

Keeping You In Touch

April 2025

A Publication of the Pomona Valley Hospital Medical Center Marketing Department

Telemetry 3, Station 1 Unit Awarded Silver-Level Beacon Award for Excellence

The Telemetry 3, Station 1 Unit at Pomona Valley Hospital Medical Center (PVHMC) was recently conferred a silver-level Beacon Award for Excellence from the American Association of Critical-Care Nurses (AACN).

The Beacon Award for Excellence — a significant milestone on the path to exceptional patient care and healthy work environments — recognizes unit caregivers who successfully improve unit outcomes and align practices with AACN's six Healthy Work Environment Standards. Units that earn this annual award with a gold, silver or bronze designation meet specific criteria established by AACN that represent the characteristics and components of the unit environment that nurses can influence to achieve nursing excellence.

AACN President Jennifer Adamski, DNP, APRN, ACNP-BC, CCRN, FCCM, applauds the commitment of the caregivers at the Tele 3, Station 1, Unit for working together to meet and exceed the high standards set forth by the Beacon Award for Excellence to achieve a Bronze/Silver/Gold level designation.

These dedicated healthcare professionals join other members of our exceptional community of nurses, who set the standard for optimal patient care.

"The Beacon Award for Excellence recognizes caregivers in outstanding units whose consistent and systematic approach to evidence-based care optimizes patient outcomes. Units that receive this national recognition serve as role models to others on their journey to excellent patient and family care," she explains.

Many units provide exceptional patient care, however, Beacon Awarded units distinguish themselves by excelling in many areas demonstrated in their application. Through participation in the Beacon Award Program units can compare and reflect on their performance compared to global applicants. There are very subtle differences for different scoring levels, often differentiated by one point or less. All awardees demonstrate dynamic and outstanding performance in the areas of: Patient Outcomes, Nursing Workforce and Work Environment.





I am thrilled that Pomona Valley Hospital Medical Center (PVHMC) is participating in the "2025 Best Places to Work in Healthcare" nominations program, an initiative spearheaded by Modern Healthcare and the Workforce Research Group. About 500 of our Associates were randomly selected to be surveyed – if you have received this survey via email from surveys@workforcerg.com please respond by April 4, 2025. Remember, your responses are confidential.

In my 47 years at PVHMC, I have seen an expansion of the Hospital in both access to and quality of care. It makes me proud to say that we are a leading provider in various services, including cardiovascular, maternity and trauma care, to name a few.

We strive to ensure that you understand that you are important and valued as an Associate, whether that be through our competitive pay and benefits, investment in your growth through tuition and certification reimbursement, opportunities to move throughout the organization, or the many dynamics that contribute to a positive workplace culture, including living our CHANGE Values, shared governance and professional practice models in the workplace, and more.

It is also because of the dedication of our Associates that PVHMC has thrived and received various accreditations worth mentioning. I am proud to announce PVHMC has been awarded the Healthgrades Patient Safety Excellence Award for 2025. This is our second consecutive year receiving this award as we rank among the top 5% in the nation for patient safety.

As you may have seen, the Hospital has also earned The Joint Commission Gold Seal of Approval® for Pulmonary Care Certification, Pneumonia Care, for the first time, and recently passed Laboratory re-certification. In addition, our Women's Center received the Baby-Friendly five-year designation for the third time.

For all these reasons and more, I truly believe that PVHMC is a great place to work, and I am grateful to work with such a dedicated team of individuals. Every Associate plays a part in our ability to shine through these surveys, so I thank you for your efforts to ensure we are providing top-notch care to our patients. We look forward to seeing the results of the surveys later this year.

Lastly, I would like to remind our Associates of our low-cost \$50 screening mammogram program, Spring Fling, for those who qualify. Early detection is vital for breast cancer, so please make sure to tell your friends, family and loved ones.

I wish you all a happy spring season!



POMONA VALLEY HOSPITAL MEDICAL CENTER

A P R I L 2 0 2 5

OneLegacy - Donate Life Month Activities

ASSOCIATE ACTIVITIES:

April 7, 9 & 11
ICU, NICU and LDRP

April 10
ED Skills Fair/
Rounding

April 24, 26 & 28
Med Surg, Tele, OR

April 7
9 AM

OneLegacy Unit In-Services and Rounding

Our OneLegacy representatives will be providing AM/PM in-services and rounding on the units to offer donor/referral education and to celebrate YOU for your efforts to ensure patients get the organs they need. Keep an eye out for a blue and green cart with goodies!

Donate Life Month - OneLegacy Flag-Raising Ceremony

Members of Pomona Valley Hospital Medical Center's Organ Donor Committee will host a OneLegacy flag-raising ceremony at the front of the Hospital, on the south side of the Main Lobby entrance. The ceremony will honor organ, eye and tissue donors who have saved or enhanced countless lives with their generous gifts and to motivate the community to consider the benefits of organ donation and sign up to be donors.

April 15

CME Tuesday Noon Conference

Collaborative Care: Enhancing Organ Donation Through Hospital Partnerships-Prasad Giramella, Chief Executive Officer, OneLegacy

COMMUNITY OUTREACH:

April 9 & 16
11:30 AM - 1:30 PM

OneLegacy Tabling Event

Stop by and find out how you can be a hero in your community! Learn how organ donation saves lives and how you can register. We'll have informative materials and friendly volunteers ready to answer all your questions.

April 11
9 AM - 5 PM
Open to Associates Only

OneLegacy Booth at PVHMC's May Blood Drives - Wear Blue & Green!

OneLegacy will host a table at our two April blood drives, which will be held in Pitzer Auditorium at the Main Hospital. Stop by to donate blood, learn about registration and to pick up a few goodies!

April 18
9 AM - 5 PM
Open to the Public



Welcome Class of 2028 Family Medicine Residency Program Interns!

Our residents will be starting with us in July—stay tuned for more updates.

Angela Aguirre, MD
Genokristo Ocheing, MD
Ahudiya Ochuru, MD
Dean Phan, DO
Riley Sotelo, MD
Estevan Yopez, DO

IT'S A MATCH!



Angela Aguirre
she/her/hers
California University of Science
and Medicine



Genokristo Ochieng
he/him/his
Loma Linda University School of
Medicine



Ahudiya Ochuru
she/her/hers
University of Calabar College of
Medical Sciences



Dean Phan
he/him/his
Burrell College of Osteopathic
Medicine at New Mexico State
University



Riley Sotelo
she/her/hers
State University of New York Upstate
Medical University Alan and Marlene
Norton College of Medicine



Estevan Yopez
he/him/his
Pacific Northwest University of Health
Sciences College of Osteopathic
Medicine





Expert care with a personal touch

BLOOD DRIVES

FRIDAY, APRIL 11

7:00 AM - 7:00 PM

FOR ASSOCIATES ONLY

SPONSOR CODE: PVHMCFAIR

PITZER AUDITORIUM

FRIDAY, APRIL 18

7:00 AM - 7:00 PM

OPEN TO THE PUBLIC

SPONSOR CODE: PVHMC

PITZER AUDITORIUM

Register Today!
redcrossblood.org



American Red Cross



Donors will receive an American Red Cross T-shirt and two tickets to the Los Angeles County Fair*.

*Tickets valid May 2-11, 2025. While supplies last.

SPRING FLING

Low-Cost 3D Screening Mammography

**Through the month of April,
screenings are just \$50!***

You are eligible for this low-cost screening if:

1. You are a woman over 40 years old
2. Do not have breast implants
3. Do not have a history of breast cancer in the last 5 years
4. You are asymptomatic (no breast problems)

Please call **909.469.9395** to make an appointment
at one of our four locations.

Don't let \$\$ get in the way of your health!



Cash, Check or Credit Card
due at time of exam.

Appointments

909.469.9395

Screening Locations:

Breast Health Center

1910 Royalty Drive
Pomona, CA 91767

*Located within The Robert & Beverly
Lewis Family Cancer Care Center*

Pomona Valley Health Center

Claremont Imaging Center

1601 Monte Vista Ave., Suite 107
Claremont, CA 91711

Pomona Valley Health Center

Chino Hills Imaging Center

2140 Grand Ave., Suite 115
Chino Hills, CA 91709

Pomona Valley Health Center

La Verne Imaging Center

2333 Foothill Boulevard
Suite B / Suite C
La Verne, CA 91750

pvhmc.org



Bio-Med 2025 IV Pump Finders Raffle!

Do you have an IV Pump with a Pink sticker on it?



If you have one, bring it to the Biomed Shop, located on the basement floor near Classrooms A & B, for service and a chance to enter our annual IV Pump Raffle.

You can win one (1) of four \$75.00 Amazon gift cards!

Rules

1. Do not bring it if in use 😊😊😊
2. Associates will receive one raffle ticket for every IV Pump brought to the Biomed Shop – Each individual pump counts as one for one ticket. **More pumps = More chances to win!**
3. You may bring as many IV Pumps that are due for service to the Biomed Shop as you can find from **8 AM – 4 PM.**
4. Only IV Pumps with **"PINK" PM stickers marked Due 3/25** are needed and eligible.
5. IV Pumps with GREEN PM stickers have already been serviced and are not eligible.
6. Winners will be announced on Wednesday, April 30, 2025.

Questions? Please contact our Biomed shop at: ext. 1003 with any questions.
The Biomed shop is open from 6 am – 8:30 pm.



31st Annual Perinatal Symposium

Wednesday, April 16, 2025
7:00 am - 4:30 pm

Location

Sheraton Fairplex Conference Center
601 W McKinley Ave,
Pomona, CA 91768

-Seven Contact Hours-

For more information, call 909.865.9858.

Scan the QR code to register or visit
<https://perinatalsymposium2025.eventbrite.com>.



Exhibitor Information:

Please contact FERC@pvhmc.org

POMONA VALLEY HOSPITAL
MEDICAL CENTER
WOMEN'S AND CHILDREN'S SERVICES
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How Routine Colonoscopies Are Helping Ken Take Charge of His Health and Stay Colorectal Cancer-Free

For Ken Mak, 55, of Walnut, getting his routine colonoscopy means staying colorectal cancer free.

When Ken's mother was 50, she was diagnosed with stage 3 colorectal cancer. She underwent chemotherapy and years later, she remains cancer-free. With this family history, Ken understands his increased risk level and closely follows screening guidelines from the American Cancer Society that recommend having a colonoscopy every five years. So, starting at age 45, Ken underwent his first colonoscopy.



Colorectal cancer is one of only a few cancers that can be prevented through routine screenings. A colonoscopy is considered the gold standard in screening because it allows the doctor to both examine the colon and rectum and remove polyps, which are abnormal growths that can turn into cancer.

Among cancers that affect both men and women, colorectal cancer is the second leading cause of cancer-related deaths in the United States. According to the [Centers for Disease Control and Prevention](#), there were 141,902 new cases of colorectal cancer reported in 2021, and that number is rising.

When Ken reached the same age as his mother's diagnosis, his colonoscopy found two abnormal growths. The polyps were quickly removed. When polyps aren't removed in the early stages, they can potentially turn into cancerous cells.

When it came time for his third colonoscopy, Ken chose to have it done at Pomona Valley Hospital Medical Center (PVHMC) with gastroenterologist Dr. Kenneth Lee. Ken had an expectation of the process, but he was surprised at how I felt more comfortable this time around.

"This has been my best experience having a colonoscopy," says Ken. "The facility was clean; the staff were courteous and kept my procedure running on time. They also showed real concern for my comfort and well-being during every step of the process."

If you're preparing for your first colonoscopy, Ken recommends reading about the process to become familiar with how the preparation and procedure are done and readying a list of questions for your doctor.

"Don't delay your colonoscopy, prevention can save your life," says Ken. "You have to take care of your health - do it for your family and loved ones."

Thankfully, Ken's colonoscopy showed clear results, making the preparation worth the reassurance that he is colorectal cancer-free.

To learn about scheduling a colonoscopy, talk to your doctor or call our Gastrointestinal Services team at [909.865.9141](tel:909.865.9141).



Dr. Nischita Merla Appointed to Medical Director of Gastrointestinal Services



Pomona Valley Hospital Medical Center (PVHMC) has appointed Nischita Merla, MD, MPH, board-certified gastroenterologist and hepatologist, to medical director of gastrointestinal services. Dr. Merla previously served as Chair of the Gastrointestinal Services and has been on staff with the hospital since 2013.

As medical director, Dr. Merla will lead a multidisciplinary team focused on the prevention, diagnosis and treatment of gastrointestinal conditions. Under her leadership, Dr. Merla is tasked with overseeing the department's operations, growth and quality metrics to ensure an exceptional patient experience.

"I'm honored to lead the hospital's gastrointestinal services department," said Dr. Merla. "I'm looking forward to continuing my work with our skilled and knowledgeable team of experts to achieve the highest standards in digestive care for our patients."

Bringing more than 25 years of trusted experience in the field, Dr. Merla has expertise in specialized endoscopic procedures and colonoscopy for diagnosing and treating conditions affecting the esophagus, stomach, pancreas, gallbladder, liver and intestines.

"For years, Dr. Merla has been an exemplary member of our medical staff and has been praised and appreciated by her patients," said Richard E. Yochum, FACHE, President/CEO of PVHMC. "Under her diligent leadership, Dr. Merla will oversee the growth and innovation of gastrointestinal care at our institution that will continue to elevate patient outcomes."

Dr. Merla graduated from Guntur Medical College, Ntr University of Health Sciences. She obtained a master's degree in public health in 2004 and then completed her medical training at the University of Texas Medical Branch, Galveston, and MD Anderson Cancer Center in Houston, Texas.

Friendly Reminder from Dr. Merla about the Importance of Routine Screenings for Colorectal Cancer

"Although March is Colorectal Cancer Awareness Month, as a gastroenterologist I speak with my patients about the importance of colonoscopies and reducing their colon cancer risk factors every day.

Colon cancer is one of only a few cancers that can be prevented through routine screenings. A colonoscopy is considered the gold standard in screening because it allows the doctor to both examine the colon and rectum and remove polyps, which are abnormal growths that can turn into cancer.

If you're at the age where a colonoscopy is recommended, I encourage you to call your doctor today to make an appointment to get screened. Together, we can make a difference in reducing the number of people being diagnosed with colon cancer."

April is Occupational Therapy Month!

Each year during April, the American Occupational Therapy Association (AOTA) celebrates Occupational Therapy (OT) Month to recognize the outstanding work of occupational therapists, occupational therapy assistants and occupational therapy students across the country.

What is Occupational Therapy?

Occupational therapists and occupational therapy assistants are experts in helping people perform the daily activities (occupations) they need and want to do every day. Using various treatment approaches and adaptive equipment, occupational therapists evaluate and provide treatment plans to reduce pain, swelling and abnormal sensitivity, and improve strength, mobility, coordination and functional performance.

Our occupational therapists and OT assistants provide inpatient, outpatient, adult and pediatric care. We offer several specialized OT programs, including Hand & Wrist, Pediatric OT, Stroke, Work Injuries, and Low Vision. OTs work with patients throughout the Hospital, at our OPP and La Verne Rehab outpatient clinics, and at our Milestones Centers for Child Development at PVHC Chino Hills and PVHC Claremont.

**— Inspiring Hope and Changing Lives —
Thank you to our incredibly talented OT Team!**



Joanne Ramos, OTR/L, Manager — Joanne leads our inpatient OT team treating various diagnoses from strokes to traumas.

Jiansan Ding, OTR/L CHT, (Certified Hand Therapist) — As a Certified Hand Therapist, Jiansan is recognized as an expert in hand, wrist and upper extremity injuries and conditions. He is skilled in fabricating custom splints that protect complex wrist, hand and finger injuries during recovery and rehabilitation.

Fran Allas, OTR/L, Charlene Salamat, OTR/L, Megan Leu, OTR/L, Pierre “Gio” Guillermo, OTR/L — Fran, Charlene and Megan provide both outpatient and inpatient adult services in hand and stroke rehab. Fran also has specialized training in Low Vision Rehabilitation. Gio provides inpatient adult OT and pediatric OT at Milestones.

Jennifer Ramos, OTR/L CNT, Jessica Castro, OTR/L, Jessica Mogi, OTR/L, Cassie Cuenca, OTR/L, Jessica Mallari, OTR/L — Specializing in pediatric OT, Jennifer, Cassie and all three Jessica’s provide services at our Milestones Centers for Child Development, in the NICU, and at the High Risk Infant Development Clinic. Pediatric OTs evaluate and treat children with a wide variety of developmental conditions including autism, attention disorders, feeding, visual and sensory processing disorders, fine motor delays, and self-care (dressing, grooming, hygiene). In addition ... Jennifer, as a Certified Neonatal Therapist (CNT) specialist, brings a vast range of knowledge, expertise and a deep appreciation for all aspects of developmental care to the NICU and Milestones.

Ryan Monis, OTA, Melissa Udabe, OTA, Anh Nguyen OTA — Ryan and Anh assist our OTs on the acute inpatient floors, while Melissa assists with our outpatient hand program.



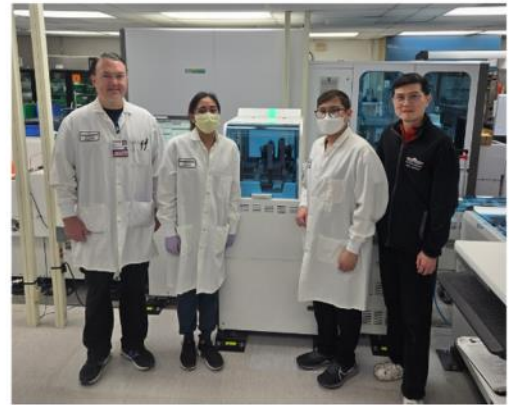
FREE No Questions Asked Gun Lock Distribution

PVHMC’s Hospital-Based Violence Intervention Program (HVIP) started distributing gunlocks to the community and staff in December, since then we have distributed 1200 gunlocks to the community. They are distributed in the Security office located in the parking structure and in front of the Emergency Department 24/7 for free and with no questions asked. Last weekend we participated in the Pomona Police Department Public Safety Fair. We distributed free gunlocks and showed the community how to apply direct pressure and packing to a bleeding injury.

Stay Safe,
Trauma Services Injury Prevention Program
Volunteers Ashley Marquez, Alice Busaka, & Erika Ortiz



MEDICAL LABORATORY PROFESSIONALS WEEK



APRIL 21-25, 2025

Laboratory Open House
April 24, 2025 - Details to come!

Celebrate Lab Week with us by touring the lab and seeing our newest addition, the Roche Diagnostics cobas® 8100 automated workflow series.



JOIN US! Stroke Awareness Day

What You Need to Know

The Latest
Advances in
Stroke Care



This free event offers stroke survivors, families, caregivers and our community a day of celebration, education, awareness and fun with our knowledgeable and dedicated stroke team.

Program details to come.

**Saturday, May 3, 2025
9:00 am to Noon**

- Interactive Games and Apps!
- Blood Pressure Screenings
- Stroke Risk Assessments
- Signs and Symptoms of a Stroke and What to Do
- Showcase of the Newest Technology in Stroke Diagnostics
- Recreational Adaptive Equipment
- Support and Resources for Caregivers
- After-Stroke Care Programs
- Nutritional Information
- Light Refreshments

Pomona Valley Hospital Medical Center

Pitzer Auditorium, enter through Pitzer Patio Near the North Visitor Parking Lot
1798 N. Garey Avenue, Pomona, CA 91767.

Please RSVP by emailing karen.tse-chang@pvhmc.org. Walk-ins are welcome.

Pomona Valley Hospital Medical Center's Stroke Program is certified as a Comprehensive Stroke Center by The Joint Commission the foremost accrediting body in healthcare in the United States. Awarded to centers that pass a rigorous on-site review and a thorough examination of the program and patient care, the certification recognizes the center's commitment to following national standards and guidelines that can significantly improve outcomes for stroke patients.



STEAD HEART & VASCULAR CENTER

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Peanut Butter Banana Overnight Oats

By Maria Castelan, MS, RDN

These simple peanut butter banana overnight oats are one of my go-to make-ahead breakfast options for busy weeks. This overnight oats recipe is not only tasty but also packed with nutrients! Bananas, for example, are rich in potassium, and the combination of carbohydrates from the oats and natural sugars from the bananas provides a natural energy boost to kick start your day. Add in the healthy omega fats from chia seeds and natural peanut butter, and you have a perfectly balanced meal that even picky eaters won't realize is good for them.



Here are just a few reasons why I love these peanut butter banana overnight oats:

- With minimal prep and no cooking required, you can mix everything together in just a few minutes.
- Best made the night before, it is perfect for meal prep and stays fresh in the fridge for up to 3 days.
- You can easily customize the ingredients to change up the flavor, so you will never get bored.
- Packed with complex carbs, healthy fats, vitamins, and fiber, it keeps you feeling full for hours.
- It is so simple, even the kids can make it!

Ingredients:

- 1 cup old-fashioned rolled oats
- 1 cup milk of choice (kefir, almond milk, regular milk, etc.)
- 1 ripe banana, mashed ($\frac{1}{3}$ – $\frac{1}{2}$ cup)
- 2 tablespoons creamy peanut butter
- 1 tablespoon pure maple syrup or honey.
- 1 tablespoon flax meal or chia seeds (or $\frac{1}{2}$ tablespoon of each)
- $\frac{1}{2}$ teaspoon pure vanilla extract
- Pinch of fine salt
- Optional toppings: sliced bananas, peanut butter, chopped nuts, etc.

Instructions:

- In a bowl, whisk all the ingredients together, reserving the toppings for later.
- Portion the mixture into three jars or containers.
- Cover and refrigerate for at least 4 hours, or overnight.
- Add the toppings right before serving.

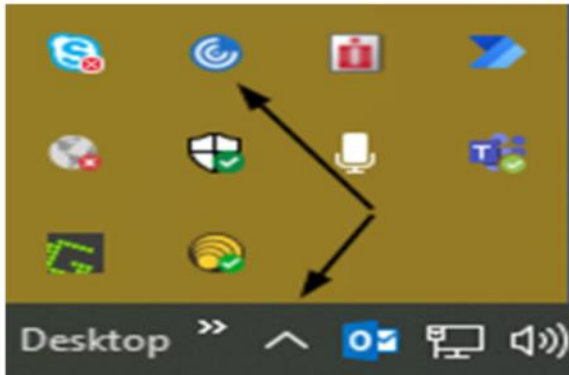


Information Services

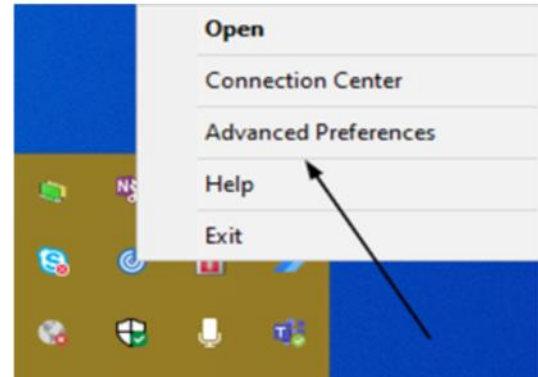
Service Desk Tips & Tricks

Welcome to the Information Services (IS) Service Desk Tips & Tricks page. We are delighted to present you each month with Tips & Tricks that should help maximize your IS Service Desk experience.

Tip & Trick: Citrix Workspace is Not Launching



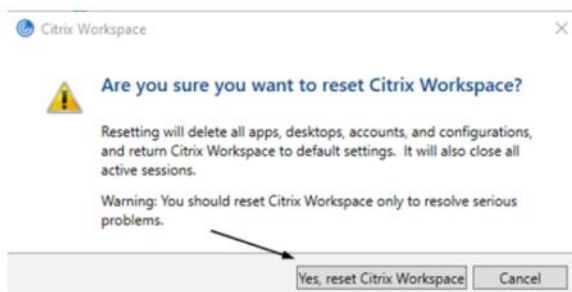
1. Bottom Right of Toolbar - Right Click and Select Arrow to Display Hidden Icons



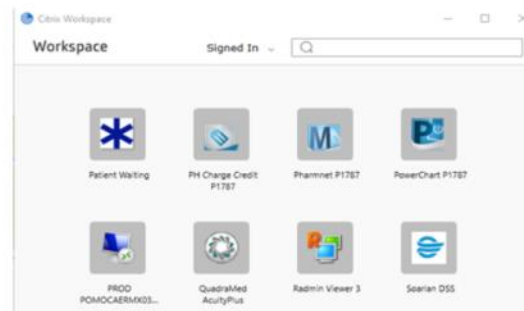
2. Right Click and Select Advanced Preferences



3. Select Reset Citrix Workspace



4. Select Yes, Reset Citrix Workspace



5. Once completed, the Workspace will open displaying available Applications

If the Workspace still doesn't show Applications, Contact the Service Desk at ext. 4357.

Giving the Gift of Life: Donation After Circulatory Death



David M. Adams, Ph.D., M.L.S. (Law), Clinical Ethicist
Rights of the Individual Functional Team

All of us are aware of the need for transplantable organs. And we know the demand far exceeds the available supply. According to the United Network for Organ Sharing (UNOS), over 100,000 people in the U.S. are currently waitlisted for an organ transplant. At Pomona Valley Hospital Medical Center (PVHMC), we support organ donation in many ways, working in collaboration with our regional southern California organ procurement agency, One Legacy.

Organ donation and transplantation is a complex undertaking. The process begins when a person chooses to be an organ donor upon their death, or if family makes that decision on their behalf when death comes. Traditionally, organs are recovered from individuals in whom all functions of the entire brain (including the brain stem) have irreversibly ceased. The law defines this condition as death. If the patient is a registered organ donor, or if their family consents, the deceased's body is typically transferred to a One Legacy recovery center where the donation takes place.

A newer, alternative method of recovering organs for transplantation is now also practiced at hospitals around the country. This procedure is called Donation after Circulatory Death or DCD, and it differs significantly from the traditional method described above. It is therefore important to understand how DCD works. DCD donation occurs when a patient is dependent on supportive medical interventions, including a ventilator. If the patient's family or surrogate decision maker chooses compassionate withdrawal of treatment, One Legacy is contacted. Assuming the patient is a suitable candidate for donation, ventilation is then discontinued and the individual is carefully monitored. If the patient expires within 60 minutes from the time of extubation then, unless the patient's heart re-starts on its own (auto-resuscitates) within 5 minutes, death is declared and organs are recovered.

The DCD process is often unfamiliar to families and even to some hospital staff. This lack of familiarity can lead to confusion and even frustration. For example, family members of a DCD donor may not understand that certain medical interventions must be continued or added even though the decision to withdraw treatment has already been made. These interventions are necessary to preserve the organs for recovery. There may, for instance, be a need to cannulate large blood vessels or to start the patient on blood thinners to prevent clotting. Furthermore, because the transplant team must be immediately available to recover organs when death is declared, ventilator withdrawal and death must take place in the OR, rather than in a patient room. Family members may be uncomfortable at having to say their "goodbyes" in an operating room, and they may feel frustrated that their loved one isn't being allowed to die undisturbed in a peaceful setting.

One last complication can occur in DCD. Once extubated, if the patient does not expire within the 60-minute timeframe, the organ recovery cannot take place and the patient is removed from the OR and returned to the floor or unit. Family may experience profound disappointment that an opportunity has been lost to have some "good" come from the decision to stop burdensome treatment on someone so critically ill.

Many concerns or misunderstandings relating to DCD donation can be prevented with clear and appropriate communication, carefully informing family and staff ahead of time on how the process works and what to expect. In this way, PVHMC can continue its role as a leading hospital in supporting efforts to "give the gift of life."



Security Department Welcomes New K9 Team

Please join us in welcoming the newest members of our Security team – Officer Hermosillo & K9 Forest! Together, the duo brings an extra layer of security to our Hospital and community. Forest has undergone extensive training that allows him to:

- Be a visible presence to foster a sense of safety and security among patients, visitors and Associates
- Act as a deterrent to potential issues
- Calm tense situations, helping to de-escalate potential conflicts
- Assess and respond to situations, with the ability to differentiate between threatening and non-threatening scenarios

Forest will undergo ongoing training to stay sharp and ready for any challenge!

Fun fact about Forest: he loves his orange tug toy!

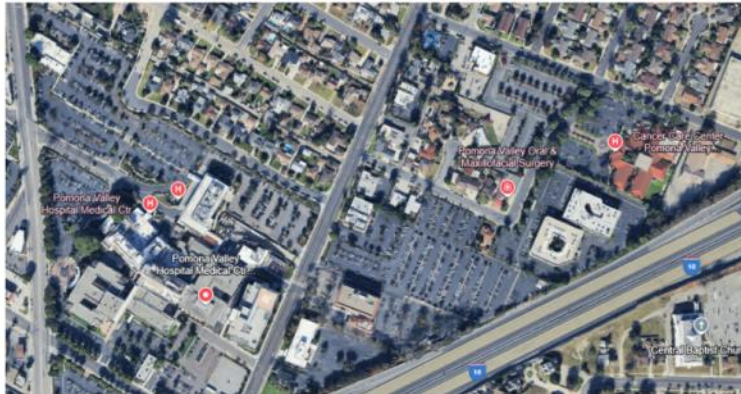


What information are you DRIVING around?



Be mindful of what information you are putting out there.

Pomona Valley Hospital Medical Center Parking Compliance Reminder



The customer experience starts the moment a patient or visitor arrives to PVHMC property. We are here to help make sure our patients and visitors have the most positive experience possible. Often times, when one of our guests arrive to our hospital, they are not feeling well, they may have a physical disability and/or be experiencing stress because they are visiting a loved one in our Hospital or potentially dealing with an end of life situation. Imagine a moment like this that you may have experienced in your own life.

We have a parking program in existence for many reasons and that is to provide a great customer experience and to help keep all of our Hospital Associates as safe as possible.

In 2019, leadership promoted our new parking program to help support these guidelines. The Security Department and Human Resources Department maintain the parking program to help serve our customers, but to also help provide the most reasonable parking we can to all Associates. Additionally, by knowing that Associates are parking where they are required to park, it makes our jobs easier to help watch over our Associates during Associate shift changes. We have to have some sort of span of control to help oversee parking for over 3,000 Associates, Physicians, Volunteers, Contractors, Medical and Nursing Students, Residents, as well as our patients and visitors.

By an Associate not parking where they are supposed to park and not having their vehicle registered an Associate is doing the following: Violating PP#3.14 policy, violating our Hospital's CHANGE values, impacting the customer experience and potentially putting a customer at risk if they physically need to park close to our hospital.

It is sad and unfortunate for my Officers to experience occasional negative comments from Associates when we are called to enforce the parking program. If an Associate is violating the parking program and then blames others, is an Associate living by our Hospital's Code of Conduct? Are we demonstrating Customer Satisfaction? Honor and Respect? Accountability? New Ideas? Growing Continuously? Excellence?

Please help us maintain the integrity and safety of our Hospital and overall customer safety and satisfaction. We hope all we do as a team is recognized and that each part of our job is just as important as the next. Below are reminders of our parking policy. We appreciate your support in this matter.

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I. General Vehicle Driving Regulations

A. Vehicles driven on Hospital properties are subject to applicable laws and regulations stated in the California Vehicle Code.

II. Parking Registration and Decals

A. All Hospital Associates must register their vehicle on their first day of employment with PVHMC. This includes Associates who work at an off-site locations and/or property leased by PVHMC. The Security Office is located on the first level of the parking structure.

1.Upon registering, Security will issue a PVHMC numbered decal for the Associate’s vehicle.

2.Security will apply the PVHMC numbered decal to the lower left, inside corner, of the Associate’s vehicle windshield.

B. Platinum Associates will be issued a placard to be hung when parking in Platinum Parking Areas. Platinum Associates must continue to have a PVHMC numbered decal, also applied to the lower left, inside corner, of their vehicle’s windshield.

1.Placards are not to be used to display the numbered decal as an alternative to affixing it to the windshield.

2.Placards may be assigned to other staff (medical, contractors, etc.) to efficiently monitor parking (not as a preference or convenience), and must be approved by the security director.

C.If Associates drive more than one vehicle to work, each vehicle must be registered with Security and have a PVHMC numbered decal applied on each vehicle.

D.If an Associate acquires a new vehicle, that vehicle must be registered with Security and have a PVHMC numbered decal applied on the windshield. This must be done on the first day the new vehicle is driven to PVHMC for employment.

E.Associates using a rental vehicle or a vehicle other than their own (borrowed, etc.), must go to the Security office to be issued a temporary parking pass. The temporary parking pass must be clearly displayed on the vehicle dashboard.

F.One-day temporary parking passes may be obtained at any time from Security at the Willow booth, when it is staffed, or the Security office.

1.If a borrowed vehicle is driven to PVHMC on a consistent basis, it requires a PVHMC numbered decal affixed to the windshield.

G.Physicians or Resident Physicians will be issued parking passes by Security.

H.If at any time a parking decal becomes illegible, the decal must be immediately replaced at the Security office.

III. Assigned Parking

A.All Hospital Associates must park their vehicle in designated parking lots and areas while at work. This includes off-site locations and/or property leased by PVHMC. Associates attending meetings and/or training must park in designated Associate parking lots.

B.Lot assignments will be identified at new hire orientation. Any changes in lot assignments will be communicated by the Security department.

C.Medical students and Nursing students must register their vehicle at the Security office and park in designated parking areas.

D.Visitors and patients must park in designated areas.

E.Vehicles must be parked entirely within painted parking space lines.

IV. Disciplinary Action

A.PVHMC reserves the right to tow vehicles from its property that are illegally parked, parked in violation of PVHMC policy, outside designated parking areas, or causing an obstruction for emergency vehicles.

B.All Associates are required to comply with the Hospital’s parking policy. Failure to comply with the Hospital’s parking policy may result in progressive discipline up to and including termination, as well as vehicles being cited and/or towed.

C.PVHMC is not liable for towing charges and/or damages to vehicles while parked in any of the parking structures or designated parking lots.



Food & Nutrition Services Partners with the Diabetes Program to Host Free Cooking Demonstration

On Tuesday, March 18, 2025, Jenjira Do, MPH, RDN, CNSC, led a live cooking demonstration for local community members focused on meal preparation for diabetes management. She began with a breakfast dish of Shakshuka with chickpeas and eggs, followed by grilled Cajun shrimp paired with cauliflower "potato" salad as a low-carb lunch option. The demonstration concluded with garlic butter steak bites served alongside a refreshing salad. Throughout the session, Jenjira provided valuable tips on ingredient selection and meal preparation for managing diabetes, and participants had the opportunity to sample each dish.

Interested in trying these meals at home?

Check out (and save!) the recipes on our website blog:

<https://www.pvhmc.org/blog/2025/march/recipes-for-diabetes-management/>



Fresh Cookie Delivery for Emergency Department Associates



On Monday, March 24, the Pomona Rotary Club and students at the Pomona Catholic School partnered to bake and deliver fresh, warm homemade cookies for our Emergency Department! More than 100 bags of cookies and handwritten notes were handed out as gifts of recognition and appreciation for this hardworking department.

The Dangers of Distracted Driving: Keep tabs on the road. Not your phone.

Distracted driving continues to be a major threat on the road, claiming thousands of lives each year, and is illegal in California. April is Distracted Driving Prevention Month. While many may associate distracted driving with texting, it's not just about phones—distractions can include eating, adjusting the radio, talking to passengers, or even daydreaming. According to the National Highway Traffic Safety Administration (NHTSA), in 2022, distracted driving was responsible for nearly 3,300 fatalities. Motor vehicle collisions are our number one mechanism of injury as a trauma center.

When driving, every second counts. Taking your eyes off the road significantly increases the risk of accidents, even for a few moments. The consequences can be devastating for everyone involved. Most text messages or phone calls can wait. If you are expecting a text message or need to send one that can't wait, pull over and park your car in a safe location before using your device. Using a cell phone while driving, like all other forms of distracted driving, is a risky driving behavior that poses a danger not only to vehicle occupants but pedestrians and bicyclists.

If you are struggling to not text and drive? Activate your phone's "Do Not Disturb" feature, or put your cell phone in the trunk, glove box, or back seat of your vehicle until you arrive at your destination. Let's all commit to being more aware behind the wheel. Put down the phone, keep distractions to a minimum, and be attentive. Your life, and the lives of others, depend on it.

Safety Tips for Passengers

- Speak up if your friends are texting while driving - tell them to stop.
- Offer to make calls or respond to messages for the driver.

For more information, visit www.nhtsa.gov/risky-driving/distracted-driving.



Stay safe, stay focused.

Trauma Services Injury Prevention Program



A Matter of Balance: Fall Prevention Program at Hillcrest

Falls are preventable and are not a natural part of aging. A Matter of Balance (MOB) is a comprehensive fall prevention program designed to help older adults reduce their fear of falling and the risk of falls. MOB helps participants learn to improve their overall balance, flexibility, and strength. It aims to address the fear of falling, improve participants' confidence in their ability to move safely and provide strategies to prevent falls at home and in the community. Falls are the second leading cause of traumatic injuries in our Trauma Center.

Pomona Valley Hospital Medical Center's Injury Prevention program offered free MOB training to our Hillcrest community partners. This class helps participants lead a more active, independent, and fall-free life. The program is made up of eight two-hour group sessions that focus on:

- **Education:** Teaching participants about the causes of falls and how to prevent them with practical solutions and modifications in their environment.
- **Exercise:** Strengthening muscles and improving flexibility, coordination, and balance to make individuals more stable on their feet.
- **Behavioral Strategies:** Helping individuals identify and modify risky behaviors that could lead to falls, like unsafe footwear, rushing, or cluttered walkways.
- **Environmental Modifications:** Providing tips on how to make their homes safer by removing hazards and making adjustments to lighting, furniture, and bathroom fixtures.
- **What to do if a fall does occur:** PVHMC's own Lauren Rossman, Physical Therapist and expert in fall prevention taught participants what to do if they do fall and demonstrated how to safely get up from the ground.

Stay safe, balanced, and upright,

Trauma Services Injury Prevention Program



**A MATTER OF
BALANCE**

MANAGING CONCERNS ABOUT FALLS



Surewash Kiosks for Hand Hygiene Education



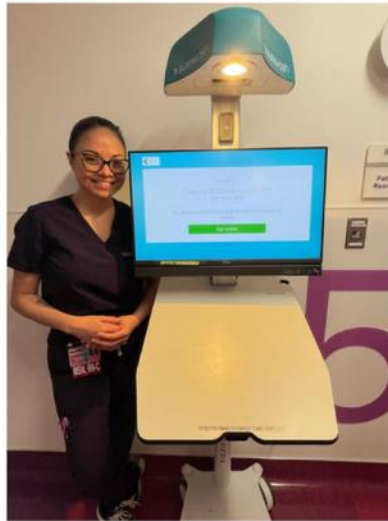
We are excited to share that the Surewash kiosks for hand hygiene education are here!

The Surewash is working its way to each department to ensure that everyone has a hands-on experience.

Surewash will help Pomona Valley Hospital Medical Center Associates to get competency-based hand hygiene education in a fun and interactive way!

Surewash uses simulation and visual aid to assure all surfaces of your hands are scrubbed during each hand hygiene activity. It builds muscle memory so every time you perform hand hygiene, it becomes second nature!

For more information, call ext. 9565, or email epidemiology_infection_control1@pvhmc.org.



World Hand Hygiene Day – May 5, 2025

SAVE LIVES: Clean Your Hands



How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

🕒 Duration of the entire procedure: 20-30 seconds



1a Apply a palmful of the product in a cupped hand, covering all surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



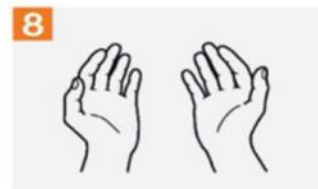
5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



8 Once dry, your hands are safe.



World Health Organization

Patient Safety
A World Alliance for Safer Health Care

SAVE LIVES
Clean Your Hands

All reasonable precautions have been taken by the World Health Organization to verify the information contained in this document. However, the published material is being distributed without warranty of any kind, either expressed or implied. The responsibility for the interpretation and use of the material lies with the reader. It is advised that the World Health Organization be notified for changes arising from its use. WHO acknowledges the Hubstat Unit website as Google PLUS, in particular the members of the Infection Control Programme, for their active participation in developing this material.

Celebrating Patient Safety Awareness Week

March 9-15, 2025

By Quality Management



SAFER TOGETHER

At Pomona Valley Hospital Medical Center, patient safety is our highest priority. As a high reliability organization, we are dedicated to fostering a culture of safety at every level—from our frontline healthcare professionals to our leadership team. By continuously identifying and mitigating risks, reducing the potential for errors, and enhancing the quality of care, we strive to ensure the safest possible environment for our patients and Associates.

We also recognize that the well-being of our Associates is essential to delivering safe, high-quality care. As part of our ongoing commitment, we support and empower our teams with the necessary resources to uphold the highest standards of patient safety.



PVHMC's Patient Safety Awareness Week festivities consisted of education tables in the Cafeteria to review the Joint Commission 2025 National Patient Safety Goals (NPSG) with heightened focus on the importance of two patient identifiers, our PVHMC C.A.R.E.S./Peer Support Program, Online Risk Event Reporting, Workplace Violence Program, and Hand Hygiene as the foundational practice of Infection Prevention. These educational topics encompasses diligence, excellence, best practices, and awareness from all Associates, Providers and volunteers.



Thank you for your dedication to excellence and for making PVHMC a leader in patient-centered, safe, and reliable healthcare.





Nursing Scholarship Opportunity

In Memory of Cherie Rudoll, RN

Pomona Valley Hospital Medical Center's (PVHMC) Foundation is offering scholarships to PVHMC Associates and Volunteers who are currently enrolled in or who have been accepted into an entry-level Nursing Program.

"Why I want to pursue a career in nursing"

If you meet the qualifications and requirements listed below, please attach your Scholarship Essay (*maximum 500 words*) to your application and submit it to Maria Brown at maria.brown@pvhmc.org.

All Applications are due by April 4, 2025, before 5 pm.

Questions?

Call Maria Brown at x7981 or Jessica Rivera at x4987

Qualifications needed to apply for the scholarship

Associate or Volunteer must:

- Be currently:
 - Enrolled in an **entry-level** Nursing Program
 - OR**
 - Accepted into an **entry-level** Nursing Program
- Not be a past recipient of the Cherie Rudoll Scholarship

Requirements needed to apply for the scholarship

- Meet the qualifications listed above
- Submit a scholarship application **and** a maximum 500-word essay on:

"Why I want to pursue a career in nursing"

The application and essay submission deadline is **April 04, 2025**.

**Applications are available at the office of
Jessica Rivera on the 4th Floor Room #A420 - Nursing Administration**



Cherie Rudoll, RN 2025 Scholarship Application

Applicant Name: _____

Cell Phone #: _____

Mailing Address: _____

Department: _____

Supervisor/Manager: _____

School Name: _____

About Cherie Rudoll, RN

The Cherie Rudoll Scholarship was established to honor Pomona Valley Hospital Medical Center's former Vice President of Nursing and Patient Care Services following her passing in January 2007.

Cherie was a visionary leader and a passionate nurse. She was committed to the development of the field of nursing and, specifically, to the continuous growth of PVHMC's nurses. She was dedicated to providing excellence and the utmost in customer service for the Hospital's patients. She was known to occasionally change her business attire for scrubs in order to remain at the forefront of what it was to be a bedside nurse.

In 1982, Cherie began her tenure at Pomona Valley Hospital Medical Center, first as a Director of Quality Resource Management and then as Administrative Director of The Robert and Beverly Lewis Family Cancer Care Center. In 2000 Cherie was promoted to Vice President of Nursing and Patient Care Services.

Additionally, Cherie knew the value of community nursing and was instrumental in establishing a *Parish Nurse Program* at Pilgrim Congregational Church in Pomona, and was also active in the local *End of Life Coalition* in the Pomona Valley.

In addition to her active professional career and community activities Cherie was a devoted wife, mother, daughter, sister, granddaughter and was a loyal friend to many. She was known for looking for and finding the positive things within each person, and for her kindness and generosity.

Cherie would be proud of and inspired by each of the applicants and their growing commitment to the field of nursing.



Coming Up for April 2025...

- **Physical Wellness:** Cancer-Fighting Foods
- **Emotional Wellness:** Check Out Supportline’s Animo – Web and Mobile Tools for You and Your Family
- Easy Recipe: Mixed Vegetable and Quinoa Salad

Access upcoming events/postings on the [Wellness for Life Intranet Page!](#)

2025 Open Enrollment

Open Enrollment Dates and Times

April 14, 2025 (starting at 7:30 am) – April 28, 2025 (ending at 4:30 pm)

Enrollment Changes via Launchpad

The webinar that is posted on <https://www.pvhmc.org/For-Associates.aspx> on April 9, 2024, contains tutorial information on how to make enrollment changes in Launchpad.

Open Enrollment Support

Human Resources and carrier representatives will be onsite to provide guidance to Associates on how to make changes in Launchpad and to answer questions. **Please refer to the Open Enrollment Support Flyer in the Open Enrollment package for additional information. The Open Enrollment packages will be mailed to all Associates’ addresses as listed in Launchpad.**

Who is Coming Onsite to Answer Questions

Medical Plans and Claims Questions	HealthNow Administrative Services
Voluntary Benefits for Active Benefited Associates: <ul style="list-style-type: none"> • Disability Insurance • Critical Illness • Accident Insurance 	Colonial Life Benefits Counselors
403(b) Retirement Plan <ul style="list-style-type: none"> • Come to learn more about differences between the Roth and Pre-Tax deductions • Learn about the higher catch-up contributions for the age group 60 – 63, starting with Calendar Year 2025 • Get your answers on the Pomona Valley Hospital Medical Center Retirement Savings Plan 	Prospera Succession Partners

Access CIGNA on Dental Questions

◇ You can contact the Cigna open enrollment line at 1-800-564-7642

Access United Healthcare for Vision Questions

◇ You can contact the United Healthcare (UHC) member customer service line at 1-800-638-3120



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 & Acute Care Surgery Services team, will teach you to recognize and control life-threatening bleeding in order to save a life. The class is open to those ages 14 years and older.

2025 Class Dates - Wednesdays

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

January 15	May 7	September 17
February 12	June 11	October 8
March 12	July 9	November 5
April 9	August 13	December 10

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) or email stopthebleed@pvhmc.org.

*Class space is limited.

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





Same great plan. Same great service.

Pomona Valley Hospital Medical Center Retirement Savings Plan

Your retirement plan financial professionals aren't changing.

The retirement service and support you're used to from Roberto Duran and his team aren't going anywhere. You don't need to do anything different. We just want you to know that you'll see some new branding – just logos and company names on marketing materials. That's it!

Schedule a meeting today.

It's the same easy access to schedule a one-on-one meeting.

ROBERTO J. DURAN
CFP®, CHFC®, CRPC®, CBEC®
 CA Insurance License #0C87851
Roberto.Duran@OurProspera.com
 949-341-4293

JENNIFER SCHRIER, CFP®
 CA Insurance License #4008709
 Calendly Link: [Schedule here](#)
Jennifer.Schrier@OurProspera.com
 949-341-4286

KEVIN OROS
 CA Insurance License #0G54108
 Calendly Link: [Schedule here](#)
Kevin.Oros@osaicfa.com
 949-623-1794

What changed?

Roberto and his team recently changed their company name to Prospera Succession Partners (previously Odyssey Wealth Design). They're now affiliated with Osaic Wealth, which you'll see referenced on marketing materials. That's it!



Celebrations in Community

By Elizabeth Grainger, Palliative Care Chaplain



Of all the holidays celebrated by different groups around the world each year, the Memorial of Jesus Christ's Death (April 12) is unique in that it is the only holiday officially observed by Jehovah's Witnesses. Also known as the Lord's Evening Meal, it is considered the most important day of the year by Witnesses. The Memorial commemorates Jesus's final meal with his apostles in Jerusalem before his crucifixion. It was during this meal that Jesus prepared his followers for his coming death and instructed them to share in bread and wine in remembrance of him. Witnesses practice the sharing of unleavened bread and wine (known as "the emblems") at this annual event, in accordance with their specific beliefs. In the weeks leading up to the Memorial, many Witnesses read Gospel accounts and listen to sermons to prepare spiritually. The Memorial is typically held at local Kingdom Halls or larger gathering places and includes prayer, the singing of hymns, education about Jehovah's Witness principles, and ultimately the passing of the emblems of bread and wine. In accordance with their teachings that exactly 144,000 faithful Christians (known as "the Anointed") will be resurrected to heaven, only those who discern themselves to be one of the Anointed are to receive the emblems.

When Jesus and the disciples met in Jerusalem for their final meal together, they were likely celebrating the Jewish holiday of Passover (April 12-20). Passover celebrates God shepherding the Jewish People (Israelites) out of Egypt, where they had been enslaved by Pharaoh. The exodus of the Jews from slavery to freedom is now recounted at the Passover seder, an evening meal held the first and second nights of Passover. The seder combines prayer, singing, story-telling, and the enjoyment of specific traditional foods like chicken soup, charoset (sweet apple-walnut relish), and gefilte fish. Traditionally, non-Jews are welcomed as honored guests at the seder meal. In remembrance of the exodus from Egypt, observant Jews do not consume any leavened products during this holiday, and clean their homes of any chametz (foods with grains or leavening agents, forbidden during Passover). Instead of bread, matzah (unleavened flatbread) is substituted, and many other traditional foods are enjoyed as part of the seder.

Christians all around the world celebrate Holy Week (April 13-20) culminating in Easter on Sunday, April 20. While it may not sound unusual for Christians to celebrate Easter together, it is actually very uncommon due to a different interpretation of calendars dating back 1700 years. The last time Easter was observed on the same day in the Orthodox and western Christian traditions was 1054. The date of Easter is tied to Passover, but otherwise the actual date on which it is celebrated differs between Orthodox and other Christians. This year, the dates coincidentally overlap, creating a global celebration of this sacred commemoration of Jesus's death and resurrection. Pope Francis, leader of the Catholic Church, called for a "date of unity" going forward. While this is the first time in any of our lifetimes that there has been a common date for Easter, it may not be the last.

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.

April 2025 Holidays

- 6** Ram Naval (Birthday of Lord Ram)—Hindu
- 10** Mahavir Jayanti (Birthday of Lord Mahavira, spiritual leader)—Jain
- 12** Memorial of Jesus Christ's Death—Jehovah's Witness
- 12-20** Pesach/Passover—Judaism
- 13** Palm Sunday—Christian
- 13** Songkran/Theravada New Year—Theravada Buddhist
- 14** Vaisakhi (Spring harvest festival)—Sikh, Hindu
- 17** Maundy Thursday—Christian
- 18** Good Friday—Christian
- 20** Easter—Christian
- 20** Pascha—Orthodox Christian
- 20-May 1** Festival of Ridván—Bahá'í
- 23** Yom HaShoah (Holocaust Remembrance Day)—Judaism



Guardian Angel Recipients

Our Foundation's Guardian Angel Recognition Program gives grateful patients, their families, and friends the opportunity to support their Hospital while paying tribute to their special health care provider. Learn more at: pvhmc.org/GuardianAngel



Zaid Hamdallah, Volunteer Services, was awarded by Ms. Glenda Fidler.

Ellen Hunter, RN, was awarded by Mrs. Siska Utama and Ms. Michelle Johnston, who shared, "All the nurses in LDRP were very nice and caring during my stay for the birth of my first born, but Ellen was exceptionally caring and sweet. She helped my husband and I in a way that we felt very special. She made us feel comfortable knowing that we don't know anything about being the first-time parents. We're so grateful for her."



PVHMC IN THE NEWS

Dr. Muzna Atif Speaks to KNX About the Measles Vaccination

March 27 & March 30, 2025

Listen to the clip [here](#).

Dr. Kylie Fuller Speaks to KNX About the Rise in HPV Cases

March 28, 2025

Listen to the clip [here](#).

KNX10.70
NEWSRADIO



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
- Feelings of hopelessness
- Loss or struggling with positive coping skills
- Any concerning event defined by you

You can request 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

POMONA VALLEY HOSPITAL
 MEDICAL CENTER

Expert care with a personal touch

2025 Hospital National Patient Safety Goals

(Easy-To-Read)

Identify patients correctly

NPSG.01.01.01 Use at least two ways to identify patients. For example, use the patient's name *and* date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

Improve staff communication

NPSG.02.03.01 Get important test results to the right staff person on time.

Use medicines safely

NPSG.03.04.01 Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.

NPSG.03.05.01 Take extra care with patients who take medicines to thin their blood.

NPSG.03.06.01 Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Give the patient written information about the medicines they need to take. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

Use alarms safely

NPSG.06.01.01 Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

Prevent infection

NPSG.07.01.01 Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning.

Identify patient safety risks

NPSG.15.01.01 Reduce the risk for suicide.

Improve health care equity

NPSG.16.01.01 Improving health care equity is a quality and patient safety priority. For example, health care disparities in the patient population are identified and a written plan describes ways to improve health care equity.

Prevent mistakes in surgery

UR01.01.01 Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.

UR01.02.01 Mark the correct place on the patient's body where the surgery is to be done.

UR01.03.01 Pause before the surgery to make sure that a mistake is not being made.

"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.



**Viviana Dovalina, BSN
RN-C - MEDSURG 4**



**Mindy Zhang,
RN - ICU3**



**Manny Guerrero, RN,
CCRN - ICU3**



**Roxana Iniguez,
RN- MEDSURG 5**



**Joanne Ambrocio,
CNA - Tele6**

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*

Did you know Yoda had a last name?

It was Layheehoo.

I accidently rubbed ketchup in my eye.

Now I have Heinzsight.

What do mermaids use to wash their fins?

Tide.

Happy Birthday!

Lisa Cocomes, MedSurg 5 Nurse

Manager

April 27

From Medsurg 4C & 5C

Leadership & Teams

Jessika Carrasca, GI Lab

Coordinator

April 20

From Jay, Liz & GI Lab Team



Happy Birthday!

Patty Lirio, MSN,PHN,RNC-OB

Director, LDRP

April 24

From FERC

Congratulations!

Congratulations to our very talented and creative Digna Macias on her well deserved promotion to Development Coordinator in the Foundation. We are all so proud of you—you have earned it!

From Jim, Amber, Alberto, Erin, Laura, Greg,

William & Ken

The deadline for the May Newsletter is Monday, April 21.
Please have your Manager/Supervisor OK your submission.
Send all submissions to amber.brenneisen@pvhmc.org.