

**Grant Helps
Adult Day Center's
Garden Grow**
— Page 7



NorthBay Adopts Surgery Center

The Surgery Center at NorthBay VacaValley will be completely owned by NorthBay Healthcare by the end of August.

The 12,000-square foot Ambulatory Surgery Center (ASC) opened on the VacaValley Hospital campus in 2007 as a joint venture between NorthBay and several local physicians. It features three operating rooms, three procedure rooms and two rooms specifically designed for pain management procedures.

Employees at the surgery center will become NorthBay employees in August.

"We worked with our physician
See SURGERY, Page 5

GOODBYE, HELLO



Rhonda Martin, R.N., (left) was appointed interim Chief Nursing Officer, taking the reins from Kathy Richerson, R.N., who has held the position for the past 15 years. To see photos from some of the celebrations honoring Kathy last week, see Pages 8-9.

CNO Begins Retirement; Interim Steps Up

Along with the first celebrations honoring retiring Vice President and Chief Nursing Officer Kathy Richerson came the announcement last week that Rhonda Martin, R.N., will assume the duties of interim

vice president and CNO.

With NorthBay Healthcare since 1999, Rhonda was hired as quality improvement coordinator. In the years that followed, she served as director

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Teresa Langley

Joining the Move Management

Teresa Langley, service line development director for Oncology, Cancer Center and Pain Management, adds a new hat to her NorthBay Cancer Center responsibilities, as she has assumed the lead role for ambulatory services in helping to plan and coordinate the Cancer Center and other specialty services' move into the

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WELCOME NEW FACES

Andreas Barrus

Respiratory Care Practitioner II
Respiratory Therapy, NorthBay Medical Center

Stacy Broyles

Respiratory Care Practitioner IV
Respiratory Therapy, NorthBay Medical Center

Luisa Crisostomo

Home Health Nurse
NorthBay Health at Home

Bianca Flores

Certified Nurse Assistant
Unit 1800, NorthBay Medical Center

Robin Miller

Social Media/Online Specialist
Public Relations, NorthBay Healthcare

Thomas Moore Jr.

Environmental Services Aide
Environmental Services, NorthBay Medical Center

Gilbert Ontiveros

Cardiac Ultrasonographer Tech
Cardiovascular Surgery Clinic

Erica Page

Imaging Support Specialist
Solano Diagnostics Imaging

Doris Zulaybar

Patient Access Ambassador II
Admitting, NorthBay Medical Center

Another Journey Begins

Registration has opened for another session of NorthBay Healthcare's popular seven-week "Journey to Health."

The course will kick off Aug. 20 at the VacaValley Health Plaza, 1010 Nut Tree Road, Room 290, in Vacaville.

The class will run from 5:30 to 7:30 p.m. on Thursday nights, through Oct. 1.

Special rates apply for NorthBay Healthcare employees.

Register today by visiting NorthBay.org/Journey or call (707) 646-5489 for information.

Move ... (From Page 1)

Wellness Center in Vacaville.

Her partner in coordinating the move is Adrian Riggs, director of Solano Diagnostics Imaging, who will not only coordinate the move of SDI into the building, but is also working with the fitness center component.

Teresa will be responsible for coordinating move plans with orthopedics, rehabilitation services, cardiac rehabilitation, and Diabetes & Endocrinology, as well as the Cancer Center.

The hat of a "Move Coordinator" is one that Teresa has worn many times and at many organizations before coming to the NorthBay Cancer Center in March. She has more than 20 years of experience as a healthcare administrator focusing on service line development, including oncology, cancer cancer, cancer hospitals and palliative care – and all their respective ancillary services.

Her work has involved building cancer programs from the ground up, from initial strategy, through the design and construction phase, through final implementation, at such facilities as the University of California San Francisco Mission Bay, the University of California San Diego Jacobs Hospital, South Bay Mexico, Scripps Healthcare, Sharp Healthcare, the Beverly Hills Cancer Center, Oklahoma University Cancer Center, and numerous cancer facilities across the Midwest. She is certified in Six Sigma and LEAN.

Teresa's first step involved establishing a plan for continuum of care that addresses cancer patients at both campuses, including coordination of services between diagnostic imaging, chemotherapy infusions, pathology, pharmacy, and orthopedics. Radiation oncology will be offered at the VacaValley campus.

"As part of the transition, we're developing a plan to create a core group of nurses who will become oncology-certified and can serve both campuses," she notes.

Next steps involve strategies such as creating a communication plan for physicians, patients and the community, a staffing plan, technology and training schedule, and a schedule for the physical move itself.

"We know that Teresa's expertise in this field will help, not only with a smooth transition to the new Cancer Center, but also in bringing our program to the next level in Solano County," says Aimee Brewer, president of Ambulatory Services.



Rotarian of Year is One of Our Own!

Kelly Rhoads-Poston, marketing representative for NorthBay Healthcare, has been named Rotarian of the Year by the Fairfield-Suisun Rotary Club for her distinguished service, loyalty and devotion, especially focusing on help for the youth of the community.

On behalf of Rotary and with the support of NorthBay Healthcare, she has coordinated a career fair for Fairfield High School for the last two years.

This year, she was able to gather 50 employers from all industries to participate.

"I worked on this event for at least eight months," she recalls. "It took months of calling, e-mailing, and meeting with various companies to pull it off, but it was a huge success, and much appreciated by the school."

She also spearheaded a project to beautify the entryway at Fairview Elementary School.

"This project took about 10



Kelly Rhoads-Poston

months to come to fruition. In the end, I coordinated with the principal to have a sprinkler system put in, I researched which plants would fare best and then organized our team to dig up the old plants and plant new ones. We had the area looking great within two hours."

In another project, the Fairfield-Suisun Rotary teamed with the Grange Middle School Robotics program, sponsoring their middle school tournament and providing help with the event.

"I organized a team of Rotarians to volunteer the day before the tournament and the day of the event," says Kelly. "It was wonderful to see other Rotarians experience what VEX Robotics is all about and have them involved with our youth."

And yes, there were more instances of her dedication. She volunteered to staff a local Pumpkin patch, work at a local food bank, served dinner at the Police Activities League center and more.

"We're proud of how well Kelly represents us in the community, with her time and dedication," says Elnora Cameron, vice president of Strategic Development. "She makes NorthBay shine with all her good work."

Kelly is the second NorthBay Healthcare employee in recent years to earn the award. Colleen Knight was honored by the same club with the Rotarian of the Year honors in 2006-2007.

NorthBay Guild Issues Penny Wrap Challenge to All Departments

Let's wrap up the Guild's annual penny wrap with a challenge.

Can your department beat the contribution made by Cardiac and Pulmonary Rehabilitation? So far, they have turned in 97.9

pounds of pennies and silver, and \$40 in paper bills. There is still time for your department to beat them!

The final wrap up will be Friday, Aug. 28. Come by and empty your pockets at the Penny

Wrap table outside the NorthBay Medical Center gift shop. If you need a volunteer to pick up your donations, call Pam Reeder at 864-5040. Your contributions will be donated to the NorthBay Healthcare Foundation.

PeriOp 101 Has Begun with PONIs

During the last several years, Perioperative Services has been challenged with recruiting experienced operating room nurses, according to Susan Gornall, R.N., senior director, Perioperative Services, Wound Care and the Ambulatory Surgery Center.

With the addition of new service lines such as trauma and neurosurgery, the goal quickly became staffing the operating room on a 24/7 basis.

Numerous job postings were placed in an attempt to fill the needed positions, but qualified applicants were few and far between. After some creative thinking, Susan formulated a plan to start NorthBay Healthcare's own operating room nurse training program.

Administration committed funding to purchase Association of Operating Room Nurses (AORN) PeriOperative 101 Course, which includes "seats" for interns, preceptors, and administrators.

PeriOp 101 is a 10-week comprehensive didactic course that combines computer modules, reading, videos, and on-the-job training, culminating in a certification exam at the completion of the course.

Four Perioperative Nurse Intern (PONI) positions were posted internally for NorthBay



Susan Gornall, senior director of perioperative services, wound care and the Ambulatory Surgery Center poses with (front row, left to right) interns Sandy Spraktes, R.N., Chris Johnson, R.N., Noel Oribello, R.N., and Maria Caballes, R.N., and (back row) preceptors Brian Jimenez, R.N., and Sharon Picciano, R.N., instructor Tess Challis, R.N., and CJ Swanson, R.N., clinical manager.

and VacaValley nurses, and a short article was written in the *FYI* to disseminate the information to staff throughout the organization.

Soon, 24 applications were received and the selection process began. Perioperative clinical nurses, surgical technologists, and nurse leaders comprised the interview panel responsible for creating questions and scoring guidelines. Applicants were screened through Job Science and nine candidates were chosen through a criteria-based selection process.

Candidates spent a morning with a nurse in the OR to determine if they wanted to proceed with the application process; this was followed by panel interviews. Four registered nurses were finally selected to become part of the first PeriOp 101 training course.

Tess Challis, R.N., who

originally came to NorthBay Healthcare as a traveler on the night shift, has contracted with the hospital to teach the course on-site. Tess has 40 years of operating room experience and prior experience in teaching. Sharon Picciano, R.N., and Brian Jimenez, R.N., were chosen to be preceptors since they themselves went through the PeriOp 101 class in Napa in 2012.

The four registered nurses selected for the first PeriOp 101 course are Maria Caballes (1-West), Christopher Johnson (1-West), Noel Oribello (Acute Care Unit, NB), and Sandy Spraktes (Unit 1800).

On June 1, 2015, these nurses began their journey to become perioperative nurses. By the beginning of 2016, they will be fully assimilated into the team. Plans are already under way for the next PeriOp 101 session to begin in the spring of 2016.

Director Takes On Surgery Center

Susan Gornall, director of Perioperative Services and Wound Care, has been promoted to senior director, Perioperative Services, Wound Care and the Ambulatory Surgery Center (ASC).

"Susan has vast experience in the perioperative arena and has recently completed the Association of PeriOperative Registered Nurses' course in managing ambulatory surgery programs to prepare for this new opportunity," says Kathy Richerson, vice president and chief nursing officer (now retired), when making the announcement last week.

"She has a proven track record of leading teams to success and building programs that are focused on clinical excellence and positive patient experiences," Kathy adds. Susan is already working with the ASC staff to begin the transition of the center to a separate division of NorthBay Healthcare Group.

Susan came to NorthBay in June of 2007 as a traveler director. One of her main focuses was to build a Cardiovascular Operation Room (CVOR) and all that was included — training staff, purchasing equipment, helping in the design of the CVOR, etc. Later, she was offered a permanent position as director of Perioperative Services. In 2012, the Center for Wound Care was added to her duties.

Before coming to NorthBay, Susan had a year-long travel assignment in Watertown, N.Y. "Then I heard about the NorthBay position and I had to



Susan Gornall

weigh my decision to leave 10 feet of snow to move to a place near Napa Valley. Tough decision!" she says.

Most of Susan's 20-year career in management was spent at two Magnet hospitals in a western suburb of Chicago. She has been working in surgery since 1972 when she began her career as a LPN/OR tech.

Susan earned her nursing degree at St. Francis Medical Center nursing school in Pittsburgh, Pa., and her bachelor's and master's degrees at the University of St. Francis in Joliet, Ill.

Surgery ... (From Page 1)

partners to transition to our complete ownership so that we could upgrade the equipment and instruments used there," says Gary Passama, NorthBay Healthcare President/CEO. "Having the ASC completely owned by NorthBay will also make the operations more consistent with the rest of our organization."

The center's name will remain the same for now and it will operate as a separate division of the NorthBay Healthcare Group. The hospitals and ambulatory services are the other divisions, Gary adds. Konard Jones will oversee this new division.

Guild Delivers Vases of Cheer

NorthBay Guild volunteers have begun delivering little bud vases of good cheer to all newly admitted patients.

The vases feature a tiny silk flower and cheerful note that wishes the patient a speedy recovery. The note also includes a Vocera phone number to call should the patient need assistance from a volunteer. "Guild members came up with the idea as

a way to enhance our patients' experience, based on our NorthBay Way ideals," explains Jane Hilliard, director of Volunteer Services. Patients are invited to take the vases home with them when they are discharged.



New location, New Café Menu Items

The paint has dried, colorful art is on the walls, and employees are welcome to come in and enjoy their breakfast, lunch, dinner or a snack in the new NorthBay Café Dining Room at NorthBay Medical Center.

"We heard you last fall when we did a complete rebuild of the NorthBay Café, complete with redesigned flow, credit, debit, and payroll deduct capabilities," writes Dante Tolbert, assistant Vice President of Operations. "We heard you, and opened the cafés well into the evening hours and on weekends to better serve all of you. In July, we took another step forward in making this service more accessible by opening the café dining room for employees."

Not only will it provide a nice break area for employees, but it aims to free up space for the public to use in the café.

"This was a coordinated effort between many departments that worked hard to design and shape this space into something that our staff can enjoy," says Dante.

As you exit the café, you'll find the break room behind the first door on the right. Use your badge to gain access.

"Not only will you find a comfortable place to sit, but there are also lots of under-the-counter outlets for charging your personal electronic devices," says Kathleen Shafer, manager of Nutrition Services. Employees are asked to pitch in to keep the area clean.



What's New On the Menu?

The NorthBay Café will offer some new and exciting dining selections beginning Aug. 17, according to Ted Pakenham, nutritional services supervisor.

The Pacific Rim Bowl will feature different options that include rice, chow mein noodles, chicken, beef and seafood.

"There will always be a vegetarian option with stir-fried vegetables and the sauce options will range from sweet and sour, Szechwan, Korean BBQ to Asian sesame and teriyaki," says Ted.

Check the café internet menu each week to see what will be offered. A complimentary fortune cookie will be given with each Pacific Rim Bowl – "for good luck," says Ted.

NorthBay Again Will Fill The Ambulance for Local Schools in Need

For the second year in a row, NorthBay Healthcare employees are stepping up to fill our NorthBay Healthcare trauma ambulance with school supplies for Fairview and Padan elementary schools.

If Padan and Fairview sound familiar, it's because they are the two schools NorthBay adopts every December for our Adopt-a-School program.

The Fill-the-Ambulance program will bring the ambulance to a campus near you. The first stop is NorthBay Medical Center. The ambulance will be parked in the red zone by the hospital lobby, from 6:30 to 9 a.m., and 2:30 to 6 p.m. on Aug. 12.

The next stop is Green Valley Administration Center, where the ambulance will be parked in the circle at the entrance from 11:30 a.m. to

1:30 p.m. on Aug. 13.

The final destination is VacaValley Hospital, where the ambulance will be parked in parking spaces near the front lobby from 6:30 to 9 a.m. and 2:30 to 4 p.m. on Aug. 14.

Volunteers will be on hand during those times to accept your donation and offer a receipt.

For a list of needed supplies, visit My NorthBay, your employee portal.



Helen Cornelius, (at left) a participant in the Adult Day Center program, points out some of her favorite herbs – oregano and basil – that have been planted in the rolling planters provided thanks to the Wells Fargo Bank grant. Gardening is a favorite activity for Adult Day Center participants.

Grant Helps Garden Grow

There's something therapeutic about digging in the dirt, planting a few seeds, watching them grow and then harvesting the fruits of your labors.

Just ask any one of the program participants at the NorthBay Adult Day Center how much they enjoy tending to the vegetables and herbs in garden beds at the facility. "Gardening is one of their favorite activities," says Sandy Perez, program manager.

And now, gardening at the Adult Day Center has become even more senior-friendly, with the addition of two large planters, built with funds from a Wells Fargo Bank grant.

"The garden beds are just wonderful," says Doreen Savage, activity coordinator at the center. "The participants have easy access to them because they are waist high. And, they're on wheels so we can move them around to make room for other activities on the patio.

"They really enjoy it," Doreen adds. "We have planted squash, tomatoes and herbs. We used the dill in our cooking class recently, and we added it to our tuna sandwiches. It was delicious."

Receiving the funds from Wells Fargo Bank is a much-appreciated gift, she adds. "We couldn't ask for anything better."



Goodbye ...

(From Page 1)

of clinical support services and infection control, director of medical/surgical services, eventually senior director and later assistant vice president of nursing operations.

"I am honored and excited for this incredible opportunity," says Rhonda, noting that the groundwork and high standards are well established. "It will be my job to keep us on the same path, to provide the continuity and stability as we go forward and to take it to the next level."

In her expanded role, Rhonda will be responsible for clinical nursing services across the patient care services division. She will work closely with Konard Jones, president of the Hospital Division, who will oversee strategic and planning activities for trauma, surgical services, the Surgery Center, cardiology services and emergency services within the nursing division.

"These are exciting times for NorthBay and I trust you will provide the same level of support to Rhonda as you have to Kathy during these past 15 years as we continue to care for our patients, their families and ourselves the



An exuberant Kathy Richerson (left) is ready to celebrate at one of several parties held in her honor last week marking her retirement. She celebrates (below) with the engineering team at VacaValley Hospital.



NorthBay Way," wrote Konard Jones, president of the Hospital Division, in a memo to staff.

The key to success for the interim period is teamwork, says

Rhonda. "We have a great team, and I know I can rely on them to help me going forward."

Although Kathy's last day was
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Senior managers (at left) gathered to wish Kathy (center) the very best. They included Gary Passama and Konard Jones (seated) and (back row, left to right) Nicole Brocata, Art DeNio, Ken McCollum and Diana Nalett.





A large crowd (above) gathered into the Annex conference room to wish Kathy all the best upon retirement as vice president and chief nursing officer for NorthBay Healthcare.

Goodbye ... (From Page 8)

July 31, she has pledged to be available as a consultant and still plans to attend a national nursing convention with her NorthBay colleagues in Atlanta in October when the prestigious Magnet Recognition honors are awarded.

Kathy's many accomplishments and accolades were celebrated throughout the system last week with farewell parties at Green Valley Administration Center, NorthBay VacaValley Hospital and NorthBay Medical Center.

"As I leave NorthBay I want to reiterate that this has been the best job I've ever had," said Kathy following one of her going-away parties last week. "There is no other organization like NorthBay in my experience. The focus of all members is on patient care and the needs of our community ... I am proud to have been a part of it."



A number of nursing leaders and support staff (above) gathered in the home of Rhonda Martin to wish Kathy a great retirement. They reminded her she still has to come back in October to participate in the Magnet conference in Atlanta. Kathy (at left) gets a hug from Miguel Reyna, food production supervisor, during her celebration at NorthBay Medical Center last week. Kathy's parties stretched from Green Valley all the way to Vacaville.

September: Time to Raise Sepsis Awareness

September is Sepsis Awareness Month, and NorthBay Healthcare's Sepsis Program Manager Natalie Correll-Yoder, R.N., and her Sepsis Committee want to ensure that our employees are in the know.

Sepsis, sometimes called blood poisoning, is one of the most common causes of death in hospitals around the country, killing 210,000 people a year, which is more than breast cancer and prostate cancer combined.

Nationwide, the reported sepsis mortality rate ranges from 14 percent to as high as 40 percent. In 2014, NorthBay saw a sepsis mortality rate of 21 percent, because sepsis wasn't detected early enough. While NorthBay's numbers aren't as alarming as some, the committee believed it can be lowered.

The sepsis team has been working since then on improving the sepsis identification and treatment

process, such as streamlining physician and nursing workflows, compliance with sepsis Powerplan usage, and with accurate documentation.

Natalie's core team includes Dr. Maqbool Ahmed, Dr. Ali Hassani, Dr. Guyve Shalileh, Rebecca Henrickson, R.N., Adrian Caguiat, R.N., Andrew James, R.N., Tony Waite, Becky Petersen, Maria Miralles, R.N., Dawn Hanneman, R.N., Megan Davis, R.N., Cody Kendall, R.N., Kenny Woods and Letitia Goodjoint.

Starting Oct. 1, the Center for Medicare/Medicaid Services (CMS) will require hospitals to report on a new core measure: the timeliness, identification and treatment of sepsis. It includes more than 60 measure-specific elements, which require complete documentation of treatment.

"We will be ready to meet these new standards," says Natalie. "That is our commitment to our mission and our patients."

Will NorthBay Ever Reconsider Offering PTO buyouts?


Dear Direct Line:

Will NorthBay ever return to the PTO buyout for employees reaching their cap? Please don't answer with "We want our employees to take a vacation." With our system growing so fast and our hospitals so busy, sometimes it's just not possible to get away. And, for non-managers, who can only expect a 2 percent to 3 percent raise, cashing in an extra 40 to 80 hours at the end of the year is a big financial help. It may even pay for next year's vacation.

If you cannot offer the PTO buyout, which I might add most "Best Places to Work" do offer, can you increase the PTO cap?

Answered by Ken McCollum, vice president of Human Resources:

There are no immediate plans to revisit the PTO buyout policy, but I wouldn't rule it out for some time in the future. It was a very popular program, and it was a difficult decision to eliminate it. The program was eliminated for



**Questions? Concerns?
Ask Direct Line for Answers**

Do you have a question or concern about an issue at NorthBay Healthcare? Direct Line was established many years ago to give you a forum to ask questions and to receive timely answers in *FYI*.

Employees can submit questions to Lorie Jarvis in Human Resources. Lorie will forward the question to the appropriate manager for an answer, and the reply will be published in *FYI*. Questions can be submitted signed or anonymously. If signed, the writer's name will be removed from the question before it is submitted for an answer and it will be published anonymously as well.

budget reasons during a financial downturn for NorthBay. We have done much better since. If we keep doing well, it will make it easier to think about restoring the program in some form.

As for vacation, managers need to be managing their staffing schedules so that all staff have a reasonable opportunity to take time off during the year. Employee wellness is a huge concern and we need to be supporting our employees in this area. Adequate time off from work to recharge your energy and enthusiasm for what you do

is essential. I realize it is easier said than done, however. We are starting our budget process for 2016, and staffing issues will be front and center.

We'll take a look at how many employees are bumping up against their PTO accrual maximum. However, I don't think it is likely that the PTO cap would be increased any time soon. Hospital benefits survey data tell us consistently that NorthBay's PTO program is among the most generous programs currently available among California hospitals.

Respiratory Fit Testing Calendar Set For August

Annual Respiratory Fit Testing for all non-nursing employees who enter patient rooms is this month.

This includes housekeepers, some nutrition staff, case managers, respiratory therapists, radiology techs, and other ancillary employees.

Please ask your manager if you are required to be fit tested, as this is a condition of employment, according to Sandra Ohlson, R.N., Employee Health coordinator.

The test takes about 10 to 15 minutes. Each employee is given a mask that the evaluator thinks might fit, then a hood is placed over their head. A saccharin solution is sprayed into the hood and the employee won't taste it if the mask fits right.

If you have questions about the test, please contact Sandra in

Non-Nursing RFT Schedule

Wednesday, Aug. 5

Penn Tab lobby
7:30 to 11:30 a.m.
12:30 to 4 p.m.

Thursday, Aug. 6

VVHP, Suite 240
7:30 to 11:30 a.m.
12:30 to 4 p.m.

Monday, Aug. 10

Penn Tab lobby
7:30 to 11:30 a.m.
12:30 to 4 p.m.

Tuesday, Aug. 11

Penn Tab lobby
7:30 to 11:30 a.m.
12:30 to 4 p.m.

Monday, Aug. 17

Penn Tab lobby
7:30 a.m. to noon

Wednesday, Aug. 19

VVHP, Suite 240
7:30 to 11:30 a.m.
12:30 to 4 p.m.

Thursday, Aug. 20

Penn Tab lobby
12 to 4 p.m.

Monday, Aug. 24

Penn Tab lobby
7:30 a.m. to noon

Tuesday, Aug. 25

VVHP, Suite 240
7:30 to 11:30 a.m.
12:30 to 4 p.m.

Wednesday, Aug. 26

VVHP, Suite 240
7:30 to 11:30 a.m.

Thursday, Aug. 27

Penn Tab lobby
7:30 a.m. to noon

Test Locations

Penn Tab Building lobby

1900 Pennsylvania Ave., Fairfield

VacaValley Health Plaza

1010 Nut Tree Road, Suite 240, Vacaville

Riders, Volunteers Sought for Fourth Annual R2D2 Ride Oct. 4

Want to help NorthBay Healthcare assure that its fourth Annual Ride to Defeat Diabetes (R2D2) is another rousing success? Sign up to participate in one of the rides, volunteer to help, or do both.

Volunteers are needed to help set up, strike down, serve lunch or serve as course monitors. If you time it right, you may also be able to join in on one of the three rides.

Your efforts will help raise awareness of Solano County's diabetes crisis in the process.

The fourth annual Ride to

Defeat Diabetes is set for Sunday, Oct. 4.

Funds raised during the event benefit the NorthBay Center for Diabetes & Endocrinology.

The event has three separate rides: an easy 10-mile ride to the unincorporated area of Elmira, and 25-mile and 60-mile rides for more serious cyclists. All will start from NorthBay VacaValley Hospital, 1000 Nut Tree Road in Vacaville.



Volunteers can sign up, and riders can register now at the R2D2 website at www.nothbay.org/r2d2.

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

T-shirts, a raffle ticket, lunch and refreshments will be provided for registered riders.

Understanding Our Taiwanese Patients

When caring for patients who are from Taiwan, or part of Taiwanese families, it's helpful to know a bit about their customs. The official language of Taiwan is Mandarin Chinese, and nearly 95 percent of Taiwanese follow Buddhism. Not just a dominant religion for this population, following the Buddhist faith also permeates their outlook on life and moral philosophy. Most Taiwanese are friendly, polite, tolerant and patient.

When first greeting a Taiwanese patient, a nod of the head is appropriate. Taiwanese do not normally shake hands when greeting each other,

but instead will press the palms together in a prayer-like gesture accompanied by a slight bow, called wai. Handshakes are for casual meetings.

Meet face-to-face if possible, and modify the tone and lower the volume of your voice. Outbursts of temper in public are considered poor manners, so Taiwanese will strive to keep a cool head and to conceal their emotions.

Punctuality is of great importance, and elders are shown great respect. They usually will make family decisions.

Do not touch or point at anything with your feet, as they are considered dirty. Taiwanese consider the head as the highest



part of the body — both literally and figuratively. So, it's not appropriate to touch anyone on the top of the head, particularly the head of someone's child, even if

intended as a friendly gesture.

As for end-of-life care, it is important to remember that for Buddhists the state of mind at the time of death is vitally important. To die with a calm and peaceful mind, with strong spiritual and positive thoughts, is the goal. Death is viewed as an opportunity for great spiritual achievement for those who are prepared. Buddhists believe that a happy, positive, peaceful mind creates a life of good deeds and morality, which produces a happy, fortunate rebirth.

NorthBay Hosts EBP Symposium

Registration is now open for NorthBay Healthcare's second annual EBP and Nursing Research Symposium, 8 a.m. to 5 p.m. on Sept. 11, at the Green Valley Administration Center.

Employees can register for a reduced cost of \$55 for the day, and a Continuing Education certificate for seven hours will be granted on completion.

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

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

Please Help NorthBay Conserve Water

Everyone can help NorthBay in its water conservation efforts by reporting any dripping faucets, running toilets or broken sprinklers. If you spot a leak or have an idea, don't hesitate to

contact the Water-saving hotline at (707) 624-SAVE (7283), or send an e-mail to savewater@NorthBay.org.

Tips and ideas for ways to save water are also welcome!

DATES TO REMEMBER

- 08.05.15 Retirement Plan Meetings
– VVHP Suite 290
- 08.06.15 Retirement Plan Meetings – Penn Tab lobby
- 08.20.15 Advanced Medicine Lecture – Dermatology with Dr. N. Kamath
- 08.22.15 Oakland A's Baseball Game – A's vs. Tampa Bay Rays
(Fireworks show following game)