

# Keeping You In Touch

January 2024

*A Publication of the Pomona Valley Hospital Medical Center Marketing Department*

## PVHMC's Trauma Center Named American College of Surgeons Surgical Quality Partner

Pomona Valley Hospital Medical Center (PVHMC) has been named an American College of Surgeons (ACS) Surgical Quality Partner as part of its Trauma Verification and participation in the ACS Trauma Quality Improvement Program (TQIP). ACS programs are designed to save lives, prevent surgical complications & improve quality of care.

"The ACS designation recognizes our continued dedication to constant improvement and the best surgical procedures," said Richard E. Yochum, FACHE, President/CEO of Pomona Valley Hospital Medical Center. "We're honored to be named a surgical quality partner by such an esteemed organization known for its quality-driven surgical procedures and techniques."

The ACS Surgical Quality Partnership aims to spotlight hospitals with the highest standards in surgical quality, based on clinical evidence and decades of the college of surgeons' experience.

"ACS Quality programs are grounded in more than a century of experience and participation is an important measure of a hospital's surgical quality. As an ACS Surgical Quality Partner, Pomona Valley Hospital Medical Center has shown a commitment providing the best possible patient care, evaluating that care in a rigorous fashion, and dedicating themselves to continuous self-improvement," said ACS Executive Director & Chief Executive Officer Patricia L. Turner, MD, MBA, FACS. ACS quality programs increase surgeon engagement

and give patients the confidence knowing the facility is at the forefront of surgical expertise, having been verified through an ACS review.

ACS TQIP ensures that a hospital has acquired the strongest surgical data to analyze and improve patient outcomes. ACS TQIP complements the ACS Trauma Verification Review and Consultation program by providing centers with the information they need to make changes to care so they continually improve the outcomes of their patients. Together, the programs help patients cared for in an ACS-verified trauma center receive the

best care possible, which is critical because trauma patients often have little choice in where they receive care. ACS TQIP includes interactive data tools that provide multiple opportunities for centers to learn best practices in trauma from other centers

and subject matter experts.

"Being a Fellow of the American College of Surgeons means something and being an ACS-verified or accredited hospital means something," adds Dr. Turner.

PVHMC received an official verification as a trauma center by Los Angeles County in March 2017 and re-verification in 2022. Since then, it has become one of the largest volume trauma centers in the region.





It is a new year – 2024 – and with a new year comes new opportunities. In order to move forward, let us first look back on 2023. The progress we made this last year has established a foundation of excellence for us to build on.

Together, as a team, Pomona Valley Hospital Medical Center earned numerous prestigious achievements in 2023, including:

- Leapfrog “A” grade for Hospital Safety
- American College of Surgeons Trauma Surgical Quality Partner Distinction
- US News & World Report recognition as a Best Regional Hospital and High Performing in eight specialties, procedures and conditions
- US News & World Report recognition as a High Performing Hospital for Maternity Care
- Women’s Choice Award Best Hospital recognition for 2024
- Five-Star rankings and Excellence Awards from Healthgrades, including:
  - Joint Replacement Excellence Award (2024)
  - Stroke Care Excellence Award for 2 Years in a Row (2023-2024)
  - Five-Star Recipient for Treatment of Stroke for 2 Years in a Row (2023-2024)
  - Five-Star Recipient for Total Knee Replacement for 3 Years in a Row (2022-2024)
  - Five-Star Recipient for Total Hip Replacement (2024)
  - Five-Star Recipient for Hip Fracture Treatment for 3 Years in a Row (2022-2024)
  - Five-Star Recipient for Pacemaker Procedures for 4 Years in a Row (2021-2024)
  - Five-Star Recipient for Treatment of Diabetic Emergencies for 2 Years in a Row (2023-2024)
- American Heart/Stroke Association Get with the Guidelines Stroke Gold Plus Award, Heart Failure Honor Roll and Target: Type 2 Diabetes Honor Roll
- American College of Surgeons, Commission on Cancer, Cancer Program Reaccreditation
- Silver-Level Beacon Award for Excellence from the American Association of Critical-Care Nurses for ICU3, ICU2, CVICU and Telemetry 3, St. 2 & 3
- Cal Hospital Compare (CHC) 2023 Opioid Care Honor Roll Program
- Silver Medal by the California Department of Public Health (CDPH), Healthcare-Associated Infections (HAI) Program's Antimicrobial Stewardship Program (ASP) Honor Roll
- Joint Commission Reaccreditation for the Sepsis, Advanced Comprehensive Stroke Center, Advanced Palliative Care and Laboratory Programs
- The College of Healthcare Information Management Executives Digital Health Most Wired Hospital

These recognitions are proof that when our patients need us the most, our Physicians and Associates stand ready to offer the best treatment to improve their health. It is through the expertise of our Associates across every department that we can further improve access to care for our patients. We extend our deepest gratitude to you all for your individual efforts in making these achievements possible.

Let’s work together to make 2024 another year of excellence at PVHMC. Happy New Year!





# PVHMC 2023 HOLIDAY WRAP-UP

## 25th Annual Tree Lighting Ceremony Dazzles Community

*"Maybe Christmas, he thought, doesn't come from a store. Maybe Christmas, perhaps, means a little bit more." - The Grinch*

We are grateful to the nearly 200 community members and Associates who joined us at our 25th Annual Tree Lighting Ceremony on December 6, 2023 🎄 It was a wonderful evening filled with smiles, conversations and lots of memories.

Richard E. Yochum, FACHE, PVHMC President/CEO, was joined by Mayor Tim Sandoval of the City of Pomona (and his son!), and PVHMC Chaplain Elizabeth Grainger to welcome and address our community. There were photos galore taken with Santa, who made his way all the way down from the North Pole with candy canes in tow, as well as with our surprise guest, The Grinch! Though his dog, Max, wasn't able to join, we were honored to have Sgt. Paraska and K9 Scout, Officer Medina, Cpl. Torres and Community Services Officer Louie and K9 Tuckerman from the Pomona Police Department make an appearance!

Please help us extend a shout-out to our Food and Nutrition Services team for the delicious, homemade champurrado and spiced hot apple cider, and to the many Associates and Volunteers who worked hard to make this year's event a beautiful and memorable one.

### Do you know who played our mischievous Grinch at the Tree Lighting?

Submit one (1) guess to [amber.brenneisen@pvhmc.org](mailto:amber.brenneisen@pvhmc.org) by January 15. Those who submit the correct answer will be entered into a raffle for a Target gift card! Winner will be announced in the February Newsletter.





## Associate Holiday Buffet a Tasty Treat!



## Keck Graduate Institute and Pomona Police Department Bring Joy, Toys and Furry Friends to Peds Patients

Patients in our pediatric unit were treated to a special delivery from the North Pole in December!

Pomona Police Department's Community Services and K9 Units, and master students in the applied life sciences from Keck Graduate Institute (KGI), rounded on our unit with toys, cheer and two of the friendliest, goodest of boys (K9 Scout and K9 Tuckerman) to eight patients ranging in age from two months to five years old. Even though they weren't feeling their best, our patients were overjoyed to receive their holiday gifts.

Thank you to our friends at KGI and Pomona PD for your care and generosity! It was truly appreciated by all - patients, families and our Associates.





## Thank You to Our Christmas Morning Santa Claus Teams



## Words of Joy on Donated Holiday Cards Bring Peace to Patients



This year, we received nearly 200 handmade holiday cards from students at California Baptist University to give to patients admitted over the Christmas holiday. We also gave out more than 100 cards that were signed with love by community members and Associates who participated in the Holiday Half Marathon, 5K and 10K events at Fairplex, as well as at our 25th Annual Tree Lighting Ceremony.



# WREATH-DECORATING CONTEST WINNERS!

Human Resources will make arrangements to deliver Culinary Expressions gift cards to the three winning Department Managers.



La Verne Urgent Care  
Peppermint the Reindeer



GI Lab  
Elfing Around  
Candyland



Patient Access Center  
Santa Baby



Health Information  
Management



Claremont Urgent Care  
Santa's Healthcare  
Helpers



Tele 3 St 1  
Charlie Brown Christmas



Surgery OP Pavilion  
OPP HAPPENINGS



ICU3



MedSurg 4  
Candyland



Security



La Verne Primary Care  
Candyland Wreath



Admitting North



MedSurg 5  
Rounding & AIDET



Telecommunications  
PBX Operators - Santa Claus





## 2023 Holiday Half Marathon–5K–10K–Kid's Run

Great weather. Great race. Great fun!

A great big THANK YOU to all in our Pomona Valley Hospital Medical Center (PVHMC) family who helped make the 14th Annual Holiday Half event a success! From our 45 runners and walkers, to our medical support personnel, volunteers, transportation and marketing team — congratulations to all for giving 110% and finishing the weekend a winner!

Kudos to all Associates who registered using PVHMC's special discount rates. Congrats on a great 13.1mile run and walk through the Fairplex, along the Drag Strip and around Bonelli park. Enjoy your snowflake medals!

A huge shout out to our two Golden Snowflake Challenge winners, Beatriz Lopez and Aileen Yeung, for running in 2 races. What an amazing feat!

Give it up one more time and cheer for Aileen Yeung — 9 years of running the Holiday Half. Epic!

Nothing but big smiles for the 7 little ones in the Kid's Run Penguin Waddle. We hope you had fun!

A very special thank you to the Sports Medicine Center (SMC) for organizing a support team of physicians, physical therapists, and local athletic trainers. Your team's expertise was key in providing outstanding medical aid and support for 6,440 combined participants in the Half-Marathon, 10K, 5K, and Kid's Run. All runners and walkers were grateful for your presence during the race.



Many thanks to all those Associates who helped transport, set-up and staff PVHMC's marketing booth. You always make us look good!

Also appreciated are the many PVHMC Associates who helped throughout the weekend, whenever and wherever you were needed. We could not have pulled it off without your help. You are awesome!

We are beyond grateful for the \$731 raised for PVHMC's Milestones Center for Child Development through the Holiday Half website and Kid's Run registration fees. Your generosity and support will touch the lives of so many Milestones patients.

Congratulations to PVHMC, the SMC and the Holiday Half organizers for their combined effort to host another memorable event for our community. Great work everyone!





## GOLDEN SNOWFLAKE CHALLENGE (Half Marathon and either the 5K or 10K)

Beatriz Lopez  
Aileen Yeung

### HALF MARATHON

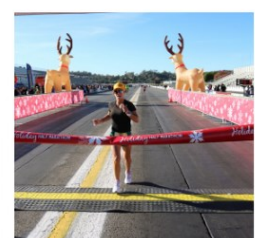
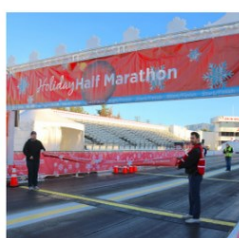
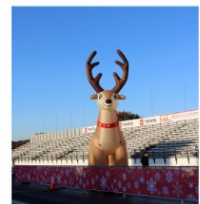
Margarito Garcia  
Nikki Marquez

### 10K RUN

Rosa Ayala  
Sheena Bernardo  
Elizabeth Galvan-Varas  
Valerie Roque  
Evelyn Scott

### 5K RUN-WALK

Jemelyn Arella  
Isabel Brito  
Genevieve Cheung  
Chi Cong  
Koreen Cortez  
Elsa Escobedo  
Nse James  
Neelam Kahlon-Pfister  
Aram Kim  
Allison Kung  
Owen Kung  
Howard Kung  
Adrian Liao  
Andrew Liao  
Jessika Lizama  
Johnathon Lomeli  
Desirae Lopez  
Veronica Lopez  
Angela Naomi  
Lucy Olmos  
Nancy Pham  
Phillip Reist  
Genevieve Rickett  
Raelyn Rickett  
Jocelin Rickett  
Brad Rutledge  
Amy Schatzman  
Diana Vargas  
Adrian Zamudio





# Calling All Culinary Creators - Unleash Your Inner Chef

## Introducing the PVHMC New Patient Entrée Recipe Contest!

Are you a secret kitchen virtuoso? Do your taste buds tango at the thought of a culinary challenge? Well, it's time to put on your apron and bring your A-game to the table because we're cooking up something special! We're on a quest for the next mouthwatering masterpiece to grace our hospital patient's menu. Whether it's a comfort food classic, a trendsetting fusion, or a health-conscious marvel, we want your recipes to tantalize taste buds and satisfy cravings.

### How to Plate Up Your Entry

1. Craft Your Culinary Masterpiece: Create a recipe that reflects your passion and culinary finesse. The protein can be anything but beef, have 10 grams of fat or less and be low in sodium. Vegetarian recipes are also welcome for submission. Try to keep the recipe simple and easy to follow.
  - a. You can use these links to check for nutrient content:  
<https://happyforks.com/>  
<https://www.myfooddata.com/>
  - b. The Nutrition Team will also help analyze all recipe submissions.
2. Make sure it is not too spicy and avoid common food allergies like nuts or shellfish. Preferably, use common kitchen staple items.
3. Snap & Share: Capture your creation in all its glory with a stunning photo.
4. Serve Up the Details: Share your recipe, step-by-step instructions, and any special tips.
5. The Executive Chef will work with the top two finalists and there will be a Hospital-wide taste-testing contest to choose the winner.

### Important Dates to Savor

Submission Deadline: February 29, 2024

Tasting & Judging Event: March 20, 2024

### How to Share Your Recipe

Email your recipe and all the delicious details to Shannon.perrett@pvhmc.org. The photo should be attached to the email as a png or jpeg file (at least 500kb) and the recipe included as a Word doc.

Do not forget to include your name, department, contact information and a catchy name for your dish!

### Prizes:

- 1st Place winner will receive a \$25 Amazon gift card and have the recipe named after them and placed on the patient menus for ordering. They will have their meal featured in the cafeteria at Chef Selection periodically throughout the rest of the year. They will also receive a free meal at the Cafeteria every month for one year.
- Runner up winner will receive a \$25 Amazon gift card and have their meal featured in the cafeteria at Chef Selections periodically throughout the year. They will also receive one free meal at the Cafeteria.

### Ready to Make Your Mark?

Get ready to stir, simmer, and sizzle your way to the top. This is your chance to shine a spotlight on your culinary prowess and become a part of our Hospital's gastronomic history!

For questions and submissions, contact Shannon Perrett by email or call e:

Let the kitchen creativity begin!



*We are happy to be back!*

**SAVE THE DATE**  
**Wednesday, April 17th, 2024**



## PERINATAL SYMPOSIUM

### *Location*

**Sheraton Fairplex  
Conference Center / Pomona**

– Seven Contact Hours –

For more information, call 909-865-9858.  
Registration will be open in February.

### *Exhibitor Information:*

Please contact:  
[FERC@pvhmc.org](mailto:FERC@pvhmc.org)



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# THE ICE CREAM SURVEY IS BACK



## FREE ICE CREAM FOR TAKING SURVEY

### HOSPITAL & MEDICAL OFFICE SURVEY TO MEASURE PVHMC'S PATIENT SAFETY CULTURE

**WHO:**

PATIENT CARE ASSOCIATES IN  
PARTICIPATING UNITS WILL BE SENT AN  
EMAIL LINK TO THE SURVEY

**REDEEM:**

ONCE COMPLETED, PRINT COUPON ON  
THE LAST PAGE TO REDEEM ICE CREAM  
AT THE CAFETERIA

# January 1<sup>st</sup> – 31<sup>st</sup>, 2024

**CONFIDENTIAL:**

Your responses are completely confidential and are processed by Pascal Metrics, an external research company.  
In accordance with the TJC Requirement: Sentinel Event #57 Essential Role of Leadership Developing a Safety Culture.



# JOIN DECON TEAMS

## ALFA AND BRAVO



The Environmental Safety Department  
is looking for team members!

We are seeking Associate volunteers to join our Alfa/Bravo  
Decontamination (Decon) Teams.

This team will be meeting on a Quarterly basis between  
January 2024 - December 2024.

If you are interested or would like to learn more about participating  
in a Decon Team, join us for a brief presentation on:



**Monday, January 22, 2024**  
**5:00 am or 2:00 pm**  
**Pitzer Auditorium**

All shifts are welcome with Manager approval.




Don't want to wait - Join Now by Emailing Us!  
**[Disaster.Resource@PVHMC.org](mailto:Disaster.Resource@PVHMC.org)**





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.

## 2024 Class Dates

Classes are offered twice per day: 9:00 - 10:00 am and 5:00 - 6:00 pm

January 10	April 10	July 10	October 2
February 14	May 8	August 7	November 13
March 13	June 12	September 11	December 4

**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://www.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.*







# Diabetes 101 Class

Diabetes management is not a simple task. When you are informed about the best steps to take, you can manage it more successfully. Attending these **FREE** educational classes will help you gain a better understanding of living well with diabetes. These classes are for those with both Type 1 and Type 2 diabetes, and is hosted by a clinical diabetes specialist from Pomona Valley Hospital Medical Center's Diabetes Team.

## Come and learn about:

- Diabetes in general
- What glucose levels mean
- How episodes of high and low sugar are treated
- How to check sugars
- Medications and their side effects
- Preventing complications
- Lifestyle modifications like diet and exercise and how they can (positively) affect your health

**Every 2nd Tuesday  
of the month  
6:30 - 7:30 pm**

# Diabetes Nutrition Class

## Come and learn about:

- **Healthy eating:** what are calories, essential nutrients, food groups, reading labels, and more
- Healthy eating with prediabetes
- Healthy eating with diabetes

**Every 3rd Tuesday  
of the month  
6:30 - 7:30 pm**

**Space is limited, please RSVP. \*Virtual education options available.**

**Held in the 3rd floor OPP Room 1**

**Robert and Beverly Lewis Outpatient Pavilion**

**1798 N. Garey Ave., CA 91767**

For more information, or to RSVP, please call our  
**Diabetes Education Program at  
909.865.9501 ext. 4020 or 4819.**



PVHMC follows local public health COVID-19 guidelines.



# Top 10 De-Escalation Tips for Health Care Professionals

According to the Crisis Prevention Institute, there are ten important tips to remember if you are working with a challenging patient or situation:

1. Be Empathetic and Nonjudgmental
2. Respect Personal Space
3. Allow Time for Decisions
4. Use Nonthreatening Non Verbal Body Language
5. Set Limits
6. Focus on Feelings
7. Ignore Challenging Questions
8. Avoid Over Reacting
9. Choose What You Insist Upon Wisely
10. Allow Silence for Reflection



The PVHMC Workplace Violence Prevention Committee has developed an Intranet page with many resources, including this important guide, which you can find here:

[https://intranet.pvhmc.org/main/workplace\\_violence\\_prevention/documents/10%20Tips%20CPI%20Institute.pdf](https://intranet.pvhmc.org/main/workplace_violence_prevention/documents/10%20Tips%20CPI%20Institute.pdf)

Please take a moment to review this information and incorporate these tips in your daily interactions.

## EMS Education on Stroke and STEMI

In late December, our Cardiovascular team offered education to our Emergency Medical Services partners on recognizing and activating protocols for patients experiencing a stroke or heart attack. As an Advanced Comprehensive Stroke Center and designated STEMI (heart attack) receiving center, our Hospital has the expertise, infrastructure and interventional processes necessary to deliver specialized, lifesaving care to patients, leading to better survival rates and health outcomes.

The timing of this education was important - according to the American Heart Association, there are more deaths from heart attacks in the last week of December than at any other time during the year. Similarly, strokes are more likely to occur during the winter holiday months, between November and January.

Be sure you know the signs and symptoms of each, and what to do if you believe someone is experiencing a heart attack or a stroke – call 9-1-1 📞

### Common Signs and Symptoms of a Stroke

- Balance loss
- Eyesight changes
- Face drooping
- Arm weakness
- Speech difficulty
- Time to call 9-1-1

### Common Signs and Symptoms of a Heart Attack

- Pain or discomfort in chest
- Lightheadedness, nausea or vomiting
- Jaw, neck or back pain
- Discomfort or pain in arm or shoulder
- Shortness of breath



POMONA VALLEY HOSPITAL MEDICAL CENTER

# Need to talk about a situation that is bothering you?

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

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

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

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

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

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

## **PVHMC**

**Compassion  
Accountability  
Resolution  
Embracing  
Safety**



Compassion | Accountability | Resolution  
Embracing | Safety

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## The PVHMC Ethics Committee—Help with Difficult Issues

Did you know PVHMC has an Ethics Committee? Federal regulations and Joint Commission standards require all hospitals to have a process for addressing ethical issues that can arise in the care of patients. Associates of PVHMC, as well as our patients and their families sometimes face difficult healthcare decisions. If a patient is refusing treatment, do they have the capacity to make their own medical decisions? How can we identify a plan of care for an unconscious patient who has no one to speak for them? Should a patient in the final stage of a terminal disease be resuscitated if they stop breathing? When these kinds of questions arise, the PVHMC Ethics Committee is there to help.

The Ethics Committee provides guidance and discussion regarding the ethical aspects of the patient's care. Members of the Ethics Committee, including physicians, nurses, social workers, and community representatives are available to listen to concerns and help those involved to decide what is the best for our patients, while respecting the cultural and religious beliefs of all parties. When a patient is unable to take part in their own decisions, those involved in the patient's care may find it difficult to make decisions on that person's behalf, or they may disagree over what is in the patient's best interest. Family may see things differently than members of the medical team, or there may be conflict within the family itself. These are the times when the Ethics Committee can be of help.

The Ethics Committee does not make decisions for patients or families, nor does it force anyone to stop or start treatment. Instead, the Ethics Committee ensures good communication and facilitates respectful and productive discussions. Such discussions may help resolve disagreements and identify a plan of care for the patient going forward.

For instance, the Ethics Committee was recently asked to help in the case of an elderly female patient who was admitted for internal bleeding. The patient came from a facility where she had been in declining health for several years. Supported by a ventilator and feeding tube, the patient was non-communicative, with failing kidneys and chronic lung problems. Her treating physicians felt that making her as comfortable as possible should be the goal of care. She had no family or close friends, but the local Regional Center for developmentally delayed adults had been making medical decisions on her behalf. They requested input from the Ethics Committee before consenting for comfort measures. A meeting was convened with the treating team together with the Ethics Committee. All agreed with the physicians' recommendation for comfort-focused treatment and DNR, and that information was conveyed to the Regional Center. As a result, the patient was not subjected to further burdensome and ineffective treatment.

Members of the Ethics Committee also provide regular education on ethics-related topics, such as advance healthcare directives and POLST forms. And they help to formulate and clarify hospital policies. As an example, Ethics personnel were part of the effort to develop triage criteria to use in the event the Hospital had to invoke crisis standards of care due to the pandemic.

In these and other ways, the PVHMC Ethics Committee is a valuable resource.

Anyone with an ethics related concern may ask for help from the PVHMC Ethics Committee. You can contact the Hospital Clinical Ethicist, Dr. David Adams, directly at 909.935.0976, or the Chair of the Ethics Committee, Dr. James Meyers, by going through the PVHMC Medical Staff Office. You can also speak with Social Services or with the Risk Management/Patient Relations Office to obtain help from the Ethics Committee.

David M. Adams, Ph.D., M.L.S. (Law)  
Clinical Ethicist

\*Article originally shared in August 2022 Newsletter

## Password Complexity Notification

Dear PVHMC Associates,

In light of the escalating cybersecurity threats targeting healthcare organizations, Pomona Valley Hospital Medical Center (PVHMC) is reinforcing its commitment to safeguarding sensitive information. As part of our ongoing efforts to enhance security, we are increasing password complexity requirements to the protection of our systems and data.

Effective immediately, when resetting your PVHMC password, you will be required to adhere to the following password complexity criteria:

**Complexity Requirements (4 out of 4):**

1. Upper-case character
2. Lower-case character
3. At least one number
4. At least one special character

!,@,#,\$,%,&,\* ,?

**Additional Requirements:**

- Minimum of 8 characters in length.
- Cannot use any of your previous 5 passwords.
- Cannot include any of the restricted terms such as:

123, 2023, 2024, 2025, Pomona, Password, Spring, Summer, Winter

Please be advised that PVHMC\_SelfService ([pvhmc\\_selfservice@pvhmc.org](mailto:pvhmc_selfservice@pvhmc.org)) will be sending you email on your account information. These communications are legitimate and are not phishing or spam.

For any user-profile or password changes, please visit our secure self-service portal at <https://selfservice.pvhmc.org/>. The site is only accessible while on Pomona Valley Hospital Medical Center and Offsite Campuses.

To ensure the effectiveness of these security measures, after resetting your PVHMC password, you must log out of all systems immediately. Please wait for a minimum of 5 minutes before signing back in to allow for the changes to take effect.

If you require assistance, please contact the Service Desk at x4357. Thank you for your commitment to securing PVHMC Information Systems.



CALL FOR ABSTRACTS

# Exhibition of Excellence

## *Professional Poster Presentation Day*

Monday, May 6, 2024  
Pomona Valley Hospital Medical Center  
1798 N. Garey Ave., Pomona, CA 91767  
Pitzer Auditorium

Abstract Submittal Deadline:  
February 1, 2024



Questions may be directed to:

Carrie DuPee, RN, Nursing Manager of Research and EBP Program.

[Carrie.DuPee@pvhmc.org](mailto:Carrie.DuPee@pvhmc.org)

Zerreyna Zahid, RN, Professional Research Council Chair

[Zerreyna.Zahid@pvhmc.org](mailto:Zerreyna.Zahid@pvhmc.org)



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## Mammo Monday

### Congratulations to Sarah Chan, Pharmacy 3rd Quarter 2023 Winner!

Mammo Mondays urges YOU to take the time to schedule your yearly mammogram.

#### Who can participate?

All Associates are eligible. Associate family members may also participate on an Associate's behalf.

#### How to participate:

Associates must show their badge at their mammogram appointment. Associate family members must show a photo of their Associate loved one wearing their badge.

You will be asked to fill out a raffle ticket to be eligible to win a \$100 gift card. Winners are drawn and announced quarterly.

Call centralized scheduling to make your Mammo Monday appointment: 909.469.9395.



## Important Notice for Associates:

Amid Respiratory Virus Season, it is our goal as healthcare providers to prevent the spread of illness as much as possible.

If you experience any symptoms of illness or have been exposed to COVID-19, it is highly recommended that you contact the Associate COVID-19 Hotline to report symptoms and provide exposure details. You will receive important information regarding screening, testing and follow-up.

**Associate COVID-19 Hotline**  
909.865.9501, ext. 4015



# NOTICE

## ANNUAL TB SCREENING DUE

**Departments listed are due for Annual TB Screening STARTING as early as JANUARY 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, January 31, 2024. 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 JANUARY:

8510 FINANCIAL SERVICES	8539 BUSINESS SERVICE SYSTEMS
8511 FINANCE ADMINISTRATION	8541 CASH APPLICATIONS
8512 REIMBURSEMENT	8550 CREDIT & COLLECTIONS
8530 PATIENT ACCOUNTING	8610 ADMINISTRATION
8535 SATELLITE CENTRAL BILLING OFFICE	8611 MASTER PLANNING
8536 MEDICARE BILLING	8612 FOUNDATION
8537 CONTACT BILLING	8620 SATELLITE DIVISION
8538 MEDI-CAL BILLING	8630 MARKETING/PUBLIC RELATIONS
8561 PRE SERVICES DEPT	

On November 11, 2023, in recognition of National Lung Cancer Awareness Month and National Lung Screening Day, our lung cancer program held a special event in partnership with Inland Empire Health Plan (IEHP). Members who met the United States Preventive Services Task Force national screening requirements were invited to a Lung Cancer CT screening day at our Pomona Valley Health Center in Claremont. We hope this is the first of many screening events as we continue to educate our community about the importance of early detection and treatment of lung cancer.



# Blessings of a New Year

By Elizabeth Grainger, Palliative Care Chaplain



As we begin a new year, many of us make resolutions to improve ourselves and our lives. These resolutions may take the form of investment in physical health, attention to relationships, and other ways to improve ourselves and the world around us. For many of us, resolutions focus on our spiritual lives. A few ways to invest in your spiritual life include:

- Set aside time each day for prayer
- Participate in a faith community
- Cultivate an attitude of gratitude
- Practice mindfulness meditation
- Spend time in nature
- Keep a prayer/meditation journal
- Visit the PVHMC Chapel/Spiritual Center (Third Floor/Elevator E)

January brings two significant holidays focused on interfaith awareness. World Religion Day (January 21) is a Bahá'í holiday calling attention to the harmony of spiritual principles such as the Golden Rule, and is a time for respectful appreciation and learning. The day is celebrated with interfaith events and gatherings. The Bahá'í tradition developed in Iran in the 19th century, and has spread around the world. Since their founding, the Bahá'í faith has celebrated communication between spiritual communities. Promoting concepts of the importance of all faiths and the unity of all people, Bahá'ís focus on finding commonalities rather than emphasizing differences. Bahá'u'lláh, founder of the tradition, laid the foundation for World Religion Day when he wrote of his desire to “to foster the spirit of love and fellowship amongst all men....” For more information about World Religion Day, see: Portraits of Faith—<https://youtu.be/Juud2rKr6ao>.

The Week of Prayer for Christian Unity is an international Christian ecumenical (inter-denominational) observance celebrated from January 18-25. The week began as a way to bring together Protestants, Catholics, and other Christian denominations through prayer and dialogue. Each year is organized around a theme from

scripture, with the 2024 theme drawing from the words of Luke 10:27:

“‘Love the Lord your God with all your heart and with all your soul and with all your strength and with all your mind’; and, ‘Love your neighbor as yourself.’” During this week, individuals and communities focus on prayer, worship, service, and strengthening bonds across Christian faith groups.

May you be blessed with health, joy, and connection in the year to come!

*May you and your family enjoy blessings of hope, peace, joy, and love this month and always.*

*To speak with a Chaplain (available Monday-Friday, 9am-5:30pm), please phone 909-469-9305. To request support for a patient or family, enter a Spiritual Care Services referral in PowerChart.*

## January

- 1 Solemnity of Mary, the Mother of God—Catholic Shogatsu/Gantan-sai (New Year's) — Shinto
- 6 Feast of the Epiphany/Día de Los Reyes (Three Kings' Day)—Christian
- 7 Christmas—Coptic Orthodox Christian
- 7 Baptism of the Lord—Christian
- 14 Orthodox Christian New Year
- 15 Makar Sankranti (Harvest Festival)—Hindu
- 17 Feast of St Anthony Abbot/Blessing of the Animals—Hispanic Catholic/Interfaith
- the Guru Gobindh Singh Jayanti (Anniversary of the Great Guru) —Sikh
- 18-25 Week of Prayer for Christian Unity
- 21 World Religion Day--Bahá'í
- 24 Tu Bishvat (New Year of the Trees)—Judaism





## Coming Up for January 2024...

- **Physical Health:** All about Wellness for Your New Year 2024!
- **Emotional Health:** Resolve to be Happier
- **Financial Health:** Understanding Your 403(b)
- **Social Connectedness:** Check Out Gym Perks Sponsored by FunEx

## Other Feature(s)

- Easy Recipe: Easy Breakfast Burritos

Access upcoming events/postings on the **Wellness for Life** Intranet Page!

**Pomona Valley Hospital Medical Center is excited to announce our very own Entertainment Website!**

**PVHMC.FunEx.com**

★★ **PVHMC Associates Gym Perks** ★★

## A 3-Pronged Member Self-Pay Fitness Program

Total: 17,900+

**Standard Fitness Network Choices (12,200+)**  
Member price: \$28/mo.

**FREE** 200 Workout Videos  
*Available to All Eligible Members*

Curated Member Experience

9,300+ Workout Videos  
*Available to All Enrolled Members*

**Premium Fitness Network Choices (5,700+)**  
Member price: \$30-\$200/mo.  
(Substantial Discounts on Most Memberships)

Live Well-Being Coaching:  
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949-367-1900
 We are now in all 50 states!
[help@funex.com](mailto:help@funex.com)



# Keep up with employee benefit limits

Make the most of your retirement plan this year.

## Save more for the future you envision

Your employer-sponsored retirement plan may be one of your most important assets during retirement. That's why it's important to make the most of it by saving as much as you can now. So, ask yourself: **Am I saving enough for the future I envision?**

In 2024, you'll be able to contribute up to \$23,000. And, if you're age 50 or older, you can take advantage of a \$7,500 catch-up contribution for a total contribution of \$30,500.

Limits	2024
Maximum salary deferral 401(k), 403(b), and most 457 plans	\$23,000
Age 50 catch-up contribution 401(k), 403(b), and 457(b) governmental plans	\$7,500



Save more for your future today! For more information, contact your retirement plan representative.

Schedule a one-on-one meeting at  
[LincolnFinancial.com/PVHMSchedule](https://LincolnFinancial.com/PVHMSchedule).

Remember, you'll never  
have more time to  
save than you do today.  
Take this opportunity to  
review your contribution  
rate and see if you can  
boost your savings.

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[LincolnFinancial.com/Retirement](https://LincolnFinancial.com/Retirement)

PAD-6070143-110223

PDF 11/23 **Z02**

Order code: **RPS-IRS24-FLI001**

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## Personal retirement plan appointments

Your Lincoln Financial 403(b) retirement plan representatives are available to meet one-on-one.

Representatives are available to help you make the most of your retirement benefit, so you'll have greater opportunity to enjoy the retirement you envision. Your representative can meet with you to:

- Review and enroll in the plan
- Make sure you're saving enough to get the full matching contribution, if eligible
- Set up automatic contribution increases
- Help consolidate prior retirement accounts
- Review and provide information about investments
- Discuss retirement and comprehensive financial planning
- Answer your questions



### Option 1:

Schedule a virtual meeting with a representative at [LincolnFinancial.com/PVHMSchedule](https://LincolnFinancial.com/PVHMSchedule).



### Option 2:

Stop by the Hospital cafeteria during our on-site hours on the 1st and 3rd Wednesdays each month 10:00 a.m. - 2:00 p.m. Pacific

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[LincolnFinancial.com/Retirement](https://LincolnFinancial.com/Retirement)

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PDF 4/23 Z03

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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



**Pomona police, KGI team up to bring toys to hospitalized kids - Claremont Courier, La Nueva Voz**

December 14, 2023

Click [HERE](#) to read.

**Claremont Courier**

A LOCAL NONPROFIT NEWSROOM



**311 high-performing maternity hospitals, state by state - Becker's Hospital Review**

U.S. News and World Report released a list Dec. 5 recognizing hundreds of hospitals for maternity care.

December 5, 2023

Click [HERE](#) to read.

BECKER'S  
**HOSPITAL REVIEW**

**Patch**

**Dr. Michael Jimenez Speaks on Dangers of Fireworks and Burns, DUI, for New Year Holiday - Univision Primera Hora, KNX Radio**

December 28, 2023

Click [HERE](#) to watch the interview.



**UNIVISION**

**KNX10.70**  
**NEWSRADIO**

# "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.**



**Mindy Zhang,  
RN - ICU3**



**Torrey Mateljan,  
RN - ICU3**



**Jennifer Martinez,  
CNA - MS5**

## 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-Fernandez,  
Director of Security*

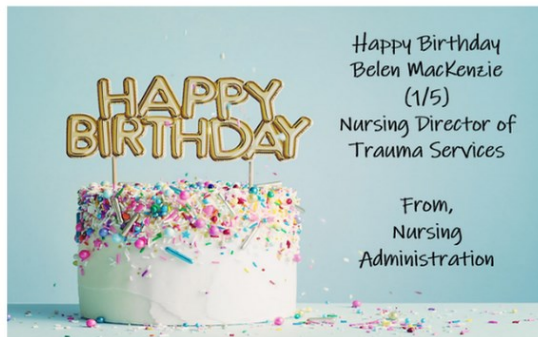
**Why can't you trust an atom?**  
Because they make up everything.

**I was wondering why the frisbee kept getting bigger and bigger, but then it hit me.**

**I used to think I was indecisive.**  
Now, I'm not so sure.

**Two wifi engineers got married.**  
The reception was fantastic.

**Happy New Year 2024!**



### HAPPY BIRTHDAY:

Samantha Powers – HR Dept (1/5)  
Sandy Shea- HR Dept (1/19)  
Karen Kokuga, RN - Family  
Education & Resource Center (1/28)

**From Occupational Health Services**



### HAPPY BIRTHDAY:

Sandra Brown 1/23  
Radiology Dpt.  
Sarah Y Barragan 1/29  
Ultrasound Dpt.  
Ed (Ned) Tetreault, 1/17  
MRI

**From the Radiology Department**

**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 February Newsletter is Monday, January 22.  
Please have your Manager/Supervisor OK your submission.  
Send all submissions to [amber.brenneisen@pvhmc.org](mailto:amber.brenneisen@pvhmc.org).**