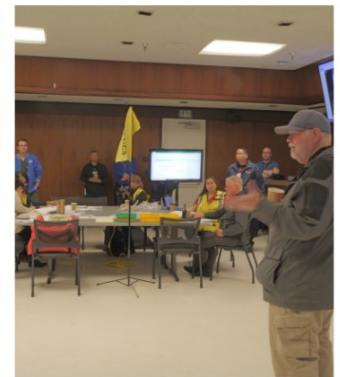


PVHMC Partners with Mt. SAC Students for annual Mass Casualty Incident Drill

Pomona Valley Hospital Medical Center (PVHMC) completed a full-scale mass casualty incident drill simulating two major earthquakes with 40 mock patients on the morning of Thursday, November 20th. These exercises help us strengthen our surge response, evacuation and transport coordination plans—so that we stand ready when our community needs us most.

We were proud to train alongside healthcare students from Mt. San Antonio College, giving future professionals hands-on experience in real-world disaster scenarios. Partnering with local schools helps ensure the next generation of clinicians are prepared to respond during a crisis, side-by-side with our hospital staff.

Huge thanks to our Emergency Preparedness Department, our participating Associates, Mt. San Antonio College, AMR Ambulance and the Los Angeles County Healthcare Coalition for making this important drill possible.



Understanding Crohn's Disease and Ulcerative Colitis

Q&A with Dr. Bhavesh Patel, MD, Gastroenterologist

The first week of December marks Crohn's and Colitis Awareness Week, which focuses on two main types of Irritable Bowel Disease (IBD), Crohn's disease and ulcerative colitis (UC). Crohn's disease and UC are two of the most common forms of IBD. According to the National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK), there are an estimated 1 million people in the United States living with Crohn's disease, and about 600,000 to 900,000 people in the United States with UC.

Crohn's disease can affect any part of the digestive tract from the mouth to the end of the digestive tract. The inflammation it causes may extend through the entire thickness of the intestinal wall, a pattern known as transmural inflammation. It often develops in scattered segments, creating healthy areas between inflamed sections. These are commonly referred to as skip areas.

Ulcerative colitis affects only the colon and rectum. Unlike Crohn's, inflammation caused by UC is confined to the inner lining of the bowel, called the mucosal layer. UC typically begins in the rectum and then spreads upward in a continuous pattern through part or all of the colon. We asked Bhavesh Patel, MD, gastroenterologist, about some common myths, misconceptions and questions regarding Crohn's disease, UC and IBD in general.

1. "Crohn's disease and ulcerative colitis are the same as Irritable Bowel Syndrome (IBS)."

As a gastroenterologist caring for around 200 patients with Crohn's disease or UC, this is one of the most common myths my patients ask me about. It is essential to understand the difference because Crohn's disease and UC are very different from IBS.

IBS affects bowel function and is a functional gastrointestinal disorder, meaning there is a problem with how the gut works, not with visible damage or inflammation of the intestines. Crohn's disease and UC both involve visible inflammation and damage to the digestive tract. These require different evaluations and treatments.

2. "Crohn's disease and UC are caused by spicy foods and excessive stress."

Stress and diet can exacerbate symptoms, but are not the cause. The exact cause of them are unknown but it is believed that Crohn's disease and UC stem from an abnormal immune response, possibly influenced by genetics, environment and gut bacteria.

3. "If my family member has Crohn's disease or UC, I will as well."

Having a family member with Crohn's or UC does not automatically mean you will develop it as well. Genetics do play a role in whether or not you will develop UC or Crohn's disease, with about 20% of people who develop either having a close family relative with UC or Crohn's. Still, it is not the only cause, and other factors are also in play like environmental (diet, smoking, early life factors, medications and gut microbiome) and immune system factors (abnormal immune response, chronic inflammation and infection).

4. "There's nothing you can do to resolve symptoms— you just have to live with it."

Out of all the misconceptions I hear, this one is definitely false. With modern medications, dietary changes, and lifestyle management, most patients can and do lead full lives with Crohn's or UC. In the past 20 years alone, there have been major advances in medications to manage these conditions and reduce the need for surgery. This is all thanks to modern medicines, including biologic and targeted therapies.

5. "Ulcerative Colitis is the only type of colitis."

This is false. The term colitis simply means inflammation of the colon. Ulcerative colitis is one type, but there are other forms, including infectious colitis, ischemic colitis, microscopic colitis and drug-induced colitis. While Crohn's disease can also affect the colon, it is a broader condition because it can involve any part of the digestive tract and affects the full thickness of the intestinal wall, not just the lining.

6. "Surgery cures Crohn's disease."

Surgery can remove damaged sections of the intestine or treat complications, but Crohn's disease can recur in other areas. UC, on the other hand, can be "cured" by colon removal; however, this is needed in only a small number of patients who do not benefit from other interventions.

7. "Crohn's disease and UC are preventable."

You cannot prevent Crohn's disease or UC, but you can manage symptoms and reduce flare-ups by adopting several lifestyle and dietary changes.

Ease Symptoms and Reduce Flare-Ups in Crohn's Disease or UC:

- Stop smoking – smoking can increase flare-ups in people with Crohn's disease
- Avoid medications that can trigger flare-ups, like some types of nonsteroidal anti-inflammatory drugs (NSAIDs). Common NSAIDs include Motrin® and Advil®. Ask your healthcare provider what medicines to avoid if you have Crohn's disease or UC.
- Avoid foods and beverages that can trigger a flare-up for you. This can look different for each person, so it's essential to discuss with your provider and keep a food diary to catalog foods that worsen your symptoms.
- Care for your mental and physical health – getting enough sleep and exercise, and caring for your overall health, is important when trying to manage stress.

Diagnosis and Symptoms

Crohn's disease and UC are diagnosed through a combination of endoscopy, imaging, blood tests, and lab tests that evaluate inflammation and rule out infection. If you suspect you may have Crohn's disease or UC, below are symptoms to watch for and discuss with your primary care physician or GI.

Symptoms of Crohn's Disease and Ulcerative Colitis (UC):

Crohn's disease and UC share many symptoms because both involve chronic inflammation of the digestive tract.

Common Symptoms (Both Conditions):

- Persistent diarrhea (sometimes with blood or mucus)
- Blood in the stool
- Belly pain or cramping
- Urgency to use the bathroom or feeling of incomplete evacuation
- Fatigue or fever
- Reduced appetite and weight loss

Some patients may also experience joint pain, skin rashes, or eye inflammation.

More Common in Crohn's Disease:

- Nausea or vomiting
- Mouth sores
- Pain or drainage near the rectal area due to fistulas or abscesses

More Common in Ulcerative Colitis:

- Diarrhea with blood or mucus
- Rectal pain or bleeding
- Feeling urgency but being unable to pass stool (tenesmus)

When to See a Doctor:

- Blood in the stool
- Diarrhea lasting more than 1–2 weeks
- Ongoing belly pain
- Persistent nausea or vomiting
- Unexplained weight loss
- Fever with digestive symptoms

If you suspect you may have Crohn's disease, UC, or another type of IBD, or would like to discuss your options, contact your primary care physician or gastroenterologist. If you don't have a primary care provider, visit mypvhc.com to find one near you.

Chicken & Sweet Potato Soup

Gut-Friendly Recipe From the Crohn's & Colitis Foundation

Serving and Nutrition Facts

Servings: 2

Prep Time: > 5 minutes

Total Time: 10 minutes

Nutrition Per Serving

Calories: 441, Protein: 26g, Fiber: 2g,

Healthy Fats: 5g



Ingredients

- 2 teaspoons olive oil
- 1 small onion, chopped
- 1 garlic clove, crushed
- 1 red chili, deseeded and chopped
- 1 large, sweet potato, peeled and cubed
- 1 large boneless, skinless chicken breast, chopped
- 1 x 400g (13oz) can coconut milk
- 600mL (1 pint) chicken stock
- 1 tablespoon chopped fresh coriander salt

Instructions

1. Heat the oil in a nonstick frying pan. Add the onion, garlic and chili. Fry for 3 minutes until softened. Add the sweet potato and chicken, and continue frying for 2-3 minutes, until the chicken is evenly browned.
2. Add the coconut milk and stock to the pan, bring to a boil, cover, and simmer for 15 minutes until the potato is tender.
3. Transfer to a food processor or blender and process until smooth. Season with salt to taste, stir through the chopped coriander and serve.

Additional Notes for Irritable Bowel Disease (IBD)

Soft texture

For flare, omit chilli and chopped coriander.



Expert care with a personal touch



Guardian Angel Recipients - Q4

Our Foundation's Guardian Angel Recognition Program gives grateful patients, their families, and friends the opportunity to support their Hospital while paying tribute to their special health care provider. Learn more at: pvhmc.org/GuardianAngel



A grateful patient recognized Eric Sechrist, DO, emergency medicine physician, and Sunil Shivaram, MD, ophthalmologist.

"To express my gratitude, I want to recognize you as my Guardian Angel. I am grateful for your expertise, dedication, patience and care. Thank you for making me feel safe and comfortable. You're a wonderful doctor, and I appreciate all that you've done for me."

A grateful patient left a voicemail for Darlene Scafiddi, MSN, RN, NEA-BC, Executive Vice President / COO, expressing praise to two Associates:

Jessyca Williamson, RN, and
Josefina Franco, Nursing Assistant – DOU3

The patient again expressed the care she received when Darlene visited her.

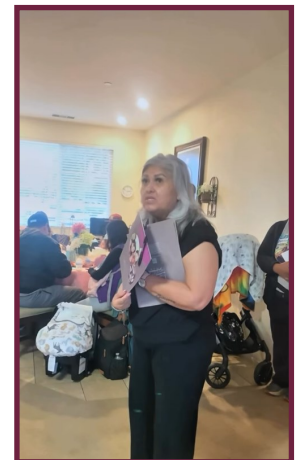


Family Education and Resource Center Joins Community Baby Showers

The Family Education and Resource Center in November participated in two community baby showers for pregnant mothers. The baby showers aim to provide needed support and resources to mothers. Our team was out to not only share education on the importance of prenatal visits and self-care, but to share resources available to high-risk mothers, those with gestational diabetes and more.



Congratulations to these soon-to-be mothers!





Expert care with a personal touch

Meet Our Pomona Valley Hospital Medical Center **Palliative Care Team**

Palliative care is specialized medical care focused on relieving the symptoms and stress of a serious illness.

- The goal of palliative care is to improve the quality of life for both the patient and the family
- Palliative care is provided by a specially-trained team of doctors, nurses, and other specialists who work together with the patient's other medical team to provide an extra layer of support
- Palliative care is appropriate at any age and at any stage in a serious illness, and it can be provided along with curative treatment

For more information about Palliative Care, visit the [Center to Advance Palliative Care](#) or call the Palliative Care Team at ext. 7325.



Associates pictured from left to right: Andrea Smith, Palliative Care Administrative Assistant, Katey Vuong, BSN RN, Palliative Care Nurse Navigator, Lisa Raptis, MD, Palliative Care Medical Director, Elizabeth Grainger, Palliative Care Chaplain, Terry Venzor, LCSW, Palliative Care Social Worker

Right Patient, Right Care

Ensuring that the correct patient receives the correct care at the correct time is foundational to patient safety and the responsibility of everyone who works in healthcare.

Background

Since 2003, Joint Commission—accredited hospitals are required to have patient care protocols and systems in place to ensure the correct patient receives the correct care at all times. The Universal Protocol for Safe Surgical Practices (including verification, site marking, and time-outs) has been required for two decades,¹ and Joint Commission elevated three additional components to National Patient Safety Goals in 2009: correct use of patient identifiers, hand-off communications, and timely critical test reporting requirements. This 2025 *National Performance Goal™* adds the management of patient flow, monitoring changes in a patient's condition, and the availability of resuscitation services in this suite of requirements, recognizing that these key elements work together.

Standards

Joint Commission *National Performance Goal* for correct care, correct time focuses on longstanding quality and patient safety issues and ensures (1) the patient is reliably identified as the person for whom service is recommended, and (2) services and treatment are matched to that individual to reduce medical errors. Hospitals must:

- Have a process in place to correctly identify patients when providing care, treatment, and services
- Report critical results of tests and diagnostic procedures in a timely manner (same)
- Manage the flow of patients throughout the hospital
- Have a process for hand-off communications
- Recognize and respond to changes in a patient's condition
- Ensure resuscitative services are available throughout the hospital
- Develop and implement processes for post-resuscitation care
- Review resuscitative care services to identify opportunities for improvement
- Conduct a preprocedural verification process
- Mark the procedure site
- Perform a time-out before the procedure.



continued on next page

Rationale

- The standards under this goal include interventions to reduce the most common medical errors — surgical errors, diagnostic errors, medication errors, equipment failures, patient falls, hospital-acquired infections, and communication failures.ⁱ
- Despite being categorized as “never events,” recent literature demonstrates wrong site surgeries are still happening.^{iii,iv} Events resulting from wrong site surgeries can include death or lifelong physical consequences for the patient; clinicians involved may face disciplinary and malpractice litigation, reputational damage, and emotional fallout; and hospitals risk liability, loss of accreditation and regulatory sanctions, and financial losses.^{vi} The Centers for Medicare & Medicaid Services (CMS) have not reimbursed for any costs associated with these errors since 2009.^v One of the most commonly identified causes of wrong site surgery is an inability to follow established safety protocols.^{vii} Joint Commission standards provide a framework for those protocols.
- Handoffs occur frequently in hospitals and are associated with up to 80% of medical errors. Effective handoffs ensure that each caregiver has the necessary information to continue care seamlessly, reducing the risk of duplicated tests or conflicting treatment.^{viii}
- Evidence shows that effectively managing patient flow facilitates safer and timely care.^{ix,x}



Related Activities

The Joint Commission “Speak Up” campaign includes a poster and educational materials on [The Universal Protocol for Preventing Wrong Site, Wrong Procedure, and Wrong Person](#).

ⁱ Norton E. Implementing the universal protocol hospital-wide. *AORN J*. 2007;85(6):1187–1197. doi:10.1016/j.aorn.2007.03.002 ⁱⁱ Ahsani-Estahbanefi E, Sergeevich Gordeev V, Doshmangir L. Interventions to reduce the incidence of medical error and its financial burden in health care systems: A systematic review of systematic reviews. *Front Med (Lausanne)*. 2022;9:875426 ⁱⁱⁱ Ten J, Ross JM, Wright D, et al. A contemporary analysis of closed claims related to wrong-site surgery. *Jt Comm J Qual Patient Saf*. 2023;49(5):265–273 ^{iv} Robinson TP, Bilimoria KY, Yang AD. Understanding a surgeon's worst nightmare: Wrong site surgery. *Jt Comm J Qual Patient Saf*. 2023;49(5):237–238 ^v ECRI. Health System Risk Management. Wrong-site Surgery. December 14, 2020 ^{vi} Universal Protocol for Preventing Wrong Site, Wrong Procedure, Wrong Person Surgery. The Joint Commission ^{vii} Shihel PF, Sabel AL, Victoroff MS, et al. Wrong-Site and Wrong-Patient Procedures in the Universal Protocol Era: Analysis of a Prospective Database of Physician Self-reported Occurrences. *Arch Surg*. 2010;145(10):978–984. doi:10.1001/archsurg.2010.185 ^{viii} Webster, Kristen LW, et al. Handoffs and Teamwork: A Framework for Care Transition Communication. *Jt Comm J Qual Patient Saf*. 2022;48(6):343–35. ^{ix} Fleischman RJ, Kaji AH, Diaz VM, et al. A Simple Intervention to Improve Hospital Flow From Emergency Department to Inpatient Units. *JAMA Intern Med*. 2015;175(2):289–290. doi:10.1001/jamainternmed.2014.6689 ^x Roussel M, Teissendier D, Yordanov Y, et al. Overnight Stay in the Emergency Department and Mortality in Older Patients. *JAMA Intern Med*. 2023;183(12):1378–1385. doi:10.1001/jamainternmed.2023.5961



Scan for more information on NPGs* or visit
[jointcommission.org/npgs](https://www.jointcommission.org/npgs)

*National Patient Safety Goals are now a part of the National Performance Goals.



www.jointcommission.org

2025 BLOOD DRIVE CALENDAR

Save the dates for our 2025 American Red Cross blood drives! Book your appointments at redcrossblood.org and enter our sponsor code: PVHMC. Stay tuned to PVHMC Announcements for updates on blood drive times and promotions from the Red Cross.

February



April



June



July



August



October




December



296 units have been collected over the six blood drives we have held this year! Thank you to every donor - your blood saves lives!

POMONA VALLEY HOSPITAL MEDICAL CENTER

STOP *the* Bleed CLASS



Learn how to save a life by recognizing and controlling life-threatening bleeding.
The number one cause of preventable death after an injury is bleeding.
A person can bleed to death in minutes.

This free one-hour course, hosted by Pomona Valley Hospital Medical Center's Trauma & Acute Care Surgery Services team, will teach you to recognize and control life-threatening bleeding in order to save a life. The class is open to those ages 14 years and older.

2025 Class Dates - Wednesdays

Classes are offered twice per day: 9 - 10 am & 5 - 6 pm

January 15	May 7	September 17
February 12	June 11	October 8
March 12	July 9	November 5
April 9	August 13	December 10

Location: Pomona Valley Hospital Medical Center Trauma Services Office
160 E. Artesia St., 3rd Floor Suite 310, Pomona, CA 91767

RSVP at eventbrite.com or email stopthebleed@pvhmc.org.

**Class space is limited.*

This class is offered at no cost by Pomona Valley Hospital Medical Center's Trauma & Acute Care Surgery Services Program.



32nd Annual Perinatal Symposium

Wednesday, April 22, 2026

7:00 am - 4:30 pm

Virtual and In-Person
Options Available

DoubleTree by Hilton Hotel
Ontario Airport
Empire Ballroom

222 North Vineyard Avenue,
Ontario, CA, 91764

Early bird tickets are available
September 15 through November 30,
2025. Act fast limited tickets available.

Coffee &
Buffet
Lunch

FREE
Parking

Early Bird
Special



Scan the QR code to
register or visit
[PerinatalSymposium2026.
eventbrite.com](https://PerinatalSymposium2026.eventbrite.com)

Provider approved by the California Board of
Registered Nursing, Provider Number #00112,
for seven contact hours.

For general or exhibitor information, call
909.865.9858 or email FERC@pvhmc.org

POMONA VALLEY HOSPITAL
MEDICAL CENTER
WOMEN'S AND CHILDREN'S SERVICES
Expert care with a personal touch



Coming Up for December 2025...

- **Physical Wellness:** Tips to Eating Healthy During The Holidays
- **Emotional Wellness:** Navigating the Holidays
- **Financial Wellness:** Tips and Tools for Ages 35 to 49
- **Social Health:** December 2025 FunExpress Deals

Access upcoming events/postings on the [Wellness for Life Intranet Page!](#)

2026 Flexible Spending Accounts (FSA) Open Enrollment For Benefited Associates Only

2026 FSA Open Enrollment Period:
Monday, December 1, 2025 (opens at 8:00 am)
Monday, December 15, 2025 (closes at 4:00 pm)

2026 Plan Year FSA Maximums

Health FSA Maximum = **\$3,400** (increased from 2025 maximum of \$3,300)

Dependent Care FSA Maximum = **\$7,500 or \$3,750 for married individuals** who file separate tax returns (Increase from \$5,000 2025 maximum)

How to Enroll in 2026 FSA

Access the 2026 FSA Open Enrollment link in **Launchpad** between Monday, December 1, 2025 (starting at 8:00 am) to Monday, December 15, 2025 (before 4:00 pm).

For more information on the enrollment process along with an overview of your enrollment options, please access the webinar in the Benefits Education Gallery located in PVHMC Intranet – Departments – Human Resources – Benefits – Flexible Spending Accounts on or after December 1, 2025.

2026 Plan Year Limited Carryover for Health FSA

Unused **2026 Health FSA** funds will have a limited carryover up to \$680 to the 2027 Plan Year.

There is no carryover option for any unused 2026 Dependent Care FSA funds.

Please keep in mind that you will have until March 31, 2027 to submit receipts to the FSA plan administrator, Igoe Administrative Services, for health and/or dependent care services incurred between January 1, 2026 and December 31, 2026.

Taxation of Unsubstantiated Health FSA Reimbursements with the Benefit Card Usage

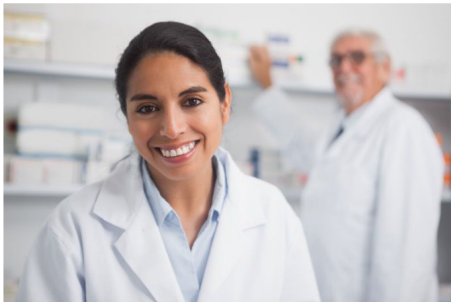
As you may know, the Health FSA features the Igoe Flex Benefit Card. The Benefit Card is like a debit card that you can use to pay for eligible expenses like office co-pays, prescription drugs, prescription glasses and more. The Card gives you a fast and easy way to get immediate access to your account, without having to pay and wait for a reimbursement check. However, you should always request and hang on to your itemized receipts in case Igoe needs to verify (substantiate) that an expense is eligible.

Please keep in mind that any un-substantiated reimbursements that are not cleared up with Igoe by December 1, will be added as taxable income with your first December paycheck. Furthermore, any additional un-substantiated Benefit Card transactions in the last week of December will also be adjusted and reported as taxable income on your yearend W-2. Therefore, please be sure to reply to Igoe on any unsubstantiated reimbursements timely.

Luminare Health MEMBER BENEFITS

Effective on January 1, 2026

luminare health™



Welcome to Luminare Health

Pomona Valley Hospital Medical Center has hired Luminare Health as the medical administrator for the EPO and PPP Plans utilizing both the Pomona Provider Listing and the Blue Shield of California PPO Network.

Through Luminare Health, you can:

- Review eligibility and plan information for you and your covered dependents
- View claims details for you and your dependents
- Access Explanation of Benefits (EOB) documents
- View, print, or download your current ID card, and request new ID cards
- Access an electronic summary of benefits and coverages
- Access the Pomona Provider Listing
- Locate participating doctors or hospitals

Create an Account on or after January 1, 2026

1. Go to **myLuminareHealth.com**.
2. Under "Plan Participant," select "Create Your Account."
3. Enter the required registration fields and click "Next."
4. Click "I Agree" to accept the consent to electronic signatures and communications and terms and conditions.
5. Enter your contact information in the listed fields. You must enter your email address and at least one phone number.
6. Click "Start" next to the communication method you would like to verify, and a code will be sent to your email address or mobile phone number you provided. Enter the verification code in the indicated field. Click "Next" to continue.
7. Create your profile by choosing a username and password. Answer three security questions and click "Next."

Luminare Health Mobile App

After you register for myLuminareHealth.com, you can download the myLuminareHealth mobile app to get the information you need, right when you need it most. With the myLuminareHealth mobile app, you can easily access your benefit portal on the go. The mobile app gives you secure access to valuable benefit and plan information anytime you need it. Enjoy all the amenities of the online portal from your Apple or Android device.

P O M O N A V A L L E Y H O S P I T A L M E D I C A L C E N T E R

Need to talk about a situation that is bothering you?

**You've cared for
our patients, now let
us care for you!**

**The PVHMC C.A.R.E.S. Peer Support Team
was developed to address the emotional support
needs of Associates and providers at PVHMC.**

**The following are examples when Peer
Support might be needed (or beneficial):**

- Those experiencing loss or events that may impact their mental health, professional practice or job performance
- Workplace Violence incidents
- Unexpected injury or death to a patient, fellow Associate or visitor
- Feelings of hopelessness
- Loss or struggling with positive coping skills
- Any concerning event defined by you

**You can request or recommend
support for a fellow Associate
at any time by:**

- Notifying your direct supervisor/manager
- Submitting an event report through the electronic event reporting platform

PVHMC
Compassion
Accountability
Resolution
Embracing
Safety



Compassion | Accountability | Resolution
Embracing Safety

POMONA VALLEY HOSPITAL
MEDICAL CENTER

Expert care with a personal touch

The Longest Night

By Elizabeth Grainger, Palliative Care Chaplain

A few months ago in September, a unique pilgrimage procession began winding its way around southern California. Images of Juan Diego and "La Peregrina," an exact replica of Our Lady of Guadalupe, started their annual journey, with their first stops at several farms and fields so that the priests accompanying the pilgrim images could bless the farmworkers. This annual procession, beginning at The Cathedral of Our Lady of the Angels in Los Angeles, is an important part of the celebrations leading up to the Feast of Our Lady of Guadalupe (Dec 12). The celebrations commemorate the apparition of the Blessed Virgin Mary to St. Juan Diego in 1531. The tilma (cloak) on which an image of Guadalupe appeared is still venerated in the Basilica of Our Lady of Guadalupe in Mexico City. Pomona's Holy Cross Cemetery (located at 444 E Lexington Ave in Pomona) hosts the pilgrimage on December 11 and visitors are welcome. Please visit <https://lacatholics.org/guadalupe/> for more information. Parishes around the area will celebrate this feast day dedicated to the Mother of the Americas with special masses, processions, and of course "Las Mañanitas," the traditional serenade to welcome Our Lady of Guadalupe--and more!

The Christian tradition of Advent (Nov 30-Dec 24) dates back to the time of Christ's apostles, according to some historians. The word "advent" comes from Latin *adventus* and means "arrival." Advent is a time of expectant, prayerful waiting, with special readings, prayers, songs, and traditions on each of the four official Sundays leading up to Christmas. Many Christian faith traditions mark the passage of Advent by assigning a specific color to each of the Sundays, with a symbolic meaning for each candle. No matter what colors are used or how Advent is celebrated, the feeling of celebration for Jesus's birth is common to all Advent traditions. Advent can be a very special time for Christian families and faith communities to draw together in prayer and hope, and for individuals to reconnect with their own spiritual beliefs. Each Sunday in Advent has a specific theme. Generally, these are Hope, Peace, Joy (the third Sunday in Advent is also known as *Gaudete Sunday*, from the Latin word for "rejoice"), and Love.

Blue Christmas (December 21) is a relatively recent addition to western Interfaith and Christian traditions. For many people, the winter holidays are a time of joy and celebration, but this time of year can be particularly challenging for those who are grieving. Blue Christmas, also known as "Longest Night" in recognition of the winter solstice, offers spiritual comfort and community to those experiencing grief, loss, heart-

break, and sadness. The occasion began as a form of support for those who had recently lost a loved one, but have expanded to include anyone needing comfort and peace at a time of year that is usually focused on celebration. Individuals may commemorate the Longest Night at home or with friends. This holiday is meant to support all who need it. Some people play peaceful music, light candles, and join together in prayer. Some congregations leave a few chairs empty in memory of those who are not with us. The gathering can be a time of quiet meditation along with prayer and remembering. For people of faith, even as we grieve, we hope; it is the nearly universal spiritual value of hope that gives shape to Blue Christmas commemorations.

The Chaplains of Spiritual Care Services wish you and your family peace, joy, and comfort. To speak with a Chaplain (available daily 8:30am-5pm), please send a Connect Messenger message to Hospital Chaplain or call 469-9305. To request support for a patient or family, enter a Spiritual Care Services referral in PowerChart. We are here to support YOU!



December 2025

Nov 30- Dec 24 Advent—Christian

1 Gita Mahotsav/Gita Jayanti (Festival of Bhagavad Gita)—Hindu

5 or 6 Saint Nicholas Day – Christian

8 Bodhi Day/Rohatsu (Day of Awakening)—Buddhist
Feast of the Immaculate Conception of Mary—Catholic

12 Feast of Our Lady of Guadalupe—Catholic

14-22 Hanukkah (Festival of Lights)—Judaism

16-24 Simbang Gabi, Misa de Aguinaldo, Misa de los Pastores—Catholic Nine-Day Christmas masses

16-25 Posadas Navideñas—Christian

21 Winter Solstice

Blue Christmas/Longest Night—Interfaith, Christian

21-Jan 1 Yuletide

24 Christmas Eve—Christian

25 Christmas Day—Christian

26 Zartosht no-diso (Death of Prophet Zarathustra)—Zoroastrian

St Stephen's Day—Christian

26-Jan 1 Kwanzaa—Pan-African interfaith holiday

28 Feast of Holy Innocents—Christian

31 Feast of the Holy Family—Catholic

Watch Night – Christian

Ōmisoka (End of Year celebration)—Shinto, Buddhist

"I am the Patient Experience" Winners!

These nurses were recognized by patients for providing outstanding care and customer service! THANK YOU for going above and beyond in living our Values!
Customer Satisfaction. Honor and Respect. Accountability. New Ideas.
Growing Continuously. Excellence.



**Sandra Maloof, BSN
RN - MedSurg4**



**Ngoc Hoang, BSN,
RN - 3-Central**



**Antonia Zelaya,
CNA - MedSurg5**

DO YOU WANT TO BE THE NEXT WINNER?

During Executive and Nursing Leadership rounding, Associates who are recognized by their patients for providing outstanding care and customer satisfaction will receive an "I am the Patient Experience" card. This card works in two ways: you can take this card to the cafeteria to redeem a free fountain drink and be entered into a raffle! Or, once a month a card is drawn to recognize an Associate who proudly demonstrates our Values! You can be next!



December Birthday Shout-Outs!

Seray Kanu-Thompson (12/03)
 Little Mosteller (12/03)
 Mercy Garce (12/05)
 Laura Garcia Jimenez (12/06)
 Christina Zotelo (12/14)
 Grisela Martinez (12/21)
 Noel Price (12/21)
 From 4-Central



Alex Romero-Associate Relations (12/4)
 Hazel Wong- HR/ Benefits (12/15)
 Dee Ayala- HR/Payroll (12/30)

From the 4th Floor OHS/Work Comp/HR Dept

JOKES OF THE MONTH

*By Michelle Walsh-Fernandez,
 Director of Security*

**My friend Tony asked me not to say his
 name backwards.
 I said: Ynot?**

**Do you remember the joke I told you
 about the chiropractor?
 It was about a weak back.**

**Quote of the Month:
 Leadership is action and caring, not a
 position.**

**The deadline for the January Newsletter is Monday, December 22.
 Please have your Manager/Supervisor OK your submission.
 Send all submissions to amber.brenneisen@pvhmc.org.**