

# Keeping You In Touch

May 2023

A Publication of the Pomona Valley Hospital Medical Center Marketing Department

## Congratulations PVHMC on Joint Commission Survey Recertifications!

Pomona Valley Hospital Medical Center (PVHMC) and the Quality Management Department are pleased to announce that we have achieved four recertifications from The Joint Commission (TJC)! TJC Surveyors conducted interviews about processes, patient care and safety, and policies and procedures. Thank you to all Associates and program teams that supported each survey!



### Laboratory Services:

TJC evaluates compliance with laboratory services standards spanning specialties and subspecialties of bacteriology, mycobacteriology, mycology, parasitology, syphilis serology, general immunology, routine chemistry, etc.

Special thanks:

Anyssa Henrich, ICU3; Sheryl Uribe, ICU3

### Advanced Comprehensive Stroke:

Hospitals awarded the Comprehensive Stroke Center Certification are recognized for having state-of-the-art infrastructure, staff, and training to receive and treat patients with the most complex, acute stroke cases. During the visit, reviewers toured the stroke unit, interviewed colleagues, observed patient care and evaluated compliance with certification standards.

Special thanks:

Rebecca Konrad, ED; Justin Chop, ICU3;  
Amy Cao, ICU 3; Nancy Pearlman, ICU3;  
Nadeen Magsamabol; Lidia Maldonado, CVICU;  
Luis Gonzalez, IRCHANGE; Hector Noguera, IR

### Advanced Palliative Care:

The evaluation includes validation of a formal, organized inpatient program led by an interdisciplinary team with expertise in palliative care, a special focus on patient and family engagement, and processes that support the coordination of care and communication among all care settings and providers.

Special thanks:

Alicia Leckey, NICU; Vicki Rolfe, SW

### Sepsis:

To achieve certification, our program demonstrated commitment to a higher standard of service, provided a framework to improve patient outcomes, helped to organize teams across the continuum of care, provided a competitive edge in the marketplace, enhanced staff recruitment and development and strengthened community confidence in quality and safety of care.

Special thanks:

Catalina Howland, ED; April Castorillo, ICU;  
Erika Martinez, MS4



Brain Teaser is on page 14.



## Happy Hospital Week & Nurses Week PVHMC

Pomona Valley Hospital Medical Center (PVHMC) has served as a pillar in our community for more than 120 years, and you, our Associates, perform a vital role in providing safe, high quality patient care. This month, we celebrate National Hospital and Nurses Week, and I'd like to thank every one of our 3,900 Associates who support our Hospital and dedicate their careers to advancing the health of our community.

Your commitment as a healthcare professional throughout the past pandemic years on the front line has been crucial in protecting our patients, families and community. You have been a source of hope to many, more so than you realize. As we emerge from these dark days, know that you will not be forgotten. You will forever be a beacon of light to those whose lives you touched.

Beyond the pandemic, PVHMC has always strived to provide the best possible health care to our patients. Every action that our Associates take, from patient care to data analysis to maintenance on our equipment, helps us to elevate our services. Our leadership in health care is demonstrated by our continued expansion within the community; dedication to exceptional services, for example, in just these first few months of 2023, we've received numerous Joint Commission survey successes for Stroke, Palliative Care, Sepsis and Laboratory Services; and a continuous stream of awards and accolades – and all of this is thanks to you.

I'm proud to celebrate our nurses, technicians, administrators and the many staff at PVHMC who contribute to the success of our Hospital, day-in and day-out. My heart is filled with gratitude and respect for all that you do.

I'd also like to express our thanks to all of our fellow healthcare workers across the nation who represent the importance of health systems in communities and persevere through even the most challenging times, as we have at PVHMC.



*Expert care with a personal touch*

# CELEBRATING HOSPITAL WEEK & NURSES WEEK 2023

During Hospital & Nurses Week, we celebrate YOU and all that you do to ensure that our community has access to the best health care services. Your commitment makes a difference in the lives of our patients, visitors and community every day - THANK YOU!

## WEDNESDAY MAY 3

11:00 am - 1:00 pm

6:00 - 8:00 pm

11:00 pm - 1:00 am

### **In-N-Out Lunch - On Us!**

Enjoy a delicious burger or grilled cheese served fresh and hot in front of the Robert & Beverly Lewis Outpatient Pavilion. Be sure to grab a tasty ice cream float, chips and beverage from Pitzer Auditorium.

Associates are welcome to pick up and enjoy their meal in the Auditorium or Pitzer Patio. Department pick-up options will also be available.

Offsites meals will be provided.



## THURSDAY MAY 4 SATURDAY MAY 6

7:00 - 9:00 am

### **Donut Days**

"Donut" forget how thankful we are for you! Take a moment from your day to stop the Cafeteria Dining Room for a scrumptious donut and coffee.



## FRIDAY MAY 5

### **Opportunity Drawing**

Associates will be entered into a drawing to win gifts donated by our Leadership Team, local business and community partners! Winners will be announced via PVHMC Announcement.

## Telemetry 2 & 3 Units Receive Silver-Level Beacon Award for Excellence from the American Association of Critical-Care Nurses

Pomona Valley Hospital Medical Center (PVHMC) has been awarded a silver-level Beacon Award for Excellence on its Telemetry Two and Three units from the American Association of Critical-Care Nurses (AACN). The Beacon Award for Excellence is a significant recognition of exceptional patient care and healthy work environments.

"We are proud to be one of the three hospitals in the state to be recognized as a Beacon unit, it's a testament to our team's collaborative efforts to provide our patients with the highest-level care," said Darlene Scaffiddi, MSN, RN, Executive Vice President of Patient Care. "Our nurses are committed to providing top quality evidence-based care to our community and this recognition reflects their excellence."

The award recognizes PVHMC unit caregivers who successfully improve patient outcomes and align practices with AACN's six Healthy Work Environment Standards. It signifies an effective approach to policies, procedures and processes that includes engagement of staff and key stakeholders. The unit has evaluation and improvement strategies in place and good performance measures when compared to relevant benchmarks.

PVHMC units met the following evidence-based Beacon Award for Excellence criteria:

- Leadership Structures and Systems
- Appropriate Staffing and Staff Engagement
- Effective Communication, Knowledge Management and Learning and Development
- Evidence-Based Practice and Processes
- Outcome Measurement

"Being recognized as a Beacon unit, especially while working to meet the challenges of the COVID-19 pandemic, underscores the team's ongoing commitment to providing safe, patient-centered and evidence-based care to patients and families," AACN President Amanda Bettencourt, PhD, APRN, CCRN-K, ACCNS-P explained. "Achieving this award is an honor, and the team should be proud of setting such a high standard in patient care and positive patient outcomes," Bettencourt added.

Hospital units that receive this award designation meet national criteria consistent with the ANCC Magnet Recognition Program®, the Malcolm Baldrige National Quality Award and the National Quality Healthcare Award.





## POMONA VALLEY HOSPITAL MEDICAL CENTER

M A Y 2 0 2 3

**Trauma Awareness Month Activities****PROVIDER & ASSOCIATE ACTIVITIES:**

- May 3** **Trauma Registry Professionals Day**  
Join us in thanking our dedicated Trauma Registrars for the impressive work they do every day!
- May 16** **Trauma Month Celebration Rounding**  
We will be visiting the units with fun and games. Be prepared to answer a trauma specific questions and have some fun.
- May 17**  
**10 AM** **"Recovering from Violence" Virtual Webinar on MyNetLearning**  
Speakers Michael Godoy and Daniel Jang from Southern California Crossroads will be discussing Michael's journey as a trauma survivor to trauma patient advocate specializing in community violence prevention and intervention. 1 hour of free BRN CE will be offered.
- May 23**  
**12 PM** **CME Tuesday Noon Conference**  
Hrayr Basmajian, MD, will be presenting on Orthopedic Trauma.
- May 30**  
**12 PM** **CME Tuesday Noon Conference**  
Panel Lecture on Trauma Informed Care.

**COMMUNITY OUTREACH:**

- May 1 - 31** **Celebrate Trauma Survivors with a Virtual Photo Booth**  
Print [this sign](#) and write your message, advice, and/or support to give trauma survivors inspiration. Simply posting a message of hope and support will create a voice of compassion and solidarity from the trauma community on behalf of our patients and their families.
- May 1 - 31** **Virtual Trauma Survivors Network "Race to Rebuild" Walk/Run/Roll Race**  
Race to Rebuild is a virtual walk/run/cycle/roll distance of your choice event that anyone can join in support of trauma survivors and the incredible challenges they face every day. You can choose any day during the month of May to complete your walk/run/cycle/roll. [Sign up](#) to join the PVHMC Trauma Team. Registration is \$40 per person.
- May 17**  
**9 - 10 AM**  
**5 - 6 PM** **Stop the Bleed Training**  
Save a life by learning to Stop the Bleed. You will learn how to identify and stop life threatening bleeding by applying pressure, packing, and tourniquets. Register [here](#).
- May 13**  
**11 AM - 2 PM** **Los Angeles County Fair - Community Event**  
Stop by our booth by the Farm at the LA County Fair! We'll be sharing information about road safety - "Roadway Safety is No Accident."



# Celebrating Better Hearing and Speech Month

Communication disorders are among the most common conditions in children and adults, affecting tens of millions of people in the United States alone. Left untreated, these disorders can negatively impact a person's social, academic, and career success—as well as their overall quality of life. With early treatment by a speech-language pathologist (SLP), many communication disorders can be reversed or even prevented. Fortunately, treatment at any age or any stage can make a positive impact.

Eleven percent of children ages 3–6 experience a voice, speech, language, or swallowing disorder. Yet, many families do not know the early signs to look for—a factor that can result in delayed care. Among school age children speech and language disorders can affect success academically and socially.

Speech and language problems can present in adulthood due to numerous reasons. These include brain injury, stroke, and diseases that affect the brain such as Alzheimer's, multiple sclerosis, and Parkinson's. They can also result from breathing problems, cancers in the head or neck region, and voice damage. SLPs can help people understand questions, directions, conversations and stories, express thoughts and ideas, as well as read and write. In some cases, SLPs may help patients identify alternative modes of spoken and written communication, and train them to use these effectively.

At PVHMC, our Speech-Language Pathologists provide treatment for:

**Swallowing Dysfunction • Cognitive Retraining • Speech-Language Delay/Disorders • Augmentative Communication • Voice Disorders • Pediatric Dysphagia • Video Fluoroscopy Swallow Study-Radiology • Post-COVID-19 Symptoms Related to Cognition, Swallowing, Communication**

Pediatric outpatient speech and language therapy is offered at our Milestones Centers for Child Development in Chino Hills and Claremont. Adult outpatient speech and language therapy and pediatric dysphagia treatment are provided in the Rehabilitation Services Department. In addition to outpatient services, our Speech-Language Pathologists also treat neonates, premature infants, children, and adults on the inpatient floors.

**Thank you to our Speech-Language Pathology Team for providing life-altering treatment that helps build a strong foundation for each patient's success!**

John Huang, CCC-SLP  
Urvashi Lau, CCC-SLP  
Mercedes Green, CCC-SLP  
Sana Naiyer, CCC-SLP

Yvette Torres-Saucedo, CCC-SLP  
Kimberly Ortiz, CCC-SLP  
Samantha Rocha, CCC-SLP  
Claudia Parra, SLPA  
Victoria Vasquez, SLPA



# RECOGNIZING OUR TRAUMA NURSES WITH SPECIAL CERTIFICATIONS



Trauma Certified Registered Nurses (TCRN) are awarded by the Board of Certification for Registered Nurses and is a professional endorsement of trauma nursing competency and a commitment to nursing professional development. The rigorous certification exam had an initial pass rate of 58% in 2022. We honor the exclusive group of nurses who have shown their commitment and dedication to the specialized field of Trauma Nursing and their achievement in board certification.

**Christine Avalle**  
**Aspen Di Ioli**  
**Jaima Fidone**

**Julie Ford**  
**Lauren Gurrola**  
**Ivan Jorin**

**Natalie Leon**  
**Hillary Moore**  
**Natalie Mukhejee**

**Terry Robnett**  
**Gayle Sharp**  
**Karla Uranga**



An essential member of the Trauma Team are the Mobile Intensive Care Nurses. MICN provide medical direction and destination for L.A. County 911 calls, utilizing LA County EMS Agency Treatment Protocols and Medical Control Guidelines. They are experienced Emergency Department registered nurses, who must attend, and pass, an approved LA County MICN Development Course and the LA County EMS Agency Certification exam. MICN must complete a radio internship for a period up to 6 months and complete mandatory field observation with an L.A. County Paramedic Provider. After all those demands are met, they also must be sponsored by an L.A. County Paramedic Base Station, and maintain a minimum of 40 hours in Prehospital Education every two years for recertification.

**ALLBEE, ALLISON**  
**ANOL, CHRISTOPHER**  
**BEVERIDGE, SHARON**  
**BORJA, ROBERT**  
**CHADSEY, JEAN**  
**CLARK, VANESSA**  
**CORBETT, JOHNNA**  
**DIZON, ANGEL**  
**ECKL, KENNETH**  
**EYZENDOOREN, LISA**  
**EYZENDOOREN, VINCENT**  
**GORMLEY, JAIME**  
**HARRIS, JANA E**

**HERNANDEZ, GEORGE**  
**HOFFMAN, CHARLES**  
**HOWLAND, CATALINA**  
**JACKSON, CHRISTINE**  
**JOHNSON, RICHARD**  
**KOVACS, STEPHANIE**  
**LEDET, SANDRA**  
**MEDINA, TANYA**  
**MILLAN, PAOLA**  
**MITCHELL, MELISSA**  
**NWANKPA, NDIDIAMAKA**  
**O'DONNELL, CAMILLE**  
**ONDRAGE, GREGOIRE**

**ORNELAS, ANGELINA**  
**ORTEGA, ANTHONY**  
**PENUELAS, MICHELLE**  
**PEREZ SANDI, ALEJANDRO**  
**ROBNETT, TERRY**  
**SANCHEZ, EUGENE**  
**SCHULTZ, ANASTASIA**  
**SIEGER, RYAN**  
**STREMBERT, JORGE**  
**TAN, KIMBERLY**  
**TAYLOR, KATRICIA**  
**VANLUL, EDWARD**  
**WINSTON, ASHLEY**



# WHAT PARENTS SHOULD KNOW

*ABOUT FENTANYL*

**TUESDAY, MAY 9**

**12 - 1 PM**

**GOTOMEETING**



**Join our free webinar to learn about:**

- Facts and Myths about Fentanyl
- Fentanyl Use among Teens
- Identifying an Overdose
- Overdose Prevention & Naloxone Use
- Substance Use & Mental Health

Presented by:

Sherrie Cisneros, MSN, BSN, RN-BC, Substance Use Nurse Navigator

Jennifer Curlowicz, MSN, RN, Behavioral Health Nurse Navigator

To access the webinar, click the **GoToMeeting link on Tuesday, May 9**, at noon.

<https://meet.goto.com/367835453>

The link is also accessible here:

**Instagram:**

[@pvhmc](#)

**Facebook:**

[Pomona Valley Hospital Medical Center](#)

**Website:**

[Events Page](#)

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# Mental Health Awareness Day – Shining a Light on Mental Health

Pomona Valley Hospital Medical Center is proud to host a free Mental Health Awareness Day Resource Fair for our community. Join us for this family-friendly event, featuring a painting and coloring workshop and resource fair with mental health and wellness organizations and public health agencies present to share the many services and resources available to support mental and behavioral health. Guests are encouraged to wear green in support of mental health awareness month.

For questions, please contact  
**Jennifer Curlowicz, RN, MSN,**  
Behavioral Health Nurse Navigator,  
at [Jennifer.curlowicz@pvhmc.org](mailto:Jennifer.curlowicz@pvhmc.org).

DATE:

**Wednesday, May 31, 2023**

TIME:

**10:00 a.m. to 1:00 p.m.**

LOCATION:

**Pomona Valley Hospital  
Medical Center**

**1798 N. Garey Avenue, Pomona, 91767  
Parking Lot D**

(Enter off of Orange Grove Ave.  
or Artesia St.)



[www.pvhmc.org](http://www.pvhmc.org)

# Trauma, as Seen Through a Mother's Eyes

*A son's traumatic motorcycle accident and recovery inspires his mother to volunteer at PVHMC, the hospital that saved her son's life*

In June of 2021 24-year-old Victor Ramirez suffered severe head trauma in a motorcycle accident near his home in Montclair. Victor's heart stopped for several minutes in the ambulance, but paramedics revived him and rushed him to the trauma center at Pomona Valley Hospital Medical Center (PVHMC).

"The last thing I saw before leaving my house was the face of my 23-year-old son, my youngest," says Victor's mother, Belen Ramirez. "I told him, have a good day son, I love you, be safe."

In the early hours of the next morning, Belen received a phone call telling her that Victor was in an accident. After some confusion about where paramedics had taken Victor, she raced to Pomona Valley Hospital Medical Center where she learned his condition was serious and life threatening.

"At that point my reaction was nope, not my boy, nope, my mind immediately went into denial, which was - not possible, not my son," says Belen. "I just needed to see him and really expected to see him sitting up in the hospital bed."

When she did see her son, he appeared lifeless, lying on a gurney, wearing a cervical collar. He was on a ventilator to keep his airway clear and was heavily sedated.

"How were we going to survive this situation?" says Belen. "We needed the power of prayer not just for my son, but for us and the many doctors and nurses taking care of my son."

Victor spent five weeks in PVHMC's trauma intensive care unit, which provides immediate critical care for all forms of injury. Two weeks into his intensive care battle, he again came close to losing his life when he went into respiratory failure. PVHMC doctors and nurses stabilized Victor's condition, and he began to improve, slowly but surely. Family members were by Victor's bedside day and night.

As Victor remained in a medically induced coma for many more days and doctors were concerned that the longer he remained in this state his chances of suffering permanent brain injury would increase.

"I recall one specific piece of advice was to talk to him, let him hear your voice, keep him connected to our world," Belen remembers. "We did just that. We read to him from the last book he was reading; we played music he liked - gospel because I felt stronger in faith and meditation."

More than five weeks later, Victor regained consciousness. After months of hard work, he relearned to walk and regained his strength. He returned to work and his tremendous progress continues. He is active and works out three days a week.

"My days of worry will always be there like most moms, the fear of almost losing your child never goes away," adds Belen. "My husband Victor Sr. and I am forever grateful for the team of doctors, specialists and especially to the RNs, CNAs, and the respiratory specialist who provided 24-hour-a-day direct care for our son. They really got to see and know him, the fighter he is, from his first milestone of moving a finger, squeezing a hand, opening his eyes, and as tubes were removed one at a time, they saw him through it all."

The care that Victor received at PVHMC inspired Belen to become a volunteer. As a Hospital volunteer Belen moves around to various departments and observes so many patients without family support systems. She wishes she could reach out to all of them to let them know that someone cares.

"There is no amount of money that can be paid for saving our family member's life," says a relieved Belen. "So, in turn I give of my time at the Hospital to help in any way that I can, hoping I might bring some relief to the nurses or staff- even if it's just keeping a patient company, providing a warm blanket, a clean pillow or help with eating a meal."

## Ingredients


- 15 corn tortillas, quartered
- 1 can low sodium black beans
- 1/2lb ground lean turkey (or lean protein of choice)
- 1 packet of taco seasoning
- 1 cup low fat Mexican blend cheese
- 1/2 cup diced red or white onion
- 1 tomato, chopped
- 1 whole avocado or 3/4 cup guacamole
- 3/4C lite or low-fat sour cream
- cilantro as desired
- (optional) jalapenos as desired


## Instructions

1. Preheat your oven to 375 F
2. Spread quartered tortillas out on two large baking trays; lightly spray with oil. Put tortillas in the oven until crispy (~10 minutes)- remove from oven
3. Take ground turkey and add to a large skillet on medium heat - once mostly cooked through, add taco seasoning (to taste) and cook thoroughly
4. Drain and rinse black beans
5. Take baked tortilla chips and combine onto one baking sheet and spread them out evenly
6. Add ground turkey, black beans and cheese and spread each layer out evenly
7. Put tray back in the oven and bake for another 10-15 minutes until cheese is melted
8. Add toppings: avocado, tomato, onion, sour cream, salsa (if desired) and jalapenos (if desired)
9. Serve warm and enjoy!



## Healthy Nacho Platter

 8 servings

 30 minutes

Spring is here! And with Spring, May has many holidays to celebrate with family and friends. This easy (and healthier!) platter works as a nice appetizer for any fun events you have planned this month.

You can sub any protein of your choice (my preference is ground tempeh for a plant-based option) and add whatever salsa at your preferred heat level.

For a faster version of this recipe, you can use store-bought tortilla chips.


Enjoy!

### NOTES

Whole corn tortillas in this recipe serve as a hearty serving of whole grains. This is a good way to utilize those corn tortillas when they start to dry out and are no longer soft!

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 Services team, will teach you to recognize and control life-threatening bleeding in order to save a life. This class is open to individuals 14 years and older. Associates of PVHMC and all community members are welcome.

## 2023 Class Dates

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

<del>February 8</del>	August 9
<del>March 6</del>	September 6
<del>April 5</del>	October 4
May 17	November 8
June 14	December 13
July 12	

**Location: Pomona Valley Hospital Medical Center Trauma Services Office**

160 E. Artesia St., 3rd Floor Suite 310, Pomona, CA 91767

**RSVP at [eventbrite.com](https://eventbrite.com)**

*\*Class space is limited.*

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







Have you ever wondered what a patient portal is? And no, it isn't an escape hatch for patients. It's a gateway to view your medical records online and have access to your healthcare providers. Pomona Valley Hospital Medical Center and the Pomona Valley Health Centers have a patient portal called MyHealth, and it's easy to access.

MyHealth is designed to help patients securely view their medical records online, message their providers, schedule appointments, pay medical bills and be active in the healthcare process.

Many records cross over into MyHealth, e.g., lab tests, radiology reports, sleep studies, immunizations, physical therapy reports, clinical notes, and more. However, an image, like an X-ray, does not. Keep in mind, these documents are written for healthcare providers, so call your doctor if you need clarification.

Do you have a quick question or need to give information to your healthcare provider?

Secure messaging is just the ticket. Simply type the first two or three characters of your provider's name and the system finds them in the directory. Give your message a subject, type your question or information into the message box and press send. Viola! It's that easy.

Being on hold to make an appointment is frustrating. Why not schedule your next appointment in MyHealth? You can request an appointment from your MyHealth account. Click on the maroon bar at the top of the page that says "Pomona Valley Health Centers," click "Make Appointment." You will enter your information and choose a preferred physician, time and date. It's hassle-free.

Don't have a stamp to mail off your doctor's bill? Log in to MyHealth and pay your bill online. Choose the type of bill you received and pay with your checking account, debit or credit card. You can even print a receipt for your records.

Is something missing or incorrect in your record? If you review the records in your patient portal account, it insures the information is correct. Did you move? Message your doctor's office or call the Release of Information Office (ROI) to update your information at 909-865-9142.

To create an account, self-enroll on the PVHMC website at: [www.pvhmc.org](http://www.pvhmc.org) and click "Patient Portal." Choose "MyHealth Patient Portal Sign-up." If it says you don't qualify for self-enrollment, call the MyHealth Support line at 909.865.9995.

We are here to assist you. The MyHealth Support line is an in-house support team in the Health Information Management Department. We can help you create your MyHealth account. Other services include linking a child (under 13), resetting a password and helping to locate results. We are open Monday through Friday from 8:30 am - 5:00 pm. If you get locked out of your account, we can refer you to Cerner Healthcare, the administrator of the portal. They are available 24/7.

Now that you know what a patient portal is, give us a call and get started. Enjoy the convenience of viewing records online, scheduling appointments, secure messaging and paying medical bills at your fingertips. We also encourage all of our patients to engage in the MyHealth patient portal and ask that you promote this amazing tool to help our patients stay involved in their ongoing health status.



## Workplace Violence Prevention Update

The Workplace Violence Prevention Committee has been working hard to develop a process to alert our non-clinical staff about violent patient behavior. We now have the below "gray rose" signs that should be posted outside a patient room when the patient has been exhibiting violent behavior.



This sign will alert both clinical and our non-clinical Associates to the possible risk when treating or assisting a patient in the hospital. You will be able to take appropriate actions to keep yourself safe such as:

- 1) Check with the nurse or unit staff to assess the safety of entering the patient room
- 2) Be aware of the patient's behavior and do not escalate any situation
- 3) Keep your distance and ask for help if you need to get in close proximity of the patient
- 4) Position yourself closest to the door and know the nearest escape paths

The members of the Workplace Violence Prevention Committee are focused on keeping all Associates, patients, physicians and community safe at PVHMC. We appreciate your efforts to continuous improvement and you can get more information on workplace violence prevention by viewing our intranet page:

[https://intranet.pvhmc.org/main/workplace\\_violence\\_prevention/index.php](https://intranet.pvhmc.org/main/workplace_violence_prevention/index.php)

Please contact Wray Ryback, Michelle Walsh-Fernandez or Jasmine Aragon with questions or requests for department education.

### Brain Teaser

**Forward, I am heavy; backward, I am not. What am I?**

If you have figured this out, email [amber.brenneisen@pvhmc.org](mailto:amber.brenneisen@pvhmc.org) for a chance to win a \$25 gift card!

**Mauricio Ceja-Abarca, PVHC Claremont, was the April winner!**

Why is everyone so tired on April 1st?

They just finished a 31-day March.

Please reach out to [amber.brenneisen@pvhmc.org](mailto:amber.brenneisen@pvhmc.org) to claim your prize!



## Expanded Rehab Hours Means More Flexibility for Patients

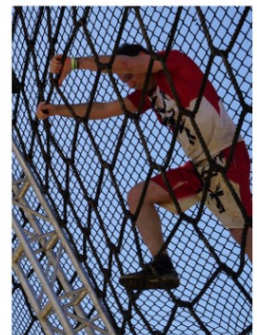
Effective Saturday, June 3rd, our Pomona Valley Health Center Chino Hills Physical Therapy (PT) Clinic will offer Saturday appointments from 7:30 AM to 4:00 PM for our adult patients. For more information, please call our Chino Hills PT Clinic at 909.630.7878.

In addition, our Cardiac Rehabilitation and Cardiac Wellness patients can now schedule Saturday appointments from 7:30 AM to 4:00 PM at our Pomona Rehab Clinic, located in the Robert and Beverly Lewis Outpatient Pavilion. For appointments or for more information, please call 909.865.9810.

## IS DEPARTMENT BRAVES THE TOUGH MUDDER, TOGETHER

A group of Associates from the Information Systems (IS) Department and their families participated in the Tough Mudder 15K and 5K Runs at Glen Helen Raceway in San Bernardino on Saturday, April 1, 2023. The team decided to wear matching KFC outfits for ease of recognizing each other. Congrats to IS on this amazing accomplishment!

- Adam Guerrero, Systems Engineer
- Anthony Hipol, Systems Analyst
- Caren Khachatryan, Supervisor, Healthcare Intelligence
- Patrick Lim, Systems Engineer
- Ted Lundholm, Software Engineer
- Paul Luu, Manager, Systems Operations
- Mario Magsaysay, Manager, Is Applications
- Jose Mendoza, Network Engineer
- David Patzold, Network Engineer
- Mark Reyes-Marsden, Manager, Integ Arch & App
- Michael Sanchez, Network Engineer
- Anthony M. Smith, Systems Analyst
- Peter Yuen, Systems Analyst





# PVHMC IN THE COMMUNITY!

## Pomona CommUNITY Pull-Up April 4

To recognize National Organ Donor Month, our Organ Donor Committee, joined by representatives of OneLegacy, hosted a booth with organ donation education and giveaways!



## Sidewalk CPR April 19

PVHMC partnered with Chino Valley Fire District to host a free sidewalk CPR event at The Shoppes in Chino Hills!

## 626 Golden Streets - Heart of the Foothills April 23

PVHMC's Trauma team shared information on the importance of bicycle and pedestrian safety during this 6.5 mile walk/bike event.

Thank you to Incycle Bicycles for generously donating helmets for us to share with our community - eight kids and adults who answered our bike safety trivia correctly went home with a new SCOTT Sports helmet!



## Denim Day April 26

Our Trauma and Education team participated in Denim Day, which is part of April's Sexual Violence Awareness Month, to share critical information on the dangers of human trafficking and domestic violence.

## San Gabriel Pomona Regional Center - Sirens of Silence April 29

PVHMC provided free Stop the Bleed and Sidewalk CPR demonstrations! Thanks to our Nurses and students from Western University of Health Sciences for volunteering!





## Trauma and ED Staff Join in Every 15 Minutes Program for Pomona High School

Pomona High School hosted its Every15 Minutes event on Thursday, April 21, in partnership with the Pomona Police Department, California Highway Patrol Baldwin Park and the California Office of Traffic Safety, to educate students on the mental, emotional and physical consequences of driving while under the influence.

As part of the program, our Trauma and Emergency Department (ED) Associates assisted in the simulation of the accident aftermath and provided a tour of the ED and Trauma Bay, where staff shared their personal experiences with patients and family members impacted by DUI. Dr. Gabriel Estremera, trauma surgeon, then joined the students at their retreat for an educational presentation.

We are grateful for this opportunity to offer important education to our community's youth in the hopes of helping them make positive choices behind the wheel!

Thank you to Aspen Di Ioli, BSN, RN, PHN, CEN, CPEN, TCRN, MICN Injury Prevention Coordinator; Ganelle Ayres, MSN, MBA, RN, CNML, Nurse Manager, Emergency Department; Dr. Andrew Michael, Trauma; Malia Silva, BSN, RN, CEN; Pediatric Emergency Care Coordinator; Mark Abate, EDT; George Hernandez, RN; and the many others involved in this event.



## PVHMC Hosts Tour for Students of Bright Prospect



On Saturday, April 15, Pomona Valley Hospital Medical Center hosted a tour for nearly 30 students from Bright Prospect. Bright Prospect empowers low-income, first-generation students to gain admission, succeed and graduate from four-year colleges and universities.



The tour included discussions with Associates from Cath Lab, Pharmacy, Laboratory, Nutrition/Kitchen, Rehabilitation Services and the Operating Room in the Robert & Beverly Lewis Outpatient Pavilion, with the goal of introducing them to the many professions in healthcare.

Thanks to all who helped make this tour possible!



## Organ Donor Committee Hosts Flag-Raising Ceremony for Donate Life Month



Every April during Donate Life Month, hospitals across the nation raise Donate Life flags to spread awareness about organ, eye and tissue donation and to recognize those who gave the gift of life.

At Pomona Valley Hospital Medical Center's (PVHMC) ceremony on Monday, April 10, Jim Dale, Vice President of Development, had the privilege of welcoming two special individuals to speak. Prasad Garimella, CEO of OneLegacy, expressed the importance of donation and his gratitude for PVHMC's continued commitment as a premier organ donation partner. As a local in our community, Mr. Garimella was also kind enough to share his personal and family experiences with our caregivers.

Maribel Galvan then shared the story of her son, Anthony Javier Galvan, and their donation journey here at PVHMC in 2019. Anthony was recently honored with a floragraph on the OneLegacy Rose Parade float this past January - check out his story here:

<https://www.pvhmc.org/blog/2022/november/onelegacy-honors-organ-donor-anthony-javier-galv/>

We are deeply grateful to Ms. Galvan for her strength, passion and continued advocacy for organ and tissue donation.

Congratulations to PVHMC's Organ Donor Committee for another successful flag-raising ceremony!

### Attention PVHMC Associates!



For the next 90 days,  
you can receive a

**\$7,500.00**

Referral bonus for referring a qualified  
Registered Nurse  
to PVHMC.

- Paid out after new hire completes 90 days and 12 months
- **Your referral will need to include your name on their application as a REFERRAL when they apply.**

**THIS INCLUDES MANAGEMENT**

**APRIL 24, 2023 - JULY 24, 2023**

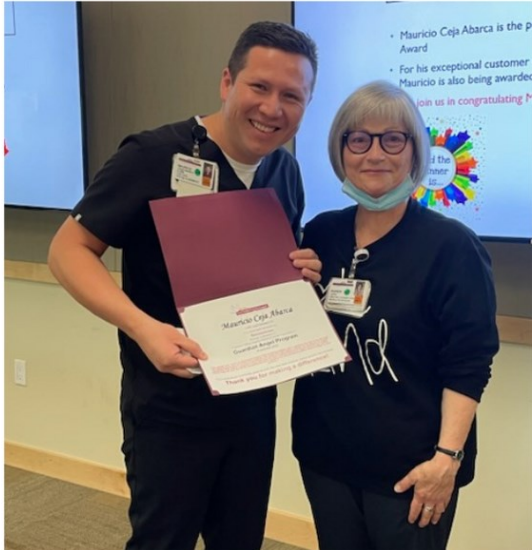
**No Retro Referrals prior to April 24, 2023.**

For more information, contact Sandra.Shea@pvhmc.org or ext.7324.

# Guardian Angel Recipients



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](http://pvhmc.org/GuardianAngel)



## **Mauricio Ceja-Abarca, LVN**

**Pomona Valley Health Center, Claremont,** was recognized by a grateful patient who shared these words:

"This gentle nurse at Claremont Urgent Care is always upbeat with a smile on his face. Even through the masking process of COVID-19 pandemic, the smile was still visibly noticed. He continues to inspire positivity and makes it pleasant every time that we have visited Claremont Urgent Care for our after hour needs. Me and my family recognize Mauricio's gentle soul and professionalism that he brings to the Claremont practice."

## Celebrating Biomedical Engineering Week May 14 – 20, 2023





# Empowering Adolescent Health Care in Pediatrics



By Riki Blanchard, RN, Pediatric Nurse

Pomona Valley Hospital Medical Center's (PVHMC) Pediatric Unit cares for patients 0-17 years of age for general Medical-Surgical diagnoses. Recently, I have been working on a practice improvement, as part of my Clinical Level III, focused on the care of adolescents. Pediatrics is unique because pediatric nurses have to approach the care of each patient based on their age and stage of development. Infant, toddler, school-aged and adolescent populations are not just different in size, but in needs as well.

The American Academy of Pediatrics published their first policy statement in February 2023 with evidence-based information highlighting the unique aspects of caring for the hospitalized adolescent. The statement supports the idea that each health care encounter provides an opportunity for privacy of questions, disclosure of health needs, safety assessment and education.

Developmentally, teens (ages 12-17) are more likely to engage in high risk behaviors. At the same time, barriers may exist around discussion of these behaviors and other personal or sensitive subject matter that makes it difficult to initiate a discussion between nurse and teen.

Teens may not be aware that they are already making their own health choices - from the food they eat, the friends they hang out with, screen time, the amount of activity and what they do to cope with stressors. It is not just about drugs and sex, it's about all of the changes that come at them during these years and how they are responding. Creating awareness about the decisions they are already making regarding their own health is empowering.

The initiative to improve care of the teen/adolescent is centered around a shift that focuses on supporting their developmental stage and needs with the goal of improving their overall health into their adult years. I have initiated several interventions to reduce barriers and begin conversations that will engage and educate adolescents. The bottom line is that nurses have the opportunity to have these sometimes uncomfortable conversations with teens so they can receive the support they need and don't "slip through cracks" on our watch.

The improvement process begins on admission and includes creating an environment of trust and a welcoming atmosphere, allowing for privacy, conducting a social history screening of risk behaviors and providing teen specific education packs. Our nurses have received education on improving interpersonal communication with adolescents - a scripting tool has been developed to guide the admission, we offer privacy and do our best to normalize the conversation, social history documentation areas are reviewed with staff, teen education is bundled and provided to every adolescent, a parent waiting area is established and, lastly, a welcome kit is given to teens that puts a personal and individual touch on their experience.

Through Hospital community events, we have established relationships with Parents Anonymous, a non-profit entity that provides emotional support to children and parents of all ages and stages. They attended our 2022 Kids Health and Safety Fair and have committed to attend our Fair in July 2023 (see you there!). I have also reached out to the community and our Hospital's Volunteer Services to assist in providing donations for the welcome kits with much success. Most recently, the Auxiliary was able to donate portable DVD players, gift cards and adolescent-appropriate toys – thank you!

Peds staff have been supportive of this shift and see the value in placing an emphasis on one of our most vulnerable patient populations. They are encouraged to share stories of connections they have made during their discussions to continue breaking down barriers and keep the momentum going. We also now send short monthly videos from the American Academy of Pediatrics titled "Asking for a Friend," that support these essential conversations for adolescent health.

Stop by the PVHMC Exhibition of Excellence on May 8th to check out our poster presentation highlighting this initiative!

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## PVHMC Adds a Lung Nurse Practitioner Navigator to its Pulmonology Program

In providing access to the latest advancements in medical care to its community, Pomona Valley Hospital Medical Center created a new Lung Nurse Navigator for its Pulmonology program. As a new member of the team, Michael Robert LaTurner, MSN, APRN-BC, AGACNP-BC will serve as an advocate, helping our patients develop the best treatment plan for their journey to recovery. We spoke with Michael to learn about him and his new role.



### WHAT DOES A NURSE NAVIGATOR DO?

A lung nurse practitioner navigator works with patients who have experienced an abnormality in the lung, which often means a cancer diagnosis. My job is to serve as advocate, to help the patient schedule their diagnostic appointment and then help them with a treatment plan that will provide them the best outcome. When it comes to lung cancer, we know that an early diagnosis can mean a better outcome. As cancers advance, they can spread, which makes it harder to treat. Simply put, from initial screening through treatment, my job is to help patients get the treatment they need, when they need it, and ensure that they experience the best outcome.

Outside of our pulmonology program, I'll be working with other departments that happen to scan patients to review their CT scans to look for any abnormalities. This means people who come in through the emergency department or any other area of the hospital for a CT scan, can be proactively screened for lung conditions that our patients may not even know they have.

### WHAT DO YOU HOPE TO ACCOMPLISH IN THIS PROGRAM?

As someone who has experienced a loved one get diagnosed with cancer, my inspiration is to give our patients hope. A cancer diagnosis is stressful for the patient and their family. Navigating care for a cancer diagnosis can be complicated. As an experienced health professional, I aim to help support them in their journey by connecting them to the services they need and to let them know that they are not alone. Everyone who walks through our doors has a medical team who cares about them.

### WHAT ARE YOU EXCITED ABOUT IN THE FIELD OF MEDICINE?

The field of medicine is exciting because it's always evolving. New treatments and new technology are often coming to the market with one goal in mind—to help people get better and faster. A new diagnostic technology that is now being offered at Pomona Valley Hospital Medical Center is the Ion machine for bronchoscopy. The first of its kind, this diagnostic technology can image the lungs and perform biopsies in branches of the lungs that were previously harder to reach. The new technology can catch abnormalities in the lung sooner and diagnose cancer in its earliest stages like we have never seen before.

### WHAT ADVICE WOULD YOU GIVE TO SOMEONE WHO IS INTERESTED IN A CAREER IN HEALTH CARE?

It's important to love what you do. A patient who is diagnosed with cancer is scared, worried and overwhelmed. It takes a special kind of person to guide them with patience and compassion. Working in health care is much more than just a job, it requires commitment and vision, you must be able to think about the whole person and how to improve their entire wellbeing.





## MAY CULTURAL OBSERVANCES AND HOLIDAYS



### OLDER AMERICANS MONTH

Every year in May, Older Americans Month recognizes the contributions of older adults across the nation. It is a time for us to acknowledge the contributions and achievements of older Americans, highlight important trends, and strengthen our commitment to honoring our older citizens.



Older Americans Month also serves to raise awareness concerning elder abuse and neglect. As we age, the risk of abuse and neglect increases. We must be sure resources are in place to protect our older population from the risks of abuse and neglect. One way is to maintain involvement in community activities and social activities. It helps to maintain our overall health and vitality.

Learn more: <https://intranet.pvhmc.org/main/Health-Equity-Diversity-Inclusion/indexApr.php>



### MENTAL HEALTH AWARENESS MONTH

Mental illness affects more than 50 million people in the US, (1 in 5 persons) and 50% of all lifetime mental illness begins by age 14, and 75% by age 24. The average delay between onset of mental illness symptoms and treatment is 11 years.



The month of May is a time to raise awareness of those living with mental or behavioral health issues and to help reduce the stigma, provide support, and advocate for policies that support people with mental illness and their families. Hospitals and health systems play an important role in providing behavioral health care and helping patients find resources in their community. Pomona Valley Hospital Medical Center has unique partnerships to address mental and behavioral health disorders for our patients and our community. Our Emergency Department utilizes Psychiatric Telemedicine and Licensed Psychiatric Technicians as part of our healthcare team. We have a Behavioral Health Psychiatric Task Force that identifies strategies to improve patient outcomes and quality of care.

Learn more: <https://intranet.pvhmc.org/main/Health-Equity-Diversity-Inclusion/indexApr.php>



## Patient Admission Letters are Only a Few Clicks Away!

Pomona Valley Hospital Medical Center is always striving for improvements to better satisfy the overall experience for our patients and their family members. You're now just a few clicks away from doing just that - you may now access and create a Patient Admission Letter at any time through the Patient Relations and Risk Management Department Intranet page!

### What is a Patient Admission Letter?

A Patient Admission Letter is a generic letter confirming an inpatient admission that may be used for employment, school, court dates, etc.

The Patient Relations Department can assist with any questions you may have. We are available Monday through Friday from 9:00 a.m. to 4:00 p.m. at x3327.



## Friendly Reminder!

### PTO Cash-Out Election for November 9, 2023

If you are interested in cashing out some PTO; the link to cash out your PTO will be available through Launchpad from May 1st through May 31st.

#### Requirements:

If you are a Full-Time Associate, you can cash out a maximum of 40 PTO hours (must have more than 80 hours left in your PTO bank).

If you are a Regular Part-Time Associate, you can cash out a maximum of 20 PTO hours (must have more than 40 hours left in your PTO bank).

If you are getting close to your PTO maximum – cash-out some PTO!

#### Maximum PTO Accruals

Years of Service	0-4 years	5-9 years	10+ years
Full-time	416 hours	496 hours	576 hours
Regular Part-time	208 hours	248 hours	288 hours



# Holy Days in April

By Elizabeth Grainger, Palliative Care Chaplain

One of the world's oldest organized faith traditions, Zoroastrianism, celebrates a mid-Spring festival called Maidyozarem Gahambar as the month of May begins. Zoroastrians believe that there is one universal, all-good, eternal deity: Ahura Mazda. This tradition was founded by an Iranian prophet named Zoroaster, or Zarathustra. Exact dates of his birth and death are unknown, but historical evidence suggests that Zoroastrianism has been practiced for thousands of years. The majority of followers today live in Iran, India, and the United States. Gahambars (festivals) celebrate the seasons and the elements that make up creation. Contemporary celebrations of the six annual gahambars often focus on prayer, acts of charity, and enjoyment of traditional Parsi (Persian) foods.

The month of May is dedicated to the Virgin Mary in the Catholic tradition. Many parishes hold daily Rosaries throughout the month, along with a special altar dedicated to Mary. Individuals can celebrate in their homes by placing flowers and candles around a statue or portrait of Mary, and dedicating time each day to prayer. One of the most renowned May celebrations is the Flores de Mayo traditions in the Philippines. With flowers, daily prayer, and elaborate processions featuring Biblical figures, through this month-long celebration Filipino Catholic show their devotion and love for "Mama Mary."

In the festival of Shavuot (the Feast of Weeks, May 25-27) two ancient Jewish sacred traditions unite: an early summer grain harvest and the giving of the Torah on Mount Sinai seven weeks following the exodus from Egypt. Both Shavuot and Pentecost (May 28) are calculated as 50 days after the holidays they follow: Passover/Pesach in Judaism, and the first Sunday falling 50 days after Easter in Christianity. Observant Jews attend synagogue during this holiday to hear the reading of the Ten Commandments and pray together. Shavuot is one of the four times in the Jewish year that yizkor (remembrance) is observed. Yizkor is the public honoring of the dead, and an opportunity for mourners to include their loved ones' names in a special prayer. In addition to prayer, the mourner also pledges to give tzedakah (charity) in the

person's honor within the coming year. "Yizkor" is not only the first word of the prayer, but also represents the meaning behind this remembrance of family and friends who are no longer with us.

Pentecost (May 28) is also known as the birthday of the western Christian church as a whole. (Eastern or orthodox traditions view the church as existing prior to creation.) The holiday celebrates the descent of the Holy Spirit upon early Christians such as Mary, the Apostles, and others when they gathered in Jerusalem for Shavuot feasts. Pentecost is often celebrated with use of the color red, symbolizing the fire and love of the Holy Spirit. The Book of Acts describes the events of the day when "tongues as of fire, distributed and resting on each one of them" (Acts 2:3) and forever transformed Christianity.

May you be blessed in all you do this month. To speak with a Chaplain (available Monday - Friday, 9 am—5:30 pm), please call 909.469.9305. To request support for a patient or family, enter a Spiritual Care Services referral in PowerChart.



## May 2023

**Apr 29-May 4** Maidyozarem Gahambar (mid-spring feast)—Zoroastrianism

- 1** Month of Mary begins—Catholicism
- Beltane** (Bright Fire Festival)—Gaelic/Celtic, Pagan
- 2** Twelfth Day of Ridván—Bahá'í
- 4** National Day of Prayer
- 5** Buddha's Birthday/Vesak—Buddhism
- Second Passover**—Judaism
- 9** Lag B'Omer—Judaism
- 18** The Solemnity of the Ascension of Jesus Christ/Ascension Day—Christianity
- 23** Martyrdom of Guru Arjan Dev Sahib—Sikh
- 24** Declaration of the Báb Day—Bahá'í
- 25-27** Shavuot—Judaism
- 28** Pentecost—Christianity
- 29** Ascension of Bahá'u'lláh—Bahá'í
- 31** Feast of the Visitation of the Blessed Virgin Mary—Catholicism



## Coming Up for May 2023...

- **Physical Health**: Relaunch of Walking for Your Health Program  
- Registration starts on May 1, 2023
- **Emotional Health**: Mental Health Awareness & Rethinking Our Relationship With Stress
- **Financial Health**: Take Charge of Uncertainty
- Social Connectedness: Noom success to-date.

### Other Feature(s):

- Easy Recipe: One-Pan Mediterranean Chicken (see below)

*Please access the upcoming events/postings via the **Wellness for Life** page on the PVHMC Intranet!*

### One-Pan Mediterranean Chicken

### EASY | RECIPE

#### Ingredients:

2 tbsp **extra-virgin olive oil**  
2 cloves **garlic**, chopped  
2 tbsp **fresh lemon juice**  
1 tsp **dried oregano**  
½ tsp **salt**  
4 **skinless boneless chicken breasts**  
(about 16 oz.)

1 **zucchini**, 1-inch diced  
2 cups **mini tomatoes**  
1 **yellow or orange pepper**,  
1-inch diced  
1 **red onion**, 1-inch diced  
¼ cup **feta cheese**, crumbled



#### Method:

**In** a container with a lid, mix together oil, garlic, lemon juice, oregano and salt. **Add** chicken, stir to coat and marinate in the refrigerator for 2 hours (or overnight). **Preheat** oven to 450°F. **Line** a baking sheet with foil. **Add** chicken to baking sheet and surround with zucchini, tomatoes, peppers and onions. **Bake** 25-30 minutes (until the chicken is 165°F). **Sprinkle** with feta cheese and serve warm.

#### Makes 4 servings. Per serving:

1263 calories | 27g protein | 9g total fat | 2g saturated fat | 6g mono fat | 1g poly fat |  
13g carbohydrate | 2g sugar | 3g fiber | 477mg sodium

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# JOIN OUR WELLNESS FOR LIFE PHYSICAL ACTIVITY

YOU'RE ONLY STEPS AWAY FROM  
BETTER HEALTH



Pomona Valley Hospital Medical Center's Wellness for Life is proud to introduce its new "Walking for Your Health" initiative, an 8-week walking program for Associates that focuses on the number of steps walked per day. The program will run from May 22 - July 14, and at the end of the 8 weeks, participants will be entered into an opportunity drawing to win a number of fun prizes!

## HOW TO JOIN

**STEP 1:** Register [HERE](#) as an individual or team on Monday, May 1.

\*Associates may register a team of up to 20 individuals.

**STEP 2:** Confirm your registration via an email from:

postmaster@mail.10kactivityprogram.com (check your spam box).

**STEP 3:** Log in on Monday, May 22, to setup your account and sync your device. Then you're ready to start logging your steps!

After syncing your smart device (eg. Fitbit, Garmin, Apple Phone/Watch, Samsung) on the day of registration, your steps will be automatically imported throughout the day. Log in at any time to track your daily and weekly progress!

If you do not have a smart device, a pedometer will be provided, while supplies last, and can be picked up at Human Resources Benefits, Monday - Friday between 7:30 am to 4:00 pm on or before May 22, 2023. Ask for Krystal Garcia.

The first 100 registrants between May 1 to May 12, will be entered for a drawing to win one of 10 Fitbit prizes! Winners will be contacted by Krystal Garcia to pick up prizes in Human Resources on May 15.

Questions? Contact Krystal Garcia, Benefits Specialist in Human Resources, at [krystal.garcia@pvhmc.org](mailto:krystal.garcia@pvhmc.org) or 909.865.9741.







# Take care of your loved ones.

## Review your beneficiaries today.

We know your life is constantly changing. That's why it's important to take a few minutes once a year to make sure your beneficiary designation is up to date. This step is especially important if you've had a recent life event, such as getting married or welcoming a child into your family.

For example, did you know the following beneficiary facts?

- Your retirement plan beneficiary information, not your will, determines who receives these assets. If you don't name a beneficiary, the plan's provisions control who receives your money.
- Annual enrollment beneficiaries, such as those designated for your health and life insurance policies, are NOT carried over to your retirement plan account.
- If you have multiple retirement accounts, you need to designate beneficiaries for each account. Your designation for one account won't carry over, even if both accounts are with the same employer.
- If your minor children are beneficiaries, your children will get access to your retirement plan assets when they reach the age of majority (either 18 or 21, depending on the state) — regardless of whether you've established a trust for them in your will.

## Take action now!

Take a few minutes today to ensure that your hard-earned savings go where you want — your loved ones, a favorite charity, or wherever you've chosen.

These four simple steps can help you secure a bright future for those you love:

1. Collect the important information for each beneficiary, including their full name and birthdate as well as mailing address and Social Security number, if possible.
2. Log into your account at [LincolnFinancial.com/Login](https://LincolnFinancial.com/Login).
3. Select the plan you wish to update and click **Important links for my plan**.
4. Under **My information**, select **Beneficiaries** and follow the prompts.



### If you have questions or want to discuss your beneficiary options, contact your plan representative today.

Get one-on-one help from your Lincoln representative, **Roberto Duran**. Roberto and his team can give you one-on-one help so you make informed decisions. Make an appointment at [LincolnFinancial.com/PVHMSchedule](https://LincolnFinancial.com/PVHMSchedule).

Not a deposit
Not FDIC-insured
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May go down in value

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*Expert care with a personal touch*

# **Attention Medi-Cal Beneficiaries:**

## **Keep Your Medi-Cal Coverage**

Continuous Medi-Cal Coverage in Los Angeles County ended on March 31, 2023. You will be required to renew your Medi-Cal benefits during your next scheduled annual renewal.

Did you receive a packet in the mail with information on your Medi-Cal benefits? It's time to re-enroll!

## **Need Help with Re-Enrollment?**

Our Enrollment and Eligibility Specialists are available to help you re-enroll in Medi-Cal. For more information, or for re-enrollment assistance, call us!

**909.469.9441 for English**

**909.469.9442 for Spanish**

**Eligibility Service Department Hours**

**Monday - Friday, 8 am - 4:30 pm**

For information from the Los Angeles County Department of Health Care Services, or to update your Medi-Cal contact information, scan the QR code with the camera on your mobile device.



# PVHMC IN THE NEWS



## Dr. Jhonatan Munoz speaks on the Dangers of Loud Music - Univision 34

April 5, 2023

[CLICK HERE](#)



## Dr. Jhonatan Munoz Shares the Importance of Being Cautious of Ticks - Univision 34

April 12, 2023

[CLICK HERE](#)



## Dr. Muzna Atif Talks about the Rise in Strep Throat Type A Cases - Healthline

April 11, 2023

[CLICK HERE](#)

**healthline**

## Dr. Hussein Abidali Shares the Causes, Symptoms and Misconceptions of Leaky Gut Syndrome - US News & World Report

April 19, 2023

[CLICK HERE](#)



## Claremont Courier Highlights PVHMC Post-COVID-19 Support Group Program

April 20, 2023

[CLICK HERE](#)





# NOTICE

## ANNUAL TB SCREENING DUE

**Departments listed are due for Annual TB Screening STARTING as early as MAY 1.**

Please notify Associates in your department that TB Screening is a mandatory requirement for all Healthcare Workers and must be completed by month end, May 31, 2023. If your Associate decides to receive their TB testing outside of PVHMC, PLEASE remind them that they will still need to attach the TB Questionnaire to their outside results.

**Associates may report to the OHS clinic (4th floor) during office hours:**  
Monday - Friday | 7:00 am - 4:00 pm

**After-Hours/Night Shift/Weekends/Holidays: Contact the Nursing Administrative Supervisor on Duty.**

**THERE IS NO GRACE PERIOD FOR TB COMPLIANCE.**

**ALL ASSOCIATES IN THE DEPARTMENTS LISTED ARE DUE BY MONTH-END TO AVOID SUSPENSION FOR NON-COMPLIANCE.**

### DEPARTMENTS DUE IN MAY:

6152	DOU 6 (TELE6)	7427	PACU
6172	4 CENTRAL	7429	DAY SURGERY
6173	5 CENTRAL	7450	ANESTHESIA
7005	CH CROSSROADS U.C.	7570	CATH LAB
7006	CH CROSSROADS HEALTH CTR	7590	NON-INVASIVE CARDIO
7007	CHINO HILLS ADMIN	7620	NEUROLOGY
7008	CHINO HILLS HEALTH CTR	7740	DIALYSIS
7230	OBSERVATION CARE	7760	G.I. LAB
7420	SURGERY	8381	STERILE PROCESSING
7421	SURGERY OPP	8615	CARDIAC SURGERY ADMIN
7423	CARDIAC SURGERY	8740	EDUCATION

## Workplace Violence Prevention Takes a Team



It takes all of us together to achieve great things for an organization, goal our outcome.

*"If everyone is moving forward together, then success takes care of itself. Coming together is a beginning, staying together is progress, and working together is success."*

-Henry Ford

*"It is amazing what you can accomplish if you do not care who gets the credit."*

-Harry Truman

# "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.**



**Emma Moore,  
CNA - Tele 6**



**David Moreno, GI  
Lab Tech - GI Lab**



**Tina Dunchie, RN,  
BSN - ICU3**



**Grisela Martinez,  
CNA - MedSurg 4**



**Priscilla Iraheta, BSN,  
RN - MedSurg 5**

## 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!





# Shout-Outs and Celebrations!



## JOKES OF THE MONTH

*By Michelle Walsh, Director of Security*

**What does a nosy pepper do?**  
*Get jalapeno business!*

**What do you call a magic dog?**  
*A labracadabrador.*

**What did the buffalo say when his son left for college?**  
*Bison.*



Happy Birthday to:  
**Jay Owens,**  
Nursing Director of  
MS4, MS5, Tele 6 and  
GI Lab  
**Lisa Cocores, Nurse**  
**Manager, MS5.**

From, MS4, MS5, Tele  
6, GI Lab & Nursing  
Administration



Happy Birthday to:  
**Michele Atkins-Young,**  
Nursing Director of  
Children's Services

From, Nursing  
Administration

If you want to share a "shout-out," email [amber.brenneisen@pvhmc.org](mailto:amber.brenneisen@pvhmc.org) and it may appear in next month's newsletter!

The deadline for the June Newsletter is Monday, May 22.  
Please have your Manager/Supervisor OK your submission.  
Send all submissions to [amber.brenneisen@pvhmc.org](mailto:amber.brenneisen@pvhmc.org).