





TRIBUTE JOURNAL

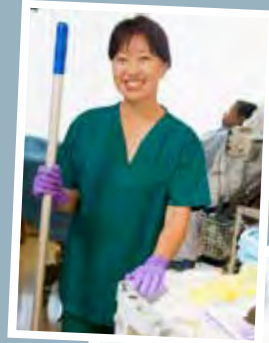
2023

*Congratulations
to our
My SoCal Hospital
Heroes!*



ABOUT THE EVENT

Health care workers are the heart and soul of our hospitals, healing and caring for patients with compassion and dedication. Their commitment and selflessness were never more evident than during the COVID-19 pandemic. But even in ordinary times, these unsung heroes give of themselves day in and day out, often thanklessly, to care for those in need. HASC created the 2023 My SoCal Hospital Heroes Awards to highlight and thank outstanding employees from member hospitals in our six-county region. These special individuals are truly heroes to their patients, colleagues, families and communities. Thank you for joining us tonight to honor them and express our deep gratitude for their service.



Since 1923, the **Hospital Association of Southern California** (HASC) has been dedicated to effectively advancing the interests of hospitals in Los Angeles, Orange, Riverside, San Bernardino, Santa Barbara and Ventura counties. We comprise over 175 member hospitals and 31 health systems, plus numerous related professional associations and associate members, all with a common goal: to improve the operating environment for hospitals and the health status of the communities they serve. Learn more at www.hasc.org.

**4 TRIBUTE TO OUR
HEALTH CARE
WORKERS**

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With a deep sense of gratitude and respect,
we honor the thousands of hospital heroes
lost to the COVID-19 pandemic. Along with
countless other frontline warriors, these brave
souls faced the storm with courage and compassion,
and made the ultimate sacrifice. Nurses, doctors and
support staff alike put their lives on the line to offer
not only medical care, but also comfort and human
touch. Though they're no longer with us, these heroes
live on through all whose lives they touched. They
shine as a beacon of the strength and bravery
that emerge during the darkest times. May their
memory always inspire us.

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CEO AND BOARD CHAIR MESSAGE

As we navigate the ever-evolving landscape of health care, it is with great pleasure and excitement that HASC honors the region's exemplary workers at the 2023 My SoCal Hospital Heroes Awards. This initiative holds immense significance, as it allows us to shine a spotlight on the extraordinary dedication and commitment demonstrated by our health care workers across the region.

The health care sector has always been at the forefront of societal welfare, but the past few years have truly highlighted the unparalleled resilience and fortitude of our hospital staff. Day in and day out, these individuals have risen to the occasion, displaying courage, compassion and a steadfast determination to provide quality care to those in need. The My SoCal Hospital Heroes Awards aim to acknowledge these outstanding employees and express our gratitude for their service.

It is through the contributions of our people that hospitals are transformed into symbols of hope during challenging times. These health care professionals have shown us what it means to face adversity with selflessness, innovation and empathy.

In closing, we want to convey our deepest thanks to our health care workers. Your tireless efforts do not go unnoticed, and the 2023 My SoCal Hospital Heroes Awards are a testament to the fact that your work is valued and cherished by all of us.

Let us join hands in celebrating the heroes among us. Together, may we make the My SoCal Hospital Heroes Awards Gala a truly unforgettable event, and an ongoing celebration of excellence for years to come.

With warm regards,



A stylized, handwritten signature in black ink.

George W. Greene, Esq.
President/CEO, HASC



A stylized, handwritten signature in black ink.

Lori Morgan, MD
Chief Executive Officer, Huntington Hospital
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Adelita Cheadle, *Marian Regional Medical Center* ■ Aileen Espiritu, *Cedars-Sinai* ■ Akeisha Stewart, *California Hospital Medical Center* ■ Alexandra Ferguson, *California Hospital Medical Center* ■ Amanda Leyva, *Los Angeles General Medical Center* ■ Amelia Grover, *Marian Regional Medical Center* ■ Amy Villaroya, *Antelope Valley Medical Center* ■ Annie Dieu, *California Hospital Medical Center* ■ Antonio Zuniga, *USC Arcadia Hospital* ■ Ariel Loop, *Barlow Respiratory Hospital* ■ Aziz Zaouadi, *Providence Little Company of Mary Medical Center Torrance* ■ Beatriz Hosp, *Santa Barbara Cottage Hospital* ■ Becca DeAnda, *Children's Hospital of Orange County* ■ Bethany Jeffrey, *Barlow Respiratory Hospital* ■ Bonnie Yee, *Kaiser Permanente Orange County - Anaheim Medical Center* ■ Brenda Jones, MD, *Barlow Respiratory Hospital* ■ Brett Gustafson, *Providence Mission Hospital* ■ Dr. Brian Choi, *Providence Mission Hospital* ■ Bvelin Apostol, *San Geronio Memorial Hospital* ■ Carolina Gonzales, *Glendora Hospital* ■ Chantel Lee, *Barlow Respiratory Hospital* ■ Chico Manning, *PIH Health Whittier Hospital* ■ Christopher Jin, *California Hospital Medical Center* ■ Cindy Baker-Fox, *Children's Hospital of Orange County* ■ Cindy Bean, *St. Bernardine Medical Center* ■ Cindy White, *PIH Health Downey Hospital* ■ Claudia Aguirre, *Los Angeles General Medical Center* ■ Claudia Linnel, *Providence Mission Hospital* ■ Colin Friedman, *UCI Health* ■ Dacy Gaona, *City of Hope* ■ Daniel Bondarenko, *Providence Mission Hospital* ■ Daniel Fulton, *Marian Regional Medical Center* ■ Daniel Pensabene, *San Bernardino Mountains Community Hospital* ■ David Murphy, *Barlow Respiratory Hospital* ■ David Nelson, MD, *Barlow Respiratory Hospital* ■ David Smith, *California Hospital Medical Center* ■ Deanne Yu, *Barlow Respiratory Hospital* ■ Diana Tai, *Providence Mission Hospital* ■ Dolores Gibbs, *Los Angeles General Medical Center* ■ Ederlinda Pastor, *Henry Mayo Newhall Hospital* ■ Edward Molina, *Southwest Healthcare Rancho Springs Hospital* ■ Edwin Peck, MD, *Huntington Health* ■ Enrique Pantoja, *USC Arcadia Hospital* ■ Flor Arias, *Barlow Respiratory Hospital* ■ Françoise Kramer, M.D., *Barlow Respiratory Hospital* ■ Gabby Briley, *Loma Linda University Behavioral Medicine Center* ■ Gabriel Gomez, *Providence Mission Hospital* ■ Gina Tracy, *Loma Linda University Medical Center* ■ Girlie Caballero, *Olive View-UCLA Medical Center* ■ Gladys D'Souza, *Barlow Respiratory Hospital* ■ Golda Morales, *Cedars-Sinai* ■ Haddyn Rodriguez, *Kaiser Permanente Orange County - Anaheim Medical Center* ■ Hao Chen, *Barlow Respiratory Hospital* ■ Hooman Kashani, MD, *Barlow Respiratory Hospital* ■ James Wickham, *Providence Mission Hospital* ■ Jammie Tutol, *City of Hope* ■ Janeth Zafra-Mauricio, *Cedars-Sinai* ■ Jennifer Cruikshank, *Riverside University Health System - Medical Center* ■ Jennifer Pai, *Huntington Health* ■ Jenny Van Slyke, *Huntington Health* ■ Jesse Lopez, *St. Bernardine Medical Center* ■ Jessica Hernandez-Arana, *Barlow Respiratory Hospital* ■ Jillian Doornboss, *Hoag Hospital Irvine* ■ Jonathan Westall, *MLK Community Healthcare* ■ Joy Green, *Barlow Respiratory Hospital* ■ Juan Martinez, *Huntington Health* ■ Judy Bravo, *Providence Holy Cross Medical Center* ■ Julie Davis, *San Bernardino Mountains Community Hospital* ■ Junga Cho, *California Hospital Medical Center* ■ Dr. Justin Fu, *St. Bernardine Medical Center* ■ Juvenal Ortiz, *Loma Linda University Medical Center* ■ Kari Cole, *Los Angeles General Medical Center* ■ Karina Aparicio, *St. Bernardine Medical Center* ■ Kathleen Coatta, *Huntington Health* ■ Kathy Dollarhide, *California Hospital Medical Center* ■ Dr. Kenneth Kushner, *Providence Mission Hospital* ■ Kesheng Wu, MD, *Barlow Respiratory Hospital* ■ Kim Douglas, *Barlow Respiratory Hospital* ■ Kimberly Hoyer, *Riverside University Health System - Medical Center* ■ Kimberly Shriner, *Huntington Health* ■ Kirk Hylton, *City of Hope* ■ Lee Sasaki, *PIH Health Downey Hospital* ■ Leslie

Salalila, *Rancho Los Amigos National Rehabilitation Center* ■ Lindsey Cummins, *Children's Hospital of Orange County* ■ Lindsey Mannschreck, *USC Arcadia Hospital* ■ Lisa McWaters, *Huntington Health* ■ Lisa Medina and Maverick (Therapy Dog), *Riverside University Health System - Medical Center* ■ Liz Brotton, *San Geronio Memorial Hospital* ■ Lorenz Sumbong, *Kaiser Permanente Orange County - Anaheim Medical Center* ■ Lydia Kreil, *St. Johns Regional Medical Center* ■ Marc Wirtz, *Providence St. Mary Medical Center* ■ Maria Lydia Solis, *Los Angeles General Medical Center* ■ Mariam Gilmore, *Riverside University Health System - Medical Center* ■ Marian Antona, *California Hospital Medical Center* ■ Mark Reed, *MLK Community Healthcare* ■ Marta Echegoyen, *Loma Linda University Medical Center* ■ Martha Celis, *Huntington Health* ■ Martha Rios, *Providence Little Company of Mary Medical Center Torrance* ■ Martha Rodriguez, *Providence Holy Cross Medical Center* ■ Mary Floyd, *Southwest Healthcare Rancho Springs Hospital* ■ Mary Virgallito, *USC Verdugo Hills Hospital* ■ Maurice Kelechian, *Prime Healthcare Services* ■ Melodee Apodaca-Cosby, *Southwest Healthcare Rancho Springs Hospital* ■ Michael Hedgecock, *Olive View-UCLA Medical Center* ■ Michael Karapetian, MD, *Barlow Respiratory Hospital* ■ Michael Vestino, *Pomona Valley Hospital Medical Center* ■ Minah Jackson, *Loma Linda University Medical Center* ■ Mohammed

THE NOMINEES

Ali, *Barlow Respiratory Hospital* ■ Monica Kennedy, *Ventura County Medical Center* ■ Neil Canby, MD, *Community Memorial Hospital - Ojai* ■ Nicole Whims, *St. Bernardine Medical Center* ■ Noemi Lazarte, *Barlow Respiratory Hospital* ■ Paramjeet Athwal, *Barlow Respiratory Hospital* ■ Patricia Hain, *Cedars-Sinai* ■ Paul Cancio, *Cedars-Sinai* ■ Paul Holtom, *Los Angeles General Medical Center* ■ Rachel Villanueva, *MLK Community Healthcare* ■ Rafael Tolentino, *Barlow Respiratory Hospital* ■ Rev. Rudolfo Rubio, *MLK Community Healthcare* ■ Rita Vasquez, *PIH Health Whittier Hospital* ■ Robert Olson, *Los Angeles General Medical Center* ■ Rodney Chan, *Huntington Health* ■ Roland Hinds, *Providence Holy Cross Medical Center* ■ Rosa Perez, *Long Beach Medical Center* ■ Samantha Seibert, *Barlow Respiratory Hospital* ■ Scott Schramm, *Barlow Respiratory Hospital* ■ Shannon Bradley, *Keck Medicine of USC* ■ Sharon Gross, *Providence Cedars-Sinai Tarzana Medical Center* ■ Sheril Garzon, *Providence Holy Cross Medical Center* ■ Silvio Reyes, *Barlow Respiratory Hospital* ■ Spencer Coats, *California Hospital Medical Center* ■ Steven Williams, *Olive View-UCLA Medical Center* ■ Susan LaPisto, *USC Arcadia Hospital* ■ Susan Rivera, *Cedars-Sinai* ■ Susana Jenkins, *Community Hospital of San Bernardino* ■ Sylvia Preciado, MD, *Huntington Health* ■ Dr. Talal Samaan, *St. Bernardine Medical Center* ■ Tamas Dolinay, MD, *Barlow Respiratory Hospital* ■ Teresa Soto Ordonez, *Riverside University Health System - Medical Center* ■ Tierra Mallory Sanchez, *Southwest Healthcare Rancho Springs Hospital* ■ Tony Marcelli, *California Hospital Medical Center* ■ Valerie Hunter, *San Geronio Memorial Hospital* ■ Valerie Mejia, *California Hospital Medical Center* ■ Vera Oliver, *California Hospital Medical Center* ■ Victoria De Leon, *Cedars-Sinai* ■ Vivian Caballero, *Barlow Respiratory Hospital* ■ Dr. Vivien Pan, *Providence Mission Hospital* ■ Wendy Lenhart, *Providence Mission Hospital* ■ Xuyen Huynh, *Kaiser Permanente Orange County - Anaheim Medical Center* ■ Yvette Geyen, *Barlow Respiratory Hospital* ■ Admissions Team, *Barlow Respiratory Hospital* ■ Central Supply Team, *Barlow Respiratory Hospital* ■ Nursing Wound Care Team, *Barlow Respiratory Hospital* ■ Infusion/Apheresis Team, *LAC/UCLA Medical Center*

“Amelia is a committed leader and social worker who believes that everyone should be treated with respect and dignity. She works tirelessly to advocate for patients who cannot speak for themselves, the homeless, the vulnerable.”

AMELIA GROVER

MARIAN REGIONAL MEDICAL CENTER

Social Services **Manager of Care Coordination/Social Work**



Amelia embraces and embodies the culture and all the values of Dignity Health-MRMC. She is the driving force and success in elevating the social work profession within and beyond the hospital's walls. Her exceptional leadership and commitment to excellence care is respected by all.

Amelia continues to develop innovative and best practices that are recognized throughout the system. She is currently managing multiple grants to support the behavioral health needs of our patients. She connects with the community along with system leaders to advocate for programs for the vulnerable and homeless, such as the recuperative program and dignity move program, to name a few. She has raised performance standards across the system with education and expansion of need programs to support and meet the needs of our most vulnerable patient care. Her actions are always directed toward patient centered care and the well-being of her employees, department, and organization over her own interest.

Amelia is a committed leader and social worker who believes that everyone should be treated with respect and dignity. She works tirelessly to advocate for patients who cannot speak for themselves, the homeless, the vulnerable. In a recent complex situation, of a severely demented/Alzheimer patient whose wife kept bringing him back to the ER, the wife was perceived to be unreasonable and uncooperative. But when Amelia spoke with her, she uncovered multiple underlying factors of

fears of the unknown that overwhelmed the wife. Amelia immediately took action to offer support and resources, made herself available, and helped the wife develop a safe discharge plan for the patient, that allowed the wife to feel supported and lifted some of her overwhelmed feeling. Amelia worked tirelessly and long hours connecting with community resources and regulatory agencies to advocate for the patient's safe disposition. Amelia creates a culture of mutual trust and caring to all she interacts with by always acting with the highest integrity, accountability and transparency.

Amelia collaborates tirelessly with city and county agencies to provide coordinated services for the most vulnerable. She is highly regarded by Child Welfare Services, Homeless Coalition, Tri-Counties Regional Services, and local law enforcement agencies, to name only a few.

She is at the forefront of health disparity issues and brings inequity issues forward to be discussed, as well as to think about how to evaluate these types of patient care situations when implicit biases are present, and to help all involved in patient care to grow and become more aware and more equitable in our decisions. Ethically, she challenges us to look at why we make the decisions we make and how to apply an equitable process to assure all receive compassionate care, especially those who are the most vulnerable....who appear to make poor decisions, are hard to work with, but are most in need of our compassionate and healing care.

“Lydia Kreil, through her leadership and hands-on work, has led St. John’s outreach efforts to the community we serve.”

LYDIA KRIEL

ST. JOHN’S REGIONAL MEDICAL CENTER

Community Health Education **Director of Community Health Education**



Lydia Kreil, through her leadership and hands-on work, has led St. John’s outreach efforts to the community we serve.

The basic needs of food, housing, clothing, and transportation are all aspects of Lydia’s work in her leadership of St. John’s dedicated efforts in the community. Another aspect of her work is leading health education—including the improvement of healthcare consumer understanding, literacy and empowerment. The focus of this nomination is her work providing food to those in need.

In FY23 Lydia led a very small team of part time employees and volunteers that provided groceries to 42,567 people in Oxnard (and other areas in Ventura County). From one location in the Colonia neighborhood of Oxnard, open just two days a week for three and half hours each day, 15,239 families “made the line” to get groceries from the St. John’s Community Food Pantry (an increase of over 4,000 families from FY22)—all those families received food.

The Pantry has been open since 1985 (founded by one of our nuns) and in continuous operation, even providing food (and masks and education)

through the COVID-19 pandemic. This past year, the demand/need for food has been unprecedented, an increase of over 17,000 people from the year before the pandemic.

The work is arduous! Lydia and the team accept donations from Foodshare and USDA, pick up donations from community partners, purchase healthy food (personally by Lydia) to supplement the donations, weigh it, shelve it, and then package it all in bags to create meals for those that don’t have the means to provide enough food for their families (and for those who are unhoused).

In FY23, this small team led by Lydia distributed 137 tons of food (i.e., 274,000 pounds). No one has ever been turned away and no one has ever been asked to pay. This includes the 18% of clients who were age 65 and over and 31% were children (who always smile when they find the team has saved a birthday cake for them).

This work is outside the hospital but supported by St. John’s and represents the open heart that St. John’s extends to our community beyond healthcare services as we live our commitment to humankindness.



PAUL CANCIO

CEDARS-SINAI MEDICAL CENTER

General Surgery and Urology (8 South) **Assistant Nurse Manager**

Paul is an extraordinary leader who embodies Magnet cornerstones for excellence. A true role model in every way. He prioritizes patient safety and patient satisfaction and thus is very initiative-taking in seeking opportunities for quality improvements. He is purposeful and focused in achieving outcomes. He is committed to continuous innovation as evidenced by multiple successful projects. He seeks creative alternatives in his approach. He displays a quality of work that reflects high professional standards.

Paul demonstrates a systematic and creative approach in conducting projects. He spearheaded quality improvement projects that resulted in higher patient satisfaction scores, increased patient flow outcomes, improved quality outcomes and staff vitality. He showed innovation in these areas:

- Double bed implementation/Flex Bed activation – Paul generated a robust activation plan to improve patient flow and increase early discharges in order to provide beds for patients. This resulted in a structured and organized workflow. Despite the tremendous change, employee engagement and patient satisfaction scores were consistently high.
- NSI Accountability Audit using Redcap – He created the real time accountability audit in REDCAP that resulted in our improved quality outcomes. CAUTI – 11 cases in FY21 decreased to two cases in FY22. CLABSI – zero in two years.
- Electronic conversion of wound vac forms – Paul's expertise in CS link played an integral part in the conversion and optimization of wound vac forms, which prevented delays waiting for MDs to sign the wound vac paper (manual) form, and hence enabled early discharges.
- Education Planner for 8 South - Paul designed the education planner (8 SOUTH CARES) that aims to educate patients and family members on discharge related issues/concerns. Due to consistency of information given to patients, it accelerated early discharges and intensified patient satisfaction scores. Our units received the MOVE Award for two months and this planner has proven to be effective and efficient.
- Foley Video Education QR code – He created a QR code for Foley Video education to be given to our patients upon discharge. This QR code alleviated patients' anxieties of going home with a Foley catheter because they could view the Foley video teaching anytime at home. This project enhanced patient experience.

“Paul is an extraordinary leader who embodies cornerstones for excellence [...] he prioritizes patient safety and patient satisfaction.”

- Unit Pass / Float Staff guidelines – Paul created a QR code for float staff guidelines in our unit. This project allowed consistency among staff in providing high quality care for our patients.

Paul was nominated for the Magnet Empirical Award during Nurses' Week 2023. He received three standing ovations. He has been recognized by senior leadership for his splendid work presenting on the Role of Voice Controlled Personal Assistant in enhancing staff and patient experiences. He presented the same topic during the ACNL Conference 2023 and during a visit of delegates from Nebraska.

Paul displays exceptional teamwork by driving others to exceed their goals. He effectively draws on the strength of team members and continues to uphold a culture that fosters teamwork in the unit by consistently giving timely recognition to the staff for any efforts to boost teamwork. He uses the synergistic power of team planning to achieve goal. He excels in collaboration with interdisciplinary teams to produce any performance improvement project for the unit: for example, the Active Voiding protocol project, which is a collaboration with urologists and has contributed positively to support patient flow initiatives of the organization. Another project in progress is the DC Prescriptions Order set, which targets improving patient flow even further. He tirelessly seeks innovative solutions for any performance improvement issues in the unit and never hesitates to collaborate with other departments. With multiple tests of changes and initiatives happening in the unit, he capitalizes on

talents of team members, thus turning initiatives into success. He has proven that his strong leadership skills in 8 South are a major contribution to the successful outcomes of the unit.

Paul exemplifies excellence in compassion care. He received multiple accolades for excellent delivery of care. He is quick to gain the trust and confidence of patients because of his calm and warm approach. He leads by example in exhibiting vital behaviors, especially in emphatic listening towards patients, family members and co-workers. We have patients who were readmitted after several years and came looking for him to thank him for outstanding care that truly made an impact on positive hospital experience.

As a leader, he radiates compassion and empathy to the staff. He is visible and takes time to connect with staff. He addresses their well-being by constantly checking in with them. He prioritizes staff vitality by making sure that their concerns are heard and addressed especially pertaining to staff schedules. He is an exceptional collaborator who does not hesitate to help and offer suggestions for the best patient outcomes.

Paul also participated in various housewide events such as the Asian American Pacific Islander (AAPI) Heritage celebration and Filipino-American History Month (FAHM) to promote culture, tradition, equality, diversity, and inclusion. He is also an active member of the first Employee Resource Group (ERG), Fil-Am CARES.

“Minah has put her heart and soul into every aspect of this work because she understands the value it has to our patients and that is what truly drives her!”

MINAH JACKSON

LOMA LINDA UNIVERSITY MEDICAL CENTER

Medical Telemetry **Clinical Nurse**



Loma Linda Murrieta is not unlike most hospitals in 2023: facing financial challenges due to raising wages and stagnate reimbursements. However, we are uniquely challenged in the significant growth of our geographical area, with no additional acute care beds on the horizon. This combination has created a need for not only maximized throughput, but out-of-the-box solutions to create opportunities where we may not have seen them before. That is where Minah Jackson BSN, RN has stepped up as a frontline worker with ideas, data, solutions and more!

Minah is extremely passionate about excellence with the throughput focus and, given our current census struggle, she knew she needed to find a process improvement plan that would create more space within our current footprint. Minah began tracking our discharges before noon, our discharges completed within two hours of being written, and also our patient experience as it relates to discharge education. Minah expressed interest in improving our inpatient throughput by developing a Discharge RN role. She felt that by having someone that was removed from the work and focused on a single goal, we could improve upon these three metrics that were significantly lacking.

Over the course of a few months, Minah was able to develop a Discharge RN pilot that she presented to the Executive Committee, which was approved for a pilot on our Medical Telemetry floor. She singlehandedly planned the staffing of this new role (seven days a week), created the education for others that worked in the role for standardization of processes, and developed a tracking system for all discharges performed on the unit. Minah then got into the data collection phase of this project and made an impressive proposal to showcase the improvements in all three metrics. Discharges before noon increased by 15%, discharges within two hours increased by 25%, and the patient experience related to discharge education increased from a 4 to an 8.

Currently, Minah is working on transitioning this plan and position from a single floor pilot to a hospital-wide position! Her dedication to excellence and this project has been beyond any expectations. She has spent countless hours off the clock to improve and perfect plans and PowerPoints to ensure she gets this pivotal position across the line. Minah has put her heart and soul into every aspect of this work because she understands the value it has to our patients and that is what truly drives her! Minah Jackson truly is a health care innovator!

Lorenz's dedication to compassionate care and his ability to connect with difficult patients is truly inspiring. He embodies the spirit of excellence in nursing."

LORENZ SUMBONG

KAISER PERMANENTE ORANGE COUNTY

Medical-Surgical Registered Nurse



I am writing to nominate Lorenz Sumbong, a medical surgical nurse. Lorenz has demonstrated exceptional care and dedication towards a particular patient with complex medical and psychological needs.

Lorenz Sumbong had been a MS nurse at KP and had seen his fair share of challenging patients. However, nothing could have prepared him for the patient he was assigned to on one of his typical days on the job at 6W. The patient was a middle-aged man who had been admitted to the hospital due to non-healing wounds in his back, buttocks, and lower extremities. He also had uncontrolled diabetes, which had caused a range of other complications.

From the moment Lorenz met the patient, he knew it was going to be a tough road ahead. The patient was difficult to deal with and refused all the care that was tailored for his medical needs. He fired all his care team, including the housekeeper, and was extremely demanding about everything being done in his own terms. The patient would yell at the staff and use demeaning and hurtful words.

Despite this, Lorenz never once gave up on the patient. He knew that he had a duty to provide the best possible care to all his patients, no matter how difficult they were to deal with. He started by building a rapport with the patient, talking to him and listening to his concerns. Moreover, Lorenz showed remarkable creativity and resourcefulness in finding ways to connect with the patient. He discovered that the patient used to play in a band, and he began singing songs to him during his care.

Lorenz continued to care for the patient for hours despite the smell of the decaying wounds. He would excuse himself to get some fresh air and come back again to do the work. This particular wound care is so complex, it would take three to four hours to dress. He just couldn't finish his day without giving this patient the care that he humanly deserved. Lorenz encouraged the patient to get involved with his care and made sure that he got his wound care with the help of his colleagues and pain medications. Despite the discomfort, Lorenz remained steadfast in his commitment to providing the highest level of care.

It took a village to carry out the patient's care, but Lorenz played an integral role in ensuring that the patient received the best possible care. He met with the multidisciplinary team to discuss the plan and provide updates. Through his dedication and compassion, Lorenz showed the patient that he was not alone and that he had a support system around him.

In the end, the patient's wounds began to slowly heal with the help of the multidisciplinary team. Although he still had some psychological and social issues, Lorenz continued to provide him with the care he needed. Lorenz's unwavering commitment to the patient's well-being was recognized by his colleagues and leadership team.

Lorenz's dedication to compassionate care and his ability to connect with difficult patients is truly inspiring. He embodies the spirit of excellence in nursing and is deserving of this recognition.

“Cindy is a hero who has applied advanced concepts in nursing research to innovate the care we provide to vulnerable patients and families at CHOC.”

CINDY BAKER-FOX

CHILDREN’S HOSPITAL OF ORANGE COUNTY (CHOC)

Clinical Nutrition and Lactation **Clinical Lactation Specialist**



Cindy Baker-Fox has been a neonatal nurse since 1982 when she began her career at CHOC Children’s Hospital in the neonatal ICU. As an international board-certified lactation consultant, she is an expert clinician and lactation consultant

Approximately two years ago, Cindy approached our nurse scientist with a “crazy idea”. She told the story of a newborn that she cared for who was admitted for management of his congenital diaphragmatic hernia. Because of the severity of his condition, and due to pre-existing maternal factors, his mother was deemed to be at high risk for lactation failure. This mom understood the benefits of breastmilk and was determined to breastfeed her son.

During a lactation consult, Cindy discovered that this woman had used alternative treatments such as acupuncture in the past and was curious about what impact this may have on her breastfeeding goals. Cindy arranged a consult and introduced the mother to Ruth McCarty. Mom subsequently underwent treatment to optimize lactation using traditional Chinese medicine (TCM). This out-of-the-box thinking and commitment to honoring patient and family values and preferences resulted in a positive patient experience and good clinical outcomes. The mom was able to produce enough milk to successfully breastfeed her son, who was discharged from the NICU happy and healthy.

Excited by this experience, Cindy became passionate about exploring the efficacy of TCM to optimize lactation in other at-risk NICU mothers. She worked hard to review the literature and ultimately sought out the resources to design and implement a formal nurse-led research study to generate new knowledge and advance the science of nursing. This included seeking grant funding, completing human subjects’ protection training, and formal informed consent training. Despite a steep learning curve and unforeseen challenges associated with a global pandemic, Cindy demonstrated an unwavering commitment to successfully lead an interdisciplinary team through a novel nurse-led study, *Use of Traditional Chinese Medicine to Increase Milk Supply in NICU Mothers*.

Cindy is a hero who has applied advanced concepts in nursing research to innovate the care we provide to vulnerable patients and families at CHOC. This bedside clinician has gone above and beyond her job requirements, putting in hours of additional time and energy into her role. She is deserving of this recognition to honor her ongoing commitment to patients and families and in appreciation of her efforts to advance the science of nursing through the generation of new knowledge and the use of evidence to provide the best care possible.

“As a Respiratory Care Practitioner (RCP), her high-quality respiratory care delivery, initiative, integrity, teamwork, and demonstration of service excellence has been acknowledged by patients, guests, physicians, and peers!”

TIERRA MALLORY SANCHEZ

SOUTHWEST HEALTHCARE RANCHO SPRINGS HOSPITAL

Respiratory Care **Respiratory Care Practitioner**



Tierra Mallory is a SoCal Hero on the Inland Valley Respiratory Care Team. As a Respiratory Care Practitioner (RCP), her high-quality respiratory care delivery, initiative, integrity, teamwork, and demonstration of service excellence has been acknowledged by patients, guests, physicians, and peers. Tierra serves as a Shift Lead and manages the staffing schedules for all department members of Respiratory Care, both Inland Valley and Rancho Springs Hospitals, including the Neonatal Intensive Care Unit (NICU). In addition, Tierra serves as a student preceptor, and initiated a new hire orientation plan for all new hire staff in 2022.

In the past 12 months, Tierra has:

- Completed an 18-month Leadership Succession Planning cohort at Southwest Healthcare, which is beyond her job description. She dedicated her personal time to attend didactic and firsthand mentoring sessions with healthcare leaders to prepare her for one day serving in a leadership capacity.
- Obtained her advanced credential from the National Board of Respiratory Care (NBRC) for Advanced Critical Care Specialist (ACCS). This enables Tierra to apply the latest technology and pathophysiology strategies for the sickest

of patients and teach her peers, to support their growth and enhance their performance.

- Received the Apple Award from SJVC as the Clinical Instructor of the Year, September 2022.
- Began her Master of Respiratory Care program through Boise State University in the summer of 2022. She strives to be an advanced practitioner, and this is another step in her quest for knowledge and career growth, and to serve as a role model for other RCPs.
- Accepted a concurrent full-time position as the Director of Clinical Education for the Respiratory Therapy Program at SJVC-Temecula Campus. Tierra maintains an elevated level of support at Inland Valley for both the Respiratory Care department team, the nurses, physicians, and all ancillary departments.

In her “spare time” Tierra provides consultations/guidance to new leaders within the Southern California region of Southwest Healthcare, which is Temecula Valley Hospital, Rancho Springs, Inland Valley, Corona Regional, and Palmdale Regional hospitals. Thank you for considering Tierra for this honor.



KIRK HYLTON

CITY OF HOPE NATIONAL MEDICAL CENTER

Parking and Transportation **Crossing Guard**

Kirk Hylton has been an employee with City of Hope National Medical Center since August 2022. He has an enigmatic personality that exudes from his huge heart. Kirk is better known around our hospital as “Jamaica,” since he is Jamaican. Jamaica worked in nutrition for over a decade prior to coming to City of Hope. He has always been involved in health and taking care of others throughout his life.

Jamaica is motivated by a three-word mantra when he comes to work every day, “Encouragement sweetens labor.” This sentiment embodies how Jamaica feels that he should approach every employee or patient that crosses his path. He firmly believes that the more you motivate others, the more they feel that they want to persevere and overcome challenges. Jamaica recalls a time when the wife of a patient brought her husband to see him, specifically to motivate him back into his battle against cancer. Jamaica told this patient that he needed to keep on fighting. Jamaica went so far as to say that he would go to the patient’s house to make sure that he was putting in the work to stay healthy and strong. This patient listened to Jamaica and kept on fighting. Instead of declining from a walker to a wheelchair, the patient began to walk again. Jamaica encouraged him to walk a little bit every

day, and the patient is doing it. He was walking to the end of his driveway and back, but is now up to three houses. The patient is determined to make it to the end of the block and back, all thanks to Jamaica’s encouragement.

Jamaica has a plethora of cheers that he chants for patients as they walk by:

“Step on cancer like stepping on crime!”

“A smile goes a long way.”

“Check your negativity at the front gate!”

Jamaica also sings and dances with our patients. “Don’t stop, get it, get it,” is one of the crosswalk jingles he sings as patients dance across intersections. He brings joy and laughter to patients and employees alike. His energy is effervescent and uplifts everyone.

What Jamaica loves the most is his Jamaican roots and cooking. Whenever a patient feels compelled to give him a monetary gift, he uses the gift to bless others. Jamaica loves to cook jerk chicken and buys supplies so that he can share it with other patients. He believes in always pushing blessings forward.

One of the biggest legacies that Jamaica has initiated at City of Hope National Medical Center is his rock garden. He believes that every patient leaves a mark on City of Hope and other patients.

Kirk “Jamaica” is the epitome of a hero that serves to protect and prolong the lives of our patients. City of Hope National Medical Center is blessed to have him on our team!”

Jamaica wants for every patient to believe that we are all in this fight together. The rocks have served as a way to distract patients from what they’re going through. His goal is to have every rock painted on his corner of the hospital. One patient painted a rock for their provider and Jamaica was there when the provider saw the rock. There were no words, but Jamaica could see the impact that the rock had on the provider. According to Jamaica, everyone has something that can help someone else.

On top of the cheering, cooking, and gardening, Jamaica sets ground rules and is assertive when necessary. He serves our patients as a crossing guard and ensures their safety as his top priority. In one situation, a negligent driver drove through the intersection as Jamaica was directing the vehicle to stop and motioning for a patient to cross. The patient had one foot in the intersection as the driver raced across the intersection. Jamaica could not resist the need to shout at the driver to pay attention. He was vigilant to protect the patient, but also insistent that the driver be more cautious the next time. Jamaica is the epitome of a hero that serves to protect and prolong the lives of our patients. He has been nominated many times by patients and staff for the Being Extraordinary Everyday (BEE) Award.

Quotes from patients:

“He is seen by so many as ‘just the crossing guard.’ But he goes out of his way to greet anyone who passes him. He walks toward them. Huge smile. Great positive body language. Often his hand is up in the air. Ready to high five all the patients. Saying words of encouragement. ‘You can do this.’ ‘You are going to beat this.’ And so many other statements to make the patients feel powerful and supported to fight this stupid cancer. His energy is so high. So warm. I have been in tears crying, and he always chases my tears away. Makes a huge difference. Huge!!!!”

“Jamaica always acknowledges everyone crossing his path as they walk/drive by Helford. Bringing my son in for treatment was always an emotional time and somehow Jamaica’s conversation made me realize all the good that was coming our way during a very dark time.”

“Jamaica makes my day every time I visit. He gives me pep talks and gives me his elbow like I’m the queen of England. I go out of my way to see him. He is the best.”

City of Hope National Medical Center is blessed to have him on our team. We cannot thank him enough for all that he does for our patients.



JUDY BRAVO

PROVIDENCE HOLY CROSS MEDICAL CENTER

Nursing **Stroke Clinical Program Manager**

This nominee is one of the most exceptional nurses I've encountered in my career. This caregiver has the incredible attributes of possessing IQ and EQ along with integrity, compassion, empathy, and an incredible work ethic.

Her selfless leadership, energy, and attitude has inspired our caregivers, medical staff, and ancillary services to work together towards a single common goal: to ensure the highest quality of care for stroke patients. During the last two years, this exceptional nurse has driven our ministry to become a nationally certified DNV Comprehensive Stroke Center. She embodies Our Promise, "know me, care for me, ease my way." She is calm, engaging, and resourceful. The team that she was able to inspire included the neurosurgeons, INR physicians, and neurologist, as well as emergency department, doctors, nurses, staff, paramedic services, county EMS coordinators, laboratory, and radiology services. The first correction she would make about the previous statement would be her humble acknowledgement of, "This is a team accomplishment."

Judy is a passionate and selfless nurse who has seen firsthand how devastating a stroke can be without timely intervention, and the impact stroke can have on the patient and their family. Judy's own grandmother suffered a stroke and did not receive the timely medication that would have made her outcomes much better. Judy was not a nurse at the time so did not know the signs and symptoms that should be noticed in a person who is suffering

a stroke. Because those symptoms can be subtle in the beginning, they are not always noticed. It was then that Judy decided to become a nurse and help people, like her grandmother, to be educated and better understand prevention measures for stroke such as diet, exercise, lifestyle, family history, etc. Judy also identified the educational gap in children and the benefit they would have in being able to identify unusual symptoms that they may notice in an older adult and how to ask for help. Judy found the book "Grandpa's Crooked Smile" and uses it at community stroke fairs and for hospitalized patients as a tool to educate children.

When Judy took over the stroke program, it was a basic Primary Stroke center. The focus was to increase the care in the emergency department, the ICU or Step-Down Unit and the Neuro/tele unit. In the emergency department, she worked with the neurologist and the emergency room physicians, director of the emergency department, and radiology to decrease the door to needle time for anti-thrombolytics in the emergency department. She facilitated adapting telemedicine into the CT suite so when neurologists were not on site, they could have an immediate neurology assessment in the CT suite and order thrombolytics to be administered while still in CT. She worked with the neurologist and pharmacy to integrate the TNK program to facilitate faster times for thrombolytics. Judy was relentless in ensuring the best level of care for every patient that came to our ministry. Holy Cross has reduced the

“Judy’s selfless leadership, energy, and attitude has inspired our caregivers, medical staff, and ancillary services to work together towards a single common goal: to ensure the highest quality of care for stroke patients.”

Door to Needle times to be the best in the California Region.

On the journey to become a Comprehensive Stroke Center, Judy worked with the senior leadership team to develop a Neurointerventional Radiology (NIR) program. The Chief Executive and Chief Medical Officer were able to recruit a neurointerventional radiologist to the program. Judy collaborated with other hospitals in our region and developed algorithms for the emergency department referrals for our new NIR program that was part of our stroke program. She collaborated with the county emergency services and obtained county certification for a Comprehensive Stroke Center in Los Angeles County. Judy collaborated with the pre-hospital coordinator to develop education for the prehospital paramedics on the appropriate algorithm to transport patients to the Comprehensive Stroke center. Holy Cross has the best Door to Device time in the California Region.

The Community Stroke Program education outreach included a Stroke Fair that included lectures from a neurologist, NIR doctor and cardiologists, screenings for blood pressure, blood glucose, and cholesterol, and carotid ultrasound screening. There were 200 stroke screens done in English and 200 done in Spanish (which included translation services). There were educational materials for blood sugar and stroke. There were diabetic educators and lunch boxes, a fruit stand and education for children.

Judy has developed a Stroke Steering Committee, Cerebral Vascular Care Review Conference, and a weekly insert to be included in the weekly huddles for all clinical departments.

Judy’s excellent work ensured that Holy Cross had a successful initial DNV Comprehensive Stroke Center survey on October 18 and 19, 2022. This was accomplished on the first survey. The surveyors commented on the excellent presentation of the program, the use of RED CAP data and the comparison to the American Heart Association’s Get with the Guidelines data. The presentation demonstrated how the data was “drilled down” to improve processes and improve outcomes. The lead surveyor stated, “This is the best presentation I have ever seen.” We are proud to say that we can offer to our community a nationally recognized, DNV Comprehensive Stroke Center and everyone at Holy Cross and the Los Angeles Region recognizes that it is attributed to the leadership of Judy Bravo, BSN, RN.

I am proud to nominate Judy Bravo, BSN, RN for the distinguished 2023 Hospital Heroes Award presented by the Hospital Association of Southern California. She is deserving of the recognition. We are proud to have her represent Providence Holy Cross Medical Center. Her humble acknowledgement of being nominated for this award would be, “This is a team accomplishment.”

CHICO MANNING

PIH HEALTH WHITTIER HOSPITAL

Enterprise Supply Chain **System Vice President,**
Enterprise Supply Chain



On behalf of PIH Health, we would like to nominate Chico Manning for the My SoCal Hospital Heroes Award for his outstanding character, innovation, drive for operational excellence, commitment to diversity and inclusion, and unwavering dedication to advancing PIH Health's mission to provide safe, high-quality healthcare. Through his work, Chico makes major contributions to the health and well-being of our communities.

Chico Manning, MHA, is the System Vice President of Enterprise Supply Chain at PIH Health—a nonprofit, regional healthcare network comprised of PIH Health Good Samaritan Hospital, PIH Health Whittier Hospital and PIH Health Downey Hospital; 37 medical office buildings; more than 90 clinics; and a multi-specialty medical group. PIH Health serves more than three million residents in the Los Angeles County, Orange County and San Gabriel Valley region. In his position, he is responsible for the overall strategic direction and tactical execution for all aspects of supply chain management at PIH Health.

Manning's career spans more than 30 years of progressive experience in supply chain sales, sales operations, manufacturing, fleet, and distribution. Manning served in the United States Navy and Marine Corps for 12 years. He has a Bachelor of Science degree from the United States Naval Academy, and is certified in Supply and Logistics Management by the United States Marine Corps. He also earned an Executive Master of Health/Healthcare Administration Management degree from the University of Southern California.

He is a highly accomplished leader and holds a superior track record for bringing operational

excellence to organizations and redefining standards of success. Since joining PIH Health in 2016, Manning has made invaluable contributions to the enterprise and played an integral role in the evolution of the Enterprise Supply Chain organization for PIH Health. He has helped maximize end-to-end quality and optimize organization-wide functions of supply chain by centralizing purchasing, strengthening vendor relations and engagement, and establishing logistical teams to help the organization run smoothly.

Manning's guidance and expertise was especially vital during the COVID-19 pandemic. He demonstrated unwavering dedication, resourcefulness, charismatic leadership, and adaptability in the face of the rapidly changing events surrounding the pandemic. He directed the successful procurement of supplies for the organization from many different vendors and connections, keeping PPE supplies at a clinically appropriate level—ultimately navigating tight allocation restrictions and price hikes to maintain ample ongoing supplies. His exemplary management of the supply chain department made it possible for PIH Health's frontline staff to access the PPE needed to continue to provide safe and high-quality care for patients and the community it serves.

Under his direction significant investments were made in durable medical equipment, as well as the purchase of rapid deployment critical care monitoring systems to expand the ICU capacity at both PIH Health Downey Hospital and PIH Health Good Samaritan Hospital, improving care for the hospitals' most critical patients. Manning served on Los Angeles Mayor Eric Garcetti's LoVLA

“Manning is a champion for diversity and inclusion as shown through his commitment and passionate support of supplier diversity initiatives to increase hospitals’ use of diverse suppliers, which not only contributes to organizational sustainability but helps to advance and elevate the local community.”

PPE Advisory Task Force, which purchased PPE in bulk at reasonable prices, then sold them to local hospitals at cost. As a result of these efforts, PIH Health Supply Chain continues to maintain a steady 90-day supply of PPE so the organization is equipped and prepared for any upcoming flu seasons and surges. The PPE stock also allows PIH Health to support the surrounding community by providing needed PPE supplies to homeless shelters and skilled nursing facilities, as requested.

Manning is a champion for diversity and inclusion as shown through his commitment and passionate support of supplier diversity initiatives to increase hospitals’ use of diverse suppliers, which not only contributes to organizational sustainability but helps to advance and elevate the local community. He is actively engaged with organizations that specifically support this cause and help to advance health equity within the community. Manning is the Chairman of the Executive Oversight Committee for the West Coast Purchasing Coalition and a member of the Hospital Association of Southern California (HASC) Supply Chain Task Force, where he helps to facilitate strategic networking opportunities with other member hospitals to share procurement leads and options and to promote supplier and vendor diversity initiatives that support inclusion of diverse-owned and operated businesses in the healthcare industry. He has been a panel speaker for supplier diversity events, sharing how PIH Health has enhanced their procurement process and practices to include diverse suppliers and vendors.

Most recently, Manning and his team hosted the first Vendor Diversity Fair at PIH Health, in collaboration with HASC and Communities Lifting Communities (CLC), an initiative of HASC. The Vendor Diversity Fair gave diverse vendors an opportunity to meet directly with purchasing agents, share their business plan/offerings, register for diverse vendor databases, engage with the broader Southern California hospital networks, and make

quality connections. Manning’s innovative efforts in supporting supplier diversity initiatives ensures PIH Health’s buying power is generating economic opportunity for businesses in the Los Angeles community and beyond, further demonstrating PIH Health’s commitment to serving the disadvantaged and underrepresented in its service communities.

In his newest role as Commissioner representing the hospital industry for the California Department of Health Care Access and Information’s (HCAI) Hospital Supplier Diversity Commission, Manning serves the state of California by lending his expertise on the best methods to increase procurement with diverse suppliers within the hospital industry.

Being of service comes naturally to Manning, and he loves to give back to special causes, especially those that benefit the Los Angeles community, including Habitat for Humanity, Special Olympics, KABOOM!, and the United States Marine Corps Toys for Tots Program. He also lends his guidance and shares his career experience by participating in LAUSD Career Day and serves as a mentor for the East Los Angeles College Foundation.

Manning is highly regarded by his peers, leadership and staff. At PIH Health, Manning has helped to build, inspire and develop high-performance teams by boosting morale through empowerment and accountability. He offers his mentorship to supply chain interns and staff, fostering the growth and development of excellent talent within PIH Health, and cultivating a new generation of leaders in the field of supply chain and healthcare. He encourages all levels of PIH Health system staff to look at areas where the organization can grow as a more sustainable, adaptable, and equitable organization. His leadership and example has greatly contributed to the culture of innovative excellence and social responsibility at PIH Health for the betterment of its patients and the community it serves.



AZIZ ZAOUADI

PROVIDENCE LITTLE COMPANY OF MARY MEDICAL CENTER - TORRANCE

Emergency Department **Acute Care Specialist RN**

Compassion:

Aziz demonstrates compassion to all the patients, families, and visitors he serves in our Torrance Emergency Department (ED). He delivers compassionate care and comfort to those in need. His team routinely comments on two aspects of his nursing care: care of his patients and care of his team (nurses, techs, physicians, and caregivers from other departments). His calm demeanor and professional presence have been routinely noted by his colleagues and our physician partners. When rounding in the Emergency Department on a day that Aziz is working, his presence, demeanor and care is appreciable and palpable. He is a nurse whose compassion is evident in every interaction.

Dignity:

Aziz's respect for our behavioral health population demonstrates exemplifies the dignity he sees in all our patients, however challenging their interactions may be. Because of his perspective, he advocates to ensure this especially vulnerable population has equal access to care and resources. In the chaos of a

busy emergency department, Aziz regularly takes the time to make sure our behavioral health patients are given the time and attention they deserve in order to support them through the transition to locations where they can receive the care they need. In one example, a young gentleman he was caring for was experiencing long-term behavioral health issues as well as an extremely difficult family situation. Aziz advocated strongly and was the voice of the patient to ensure the safest discharge possible was accomplished. This encounter was a visible example of respecting the dignity of a patient who was at their most vulnerable point. Aziz does this routinely and with ease.

Justice:

Aziz shows commitment to promoting our culture and demonstrating our mission in every encounter with every person. He creates sacred encounters with everyone as a neighbor. He is humble, kind, and proactive in helping his team and the patients we serve. He is a preceptor, MICN, charge nurse and serves the department needs with ease. Aziz

“Aziz has an innate ability to pivot rapidly and see where he is needed most in the Emergency Department.”

rounds with purpose. He is outstanding at assessing what the various caregivers, patients or sections of the department may need. He uses his time and presence to support any caregiver or area of the department that is struggling. He clearly tries to ensure everyone is set up for success.

Excellence:

Aziz has an innate ability to pivot rapidly and see where he is needed most in the ED. Our ED Medical Director recently sent this email after working on shift for several weeks with Aziz: “I want to recognize Aziz today. With very limited 7am staff, Aziz functioned as Flow, Triage, Treatment and Throughput from 7am-11am. I arrived today as the 10am fast track doctor and Aziz was enthusiastically managing all of these roles. We worked together to see and discharge many patients together as fast track wasn’t able to officially open till 2pm. Treatment was able to keep up with extra resources and we were able to keep ahead of the surges. His positivity and patient-centric multitasking were amazing. Please thank Aziz for his hard work and dedication. He is a great asset to our department.”

Integrity:

Aziz consistently shows the utmost integrity in all that he does. He speaks up for safety and holds the team accountable to do the right things for the right reasons. It is impressive for someone like Aziz, who has only been an ED nurse for two years, to have the credibility and respect of his peers and physicians. Aziz has achieved this level of respect and credibility because he consistently and reliably acts with integrity. He is steadfast in doing the right thing, practicing based on evidence, and approaching work in a challenging department with positivity and purpose. He lives the Mission through his willingness to help, nimble thinking, and adapting, like the Sisters of Providence. He finds a way to get to a “YES” in all that he does. He is well respected by his peers and a pure joy to work with.

It is with the utmost pleasure that I lift up Aziz for the Values in Action recognition. I have experienced many amazing, mission-driven nurses in my career, but truly very few who live the values of Providence as Aziz does. He is a blessing to the ministry.



RACHEL VILLANUEVA MLK COMMUNITY HEALTHCARE

Professional Development and Education **Education Specialist**

It is with great pleasure that I nominate my colleague, Rachel Villanueva, for the “My SoCal Hospital Heroes Awards” in the “Unsung Hero” category. Rachel has been with MLK Community Healthcare (MLKCH) for five years and has added her golden touch to our organization.

During her first two years, Rachel completely redesigned our General Hospital Orientation (GHO). She transformed orientation from a mundane day of regulatory topics into an interactive session that affirmed new employees’ decisions to join our organization. After rebranding GHO, Rachel used her golden touch to provide career development opportunities for some of our ancillary and operations staff through our inaugural HiSET/ GED program. She established this program to assist hospital staff in obtaining their high school equivalency, HiSET/GED, for two cohorts in English and Spanish. We have since opened up the program to include contracted staff. Through Rachel’s efforts, MLKCH has acquired an affiliation agreement with a local phlebotomy school to enroll interested staff who have completed our HiSET/GED program.

In addition to impacting our employees in such meaningful ways, Rachel has done amazing work for MLKCH’S external affairs. She has greatly influenced high school students in our South Los Angeles community through our Volunteers Program and Career fellows Program. Rachel spearheaded the revival of MLKCH’s Volunteers Program, which now has 10 new and active volunteers, a significant number for our small community hospital. She is also on the Career

Fellows High School Internship Committee, which oversees our six-week internship program exposing student to health professions. Rachel facilitates workshops on public speaking and leadership development for these students and the feedback is always heartwarming.

I strongly endorse Rachel’s nomination for this award and believe that her contributions to our organizations and community make her the best candidate for the “Unsung Hero” category. She truly turns everything she touches into gold.

It’s with great pleasure that I write to you today to nominate Rachel Villanueva for the SoCal Hospital Heroes award. I have worked with Rachel for four years in the Professional Development and Education department. This is her first role in a healthcare system. Since 2019, she has learned the ins and outs of a hospital, she was tasked with difficult projects and has thrived in creating new ideas for programs that the MLKCH staff can enjoy and learn from. Although she is not a manager or director, she displays leadership traits. In the past 12 months, Rachel has gone above and beyond to help grow and develop the staff by implementing programs for the ancillary staff and she is a leadership ambassador for the MLKCH Gives campaign. She is known for creating a program at MLKCH to help EVS staff obtain their high school diploma. Some staff she helped continued on with their education and pursued their phlebotomy

“Rachel continuously builds and maintains relationships with all of our departments within the organization and provides them with the appropriate resources to not only excel professionally, but meet personal aspirations.”

license. She has done so much for this hospital. She is the face of our department. She works in silence but her work and actions speak for themselves. I can see her growing in her future roles to come.

Rachel is an exceptional worker. She has gone above and beyond outside normal job duties. She creates a welcoming environment for our new hires. Rachel is a very approachable person and puts others before herself.

Rachel is a highly motivated and driven individual that leads new innovations to help better the care we deliver to our patients and most importantly our community. She most recently helped bring back the hospital's volunteer program that had been paused since COVID began. She successfully onboarded 10 new individuals and oriented them to assist in different departments such as public safety, care management, human resources and many more. This has helped alleviate some of our colleagues' daily duties to better focus on their patient care. In addition, Rachel established our hospital's first program to assist staff interested in obtaining their GED. She was an instrumental piece in supporting and helping staff navigate this program so that they could successfully enroll in phlebotomy school. She then helped acquire an affiliation with the phlebotomy school and our lab

department so that these individuals can continue to work within our organization. This helped retain internal, highly qualified individuals to continue to work in accordance with our organization's mission, vision and values. While helping develop and sustain these programs, Rachel has been essential in our new employee orientations as she redesigned it. She has helped onboard all of our new employees since she started with the organization. This not only shows her commitment but also her compassion towards making sure that our staff are prepared and educated to deliver high quality care.

Rachel continuously builds and maintains relationships with all of our departments within the organization and provides them with the appropriate resources to not only excel professionally, but meet personal aspirations. She recently became a facilitator for Crucial Conversations and is well respected by colleagues. In short, this is why Rachel Villanueva is an Unsung Hero.

I am here to nominate Rachel Villanueva for Hospital Hero. She is a huge asset to her department and to the hospital. She has implemented new processes/redesigned for hospital orientation. She launched hybrid orientation during the pandemic, revived the hospitals volunteers program, and also put in place a GED program for employees. She is so deserving of this recognition.

“Through his sacrifice and care for community, Mike has excelled at helping us build a culture of accountability, team, and quality here at Arrowhead.”

MICHAEL MAJICH

ARROWHEAD REGIONAL MEDICAL CENTER

Facilities **General Maintenance Mechanic**



Mike was the technician leader on COVID-19 engineering and construction for temporary modifications. Throughout the pandemic Mike was assigned the task of engineering how Facilities was going to make modifications to specific areas identified by Incident Command to be converted. These included mobile treatment set-ups in the parking lots of our campus and our Family Health Centers, as well as temporary walls and window conversions to create isolation environments inside the hospital. His contributions had a large impact on patient and staff safety for the entirety of the pandemic. He led the facilities team in the opening of our Arrowhead Family Health Center-McKee. He led the organization, labor force and timeline for the installation of all Facilities components with very little direction from his supervisor.

Mike is a team leader on the majority of in-house projects. Especially the more challenging projects, and repairs, that take a lot of out-of-the-box thinking. Mike is so heavily relied upon, yet never wants any of the credit for success. He is swamped with work and still makes the time to help and mentor anyone who asks.

I first met Mike when I came to Arrowhead Regional Medical Center as a Maintenance Supervisor in February of 2017. I came in with no healthcare experience and was extremely nervous about my new role. From the beginning Mike was welcoming to me. He mentored me and helped teach me about healthcare, the team, and the culture of the organization. I can confidently say I can attribute a large part of my success to Mike and his helpful nature. Mike's compassion does not depend

on your title, if he knows you, or if you can benefit him. He consistently gives to people expecting nothing in return.

I have not been the only one. Mike is always mentoring people and wanting to see them succeed. He has helped peers grow not only in their roles but also into leadership roles. Mike understands the goal that if we all succeed, then the team can perform the best possible service to staff and patients. Through this Mike works selflessly to make a difference in the health of our community.

Mike also leads through example. He will not leave a job or event until everyone involved is satisfied and the issue has been resolved, no matter the time or place. He always answers his phone and provides support at any time of the day or night and is always willing to come in and assist if available. In many circumstances Mike is not seen, as he will be under the building or behind the scenes taking care of the issue at hand. Once repaired, he is happy to walk away unseen. He is truly an unsung hero of our organization and the healthcare industry. Mike provides great leadership through the example he sets in both his work and how he serves others.

We consider him our servant leader on the floor as he mentors many of our technicians and is the bridge between department leadership and our team of technicians. Mike's out-of-the-box thinking and quick wit have created solutions in high stress situations repeatedly throughout his tenure with our organization. Through his sacrifice and care for community, Mike has excelled at helping us build a culture of accountability, team, and quality here at Arrowhead.

**THANK
YOU
TO OUR
SPONSORS**



NATIONAL HEALTH FOUNDATION



Congratulations to our Hospital Heroes!

National Health Foundation (NHF), a leading recuperative care provider and health equity organization, was founded in 1973 by the Hospital Association of Southern California (HASC). Recuperative care programs, also known as medical respite, offer a safe place for unhoused individuals to heal from an illness or injury while also facilitating access to supportive services needed to transition into interim or permanent housing. The goal of recuperative care is to help patients achieve improved health outcomes, reduce the need for costly emergency department visits and hospitalizations. NHF aims at improving the health of underserved and under-resourced communities and knows that health starts where people live, learn, work and play and is committed to improving the health of those communities by partnering with residents, local organizations, and other affiliates to achieve health equity for all. Currently, NHF's recuperative care sites are in Pico-Union, Glendale and Ventura with Arleta, the newest site dedicated to serving older adults 55+ experiencing homelessness, opening this coming December.

You can donate online (www.nhfca.org/donate) or send a check payable to National Health Foundation, 515 W. Figueroa Street, #1300, Los Angeles, CA 90071.



Communities Lifting Communities would like to appreciate tonight's awardees for the kindness, dedication, and love they display in their everyday actions that nourish connections and uplift the lives of others.

Your actions and leadership inspire us to actively listen and learn from diverse perspectives to accelerate intercultural health equity, empathy, understanding, and compassion. As we learned about your heroic acts, the motivation we felt uplifted us into believing we can accomplish these heroic feats ourselves.

Thank you for bringing the best of yourselves to the world and inspiring us to do the same.

Congratulations to all the nominees!

Communities Lifting Communities (CLC) is a 501(c)(3) non-profit affiliate of the Hospital Association of Southern California, working alongside HASC hospital members and multi-sector stakeholders in co-creating and co-designing strategies to improve community health and reduce health inequities.

CLC works to advance significant systems change through a collective impact model in partnership with hospitals, health systems, public health departments, community clinics, Medi-Cal Managed Care Plans, and community stakeholders.

We promote intercultural health equity, diversity, and inclusion by effectively using data, prevention strategies, leadership, and innovative solutions to support the transformation of the healthcare system to reduce health inequities and improve community health.

STRATEGIC INITIATIVES

HEALTH EQUITY
INNOVATION LAB

ADVANCING
COMMUNITY HEALTH
AND ECONOMIC
DEVELOPMENT

BIRTH EQUITY
IN SOUTHERN
CALIFORNIA

DIVERSITY, HEALTH,
EQUITY, AND
INCLUSION

To learn more about Communities Lifting Communities and our initiatives
visit us at <https://communities.hasc.org/>.



Aziz Zouadi, RN

Providence Little Company of Mary Medical Center

Judy Bravo, BSN, RN

Providence Holy Cross Medical Center

Providence Little Company of Mary and Holy Cross Medical Centers are proud to honor **Aziz Zouadi, RN**, and **Judy Bravo, BSN, RN**, as 2023 My SoCal Hospital Heroes. Thank you for the care and compassion you both bring to our patients each and every day.



providence.org



PIH Health is pleased to support
the Hospital Association of Southern California



and Congratulate

My SoCal Hospital Hero

Chico Manning, MHA

Vice President, Enterprise Supply Chain

We share the Hospital Association of Southern California's commitment
to improve health and healthcare in the communities we serve.



PIHHealth.org

*Congratulations to our Hospital Hero **Kirk Hylton!**
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Congratulations to all HASC SoCal Hospital Hero Awardees

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*Congratulations to
Hospital Heroes Awardess!*



S o C a l A d v o c a c y

The Southern California Local
Health Plans congratulate the

2023 **MY SOCIAL
HOSPITAL
HEROES**



We join the **Hospital Association of Southern California** in thanking you for the work you do every day to positively impact the lives of those served by your hospitals.



Celebrating hospital heroes.



Amelia Grover

Dignity Health
Marian Regional Medical Center



Lydia Kreil

Dignity Health
St. John's Regional Medical Center

Thank you to the Hospital Association of Southern California for recognizing the health care heroes across our hospitals and in our local communities. Congratulations to all the award winners for your dedication and commitment in health care.

dignityhealth.org/socal

Hello humankindness®



CONGRATULATIONS Rachel Villanueva!

The MLKCH community is proud of
your nomination for
My SoCal Hospital Heroes Award.

Thank you for your hard work and
outstanding contributions!

www.mlkch.org



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REMEDICATION**



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DAMAGE**

Your Hero Is Showing

From our WCU family to yours, thanks for your amazing work and dedication. We are proud to sponsor the **2023 My SoCal Hospital Heroes gala.**

About WCU

For 110+ years, we've been dedicated to educating the next generation of healthcare professionals. Explore our programs at **WestCoastUniversity.edu**

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Once again,

THANK YOU, SPONSORS!



CONGRATULATIONS!

2023 Diversity in Health Care Scholarship and Stipend Program Recipients

Health care may be among the most challenging, yet rewarding career paths you can choose, as you contribute to the well-being of people and communities. With close to two million job openings each year projected through 2031, the health care sector also continues to be one of the fastest growing in the U.S.¹ Hospitals across Southern California urgently need talented, compassionate and diverse professionals for positions in primary care, nursing, lab technology, administration and many other areas.

ROBERTO CISNEROS

Providence St Joseph's Medical Center Burbank

CARRIE FINEGAN

Providence St. Jude Medical Center

SARAH CARDONA

Providence St Mary Medical Center

ALEXA SANCHEZ

St. Jude Medical Center

BRYAN ISLAS

California Hospital Medical Center

SANTIAGO CHAMBERS

Los Alamitos Medical Center

ADRIENNE SAVALA

St. Jude Medical Center

SPECIAL SHOUTOUTS



“Amelia has always been a champion of human beings.

She is resourceful, inclusive, giving, and dedicated to helping vulnerable people. Her astute intelligence and compassionate heart have guided her in some extremely challenging situations in the social work field. Amelia makes a difference both at home and work and as her family we could not be prouder.”

— Love, Mom, Dad, Chris, Averill, Grace, and all the rest of your family



“Congratulations on your award! You have always been a hero to us. We love you and are so proud of you!”

— Love, Mary, Margaret, Peter, Keith, Larry, Lucy and Marlo



Thank you!

We'd like to express our heartfelt thanks to everyone involved in making this gala a success. From the detailed and moving nominations to the dedicated planning, every ounce of participation turned our vision into an unforgettable night.

Special thanks to the Omni Los Angeles Hotel. Your hospitality, service and venue provided the perfect stage for our gala. Thank you also to the Nomination Committee — your valuable insight and difficult decision making were crucial in this process.

Lastly, thank you to our hospital employees. Without you all, this event would not be possible. Your hard work and commitment on a daily basis do not go unnoticed!

We look forward to repeating this event, and continuing to honor future Hospital Heroes. See you all next year!

— The My SoCal Hospital Heroes Planning Committee

Production Credits:

Performance

No Lonely Hearts

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**my SoCal
Hospital
HEROES**

AWARDS GALA

