NorthBay Earns the GOLD

NorthBay Medical Center has received the American College of Cardiology’s Gold Performance Achievement Award for 2015.

NorthBay Medical Center is one of only 78 hospitals nationwide to receive the honor.

The award recognizes NorthBay Medical Center’s commitment and success in implementing a higher standard of care for heart attack patients and signifies that our organization has reached an aggressive goal of treating these

See GOLD, Page 8

Employee Critically Hurt in Hit-and-Run

After a NorthBay Healthcare employee was hospitalized with critical injuries following a vehicle-vs.-bike collision Saturday, a co-worker identified a vehicle that may have been involved, which led to an arrest on Sunday.

Cynthia Pouncey, NorthBay Clinical Nutrition Manager, was bicycling on Pleasants Valley

See HIT-AND-RUN, Page 6

Uplifting Experience

Walls Start to Go Up On Wellness Center

The first of 57 concrete panels that will form the exterior walls of the VacaValley Wellness Center were tilted up by a massive crane on Monday and work will continue all week until all the walls are up by Friday.

“Today’s a big day for NorthBay, because after three and a half years of planning, the walls are finally going up,” says President and CEO Gary Passama, who stopped by the site to check out the progress Monday morning.

The milestone marks a

See UPLIFTING, Page 10

More Photos, Video on NorthBay.org

A team of about 20 construction workers from Swinerton Builders works with a 170-foot-tall crane to lift the very first of 57 concrete panels into place at the future VacaValley Wellness Center on Monday morning. Follow the progress by watching the live web cam on the Hard Hat Report during the next few days.
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<thead>
<tr>
<th>New Faces</th>
<th>Position</th>
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<tr>
<td>Jacqueline Abangan</td>
<td>Certified Nurse Assistant</td>
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<td>Joel Ambrose Jr.</td>
<td>Radiologic Technologist III</td>
<td>Radiology, VacaValley Hospital</td>
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<td>Priscila Andrade</td>
<td>ASC Instrument Technician</td>
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<td>Weldon Barnes Jr.</td>
<td>ASC Instrument Technician</td>
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<td>Deeann Barnes</td>
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<td>April Bartlett</td>
<td>ASC Registered Nurse</td>
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<td>Kari Bettencourt</td>
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<td>Chrystina Collins</td>
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<td>Daniella Counts</td>
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<td>Jennilyn Diago</td>
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<td>Sheana Dille</td>
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<td>Edward Dominguez</td>
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<td>Paris Felix Flores</td>
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<td>Holly Green</td>
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<td>Nakeisha Guzman-Elahi</td>
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<td>Vanessa Hatcher</td>
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<td>Charlene Jimerson</td>
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<td>Eileen Kaplan</td>
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<td>Janae Lawson</td>
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<td>Amynel Lising-Padilla</td>
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<td>Asa Mandate</td>
<td>Systems Engineer II</td>
<td>IT Network Operations</td>
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<td>Eddie Martin III</td>
<td>Security Officer II</td>
<td>Security</td>
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Benefit Fairs Set in October

Open enrollment is next month and once again Human Resources is holding Benefits Fairs so employees can visit with the vendors who provide our comprehensive benefits program.

The first fair is Wednesday, Oct. 7, at VacaValley Health Plaza. On Thursday, Oct. 8, the fair is at the Green Valley Administration Center. Both fairs are from 7:30 a.m. to 5 p.m.

Please note, due to construction at NorthBay Medical Center no Benefits Fair is planned for that campus.

Representatives from our carriers for health, dental, vision, employee assistance, flexible spending, life insurance and our 403(b) retirement plan will be available to answer your questions along with representatives for our supplemental benefit plans.

Open Enrollment is available online and can be accessed from your work computer, or home computer. Computer labs will be available at the Benefits Fairs to help you complete the process.

If you have no changes to your benefits, you do not need to take action unless you participate in the Flexible Spending Program. Questions? Contact Diane Urbano at ext. 3313. A detailed open enrollment letter will be mailed to employees’ homes in September.

Is Something Wrong? Call Our Compliance Hotline: 646-4199

NorthBay encourages open lines of communication. If you are aware of an unlawful or unethical situation, there are several ways you can bring this to NorthBay’s attention.

Your manager or supervisor is the best place to start, but if that is not reasonable you can also contact the Corporate Compliance Manager, Sharmini Cassady, at (707) 646-5754 or call the Compliance Hotline at (707) 646-4199 to express your concerns. Calls are received as voicemail and may be made anonymously.
The Face of Employee Health Calls It a Day

Pat Taylor, the woman synonymous with Employee Health, retired Aug. 25 after 31 years with NorthBay.

As employee health coordinator since 2000, Pat worked with just about every department in our organization. She helped injured and ill employees return to work and supervised all of the annual TB testing, flu vaccination clinics and other conditions of employment.

“Pat earned the respect of everyone she worked with,” says Wanda Ellithorpe-Fletcher, clinical manager of Employee and Occupational Health. “She will be missed by all of us.”

“Working in Employee Health let me help people get the care they needed to get back to work quickly, which was very rewarding,” Pat says.

If you haven’t seen Pat around the hospital in the past few months it’s because she recently underwent total knee replacement surgery at the Joint Replacement Program at VacaValley Hospital. She’s doing great, and highly recommends the program and orthopedic surgeon Andrew Brooks, M.D.

Pat was born in New York City and graduated from the prestigious New York High School of Music & Art.

“I was a flute player, but I wasn’t very good,” she says of her teenage years. “I mainly attended the school for its good academic program.”

She married, moved to California and had six children, including two sets of twins, before embarking on her nursing career.

“I like to take care of people and I always had an interest in nursing,” Pat says.

Pat earned her bachelor’s degree in nursing from the University of Phoenix. But when she applied for a job at NorthBay (then Intercommunity Hospital) she was turned down, so she began her career working the night shift at Sutter Memorial Hospital in Sacramento. She lasted six months before the long commute from Suisun City became too much. She found a job on the med-surg unit of Broadway Hospital in Vallejo (which became Vallejo General and then Sutter Solano Medical Center).

In 1981 she gave up bedside nursing to work as a contractor for a Professional Standards Review Organization, or PSRO. These organizations visited hospitals to review the care provided to Medicare patients and one of her clients was NorthBay. By 1984 such review had expanded to private insurance and Pat was hired by NorthBay to work in the new Utilization Management department. By 1987 she was the director of Utilization Management and Discharge Planning.

“These were relatively new departments and I enjoyed developing the programs that integrated these services into the patient experience,” Pat says. “I also reviewed charts and noted which patients needed discharge, much to the chagrin of the physicians. There are many medical records that note ‘Pat Taylor recommends discharge.’”

What she will remember most of her career at NorthBay are the wonderful people she has worked with.

“When I first started, I knew just about everyone,” she says. “While that’s not the case anymore, NorthBay has grown into an organization of talented and dedicated employees that I enjoyed working with.”

Pat’s love of nursing is shared with her daughter, Shirelle Dickinson, R.N., an Acute Care nurse at NorthBay Medical Center.

Now that’s she’s retired, Pat plans to relax, read and see a few movies. She loves Hawaii, and tries to attend the Pro Bowl each year.
New Author Published in Nursing Journal

Jenny Quinn, clinical practice manager and neonatal nurse practitioner in the NICU, is now a bylined author, as her first published article has appeared in the Neonatal Network’s *Journal of Neonatal Nursing*.

“Respiratory Development and Respiratory Distress Syndrome,” was co-authored by Jenny and Lori Baas Rubarth, PhD, editor of the magazine’s “Back to Basic” column. Jenny’s article appears in the July/August issue, and it reviews normal fetal lung development, as well as the disorder that develops as a result of an early birth.

Jenny saw a notification in the magazine that Dr. Rubarth was looking for primary authors, and the topic of respiratory development was on the list.

“Dr. Rubarth is a PhD graduate from the University of Arizona, which is the same program I started in August,” Jenny explains. Seeking professional growth opportunities, Jenny emailed her interest in writing the article, and Dr. Rubarth accepted her request. The writing process took seven months, from start to publication, she notes.

Jenny has written another article, ‘Patent Ductus Arteriosus in the Newborn,’ that has been peer-reviewed and returned to her for revisions. She is also planning another joint article with Dr. Rubarth.

Lean Team Wave II Nears its Graduation

The second of three waves of NorthBay Healthcare’s Lean Advisor trainees is working tirelessly to complete projects in time for a late September graduation, according to Performance Excellence Practitioners Letitia Goodjoint and Isaac Brown.

Ten individuals are scheduled to wrap up the four-month training and graduate as certified Lean Advisors, with the understanding that they will serve as mentors in our organization for others who want to adopt Lean Projects.

Lean management concepts of healthcare involve empowering experienced workers to make decisions to improve safety, quality and eliminate waste.

On target to graduate in September are Jenielyn Lopez, Laura McGuire, Jenny Courtemanche, Vincent Smith, John Carson, Maria Theresa Ibanez, Scott Pietszak, Nicole Williams, Adriana Cinfaio and Janice Ellis. The third wave of Lean Advisor trainees will begin in September and will graduate at the end of 2015.
Thriftique Reopens with New Manager

Everyone needs a “vacation” to reset their bearings, and that’s what Secondhand Rose, the NorthBay Guild Thriftique underwent recently, when it was closed for a “refreshing,” according to Jane Hilliard, director of Volunteer Services.

The Vacaville thrift shop is now open for business, from 10 a.m. to 4 p.m., Tuesday through Saturday, and business is bustling, Jane adds.

Staff and volunteers used the time to refresh some of the displays, reorganize the way donations are received and to confirm volunteer work hours. Assisting at Secondhand Rose is a retail marketing expert, Brandon Wirth, who is managing day-to-day operations and social media promotional efforts.

For more information, call the Thriftique, 322 Parker St., at (707) 451-0462.

Hit-and-Run... (From Page 1)

Road in rural Vacaville with a training partner when a white Toyota Tacoma tried to pass another car and sped into the northbound lane.

The rider in front of Cynthia hit his brakes. She apparently didn’t see what was happening and slammed into the back of his bike, falling into the path of the passing vehicle.

She is in Kaiser Permanente Medical Center in Vacaville with critical injuries.

“Our hearts and prayers go out to Cynthia and her family right now,” said Konard Jones, president of the NorthBay Hospital Division.

After a newspaper article was posted online about the accident, some of Cynthia’s co-workers starting using social media to get the word out, asking everyone to be on the lookout for a white Toyota Tacoma.

On Sunday, Valorie Oberge, Nutrition Services analyst, saw a truck matching that description parked by her home.

She contacted California Highway Patrol Dispatch, which relayed the information to the investigating officer who found the truck had matching damage. Soon after, CHP arrested Emilio Rodriguez, 57, of Vacaville.

On Monday, counselors from the Employee Assistance Program (through Magellan Behavioral Health) visited both NorthBay Medical Center and NorthBay VacaValley Hospital to meet with Cynthia’s co-workers.

“If any employee would like to use this service, it’s always available,” says Diane Urbano, Human Resources services manager. “It’s free and confidential to employees and their family members. Employees call can toll-free at 1-800-424-4148.”

NorthBay employees have the option of contributing to the Employee Emergency Fund, which could be used to help Cynthia and her family on the long road ahead.

Donations can be made through payroll deduction on a one-time or recurring basis.

Another option, Diane notes, is that employees can donate some of their Paid Time Off (PTO) through a PTO gifting program. Both the E Fund Form and the PTO gifting form can be found on the Intranet under HR forms.

Anyone who wants to send a card, letter or an e-mail to Cynthia and her family may send it to Cynthia’s supervisor, Kathleen Shafer, who has promised to deliver them personally.
Teaming Up for Alzheimer’s Walk

Although the Walk to End Alzheimer’s event is more than a month away, team-building efforts are already well under way, and several groups within NorthBay have started signing up walkers, says Sandy Perez, NorthBay Adult Day Center program manager, and team leader for the NorthBay team.

The Walk to End Alzheimer’s event is set for Saturday, Oct. 24 on the Suisun Waterfront. As in past years, at least 60 percent of all funds raised by the NorthBay teams will be returned to the NorthBay Adult Day Center. Last year, with all the support received during the walk, more than $11,000 was donated to the center, Sandy says.

During the past couple of years, teams have come up with clever ways to boost their contribution amounts, including bake sales and raffles. This year, supporters can purchase a handmade “cause scarf,” knitted by NorthBay Guild Volunteer Diane Conrad, for a $10 donation.

Other fun ways to contribute are in the works, Sandy assures. Everyone who signs up to walk with NorthBay will receive a special button – sporting a lively purple elephant image – that will identify them as a member of the NorthBay team.

Anyone interested in purchasing one of the cause scarves is encouraged to contact Marcia Nutter at (707) 326-2227, or dmtnutter@sbcglobal.net. Anyone interested in joining the NorthBay teams is invited to go to act.alz.org/goto/NorthBay.

Alice’s Embrace Shares Warm Gifts with Our Dementia Patients

NorthBay Adult Day Center program participants were recently treated to some handmade lap blankets and prayer shawls, produced by volunteers in the Alice’s Embrace program.

Alice’s Embrace is an all-volunteer program created in 2014 by Diane Lewis, a Sacramento-area woman in honor of her mother who had Alzheimer’s disease, explains Sandy Perez, manager of the Adult Day Center. The purpose of the program is to bring some measure of comfort and warmth to those suffering from Alzheimer’s disease, Sandy notes. Volunteers knit or crochet the blankets and prayer shawls, and Alice’s Embrace distributes them to area nursing homes and assisted living facilities.

Diane had knitted a blanket for her mother when she was first diagnosed with the disease, and often found her wrapped in it when she came to visit. “Mom would intertwine her fingers through the stitches and that’s when I realized it had a soothing effect on her. In a way, it became her security blanket.”

From there, her volunteer organization was born, and now she and her team deliver volunteer-created versions around the Northern California area.

“Diane called me out of the blue,” Sandy explains. “She learned about us by doing a computer search, and asked if she could bring blankets for everyone at our facility. They brought twice as many blankets as there are participants, and invited everyone to come up one-by-one, to kind of ‘shop’ for what they wanted. Our participants were able to select the color or texture that pleased them most. It was such a sweet thing, so nice. Everyone loved their blankets.”
Gold ...
(From Page 1)

patients to standard levels of care as outlined by the American College of Cardiology/American Heart Association clinical guidelines and recommendations.

To receive the ACTION Registry–Get with the Guidelines (GWTG) Gold Performance Achievement Award, NorthBay Medical Center consistently followed the treatment guidelines in the ACTION Registry–GWTG for eight consecutive quarters and met a performance standard of 90 percent for specific performance measures.

Full participation in the registry engages hospitals in a robust quality improvement process using data to drive improvements in adherence to guideline recommendations and overall quality of care provided to heart attack patients.

“The American College of Cardiology and the American Heart Association commend the team at NorthBay Medical Center for its success in implementing standards of care and protocols. The full implementation of acute and secondary prevention guide-line-recommended therapy is a critical step in saving the lives and improving outcomes of heart attack patients,” said James Jollis, M.D., ACTION Registry–GWTG chair and Professor of Medicine and Radiology at Duke University Hospital.

The Center for Disease Control estimates that more than 700,000 Americans suffer a heart attack each year. A heart attack occurs when a blood clot in a coronary artery partially or completely blocks blood flow to the heart muscle. Treatment guidelines include administering aspirin upon arrival and discharge, timely restoration of blood flow to the blocked artery, smoking cessation counseling and cardiac rehabilitation, among others.

“This award is a proud achievement for NorthBay,” says Konard Jones, president of the Hospital Division. “It reflects the hard work and dedication of the physicians and staff who care for some of our most seriously ill patients and their families.”

“The continued achievement of ACTION’s standards of care reflects the commitment of our entire team,” says Kim Williamson, director of cardiology services. “From the emergency personnel, cardiovascular and hospital teams, through cardiac rehabilitation, we are partnering with the patient so they can go on to live a full and healthy life. Our teamwork in cardiovascular care saves the lives of heart attack patients, which reflects NorthBay Healthcare’s commitment to Solano County. We are honored to receive this recognition and to provide these services to our community.”

ACTION Registry–GWTG is a partnership between the American College of Cardiology and the American Heart Association with partnering support from the American College of Emergency Physicians and the Society of Cardiovascular Patient Care. ACTION Registry–GWTG empowers healthcare provider teams to consistently treat heart attack patients according to the most current, science-based guidelines.

Seminars Offer Hope for Parents with Overactive Children

The NorthBay Advanced Medicine Lecture Series will present two sessions of “Coping with ADHD,” at locations in Vacaville and Fairfield this month.

Wednesday, Sept. 16, the presentation will be in Vacaville by NorthBay Center for Primary Care Pediatrician Michael Ginsberg, M.D., who will offer his insights on this disorder that affects nearly 5 percent of children worldwide.

Dr. Ginsberg knows what it’s like for children with ADHD — Attention Deficit Hyperactivity Disorder. That’s because more than 30 years ago, he was that child. While public school labeled him incorrigible, his parents never gave up on him. Now he can offer that same encouragement.

Refreshments are at 5:30 p.m. and the seminar begins at 6 p.m. The seminar is at the Holiday Inn Express & Suites, 151 Lawrence Drive in Vacaville. The seminar is free, but space is limited. Please RSVP online at NorthBay.org, and then click on the Events tab, or call (707) 646-3280.

“Coping with ADHD” will be presented again in Fairfield on Thursday, Sept. 24. To register for the Vacaville event, visit www.northbay.org/handleadhd. For the Fairfield event, visit www.northbay.org/endureadhd.
Nursing Satisfaction Survey Opens Sept. 13

The annual nursing satisfaction survey, administered by the National Database of Nursing Quality Indicators (NDNQI), begins Sunday, Sept. 13, and ends Sunday, Oct. 4.

Participation is voluntary and all responses are anonymous. Nurses are eligible to participate if they work 50 percent or more of their time in direct patient care, have worked on their current unit for at least three months, are NorthBay employees and not on leave of absence during the entire survey time frame. Travelers and registry nurses are not eligible for the survey.

“Our goal is to outperform the mean response rate of all hospitals taking the survey,” says Chris Stevenson, Magnet program director.

“I will provide weekly updates as I receive reports from NDNQI on our response rates throughout the survey.”

Through the survey, NorthBay hopes to gain insight into the nursing professional practice environment from the viewpoint of the direct care nurse. The results will help the organization make improvements in the areas nurses identify as needing improvement.

There are two ways to access the survey. From a computer within the hospital, go online to ShareSpace and click on the link titled 2015 Nurse Satisfaction Survey. From outside the hospital, go to http://www.nursingquality.org/survey. Access codes have been emailed to all NorthBay registered nurses.

When you complete the survey, be sure to print your certificate and show it to your unit Clinical Lead IV or manager to claim your participation gift.

If you have survey questions, please contact your unit DBC members or any of the survey support managers: Chris Stevenson, survey coordinator; Dawn Hanneman, R.N., Emergency Department clinical manager; or Shelley Johnson, R.N., director of medical/surgical services.

Is it Christmas in July?

“Is it Christmas already?” asked Dave Marianno, principal of Fairview Elementary School in Fairfield as Terri Bartoli, R.N., (at right) shows him some of the backpacks collected during NorthBay Healthcare’s second annual Fill-the-Ambulance fundraiser in August. Terri and staff members of the cardiac catheterization lab at NorthBay Medical Center delivered nearly 50 backpacks, as well as a variety of school supplies for students in need on Tuesday, Aug. 18. A similar delivery was made to Padan Elementary School in Vacaville. Fairview and Padan are the two elementary schools NorthBay Healthcare employees adopt every holiday season, fulfilling scores of Christmas wishes for the classrooms. The public was invited and also contributed to the Fill-the-Ambulance project this year.
Herculean effort that involved the coordination of more than 50 people, including architects, builder, utilities, the Federal Aviation Association, the crane operator, Vacaville city officials, fire and police and NorthBay’s project management team.

Tilting up these panels could only be accomplished with a special 450-ton crawler crane that is 26 feet wide, 170 feet tall, and moves on large tracks like a tank, according to John Pellerin, project superintendent with Swinerton Builders, contractor for the project.

There are only two of these massive cranes available on the West Coast, John notes, and timing the construction calendar to the crane’s availability was critical. “If we missed that date, we would have to wait as many as eight weeks for it to be available again.”

It took more than 10 semi-truck loads to deliver all of the crane’s parts to the jobsite last Friday, Aug. 28. It was assembled on site and after all safety checks and inspections were completed, it began lifting Monday morning.

The panels are unique in that they are three stories — or 42 feet — tall, and a foot thick.

“Two-story tilt-up panels are usually from 8- to 10-inches thick,” John notes. “Having that much more concrete and rebar in each panel makes them much more cost effective.”
Want to help NorthBay Healthcare assure that its fourth Annual Ride to Defeat Diabetes (R2D2) is another rousing success? Sign up to participate in one of the rides, volunteer to help, or do both.

Volunteers are needed to help set up, strike down, serve lunch or serve as course monitors.

Your efforts will help raise awareness of Solano County’s diabetes crisis.

The fourth Annual Ride to Defeat Diabetes is set for Sunday, Oct. 4. Funds raised during the event benefit the NorthBay Center for Diabetes & Endocrinology.

The event has three separate rides: an easy 10-mile ride to the unincorporated area of Elmira, and 25-mile and 60-mile rides for more serious cyclists. All will start from NorthBay VacaValley Hospital, 1000 Nut Tree Road in Vacaville. Volunteers can sign up, and riders can register now at the R2D2 website at www.northbay.org/r2d2.

The 10-mile ride is $15 for those ages 13 and up; it is free for children age 12 and under. There is a $30 registration fee for the 25-mile ride, and the 60-mile ride registration fee is $45.

Day in the Park Puts Focus on Children With Autism

NorthBay Healthcare Administrative Support Specialist Jessica Johnson is in the spotlight, using her title as reigning Miss California Global Nations, to put the focus on children with autism.

As such, she’s hosting her second annual “Day in the Park” event from 10 a.m. to 2 p.m. on Saturday, Sept. 12, at Andrews Park in Vacaville.

“It’s a fun-filled day of games and activities for the children, but it’s also an opportunity to raise awareness and funds for the autism community,” says Jessica.

There will be music, face painting, bubble making, art projects, games for all ages, a dance showcase, food, and prizes for children to participate at various activity stations.

There will be informational and educational booths, as well, says Jessica.

She’s invited NorthBay to step up as title sponsor this year, along with the Children’s Nurturing Project.

“The goal is to spread awareness for children with special needs, speech and language impairments, emotional disorders, learning disabilities, physical handicaps and intellectual disorders,” says Jessica.

In addition to her full-time job at NorthBay, she has been a part-time dance teacher at Danc-Sing Stars Studio in Fairfield for the past four years. Danc-Sing Stars Studio is one of the only studios that accepts children with special needs. A number of Jessica’s students will perform.

R2D2 Needs Volunteers

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Uplifting … (From Page 10)

heavier and more challenging to lift.”

The heaviest panel weighs 229,000 pounds, while the lightest panels are approximately 180,000 pounds. The panels are being attached to a foundation that has already been prepared with sewer and electrical connections.

When all panels are in place, they will encompass the 110,000-square-foot building. The entire process should take about four or five days, John adds.

Once the exterior walls are in place, work can begin on the interior, according to Joelyn Gropp, NorthBay’s director of Facilities Development.

Watch for updates on construction in the Hard Hat Report on NorthBay.org.
A new eight-week “Journey Through Grief” series of classes has been scheduled to begin next week. The classes, which will be held on Tuesday evenings, focus on helping survivors heal and learn about the process of grieving. Each session is facilitated by a grief therapist and is offered free of charge to Solano County residents. The classes run from 6 to 7:30 p.m., from Sept. 8 through Oct. 27 at NorthBay Bereavement Center, 4520 Business Center Drive, Suite 110 in Fairfield. The class is limited to 12 participants and a place can be reserved by contacting Brenda Boyd at (707) 646-3517.

More than 130 people have signed up to attend NorthBay Healthcare’s second annual EBP and Nursing Research Symposium, to be held next week from 8 a.m. to 5 p.m. on Sept. 11, at the Green Valley Administration Center. Employees can register for a reduced cost of $55 for the day, and a Continuing Education certificate for seven hours will be granted on completion.

The conference as a theme of “Bridging the Gap between Research and Clinical Practice,” and aims to educate attendees about the process of evidence-based practice, and to bring that evidence to the point of care, according to Elisa Jang, clinical practice manager for translational research.

For more information, go to www.NorthBay.org/symposium.

“NorthBay Healthcare has coordinated blood drives in the past and we’re committed to the cause,” says NorthBay blood drive organizer Katie Lydon, R.N., director of Women’s and Children’s Services. “We’ve seen firsthand how donated blood saves lives. We encourage all our employees who can to take the time for a donation.”

The drive will be from 9 a.m. to 1:30 p.m. To save time, donors are encouraged to schedule an appointment online. Visit www.bloodsource.org/drives and enter location code H101.

“It saves time for everyone concerned if you have an appointment,” explains Heather Sharp, BloodSource account manager.

Please eat and drink before donating blood, and bring photo identification.

Jana Parkinson, R.N., donates blood during NorthBay Healthcare’s last blood drive, which was in September 2014.

NorthBay Healthcare and BloodSource are teaming up with the Community United Methodist Church in Fairfield to sponsor a one-day blood drive in the church parking lot Friday, Sept. 25.

Because of extensive construction in the NorthBay Medical Center parking lot, NorthBay blood drive organizers reached out to the church to seek a better location to host the Bloodmobile for the day. The church already leases some of its parking spaces to NorthBay for employee parking, and is our backdoor neighbor.

The church not only agreed to host the Bloodmobile, but is also encouraging the public and its parishioners to donate.

“NorthBay Healthcare has
Grant Lands Trauma Gurney, Gear

Several pieces of vital trauma equipment — particularly for pediatric and maternal care — have been purchased, thanks to the award of a Solano Community Foundation (SCF) grant.

Two special Emergency Department gurneys and a device to help save the lives of women in labor who experience maternal hemorrhage were purchased with the funds, made available by the SCF’s Leslie Anderson and Virginia May Anderson Fund.

The special gurneys are outfitted with weighing devices that help when critically ill patients are admitted to our Emergency Departments at both NorthBay Medical Center and NorthBay VacaValley Hospital, according to Sandy Piedra, director of Emergency Services.

“It’s vital for us to be able to accurately weigh patients in order to calculate medicine doses. This is particularly true when patients — especially pediatric patients — are unable to stand. With these special gurneys, we are now able to weigh them lying down.”

The Labor & Delivery Department recently received its own Berkeley Suction Device, for use if a woman in labor must be rushed to the L&D operating room for emergency surgery. “We have one of these devices in our main OR,” explains Katie Lydon, director of Women’s and Children’s Services, “but L&D had to borrow it. As we are experiencing more and more trauma surgeries, and more high-risk OB patients, having immediate access to this machine will help us improve maternal and infant birth safety, and further enhance our ability to care for mothers and babies.”

“We are grateful to the Solano Community Foundation for their generous donation,” Sandy adds. “We’re very appreciative of the ability to weigh patients on these new gurneys.”

Breast Cancer Luncheon Set for October 15

The annual Breast Cancer Luncheon is Thursday, Oct. 15, at the Green Valley Administration Center.

Event check-in begins at 11:30 a.m. The program starts at noon with a video titled “Genentech Speaks” and will be followed by presentation of the Christine Franklin Award by the NorthBay Healthcare Foundation.

Medical oncologist Brian Vikstrom is this year’s physician presenter. He will be followed by three patient testimonials from Yami lett Diaz, Diane Wong and Gigi Jerada. The patients will also form a panel to answer questions submitted by the audience.

Cost of the luncheon is $10 and pre-registration is encouraged to ensure a seat. You can register by visiting NorthBay.org/blunch, sending an email to events@northbay.org or by calling (707) 646-3280.

Heart Failure is Topic Of Cardiac Lecture

Christina Birch, a nurse practitioner at David Grant Medical Center, will be the featured speaker, providing an overview of congestive heart failure as part of the NorthBay Cardiac Education Series.

Her presentation will be at 4 p.m. Tuesday, Oct. 27, at the NorthBay Medical Center Annex, Rooms 1&2. Lectures geared toward helping cardiac patients and their caregivers are scheduled on the fourth Tuesday of the month in January, April, July, and October. Lectures are free, but guests are asked to register by calling (707) 646-5072.
Toastmaster Club invites interested NorthBay Healthcare employees and community members to an upcoming Open House from 11:30 a.m. to 1 p.m. on Sept. 9, at NorthBay Healthcare’s Green Valley Health Plaza, 4520 Business Center Drive.

Guests will have a chance to watch the club in action.

George Jarosik, a Distinguished Toastmaster and current Director of Toastmaster District 39, will present an interesting, demonstrative speech.

A light lunch will be served.

The NorthBay club meets at noon every Wednesday in Fairfield at the Green Valley Health plaza, in the second floor conference room.

NorthBay has pledged to support employees who choose to participate in the group by paying for membership dues and club dues.

Toastmasters offers its members a chance to develop speaking and communication skills as well as leadership skills while enjoying camaraderie with other members.

For information, call Jennifer Johnson at (707) 646-3116, or e-mail Jennifer.Johnson@northbay.org.

NorthBay Day at the Ballpark

You never know what you’ll see at the ballpark, and it was no different on NorthBay Day at the Oakland A’s, Aug. 22, which also happened to be a Star Wars theme and fireworks night. Even the Star Wars stormtrooper (top photo) prowling the park seems to love NorthBay Healthcare, and happily gave the thumbs up when posing with our NorthBay Way tote bag.

Laura Corson, R.N., (above) learning and performance specialist in clinical informatics and CNAs Lorraine Martinez and Lilliana Zargoza (at left) from 1 West seemed to enjoy themselves, despite the fact that the A’s lost the game in the ninth inning.
From Italy to Morocco, NorthBay Gets Around

From Morocco to Italy, NorthBay Healthcare employees have been hitting hot spots around the world, going the “NorthBay Way,” carrying their special totes and duffel bags, taking photos and entering themselves in our photo contest for fabulous prizes!

In this latest installment, Joelyn Gropp, director of Facilities Development, holds up her “I am NorthBay” sign in the busy marketplace on Main Street in Fez (also called Fes), the largest, oldest walled Islamic city in the world. The marketplace is filled with the most beautiful crafts, donkeys and “unfiltered smells,” says Joelyn.

John Magno, CT technologist, holds his sign up at a recognizable destination, in front of the Leaning Tower of Pisa in Pisa, Italy.

Both John and Joelyn have now been entered into a competition to win the grand prize, dinner for four (value up to $200) at Hurley’s Restaurant in Yountville and a bottle of Vezer wine or a set of binoculars that feature a telephone digital camera.

It’s not too late for you to enter, too.

First, go on vacation and take NorthBay with you. You can do it by wearing a NorthBay T-shirt, carrying one of our tote or duffel bags, or printing out and displaying a “NorthBay Way,” or an “I am NorthBay” sign. You can find a link to print out the NorthBay Way street sign on My NorthBay, your employee portal. Just look for the NorthBay Way photo contest button (shown above) at the top of the employee portal.

The rest is simple: E-mail a jpeg of your favorite image (just one, please) to DBarney@NorthBay.org. Include your name(s), where you work at NorthBay, and share some details from your trip.

Submissions will be collected through Dec. 31. Every employee who submits a photo (or who is included in a submitted photo) will be entered once into the drawing. You’re welcome to submit more from subsequent vacations, but you’ll only be entered once.

Photos will be published in FYI as space is available. The winner will be announced in January 2016.
Culturally Sensitive Approach is Key to Success

Being culturally sensitive can go a long way toward improving our patients’ experiences at NorthBay. There are many instances where pausing a moment to put ourselves in our patients’ shoes, or being on the lookout for verbal or physical cues of comfort — or discomfort — can make all the difference.

Here are a few scenarios to help illustrate the point:

**Original scenario:** A Chinese couple experiences the birth of their first child. The nurse on the postpartum floor is alarmed to find the room very hot and the couple refuses to have the baby bathed. The mother refuses to eat any hospital food or bathe. In addition, the nurse complains to the physician that the body odor is overwhelming in the patient’s room.

**Culturally sensitive approach:** The physician ensures that all personnel involved during the birth and postpartum time understand that many Chinese people believe that cold liquids and baths will harm the mother and baby. Special foods are believed to be of paramount importance for the proper cultural initiation of the baby and mother.

**Original scenario:** A Latina presents for the fifth time to labor and delivery for hyperemesis gravidarum. Her English is limited. She is 14 weeks pregnant and through an ad hoc interpreter (her son) reports that she cannot stop vomiting and that the medicines are not working. The patient is admitted for routine hyperemesis treatment and vomits little. She is discharged home after 24 hours only to return again the next day with the same symptoms. The residents and staff members are frustrated and label her as a “frequent flyer.”

**Culturally sensitive approach:** A certified interpreter is called to interview the patient on her fifth admission to the hospital, and asks the patient if there is anything happening at home that might be contributing to her illness, such as lack of food, inability to purchase the nausea medicines, or lack of social support. The interpreter also asks the patient what she thinks might be making her ill. The patient then says her neighbor has cursed her and her pregnancy, and this is why she is vomiting. She gets better in the hospital because she is away from the neighbor. When asked if there is anything she believes can be done, the patient says a Spiritual Healer could lift the curse. After a healer is located and performs the ritual, the patient’s vomiting ceases.

**Original scenario:** An Amish woman undergoes a cesarean delivery. After surgery, the woman and her husband are interviewed by a social worker because they had no health insurance. The social worker immediately begins to tell them how to enroll in Medicaid. They become visibly upset, no longer will talk to the social worker, refuse to complete any paperwork and ask to leave the hospital as soon as possible.

**Culturally sensitive approach:** Another social worker is aware that generally Amish people do not believe in or accept what they consider to be welfare. When the social worker meets with the couple, she confirms they are not interested in obtaining health insurance; she helps them plan transportation home, and helps them to reach other members of their Amish community who, by tradition, provide financial and other assistance to their own people.

**DATES TO REMEMBER**

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<td>Retirement Plan Meetings</td>
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<td>Eight-week Bereavement Course begins</td>
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<td>09.16.15</td>
<td>Advanced Medicine Series — Coping with ADHD with Dr. Ginsberg</td>
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