

my SoCal
Hospital
HEROES
AWARDS GALA





TRIBUTE JOURNAL

2024



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Centers, Arroyo Grande Community Hospital

ABOUT THE HOST

Lolita Lopez is an investigative reporter and anchor at NBC4 and has been part of the team since 2011. She is part of the award-winning I-Team, digging deep into stories and cases that impact viewers throughout the Southland. She has also covered a wide range of significant stories, including national stories from the Christopher Dorner manhunt to the Los Angeles Kings Stanley Cup win in 2012. Earlier in her career, she was stationed at Ground Zero for nearly two weeks while covering the World Trade Center tragedy and spent many years reporting the effects of that tragedy.

Lopez believes her job is complete when her news stories about the community make a difference. A journalist for more than 20 years, Lopez feels privileged to tell peoples' stories and honored to meet many inspiring people along the way. As a breast cancer survivor, she has shared her own challenges during treatment and recovery with a series of stories on her courageous fight against the disease as a working mother and wife.

Prior to joining NBC4, Lopez had a successful, decade-long career at WPIX-TV in New York, where she served as a general assignment reporter and, later, a sports anchor. Over the course of her career, Lopez has been recognized with several industry awards, including several Los Angeles area Emmy Awards for her live anchoring and investigative reports. She won two New York area Emmy Awards for 'Best Sports Feature' and 'Best Live Sports Coverage.' She also was praised by New York's largest Spanish language daily newspaper, El Diario La Prensa, as one of the most outstanding women in the community.

When not working, Lopez cherishes spending quality time with family and friends. She also enjoys participating in charitable events that support important causes impacting Southern Californians, including the American Cancer Society's Making Strides Against Breast Cancer Walk and promoting the importance of youth sports in our communities, knowing how much sports impacted her life.



CEO AND BOARD CHAIR MESSAGE

HASC is thrilled to present the second annual My SoCal Hospital Heroes Awards. Amid the constant change of health care, this gala is our way of shining a light on one thing that remains the same: The incredible individuals who make Southern California hospitals truly exceptional.

We've always known health care workers are vital to our communities, but the events of recent years have really driven home just how amazing they are. These professionals show up day after day, year after year, facing challenges head on with bravery, kindness and a staunch commitment to top-notch patient care. That's exactly what these awards are all about — honoring our everyday heroes and sharing our heartfelt thanks for all they do.


Behind the scrubs, lab coats, desks and equipment, it's these champions who turn our hospitals into beacons of hope when we need it most. They redefine what it means to stay resilient, innovative and compassionate when the going gets tough.

To all our 2024 heroes: We see you, we appreciate you and these awards are our way of showing it. Your dedication makes a world of difference, and the My SoCal Hospital Heroes Awards is our chance to shout it from the rooftops.

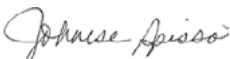
So let's come together to celebrate these remarkable health care rock stars. Here's to them, and to making the 2024 My SoCal Hospital Heroes Awards Gala a night they won't forget!

With warm regards,




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




Johnese Spiso
Chair
President, UCLA Health;
CEO, UCLA Hospital System

Humanitarian of the Year

Dr. Asif Mahmood

HASC Honors Dr. Asif Mahmood with Humanitarian Award



The Hospital Association of Southern California (HASC) is proud to announce that Dr. Asif Mahmood will receive the HASC Humanitarian Award. Dr. Mahmood, a dedicated physician, human rights activist, philanthropist and interracial and interfaith community organizer, has spent decades advocating for social justice and equality across the globe. His profound commitment to humanitarian causes makes him an exemplary recipient of the inaugural award.

A pulmonologist at Huntington Health in Pasadena, Dr. Mahmood has served the Southern California community since 2000 with exceptional medical care and an unwavering dedication to underserved people. He founded Pulmonary and Hospitalists Associates, Inc., where he has cared for thousands of uninsured and disadvantaged patients. During the COVID-19 pandemic, he played a pivotal role in providing over 100,000 pieces of personal protective equipment and essential supplies to

rescue missions and nonprofits, demonstrating his deep concern for community well-being.

Dr. Mahmood's advocacy extends far beyond health care. A passionate champion for human rights, particularly in South Asia, he has fought against religious discrimination and social injustice. He currently serves on the U.S. Commission on International Religious Freedom, where he works to protect religious freedom around the world. His belief that religious freedom is a fundamental cause of many global conflicts drives his efforts to create lasting change.

An active figure in politics, Dr. Mahmood served as a delegate for the Democratic National Convention from 2008 to 2016 and again in 2024, and has held significant roles in various presidential campaigns. His leadership in politics complements his advocacy for justice and equal rights for all segments of the population.

Dr. Mahmood is also deeply involved in community service. He serves as chair of the Organization for Social Media Safety, ensuring safe online environments, and is a board member of Hope the Mission, one of California's largest homeless shelters. He also contributes to the boards of the East Los Angeles College Foundation and UNICEF's Western Region, emphasizing his broad commitment to social welfare.

Born and raised in Kharian, Pakistan, Dr. Mahmood has undertaken a journey of resilience and service. He earned his medical degree from Sind Medical College and completed an internal medicine residency at the University of Kentucky Medical Center, followed by a pulmonary fellowship at the University of Virginia and Harlem Hospital at Columbia University. His leadership roles at Huntington Health include serving as chief of staff and a member of the medical executive committee. Dr. Mahmood's fluency in Punjabi, English and

Urdu has further enabled him to serve diverse populations, both local and international, with compassion and expertise.

The Hospital Association of Southern California is honored to recognize Dr. Asif Mahmood for his remarkable contributions to medicine, human rights and humanitarian efforts. His work has profoundly impacted lives in countless ways, from ensuring health care for all, to organizing interracial and interfaith communities, to advocating for those facing religious persecution. His tireless work for justice, equality and the health of underserved populations makes him a true humanitarian.

Legislator of the Year

Hilda L. Solis

Supervisor Solis Awarded for Leadership on Health Care Issues



HASC is honored to present Los Angeles County Supervisor Hilda L. Solis with the Legislator of the Year Award for her pioneering achievements in public office and her strong commitment to health care and housing in Southern California and the U.S.

Solis represents the First District, reaching from eastern San Gabriel Valley to East Hollywood. The daughter of immigrants, she grew up in a working-class home and graduated from Cal Poly Pomona and University of Southern California.

Her career has stretched from the Rio Hondo Community College Board to the California State Assembly and State Senate to the U.S. House of Representatives and beyond. Named by President Barack Obama as Secretary of Labor, Solis became the first Latina to serve in the presidential cabinet, helping to pass the Affordable Care Act (ACA).

After her election as supervisor in 2014, Solis worked to implement the ACA in LA County and expand health care access for residents. She helped pass Measure H, a special initiative to combat the homelessness crisis through funding thousands of affordable housing units in the First District.

During the COVID-19 pandemic, Solis helped launch Project Room Key, an initiative that sheltered unhoused people in empty hotel rooms and kept employees working. She led a team that created and funded a \$20 million workforce and job training program to provide economic opportunities for LA County residents, with a focus on young people.

Solis is a nationally recognized leader on environmental justice issues. In 2000, she became the first woman to receive the John F. Kennedy

Profile in Courage Award for her work in this area. She authored the groundbreaking Measure A (2016) to expand open and recreational park space and protect water quality in Southern California communities.

Solis headed a coalition that advocated for communities living in toxic conditions near the Exide Technologies battery recycling plant in Vernon. With her support, in June 2017 the County Department of Public Health conducted a first-ever door-to-door health survey in neighborhoods near the plant to hear residents' concerns and provide information on reducing the risk of lead exposure.

These few examples, among many, demonstrate Solis's exceptional leadership and deep commitment to the well-being of her constituents. Throughout her career, spanning all levels of government,

she has driven impactful initiatives that continue making a real difference in the health and lives of countless people.

The HASC Legislator of the Year Award is a testament to Supervisor Hilda Solis's exceptional leadership, her commitment to advancing health care and her remarkable record of effecting positive change in LA County and nationwide.

Lifetime Achievement Award

Dr. Nathalie Orloff

HASC Proudly Honors Dr. Nathalie Orloff
with the Lifetime Achievement Award

We, the Laboratory caregivers, feel that Dr. Nathalie Orloff deserves this honor, which is long overdue for her lifetime of service, commitment, and dedication to Saint John's Health Center.

Dr. Orloff was born in Shanghai, China, and attended grade school, high school, and college there. She completed her Bachelor of Science degree at UCLA and attended USC for medical school.

We feel truly blessed to have had the pleasure of working with Dr. Orloff for many years. She has devoted over 65 years of her life to health care, first as a medical laboratory scientist in 1953 and then as a clinical pathologist in 1964. She has continuously demonstrated a strong commitment to the practice of pathology and the well-being of both her patients and laboratory caregivers.

Dr. Orloff's legacy and contribution to the laboratory are longstanding. Working in the pathology department for nearly 65 years, she implemented the first medical technology student program in 1973. Many caregivers have benefited from her willingness to share her vast knowledge, and she was a mentor to many caregivers and their families. She is also a dedicated daughter, wife, and mom to two beautiful daughters.

Dr. Orloff has performed hundreds, if not thousands, of bone marrow procedures over her career and has willingly come to the hospital at all hours of the day and night. During the height of the COVID-19 pandemic, Dr. Orloff was here night and day performing plasmapheresis on COVID-19 patients with minimal protective gear available. Despite family objections and being in a high-risk



category (at the age of 92), she performed these procedures, knowing that they could save patient lives. During her career as a pathologist, Dr. Orloff volunteered countless hours at the nearby Venice Clinic, serving the needs of the poor and vulnerable, living the Providence Mission daily.

Over the years, laboratory caregivers have appreciated Dr. Orloff's thoughtfulness in providing poinsettias during the Christmas holidays and See's candies at Valentine's and Easter. Her enthusiasm in participating in our Halloween events over the years, joining us in her own costume, was well appreciated by all. Her participation lifted the morale of the caregivers. She also was involved in the care of caregivers and their families by providing both emotional and medical support.

Every Sunday, Dr. Orloff would volunteer at her Russian Orthodox Church teaching English as a second language to newly arrived immigrants from Russia. She would also support them in any way she could until they were able to stand on their own feet. The Laboratory staff took a lot of joy and pride in celebrating her birthday every year, for all the years until COVID-19.

Dr. Orloff's commitment to patient care and passion for healing is a true inspiration to us all. Many laboratory caregivers consider her as our second mom at work. She is our hero, and we love her immensely!

Abigail Mecham, *Children's Hospital of Orange County* ■ Alejandra Rodriguez, *MLK Community Healthcare* ■ Alex Stiller, *Corona Regional Medical Center* ■ Alexander Friedman, *Riverside University Health Systems Medical Center* ■ Alexis Zamarripa, *PIH Health Downey Hospital* ■ Ali Al Masri, *Olive View Medical Center* ■ Amy Rice, *Huntington Health* ■ Angeli Mancuso, *Cottage Health* ■ Anthony Quarles, *PIH Health Good Samaritan Hospital* ■ April Garcia, *Henry Mayo Newhall Hospital* ■ Basit Rahim, *Providence Mission Hospital* ■ Becca Cahal, *Keck Medicine of USC* ■ Bernard Essiful, *San Antonio Regional Hospital* ■ Bethany Jeffrey, *Barlow Respiratory Hospital* ■ Brian Islas, *Dignity Health California Hospital Medical Center* ■ Brittney Anderson, *Children's Hospital of Orange County* ■ Cameron Gilbert, *Cedars-Sinai* ■ Caroline Joh, *Dignity Health California Hospital Medical Center* ■ Char Miller, *San Dimas Community Hospital* ■ Charlene Amey, *MLK Community Healthcare* ■ Christopher Bassett, *Arrowhead Regional Medical Center* ■ Clarissa Cabil, *UCLA Health* ■ Courtney Wimer, *Dignity Health California Hospital Medical Center* ■ Crystal Solis, *Providence Little Company of Mary San Pedro* ■ Cynthia Kim, *Dignity Health California Hospital Medical Center* ■ Danette Avella, *Riverside University Health Systems Medical Center* ■ Danielle Demianew, *Dignity Health California Hospital Medical Center* ■ David Yeung, *Providence Cedars-Sinai Tarzana* ■ Dr. Douglas Webber, *Dignity Health Glendale Memorial Hospital and Health Center* ■ Dr. Karen Pugh, *Children's Hospital of Orange County* ■ Dr. Marinelle Camilon, *Dignity Health California Hospital Medical Center* ■ Edward Lord, *Providence Holy Cross Medical Center* ■ Eileen McMahon, *Providence Saint John's Health Center* ■ Enedina Chacon, *Rancho Los Amigos* ■ Espie Salazar, *College Medical Center* ■ Francisco Barrera, *MLK Community Healthcare* ■ Garrett South, *Dignity Health California Hospital Medical Center* ■ Giuseppina D'Ambrosio, *Cottage Health* ■ Golda Morales, *Cedars-Sinai* ■ Gretchen Ganther, *St Mary Medical Center - Apple Valley* ■ Hannah Rhiza, *Cedars-Sinai Marina del Rey Hospital* ■ Helen Quintana, *Dignity Health California Hospital Medical Center* ■ Housni Hariri, *Dignity Health Glendale Memorial Hospital and Health Center* ■ Jaime Duranurias, *Los Angeles General Medical Center* ■ Jason Paret, *Catalina Island Health* ■ Jdaryl Flores, RN, *Kaiser Permanente Woodland Hills Medical Center* ■ Jennifer Ramseyer, *St. John's Regional Medical Center & St. John's Hospital Camarillo* ■ Jessica Oliveros, *Dignity Health California Hospital Medical Center* ■ Jillian Alcaraz, *MLK Community Healthcare* ■ Jordan Detamore, *Cedars-Sinai Marina del Rey Hospital* ■ Julie Company, *Providence Cedars-Sinai Tarzana Medical Center* ■ Julie Moore-Lewis, *Ronald Reagan UCLA Medical Center* ■ Julie Ortiz, *Dignity Health California Hospital Medical Center* ■ Julissa

Forte, *City of Hope* ■ Critical Care Unit Team, *Kaiser Permanente Baldwin Park Medical Center* ■ Kasim Barus, *Redlands Community Hospital* ■ Katelynn Natale, *Kaiser Permanente Downey Medical Center* ■ Lakeysha Pack, *Ronald Reagan UCLA Medical Center* ■ Laura Adame, *USC Verdugo Hills Hospital* ■ Leah Teclé, *College Medical Center* ■ Linda Seem, *Dignity Health California Hospital Medical Center* ■ Louis Natividad, *Dignity Health Community Hospital San Bernardino* ■ Marcus Garrido, *Providence Cedars-Sinai Tarzana Medical Center* ■ Maria Rivera, *Cottage Health* ■ Mario Marciano, *Huntington Health* ■ Martin Frausto, *Mark Ridley Behavioral Health Center* ■ Matilde Lummis, *Dignity Health California Hospital Medical Center* ■ Maya Cox, *MLK Community Healthcare* ■ Melanie Maki, *Henry Mayo Newhall Hospital* ■ Michael Bolaris, MD, *Rancho Los Amigos National Rehabilitation Center* ■ Michael Moody, *Dignity Health California Hospital Medical Center* ■ Mike Hernandez, *Dignity Health California Hospital Medical Center* ■ Mina Diaz, *Torrance Memorial Medical Center* ■ Mindi Burfield, *Providence St. Mary Medical Center*

THE NOMINEES

■ Miriam Berglund, *Southwest Healthcare Palmdale Regional Medical Center* ■ Mischa Harris, *Cedars-Sinai* ■ Motz Feinberg, *Cedars-Sinai* ■ Nancy Arevalo, *Providence Holy Cross Medical Center* ■ Natalie Ceralde, *Dignity Health California Hospital Medical Center* ■ Nathalie F. Orloff, MD, *Providence Saint John's Health Center* ■ Nicole Bustos, *Southwest Healthcare Inland Valley Hospital* ■ Nicole Perez, *Desert Regional Medical Center* ■ Nicole Salcido, *Dignity Health California Hospital Medical Center* ■ Nora Alaswad, *Dignity Health California Hospital Medical Center* ■ Parien Greenall, *Dignity Health Marian Regional Medical Center* ■ Patricia Andry, *Providence Little Company of Mary San Pedro* ■ Patricia Hain, *Cedars-Sinai* ■ Patty Noguera, *Huntington Health* ■ Paul Diaz, *Cedars-Sinai* ■ Peter Goco, *Cedars-Sinai* ■ Rene Padilla, *MLK Community Healthcare* ■ René Van Hoorn, *Cottage Health* ■ Ricardo Garcia, *El Monte Health Clinic* ■ Richard Enriquez, *Dignity Health California Hospital Medical Center* ■ Rosemarie To, *Cedars-Sinai* ■ Ryan Anderson, *Arrowhead Regional Medical Center* ■ Shannon Cocilova, *Rancho Springs Hospital* ■ Stacey Clark, *Cedars-Sinai Marina Del Rey Hospital* ■ Stefano Gaitin, *UCI Health* ■ Sunju Cho, *Cedars-Sinai* ■ Tami Dashiell, *Corona Regional Medical Center* ■ Teresa Gallego, *Kaiser Permanente Anaheim Medical Center* ■ Theresa Murphy, *Keck Medicine of USC* ■ Therese Quadri, *Dignity Health California Hospital Medical Center* ■ Timothy Loughran, *Providence Little Company of Mary Torrance* ■ Vickie Dao, *City of Hope* ■ Viviana Escalante, *Dignity Health California Hospital Medical Center*



PATTY NOGUEDA

HUNTINGTON HEALTH

Community Outreach and Pasadena Outreach Response Team
Community Outreach Health Practitioner

Patty has been an active practicing RN in the San Gabriel Valley area for over 20 years. To say that her dedication to improving the lives of everyone she touches is always on full display is an understatement. In a role where caring for people is expected, Patty finds ways to see everyone she touches, builds special bonds, and raises the bar for others around her. She establishes trust with all members of a care team from the clinical to the non-clinical and makes difficult situations look easy. Patients are rarely a challenge for Patty because of her amazing ability to show how much she cares and to put that care into action. Most days, Patty can be found helping an unhoused teen connect with resources, riding along with Pasadena Fire, cleaning the wounds of a person more quickly than an EMT, talking to a patient about reconnecting with family, helping to create a plan for life after a hospital stay, or advocating for someone struggling to speak up about a health concern. If you ask Patty, she will tell you she is more comfortable at eye level with a patient, but she also possesses the strategic thinking and professionalism to connect with hospital executives and city leaders often sharing creative solutions for systemic challenges. Her compassion for healthcare is immense.

We are beyond fortunate to have Patty at Huntington and we are honored to nominate her for the Hospital Association of SoCal Hospital Heroes Award.

I would like to nominate my friend and colleague, Patty Nogueta. I had the privilege of meeting Patty when I began to work with the Community Outreach department at Huntington Health. Patty was so welcoming and invited me to attend her community sites, where she provided glucose checks, blood pressure screenings, health education, community referrals, and so much more. I quickly understood what it meant to be of service because Patty demonstrated it with every patient in the field or the hospital setting. Her kind demeanor, her excellent listening skills, and her always meeting patients where they are, simply blew me away. Every site that I was able to tag along with Patty to, everyone knew her name and trusted her. It was so heartwarming to see patients hug her or be vulnerable enough to tell her not only how they had been feeling physically, but emotionally as well. Shortly after, Patty was welcomed to a city-led initiative called Pasadena Outreach Response Team (PORT).

PORT's primary goal is to identify individuals impacted by chronic homelessness and through supportive services and case management, assist them in moving off the streets into permanent housing. This extraordinary team engages individuals who experience chronic homelessness, substance use disorders, physical disabilities,

“Patty tirelessly works under pouring rain, scorching sun, and everything in between to ensure her clients get the care they need—always with compassion and without judgment.”

complex long-term health conditions, and severe mental illness. PORT consists of a social worker, a firefighter, an outreach worker from Union Station Homeless Services, and a public health nurse (my dear friend, Patty). This work fills Patty's heart as she just wants to help as many people as possible, but very few know what Patty sees, hears, and feels while on the streets with PORT.

Patty works Mondays, Wednesdays, and Fridays with PORT in a street-based approach to help individuals. She works early mornings or late nights according to what is needed and the cases they have. Patty works tirelessly under the pouring rain, scorching sun, and everything in between to make sure her clients get checked up on and the care they need. No two clients are the same, some need help with open wounds that they have had for months, some need addiction treatment, and some need to be talked off a ledge because they believe that their lives no longer have a purpose. Other clients are victims of sexual abuse or being trafficked and do not trust anyone except for Patty. You see, Patty openly listens and cares for ALL her clients and does not judge them or turn them away. She often de-escalates and diffuses situations so that she can really talk to her clients and that is her gift. The way Patty sees all her patients and clients on a human level is what makes Patty worthy of this award. In my ten-plus years of being in healthcare, I have never seen anyone so selflessly devoted to their title, their job, their community, and humanity.

Many, including myself, simply cannot grasp all these stories and reality unless you go on a ride-along with PORT. The gaps in healthcare between

the communities and hospitals are enormous, but unless you go on a ride-along with Patty, it is easy to turn a blind eye. With the growing number of homelessness, overdoses, and deaths in the Pasadena streets, Patty began to feel like the work PORT was doing was simply not enough. When one client was housed, 10 more would be seeking support and assistance from PORT. In Patty's search for more help for her team and her clients, she proposed to our CEO, Dr. Lori Morgan, to go on a ride-along with her. Patty's dream is to get a street medical team equipped with doctors, nurses, social workers, and firefighters for Pasadena. I absolutely know that with her care, perseverance, dedication, and love for helping others, one day that dream will come true.

Patty is the type of person and nurse who carries water, granola bars, blankets, sleeping bags, and masks in her car in case she sees anyone in need. Patty is the type of person and nurse who visits her client who has been hospitalized even though she does not have to but does it because she knows they have nobody else. Patty is the type of person and nurse who will not cry in front of a patient until she gets into her car because she does not want to make them sad or for them not to trust her. There is no other community health nurse in Pasadena that does what Patty does and she takes her responsibility very seriously no matter the day or time. In addition to all that Patty does, she still goes to benefit events, participates in the homeless count every year, and continues to educate herself in relevant training.

Today, I nominate Patty, the epitome of being of service to others.

CRYSTAL SOLIS

PROVIDENCE LITTLE COMPANY OF MARY SAN PEDRO

ICU Acute Care RN



“Crystal provides a high level of care to our patients and has been involved in several quality initiatives around harm prevention and best practice.”

Crystal has worked at Providence Little Company of Mary San Pedro for over 10 years, first as a pharmacy tech, then as a new graduate nurse on our telemetry unit, and now as a nurse in our ICU. In that time Crystal’s dedication to our Mission and Values is apparent to all those who encounter her. She provides a high level of care to our patients and has been involved in several quality initiatives around harm prevention and best practice. She also serves our patients with compassion and kindness.

While there are many ways that Crystal displays our Mission and all our values in her daily work and interactions with patients, their loved ones, and her fellow caregivers, the following story represents a time when Crystal truly answered the call of our Foundresses.

In February of this year, there was a terminally ill patient on our medical-surgical unit who would be celebrating her 40th birthday while in our care, and it was her wish to be baptized on that day. In her faith tradition (not Catholic), individuals are baptized by full body immersion, and this wish was made known to our caregivers the day before her birthday. As soon as the

patient requested this, many caregivers sprung into immediate action.

Plant Operations Management and our Infection Preventionist first determined if the water quality and physical integrity of the tub in the tub room (out of commission for 20 years!) would be safe for patient use. Great news, it was operational and safe!

The team then coordinated with the patient’s physician, ensured environmental services were involved, and brought in our mission and spiritual care teams. In the process of planning for this baptism, it became evident that, given the complexity of the patient’s care, a nurse would need to assist during the baptism to ensure the patient was safe and that her needs, as well as the needs of the family and visiting clergy, were being met.

When considering the most well-suited nurse for this request, Crystal was immediately identified by her peers and nursing leadership. She is known for her compassion and the dignity she provides to her patients also in addition to being an excellent clinician. Knowing that this situation would require high levels of both emotional and clinical intelligence, Crystal was the ideal fit.

When they asked Crystal to come in the next day—a Saturday when she was not scheduled—she immediately responded that not only was she willing, but that she was honored to be considered to help. She came in the next morning and first coordinated with the nursing team and physician to ease their way, and the way of the patient. She ensured the patient was safe during the transfer from the patient’s room to another area of the hospital where the bathtub was located. She ensured that the patient’s PICC line was covered and that the water temperature was appropriate for the patient. Upon assessing the patient’s needs, she deemed it safer to have another nurse assist her with using a mechanical lift to place the patient in the tub. While this aspect was unplanned and took time, Crystal worked through the obstacle to honor the patient’s wishes. She also ensured there were towels and a change of clothes for when the patient got out of the tub and made sure the family was informed and included in the baptism as much as possible. Crystal demonstrated compassion and dignity for this patient in providing a healing experience that honored dignity, utilized her clinical excellence in identifying what was needed and how to best address those needs, promoted justice by practicing solidarity and wisdom in her care, and exhibited

integrity in doing the right thing for the right reasons in accordance with the patient’s religious tradition. Further, it exemplified loving inclusion to provide a ritual in another faith tradition. It was noted by some that this baptism was perhaps more healing and restorative than any medical treatment we could offer.

After the baptism, Crystal expressed how assisting this patient helped her reconnect with our Mission and Core Values and the original reason for wanting to be a nurse.

This baptism was interdisciplinary, whole-person care, focused on restoration and healing, excellent end-of-life care, and at the heart of our Mission and Values. It supported both the patient and eased the way for the family.

This display of honoring a patient’s wishes was assisted by many but would not have been possible without Crystal’s expertise, compassion, and leadership. She is a testament to our Mission and this story encompasses the care Crystal provides for all.



ANTHONY QUARLES

PIH HEALTH GOOD SAMARITAN HOSPITAL

Emergency Department **Director of Emergency Services**

On behalf of PIH Health, we would like to nominate Anthony Quarles for the My SoCal Hospital Heroes Award for his outstanding character, authentic leadership, inspiring mentorship, and unwavering dedication to providing excellent care to patients and community.

Anthony Quarles MSN RN CEN is the Director of Emergency Services at PIH Health Good Samaritan Hospital—one of three hospitals in the PIH Health nonprofit, regional healthcare network which serves more than 3 million residents in the Los Angeles County, Orange County and San Gabriel Valley region. In his position, he oversees the daily activities of a high volume and high acute Emergency Department (ED) located in the diverse downtown Los Angeles area.

Quarles has only been with PIH Health for one year and four months but has already made a significant impact in the Emergency Department's operations. He is an extremely valuable asset to the nursing leadership team at PIH Health Good Samaritan Hospital and has a high level of competence when it comes to caring for the needs of emergency patients. Quarles is dedicated to improving access to care in

our ED, and his contributions allow PIH Health to continue to meet the needs of its patients and community.

Quarles began his career in emergency medicine in 2005 and served as an Emergency Medical Technician (EMT) for ten years with Boston Emergency Medical Services (EMS), responding to over 200 daily emergency calls to provide quick and compassionate medical assistance and care to patients. Quarles was one of the first EMTs on the scene of the Boston Marathon bombing in 2013 and received an award from the City of Boston for his life-saving interventions and courageous efforts to quickly tend to the wounded and injured.

After earning his Bachelor of Science in Nursing at the University of Massachusetts, Boston, and following his passion for emergency medicine, Quarles began his nursing career in the Emergency Department of East Boston Neighborhood Health Center. He later relocated to California, and over the course of six years worked in the Emergency Departments of UCLA Ronald Reagan Medical Center as Staff Nurse, and later Providence Little Company of Mary Medical Center Torrance as an

“Quarles was one of the first EMTs on the scene of the Boston Marathon bombing in 2013 and received an award from the City of Boston for his life-saving interventions and courageous efforts to quickly tend to the wounded and injured.”

Assistant Nurse Manager. In his most recent role as Nurse Manager for Providence Little Company of Mary Medical Center Torrance, Quarles began to refine his skills as an Emergency Department nurse leader while working to earn his Masters of Science in Nursing from Saint Joseph's College of Maine. As a nurse manager, he helped to shape dynamic emergency care teams through the development and implementation of strategies to target nursing and patient satisfaction issues, improve response and patient care quality and suggest actionable improvements to promote hospital-wide quality and safety initiatives.

In March 2023, Quarles joined PIH Health Good Samaritan Hospital to take on his current role as Director of Emergency Services. Quarles' nearly two decades of experience in emergency medical services has contributed to his expertise in facilitating timely and efficient movement of patients through the continuum of care. Under his leadership, the ambulance diversion rate at PIH Health Good Samaritan Hospital has dropped to less than 4% and ambulance offloading time is down to 12 minutes and is one of the best in region, positively impacting patient outcomes and safety.

His most recent project that supports eliminating barriers to patient care includes reducing the time from the decision to admit the patient from the ED to the time the patient arrives on the inpatient unit. Working alongside nursing units and multi-disciplinary care teams throughout the hospital, Quarles has been working to reduce admission to

room times to 60 minutes, helping to ease patient-flow bottlenecks, decrease wait times, and increase capacity in the ED, ultimately resulting in improved patient safety and better health outcomes. His innovative solutions have led to an enhanced patient experience and have worked to lessen the patient load on ED staff so they can give more attentive patient care.

Quarles' enthusiasm for his work and charismatic presence have contributed to enhanced morale among ED staff, strengthening collaborative relationships among care teams and increasing employee engagement. Through his example, attentiveness to his staff, and dedication to his field, Quarles is a pillar for his team, inspiring them to go above and beyond their responsibilities to further enhance the quality of care they deliver to patients.

Quarles is a natural leader and mentor, who takes pride in passing on his years of knowledge and experience. He encourages professional development opportunities and continued training and education for nurses, helping to prepare the next generation of nurse leaders. Outside of work, Quarles continues to be a valued resource and guide. He is open and supportive, takes time to field questions, give pep talks, and offer advice on how to become a transformational leader, sharing his talents and advice to positively impact and influence our current and future leaders. PIH Health looks forward to his continued growth within the organization and is happy to recognize him for his impactful contributions and achievements in his short tenure.

“Since implementing the High Reliability Organization program, we’ve had zero serious safety events for 330 days—thanks to Parien’s leadership and dedication.”



PARIEN GREENALL
DIGNITY HEALTH MARIAN REGIONAL
MEDICAL CENTER

Quality Department **Manager of Patient Safety**

I have been working with Parien Greenall for 4 years and counting. I have seen her lead Marian Hospital with our patient safety programs (High Reliability Organization) and IRIS reporting management for over three years now. She is an HRO staff trainer, a registered nurse, and a long-standing leader here at our hospital in Santa Maria, California. Now, she supports the patient safety goals for the hospital, and after 2+ years of hard work, I would like to elaborate on the reasons why Parien is the best candidate to win the Hospital Heroes award.

Parien tirelessly pushes the leadership team, along with staff, to prioritize “zero harm” and “safety by choice, not by chance.” After our long journey to train all staff (1,500+), she found a way to train all new staff at new employee orientation and support leaders who needed help getting staff on board with the HRO program. She initiated a huddle board process for all departments to have daily huddles, 7 days a week, discussing safety stories, reflections, and common Spirit and local communication to all staff to keep them and our patients safe. Since the HRO journey started in June 2022, we have had zero serious safety events in 330 days (last SSE, May 30th, 2023) and counting, while the CommonSpirit

average is 91 days without a serious safety event. This achievement alone shows Parien’s push for zero harm and highlights her influence on our Marian team. It shows me that I feel safe at my place of work and can wholeheartedly trust my community hospital to provide care for not just me but for all who come into our care.

We also had to transition to a new event reporting system called IRIS. We have seen an increase in reported events month over month since we started using this new reporting system. This shows that staff feel safe reporting questions and concerns to Parien and the quality team, allowing them to review, find resolutions, and bring topics up for conversation. Parien has fostered an open, transparent dialogue about keeping staff and patients safe. She implemented a safety coach program, and we meet monthly to discuss safety and topics that need to be addressed. This group grows monthly, and the small flame that Parien helped start has spread like wildfire. I am proud to work with Parien and our Marian team. Parien is my, along with other’s, Hospital Hero.

“Peter exemplifies a nurse who is driven and compassionate toward elevating the patient experience and delivering care that improves patient quality outcomes.”



PETER GOCO
CEDARS-SINAI MEDICAL CENTER

Cardiac Surgical ICU **Clinical Nurse II**

I am writing to nominate Peter Goco for the Hospital Heroes recognition program for his outstanding contributions to our unit and institution. Peter has demonstrated a remarkable commitment to patient care, quality improvement, and professional development, making him an invaluable asset to our team.

Peter has shown significant growth and contributions to the Cardiac-Surgical ICU within his first year of joining the team. His dedication to high-quality patient outcomes is evident in his actions toward professional development.

Peter has actively taken opportunities to improve quality assurance measures within the unit and the hospital by participating in the Hospital Acquired Pressure Injury Prevention and Early Mobility initiatives. He has assisted in audits and staff re-education to ensure compliance and better outcomes. Additionally, he serves as the unit champion for Glucommander implementation (a glucose management tool), guiding the staff through a new system requiring close monitoring and patient safety adjustments. To serve his team, especially on nights, Peter has taken the responsibility to perform N95 Fit Testing within the unit for convenience and accessibility, allowing staff to maintain compliance without having to

spend time outside of work on such mandatory requirements that ensure patient and staff safety.

Peter also finds time to serve the community and has been volunteering to feed patients in his spare time through the MealTime Mates program. This program helps the most vulnerable patients with certain limitations, providing them with one-on-one, focused, and compassionate care while requiring their primary nurse to attend to other essential and important tasks.

As a fairly new team member, Peter has demonstrated leadership and has been recognized by his peers and other teams for his willingness to help others when they have challenging patient assignments readily. He is also recognized for his reliability and effectiveness as a critical care nurse, caring for some of the hospital’s highest acuity and most critical populations.

Peter exemplifies a nurse who is driven and compassionate toward elevating the patient experience and delivering care that improves patient quality outcomes.

Thank you for considering Peter Goco for this prestigious recognition.



TONY MARCELLI

DIGNITY HEALTH CALIFORNIA HOSPITAL MEDICAL CENTER

Interim Chief Nursing Officer

Tony Marcelli is a Director of Nursing at Dignity Health California Hospital Medical Center and has demonstrated his compassion for this community and hospital for the past 20 years. He is the living definition of a hero, as he is admired by staff for his achievements and his humble commitment to leading the departments and care teams he is responsible for on a daily basis. Tony's personal story is one that you hear often in LA. He emigrated here with his father from Bolivia to start over their lives. His father was able to do that successfully and taught Tony the values of family, caring for others, and hard work. Tony is a veteran and has continued that commitment to public service as a registered nurse and as a community advocate.

Stories about Tony showing human kindness to patients and families are somewhat urban legends at the hospital – but true. These include giving his shoes to an unhoused patient, going out to buy phone cards so a family member can be called

overseas by a patient, and taking the time to shave a patient who really appreciated that care and the time to speak with him. Whether it is for a patient, family member, or his work colleagues, he is always giving of himself. Whenever there is a need to make changes at the hospital, Tony is there to make it happen. As the hospital is preparing for the opening of a new building next year, including the Neonatal Intensive Care Unit (NICU) along with the Family Birth Center units, Tony has been instrumental in assisting with improving the care design and workflows to enhance the patient-family experience and the efficiency of operations. Tony is also an active participant in the CHMC Foundation's effort to raise funds for the new building and volunteers his time to connect with employees, community partners, and donors. He has led the NICU team for a long time, and they have ensured excellent outcomes for our most vulnerable patients as well as support for the families.

“Stories about Tony's human kindness are urban legends at the hospital — like giving his shoes to an unhoused patient or buying phone cards so a family member can be called overseas.”

Tony is a nurse leader who shares his knowledge as a mentor to future leaders. He has been responsible for the promotion of several young leaders to their first management positions and continues to mentor them in those roles. As a teaching hospital, we are committed to lifelong learning, and Tony exemplifies that commitment as a teacher and coach, including teaching the principles of high reliability. Tony role models the best practice of leader rounding and commitment to the patient-family bond with their caregivers. Frequently, he is called upon by other leaders to help resolve patient care issues and support the staff in solving complex issues with families.

Our organization is committed to those less fortunate, who may not always have the resources they need, whether those are healthcare needs or day-to-day needs. Tony is an active member of the Los Angeles community, and when not at the hospital, he is not only spending time with his family

but also leading a soccer club that largely supports underserved youth. When Tony enrolled his son in a soccer program, he realized there was a larger need in the community for aspiring young soccer players who did not always have the equipment or access they needed. Tony founded the LA United Fútbol Academy (LAUFA for short), which provides multiple types of soccer clubs and affords these kids the opportunity to play the same way that other, more costly clubs participate in the sport. This type of activity gives these kids a focus, keeps them healthy through sports, and teaches them vital skills of being part of a team. Tony has grown LAUFA to be one of the largest soccer academies in the metro LA area.

Tony Marcelli is a hero and coach in the hospital and in the community. We are proud to nominate him as a healthcare hero.



ANGELI MANCUSO

COTTAGE HEALTH

Workforce Development, Human Resources
Workforce Development Manager

I am honored to nominate Angeli Mancuso, workforce development manager at Cottage Health, for the 2024 My SoCal Hospital Heroes Award. I have had the pleasure of working with Angeli in many different roles during her employment with Cottage Health, dating back to 2011 when she joined as a registered nurse in Employee Health & Safety. She was soon identified as a high achiever and accomplished RN with valuable critical thinking and organizational skills. Angeli was promoted in 2012 to supervisor of Employee Health & Safety. In this role, she worked tirelessly to develop the team and ensure effective policies and procedures to best serve the department and organization.

In January 2014, Angeli was promoted to department manager. The following year, she received the Risk & Insurance Magazine Risk All Stars Award, honoring standout people within an organization who overcome challenges through exceptional problem-solving, creativity, perseverance and passion. In 2016, she returned to school to earn a Master of Public Health, graduating in 2018. She then followed her passion and stepped away for a year to serve as executive director of Floating Doctors.

In 2020, deep into the COVID-19 pandemic, Angeli returned to Cottage Health. She was tapped to lead our community vaccination efforts, setting up a drive-through clinic and overseeing a large team of volunteers. Whenever I mention that I worked with Angeli, the response is always, “She is so amazing! I worked with her at the COVID vaccine clinic, and she was incredible. If anyone could take over Cottage for a day, it would be Angeli!”

Now workforce development manager, Angeli is building amazing programs to support employees on their professional journeys and develop external pipelines to ensure we have talent ready for hire. Highlights include:

Workforce Development Training Program – set up to support recruiters with hard-to-fill positions. Angeli and her team coordinate internal processes to identify certain positions requiring a degree, license or certification that are difficult to fill with external applicants.

In 2022, in partnership with Talent Acquisition, Nursing Education, and department management, we identified three crucial roles that fit the criteria. In January 2023, in partnership with Cottage Urgent Care, Angeli began a pilot to select, train and

“In January 2023, Angeli launched a pilot program to select, train, and place Limited Scope X-Ray Technicians, providing candidates with a full-time education while maintaining their income—an incredible opportunity for growth.”

place candidates for one of the roles: limited scope X-ray technicians. Two candidates were selected to train at Career Care Institute in Oxnard to enhance their medical assistant certification with a limited scope X-ray technician license. The full-time course was a challenge, as the candidates also worked three 12-hour urgent care shifts weekly. Through the Workforce Development Training, the candidates received support to attend school without losing income throughout the 10-month program. They accomplished this by working one shift weekly and attending school full time under a scholarship made possible by generous philanthropic partners. The two candidates graduated, earned promotions and have committed to five years of service in exchange for this professional development opportunity.

In 2024, Angeli is growing the program to include the two other critical roles identified: surgical technicians and respiratory care practitioners, with other positions proposed for the future.

New Graduate Nurse Training Program – Angeli’s department oversees recruitment and onboarding for this program, which assists new nurses in their transition to practice. To help candidates prepare for the application process, Angeli hosts an online session overviewing the program and offering pointers for a strong application.

With Angeli’s commitment to these new grad nurses, we have a high application rate. Although not all candidates receive an offer, Angeli debriefs with those not selected to help them better prepare for the next application cycle. We are told this offering really sets our program apart from others for new grad nurses.

Summer Internship Program – This year, Angeli’s department led our second annual program, a 10-week session for students seeking experience in

health care. Angeli also provides career coaching for internal and external candidates, including offering a speaker series with presenters from various medical disciplines sharing about their careers.

These few examples showcase Angeli’s outstanding work in implementing and building on Cottage Health workforce programs. Finally, on top of running the Workforce Development Department, Angeli has helped lead the Cottage Health Volunteer Services Department for the past six months while two of its three staff were on leave. During that time, she oversaw approximately 700 volunteers for three campuses; planned and executed the annual Volunteer Recognition event for over 100 volunteers, board members, and leaders; and planned the United Way Fun in the Sun summer program to support students in grades 2-5 and their families. When Angeli is not doing amazing work for Cottage Health, she is in the community volunteering for Doctors Without Walls and serving on the Ryan Leone Foundation, helping to battle the opioid crisis.

Angeli is one of the most competent and self-motivated individuals I have worked with in my career. I am pleased to share that she was also recognized as a 2024 Cottage Health Leader of the Year for all she does to inspire and lead us to the future. Angeli knows how to unify a team, leverage strengths, ask the right questions and think outside of the box to achieve goals. Regardless of the task, she leans into the work and exceeds expectations over and over again.

I feel so lucky to have the opportunity to work with Angeli, and it is a pleasure to nominate her for the My SoCal Hospital Heroes Award!

“Instead of leaving Mr. Guillen and going about his business, Essiful questioned the situation and helped someone in need. Essiful then summoned assistance from other team members, and they brought Mr. Guillen into the hospital for care and treatment.”



BERNARD ESSIFUL SAN ANTONIO REGIONAL HOSPITAL

Occupational Therapy **Occupational Therapist**

On Tuesday, June 6, 2024, patient Manuel Guillen was working on a job site within several miles of San Antonio Regional Hospital when he started suffering a medical emergency. He realized he had no time to waste and immediately left his work and drove himself to the hospital to seek medical assistance for his increasing ailment. At about 1245 hours, he pulled his car into the east lot adjacent to the emergency room. However, his condition was worsening by the second. He attempted to exit his vehicle; however, by then, he was suffering from a full-blown stroke. His condition left him unable to call for assistance and unable to move himself from the vehicle and walk into the hospital on his own accord.

Just then, occupational therapist Bernard Essiful was leaving work and walked by Mr. Guillen. He glanced over and noticed something just wasn't right. Mr. Guillen was not acting normally. Instead of leaving Mr. Guillen and going about his business, Essiful questioned the situation and helped someone in need. Essiful then summoned assistance from other team members, and they brought Mr. Guillen into the hospital for care and treatment.

Mr. Guillen was transferred to ICU bed six and, for the last five days, was under the care of those assigned to his medical team. However, on June 11 at 1300 hours, a code blue was called to Mr. Guillen's room. Chaplain Keith Proctor responded by assisting his medical team with a spiritual care component. His goal was to support Mr. Guillen's family and staff. During the code blue situation, Mr. Guillen's wife [Carole] shared the above story with Chaplain Keith, along with memories supporting her husband's legacy of servanthood. Mrs. Guillen stated several times how appreciative she was for Bernard, who was leaving work, and stopped and paid attention to her husband. She was amazed and appreciated this act of kindness. She stated that Bernard's actions speak to his integrity and display excellent care for those in need. She was grateful for his action, which gave her husband five more days of life for his family to be with him. Unfortunately, at about 1342 hours, Mr. Guillen passed away with his wife nearby. During the passing, Mrs. Guillen again shared the story of OT Bernard's actions and how grateful she was for Bernard's actions that day and all of the members who cared for her husband. She especially stated that Bernard needs an award for not walking by and leaving her husband hopeless.

“Edward is appreciated by so many for his compassionate and tireless leadership and his impact will be felt for years to come.”



EDWARD LORD PROVIDENCE HOLY CROSS MEDICAL CENTER

Plant Operations **Director of Plant Operations**

It is with pleasure that I nominate Mr. Edward Lord, Providence Holy Cross Medical Center (PHCMC) Facilities Director, for the 2024 HASC Hospital Hero Award. It is not typical to think of a facilities person in the same vein as an RN or MD, but Edward is unique. Working tirelessly over the past 10+ years, Edward has not only managed to “bring a diamond in the rough, into a shining ‘new’ looking hospital that is countless times better than it was 10 years ago”, but he has done so while gaining the respect and admiration of his colleagues and direct reports.

Edward is an exceptional leader who creates a successful team by making each caregiver in his department feel valued. He creates an atmosphere of acceptance and is always concerned about their well-being. When making decisions, he always takes into consideration the impact on the employees in an effort to align with the PHCMC goal of being the best place to work. As one employee stated:

“He consistently goes out of his way to make sure that I have the resources, tools, and emotional support I need to succeed in both work-related and personal challenges. His willingness to listen, empathize, and provide practical solutions is truly remarkable.”

During the pandemic, Edward worked 24/7 ensuring the physical plant could withstand the unique challenges that we encountered from

converting rooms to negative pressure, arranging for refrigerated trailers as a temporary morgue extension, creating additional Emergency Room space to separate potential COVID patients from non-COVID patients, increasing our O2 capacity and maintaining our O2 delivery system during exceptionally high demand. Edward always served with a can-do attitude, consistently demonstrating our core value of Excellence.

What really separates Edward from other Facilities Directors I have worked with is his compassion for others. This year, he and his wife arranged for over \$2 million worth of medical equipment and supplies to be delivered to the main quaternary hospital in his home country, Belize. But he went above and beyond preparing the equipment for delivery. He ensured the equipment was charged and in proper working order. In addition, he and his wife raised money through a GoFundMe page to purchase the necessary disposables required to operate the equipment.

Edward is appreciated by so many for his compassionate and tireless leadership and his impact will be felt for years to come. Thank you for considering his nomination. I have had the pleasure of working with a lot of wonderful people in healthcare over the years...Edward is one of my heroes!



CLARISSA CABIL

UCLA HEALTH

Nursing **NICU Clinical Nurse**

Clarissa Cabil, RN, has quickly established herself as a standout nurse at UCLA Mattel Children's Hospital since beginning her nursing career in 2022. In a short time, she has made impactful contributions to the neonatal intensive care unit (NICU) and the health system, focusing on critical nursing areas such as infection prevention, professional development, and the delivery of compassionate care.

Over the past 12 months, faced with a rise in central line-associated bloodstream infections (CLABSIs) in the NICU, Clarissa dedicated herself to mastering infection prevention practices. She sought mentorship from experienced nurses, attended meetings, and studied protocols to enhance her skills. Her proactive approach led her preceptors to recommend that she complete her orientation early, helping the unit during a busy season. After completing her nurse residency program in September 2023, Clarissa joined the NICU's Infection Prevention Committee, where she

led initiatives like infection prevention skills days. Thanks to her efforts, the unit remained CLABSI-free from December 2023 to June 2024.

Clarissa's dedication to nursing also includes a strong focus on the professional development of her fellow nurses. At UCLA Santa Monica Medical Center, she mentors two nurse residents, guiding them in transitioning to their new roles, managing stress, and setting professional goals. Her mentees often express feeling more confident and relieved knowing they have Clarissa to turn to for guidance and advice. Additionally, as a member of the NICU's Unit Practice Council and co-chair of the Structural Empowerment Council, she promotes professional growth and community service opportunities by organizing professional development events, participating in evidence-based practice projects, and hosting unit bonding activities both in and outside the hospital setting.

“Clarissa dedicated herself to mastering infection prevention practices, and thanks to her efforts, the NICU remained CLABSI-free from December 2023 to June 2024.”

Beyond her clinical expertise and nurse mentorship, Clarissa has demonstrated extraordinary composure and boundless compassion during critical patient care situations. A particularly challenging experience highlighted this when her patient with a rare congenital heart defect went into cardiac arrest. Clarissa managed the situation with remarkable composure, providing crucial emotional support to the patient's mother and effectively coordinating resuscitation efforts. Recognizing the family's distress, she prioritized their emotional well-being by stepping away from the resuscitation team to comfort the mother and ensure that the father was contacted promptly. After the parents made the difficult decision to withdraw care, Clarissa stayed beyond her shift to create meaningful mementos for the family, such as capturing the baby's footprints, an EKG strip, and a strand of hair. She also arranged for a photographer to capture one last family photo, demonstrating her deep empathy and dedication to her patients and their families.

Clarissa's commitment to compassionate and leading-edge patient care has significantly impacted the NICU and her colleagues. Her innovative work in infection prevention, along with her leadership in mentorship and committee contributions, exemplifies excellence in nursing and makes her an exceptional nominee for the My SoCal Hospital Heroes Awards.

“Mindi’s exceptional leadership and unwavering dedication have profoundly impacted the lives of countless patients at St. Mary Medical Center.”



MINDI BURFIELD

PROVIDENCE ST. MARY MEDICAL CENTER

Stroke **Stroke Navigator**

I am honored to nominate Mindi Burfield, BSN, for the SoCal Hospital Hero Award. Mindi’s exceptional leadership and unwavering dedication have profoundly impacted the lives of countless patients at St. Mary Medical Center.

St. Mary Medical Center has been a pillar of our community since its inception in 1956, evolving from a modest facility into a comprehensive 213-bed hospital renowned for medical excellence. The hospital’s commitment to serving the public is embodied in its core values of Compassion, Dignity, Justice, Excellence, and Integrity. The hospital’s personalized, total-care philosophy ensures each patient is treated as a valued member of the community.

St. Mary’s dedication to high standards is evidenced by its numerous accolades, including The Joint Commission’s Gold Seal of Approval and the American Heart Association/American Stroke Association’s Heart-Check mark for Advanced Certification for Primary Stroke Centers. This certification reflects St. Mary’s rigorous commitment to stroke patient care and continuous performance improvement.

At the heart of these achievements is Mindi Burfield, whose exemplary leadership has transformed our stroke program. Since December 2018, when Mindi took the reins of a previously non-existent stroke

program, her impact has been nothing short of remarkable. In the first month as a Designated Stroke Receiving Center, St. Mary saw over 110 suspected stroke cases, a dramatic increase from the previous 5-10 cases monthly. This crucially reduced travel time for patients needing urgent care, significantly improving outcomes for those requiring TNK treatment. During the COVID-19 surge, Mindi adeptly managed the accreditation processes while providing exceptional care for stroke patients. Her advocacy led to the implementation of a Tele-neurologist service, ensuring continued expert care despite a shortage of neurologists. Under her leadership, the team meticulously prepared for the AHA acute stroke accreditation in 2020, resulting in the 2021 Silver Award for Stroke from the AHA.

In 2022-23, St. Mary was ranked among the top three Stroke Receiving Centers in California. In 2024, the hospital earned the AHA Gold Award for Acute Stroke Care, a testament to Mindi’s consistent leadership and excellence. Mindi embodies the spirit of St. Mary Medical Center’s mission and values. Her relentless pursuit of excellence, compassionate care, and innovative approaches have saved countless lives and significantly enhanced the quality of stroke care in our community. Mindi’s contributions are a shining example of what it means to be a SoCal Hospital Hero, and she is a worthy candidate for this prestigious award.

“She is not just a medical assistant; she is a medical advocate and friend to the community, attending local health events to broaden her network of resources and help those in need.”



VICKIE DAO

CITY OF HOPE

Nursing **Medical Support Specialist**

Vickie Dao is the perfect choice for the 2024 Hospital Hero Award. As a medical assistant, she truly embodies what it means to be a medical professional. Vickie understands the struggles faced by non-English-speaking patients in communicating with their healthcare providers, especially in moments of crisis. Her translation skills help to coordinate effective patient care for Vietnamese patients, providing vital care to those who might otherwise be left without proper medical attention.

Vickie’s contributions extend beyond her role as a translator. She actively advocates for patient referrals to City of Hope from other primary care physicians, thereby expanding the reach of the physician liaison team and enabling more patients to access quality medical care. Her dedication to patient care is evident in the consistent praise she receives for her attention to detail, from taking vitals to following up on lab results. She is always ready to offer a kind word or an extra moment of support.

Vickie’s commitment to her role goes beyond the norm. She is always ready to go the extra mile to assist both patients and staff members. Her unparalleled work ethic is complemented by a commitment to self-improvement through continued education and training. She is not just a medical assistant; she is a medical advocate and friend to the community, attending local health

events to broaden her network of resources and help those in need.

Vickie’s passion goes beyond the call of duty. In her spare time, she volunteers to care for the seniors in a Vietnamese community, where her grandfather lives, showing an impressive dedication to helping others with filling out forms like Medicare, disability, etc.

Simply put, no one deserves the 2024 Hospital Hero Award more than Vickie. Her compassion, empathy, and commitment to her patients serve as a shining example of what the medical profession should be. Vickie is truly a hero, and her dedication to the well-being of others inspires all.



OLGA TAYLOR

CHILDREN'S HOSPITAL LOS ANGELES

Office of Community Affairs **Project Manager**

For 35 years, Olga Taylor has been a cornerstone of Children's Hospital Los Angeles (CHLA), leading with unwavering dedication to community outreach and patient/community education. Her remarkable career encompasses spearheading critical initiatives such as Injury Prevention, Child Passenger Safety, Poison Prevention, and facilitating enrollment in Healthy Families and Covered California insurance programs. Through her tireless advocacy, she has profoundly impacted thousands of patients, families, and community members.

In her current role, Olga has taken her commitment to new heights by creating the Community Impact Champions Network (CICN). This innovative network was designed not only to support and uplift the community but also to provide CHLA team members with meaningful experiences. Olga recognized the critical need to connect our team with the broader community, enabling them to directly impact beyond the hospital walls.

Under Olga's leadership, the CICN offers CHLA employees a chance to engage in a variety of community-focused activities, including community gardens, neighborhood beautification projects, food distributions, resource fairs, and LA River clean-ups. Her vision is to ensure that every CHLA team member can experience the remarkable difference they make, fostering a deeper connection to their work and to the communities they serve. Team members may volunteer individually or as a department, building teamwork and connection.

Colleagues who have participated in CICN activities praise Olga's exceptional leadership and dedication. Kathy Van Allen, MSN, RN, Administrative Director at CHLA, noted in a LinkedIn post: "I love that Children's Hospital Los Angeles (CHLA) is deeply connected to the community we serve! The Community Impact Champions Network provides CHLA team members with opportunities to serve children and families in our community. Thank you to Olga Taylor who is the driving force and makes it

“Her innovative Community Impact Champions Network (CICN) empowers CHLA team members to directly impact the community through gardens, food distributions, and LA River clean-ups.”

all happen!” Sue Martinez, DNP, RN, NE-BC, CPN, Patient Care Services Manager at CHLA.

Also noted in a LinkedIn post: “Through the organization of Olga Taylor at CHLA, she provides ample opportunities to give back. Volunteering is a meaningful way to provide services to those who require things we often take for granted.”

To date, approximately 1 in 8 CHLA team members and leaders have participated as CICN volunteers. These include physicians, nurses, allied health, administrators, and front-line staff, who have devoted thousands of hours to these efforts. Olga's goal is to engage every member of the CHLA family at least once in these transformative experiences. Her commitment to creating a safe, inclusive space for staff to give back and witness their impact is a testament to her extraordinary leadership and dedication.

Olga Taylor exemplifies the spirit of community service and embodies the values of what it means to be a true SoCal Hospital Hero. Her visionary work through the CICN not only strengthens the connection between CHLA and the community but also inspires and empowers our team to continue their exceptional work with renewed purpose and passion.



ESPERANZA SALAZAR

COLLEGE MEDICAL CENTER

Infection Control, Wound Care and Employee Health
Regional Director of Infection Prevention

We are writing to nominate Espie Salazar, a dedicated and exceptional nurse director at College Medical Center, for the Hospital Hero Award. Over the past year, Espie Salazar has consistently gone above and beyond in her duties, demonstrating remarkable dedication to patients, colleagues, and the broader community. As a regional director, she continues to strive and implement safe patient care practices.

Inspirational Dedication to Patients

Espie Salazar has shown an unwavering commitment to patient care, often putting the needs of patients first. Despite being a director at multiple sites, she is hands-on when patients need wound care or need to be assessed for an infectious concern. She engages with the patients in a positive, harmonious manner. One notable example is that she is fluent in Spanish and educates our wound care patients and their families on how they can prevent wounds, and infections, and leads by teaching the staff. On many occasions, the patients commend her for being so kind, and happy and

for taking care of them. It is not common to see a leader engage in direct patient care. Her empathy, compassion, and professionalism have not only provided comfort to those in need but have also set a standard for others to follow.

Supportive Colleague

In addition to her outstanding patient care, Espie Salazar is a pillar of support for us. She is very well known for her willingness to lend a helping hand, share knowledge, and foster a positive work environment. Her leadership and teamwork have significantly enhanced the morale and efficiency of our team. She is always available, and willing to teach when we have questions. Despite being our resource for a wound care nurse, during the past year, she has made significant changes that have led the hospital to achieve zero hospital-acquired central line infections and zero hospital-acquired urinary infections. This is astonishing, and we could not have achieved this without her dedication, commitment, and expertise.

“Espie Salazar’s empathy, compassion, and professionalism set a standard for others to follow, making her a true hospital hero.”

Impact on the Community

Beyond the walls of our hospital, Espie Salazar has made significant contributions to the community. For example, she organized various community and employee vaccination clinics which we had the opportunity to attend and bring our family as well. Her efforts have not only improved the health and well-being of community members but of staff and their families as well.

Heroic Acts

There have been several instances where Espie Salazar’s actions have truly been heroic. One such moment was when we had infectious patients. Espie and her team stepped in to help mitigate any potential concerns. She always ensures we have what we need in order to deliver safe patient care. This act of bravery and quick thinking undoubtedly saved lives and exemplifies the true spirit of a hospital hero.

In conclusion, Espie Salazar embodies the qualities of a true hospital hero. Her unwavering dedication, compassion, and exceptional service make her a deserving candidate for this prestigious award. We wholeheartedly endorse Espie Salazar for the Hospital Hero Award and are confident that her contributions will continue to inspire and make a profound impact on everyone around her.

Thank you for considering this nomination.

BRITTNEY ANDERSON

CHILDREN'S HOSPITAL OF ORANGE COUNTY

Clinical Quality Director, Clinical Quality



We, members of CHOC - Children's Hospital of Orange County, are thrilled to nominate Brittney Kay Anderson for the 2024 My SoCal Hospital Heroes Award. Brittney's exceptional leadership, unwavering dedication to patient care, and inspiring journey have made a profound impact on our organization and the community.

With a distinguished 18-year nursing career, all of which have been at CHOC, Brittney has consistently demonstrated an unwavering commitment to quality and patient safety. Her tenure at CHOC has spanned diverse roles, culminating in her current position as Director of Clinical Quality. Brittney's leadership has been instrumental in driving significant improvements at CHOC. Under her guidance, the Quality Department has experienced exponential growth, marked by achievements such as:

CLABSI Reduction: Through the implementation of Toyota Production System Support Center (TSSC) improvement projects, the Hematology/Oncology unit achieved significant reductions in central line-associated bloodstream infections (CLABSIs).

Ambulatory Safety: Brittney has been a co-leader in a huge initiative aimed at improving the safety of patients, staff and physicians in the ambulatory space, a domain that health systems have been increasingly trying to focus on with little prior expertise.

Maintenance of Certification: CHOC has become a portfolio sponsor with the American Board of Pediatrics and Brittney serves as the Portfolio Manager, assembling its infrastructure to support and enhance physicians in the quality improvement domain.

National Database of Nursing Quality Indicators (NDNQI): Brittney was the lead on establishing our relationship with NDNQI for Magnet benchmarking. She led efforts to collect the data needed for our Magnet documents. She also recognized and mitigated the discrepancies between two databases we were using.

Patient Care Services (PCS) Quality & Safety Strategic Plan: Brittney established the first Quality & Safety strategic plan for PCS, leading our organization to top scores and outcomes for Magnet and Leapfrog.

“Brittney Anderson embodies the spirit of a healthcare hero, combining clinical expertise, strategic thinking, and a compassionate demeanor that inspires us all.”

The Leapfrog Group Contribution: Her invaluable knowledge of hospital resources led CHOC to its 12th Leapfrog Group Top Children's Hospital recognition since 2006.

Safety Coach Program: This innovative initiative has empowered frontline staff to proactively identify and mitigate risks.

Evidence-Based Care Expansion: Brittney led the expansion of evidence-based care guidelines, aligning with the American College of Surgeons Children's Surgery Verification program.

PHIS (Pediatric Health Information System): Brittney is the PHIS hospital sponsor and has been instrumental in managing the implementation of various benchmarking measures that allow CHOC to use comparative data to identify areas for improvement, early warning signs of potential harm, more predictive analytics, and equitable care. She has been crucial in uncovering the highest areas of waste and low-value care within children's hospitals through the integration of the PHIS database.

Joint Commission Survey Success: Brittney's strategic leadership as Command Center Lead contributed to CHOC's successful 2023 accreditation survey.

Asthma Certification: Her expertise was pivotal in securing The Joint Commission Asthma Certification for CHOC.

Children's Hospitals' Solutions for Patient Safety (SPS): She is actively involved with SPS, including planning and hosting the SPS California Regional conference in November 2023 at CHOC.

Employee Engagement: Brittney's focus on employee well-being has resulted in top-tier scores on the Associate Engagement Survey.

Science of Quality Improvement: She drives the Quality Department's engagement, learning, and utilization of improvement science methodologies.

Beyond her professional accomplishments, Brittney's personal journey is an inspiration. Her courageous battle with cancer has deepened her empathy for patients and families while reinforcing her commitment to quality care. Brittney's ability to combine clinical expertise, strategic thinking, and a compassionate demeanor makes her an exceptional leader. She fosters a collaborative and supportive work environment, inspiring her team to achieve extraordinary results. She motivates our team with her determination and leadership, fostering a supportive and joyful work environment with team building activities, potlucks, and coffee sessions. These simple gestures hold immense significance for her team.

Brittney is not only a remarkable nurse leader but also an outstanding human being who prioritizes patients above all else. Her daily dedication inspires her colleagues and extends into the community. We wholeheartedly believe that Brittney Anderson embodies the spirit of a healthcare hero. We respectfully request that Brittney Kay Anderson be given full consideration for the 2024 My SoCal Hospital Heroes Award. Her contributions to CHOC and the Orange County community are immeasurable.



is proud to salute each of the 2024

My SoCal Hospital Heroes

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



and Congratulate

My SoCal Hospital Hero

Anthony Quarles MSN RN CEN

Director of Emergency Services
PIH Health Good Samaritan Hospital

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



PIHHealth.org

These extraordinary individuals go above and beyond every day, providing outstanding care and support to our communities.

We are especially proud of our very own **Clarissa Cabil, RN**, selected as a recipient of the 2024 MySoCal Hospital Heroes Award! Clarissa is a dedicated clinical nurse in the UCLA Health neonatal intensive care unit, passionately committed to providing the best care for our patients and their families.

**Thank you to the Hospital Association
of Southern California
for honoring these special Hospital Heroes!**



Crystal Solis, RN
Acute Care Fellow

Providence Little Company of Mary Medical Center
San Pedro



Edward Lord
Director of Facilities

Providence Holy Cross Medical Center



Mindi Burfield, RN, BSN
Stroke Coordinator

Providence St. Mary Medical Center



Nathalie Orloff, MD
Pathologist, Clinical Laboratory

Providence Saint John's Health Center

LIFETIME ACHIEVEMENT AWARD

Providence is proud to honor **Crystal Solis, RN; Edward Lord; Mindi Burfield, RN, BSN** and **Nathalie Orloff, MD**, as 2024 My SoCal Hospital Heroes. Thank you for the care and compassion each of you brings to our patients each and every day.



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Celebrating hospital heroes.



Parien Greenall
Dignity Health
Marian Regional Medical Center



Tony Marcelli
Dignity Health
California Hospital 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.

Hello humankindness®



Congratulations, 2024 My SoCal Hospital Heroes

We are thrilled to celebrate all honorees, including our very own Workforce Development Manager, Angeli Mancuso. Thank you, Angeli, for your leadership and commitment to our team and community.



Children's Hospital Los Angeles
congratulates the

Hospital Association of Southern California

for honoring outstanding contributions in health care. CHLA proudly celebrates all honorees at the **2024 My SoCal Hospital Heroes Awards**, including our very own

Olga Taylor,

for their remarkable leadership and dedication to our community.

323.660.2450
CHLA.org





**Congratulations to
Patty Nogueda, RN, BSN
on being named a
2024 My SoCal
Hospital Hero!**

Thank you for taking care of
our community beyond our
hospital's walls.



huntingtonhealth.org/community



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Congratulations **2024 HOSPITAL HEROES**

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CONGRATULATIONS!

2024 Diversity in Health Care Scholarship and Stipend Program Recipients

Communities Lifting Communities and HASC are thrilled to award 11 scholarships and three stipends to this year's class of recipients. The **Diversity in Health Care Scholarship and Stipend Program** was created in 2023 to help reduce health disparities and improve community health in Southern California by fostering a more diverse workforce. It aims to reach this goal with financial support for HASC member hospital employees and interns, especially those from underrepresented communities, as they pursue health care careers. Learn more at clcscholarships.hasc.org.

THANK YOU, SPONSORS!



Scholarship Awardees

AUDREY ARTEAGA
St. Francis Medical Center

DAVID RAMIREZ
Huntington Health

ANTHONY ODII
Centinela Hospital Medical Center

HOVIK BAGHDESERIAN
Huntington Health

ADAM RUACHO
St. Francis Medical Center

LIEN HY
Huntington Health

BRISA MARTINEZ
Hoag Hospital Newport Beach

SIOUN LEE
Providence Medical Foundation

DEBBY OSORIO
Providence Saint John's Health Center

MARY ZAKARYAN
Huntington Health

ANABEL VALDEZ
Providence Health Services

Stipend Awards

ADRIANA TOLEDO
*College to Career Diversity Intern
Community Health San Bernardino
(CommonSpirit Health)*

ABBY CHOY
*College to Career Diversity Intern
Communities Lifting Communities*

ROBYN WRIGHT
*College to Career Diversity Intern
Community Health San Bernardino
(CommonSpirit Health)*

With deep gratitude and admiration, we pay tribute to the firefighters and EMTs who have battled Southern California's relentless wildfires, including the Bridge Fire, Line Fire, Lake Fire, Airport Fire, and Post Fire. Time and again, our dedicated first responders put their lives on the line to protect our communities, save lives and offer hope in times of danger and fear. Their selfless actions on the ground show true courage as they face threatening conditions with spirit and compassion. Their bravery and sacrifice stands as a testament to the strength and unity that shines through in our most difficult moments. May these heroes and their commitment to service continue to inspire us all.



Thank you!

Our deepest thanks to everyone involved in making our 2024 gala a success. Your outstanding nominations and continued support helped bring everything together, once again! We truly couldn't continue to host such a meaningful event without each of you.

A special thank you to our Nomination Committee, whose thoughtful insights and difficult decision-making brought together some of the best hospital employees from across the HASC region. And to the Sheraton Grand Los Angeles team, your outstanding service and stunning venue made the evening even more memorable.

Finally, thank you to our hospital employees! The care and dedication you provide to our patients and community every day does not go unrecognized. You make all the difference, and we wouldn't be here without you.

We look forward to honoring a new cohort of incredible Hospital Heroes with you all next year!

— The My SoCal Hospital Heroes Planning Committee

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