

Keeping You In Touch

September 2020

A Publication of the Pomona Valley Hospital Medical Center Marketing Department

Palliative Care During a Pandemic



At The Bedside-

From the earliest admissions of COVID-19 patients at PVHMC, the Palliative Care Team has been involved with caring for these patients and supporting their families. Comprised of Physician and Medical Director Dr. Lisa S. Raptis, Nurse Carla Cervantes, Social Worker Terry Venzor, Chaplain Elizabeth Grainger, and Administrative Assistant Andrea Smith, the team focuses on providing relief from the symptoms and stress of illness and improving the quality for life of our patients and families.

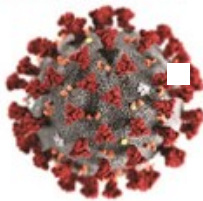
Each member of the multidisciplinary team brings expertise and experience, and works to relieve suffering using interventions specific to their scope of practice. As of late August the team has cared for more than 100 patients with COVID-19.

Physician – Lisa Raptis, MD

“I will remember that there is art to medicine as well as science, and that warmth, sympathy and understanding may outweigh the surgeon’s knife or the chemist’s drug. I will remember that I do not treat a fever chart, a cancerous growth, but a sick human being, whose illness may affect the person’s family and economic stability. My responsibility includes these related problems, if I am to care adequately for the sick.” As a palliative care physician, it is these lines of the Hippocratic Oath that I recall every day. In my field of medicine, there are many patients who do not survive. Caring for the dying is essential in order to ensure a peaceful and dignified dying process. It is imperative that we are just as attentive and considerate to those at the end of life as to all others, and that we support their families during a trying time. It is a tremendous honor to support and care for our patients and their families during this part of their journey.

In this time of COVID-19, our responsibility has been magnified. Day after day, I have been involved in the tragedies of people dying unexpectedly because of this virus. I have been told countless stories from children, parents, spouses, and siblings about their loved ones who are our patients. I have cried with them—as I too am a daughter, mother, wife and sister. I have created heart-felt relationships through the phone and FaceTime and

have learned to embrace families without the comfort of physical touch.



As doctors, sometimes we cannot change the disease trajectory. That is one of the most challenging parts of medicine to accept. And, it is most critical too that we do not forget our most profound responsibility: to ease suffering for our patients and to provide comfort and support during the unexpected for the family. It is not only my duty as a physician, but it is at the heart of palliative care.

Nurse – Carla Cervantes, RN

The routine challenges of caring for some of the sickest patients in the Hospital are amplified during COVID-19. As the Palliative Care Nurse Navigator, I am entrusted with ensuring that our patients remain comfortable, and that our patients and families are well informed and understand the complexities of the diagnosis. I also serve as the bridge between bedside nurses and the Palliative Care team. Managing our patients and ensuring their comfort is an evolving task as we witness the vast array of symptoms unfolding from this novel virus. Providing education to help families understand what is happening with their loved one is not only effective in alleviating some of the fear of “not knowing,” but is also crucial in gaining their trust.

As an RN, at times I have struggled to adapt to the new standards in place to protect our patients, families, and Associates. Many of our families are facing the death of a loved one without the ability to be with them — something we never could have imagined before the pandemic. We have learned to incorporate different means to keep our families connected and informed. There is no substitute for human touch, but through implementing different technologies we can reconnect patients with their families. Especially when someone is dying, it is crucial that the family feel reassured that the person they love is not suffering, and is not alone. Like many nurses, I have stayed at the bedside holding a patient’s hand until they breathe their last breath.

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Continued on Next Page.

Palliative Care During a Pandemic Continued-

One particular family had asked to coordinate a Zoom meeting so all nine of the patient's grandchildren, his four children, and his wife could say goodbye. As I sat in the room monitoring the patient so that he remained comfortable during his passing, I was also holding his hand--not realizing the family was able to see. A few days after his death I received a call from his son thanking me for that small gesture. Even in the midst of their grief, they were so grateful to know their father had not died alone.

Social Work – Terry Venzor, MSW

As the Palliative Care Social Worker, I have the privilege of providing direct services to patients, their families and caregivers. Most often they are challenged by life-threatening illness, trauma, and end of life care, and confronted by some of the most difficult situations a family will face. Many are not only in pursuit of physical healing but also in need of emotional healing. It is with social work values of dignity and respect that I engage patients, their families and caregivers as they journey through their time at PVHMC.

These perilous times of COVID-19 have created an emotional strain of separation between patients, their families and caregivers. Although technology through audio, FaceTime, and Skype has allowed for connectivity, nothing can replace the importance of human contact.

During these times of separation, the social worker can be the conduit that bridges the emotional gap between patients and their families and caregivers. In one particular situation, a patient's sister who could not be at her brother's bedside during his final days of life was encouraged to share her brother's story through his life experiences. Although much of his life was filled with adversity, it was important for her to share with me that he was a good man and an especially good brother. Through this life review and the retelling of their life experiences together she was able to connect with her brother on an emotional level, and ultimately experienced a sense of closeness.

As we continue to encounter the challenges that COVID-19 presents, the Palliative Care Team will continue to develop practical strategies to meet the ever-changing needs of our patient population.

Spiritual Care – Elizabeth Grainger, Chaplain

Chaplaincy is often referred to as a “ministry of presence”—a collaboration between the chaplain, the person being supported, and that individual's sense of meaning. As the Palliative Care Chaplain, I am present with patients and their families during some of the most challenging moments of their lives (and some of the most tender and meaningful, too).

Chaplains are accustomed to providing spiritual care to people during times of crisis. Yet the crisis of COVID-19 has created entirely new experiences and struggles for all of us. From the first time that our team held a family meeting downstairs in front of the Hospital, as the Chaplain it has been my role to reconnect patients and families with their greater sense of meaning, and with each other. No matter

the obstacles, I am here to listen with attention and to respond with compassion.

One experience I will never forget was coordinating the Anointing of the Sick (an end of life blessing) for a patient who was dying in ICU2. Using Skype, the family's longtime parish priest, over a dozen family members in three different countries, and the patient could participate in this most important of rituals. This moment brought a great sense of peace to all.

We are facing a pandemic whose effects are unprecedented in any of our lifetimes. As a Chaplain, I cannot cure anyone's illness—but I can be present with them in the fullness of their humanity during this moment of their lives. As we run this marathon of COVID-19 together, the Chaplains at PVHMC will continue to provide compassionate spiritual support to our patients, their families, and our fellow Associates.



POMONA VALLEY HOSPITAL MEDICAL CENTER

HOSPITAL HUDDLE

with Rich



You Are the “Best” in Our *U.S. News & World Report* Best Regional Hospital Ranking

It doesn't take a national award to tell me that Pomona Valley Hospital Medical (PVHMC) is one of the best hospitals in the country. I see firsthand what you do every day to make our Hospital among the elite 13% in the nation that won “Best” honors from *U.S. News & World Report*. However, receiving the *U.S. News & World Report* Best Regional Hospital in the Los Angeles metro area ranking tells our patients, their families and our community that PVHMC is the Hospital of choice in the region.

I can't begin to tell you how proud I am to see PVHMC return to the *U.S. News & World Report* Best Regional Hospital list. Several years ago, *U.S. News & World Report* changed the requirements for how hospitals are ranked. So, what did you do? You doubled down and helped us attain and report outstanding quality outcomes in four specialties to place PVHMC back on the Best Regional Hospital list.

PVHMC earned a “High Performing” rating 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* awards for those types of care.

Why are these rankings so important? Because they are designed to assist patients and their doctors in making informed decisions about where to receive care for challenging health conditions or for common elective procedures.

While the Stead Heart & Vascular Center and pulmonary teams have earned special recognition for these achievements, these awards belong to all of you for delivering safe, high-quality, compassionate care to every person who comes through our doors.

Congratulations to the absolute best Associates and Physicians in the region!





American
Red Cross

UPCOMING BLOOD DRIVES

SEPTEMBER 16 | 7AM - 7PM

*FREE COVID-19 ANTIBODY TESTING

OCTOBER 14 | 7AM - 7PM

OCTOBER 23 | 7AM - 7PM

PITZER AUDITORIUM

TO MAKE AN APPOINTMENT, VISIT:
WWW.REDCROSSBLOOD.ORG
AND ENTER SPONSOR CODE: PVHMC

Brain Teaser

September comes from an old Roman word. What is the word and what does that word mean?

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

No winner this month!

August's Brain Teaser Question: "What Animal is Associated with Summer?" Solution: "Goat—the goat is an Earth sign"

Courage doesn't always roar. Sometimes courage is the quiet voice at the end of the day saying, "I will try again tomorrow."



Join the Voices for Recovery

By Social Work Services

For months, we have been battling against the COVID-19 virus. You have been called in to work extra shifts or sent home to quarantine. During this time, many of our internal triggers have been pushed, and we have sought out ways to bring us comfort or satisfaction. Those struggling with addiction and their recovery have been challenged. COVID-19 has added stressors regarding health issues, job insecurities, housing and social isolation. September is National Recovery Month. Substance Abuse and Mental Health Services Administration (SAMHSA) has chosen the theme, "Join the voices for Recovery."

COVID-19 is a virus that is quickly spread and can attack the body of anyone, even a healthy person. Although it primarily attacks the respiratory system, the immune system is a major concern. According to the National Institute on Drug Abuse, substance abuse weakens the immune system making it more vulnerable to the virus. Primary care doctors' offices and health clinics have moved to telehealth appointments to limit expo-

cess to substances, making you susceptible to substance misuse, addiction and relapse.

Before COVID-19, we had a routine. We would go to work or school each day. We had appointments to attend to and date nights with friends. Whether we woke up early in the morning for the 1st shift or later in the day for the night shift, we each knew what our routine was. For those struggling with recovery, a lack of routine can be a great enemy. It can feel like endless hours of nothingness. A routine keeps us on track. Our routine guides us through our day. It gives us purpose.

COVID-19 has caused other triggers to challenge sobriety. Media in all forms have been constantly providing news about the virus. Most of it is relaying what we don't know about the virus and the deadly effect it has on the body. Daily number counts regarding hospitalizations and deaths can be frightening without the balance of how many people recovered.

So how can you help yourself or someone you know who is fighting to stay in recovery?



Join the Voices for Recovery:
Celebrating Connections

nationalrecoverymonth.org



sure. Getting an in person appointment poses a challenge where; you must make your way through a complex navigation system. The wait for an in-person appointment can be months. The emergency rooms are full of patients who could not access their regular medical care from home.

Struggling with a substance abuse disorder can be compounded with depression, anxiety, and other mental health conditions. Anxiety can be an overwhelming trigger that leads someone to self-medicate as a way of coping. Guilt from breaking a period of sobriety can lead to further depression, creating a vicious circle.

Many have built their sobriety foundation on treatment clinics where they have access to counseling and medications. These clinics have been closed or moved to virtual sites. Although this meets some needs, it does not provide the same connection as in person. AA has been a sought out program for many years because of the need for social connections.

Social isolation has been a trigger for all of us. Nationally, deodorant sales are down, while ice cream sales are up! We have more time on our hands than we expected. The hours have blended into days which have blended into weeks and months. Boredom has set in. The things we have put off doing have either been done or no longer of any interest. We can go numb and look for anything that will make us feel something. You may be so anxious that you want something to calm you down. Quarantine means more time at home, which can mean having ac-

Tips:

- Connect with loved ones - FaceTime, Skype, drive by, text, tweet, Instagram
- Virtual support groups - many chat rooms have been developed
- Maintain a schedule - set an alarm clock, get dressed, plan a project for the day, eat meals and go to bed on time
- Practice self-care, exercise, hobbies - read a book, finish learning a new language
- Partner with another for support and accountability - AA, NA, ALON all have virtual groups on line
- Ask for help - let people know
- Contact Concern Employee Assistance Program, a benefit provided by the Hospital for all Associates.

COVID-19 is a challenge for all of us. However, if we join together to be a voice for recovery, we will all get through this stronger than ever.

To find additional resources, visit the PVHMC - Case Management home page - "Substance Abuse resources," or the SAMHSA.org website.



In Memory of Lucy Hyde

By Glenda Ferguson, Director of Development

In September 2019, Pomona Valley Hospital Medical Center Foundation lost a very dear friend, Lucy Hyde. Lucy was not only a friend, but a major benefactor to the Foundation, and a Hospital Volunteer since 1990 where she was drawn to help and support cancer patients. At that time, the cancer unit was on 3-South, which today is Telemetry 3, Station 1.

It took a lot of commitment to be an Oncology Volunteer in those early years. You were required to take 12 weeks of extra training before being able to work on the unit, and Volunteers wore a blue smock or shirt to be identified as an Oncology Volunteer. As a Volunteer, Lucy sat with patients and would assist by obtaining information for them, and let nurses know when they needed their attention. It was truly a role for people like Lucy who are "givers."

Before The Robert & Beverly Lewis Family Cancer Care Center opened its doors in 1993, Lucy generously supported the Capital Campaign through a major gift for a program that touched her heart dearly. Once the doors opened she continued to be a Volunteer for several days a week helping patients and their families.

Within a short time, she earned the title of Chairman of Oncology Volunteers. She trained new Volunteers and mentored those at the Cancer Care Center who also enjoyed helping patients and their families. In addition to Volunteers who supported patients, she also mentored the Volunteers who ran the Loving Care Gift Shop, Wig Program and the Community Library. Not to mention, coordinating all the Volunteers who helped at special events and screenings – her Volunteering was close to a full-time job.

Lucy's wisdom and philosophy was not imparted to the Volunteers but also to Hospital Associates at the Cancer Care Center. Many hours she spent at the Center listening and supporting those in need. Again, her generosity of time and talent made her a very special person and member of the cancer team.

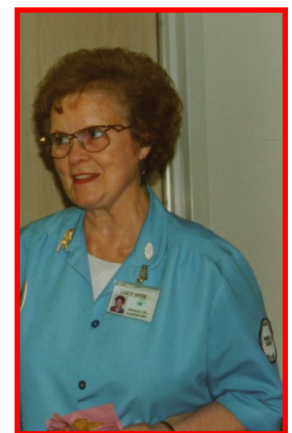
As Lucy was getting older it became necessary to deal with her own medical issues. However, she always found



a way to return to the Cancer Care Center, Monday through Friday to fulfill her responsibilities as the Oncology Volunteer Chairman.

Lucy was a Volunteer for 21½ years and gave of 11,000 hours of her time to the Hospital. Due to health issues, she made a difficult decision to retire in March 2012. Nonetheless, her financial support continued until the day she passed. She named PVHMC Foundation in her life estate with a gift of over \$1 million to The Robert & Beverly Lewis Family Cancer Care Center Endowment Fund. This provides vital resources allowing the Cancer Care Center to offer patients access to receive wigs, nurse navigator services, social worker assistance, educational and wellness information, etc., all at no cost.

Lucy truly understood and saw the impact these services had for cancer patients during their journey back to good health. We miss Lucy, but her legacy continues each and every day when a cancer survivor thanks us for the care they received during their cancer journey.



Nonatal Intensive Care Unit Department Donates More Huggable Hands for Our NICU Babies

By Amber Brenneisen, Public Relations & Community Outreach Manager

Just a few years ago, Neonatal Intensive Care Unit (NICU) nurse Eunice Botengun (EB) Stapp, MSN, RN, saw a need for our tiniest patients to have more comfort and support. She initiated a fundraiser in her department through our PVHMC Auxiliary's Sick Baby and Hospital Assistance Fund. The goal? To purchase more of The Zaky HUGs to provide to infants and their families, at no cost.



The Zaky HUG is a newborn aide that provides a nurturing surrounding and a reassurance of touch to our premature and early-term infants. The arm and hand-shaped wrap is plush on the outside and filled with beads so

that it can be gently placed on babies to soothe and comfort them. It also provides neuroprotective care and can be used to aid in positioning to support proper posture by

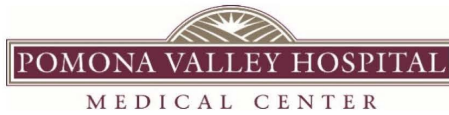
being placed around or under the baby to relieve pressure points.

Upon every baby's admission to our NICU, neonatal occupational and physical therapists conduct a developmental evaluation in which they are able to determine if a baby will benefit from The Zaky HUG. Once issued, The Zaky HUG remains with the baby for the duration of their admission and is given to the parents upon discharge for use as a developmental, sensory toy.

Numerous studies suggest that The Zaky HUG significantly improved self-regulation through decreased apnea and bradycardia and reduced stress behaviors for babies in the NICU.

We are so grateful to the NICU Department and all who have supported their efforts to bring these comforting aides to our tiniest, most fragile patients!





PRIOR AUTHORIZATIONS

Did you know that certain inpatient and outpatient services require you to obtain prior authorization? The Pre-Authorization Request Form is used to obtain approval prior to seeking care. If the service can be performed at PVHMC, it is expected that your approved service be performed there. If not, then the provider should include the facility as part of the pre-authorization request. This flyer will provide some examples of what these services may be as well as an overview of the required process.

E P O

There are several services under the EPO plan that require prior authorizations.

EXAMPLES

- Speech therapy through PVHMC Milestones Centers for Child Development
- Transplant Procedures
- Durable Medical Equipment such as: insulin pump (artificial pancreas devise)
- Prosthetics/Orthotics
- Genetic Labs
- Home Care Services
- Private Duty Nursing
- Out of Network Services



See benefit guide for list of more examples. The prior authorization process is shown below.

P P P

Under the PPP, you must seek services only from a Pomona Provider.

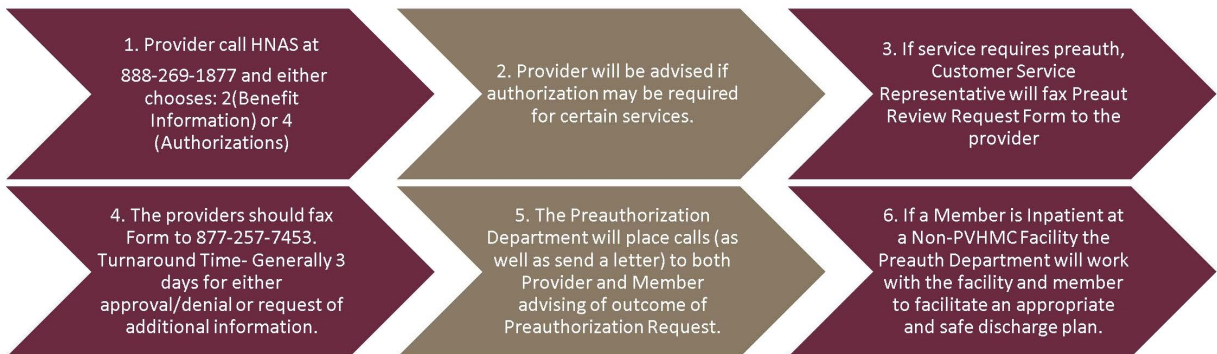
There are several services under the PPP that require prior authorization even if they can be performed at PVHMC. The same examples listed ABOVE apply to the PPP.

If there are no Pomona Providers available to the member for a covered service, the member must obtain prior authorization to select a provider within the Blue Shield PPO network. If a needed in-patient or out-patient non-emergency service cannot be performed at PVHMC, the member and the treating physician must obtain prior authorization to have services performed at a different facility within the Blue Shield PPO network.



No benefit is payable if a non-emergency service is incurred outside of Pomona Providers network before obtaining approved authorization.

Note: The Preauthorization Form can be found in Launchpad for Associates or on the HNAS website: www.myHNAS.com



September is

Peripheral Artery Disease Awareness

Submitted by Rehabilitation Services

What is Peripheral Artery Disease (PAD)?

PAD is a chronic circulatory condition that affects nearly 20 million Americans, causing leg pain, aching, and cramping when walking. The bad news is—if left untreated—200,000 of those patients are estimated to undergo limb amputation each year!

Risk factors for PAD, as identified by the Centers for Disease Control and Prevention (CDC), include smoking, high blood pressure, diabetes, high cholesterol, and over age 60. PAD patients are also at greater risk for heart attack and stroke.

With PAD, plaque build-up in the arteries reduces blood flow to the muscles in your legs. This causes discomfort in your legs when you walk—a symptom called “claudication.” Leg pain typically worsens the longer you walk and gradually goes away when you rest.

The Good News: SET for PAD Can Help

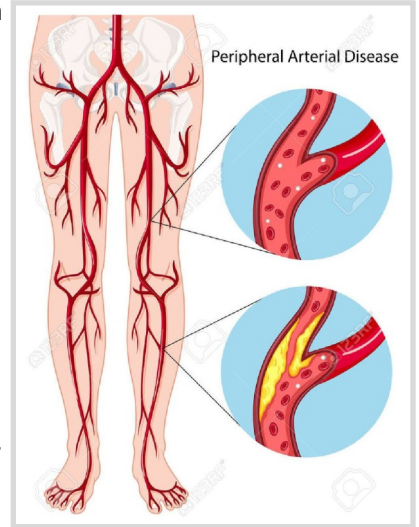
Research has shown Supervised Exercise Therapy (SET) to be an effective, noninvasive method to alleviate the most common symptoms associated with PAD. Studies have found patients participating in SET were able to improve their walking tolerance and distance more than

those completing a non-supervised home exercise program, or just walking on their own.

SET programs are supported by the American Heart Association as a first line, noninvasive, low risk therapy for PAD—and the good news is they are covered by Medicare!

“PAD Rehab” SET Program at PVHMC

Provided by Cardiovascular Rehabilitation, our “PAD Rehab” is an outpatient program in the Rehabilitation Services Department. For more information about **PAD Rehab**, contact one of our Cardiovascular Rehab specialists at **909.865.9831**.



Congrats to Rehab Service’s New Clinical Specialists!

Submitted by Rehabilitation Services

Did you know that less than one percent of the Physical Therapists in the United States have the distinction of being a Pediatric Clinical Specialist (PCS), that less than two percent can say they are a Neurology Clinical Specialist (NCS), and less than 7% are known as an Orthopedic Clinical Specialist (OCS)? In other words, those who hold these credentials are among a very prestigious group of physical therapists!

Clinical specialists are recognized by the American Board

of Physical Therapy Specialties as board certified in their specific area of expertise. At a minimum, therapists who receive this clinical distinction have met eligibility requirements, completed 2,000 hours of direct patient care in their specialty area, and successfully completed a rigorous written exam.

Congratulations to physical therapists Stella Mendoza and Dani Jasso for meeting these stringent requirements and acquiring three new letters to their credentials—and to physical therapist Amy Newmark for her NCS recertification!



Stella Mendoza, PT, MPT, OCS



Dani Jasso, PT, DPT, PCS



Amy Newmark, PT, NCS



In Recognition of
BREAST CANCER AWARENESS MONTH



Low Cost Digital Screening Mammography

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You are eligible for this low cost screening if:

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- You don't have breast implants
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* Exam must be completed by 10/31/20

You can have your exam at any of our locations:

Breast Health Center • 1910 Royalty Drive, Pomona

Located within The Robert & Beverly Lewis Family Cancer Care Center

Pomona Valley Imaging Center • 2140 Grand Ave., Suite 115, Chino Hills

Pomona Valley Health Center • 1601 Monte Vista Ave., Suite 107, Claremont

Pomona Valley Health Center • 2333 Foothill Blvd., La Verne



MEDICAL CENTER

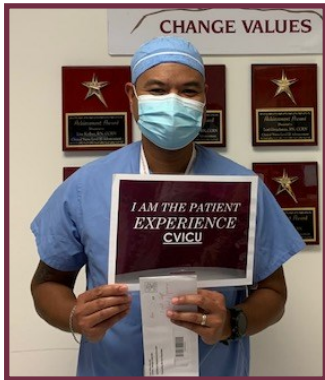
Expert care with a personal touch

pvhmc.org

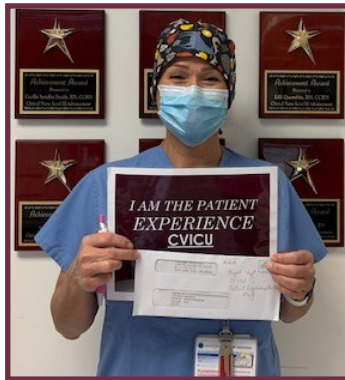
"I AM THE PATIENT EXPERIENCE" WINNERS!!!

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.



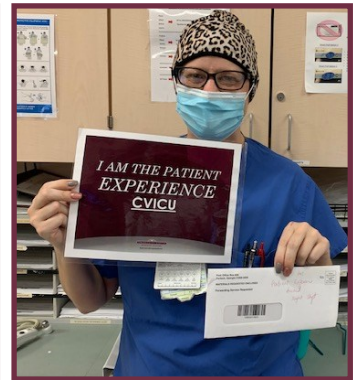
**Alex Rosario, BSN, RN,
 Clin III, CVICU**



**Michelle Brown, RN,
 Charge Nurse, CVICU**



**Margie Gomez Mustafa,
 RN, Charge Nurse,
 CVICU**



**Lori Greydanus, BSN,
 RN, Clin III, CVICU**



**Lizzel Castro BSN, RN,
 Clin III, CVICU**



**Juliet Jones, BSN,
 RN, Charge Nurse,
 CVICU**



**Lisa Kolber, MSN, RN, CCRN,
 Charge Nurse, CVICU**



**Jojo Paet, BSN, RN,
 Charge Nurse, CVICU**



**Dameisha Sheridan,
 BSN, RN, CCRN,
 Charge Nurse, CVICU**



**Cindy Rodriguez, BSN,
 RN, Clin III, CVICU**



**Cece Serafini Smith, RN,
 CCRN, SCRN, CVICU**



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!



In The News!

Chino Champion

& Chino Valley News

On August 1st, the Chino Champion ran an article on our \$15 million grant for the new Pediatric Unit.

On August 22nd, there was an article on PVHMC recognized as a "Best Regional Hospital for 2020-21" by U.S. News and World Report.



On August 27th, the La Nueva Voz ran an article on our \$15 million grant for the new Pediatric Unit.

Inland Valley News

On August 21st, the Inland Valley News ran an article on PVHMC Among the Best Regional Hospitals in the Los Angeles Metro Area.

DAILY BULLETIN

THE ORANGE COUNTY

REGISTER

On August 23rd, both the Inland Valley Daily Bulletin and the Orange County Register ran an article where Dr. Kim was speaking to the impact of the flu season in the ED during the pandemic.



Outstanding Contributors

This group of Healthcare providers were recognized for their outstanding contributions with the Clinical Documentation and Coding Integrity Performance Improvement Steering Committee.

Front row: Dr. Danielle Dabbs; Dr. Heather Davis; Shannon Perrett, RD; Laurie Hummel, RN; Elaine Maldonado; DeeAnn Gibbs, MHA, BSN, RN and Aimee Castillejo, BSN, RN, CCRN. **Back row:** Dr. Jhonathan Munoz; Diego Gavela, PT, WCC; Nora Catipon, MSN, RN; Dr. Christopher Juynh and Olga Desiatkin, BSN, RN, CCOS.





POMONA VALLEY HOSPITAL

MEDICAL CENTER

Expert care with a personal touch

Tender Touch Gift Shop's Care Wear Uniforms

Online Scrub & Shoes Sale!



*a fundraiser for the Sick Baby
& Hospital Assistance Fund*

Your Health is Our Top Priority.

Our sale will be online only for a safe,
Contactless shopping experience!



Dates:

September 1 - October 31, 2020

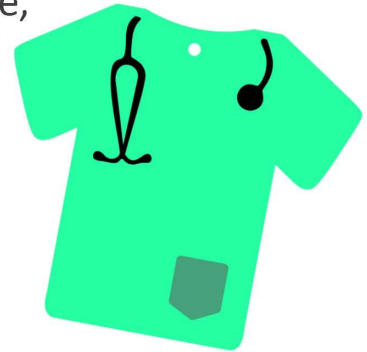
How to Shop:

Visit www.carewearscrubs.com

As a Thank You during this time of COVID, enter promo code at
Checkout: **PVHMC19**

to receive 10% off and free shipping!

Credit cards and AFTERPAY (credit card payment split into
four bi-weekly payments) accepted, only.



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Antioxidants to Benefit Health

By Colleen Holbrook, RD, CNSC

The topic of most conversations these days seems to be around the subject of COVID-19, whether it be at home, at work, on social media or pretty much anywhere else.

My last visit to Costco I noticed that almost every cart had multiple containers of vitamins and other supplements.

I would like to suggest that eating a variety of whole foods will provide us with necessary calories, protein, vitamins, minerals and of course fiber.

Below are lists of foods that have multiple benefits for our health. The hot topic seems to be antioxidants; therefore, I would like to provide lists of foods that are considered good sources of these specific nutrients.

<u>Beta Carotene</u>	Pumpkin	Nectarine	Red Peppers
Apricots	Squish	Orange	Salmon
Asparagus	Spinach	Papaya	Shrimp
Beets	Sweet Potato	Snow Peas	Spinach
Broccoli	Tangerines	Sweet Potato	Sunflower Seeds
Cantaloupe	Tomatoes	Strawberries	Tuna
Carrots	Watermelon	Tomatoes	
Corn		Red/Green and Yellow Peppers	
Green Peppers	<u>Vitamin C</u>		<u>Zinc</u>
Cantaloupe	Berries		Beans
Carrots	Broccoli	<u>Vitamin E</u>	Chickpeas
Corn	Brussel Sprouts	Almonds	Clams
Green Peppers	Cantaloupe	Avocado	Dairy
Kale	Cauliflower	Broccoli	Lentils
Mangos	Guava	Chard	Nuts
Turnip Greens	Grapefruit	Mustard Greens	Oysters
Collard Greens	Honey Dew	Turnip Greens	Poultry
Nectarines	Kale	Mangoes	Red Meat
Peach	Kiwi	Nuts	Sea Food
Pink Grapefruit	Mango	Papaya	Whole Grains

Don't forget the importance of water. We need to stay hydrated, especially now with the heat upon us. Please wear your mask, wash your hands, social distance and eat a variety of foods.



Join Pomona Valley Hospital
Medical Center's Magnet Journey!



Follow us on Facebook for education and information on
our path to Magnet Designation.

Search: **Darlene's Magnet Moments**

TRANQUIL MOMENTS



Breathing fresh air can do wonders for our minds. Consider having a quiet tranquil moment during your break in one of our outdoor spaces.

NOW OPEN: Women's Center Atriums

Make your way to the Atrium patios located on the first floor of the Women's Center. Here you will find a place to breathe in some fresh air and enjoy some time to rest your mind.

Please remember to social distance while enjoying the space and keep our new space clean.

PVHMC is a smoke-free campus.





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!

- Michelle Giron, Staff Nurse in the Resource Center
- Santana Anderson, UM Case Manager in Utilization Management
- Janit Graham-Quayle, Sterile Processing Tech in Sterile Processing
- Alex Garcia, ED Tech in the Emergency Department
- Nicole Lobendino, Sterile Processing Tech in Sterile Processing
 - Robert Miramontes, Officer in Security
 - Michael McDonough, EVS Associate in Environmental Services
- Jessica Diaz, Admitting Representative in ED Admitting
- Ma Melody Redona, Clinical Lab Scientist in the Laboratory
- Paula Tepet, EVS Associate in Environmental Services
- Rosario Guzman, Stock Clerk in the Warehouse
- Joey Ramitterre, LVN in Occupational Health
- Rhonda McMillan, PMO Manager in Information Services
 - Amanda Ochoa, Officer in Security
- Yu Zhang, Infectious Diseases Specialist in Pharmacy
- Valerie Segura, Assistant in the Medical Staff Office
- Dr. Irene Sung, Fellowship in Family Medicine Residence Program
- Dr. Omer Aba-Omer, Fellowship in Family Medicine Residence Program
- Karla Gonzalez, Warehouse Clerk in Warehouse & Receiving
- Arriana Vallejo, Medical Assistant/Receptionist at PVHC, La Verne Urgent Care
 - Karen Asbra, Manager in Medical Education
- Lizeth Martinez Serrano, Admitting Representative in Admitting South
 - Maricar Ramiscal, Staff Nurse in ICU



Let God Be God, and Live

Submitted by Rufus Roney, CVICU—The happiest man in the world!

Heaps of blessings and more blessings are coming your way! You are all winners here at PVHMC! Cheer up my beloved as I want to share with you some more on the topic of purpose, but first can I tell you that I love you and PVHMC? How are you doing?

I'm seeing so many new faces from all over the United States as travelers to our Hospital. This is rich to my heart! I see these wonderful faces, and I'm making new friends who will one day take back with them all the love and warmth from our great staff and spread it to many cities, states and other wonderful hospitals. They will spread the Pomona Valley love! (lol) We are changing hospitals nationwide for the better! The gloom is glory in disguise, which has sharpened us.

My heart goes out to the families who have lost loved ones, and we stand with those families and give love daily. Someone asked me, "With all of this going on in the world, what am I here for? Can we make a difference?" I answered with a resounding, "Yes!" No matter how you look at it, you are still here – it is not the end of your story, and your finest hour is yet to come. Sometimes we expect nothing to change, but the only thing we are guaranteed is change! (lol) Change is inevitable, and change is what life is about. To everything there is a season!

Someone was sharing with me that they felt hopeless sometimes in their personal life. He said it took him years to finally realize that even though he spent a lot of time earning, investing and saving his money, he didn't have a lot of friends. He summed it all up by saying "I can make more friends and I can make more money, but I cannot make more time," and he said with great concern how it frustrated him. He then quoted part of a poem by William Ernest Henley. Perhaps you have heard it? It says, "I am the master of my fate: I am the captain of my soul."

May I share something that may give you peace? You must realize that that life is wrapped with mysteries so profoundly deep that you just can never get to the bottom of it, outside of God. An example – did you make yourself? Who asked you to be here? Who chose your hair color, your eyes? Why are you here at this time in history complete with thought, touch, taste, hearing, smell and feelings? So, take the load off yourself. There are things in life we cannot explain – it is beyond our comprehension. There are things in life we cannot change. There are things that will happen in our lives that we cannot control. So settle it now, and rest your heart.

Everyone that is born today will 100% die someday. And they can't even choose when it will happen! So, it's okay to tell people, "Hey, I don't know?" Do all you can and leave the rest to God, because there are things that only God can explain. Let him explain, Let God Be God!

The bible says in the book of Philippians 4:6-7, "Be

anxious for nothing, but in everything by prayer and supplication, with thanksgiving, let your requests be made known unto God and the peace of God which surpasses all understanding shall keep your hearts and minds through Christ Jesus."

What is the key to all of this? How can we ensure better things for our future? You got it, Prayer! Prayer is an earthly license for heavenly interference. (lol) It gives God permission to help you his way, in his time. Prayer is the most powerful reality that gets the job done. Everyone wins with prayer.

I remember a lady telling me she was praying for a husband and had this particular man in mind. She prayed night and day that he would be the one she loved with his hair and Colgate smile – to her he was so perfect. For some reason she became angry at God for not granting her wishes at that time. She went on with her life wondering why God never answered her prayer.

Then about two decades later she was at a grocery store and a man had called out to her. From his physical appearance he had much to be desired. He wore a shabby coat, had no hair and he was missing most of his teeth. She wondered who was this man? Then he told her, "It's me, baby – Bobby. Oh, how I've been thinking about us." She went home and got on her knees and thanked God for not

answering her prayer and giving her Bobby! God did answer her prayers, because He saw the future!

God looks into the future for us, we can only see today. He sees decades, even centuries, into the future, because he is the past, present and future, all at once. He sees everything, he hears everything and nothing gets by him. God protects you then blesses you with something so good you forget all of your struggles. In the end you will say it was all worth it!

Romans 8:28, "For all things work together for good to them that love God. To them who are the called according to his purpose." Want to hear some great news? You have a purpose! In this generation, at this time in history, what you are and how you are was predetermined by why you are! (lol) You have so much richness in you that's valuable the world will pay you to be yourself. Everything you need is already in you my beloved! You are the answer to a need God created even in our great and mighty Hospital. We are blessed because you are here!

Let's continue in love always and forever! Enjoy the month of September, and **thanks for coming to work today!**



Benefits Corner



By Hazel Wong, Benefits Manager



Pomona Valley Hospital Medical Center (PVHMC) strives to provide quality, comprehensive and competitive benefits programs for our Associates. In addition to our benefits program, we want to ensure that our Associates are provided with the right resources in order to be fully educated on their benefits. In order to achieve that, PVHMC has implemented a Benefits Education Gallery, a one stop shop for Associates to view documents, recorded presentations, and much more. This new tool will be available beginning July 1, 2020 and can be found in the PVHMC Intranet site.

Explore your BENEFITS EDUCATION GALLERY!



Know the Real Cost of Taking Money Out of Your Retirement Account

You've taken a big step toward a positive future by saving in your retirement plan. Given the current environment, you may be tempted to take money from your account. But the costs of taking a loan or distribution can be significant. Please refer below for more information.

You may pay taxes and penalties that greatly reduce your savings, and you may lose the wealth-building power of compounding over time. Lincoln is here to help you understand your options before you take a loan or distribution from your account under the CARES Act. Please schedule a one-on-one meeting with Lincoln today by calling 949.474.6897.



Before you take a loan

Be sure to consider the potential tax consequences and the impact on your long-term savings before you borrow from your retirement plan. A financial professional can help you decide if a plan loan is right for you.

The real cost

This chart shows how taking a plan loan can slow your savings progress.

	With a loan ¹		Without a loan ³
	Contributions stop during loan period ²	Full contributions continue during loan period ²	
Account balance at age 30	\$25,000	\$25,000	\$25,000
One-time loan initiation fee	\$100	\$100	
Biweekly loan payment during loan period	\$100	\$100	
Biweekly contribution during loan period		\$100	\$100
50% match received during loan period		\$50	\$50
Account balance after 35 years (at age 65)	\$497,745	\$627,619	\$639,158

In this example, you may miss out on more than \$141,000!

This illustration assumes a 6% annual effective rate in a tax-deferred account. This is a hypothetical example. It is not indicative of any product or performance and does not reflect any expense associated with investing. Taxes will be due upon distribution, including a 10% penalty on distributions taken prior to age 59½ unless an exception applies, and, if shown, results would be lower. It is possible to lose money investing in securities.

1 This example assumes a \$12,000 loan taken at age 30 and repaid over 5 years at a 3.4% effective interest rate.

2 This example assumes biweekly contributions of \$150 (\$100 participant contribution plus \$50 employer match) only during the 30-year period after the loan is repaid.

3 This example assumes biweekly contributions of \$150 (\$100 participant contribution plus \$50 employer match) during the 35-year period.



Roberto J. Duran, CFP®, ChFC®, CRPC® 18400 Van Karman Ave., Suite 550, Irvine, CA 92612, Direct Line (949) 623-1762, Roberto.Duran@LFG.com, California Insurance License #0C87851 Securities and investment advisory services offered through Lincoln Financial Advisors, a broker-dealer (Member SIPC) and registered investment advisor. Insurance offered through Lincoln Marketing and Insurance Agency, LLC and Lincoln Associates Insurance Agency, Inc. and other fine companies. Lincoln Financial Group is the marketing name for Lincoln National Corporation and its affiliates. CRN3182774-072920



Before you take a distribution

Taking a cash distribution may cost you now and later. You may pay taxes that greatly reduce your savings, and you may lose the wealth-building power of compounding over time. Make sure you understand the pros and cons before deciding to cash out.

The real cost

\$50,000	Jim's retirement plan savings	
-\$10,000	Standard tax	The plan administrator automatically deducts 20%, as required by law. 20% of \$50,000 = \$10,000
-\$5,000	Early withdrawal penalty	Jim is not yet 59½, the age when he can begin taking penalty-free withdrawals. He owes an additional 10% in penalties. 10% of \$50,000 = \$5,000
-\$6,000	Tax bracket	Jim is in the 32% income tax bracket. Only 20% was deducted under the standard tax penalty. He has to pay the 12% difference. 12% of \$50,000 = \$6,000
-\$2,500	State and local taxes	We deducted \$2,500 for state and local taxes, based on a 5% average tax rate; this amount may be higher or lower, depending on where Jim lives.
\$26,500	Jim's taxes and penalties add up to \$23,500, which is subtracted from his savings total. His \$50,000 distribution now totals only \$26,500.	



Ask your Lincoln representative for help understanding your options so you can make the decision that's right for you.



Roberto J. Duran, CFP®, ChFC®, CRPC® 18400 Van Karman Ave., Suite 550, Irvine, CA 92612, Direct Line (949) 623-1762, Roberto.Duran@LFG.com, California Insurance License #0C87851 Securities and investment advisory services offered through Lincoln Financial Advisors, a broker-dealer (Member SIPC) and registered investment advisor. Insurance offered through Lincoln Marketing and Insurance Agency, LLC and Lincoln Associates Insurance Agency, Inc. and other fine companies. Lincoln Financial Group is the marketing name for Lincoln National Corporation and its affiliates. CRN3182774-072920

To Everything There is a Season

By Elizabeth Grainger, Palliative Care Chaplain

The days may still feel blistering, but summer will soon be drawing to a close. On September 22nd, Autumn officially begins as we celebrate the Autumn Equinox. The word “equinox” comes from Latin *aequus*, meaning “equal,” and *nox*, “night.” On the spring and fall equinoxes, day and night are roughly equal in terms of length (exact dates of equal day and night depend upon location). After the equinox this month, the sun rises later and night comes sooner.

Some trees may begin to display vibrant, multi-colored foliage, due to chemical processes that take place as the seasons change. You may not think of southern California as a hot-spot for fall foliage, but there are some beautiful local opportunities for seeing colorful leaves. The Los Angeles County Arboretum and Botanic Garden is one — and offers virtual garden tours at www.arboretum.org. Closer to home and for those who enjoy hiking, Stoddard Peak at Mt Baldy offers beautiful views of the changing landscape.

From September 1st-17th, Hindus observe Pitru

Paksha, or the Fortnight of the Ancestors. During Pitru Paksha, three generations of ancestors are remembered and celebrated. This tradition harkens back to the earliest Hindu scriptures, the Rig Veda. The belief is that the souls of these three preceding generations reside in *Pitriloka*, a realm between heaven and earth. When another generation passes away, the oldest of the three generations in *Pitriloka*

departs that realm and unites with God. *Shradha*, a ritual performed by a household’s eldest son to remember these ancestors, creates the opportunity to express heartfelt gratitude and thanks.

The generations that came before are honored for having helped all living now to become who they are, and prayers may be offered for their peace. Because this is a more solemn occasion than many other festivals, a number of activities are discouraged during the “fortnight.” Yet more than focusing on what they cannot do, many Hindus today instead pay attention to additional ways to honor and connect with their ancestors and deepen their faith. Chanting, meditation, and prayer may all be offered for the peace of those who came before.

The Jewish High Holidays begin at sundown on September 18th with Rosh Hashanah (“Head of the Year,” or New Year), and continue into Yom Kippur (Day of Atonement) beginning at sundown Sept 27th. It is said that the Gates of Heaven open on Rosh Hashanah and close at the end of Yom Kippur. According to Jewish tradition, Adam and Eve were created on Rosh Hashanah. The new year is celebrated with the blowing of the shofar (ram’s horn), attending religious services, saying *Tashlich* (prayer whose name means “casting away”) at a body of fresh water, lighting candles at sundown, and enjoying many special foods. One such delight is apples

dipped in honey, symbolizing the sweetness we wish for the year to come.

The period of the High Holidays is the most sacred of the Jewish calendar, and a time to seek forgiveness for any wrongs that have occurred in the previous year. Yom Kippur offers the opportunity to seek forgiveness from God. In keeping with the solemn nature of this day, Yom Kippur is observed for a 25-hour period, beginning at sundown, by fasting from food and drink as well as a number of other restrictions. Typically, observers would visit their synagogue during this period. As they have with all other holidays that have occurred during our season of pandemic, faith leaders will adapt their traditions in order to celebrate while still supporting the health of their communities.

As the seasons shift from summer to fall, many find

the need to reflect on the passage of time. Traditionally, Autumn is the season when crops and fruits are gathered and leaves fall. For many, this season reminds us of the constant nature of change. It can be a time to appreciate the beauty in impermanence, even as we relish family, religious, and cultural traditions. *How do you see change in your life, and around you? Who do you want to*

honor and remember? What brings you sweetness? What do you want to “cast away”? Whatever this season means to you and however you celebrate, please remember that the Chaplains of Spiritual Care Services are here to support you. To speak with a Chaplain, please call 909.469.9305, or page the Chaplain on call at x5904 (available Monday-Friday, 9am-5:30pm). Remember, we are here for YOU.

September Holidays

- 1-17** Pitru Paksha (Fortnight of the Ancestors)—Hindu
- 2** Onam ends (Harvest Festival)—Hindu
- 8** Nativity of Virgin Mary (Birthday of Mary)—Catholic
- 11** Nayrouz (Feast of Martyrs, New Year)—Coptic Christian
- 18-19** Enkutatash (New Year)—Ethiopian Orthodox
- 18-19** Rosh Hashanah (New Year, beginning of High Holidays)—Judaism
- 22** Autumn Equinox/First day of Fall
- 25** California Native American Day
- 27** Yom Kippur (Day of Atonement)—Judaism
- 28** Meskel (Discovery of the True Cross)—Ethiopian Orthodox
- 29** Feast of St Michael and All Angels—Christianity



Honor The People Who Gave You Power

Send a photo & story of someone from Pomona who made a difference

Who inspired you? For whom are you grateful? Who changed your life? They could be known to many, or just to you. Other cities have a hall of fame. The future Pomona Gold Line light rail station will have a hall of gratitude. The Pomonans to be honored will be selected from those submitted through a public call to all Pomona residents.

Words expressing the power of these people will be exhibited alongside their photos. An example could be: "Norma showed me the power of love." The artwork will be fabricated on glazed ceramic tile, using the Tilography process. Pairs of people and statements will be included

on railings and other locations around the future station.

This art project is designed to connect us to our past and our future, generating a renewable source of people power for positive change. The transformative power of community pride can unleash miracles.

Post your photo and story online to PomonaPeoplePower.com TODAY, and spread the word to your friends and family. Deadline is October 31, 2020, so don't delay. We want as many people as possible to be a part of this amazing opportunity!

the POWER of POMONA is PEOPLE

Public Artwork for the Future Pomona Gold Line Station • Stephen Farley, Artist



Foothill Gold Line

HONOR THE PEOPLE WHO GAVE YOU POWER

Send us a photo & story of someone from Pomona who made a difference
Come to an event, or go online to PomonaPeoplePower.com

Submission Events

(submit in person)

Wed, March 11

Palomares Park
499 E Arrow Hwy
Pomona CA
5:30-7:30pm

Sat, April 11

American Museum of Ceramic Art (AMOCA)
399 N Garey Ave
Pomona CA
5:00-9:00pm

Sat, May 9

AMOCA
399 N Garey Ave
Pomona CA
5:00-9:00pm

Sat, July 11

AMOCA
399 N Garey Ave
Pomona CA
5:00-9:00pm

Sat, August 8

AMOCA
399 N Garey Ave
Pomona CA
5:00-9:00pm

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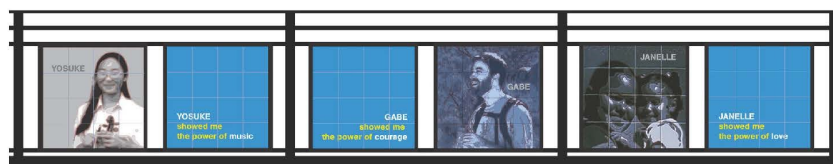


NORMA
showed me
the power of love

Help us make this happen by submitting your hero to be included in this project.

Go online to

PomonaPeoplePower.com



For more information on the Foothill Gold Line project visit: foothillgoldline.org

FAQs on
Next
Page.

the POWER of POMONA is PEOPLE

Public Artwork for the Future Pomona Gold Line Station • Stephen Farley, Artist

We invite you to become part of creating the permanent artwork for the future Pomona Gold Line station and honor the people of Pomona that have made a difference in your life!

Artist Steve Farley, a native son of the Pomona Valley, is collecting stories and photos about Pomona residents who have positively impacted the lives of others for inclusion in his public artwork creating a hall of gratitude at the future station. The submission of stories can be made online, or in person at one of five free submission events to be held in March, April, May, July and August 2020. At the submission events you will also be able to meet Steve, bring photos and submit stories for consideration. The "Power of Pomona is People" Project provides Pomona residents the opportunity to contribute directly to the artwork at the future station and honor your local heroes. We hope you will take the time to submit your hero for this project.

FREQUENTLY ASKED QUESTIONS

What is the deadline for submissions?

11:59pm Pomona time, Sept. 30, 2020.

In what format should I submit the photo?

Online: Please submit a 300dpi (high resolution) 8"x10" photo as a JPEG. In-person: Bring an original photograph up to 8"x10" in size, and we will scan it for you at an upcoming event.

Can I mail a photo and story to you?

No. We can only receive submissions either online or submitted in-person at an event.

Can I submit in-person AND online?

Yes, but please do not submit the same local hero more than once.

Can I submit more than one local hero for consideration? Yes.

What kind of photo are you looking for?

Select the clearest, most interesting, and highest-quality head-and-shoulders portrait of that person that you have.

Can I submit more than one photo per local hero? Please submit only one photo per local hero - choose the best you have.

How long should my submitted story be?

Please limit your story to 300 words or less.

Will the local hero whose photo I submit need to sign a release for use of their image? Yes, all local heroes selected for the final artwork will be required to sign a waiver. Those selected who are deceased will require another process to ensure that the image may be used.

Can I submit a photo of a local hero who is deceased? Yes. Due to the requirements for authorization of image use, a special process will be required to include deceased individuals.

I live in Pomona. Will you consider a photo of someone who changed my life, but has never lived or worked in Pomona?

We'll select only local heroes who were born in and/or spent a large part of their life in Pomona.

Where will the submissions be publicly displayed? A select number of submissions that meet all requirements will be displayed online at PomonaPeoplePower.com as part of the Hall of Gratitude. A limited selection will also be included in the permanent public artwork at the Pomona Gold Line Station.

The artist and the Foothill Gold Line Authority will collaboratively make the final selection based on many factors including but not limited to: A compelling story, diversity, quality and composition of the photo, ability to receive appropriate authorizations and importance of the local hero to the community.

How will the selection be made for those who will be included in the permanent public artwork at the Pomona Station?

The artist and the Foothill Gold Line Authority will collaboratively make the final selection based on many factors including but not limited to: A compelling story, diversity, quality and composition of the photo, ability to receive appropriate authorizations and importance of the local hero to the community.

How can I give my submission the best chance of being selected for display at the Pomona Station?

Write a compelling story of how that local hero changed your life, and submit the clearest, most interesting, and highest-quality head-and-shoulders portrait of that person that you have.

When will the community be notified of which local heroes are selected for inclusion in the permanent public artwork at the Foothill Gold Line Pomona Station?

The Authority will make a public announcement by mid-2023. Each selected participant will be notified before that.

Will there be a public ceremony to dedicate the artwork? Yes, all those who submitted local heroes for consideration will be invited to the public dedication of the artwork at the Foothill Gold Line Pomona Station, currently anticipated to be in 2025.

The Authority will make a public announcement by mid-2023. Each selected participant will be notified before that.

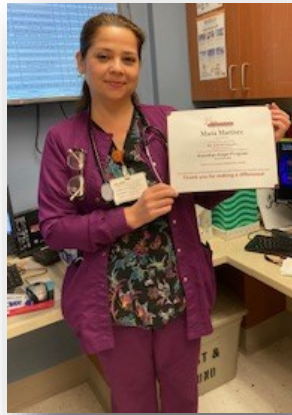
If you have any additional questions, please email

Steve@PomonaPeoplePower.com

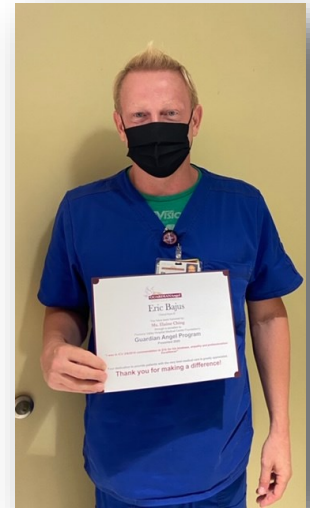
August Guardian Angels



Mina Rojas, Medical Assistant in Medical Oncology was honored by Ms. Carie Baker.



Maria Martinez, RN, Clin II in Observation was recognized by Mr. Gabriel Damico.



Eric Bajus, RN in ICU 3 was honored by Ms. Elaine Ching.



Glenda Ferguson, Director of Development was recognized by Mr. Michael Gregoryk. Pictured with James Dale, VP of Development

TB Screening Reminder

The Departments listed below are due for TB screening during the month of September. Compliance by **September 30th** 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.

- NICU
- Pediatrics
- Children's Outpatient Center
- Telecommunications
- Information Services
- Patient Relations
- Occupational Health Services
- Compliance



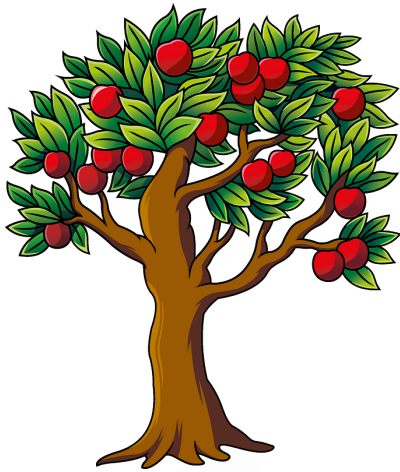
AWARDS AND RECOGNITIONS



Stroke Team with their AHA/ASA “**Stroke Gold Plus Quality Achievement Award—Target: Stroke Elite Honor Roll.**” This is the 4th year in a row that this recognition was received!



Allan Schonborn, BSN, RN, Heart Failure Coordinator with the AHA/ASA “**Gold Plus Achievement Award for Treating Heart Failure.**” This is the 10th year in a row that this recognition was received!



Sarah Reyes, Echo Department!
- Best Wishes from the Cardio/Neuro/
Echo Departments

Darlene Scaffiddi, VP Patient Care Services (9/23)!
- From Nursing & Patient Care Services
and Brenda Taylor



Amy Cao, BSN, RN, CCRN, on achieving your Certification!



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

Deadline for October Newsletter is **September 20th!**
Please have your Manager/Supervisor OK your submission.
Send all submissions to tami.barto@pvhmc.org



Expert care with a personal touch