We are thrilled to announce that PVHMC was recognized as a “Best Regional Hospital” in the Los Angeles Metro area for 2020-21 by U.S. News & World Report. PVHMC is among the national elite of the 13% that won “Best” honors.

PVHMC also earned “High Performing” ratings for aortic valve surgery, heart bypass surgery, heart failure and chronic obstructive pulmonary disorder (COPD), in recognition of care that was significantly better than the national average, as measured by factors such as patient outcomes. “High Performing” is the highest rating U.S. News and World Report awards for those types of care.

“The Best Regional Hospital ranking and high performing ratings from U.S. News and World Report in cardiovascular care and COPD demonstrate our Associates’ and Physicians’ dedication and expertise to provide complex specialty care for the community we serve,” said Richard E. Yochum, FACHE, President/CEO. “This recognition is especially important as we continue to navigate the COVID-19 pandemic.”

We are pleased to share a number of other national awards recently bestowed on PVHMC.

American Heart Association’s Get With The Guidelines®- Heart Failure Gold Plus Quality Achievement Award

- Recognizes the hospital’s commitment to ensuring heart failure patients receive the most appropriate treatment according to nationally recognized, research-based guidelines founded in the latest scientific evidence. The goal is speeding recovery and reducing hospital readmissions for heart failure patients.

American Heart Association/ American Stroke Association’s Get With The Guidelines®- Stroke Gold Plus Quality Achievement Award

- Honors PVHMC for meeting specific quality achievement measures for the diagnosis and treatment of stroke including evaluation of the proper use of medications and other stroke treatments aligned with the most up-to-date, evidence-based guidelines with the goal of speeding recovery and reducing death and disability for stroke patients.

American Heart Association/ American Stroke Association’s Target: StrokeSM Elite Honor Roll

- Demonstrates meeting quality measures developed to reduce the time between the patient’s arrival at the hospital and treatment with the clot-buster tissue plasminogen activator, or tPA, the only drug approved by the U.S. Food and Drug Administration to treat ischemic stroke.

“As the first cardiovascular program in the region, PVHMC has long set itself apart for providing the most complete line of heart and stroke services in the Pomona Valley area,” said Yochum.

Healthgrades 2020 Patient Safety Excellence Award™

- For the second consecutive year, places PVHMC among the top 10% of all hospitals in the nation evaluated by Healthgrades, the leading resource that connects consumers, physicians and health systems.
I’m delighted to share that Pomona Valley Hospital Medical Center (PVHMC) has been awarded a $15 million grant from the California Health Facilities Financing Authority to construct a new state-of-the-art 15-bed pediatric inpatient unit. In November 2018, California voters approved Proposition 4, the Children’s Hospital Bond Act of 2018, enabling California to issue $1.5 billion in general obligation bonds to fund the Children’s Hospital Program of 2018. Public or private nonprofit hospitals that provide pediatric services for children receiving California Children’s Services (CCS) were eligible to apply for construction, renovation, furnishings and equipment, and information technology grants.

PVHMC was among 11 CCS hospitals receiving a grant award. The grant application process was competitive and not all hospitals submitting grant applications were awarded funding. I want to recognize several of our Associates who championed our application process – their expertise, knowledge and can-do attitude were critical in securing this funding for our new state-of-the-art unit that will allow pediatric patients to receive the in-hospital care they need without leaving the comfort of our community.

- Candice LeTran, Director of Regulatory Reimbursement & Analytics, pulled together our financial analysis of both the proposed program and what was required for the grant application. In addition, she organized the grant application making sure it met all of the grant requirements.
- Michele Atkins-Young MBA, BSN, RN, NE-BC, Director of Children’s Services, developed a Clinical Pediatric program embedded in evidence-based practice to improve access to care and improve clinical outcomes in the new unit.
- Chris Aldworth, Strategic Project Manager, merged the pediatric project from what had been identified in the hospital Master Plan into the grant requirements. He interfaced with consulting professionals including space planners, architects, engineers and cost estimators to gather data and documents in support of our grant application.

Because of your leadership and perseverance, we can build on our commitment to provide vital healthcare for children by delivering an even higher level of care to pediatric patients.

The pediatric unit will feature:
- Nine fully private rooms that prioritize privacy and provider access to patients and families and maintain infection control;
- Three semi-private rooms that can accommodate large families, sibling admissions or surge capacity when needed;
- Outdoor and indoor activity areas that can be easily accessed from any of the patient rooms;
- Pediatric room designs and lighting that provide a healing environment;
- Additional nursing stations that support an intermediate level of care and retain direct line visibility into all of the patient rooms; and
- A telemedicine program to assist physicians in consulting pediatric sub-specialty care providers.

The anticipated completion date for the new pediatric unit is December 2022.
By Sharon Chou, RD

It has been five months since this pandemic started and many of us are staying home, becoming more sedentary. Boredom may cause you to snack more often and eat unconsciously. The lack of physical activity will lead to weight gain. In times like these, it’s not easy to maintain your weight, let alone lose weight. But let’s think positively.

Since we’re spending a lot more time at home, why not take advantage and cook your own meal? Maybe even turn it into a family affair? Maybe the kids and other family members can help. Also, why not take the time to really eat those family meals together instead of the doing the usual "dinner-in-10" rush?

Here are some other healthy tips:

- Make sure to eat three meals a day. Skipping meals or "holding out" will only cause over-eating at the next meal.
- Eat slowly. Try to chew your food slowly and thoroughly by chewing 15 to 20 times before swallowing the food. Take the time to enjoy your meal, for example in 30 minutes, instead of inhaling it.
- Have a more balanced meal. On the dinner plate, fill half with vegetables, one quarter with protein, and the last quarter with starches.
- Limit yourself to just one plate per meal. If you're still feeling hungry after finishing the plate, try taking a break by leaving the table. Drink water before mealtime.
- Don't over-eat. Eat until you feel 70% to 80% full. Snack wisely. If you are hungry and need a snack, reach for a vegetable, handful of nuts, or a piece of fruit instead of chips, ice cream or candies, etc.
- Drink water as your only type fluid instead of any other sugary beverages.
- Steam, stew, bake or grill instead of frying or other breaded foods.
- Eat plant base proteins, like tofu, or lean meats, like fish, chicken, turkey, etc.
- Avoid processed foods and cook your food from scratch.
- Weigh yourself regularly. Check your weight once or twice a week to remind yourself of your weight goals. It can help you to take action before significant weight gain occurs.
- Set up a daily routine. Set a daily routine to wake and sleep at the same time every day, making sure you get at least 7-8 hours of sleep per night.
- Set a weight goal and share it with your family. During this pandemic, we spend significantly more time with our family. By sharing the goal with family, it makes us more accountable and they can help motivate you to stay with it!
- Schedule regular exercise. Don’t let social distancing and gym closures be the excuse to be sedentary all day. Walk your dog, play with kids at the back yard, work out from home, or go hiking! Don’t forget to bring a mask with you!
The PVHMC PGY1 Pharmacy Residency Program is now in its third year as we welcome our four new Residents! Dr. Analisa Garcia (USC), Dr. Christopher Lim (WesternU), Dr. Sandra Sanchez (KGI) and Dr. Vesta Guiv (UCSD). The Residents went through a rigorous interview process, and participate in a “match” process through the National Matching Service for placement.

The PGY1 Pharmacy Residency Program at PVHMC is designed to produce well-rounded, practice-ready pharmacists through experiences in clinical practice as well as teaching, basic clinical research, and professional activities. Pharmacy residents are afforded extensive educational opportunities as well as block and longitudinal rotations in both clinical and operational/management areas. We have added additional Pharmacy Preceptors to our team making our program even more comprehensive.

We are also proud to announce that three of our 2019-2020 Residents have become a part of the PVHMC family! Dr. Alexandra Corcoran, Dr. Aram Shim and Dr. Stephanie Truong will be staying on our Pharmacy team.

Our main objective is to improve and provide the highest standard of patient care. As our program continues to grow and gain recognition, we know we are having a positive impact on the overall patient experience and our doing our part to shape the future of Pharmacy services for patients and for collaboration with other disciplines. We are so happy to welcome our 2020-2021 PGY1 Pharmacy Residents!

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Trauma Survivors Network

By Marsha Reed, RN, Trauma Survivor Coordinator

PVHMC Trauma Services is happy to be joining forces with the American Trauma Society to start a Trauma Survivors Network (TSN)! The TSN provides programs and resources patients and families need to manage their recovery and improve their lives.

These programs include online and inpatient resources as well as a way to stay connected with our survivors. Check us out: https://www.traumasurvivorsnetwork.org/trauma_centers/151
Pool (aquatic) exercise provides many benefits, including an ideal environment to exercise throughout the year. The buoyancy of the water supports a portion of your body weight making it easier to move in the water and improve your flexibility. The water also provides resistance to movements, which helps to strengthen muscles.

Pool exercises can also improve agility, balance, and cardiovascular fitness. Many types of conditions greatly benefit from pool exercise, including arthritis, fibromyalgia, back pain, joint replacements, neurological, and balance conditions. The pool environment also reduces the risk of falls when compared to exercise on land.

Preparing for the Pool

Before starting any pool exercise program, always check with your physical therapist or physician to make sure pool exercises are right for you. Physical therapists are movement experts who improve quality of life through hands on care, patient education, and prescribed movement.

Here are some tips to get you started:

- Water shoes will help to provide traction on the pool floor.
- Water level can be waist or chest high.
- Use a Styrofoam noodle or floatation belt/vest to keep you afloat in deeper water.
- Slower movements in the water will provide less resistance than faster movements.
- You can use webbed water gloves, Styrofoam weights, inflated balls, or kickboards for increased resistance.
- Never push your body through pain during any exercise.
- Although you will not notice that you sweat with pool exercises, it is still important to drink plenty of water.

10 Excellent Exercises for the Pool

1. **Water walking or jogging:** Start with forward and backward walking in chest or waist high water. Walk about 10-20 steps forward, and then walk backward. Increase speed to make it more difficult. Also, increase intensity by jogging gently in place. Alternate jogging for 30 seconds with walking in place for 30 seconds. Continue for 5 minutes.

2. **Forward and side lunges:** Standing near a pool wall for support, if necessary, take an oversized lunge step in a forward direction. Do not let the forward knee advance past the toes. Return to the starting position and repeat with the other leg. For a side lunge, face the pool wall and take an oversized step to the side. Keep toes facing forward. Repeat on the other side. Try 3 sets of 10 lunge steps. For variation, lunge walk in a forward or sideways direction instead of staying in place.

3. **One leg balance:** Stand on 1 leg while raising the other knee to hip level. Place a pool noodle under the raised leg, so the noodle forms a “U” with your foot in the center of the U. Hold as long as you can up to 30 seconds and switch legs. Try 1-2 sets of 5 on each leg.

4. **Sidestepping:** Face the pool wall. Take sideways steps with your body and toes facing the wall. Take 10-20 steps in 1 direction and then return. Repeat twice in each direction.

5. **Hip kickers at pool wall:** Stand with the pool wall to one side of your body for support. Move 1 leg in a forward direction with the knee straight, like you are kicking. Return to start. Then move the same leg to the side, and return to the start position. Lastly, move that same leg behind you. Repeat 3 sets of 10 and switch the kicking leg.

6. **Pool planks:** Hold the noodle in front of you. Lean forward into a plank position. The noodle will be submerged under the water, and your elbows should be straight downward toward the pool floor. Your feet should still be on the pool floor. Hold as long as comfortable, 15-60 seconds depending on your core strength. Repeat 3-5 times.

7. **Deep water bicycle:** In deeper water, loop 1-2 noodles around the back of your body and rest your arms on pool level. Place a pool noodle under the raised leg, so the noodle forms a “U” with your foot in the center of the U. Hold as long as you can up to 30 seconds and switch legs. Try 1-2 sets of 5 on each leg.

8. **Arm raises:** Using arm paddles or webbed gloves for added resistance, hold arms at your sides. Bend your elbows to 90 degrees. Raise and lower elbows and arms toward the water surface, while the elbows remain bent to 90 degrees. Repeat for 3 sets of 10.

9. **Push-ups:** While standing in the pool by the pool side, place arms shoulder width apart on pool edge. Press weight through your hands and raise your body up and half way out of the water, keeping elbows slightly bent. Hold 3 seconds and slowly lower back into pool. (Easier variation: Wall push up on side of pool: place hands on edge of pool shoulder width apart, bend elbows, and lean chest toward the pool wall.)

10. **Standing knee lift:** Stand against the pool wall with both feet on the floor. Lift 1 knee up like you are marching in place. While the knee is lifted even with your hip, straighten your knee. Continue to bend and straighten your knee 10 times, and then repeat on the other leg. Complete 3 sets of 10 on each leg. For more of a challenge, try this exercise without standing against the pool wall.

Rehab’s Beth Bletcher is ATRI Certified

Submitted by Rehabilitation Services

Congratulations to Rehab Services Aquatic Therapist, Beth Bletcher, PT, ATRIC for acquiring her Aquatic Therapeutic Exercise Certification awarded by the Aquatic Therapy & Rehab Institute (ATRI). The ATRI Certification exam tests the knowledge and ability to safely and professionally assess, deliver and advance Aquatic Therapy care.

Beth joins Lisa Vander Zon PT, ATRIC as Rehab’s second Aquatic Therapist to receive the ATRIC distinction. Beth and Lisa provide Aquatic Therapy and Wellness services at our La Verne and Chino Hills clinics respectively. Both clinics house Medicare approved warm water pools used solely for therapeutic purposes.

For some patients, and for some conditions, rehabilitation from injury or illness can be a long, difficult and painful process. There are occasions when patients and therapists find traditional land-based exercises may actually cause symptoms to flair. With these individuals’ warm water Aquatic Therapy may offer a more tolerable and positive treatment alternative. Aquatic Therapy is a specialized form of physical therapy conducted in temperature-controlled pools.

Treatment plans are designed to decrease pain, improve mobility, balance, strength and endurance using the buoyancy and resistance of the warm water. Less pain usually leads to better exercise tolerance — and more exercise usually leads to better function!

For more information about our Aquatic Therapy Program, please call 909-392-6531 (La Verne) or 909-630-7878 (Chino Hills).

Jr. Volunteer Continues to Serve

Seventeen-year-old Nicholas Callen hasn’t been able to come in to Volunteer, but he has used this time to learn how to sew masks to donate to the Hospital. He has also used his own savings account money to buy snacks for Associates and material for the masks.

Nicholas began volunteering last May, when he was stationed at the Women’s Center front desk. He was able to volunteer over 100 hours of service before COVID-19.

He has donated over 800 handmade and store bought masks over the last several months. The Chino Champion newspaper did a story on him, titled “Mask Maker!” How wonderful that this young man has continued to serve the Hospital! We are so proud of him!

Thank You! very much
Working in the healthcare profession, we all tend to take care of patients, family members and friends, putting everyone first before taking care of yourself. Mammo Mondays urge you to take the time to schedule your yearly mammogram on a Monday. All Associates just need to show their badge at your appointment. All Associates family members need to show a photo of their loved one wearing their badge. You will be asked to fill out a raffle ticket to be eligible to win a $100 gift card to Victoria Gardens! A winner will be drawn each quarter and announced in the “Keeping You In Touch” newsletter.

Call Centralized Scheduling to make your appointment for a mammogram on a Monday!
909.469.9395

The second quarter winner was Fatima Dimailig, RN in LDRP! Diane Hockett, Mammography Lead presented her with a $100 gift card to Victoria Gardens.
Remember to take care of yourself (or loved one) and get your Mammogram on a Monday to be eligible to win!
We all lead such busy lives that when we hear someone ask us about simplifying our life; our first response is to say “I don’t have time to simplify my life!” We each have a multitude of demands on us and the idea of simplifying sounds like an impossible dream. What would happen if you tried it for just one week? August 3rd - 9th is National Simplify Your Life week.

We can look at children to know how too much happiness can come out of simple moments. Every Christmas, parents are amazed that the carefully selected gift is tossed aside because the child wants to play with the cardboard box that it came in. Children are told to go outside to “play.” They don’t go through a list of decisions about what to play, where to play, who to play with or what are the rules. They embrace the moment and rejoice in the simple pleasures that come along.

Simplifying your life starts with refocusing. For one week choose one area of your life that you want to simplify. Simplifying your life is not only about objects and things, it is also mental, emotional and spiritual elements that are unseen but important to your life. Ask yourself what are the areas in your life that cause you to feel stress. Are there thoughts that keep you from enjoying your life?

The first step to simplifying your life is to de-clutter. To de-clutter, you must remove anything that is causing you stress or anxiety. The three big areas to tackle are Work, Home and Relationships. These are the areas that take up the most of our time, as well as, our mental and emotional space. Focus on just one area. Trying to do it all will cause even more stress and will sabotage your efforts at simplifying.

Work - You spend a large portion of your day at work. There may be some areas of your job that you may not have control over making changes to; however, there may be some areas that you do. Try planning out the work flow. Look to see if you can balance projects to work more efficiently. Streamline systems that you don’t have to constantly think about. Can projects be delegated? If not the whole project, can at least a portion of it be done by someone else? Even the smallest change can make a difference.

Home - Our home is supposed to be our sanctuary. We arrive at home to be bombarded with tasks to do and love ones to attend to. Have you ever spent time looking for a lost item because it wasn’t put back where it belongs? Take 15 minutes a day to de-clutter or clean. Throw things away or donate. Not only will it save you time in the long run, it will reduce your stress and give you piece of mind. Try organizing schedules. Prepare lunches and lay out clothes the night before so you can go to bed knowing those tasks are completed and you can start your day fresh in the morning. Unsubscribe to services/websites that you don’t use. Subscribe to services to make your life easier like cleaning or delivery services.

Relationships - Many of us can be accused of over committing. We say yes to everyone who wants our time and attention. Calendars are jammed packed with overlapping activities. What would happen if you eliminated a few? What would happen if you didn’t go to a group work out class and instead went on a 15-minute walk by yourself? Think about the people who are in your life. Eliminate people who cause you stress. This might be a hard step at first. Start by saying, no. This will give you back some of your control over your own life and time.

Whether you are thinking of simplifying your work area, your home or your relationships, ask yourself the following questions. Does it add value to your life? Is it meaningful? The more honest you are with yourself, the easier the task is.

You may not be ready to commit to a major de-cluttering in your life. So for one week only, take one step. Take a break from social media (unplug). Go for a hike or meditate. Set a bed time and stick to it.

Choose a way to simplify that best suits your own needs. It’s important to remember we are all different and situations affect us uniquely. Don’t bog yourself down with lists and efficiency activities. Do it your way. Just remember – simple is best!
By Hasti Richards, MHA

Pomona Valley Hospital Medical Center is dedicated to providing high quality, clear communication to our patients and their families. As you know, several laws are enforced in an effort to ensure that Limited English Proficiency (LEP), Deaf, and Hard-of-Hearing (HoH) patients are provided meaningful access to pertinent information surrounding their healthcare. Language barriers can have adverse implications for our patients; therefore, we depend on translators who are medical experts. By using a qualified interpreter, we can significantly reduce the risk of miscommunication, unnecessary procedures and tests.

Language interpretation services are available around-the-clock with CyraCom. Whether over the phone, or by video, CyraCom bridges communication gaps you may encounter with patients and families. The double handset phone is available on all units for your use. The direct dial ext. 2121 can be used for dialing outside of the Hospital. Just speed-dial ext. 2121. We also offer the Video Remote Interpreting (VRI) iPad which provides us with immediate assistance, when a Sign Language Interpreter is needed. Services for American Sign Language are available by contacting the Patient Relations Department at extension 3328 and ext. 9598 or House Supervisors at ext. 9574 and ext. 7002 for after hours or weekends.

With the Limited English Proficiency patient population on the rise, CyraCom provides immediate resources and widens the scope of services provided to our non-English speaking community, ensuring that all patients and families are provided with meaningful access to healthcare information.

Thank you,
Rights of the Individual Functional Team
“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!


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: first you can take this card to the cafeteria to redeem a free fountain drink, and then you are entered into a raffle!

Once a month a card is drawn to recognize an Associate who proudly demonstrates our Values! You can be next!
Brain Teaser

What animal is associated with Summer?

If you have figured this out, email amber.brenneisen@pvhmc.org to be entered into a drawing for a $25 gift card!

Andrea Smith from Palliative Care was July’s winner! Congratulations!

July’s Brain Teaser Question: “Which two Presidents died on Independence Day?” Solution: “John Adams and Thomas Jefferson on July 4, 1826”
Human beings are incredibly resilient. One example of our ability to adapt is the creative adjustments millions of people are making to holidays and celebrations, as we learn to live with COVID-19. We have changed many aspects of our lives—from how we celebrate the births of babies to how we commemorate the passing of loved ones. Sometimes it seems as if every part of the way we live has been touched by this virus. Yet every day we continue to find meaning and strength. Every day, we celebrate something.

The Hindu festival of brotherhood, Raksha Bandhan (August 3), is traditionally celebrated by a sister tying a rakhi (amulet or bracelet) around the wrist of her brother as a way of giving him her blessing. The rakhi is a sign of how much a sister loves her brother—and also a symbol of the protection the brother owes to his sister! This year, in India as well as all around the world, Hindus will celebrate the day “with a COVID twist.” Instead of traveling to visit family and celebrate in person, sisters are urged to prepare packages with a rakhi, dried fruit, a card, and other treats showing their love and care. Traditional Raksha Bandhan cards often mention the love of a sister for her brother, and this year many also show a mask emoji or otherwise reference staying healthy. Even if you do not traditionally celebrate this holiday, is there someone you would like to bless?

Bon (August 13-15, and throughout the month) is a traditional Japanese festival honoring the ancestors. Bon centers around a belief that the spirits of ancestors and other loved ones who have passed away come back to visit, and must be honored with special food, ceremonies, and cultural celebrations. Many people travel back to the towns and villages of their birth in order to celebrate Bon. But this year, most Bon celebrations have been canceled, including the large communal celebrations here in southern California. Instead, those who wish to remember their ancestors during the festival may consider doing so by preparing special foods, playing traditional music, lighting incense, and placing photos of their loved ones in a place of honor. Although it may not be possible to gather together in public as a group, through technologies such as Skype and FaceTime we are still able to connect with loved ones near and far; many people will celebrate Bon (and other special occasions) virtually this year. Do you have a loved one you want to remember this year? How do you remember and honor your ancestors?

The Jain holiday of forgiveness, Saṃvatsarī (August 23), offers an opportunity to seek forgiveness from all living beings. On this day, Jains ask forgiveness for all their mistakes, known and unknown, and for all their wrongdoings, whether committed purposefully or accidentally. The Jain prayer for forgiveness is said by all:

I ask pardon of all creatures, may all creatures pardon me.

May I have friendship with all beings and enmity with none.

Jains are encouraged to fast from food and drink on this day, and as part of their spiritual practice are required to resolve any arguments in the time leading up to the holiday. Forgiveness is considered one of the most important virtues in the Jain tradition. This year, with many Jains worshipping alone or in small family groups, there is an emphasis on seeking forgiveness through calls and emails in advance of the holiday. At the same time, the spiritual importance of seeking pardon from all creatures through prayer remains at the heart of this holiest of days. What does forgiveness mean for you?

There’s no denying that our world is very different from what we are used to, and continues to change rapidly. And yet we continue to discover ways to celebrate, to create meaning, and to support each other. The Chaplains of Spiritual Care are here for you as we navigate this experience together. To speak with a Chaplain, please call 909.469.9305, or page the Chaplain on call at x5904 (available Monday-Friday, 9:00 am-5:30 pm). Remember, we are here to support YOU.

**August Holidays**

3  Raksha Bandhan (Festival of Brotherhood) - Hindu  
6  Transfiguration of the Lord - Orthodox Christian  
11  Krishna Janmashtami (Birthday of Lord Krishna) - Hindu  
13-15  Bon (Festival to Honor the Spirits of the Ancestors) - Buddhist/Shinto  
15  Assumption of Blessed Virgin Mary - Catholic  
15  Dormition of the Theotokos - Orthodox Christian  
19  Hijra (New Year) - Islam  
20  Ganesh Chaturthi (Festival of Lord Ganesh) - Hindu  
23  Saṃvatsarī (Forgiveness Day) - Jain
Remember to greet all of our new Associates wearing a grey card under their ID badge with a friendly hello and welcome to our PVHMC Family!

- Carmen Zavalza, Senior Security Administrator in Information Services
- Afra Arshady, WOCN Coordinator (RN) in the Resource Center
- Michelle Williams, Supervisor of Administrative Nursing in the Resource Center
- Carolina Alvarez, Admitting Representative, in ER Admitting
- Myaha Tovar, UM Case Manager in Utilization Management
- Graciela Rivera, Staff Nurse in the Resource Center
- Jacqueline Ferrer, Staff Nurse in the G.I. Lab
- Kaela Crone, Imaging Support Rep. for Radiology at Claremont Health Center
- Solymar Guzman, Staff Nurse in Medical Oncology
- Jennifer Renteria, Staff Nurse in the Resource Center
- Beatriz Sandoval, Nursing Assistant in the Resource Center
- Kristin Ahern, Nursing Assistant in the Resource Center
- Hailee Lara, Nursing Assistant in the Resource Center
- Haley Grimes, Respiratory Care Practitioner in Respiratory Therapy
  - Christopher Porch, Officer in Security
  - Abernega Otieno Oluo, EVS Associate in Environmental Services
- Angelique Stewart, Clinical Social Worker in Social Services
- Tiffany Noonan, Clinical Social Worker in Social Services
- Christopher Landers, Clinical Lab Scientist in the Laboratory
  - Andres Perez, Officer in Security
  - Christopher Chan, Pharmacy Tech Intern in the Pharmacy
  - Danny Rodriguez, Officer in Security
  - Chad Morgan, Echocardiography Tech in Non-Invasive Cardio
- Armando Luna, Clerk in the Warehouse & Receiving
- Nancy Gomez, Clinical Documentation Auditor in Utilization Management
  - Maria Peralta–De Lopez, EVS Associate in Environmental Services
  - Nanci Maelchor Palacios, Medical Assistant / Receptionist at PVH, Claremont
- Yu Zhang, Infectious Diseases Specialist in the Pharmacy
- Dr. Analisa Garcia, Resident in the Pharmacy
  - Dr. Vesta Guiv, Resident in the Pharmacy
  - Dr. Christopher Lim, Resident in the Pharmacy
  - Dr. Sandra Sanchez, Resident in the Pharmacy
  - Dr. Manual Cruz, 1st Year Resident, FMRP
  - Dr. Peter Doan, 1st Year Resident, FMRP
- Dr. Millie May Hathaway, 1st Year Resident, FMRP
  - Dr. Nora Kratz, 1st Year Resident, FMRP
  - Dr. Michael Okazaki, 1st Year Resident, FMRP
  - Dr. Megumi Sugimoto, 1st Year Resident, FMRP
    - Dr. Tam Tran, 1st Year Resident, FMRP
    - Dr. Kim Vu, 1st Year Resident, FMRP
Greetings and blessings to you, your family and our great Hospital in the name of the Lord! In this season, we are experiencing a new phase of healthcare. Welcome to our finest hours. We can do this together, as with God, all things are possible! What are you made of? Can you handle it? Can you make an impact? I think you can.

This pandemic that has seemed to blow its ashes on the entire world – how do you get through this thing? Our new normal – what can we compare it too? I enjoy watching great movies where people use their incredible imaginations to give us the big picture. I recently enjoyed a legendary movie called “Clash of the Titans,” in which Kraken, a giant sea monster, was released by a character called Hades, King of the underworld, from the bottom of the sea. When it was released, its job was to destroy civilizations and kill humans, causing fear and havoc everywhere until he was finally destroyed by turning into stone.

This COVID-19 virus is our modern day Kraken. Unleashed upon us, the human race, we are doing everything possible to slow it down by wearing masks and social distancing, but we just don’t have all the answers yet of this type of Kraken. Is it too big for us to fight? God must and will step in now. It has all but wiped out everything normal and forced us into its own version of normal. Many are unhappy, be not discouraged, for there is hope on the way! God says in the book of Jeremiah 32:27, “Behold, I am the Lord, the God of all flesh. Is anything too hard for me?”

The book of Ecclesiastes Chapter 3 says, “To everything there is a season and a time to every purpose under heaven.” Meaning outside of God, nothing is permanent, everything changes! As it is with COVID-19 just for a season. Just like Winter gives way to Spring, which gives way to Summer, in turn which gives way to Fall. It is for a season! The recent months have been cloudy, but the sun will shine again. Nothing lasts forever isn’t that good news!

Someone asked me if I could make a movie about COVID, calling it “Kraken 19 and God.” What would it look like? Well, COVID would be the ultimate evil and God the ultimate of all that is good. Can COVID, or anything that destroys, actually stand just in the presence of the King of the Universe? Not even a chance, but let’s imagine a challenge. Albert Einstein once said, “Imagination is more important than knowledge.”

Let’s use our imagination and create a movie scene! Get your popcorn ready, it’s going to be good! (lol) Let’s call it, “COVID vs the King!” We’ll set this challenge in the backdrop of the universe. Imagine the stars are cheering everywhere, as Orion chief among the stars, introduces the challenger as he enters west. “He is called the leader of destruction!” says Orion. “He is the mother of chaos, fear, greed and death. He causes sickness to the nations of earth. He lives by the motto of ‘me, myself and I.’ He creates apathy where ever he goes. His ring leaders are ‘Mr. Greed, Mr. Apathy and Mrs. Un-forgiveness.’ He changed the face of the Earth. Today he hides under the name COVID-19.

Then looking to the east there was a great hush among the stars and universe began to shake. There was the sound of the trumpet, and the stars let out a thunderous cheer. Orion speaks with great joy, “From the East!” but before Orion could get in another word, the stars rang with joy! Orion continues, “The government is on his shoulders. His name is wonderful! Counselor, mighty God the everlasting Father the prince of peace! He is the alpha and omega – the first and the last! Creator of heaven and earth. In him is joy, peace, kindness, meekness. His ring leaders are ‘forgiveness, justice, love and mercy.’ He is all that is righteous! He approaches so brightly!

Just in his brightness COVID-19 could not stand. His eyes were like flames and fire of glory. COVID, along with his horde, were powerless and melted by the heat of his presence – they disintegrated and seen no more. Just being in the presence of God changes everything! Oh, if I could make a movie! I hope you can now get a better idea of what its really all about – God and evil.

I share with you a true story. Many years ago, I found myself in the ICU extremely sick, steps away from death, which had a tight grip on me. Things started to shut down. I cried for my mama and my brother, Ervin, and they came along with some of my friends. But this was a job for the master himself! I did need a touch from Jesus. I could not speak too clearly because of the pain, so I just moaned. I even told Jesus that if he would save me from death, I would return the honor to him. When tests were taken they showed improvement - the levels were normal! As I stood on my feet, there was no more pain. I think I even did the moon walk! (lol) I danced and shouted in the presence of God. And now, here I am serving you.

Have a great month of August. I love you and thanks for coming to work today!
## PLAN CONTACTS

**HealthNow Administrative Services**
- Medical TPA: 1-888-269-1877
- Myhnas.com
- *For medical claims questions, you may contact Brandie Taska at 1-916-604-3468 or email PVHMCOE2020@hnas.com

**MedImpact**
- Pharmacy: 1-844-863-0352
- MedImpact.com/members

**Cigna**
- Dental HMO, Dental PPO: 1-800-244-6224
- Cigna.com

**United Healthcare**
- Vision: 1-800-638-3120
- Myuhcvision.com

**IGOEE**
- FSA: 1-800-633-8818 (Option 1)
- Goigoe.com

**Concern EAP**
- Employee Assistance Program: 1-800-344-4222
- Employees.concernhealth.com
- *Select ‘Employee’ and enter code ‘PVHMC’

**Cigna**
- Basic Life and AD&D, Voluntary Life, LTD: 1-800-362-4462
- Cigna.com/customer-forms

**CA State Disability Insurance**
- Short Term Disability: 1-800-480-3287
- Edd.ca.gov

**Colonial Life**
- Voluntary Benefits: 1-800-325-4368
- Coloniallife.com
PREVENTIVE VS DIAGNOSTIC

Get to know the difference between preventive care services and diagnostic care services. Understanding the difference will help you anticipate what is covered and if you will be responsible to pay for your share of the cost.

Preventive

Preventive care checks for diseases before you have symptoms or feel sick. The Affordable Care Act (ACA) requires health insurers to cover a set of preventive services at no cost to you, even if you haven’t met your yearly deductible.

- Can include flu shots and other vaccinations, physical exams, lab tests and prescriptions
- Not all exams and tests are considered preventive
- Exams performed by a specialists are not generally considered preventive
- Preventive care is 100% covered when delivered by a Tier 1 or Tier 2 provider

*If you schedule a preventive care visit and ask your doctor about a specific health concern or condition, your clinic may code and bill the appointment as an office visit, making you subject to copayment and coinsurance charges.

Diagnostic

Diagnostic care checks for diseases after you have symptoms or because of a known health issue. This involves treating or diagnosing a problem you’re having by monitoring existing problems, checking out new symptoms or following up on abnormal test results. It can also include physical exams, lab tests and prescriptions. For diagnostic services, you pay your share of the cost which is based on the tier level – Tier 1 or Tier 2.

An example of services considered to be diagnostic and must be paid for include:

- Discussing or getting treatment for a specific health concern, condition or injury
- Lab work, x-rays or additional tests related to a specific health concern, condition or injury

*If you want to know about costs, ask your doctor for an estimate of fees before your visit or contact your medical carrier
Check out the tools and resources on our mobile app

Accessing your Lincoln account information is easier than ever with our mobile app, Lincoln Financial Mobile.

The app includes a retirement income estimator that helps you see if you’re on track for the retirement you envision, as well as other cool tools and insights to help you get where you want to be.

Not registered for online access? No problem. You can sign up for online access either through the app or by logging in directly to the registration page at LincolnFinancial.com/Register.

Get it now in the App Store or at Google Play!

For a more comprehensive experience, visit our mobile-optimized website, LincolnFinancial.com/Retirement.

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TB Screening Reminder

The Departments listed below are due for TB screening during the month of August. Compliance by **August 31st** is mandatory to avoid disciplinary action. **There is NO grace period for TB Compliance!** All Associates are due by month end to avoid suspension for non-compliance. Associates may report to the OHS Clinic (4th floor) during the day/hours of:

**Monday, Wednesday & Friday**
7:30 am—4:30 pm
**Tuesday & Thursday**
8:30 am—4:30 pm
(closed for lunch from 12:30—1:00 pm)

Night shift/After-hours & Weekends/Holidays contact the Nursing Administrator Supervisor on duty.

- Sleep Center
- Linen
- Pharmacy
- Purchasing
- Stores & Distribution
- Warehouse & Receiving
- Materials Management Admin
- Environmental Safety
- Mail/Messengers
- Health Information Management
- HIM/Coding
- Medical Staff Office
- Med Ed
- Nursing Administration
- Nurse Staffing Resource Center

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**Eric Bajus, RN** from ICU3 was recognized by Mr. Hal Frederickson.

**Leigh Cornell, FACHE,** VP of Administration was recognized by an Anonymous donor. **Darlene Scafiddi, MSN, RN, NEA-BC,** VP of Patient Care Services was recognized by Mr. and Mrs. George Daly.
Deadline for September Newsletter is **August 20th**!
**Please have your Manager/Supervisor OK your submission.**
Send all submissions to [tami.barto@pvhmc.org](mailto:tami.barto@pvhmc.org)

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Ginnene Ariola, BSN, RN, CCRN from ICU3 on her Clinical Level III Advancement!

James Sison, BSN, RN, CEN, CCRN from ICU3 on earning his CCRN!

If you want to do a “shout-out” email tami.barto@pvhmc.org and it may appear in next month’s newsletter!

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Frank Garcia (8/7) and Amber Brenneisen (8/27)!
- OPP Third Floor