CEO Says
Now is the Time to Get Involved

Our quest for Operational Excellence — or OpEx 2020 — will require collaboration across the entire NorthBay enterprise in coming months, CEO and President Konard Jones stressed during Open Staff meetings held June 15-22.

“We will be reshaping the way we deliver care to our patients and working to ensure our financial stability and our independence,” he noted. “We are going to need the full support of NorthBay leaders, physicians and staff.

See CEO, Page 11

A Hands-On Look

Nurse Camp Offers Unique View

Through the course of four days of hands-on learning, 33 students from across Solano County got an up-close look at the nursing profession during the 14th annual NorthBay Nurse Camp in June.

See CAMP, Page 8

Travis Team Tours Wellness Center

Dozens of military leaders from Travis Air Force Base and around the country recently toured VacaValley Wellness Center over two days to learn about NorthBay’s Lean journey and its strategies that were applied during the design and construction of the center.

On the first day, the Air Force leaders were greeted by NorthBay Healthcare President and CEO Konard Jones, who provided
James Andersen  
Vice President, Human Resources  
Green Valley Administration Center

Gina Copak  
Clinical Pharmacist II  
NorthBay Medical Center

Christina McEligot  
Nurse Practitioner  
Women’s Health OB/GYN  
Gateway

Alixandria Reiff  
Certified Phlebotomy Tech I  
NorthBay Medical Center

Tirhas Teklehaimanot  
Certified Nurse Assistant  
NorthBay Medical Center

Subaru Donates Blankets

Subaru of Fairfield teamed up with The Leukemia & Lymphoma Society to spread some love, hope and warmth to NorthBay Cancer Center patients June 19, delivering 80 blankets for patients and their families to the center.

The donation also came with dozens of arts and craft kits for children of patients and messages of hope written by Subaru customers who have visited the dealership during the past several months.

“Although it is a small gesture, it can mean a great deal for those that are going through leukemia or lymphoma,” said Olivia Earwood, marketing manager at the local dealership. “These tokens help patients to understand that we are here for them and we care about what they are going through; it provides hope.”

Magi Philpot, licensed clinical social worker for the NorthBay Cancer Center, agreed. “We provide the blankets and messages of hope cards to patients who come for treatment,” she explained. “The patients love them and something as simple as a blanket provides a patient a sense of comfort during a very difficult time.”

This donation is part of the Subaru Loves to Care initiative.
NorthBay NP Earns Doctorate in Nursing Practice

After six years of study, Julian Gallegos, nurse practitioner in Urology and Sleep Medicine for NorthBay Healthcare, has earned his PhD from the University of Arizona’s College of Nursing. The PhD is a culminating degree, meaning that it is the highest degree offered by any university, Julian noted, and obtaining it has been his longtime goal.

“Ever since obtaining my bachelor’s in Nursing from Purdue University, I knew someday I would seek a PhD,” he said.

A Doctorate in Nursing Practice (DNP) is the ultimate clinical degree for advanced practice nursing, and the PhD is the ultimate research-focused degree in the profession, Julian noted. “The two work hand-in-hand to create new knowledge (PhD) and disseminate that knowledge into practice (DNP).”

Julian’s dissertation focused on diabetes within the Filipino American population. It is titled, “Hidden Risks: Relationship among VAT, IL-18, and Adiponectin in the Development of Type 2 Diabetes in Filipino Americans.”

Julian has been with NorthBay for eight years, and when not at work in the urology and sleep medicine clinic, he serves as a full-time assistant professor and DNP program coordinator at Touro University California in Vallejo.

“Lifelong learning is incumbent on all of us as we strive to provide the best evidenced-based care to our patients,” noted Traci Duncan, vice president and chief nursing officer, who earned her DNP in 2014. “I support and encourage our nurses at NorthBay to seek advanced education, not only to further advancements in patient care but as a means of self-fulfillment and pride of accomplishment.”

“We’re fortunate to have so many NorthBay employees who have earned an advanced degree, but they may not think to notify Human Resources so that information can be included in their employee record,” noted Diane Urbano, Human Resources service manager. Any employee who has completed an advanced degree is asked to notify Human Resources and Sally Wyatt in Public Relations, at swyatt@NorthBay.org.

Volunteers Treated to Lunch

The hard work and dedication of NorthBay Hospice and Bereavement volunteers is acknowledged during an annual luncheon, held at Il Fiorello Olive Oil Company and arranged by George Dix, chaplain and Hospice & Bereavement coordinator.
Rootin’ For River Cats

NorthBay Healthcare employees and their families enjoy a day at the ballpark on June 23, turning out for a River Cats baseball game in Sacramento against the El Paso team. The River Cats lost 3-1.

Tour ... (From Page 1)

an overview of NorthBay’s mission and the services it provides in Solano County. Asked about NorthBay’s secret of success, Konard touted the “NorthBay Way” and the organization’s commitment to provide the most compassionate care and advanced medicine, close to home.

The group then broke into two groups, one led by Justine Zilliken, assistant vice president of specialty and surgical services, who pointed out the ways the Lean design has improved work flow and the patient experience, particularly in NorthBay Cancer Center.

Mike Cole, general manager of Health-Spring Fitness, guided another group around the medical fitness center and described its features and fitness philosophy, including the popular Movement Is Medicine program.

Tour participants listen as Lori Muir, director of Oncology Services (center) and radiation oncology staff explain how precise the linear accelerator is in delivering treatment to cancer patients.
To cook the lentils: First, pick through the lentils and remove any debris (like tiny rocks). Pour the lentils into a fine-mesh colander and rinse under running water, and then dump the lentils into a medium saucepan. Add the water and bring the mixture to a boil over medium-high heat. Reduce heat to maintain a gentle simmer and cook, stirring occasionally, until the lentils are tender, about 25 to 35 minutes. Then, drain the lentils and return them to the pot to cool for about 5 minutes.

Meanwhile, in a medium serving bowl, combine the spinach, red onion, sun-dried tomatoes, olives and basil. Set aside.

To prepare the dressing, combine all of the ingredients and whisk until thoroughly blended.

Once the lentils have cooled for about 5 minutes, add them to the serving bowl. Pour all of the dressing over the salad and toss until blended. Taste, and add more salt and pepper if necessary. Serve in individual bowls with a sprinkle of feta cheese on top, if desired.

Makes 4 servings.

Lentils Key to Light, Healthy Greek Salad

A light and easy-to-make salad will be the featured recipe every Wednesday in July at the NorthBay Medical Center and NorthBay VacaValley Hospital cafes as part of the Nutrition Department’s Wild Wednesdays campaign.

Greek Lentil Salad is a simple lentil salad that is loaded with Greek flavors and health benefits, noted Kerry Harris, nutrition manager at VacaValley.

Lentils are true super foods. They’re loaded with protein, fiber, iron and more and they go well with strong flavors such as the Greek Dressing that will be served with the salad, said Kerry. In addition, the salad is “very easy to make and leftovers pack well for lunch.”

Greek Lentil Salad

1 1/3 c. basil or flat-leaf parsley, chopped
1/3 c. black beluga lentils (dry/uncooked)
3 c. water
3 c. baby spinach, chopped
1/2 c. green onion, chopped
1/3 c. oil-packed sun-dried tomatoes, rinsed
1/3 c. Kalamata olives, pitted and quartered
Optional garnish: crumbled feta cheese.

DRESSING:
1/4 c. olive oil
2 Tbsp. red wine vinegar
1 Tbsp. tahini

Foundation Board Member Latest to Win #HealthTipTuesday Prize

Congratulations to Wendy Wigmore Jackson, who is the winner of the June #HealthTipTuesday drawing for a $50 Amazon gift card. Wendy happens to be a former registered nurse and is owner and CEO of Jackson Medical Supply. She is also a member of the NorthBay HealthCare Foundation Board of Directors. She was entered in the drawing when she shared one of the #HealthTipTuesday posts in June: A tip offered by wound care specialist Thomas Erskine, M.D.

#HealthTipTuesday features a health tip from NorthBay experts every Tuesday on the NorthBay Facebook page (Facebook.com/NorthBayHealthcare). Anyone who comments on or shares the Tuesday posts is entered in a monthly drawing for a gift card. Yes, employees, Guild and board members are eligible. Comment. Share. Win!
Hope MacRae knows if you don’t use it, you’ll lose it. That’s why, at age 87, she is a regular at NorthBay HealthSpring Fitness in Vacaville. You might see her tiny frame tossing a 4-pound medicine ball against the wall, performing squats on the TRX or lifting free weights.

Hope has made an impression with other members at the facility and many of them make it a point to say hello when they pass by. “I’ve had members tell me that I am their inspiration,” said Hope. “They say, ‘I want to be in that good of shape when I am your age!’”

The Leisure Town resident starts out every workout with 15 minutes on the treadmill. She is then met by her fitness coach, Julie Cassara, who accompanies her on the track to help guide her while completing her five laps around the track. “Hope’s goal isn’t just to reach for that half mile,” Julie shares, “She also has me get my stopwatch and time each lap.” Hope wants to get the most out of her workouts and what’s better than having lots of challenges to meet her goals?

“Her goals were to get stronger and have more endurance,” Julie explains. “She had this goal for herself but there was another reason for these goals — her labradoodle Autumn. It was very important for her to be able to enjoy and care for her canine companion.”

The necessary guidance and assistance that Julie gives Hope during her workouts isn’t because of her age. Hope deals with macular degeneration, a condition that limits her ability to be able to see. As the condition progresses, her vision will become more compromised, making daily tasks harder to perform. Julie knew Hope’s visual challenges would mean having to start off slow and progress at her pace.

Hope knew she needed to stay active and would need help. She was eager and ready to train. Julie learned that Hope was not new to healthclubs but her workouts always consisted of sitting on machines to work out. Julie had something different in mind for Hope’s workouts and it meant taking her out of her comfort zone. “I needed to base her program on functional exercises that would help her move better in life,” Julie said. Hope was leery at first. “At the start she needed assistance from me, but not long after she was performing exercises on her own and with confidence,” Julie said proudly.

Hope currently trains twice a week with Julie and also exercises at home. “HealthSpring is a wonderful place to exercise. The fitness coaches are well educated, very experienced and are experts in designing programs for people like me. I look forward to training there.”

See JOURNEY, Page 7
to my workouts with Julie,” Hope said happily.

“My goal,” said Julie, “is to help my clients maintain their independence and to improve their quality of life. The reward is to see it happen.”

That is just what Hope wanted and needed. “Julie’s given me the confidence I needed to push myself and thanks to her I am enjoying my life. I know some people might feel they cannot accomplish their goals. I say take a chance...what have you got to lose? Well, actually? A lot!”

Fitness Options Abound for Seniors

NorthBay HealthSpring Fitness offers a number of classes that are perfect for seniors of all abilities, from those who are just getting started to those who run marathons. Here’s a list of classes more geared to those just getting into a new fitness routine:

**Aqua Arthritis**: Offered three times a week, this class with a certified arthritis instructor involves gentle activities in warm water.

**Aqua Fitness**: Offered four times a week, participants intensify their aerobic workout through innovative routines with the resistance of water.

**Aqua Interval**: Offered four times a week, this class offers the benefits of aerobic and anaerobic intervals for a fat-burning total body working in a non-impact setting.

**Aqua Zumba**: Offered three times a week, this class offers low-impact, high-energy aquatic exercise.

**Gentle Yoga**: Offered three times a week, this class is slowly paced and ideal for beginners, as well as intermediate and advanced students who want to work on alignment, building strength and increasing flexibility.

**Hatha Yoga**: Offered once a week, this is a slow, meditative practice that focuses on breathing and holding yoga postures to nourish the mind, body and spirit.

**Rest and Renew Yoga**: offered once a week, this class is excellent for first-timers or those returning to yoga. All levels welcome.

**Sit and Fit**: Offered twice a week, this moderately paced class offers a variety of total body exercises in a seated position. Exercises build core strength while increasing range of motion and coordination.

**Strong & Steady**: Offered five times a week, this class helps increase strength, mobility, coordination and balance while incorporating core exercises, breathing and relaxation and resistance exercises using body weight and equipment.

**Tai Chi/Qigong**: Offered once a week, this class teaches the ancient practice that combines slow, deliberate movements, meditation and breathing exercises to help restore the energy that flows through the body’s energy pathways.
Camp ...
(From Page 1)

“This is pretty cool,” said camper Hunter Freeman, 16, of Dixon, after participating in a mock trauma scenario using a training manikin. “I mean, you know it’s different in a real life situation, but they act like it’s real. It is just such a great experience.”

The students, selected from 89 applicants, got a chance to give injections to oranges, intubate a training manikin, thread a catheter through a tube, perform CPR on a trauma “patient,” deliver a simulated baby and much more. It was a broad-based look at the many options available in nursing care and organizers called the event, now in its 14th year, a huge success.

One of those helping during the camp was Alyssa Haddox, a recent CSU Bakersfield nursing graduate who is, herself, an alum of Nurse Camp, and whose grandmother, retired NorthBay nurse Mary Hempen, helped to create Nurse Camp.

“It’s really something special. You get to go through multiple things like the ER, ICU, OR and NICU and you see the nurses and their passion and love for what they do,” she said. “It’s inspiring and so cool.”

Chief Nursing Officer Traci Duncan greeted the teens on the first day of the camp, saying, “I like that my job is different every...
day. Nursing is a great career and looking back, I wouldn’t have done anything different.”

The event was a huge hit with the students.

“I love Nurse Camp because I get to meet all of these new people and experience all new things,” said Rebekah Lowe, 17, of Vacaville. “This is something I’ve wanted to do since I was little and it’s finally becoming a reality.”

It was a hit with the dozens of nurses who helped to put the camp on, as well.

“I like watching their reactions. It’s awe- some to see the awe and wonder on their faces,” said Kim Williamson, R.N., director of cardiology services. “It reminds you of why you went into what you do. It recharges you.”

Nurse Camp students show off their handiwork, posing with their newly applied splints during the second day of activities at NorthBay Nurse Camp 2018.

Camp ... (From Page 8)

A Nurse Camp student pauses to smile (and laugh) as she practices intubation on a training manikin. Breathing and airways was one of several stations the students rotated through during Day 1 activities.

A Nurse Camp student Rebekah Lowe performs CPR (at left) as her fellow students learn about trauma care. Eric Davis, emergency room technician, (above) explains spinal precautions and use of the spinal board in emergency medical response.

Nurse Camp students show off their handiwork, posing with their newly applied splints during the second day of activities at NorthBay Nurse Camp 2018.
GVAC Will Host Second Medicare Fair

For the second time in two years, NorthBay Healthcare will host a Medicare Health Fair for seniors and other beneficiaries.

Sponsored by the University of the Pacific Thomas J. Long School of Pharmacy and Health Sciences, the event is set for 10 a.m. to 4 p.m., Sunday, July 14, at the Green Valley Administration Center.

It is an opportunity for seniors to get advice on Medicare Part D and have their medications reviewed for safety. Medicare Part D, also called the Medicare prescription drug benefit, is the government program to subsidize the costs of prescription drugs and prescription drug insurance premiums for Medicare beneficiaries.

Free health screenings will check for high blood pressure, anemia, bone density, cholesterol, diabetes, and asthma/COPD.

“Our Endocrinology practice knows too well how reaching the Medicare coverage gap known as the ‘donut hole’ can affect a person’s health,” said Miya Allen, M.D., an endocrinologist at the NorthBay Center for Diabetes and Endocrinology. “Some of my patients in this gap decide to either ration their insulin or stop it all together.

“The medication review provided at this event can help people find ways to manage or side-step the explosive cost of prescription drugs.”

Participants should bring their Medicare card and all of their medications. Appointments are recommended and can be made by calling (707) 624-8230.

Evidence-based Symposium Returns to NorthBay

Registration is now open for NorthBay Healthcare’s Fifth Annual Evidence-Based Practice & Nursing Research Symposium.

The symposium is open to all healthcare professionals who are interested in exploring the challenge of delivering evidence-based care and attempting to keep pace with the latest recommendations for excellence in clinical practice.

The event is scheduled for Aug. 24 at the Green Valley Administration Center, 4500 Business Center Drive in Fairfield. The theme for the symposium is “A Bridge to the Future: Innovation and Technology for Healthcare Improvement.” The keynote speaker is Chris Furmanski, a partner in Virtual Ventures and former director of innovation for Stanford Health Care.

“The goal is to come away with a better understanding of how technology and new innovations can impact patient care and clinical outcomes,” noted Elisa Jang, R.N., Clinical Nurse Specialist, Translational Research with NorthBay.

For more information and to register for the symposium, visit: www.northbay.org/conference. There is a discount registration rate available for those who register by July 31, and attendees will earn a CE certificate for seven hours upon completion.

Vacaville CPC Renovation Work Underway

Work is underway at the Center for Primary Care in Vacaville to remodel and update the facility’s entrance, reception desks and waiting areas, according to Chris Matthews, director of real estate. During the project’s first phase, begun about a month ago, access to part of the CPC’s lobby was closed off so workers could begin realigning the space to create a much larger waiting area and two reception desks. Work there should be done by the end of July. In the second phase, to be completed around the end of September, the center’s smaller reception area will be permanently closed off and converted into several new exam rooms.
CEO ...

(From Page 1)
during this critical time.”

Working with consultants at Kaufman Hall, leaders identified more than 200 initiatives after their intense study of all service lines, seeking ways to enhance revenue, improve work flow, support services, workforce deployment, processes and procedures. Konard said about 150 of them will be tackled.

Some can be addressed in the short term, while others are more complex and will require more time. The goal is to gain 5 percent improvement in NorthBay’s financial performance — or $30 million — by increasing revenue and improving efficiencies.

“You don’t cut your way to health, you grow your way to health,” Konard told employees. “We’re going to look for ways to do our jobs more efficiently.”

Now is the time for everyone to step up and get involved in the process, he urged.

“Speak up, make sure your ideas are heard, be part of the change. Don’t be silent now and complain about the change later.”

Some of the projects targeted so far include the growth of specialty pharmacy services, revenue cycle improvements, a sepsis management program and a focus on length of stay.

“We will ensure that we remain independent. There is no alternative option on this if we want the ability to make all of our decisions in this community. We must make sure we are caring for those who give us the right to take care of them. And we want to care for them locally. If we give that away, there is no other system that will partner with us or take the reins of control who will keep the care in the county.”

During an overview of important statistics, Konard noted that primary care visits are up, which makes turnover of primary care doctors even more challenging. There is a national shortage and we are battling Kaiser’s aggressive signing bonus methods.

“Primary care physicians are the gateway to our health system. If there is not enough capacity, we cannot gain those patients in our system. So we have to stay focused on physician recruiting and the challenge to maintain capacity for new patients to be seen. Because we cannot ask someone to choose us and then tell them your first visit with your new doctor will be in eight weeks.”

He noted NorthBay will participate in Mayo Clinic’s upcoming recruitment days in Phoenix and Minnesota, and expressed hope that we can entice some of the Mayo-trained physicians to come our way.

Konard also reported on the lawsuits involving Kaiser and Blue Shield; described the incredible start NorthBay Urgent Care has experienced in Vacaville; and provided an update on expansion work on the NorthBay Medical Center campus.

The lawsuits will be heard late this year and early next year, he noted.

NorthBay Urgent Care has exceeded expectations in every way, prompting discussions on whether the service should be recreated in other Solano County areas not currently served by NorthBay.

“It could be a great opportunity for us to capture people who have never been cared for by NorthBay.”

NBXP — or the NorthBay expansion project — continues to aim toward having patients in new beds by the summer of 2019. Plans are evolving on how best to use current space vacated when the wing opens, especially now that it appears the 1600, 1700 and 1800 units could be considered seismically safe by 2030 following some structural retrofit. Phase III of the ED’s reconstruction is under way and until it is complete in early fall it poses challenges to staff and patients, he acknowledged.
Finders Keepers Rewards Tipsters

NorthBay Healthcare’s Finders Keepers program pays rewards of up to $3,000 to employees who refer a successful candidate to hard-to-fill positions. The payments are announced at Open Staff meetings each quarter.

**Hard to Fill First Payment**
The following employees will receive the first payment of the cash reward for referring a “Keeper” to NorthBay:
- Roxana Salmeron referred Erin Brooks, Clinical Nurse II.
- Dianne Sorrer referred Isaac Lopez, Clinical Nurse II.
- Sheryl Jacob referred Janine Joy Puspos, Clinical Nurse II.
- Maryleah Needels referred Courtney Crispin, Clinical Nurse II.
- Richelle Lotayo referred Ravichelle Abigail Arce, Clinical Nurse II.
- Joanna Olson referred Juan Pablo Martinez, Clinical Nurse II.
- Ricio Magnan-Lauth referred Maribel Camarillo, Clinical Nurse II.

**Hard to Fill Second Payment**
The following employees will receive the second half of the cash reward for referring someone who has now been on staff for one year:
- Ronald Switzer referred Raul Reynoso, Respiratory Care Practitioner.
- Carlos Rivera referred Shelie Bueno, Clinical Lab Scientist II.
- Marie Romero referred Christianne Lingad, Clinical Nurse II.
- Jackilene Mallari referred Patrick Mallari, Clinical Nurse II.
- Arielle Wellman referred Amy Miller, Radiation Therapist.
- Sheryl Jacob referred Jessiebel Saria, Clinical Nurse II.
- Cheryle Lacuata referred Edgar Timcang, Jr., Clinical Nurse II.
- Sonia De Guia referred Sonnel De Guia, Clinical Nurse II.
- Iris Samulde referred Richelle Lotayo, Clinical Nurse II.
- Gabriel Calvo referred Uyen “Winnie” Nguyen, Clinical Nurse II.
- Kay Seng, referred Matthew Pecci, Clinical Nurse II.
- Carol Brower referred Jillian Mahaney, Clinical Nurse II.
- Rodney Manko referred Rose Duryea, Clinical Nurse II.
- Mike Farley referred Jessica Fabbri, Respiratory Care Practitioner II.
- Carlota Rivera referred Lindsey Mora, Clinical Nurse II.

**Full- and Part-time Drawing**
$300: Jacob Henry and Cindy Stricklan.

**On-call Drawing**
$100: Stephen Jackson.
NorthBay does great with a lot of things but when will we work on mental health care options? Solano County Health & Social Services has the responsibility and leadership role in providing mental health programs. NorthBay Healthcare has always supported the county’s efforts, alongside other providers in our community. We have not been idle. For instance, we created a Behavioral Health Team within our hospitals, headed by Dr. Alexander Hazel, our clinical psychiatrist. He, case managers and our social services workers tirelessly strive to get patients with behavioral health issues to the appropriate place for treatment. What we can do is be a productive, effective advocate for our patients and help them get to where they need to be.

Our community, our society, the world faces a great problem in this area. There is state grant funding available but it is the county that must seek it and build programs that address this serious problem.

Regarding the parking situation at NorthBay Medical Center, are we going to do something so we don’t always have to park at the mall? Yes, eventually. We bought the Penn Tab building and occupy about 90 percent of it. If we can vacate that structure, then we can tear down the building and create surface parking. Long, long range we can look at creating a parking structure, but that is a very expensive proposition. For now, we are looking at ways to relieve the parking situation by offering rewards for parking off campus. One thought would be to use an off-site parking lot and offer shuttle/van service in.

A lot of companies are converting to solar. Is that something we have looked at? We’ve talked about it with PG&E, and about building “green” buildings. I do not anticipate the construction of any solar structures for our current parking lots but as new campuses come on, we have put infrastructure in place so we can install electric car charging lines in the future.

Regarding the recent Aetna settlement, will that money be recognized in 2018 or in a future budget? We have a $2 million settlement and that’s a beautiful thing but we are still waiting for payment. We anticipate payment by the end of the year, but they are fighting it. Once received, however, the payment will be booked for the year of receipt.

I’ve had a couple of good rounding sessions in which ideas were suggested or questions were raised, but I’ve never heard back on anything. How will we know the results or hear back on our suggestions? Heather Ressen-ger, director, Quality Division, said that the steering committee for Rounding for Excellence is working on a report for department leaders that would arrive a week or two after the department is rounded upon. The leader would then take that report and create what is called a stop light report that shows what has been requested and if it has been corrected or answered (green), if it is in progress (yellow) or if it cannot be accomplished and why (red). One of our goals is to fix things in the moment when possible and for department leaders to be present during rounding so that they hear the information in real time. Then the leader can go back to their department and discuss the next steps for ideas and suggestions.

When will department heads receive the 150 Operational Excellence (OPEX) opportunities? By the end of the next quarter, all employees (not just department heads) affected by specific OpEx initiatives should have a good understanding of their role in helping their department accomplish tasks and goals as assigned. Some department heads are already working on plans to achieve some goals. Some have already accomplished a few of the opportunities described as “low-hanging fruit.” Though we received more than 200 opportunities, we are not going to tackle all 200-plus things identified in the study. Some will not align with the NorthBay Way. But everyone who will be affected by a specific project — guided by a project team and essential department leaders — will be brought into the process before an initiative gets under way. If you have questions about what’s in store for your department, ask your manager for the latest.

With urgent care doing so well, will we see more centers in the future? We’ll see. Right now we’re enjoying tremendous success, creating a footprint in communities where we have one. We opened during flu season and saw a lot of traffic.
Honoring All Stars

NorthBay celebrates its more than 160 All Stars with special receptions where they enjoy cake and refreshments and a commemorative gift. Teri Russell, Diagnostic Imaging supervisor, (top right) is the alumni of longest tenure, having been nominated in 1987. Sharon Piccano (far right) is the second longest, nominated in 1989. Above is Toni Harvey (2014) Karen Loewe (2013) and Sonja Grant (1993). At right are some of those feted at a GVAC gathering.

Q&A … (From Page 13)

from that. Now we must wait to get through the summer — when everything typically slows down — to figure out our new normal. So far, in the first two weeks of June, it’s been the busiest since we opened in January. So if we do choose to open other centers, we’ll have to look at what created our success in Vacaville. There is an urgent care center across from the mall in Fairfield and no one is ever there. It is likely to fail. So we have to find a place in the market, maybe American Canyon, Vallejo, Benicia or Dixon? We don’t know. But if we find the right place, we believe there is the possibility of success.

Is something going to be done on the VacaValley campus to make it safer for pedestrians walking from the hospital to the Wellness Center? Greg Duncan, assistant vice president, Facilities Operations said the Facilities team is exploring options. The goal, he said, is to make an improvement in that area as soon as possible, most likely in conjunction with some paving work being planned.

Patients coming to the Coumadin Clinic at the NorthBay VacaValley’s Same Day Center are having a hard time negotiating the doors just outside the clinic, because they are usually on walkers or in wheelchairs. Is it possible to have handicapped-accessible doors put here for patient access? Greg Duncan, assistant vice president, Facilities Operations explained that the Coumadin Clinic door does meet ADA requirements, however, the doors are clearly challenging for some of our patients. “The easiest solution (propping the door open) is not an option due to Fire/Life Safety Code requirements. Installing a code-compliant automatic door opener or a fire alarm-integrated door hold-open would address the code requirement, but would be quite expensive and too long to implement,” said Greg. The Coumadin Clinic leadership team is considering installation of a doorbell with a sign on it reading, ‘Press for Assistance.’ It might help us most efficiently serve patients who need extra assistance.”

More questions and answers from Open Staff can be found on My NorthBay, your employee portal, along with an Open Staff video presentation by Konard Jones.
‘Roadshow’ Puts Focus on Hand Hygiene

Infection Prevention took its message on the road recently, with a campaign to promote proper hand hygiene at NorthBay Medical Center and NorthBay VacaValley Hospital.

During the “Hand Hygiene Roadshow,” staff were given a walk-through of a typical patient room with purple sticky notes on surfaces where germs are common. They also looked at their hands under a black light before and after a thorough washing and were given the opportunity to sign a pledge poster vowing to “always use proper hand hygiene with every patient encounter.”

“This is all designed to raise awareness,” explained Leslie McGee, R.N., infection prevention coordinator.

The signed poster boards will go on display in the hospital units following the campaign.

Cancer Center Glamour Room Receives 200 Brand New Wigs

Cancer treatments mean hair loss for some patients but the NorthBay Cancer Center has plenty of options to help, thanks to a generous donation from the local chapter of the American Cancer Society.

The cancer center received some 200 brand new wigs for the “Glamour Room” at the center. The semi-private room on the first floor of the Wellness Center is now filled with wigs, hats and scarves. ACS volunteers work with patients to find just the right look and fit.

“These wigs are provided to any and all patients in Solano County who are going through cancer treatment and are in need of a wig,” explained Magi Philpot, licensed clinical social worker for the NorthBay Cancer Center.

Solano County cancer patients can make an appointment with an ACS volunteer by calling (707) 425-5006 ext 3.
Follow These Tips To Beat The Heat

Heat is the No. 1 weather-related killer in the United States. According to data from the Center for Disease Control and Prevention, on average, more people are killed by heat in the United States than are by tornadoes, hurricanes, floods and lightning combined.

So as the temperatures soar in Solano County and across the state, it will become more common for the National Weather Service to issue Excessive Heat Watch warnings (as it did recently). An Excessive Heat Watch means that a prolonged period of hot temperatures are expected and will create a dangerous situation in which heat illnesses are possible.

During these periods, as well as throughout the hot summer months, it’s worth remembering a few important tips to beat the heat:

• Drink plenty of fluids, stay in temperature-controlled environments, limit your time in the sun, and check up on relatives and neighbors.
• Take extra precautions if you work or spend time outside. When possible, reschedule strenuous activities to the early morning or evening.
• Be aware of signs and symptoms of heat exhaustion and heat stroke, including red, hot and dry skin (no sweating), rapid pulse, throbbing headache, dizziness, nausea, and confusion.
• Wear light weight and loose-fitting clothing when possible.
• Young children and pets should NEVER be left unattended in vehicles under any circumstances. This is especially true during warm or hot weather when vehicle interiors can reach lethal temperatures in a matter of minutes.

In California, soaring temperature and gusty winds add another danger: wildfires.

Take the following precautions to avoid fire risks:

• Know the wildfire risk in your community and prepare an emergency plan in advance.
• Don’t drive your vehicle onto dry grass or brush.
• Practice safe towing.
• Avoid power equipment that creates sparks.
• Properly discard cigarettes.
• Obey burn bans.
• Evacuate if ordered to do so by local officials.

Not sure where to look for weather/fire updates? Visit https://www.weather.gov/