

# health matters

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## In Honor of National Hospital Week

Department heads and managers of El Centro Regional Medical Center have identified employees whose **Outstanding Performances** are worthy of **Special Recognition** as part of the celebration of **National Hospital Week!**

health matters

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Frances Christopherson began working at ECRMC in 1988 as a diet assistant to the Clinical Dietician. ECRMC encouraged her to complete an internship and she became a Registered Dietician in 1993. Her day includes interacting with doctors about providing nutritional support for critical patients and following their progress, seeing how patients are eating at meal rounds, and teaching specialized diets. Frances has earned two specialized certifications recently: Certified Nutritional Support Dietician, and Certified Diabetic Educator. "Frances works for the patients in many ways that they never see," says Linda Rubin, ECRMC Dietary Director, "It is so difficult for patients to be in the hospital. One of the greatest helps to patients is being able to eat the food that they like. Frances is a terrific employee."

Charlie Rhoades began his career at ECRMC in 1982 as a medical technologist in the laboratory. He became Laboratory Director, and then advanced to his current position as Assistant Administrator of Support Services. Rhoades obtained a Bachelors Degree in Microbiology, and Medical Technology from the University of Arizona, and then a Masters Degree in Management from the University of Redlands. The Assistant Administrator of Support Services is responsible for the coordination and oversight of the Medical Imaging, Laboratory, Pharmacy, Cardiopulmonary, Rehabilitation Services, Facility Services, Environmental Services, Dietary, and BioMedical Departments. "Charlie is a remarkable employee with a distinct hands-on knowledge of the hospital facility," said David Green, CEO. "His years here at the hospital have built upon his formal education to make him an expert in his field. Charlie is a tremendous asset to the hospital, we're lucky to have had such an employee for 22 years."



Norma Green began her career at ECRMC in 1986 as a secretarial aide in the Physical Therapy Department. Green moved up throughout the department to her current position of Physical Therapy Coordinator, which she obtained in 1998. Green is responsible for all of the scheduling and tracking of physical therapy patients at ECRMC. "Even after nearly 18 years of service at this hospital, Norma Green still demonstrates an incredible drive and determination to make not only the physical therapy department better but the hospital better as well," Dustin Bonham, Director of Physical Therapy.



Frances M. Aguilar, who graduated from Loma Linda University in 1992, is the staff respiratory therapist and can be found working with patients in the medical surgical unit, pediatrics, neonatal intensive care, intensive care and the Emergency Department. She regularly works with physicians during respiratory procedures. "She is always pleasant, helpful and compassionate. Completes her patient assignments and goes the extra step to help others." - Willie Conant, Director of Cardiopulmonary



Maria Valdez started her career with the El Centro Regional Medical Center as a laboratory aide in June, 1992, and was elevated the following December to the position of laboratory assistant. Now she specializes in phlebotomy testing through vein and artery punctures, and assists physicians with pathology reports. She is a certified phlebotomist and is a graduate of Imperial Valley College.

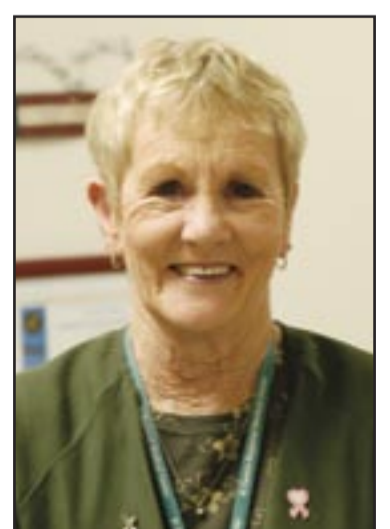


Ramon Coronado earned a state license as a painting contractor from the Ventura College and in his three years on the maintenance staff of ECRMC has earned the reputation as someone whose work "is always perfect and never has to be redone." Coronado came to the hospital as a temporary worker in February, 1999, and was added to the permanent payroll the following May. He is a painter who is also accomplished in tiling floors, wall repair and operating the high tech spray equipment for application of certain types of long-lasting speckled paint used in the new acute care building.

When Jeff Wickson isn't resupplying and maintaining the Omnicel machines that automatically dispense medicines and other supplies to nurse's in-patient care areas, he's playing softball with the hospital team he organized. Wickson has been in the ECRMC pharmacy as a pharmacy technician since 1992 and earned his Associate Degree in Science in 1995 from Imperial Valley College. In 1992 he received special training at Waukegan, Ill., and earned his systems administrator certification for the Omnicel Automatic Dispensers.



For the past 15 years, Lavon Porter has been presiding over the mammography tests that the hospital's Medical Imaging Department offers as a service to women. When she moved here from Iowa she first worked in radiology for the Calxico Hospital. She is certified by the state as a mammography technologist. She joined the El Centro hospital as a radiology tech, was upgraded to radiology tech II in 1992, the same year she was honored as employee of the month. In 2002 she also was designated as a Clinical Resource Coordinator. "Lavon is remarkably self-motivated, always willing to help out a colleague, and dedicated to patient care." Peggy Lyons, Director of Imaging.



Please see more **Special Recognitions** continued on next page.

# Our Family Serving Yours

## ECRMC's 2003 Employee Awards

The 2003 Employee Awards will be presented at the Employee Picnic and Awards Ceremony on May 15th. The awards are given out each year to employees who have reached their benchmark service years, which are recognized in 5 year increments. Congratulations to all of our recipients!

### 40 Year Anniversary

Castro, Lucy – Unit Secretary  
Edwards, Bettie – LVN II

### 30 Year Anniversary

Exum, Joan – PBX Operator  
Gaspar, Pamela A. – Lead Clin Lab Technologies  
Hasley, Arlzenia – Medical Records Tech I  
Kaufman, Estella G. – RN, Cert  
Kramer, Ronda – Coder III  
Meek, Alfred J. – Administrative Nursing Su  
Thornburg, Denise – RN, Cert

### 25 Year Anniversary

Balog, Bruce – Senior Pharmacist  
Castaneda, Daniel G. – Maintenance Mechanic  
Hillix, Renee Davis – RN  
Lindenmeyer, Kathleen – Clinical Coordinator  
Mejia, Maria G. – Dietician Assistant  
Metcalf, Patricia – LVN II

### 20 Year Anniversary

Amaya, Maria – Clinical Manager  
Basurto, Tawney – Billing/Followup Clerk  
Castaneda, Pat – RN  
Eyer, Kris – RN  
Gamboa, Rosa C. – RN Reviewer/QRM  
Holliday, Terry – Environmental Services Wo  
Jaime, Oscar – Tech I, Central Service  
Kerrigan, Marie J. – RN  
Marquez, Gilberto – Environmental Service LEA  
Merten, Cheryl – IVBS Technical Assistant  
Santana, Alberto M. – Cook  
Tirado, Daniel A. – Senior Pharmacist  
Villagomez, Laura – Billing/Followup Clerk

### 15 Year Anniversary

Berryman, Johnnie – CPS  
Caabay, Martha – Nurse Assistant  
Castillo, Sally – Coder I  
Flores, Catalina – RN  
Godoy, Martha – Unit Secretary  
Leon, Connie – RN Reviewer/QRM  
Milward, Estella – RN  
Munoz, Enrique – Unit Secretary/Monitor TE  
Porter, Lavonne – Clinical Resource Coord  
Trejo, Enriqueta – RN  
Valenzuela, Veronica – Nurse Asst/Unit Secretary

### 10 Year Anniversary

Aguilar, Frances – REP  
Armenta, Thomas – Senior Pt Relations REP  
Beltran, Susan Vicuna – RN, Cert  
Corpus, Juan – Anesthesia Technician  
Dagdagan, Gracie – LVN II  
Fernandez, Rosie L. – RN  
Maclean, David – Rad Tech II  
Montijo, Andrea – Environmental Services Wo  
Olague, Yvonne – Unit Secretary/Clerical C  
Padilla, Bridget – Clerical Resource Coord  
Petersell, Kim – RN  
Pieros, Martha N. – Administrative Nursing Su  
Rivera, Maria – LVN II  
Roman, Maria – CS Tech I  
Romero, Gloria Ruth – Admissions/Outpatient REP  
Silva, Laura – Billing/Follow-up Clerk  
Zepeda, Jose A. – RN

ECRMC will also be honoring over 70 employees who are celebrating their **5 Year Anniversary** with El Centro Regional Medical Center.

*A special thanks goes to our family of employees for their hard work and dedication throughout the years!*

## Special Recognitions! *Continued from page one.*



Dustin Bonham, now director of the Physical Therapy Department, began his association with the El Centro Regional Medical Center as a Physical Therapist "traveler." He worked for a company that provided temporary staffing. But he stayed, and in January, 1903, he was named director of the department. Bonham holds a masters degree in physical therapy from the Western University of Health Sciences and a bachelor's degree in biology from the University of California, Riverside. "Dustin is the kind of physical therapist I would seek out for my family if the need ever arises." – Charlie Rhoades, Assistant Administrator, Support Services

Olga Torres began her association with El Centro Regional Medical Center as a housekeeper in March 1997. The position was later upgraded to environmental services worker. In 2002, she was promoted to night lead in the environmental services department and last year was made a supervisor. "Olga operates as my right hand, I don't know what we would do without her." – William Galvez, Director of Environmental Services



## Three Employees Commended for Achievements

Three longtime employees in the business office of El Centro Regional Medical Center have earned certifications from a national accreditation organization as patient account technicians – and it all came as a surprise to their boss.

Lidia Diaz, Laura Villagomez and Rosita Mauricio, all of whom work on Medicare billing accounts in the Patient Accounting Department, earned the certifications after passing tests that required more than six months of study and preparation. Each has a history of nearly two decades as an employee of the hospital.

"I am very proud of them and the initiative they took to accomplish this certification," said Kathleen J. Farmer, chief finance officer.

All three said they were inspired to seek the certification by Farmer, who initially distributed information about the upcoming opportunity. The accreditation is offered by the American Association of Healthcare Administrative Management, headquartered in Fairfax, Va.

They took the written examinations in Temecula, and upon learning that all had passed, they smilingly informed Farmer of the achievement--her first knowledge they were even interested in seeking the certifications. "We didn't talk about it until we had passed and Kathy was very surprised," recalled Diaz.



Lidia Diaz, Laura Villagomez and Rosita Mauricio

Mauricio summed up their motivation, "All of us had been working the department for a long time. This was a chance to learn something new about hospital billing and registration."

Diaz has been working in the Patient Accounting office for 20 years, starting as a file clerk. She is a native of El Centro and a graduate of Central Union High School. She is married and the mother of four daughters, ages 14 to 24.

Villagomez also has worked in the department for 20 years, also starting as a file clerk. She too is a native of El Centro and a graduate of Central Union High School. She is married and the mother of two children.

Mauricio, a native of the Philippine Islands, has had a 19-year tenure in the office. She came to the Imperial Valley as a young girl when her parents immigrated. Her husband, Bay, is the retired public works director for the city of Imperial.

## A Special Thanks From Our President



Debra L. Driskill

On behalf of the ECRMC Board of Trustees, I would like to thank the many wonderful employees of our hospital. With over 750 employees in 20 departments ECRMC is a community within itself, with a myriad of specialized and credentialed employees each functioning within their area of expertise to ensure the best possible service to our patients.

The employees of ECRMC are everyday heroes working 24 hours a day, 365 days a year to provide the best care possible to you and your family. It's through their passion, dedication and hard work that El Centro Regional Medical Center is increasing capacity, service, and quality as a leader in 21st Century medicine.

Please join me in thanking all of our dedicated hospital employees for their tireless commitment to providing excellent healthcare to the Imperial Valley.

Sincerely,  
Debra L. Driskill  
ECRMC Board of Trustees, President

**DISCLAIMER** This El Centro Regional Medical Center ("ECRMC") newsletter is for the sole purpose of providing readers with reference information as a means of introducing them to ECRMC and to the services provided by its physicians, health care providers, and affiliated clinics. The Information provided is not intended to replace obtaining medical evaluations and health care advice from qualified health care providers. Reference to specific products, processes, businesses, facilities, or services does not constitute or imply recommendation or endorsement by ECRMC. Physicians are not employees of ECRMC.

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