

Keeping You In Touch

October 2021

A Publication of the Pomona Valley Hospital Medical Center Marketing Department

PVHMC Offering \$50 Mammograms During Breast Cancer Awareness Month in October

In 2021, Pomona Valley Hospital Medical Center (PVHMC) has seen a 25% decrease in women scheduling an annual screening mammogram for breast cancer. That's more than 1,000 women who are late in receiving this vital health screening. Early detection of breast cancer saves lives.

Postponed appointments may have been caused by a number of factors, including fear of contracting COVID-19 in a health care setting, or economic factors such as loss of health insurance or finances during the pandemic. It is safe to visit PVHMC's Breast Health Center and the Pomona Valley Health Centers. PVHMC is taking extra precautions to keep patients safe. And in an effort to reduce financial barriers and encourage women to get screened, during the month of October, PVHMC is offering \$50 screening mammograms with no physician order or proof of insurance required.

Breast cancer is a devastating disease and the second most common cancer among women, according to the Centers for Disease Control and Prevention (CDC). In women who are over 40 or at a high risk of developing breast cancer, annual screening mammograms are crucial to early detection and diagnosis, which can lead to more treatment options and successful health outcomes.

"Early detection is critical to treatment of breast cancer," says Paul Reisch, MD, medical director of the Breast Health Center at PVHMC. "Please don't delay your mammogram any longer – we have COVID-19 precautions in place to protect your health and safety, and have lowered the cost to \$50 so no one has to put off this potentially lifesaving screening."

Women who are eligible for this screening include:

- Women over 40 years of age
- Women without breast implants
- Women who do not have a history of breast cancer in the past five years
- Women who are not currently experiencing breast problems
- Women who have not had a COVID-19 vaccine in the past 4-6 weeks

While many breast care centers only offer 3D mammography to women with dense breast tissue, PVHMC was one of the first in Southern California to offer digital 3D mammography to all of its patients, regardless of their income or insurance coverage. Additionally, the hospital has invested in a new technology that decreases the amount of radiation patients are exposed to during a 3D mammogram.

In 2019, PVHMC also became the first in the region to offer the SmartCurve™ breast stabilization system, which is clinically proven to deliver a more comfortable mammogram without compromising image quality, workflow or dose. The system detects more invasive cancers, and reduces false positives, pain and discomfort associated with flat paddle compression traditionally used for mammograms.

To schedule a \$50 3D mammography appointment in October at the Breast Health Center in Pomona, or at the Pomona Valley Health Centers in Claremont, Chino Hills or La Verne, call PVHMC's scheduling line at (909) 469-9395. PVHMC's cancer program is accredited by the American College of Surgeons Commission on Cancer.



Brain Teaser on page 24.

POMONA VALLEY HOSPITAL MEDICAL CENTER

HOSPITAL HUDDLE

with
Rich



Don't Let the Sun Go Down Without Saying Thank You to Someone

It has been a challenging 18 months. Just when we think there's light at the end of the tunnel – darkness creeps in. There have been highs and lows. We've all had good days and really, really hard days. Stress and anxiety are high. Emotions are riding an endless roller coaster. The same is true for our patients and their loved ones. We are all feeling the long-term effects of the pandemic.

**"Don't let the sun go down without saying thank you to someone, and without admitting to yourself that absolutely no one gets this far alone."
– Stephen King**

I see you and all that you are going through – and I am deeply grateful for all you do to deliver safe, high-quality, compassionate care in the midst of a continued extraordinary period in our lifetime. I see you supporting your colleagues. I see how you make Pomona Valley Hospital Medical Center (PVHMC) the trusted Hospital of choice in the region. And I see you bringing your best self to work every day – even when tremendous responsibilities and worries may be waiting for you at home.

It's scientifically proven that gratitude improves physical health, psychological health, enhances empathy and reduces aggression, improves self-esteem, increases mental strength – and grateful people sleep better. That sounds pretty amazing to me! So, let's challenge ourselves in the days, weeks and months ahead to experience the healing benefits of gratitude.

Here, I'll go first – I am incredibly thankful for our PVHMC Associates, Physicians and Volunteers because I know that we could not carry out our mission to care for our community alone.



Welcome FMRP Class of 2024

The Family Medicine Residency Program welcomes its class of 2024!
This class of residents come from various institutions across the nation and each resident comes with diverse knowledge and experience.



Dr. Khoi Trinh is a graduate of Western University of Health Sciences College of Osteopathic Medicine of the Pacific. In his free time, Dr. Trinh teaches Vietnamese to adolescents and enjoys playing soccer.

Dr. Anthony Smith is a New York native and a graduate of Ross University School of Medicine. Dr. Smith's passion to serve vulnerable communities inspired him to host an art show to raise funds for a medical missionary trip to Honduras.

Dr. Patricia Doan is a graduate of Western University of Health Sciences College of Osteopathic Medicine of the Pacific who has a passion to serve disadvantaged communities. Dr. Doan has volunteered with multiple organizations including Good Samaritan Medical Dental Ministry (GSMDM).

Before attending medical school at Kansas City University of Medicine and Biosciences College of Osteopathic Medicine, Dr. Tung Chu worked on cancer research. His decision to pursue a career in Medicine is a result of his desire to serve others.

Dr. Simona Bor is a graduate of Harvard Medical School. Dr. Bor has a background in research and is multilingual; she speaks Spanish and Romanian.

Dr. Malvin Vien comes to us with experience as a Fashion Designer. Prior to attending the University of Colorado School of Medicine, Dr. Vien also worked in the public health sector during which he worked with several NGOs and community clinics.

Dr. Nadeem Albadawi is a Southern California native and a graduate of Western University of Health Sciences College of Osteopathic Medicine of the Pacific. Dr. Albadawi also served as an Osteopathic Manipulative Medicine Teaching Fellow prior to joining PVHMC.

Dr. Cameron Hand is a graduate of Pennsylvania State University College of Medicine who has a desire to improve medical care access in underserved communities. Dr. Hand's hobby includes travelling, hiking, camping, kayaking, cooking and barbecuing.

Dr. Jamila Colder-Rahmaan is a Pomona native and is passionate about healthcare for vulnerable population. As a medical student at Western University of Health Sciences College of Osteopathic Medicine of the Pacific, Dr. Colder-Rahmaan developed outreach programs to promote community health.

We are excited to have them join the program and we welcome them to the PVHMC community!

Visit [www.pvhmc.org](#) to learn more about FMRP residents.



WELCOME

SEPTEMBER 2021 NEW GRAD NURSE RESIDENTS!



A New Way to Host New Grad Program Interviews

With the pandemic, our New Grad RN Residency Program had to develop unique ways to onboard new grads to our Hospital. Interviews were conducted over web-based platforms, such as Zoom and GoToMeeting, so our new grads could have face-to-face communication with the interview panel.

The candidates did a great job at navigating the technology and this has been a successful way to conduct interviews in lieu of in-person interviews. Not only do Managers participate in the new grad interviews, but staff Nurses are included as well. With the August and September 2021 interviews, we have successfully hired 28 new grads!



Pictured is Ganelle Ayres, BSN, RN, CNML, Nurse Manager for the Resource Center; Cyndy Tutt, RN, Nurse Manager for ICU2; new grad Kristin Ahern, RN and Rosephil Facundo, RN, staff Nurse from ICU2, participating in a virtual interview.

STAY UP-TO-DATE ON FLU INFORMATION WITH OUR FLU FIGHTER BULLETIN

Flu season is here! Be sure to read our Flu Fighter Bulletin, shared on PVHMC Announcement emails, and check out the Flu Fighter Intranet Page for influenza news, updates and other announcements!

Our September 29th edition featured flu shot clinic locations, hours and how you can get your flu vaccination badge sticker.

SEPTEMBER 29, 2021
THE FLU FIGHTER BULLETIN

Why Getting the Flu Shot is So Important This Year

Every year beginning in late September, health care workers and residents across the nation are encouraged to take a job to protect themselves and others from contracting and spreading various strains of the influenza virus.

The Centers for Disease Control and Prevention (CDC) estimates that 20,000 – 60,000 Americans die from the flu every year. But, as you may recall, the 2020-2021 flu season was vastly different.

Due to the pandemic, people were wearing masks, staying home, social distancing and practicing hand hygiene in an effort to protect themselves from contracting COVID-19. The result? According to the CDC, “flu activity was unusually low throughout the 2020-2021 flu season both in the United States and globally.”

So, why should you get the flu shot this year? We're glad you asked! Let us tell you...

Now that public health officials have relaxed restrictions, people are more comfortable leaving their homes and socializing with others outside of their immediate household. And in early May we started seeing an uptick in cases of Respiratory syncytial virus (RSV) and the common cold. This is likely to accelerate now that schools are back in session and more people have gone back to work in offices.

As we head into the holiday season, it's more important than ever to get your flu shot. Many of those who did not get sick this past year - with COVID-19, the flu or other viruses - may have a lower immunity to the flu than they have in the past. The vaccine can help protect you from contracting and spreading the virus and prevent severe complications, hospitalization and death.

Please get your flu shot and urge your family and friends to do the same!

Flu shots are available now at PVHMC at our Pomona Valley Health Centers. Keep reading for information on clinic location & hours!

Shot Clinic

The Women's Center Auditorium, however, only move to Occupational Health Services note that our dates, hours and locations through PVHMC Announcements. (go with you!)

FRI	SAT
WC 7:30 am - 1:00 pm	2
WC 1 am - pm	9
	16
	23
	30

Services:

DON'T FORGET TO GET YOUR FLU STICKER!

Vaccine, please remember (please try not to cover apartment).

FLUENZA

Digital copy, to OHS on verified, OHS will

YOUR FLU SHOT

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SEP 29

and check the
announcements and more!

Four Foods to "FALL" for!

By Nancee Perez, RD

APPLES

Harvest Season: - August - November

One of the most cultivated fruits in the world- 2,500 varieties in the US alone! Apples are abundant in phytonutrients (beneficial plant compounds) and fiber content may help reduce risk of cancer, heart disease and dementia. Much of the benefit is in the peel!



POMEGRANATES

Harvest Season: - August - December

These tart little bursts of flavor pack a big punch for health benefits! They have three times more antioxidants than red wine or green tea owing to their potential role in cancer and heart disease prevention.

Fun Fact- One pomegranate can hold over 600 arils (seed pods).

* Easy Pomegranate Pears: Cut 3 pears into wedges & add 2 Tbsp. maple syrup, a dash of nutmeg & cinnamon. Heat in a medium saucepan until boiling, then reduce heat for 10 minutes, stirring occasionally. Cool, and add pomegranate seeds as desired.



PUMPKIN

Harvest Season: - October - February

Loaded in Vit A, this beneficial beta-carotene is what gives pumpkin its bright orange color and disease fighting properties! As your carving your pumpkins this season include the seeds in your food plan. The seeds pack a nutrition punch of minerals including copper, iron, Magnesium, and Zinc.



BUTTERNUT SQUASH

Harvest Season: - September - December

With even more Vitamin A than pumpkin this tuber is also a good source of fiber.

Fun Facts About Sweet Potatoes

Sweet potatoes are often called "yams" in the United States. However, true yams are starchy edible roots that are white in color and have tough skin, which makes them difficult to peel. Sweet potatoes grow under the soil while their leaves grow above the ground.



Sweet Potato Butter Recipe - From the Alabama Sweet Potato Council

Ingredients

- 2 Cups sweet potatoes
- ¾ Cup honey
- 2 Tablespoons lemon juice

Instructions

Combine all ingredients in a saucepan over low heat. Cook and stir until mixture is thick and smooth about 25 minutes. Pour into two cups; cover and refrigerate.

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Thank you

Respiratory Therapists !!!



I love our RT's for their sense of humor and always being ready in a pinch. Nursing could not do it without our RT's.
Justin Chop, RN

How can your RCP know you appreciate them?

Introduce yourself to your RCP
Join your RCP to assess a deteriorating patient
Team up for shared responsibilities.
We want to work together!!!



Keep up the great work! –
Eltahir, MD

Our RT's are the BEST!
They are always there for us.
Sue Mannerino, RN

The teamwork of the RT's is appreciated by nursing.
Babyanna Rose, MT/LVN

"Shout out to the NICU Respiratory therapists. Their expertise and meticulous attention to detail allow us to care for the smallest and most fragile patients at Pomona and beyond. They have biggest hearts for the smallest people."
Dr. Sun



Our Respiratory Therapists are an essential part of our team. They play such an important role in improving the quality of our patients lives. Thank you for all you do!!!
Jay Owens, Director MS4, MS5, Tele 6

The Respiratory Therapists are great at keeping our patients breathing.
Elyse Kidwell, RN

I love our Respiratory Practitioners. They are a crucial part of the health care team. They play an important part of patient management in the ICU's. They are masters of the ventilators!!!
Jacob Allard, RN



They are always willing to help nursing reposition the patients.
Jacque Terranova, RN

PVHMC Respiratory Therapists are very helpful and knowledgeable. They are always around when we need them!!!
Ivy Chu, RN

WE ♥ BEING RESPIRATORY THERAPISTS!!!

It is very fulfilling being part of the Respiratory team at PVHMC because of the autonomy. Everyday there is something challenging and we get to use our skill set.
Joshua Townsend, RRT



Respiratory Therapists are truly the backbone of the NICU. They breathe life into the tiniest of patients fighting their biggest battle. Their knowledge and skill level far surpass the amount of recognition they receive. Without RTs, we couldn't do our job effectively. Thank you to all the NICU RTs for mentoring me and molding me into a better nurse.

Laura Arguija, RN

We truly are like a family and we are always there for one another.
Nikki Obenchain, RRT

I have watched our department grow and become a highly valued asset of the critical care team over the years. We work in all areas from trauma to cell saver to the rapid response team.

Myself and the other senior RCP's have always believed in and fought hard for our respect. We have gained the trust of nursing and the doctors.

We have educated students and new hires to be proud of our field and give the best care always. Now I am happy to see the next generation coming in to carry that pride into the future. I see faces that are glad to be working here and want to do well. I feel good about where we are.

I see those who really care about all that we do now compared to other Respiratory departments. I love how we support each other in busy times.

I love RESPIRATORY!!!
Ron Thomas, RRT

Working through a pandemic has really brought our team closer together and given us a chance to grow our craft.
Dawn Rethmeier, RRT

I love being part of a team that truly works as a team.
Jessica Benavides, RRT



You said we're a team. One person struggles, we all struggle. One person triumphs, we all triumph.
~Jason Lyle~

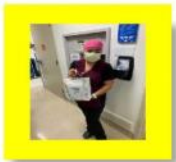
PVHMC Respiratory Therapists are one big family.
Vrej Mekhjian, RRT

I love being part of the Respiratory team because everyone is so friendly. The leads and management are very approachable.
Khristine Palomo, RRT

Respiratory Care Week raises awareness of the role that the Respiratory Care Practitioner plays in patient care. Respiratory Care Practitioners (RCPs) have an integral role in the patient care experience which has been highlighted throughout this past year. RCPs appear throughout the hospital from NICU to specialized Adult ICUs, up in the Telemetry & Med-Surg floors, and in the Emergency Department. RCPs treat various types of patients on a given shift including coming face-to-face with traumas, intubations, asthmatic children, newborn premies and the list goes on. Your RCP, may be working as a Cell Saver in the OR collecting, washing, and returning a patient's own blood to them, thus preserving the PVHMC blood bank supply. NICU RCPs board ambulances, helicopters and airplanes to pick up critical mothers and newborns, as well as, assisting in child deliveries in house. PVHMC Pulmonary Rehabilitation Certified RCPs lead the way in helping the Covid-19 "Long Haulers" recovering from the lingering effects of Covid through specialized therapies and progressive exercise programs. RCPs are some, but not all of the heroes at PVHMC!



I am proud of our Respiratory Care team because of the professionalism our team demonstrates in providing healthcare services. Especially, the effort we've provided to serve our community during the pandemic. Our team fearlessly and tirelessly provides care to some of the sickest individuals suffer from the Covid-19 virus.
 Quan Nguyen, RRT



To our Respiratory Therapists,
 Words cannot describe the gratitude we have for you. We thank you for your hard work, sacrifice, selflessness, and commitment to our patients. The compassionate care you provide day in and day out to our patients does not go unnoticed. We are forever grateful.
 Warmly,
 The Raptis Family

"Behind (and besides) every successful Intensivist there is a great Respiratory Therapist. RTs hands (and hard work) are on every successful extubation!"
 Rakesh Sinha, MD

I have tremendous appreciation for RTs and how much you all do. Many times, I am the only person along with an RT during an elective withdrawal/terminal extubation. I don't think a lot of people know how much RTs experience and all that goes on.... And I don't even mean during COVID, but especially these past 18+ months.
 Thank you for all you do!
 Elizabeth Grainger
 Palliative Care Chaplain

Thanking you all for the great work you all do in the care of patients and being the eyes and ears of the intensivists to make appropriate decisions.
 Our Respiratory Department is at the cutting edge and all the associates are Up To Date.
 Keep up the great work!!!
 G Sadana
 Medical Director
 Critical Care and
 Respiratory Services
 PVHMC

Coming together is the beginning. Keeping together is progress. Working together is success.
 ~Henry Ford~

October is Physical Therapy's Time to Celebrate

REHABILITATION SERVICES WOULD LIKE TO THANK OUR 35 PHYSICAL THERAPISTS, 13 PHYSICAL THERAPIST ASSISTANTS AND 5 PHYSICAL THERAPY AIDES FOR GETTING OUR PATIENTS MOVING AND ON THE ROAD TO RECOVERY. WE ARE BEYOND PROUD OF YOU ALL!



La Verne Clinic



Outpatient Pavilion
Pomona Clinic



Covina Clinic



Claremont Clinic



Chino Hills Clinic



OCTOBER IS NATIONAL PHYSICAL THERAPY MONTH

LET'S MAKE IT A MOVING EXPERIENCE

It's a fact — Inadequate physical activity results in an added \$117 billion in health care costs in the U.S. and leads to reduced quality of life for millions of Americans. As we struggle to address a global pandemic, it's more important than ever to encourage movement to help manage pain and other chronic conditions, recover from injuries, and reduce the risk of future injury and chronic disease.

America, It's Time To Get Moving!

According to the Department of Health and Human Services' Facts & Statistics on physical activity, more than 80% of American adults do not get enough physical activity despite proven health benefits and improved overall quality of life. As a result, half of adults — 117 million people — have one or more chronic diseases. The good news is that regular physical activity is one of the easiest ways to reduce the risk for chronic disease and to improve quality of life. Physical activity can help:

- Improve memory and brain function (all age groups)
- Protect against many chronic diseases
- Aid in weight management
- Lower blood pressure and improve heart health
- Improve your quality of sleep
- Reduce feelings of anxiety and depression
- Combat cancer-related fatigue
- Improve joint pain and stiffness
- Improve bone health
- Maintain muscle strength and balance
- Increase life span

How a Physical Therapist Can Help

Barriers to movement and physical activity can be small or large, real or perceived. Physical therapists can help patients overcome those barriers through prescribed exercise, hands-on care, and patient education.

Working in concert with the patient's physician, physical therapists use the latest evidence to design treatment plans specific to the patient's individual needs, challenges, and goals.

As movement experts, physical therapists and physical therapist assistants help people of all ages and abilities maximize movement, improve mobility, manage pain and other chronic conditions, recover from injury, and prevent future injury and chronic disease — all the while empowering them to become an active participant in their care. The result, an improved quality of life.

Ask your doctor if physical therapy would be good for you. A physician referral is needed for treatment. For more information, or to schedule an appointment, call Rehabilitation Services at 909-865-9810.

Source: American Physical Therapy Association



CELEBRATING Infection Control / Quality Management Week OCTOBER 17 - 23



In alignment with the department of Quality Management / Epidemiology & Infection Prevention's mission statement, through monitoring and analysis of information, we will provide leadership and expertise to assist, guide and improve clinical system decisions, process and performance improvement and application of evidence-based practice.

The Epidemiology & Infection Prevention department advances the science and practice of infection prevention and control, track and report infection trends at PVHMC, establish scientifically based infection prevention practices, collaborate with the healthcare team to prevent healthcare-associated infections (HAIs) and limit their transmission, and educate healthcare personnel and the public about infectious diseases and how to limit their spread.

The Quality Management department supports specific aims for improving healthcare to be safe, effective, patient-centered, timely, efficient, and equitable. The department supports quality of care at PVHMC through a focus on patient safety, regulation and accreditation, and performance and process improvement.





CELEBRATING FOOD SERVICE WEEK

October 3rd - October 9th

Thank You to All Our AMAZING Associates here in Food and Nutrition!

Ratna Aksiani	Wineka Boendi	Carlos Cordon	Rogelio Gaeta
Kristof Amper	Eugenia Cabral	Irene Cortez	Anindita Gangopadhyay
Ada Anaya	Amalia Cabrera	Dianna Cross	Ana Garcia
Roderick Asuncion	Michael Baltazar	Kenia Cruz	Ralph Garcia
Ana Ayala	Maria Castelan	Lizeth Calvillo	Ruben Garcia
Jessica Becerra	Rosalina Castro	Stephanie De Los Santos	Maassoumeh Gholipoor
Faith Belleza	Stephany Chavez	Jenjira Do	Betsy Lopez
Juana Hurtado	Sharon Chou	Mary Felix	Blanca Gomez
Daniel Gonzalez	Vanesa Hernandez	Stephen Kilburn	Maria Limbag
Matthew Gonzalez	Vickie Chan	Maria Kim	Blanca Lopez
Diana Guzman	Colleen Holbrook	Daisy Lezama-Rodriguez	Rhoda Mallari
Muzaffar Haq	Jose Jimenez	Kelsey Limbag	Alexis Mejia-Flores
Maria Hernandez	Rachel Kao	Ysabelle De guzman	Gloria Rivera
Raul Hernandez	Elizabeth Moreira	Jordy Nieto Echevarria	Antonia Rizo
Ricardo Hernandez	Angela Moya	Bernice Pena	Nora Rojas
Angel Melendrez	Hasbullah Mustakim	Nancee Perez	Gloria Romero
Fatima Morafa	David Navarrete Rubio	Shannon Perrett	Kassandra Rosas
Jessica Fuentes	Diane Nelson	Patricia Reyes	Gloria Rowe
Crystal Ruiz	Bettie Taylor	Maurice Wilder	Nina Shah
Daniel Santiago	Ricky Ybarra	Emily Zhou	Isabel Solares
Claudia Velazquez Vega	Patricia Vargas Diaz	Gladys Zordilla	Vanessa Tan
Margaret Mcinnis	Selina Raygoza		
Tammy Wang	Vilma Zotelo		

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HAPPY PHARMACY WEEK

We are so proud of our PVHMC Pharmacy Team! We appreciate every Pharmacist, Technician, Intern, Resident and Administrative Associate.

Please join us in celebrating them all week long!

-Pharmacy Management Team

October 18-24th, 2021

Rx

"Teamwork Drives Excellence"



Reprocessing Saves \$\$\$

We have always been on the forefront of recycling! Don't forget to do your part and participate in PVHMC's "green initiatives:"

Sterimed Recycling for Surgery and Cath Lab where instrumentation is collected and recycled for purchase at a lower cost to us!

Pulse Oximeter Collection for adhesive pulse oximetry sensors is available for Surgery, ED, CVICU, Peds, Teles, NICU, LDRP and Outpatient Surgery. Sensors are reprocessed by removing the old emitter and detector from the cable and replacing them with new parts. They are then sanitized, run through quality control, repackaged and sold back to PVHMC for a reduced price.



These initiatives reduce the quantity of waste in our landfills and save PVHMC money. Be aware and be **GREEN!**

Nasima's Story

When Nasima Kazimi, CLS, a scientist in our Microbiology Department, turns on the TV or scrolls through her Facebook feed, she sees the harrowing videos and stories of Afghan refugees desperately trying to flee their home country. While these images are heartbreaking to anyone, they are especially significant for Nasima because they remind her of her own journey to the United States.

Born in Kabul, the capital of Afghanistan, Nasima lived a happy, comfortable life with her mother, father, four sisters and two brothers. That changed in 1979, when Russia invaded the country. She watched as the lives of her friends and neighbors were turned upside down, especially those who were educated and leaders in the community. Her own father, a pharmacist at the time, had his business seized, leaving their family with no source of income. And she feared for the future of her brothers, both physicians, after one was arrested and jailed and the other fled.

In 1982, her family made the difficult decision to leave their home and seek refuge in another country. They were fortunate to be able to afford a guide, who led them on a dangerous 10-day, 10-night journey to Pakistan. With only clothing and minimal food to carry, they trekked through the cold, snowy terrain by night and hid from the invaders during the day.

Once they reached Pakistan, they learned that President Reagan had opened asylum for refugees in the United States (U.S.). They applied for asylum in the U.S., as well as Germany, because one brother had fled to the U.S. and the other to Germany.

In September 1982, they received approval to immigrate to the U.S. and flew to Atlanta, Georgia, where one of her brothers lived. Her family was grateful to be able to stay in his apartment, as so many other immigrants did not have this luxury. However, Nasima says that in those first days and weeks, she remembers feeling homeless, unsure about her future and shocked by the culture differences.

Only a teenager at the time, Nasima and her sister started their first jobs providing janitorial services for a physician office

Continued on next page.



Nasima's Story, continued.

where her brother was assisting while he obtained his U.S. license to practice medicine. She then enrolled at a school in Atlanta to learn English and passed her Test of English as a Foreign Language (TOEFL) just one year later. Not long after, she moved to California to live with one of her sisters, whose family had established residence in Rancho Cucamonga. That's when the Inland Empire became Nasima's new home.

In her early 20s, she received an associate's degree in science from Chaffey College, then went on to attain bachelor's degrees in both microbiology and chemistry from California Polytechnic University, Pomona and complete a Clinical Laboratory Scientist (CLS) internship at Sharp Hospital in San Diego. Throughout this time, to pay her tuition, she worked part-time as a phlebotomist at Ontario Hospital, now Kindred Hospital.

Eventually, Nasima passed her California State License, American Society for Clinical Pathology (ASCP) and National Credentialing Agency (NCA) exams and earned her CLS license. After working for Kindred Hospital in Ontario as a Manager and obtaining a master's degree in health care administration from the University of La Verne, she then worked for Kaiser. Nasima finally joined our PVHMC team in 2015.

"What I love most about PVHMC is that the people are welcoming, respectful and friendly, no matter what religion or nationality you are," says Nasima. "When you spend nearly half of your life with people you work with, it's important to have a good crew, and I'm grateful to have that here."

Nearly six years later, as Nasima watches the situation in Afghanistan continue to unfold, she feels both sadness and gratitude for her own journey and life here in the US. Most importantly, she wants to share her story to remind others to be mindful and compassionate of others' journeys.

"This is a great country and we are fortunate to live in this land of opportunity. The past is history and the future is a mystery, so let us live for the moment and be happy. Remember, today is what you were thinking about yesterday. It is time for us all to become unified, lift each other up, be kind and contribute to help your community in any way you can – volunteer, donate, sponsor a family. I challenge you to follow the call from

President John F. Kennedy:

'Ask not what your country can do for you – ask what you can do for your country.'"

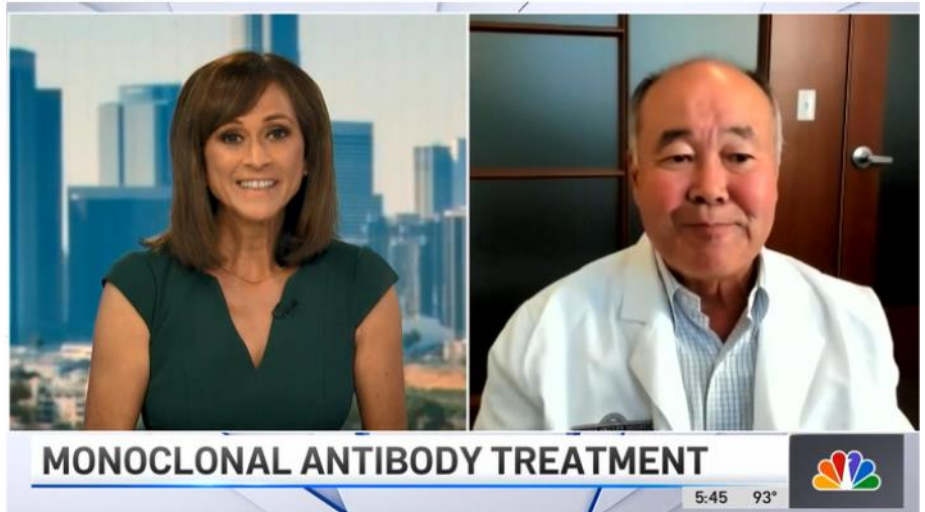
-Nasima Kazimi, CLS

PVHMC IN THE NEWS



Ken Nakamoto, MD, Vice President of Medical Staff Affairs

participated in a live interview on Wednesday, September 22, with NBC Los Angeles to talk about why there is increased demand for monoclonal antibody treatment across the United States, how that may impact treatment supplies in California and relayed the importance of vaccination to prevent COVID-19.



Claremont Courier

A LOCAL NONPROFIT NEWSROOM

Drug Narcan soon available at some CUSD schools (Podcast)

Pomona Valley Hospital Medical Center's free Narcan kit program was featured in a Claremont Courier article on September 16. The article is a follow-up to a three-part series in which the Courier discusses the importance of needing substance use programs in addition to alcohol use programs at local high schools.

Narcan is affordable, and often free, and is available at several locations in and around Claremont. Pomona Valley Hospital Medical Center offers it free of charge, without a doctor's order, to minors and adults, 24-hours-a-day, every day, in its emergency room. Claremont Village mainstay Hendricks Pharmacy stocks it and takes all insurance plans but Kaiser. The CVS location on Foothill Blvd. and Towne Ave. also offers Narcan, available with or without a doctor's order.

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PVHMC IN THE NEWS



International Overdose Awareness Day Coverage

On August 31, our Emergency Department (ED) hosted its first annual Overdose Awareness Day event and was able to provide more than 80 lifesaving Narcan kits to our community members, patients, visitors and Associates. We received coverage from FOX 11's Good Day LA broadcast and Univision!

With an increase in opioid-related admissions to our ED over this past year, the team's goals were to provide education on how to identify and treat a suspected opioid overdose with a Narcan nasal spray, a form of naloxone which is FDA-approved and designed for use in the community. Since most accidental overdoses happen at home, it is important to have a kit on-hand and be familiar with the simple steps to administer the spray. Anyone who is at a high risk, or who knows someone at a high risk, of an overdose is encouraged to stop by our ED to obtain a free Narcan kit. The ED is open 24/7 and will provide kits and educational materials.

Congratulations to our team, including Angela Besiant, BSN, RN, Emergency Department Director; Eric Sechrist, DO, ED Physician (interviewed by FOX); Sherrie Cisneros, MSN, RN-BC, Substance Use Navigator; Jennifer Curlowicz, RN, Behavioral Health Nurse and Jorge Strembert, RN, ED Nurse (interviewed by Univision), for a successful event! And many thanks to our community partners who joined us to teach and spread awareness, including Western University of Health Sciences, Prototypes and Try-City Mental Health Services.



OVERDOSE AWARENESS DAY

POMONA VALLEY HOSPITAL

- ▶ FREE NALOXONE NARCAN NASAL SPRAY
- ▶ LEARN HOW TO IDENTIFY AN OVERDOSE
- ▶ SPEAK WITH SUBSTANCE USE AND BEHAVIORAL HEALTH NURSE



CONSENT 101

The ethical principle of autonomy recognizes patients have the right to consent or refuse treatment, as long as they have the capacity to understand the risks, benefits and alternatives of treatment or no treatment and are able to consistently communicate they comprehend these issues. Patients who cannot demonstrate this ability are said to lack "decision-making capacity." Some patients may have an Advance Directive, which documents the patient's preferences for treatment and may designate an individual (known as the agent) to make decisions regarding the patient's treatment preferences. If these documents exist, they should guide the medical care delivered.

Patients with dementia may have waxing or waning abilities to make decisions. There is literature suggesting a Folstein Mini-Mental status of less than 18 is predictive of a patient's lack of decision making capacity. In addition, mild to moderately demented patients may be able to perform informed consent regarding some procedures and not other procedures. If the patient lacks capacity, there may be another individual (a surrogate decision-maker) who is able to make these decisions for the patient. Although there is no legal hierarchy, the order is generally: first spouse (or domestic partner), then adult children, then either parent, then adult siblings, then grandparents, ending with anyone who best knows the patient's values and is willing to be engaged in these discussions. These surrogate decision-makers have the responsibility to communicate, to the best of their ability, what treatment (or non-treatment) the patient would desire.

In an emergency situation, there is an "emergency treatment exception" which states in a life- or limb-threatening emergency for a patient who does not have decision-making capacity, the physician should write a progress note documenting the presence of the life or limb threatening condition. This allows for the emergent procedure to be performed without the typical informed consent process. Our Hospital consent forms have a check box to acknowledge an emergent procedure is being performed using this emergency treatment exception. This is a well accepted legal principle and is the proper method to provide treatment in an emergency when the patient is not capable of consent and a legal representative is not available.

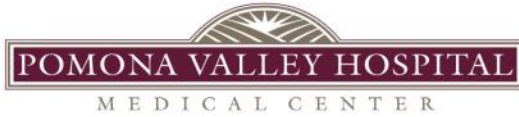
Important note: the emergency exception principle may not be used to provide care which has been known to have previously been refused. For instance, it may not be used to authorize a blood transfusion to a Jehovah Witness who is known to have refused blood in the past or has an Advance Directive indicating the refusal of blood or blood products.

Once a patient has been stabilized and decision-making capacity has been restored, the emergency exception can no longer be used for elective procedures. The elective procedures most commonly seen at this hospital include PEG tubes, tracheostomy and PICC lines. If a patient does not have capacity to consent to one of these elective procedures, and there is no surrogate decision maker, the Ethics Committee should be consulted. The Hospital has a policy for unrepresented patients who cannot make their own decisions; this requires the involvement of social workers to perform a diligent search to identify individuals who may be able to speak for the patient. However, if no one is identified who can speak for the patient, the Ethics Committee should be involved in the decision-making process for any elective procedures or decisions regarding withdrawal of care and the provision of comfort care.

All Hospital Associates have a responsibility to ensure that proper consent has been obtained for all procedures. Consent issues are often challenging, however, the Hospital has policies and other resources to guide both Physicians and Associates. Please contact Risk Management at extension 9598, or the Ethics Committee, if you have questions related to these complex issues.

KEY ASPECTS OF INFORMED CONSENT





Annual ShakeOut

Oct 21 (10/21) at 10:21am

At 10:21 am we will announce on the overhead PA system: "This is a Great Shakeout earthquake drill. Drop, Cover and Hold On for 60 seconds." The drill will be followed by: "Thank you for participating."



Photo Contest

**3 X \$25 Gift Cards to the best
"Drop, Cover, and Hold On" Photo**

Associates in photos must be masked and following social distancing guidelines.

Photo must be HIPAA-complaint.

Send photos to: charlie.chiang@pvhmc.org

Get Ready to ShakeOut.

October 21, 2021 For more info: www.ShakeOut.org

**Shake
Out**



**Earthquake
Country
Alliance**
We're all in this together.

Seven Steps to Earthquake Safety

Follow the **Seven Steps to Earthquake Safety** to be prepared to survive and recover from the next damaging earthquake. More information for each step is available at EarthquakeCountry.org/sevensteps

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Step 1: Secure your space by identifying hazards and securing moveable items.



Step 2: Plan to be safe by creating a disaster plan and deciding how you will communicate in an emergency.



Step 3: Organize disaster supplies in convenient locations.



Step 4: Minimize financial hardship by organizing important documents, strengthening your property, and considering insurance.

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Step 5: Drop, Cover and Hold On when the earth shakes.



Step 6: Improve safety after earthquakes by evacuating if necessary, helping the injured, and preventing further injuries or damage.

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Step 7: Reconnect and Restore daily life by reconnecting with others, repairing damage, and rebuilding community.

Key Earthquake Safety Tips for People with Disabilities and Others with Access and Functional Needs

During earthquake shaking, protect yourself from falling objects.

IF POSSIBLE:

DROP where you are, onto your hands and knees. This position protects you from being knocked down and also allows you to stay low and crawl to shelter if nearby.

COVER your head and neck with one arm and hand

- If a sturdy table or desk is nearby, crawl underneath it
- If no shelter is nearby, crawl next to an interior wall
- Stay on your knees; bend over to protect vital organs

HOLD ON until the shaking stops.

- Under shelter: hold on to it with one hand; be ready to move with your shelter if it shifts
- No shelter: hold on to your head and neck with both arms and hands.

OR ADAPT FOR YOUR SITUATION:

If you have difficulty getting onto the ground, or cannot get back up again without the help of a caregiver, then follow these recommendations:

- *If you are in a recliner or bed:* Cover your head and neck with your arms or a pillow until the shaking stops.
- *If you use a cane:* Drop, Cover, and Hold On or sit on a chair, bed, etc. and cover your head and neck with both hands. Keep your cane near you so it can be used when the shaking stops.
- *If you use a walker or wheelchair:* **LOCK** your wheels (if applicable). If using a walker carefully get as low as possible. Bend over and **COVER** your head/neck with your arms, a book, or a pillow. Then **HOLD ON** until shaking stops.

Learn more at www.EarthquakeCountry.org/step5.

People who are Deaf or Hard of Hearing:

Prior to an earthquake, identify and test multiple ways to receive warnings and evacuation information.

People who are Blind or have Low Vision:

Earthquakes can cause items to fall and furniture to shift. Regular sound clues may not be available afterwards. Move with caution.

People with Developmental/Cognitive/Intellectual Disabilities:

If you have difficulty understanding, remembering, or learning, keep a simple list of what to do and important information with you and in your kits. Practice your plan in advance. If you use augmentative communication supports, include these in your planning.

Additional Disaster Preparedness Recommendations:

- Develop or update your individual and family plans, including your communication plans and important contacts.
- Make emergency go kits for your home, car, and office. Remember to make kits for service animals and pets too. Store extra batteries and any needed supplies in your kits.
- Label adaptive equipment or other devices with your contact information in case they are separated from you.
- Create safe spaces by securing heavy furniture and other items that could fall, injure you, or block your way out.
- Build a Personal Support Team (PST) to check on you in case you need assistance. Include them in all phases of your planning.
- Get involved! Volunteer with your local Community Emergency Response Team (CERT) or similar organizations in your area.
- If you live near or visit the beach, be aware of tsunami evacuation routes and learn what to do to protect yourself. Practice tsunami evacuations with your care provider or support team.
- Hold drills at home, work, and in your community regularly. Invite your PST and care providers to join you.

Learn more at www.EarthquakeCountry.org/disability.



Group Medical Plans - What to do if I receive a bill?

Some services covered under the EPO and PPP Medical Plans require the patient to share in the cost of the care. If you receive a bill from a medical provider, be sure to compare your Explanation of Benefits (EOB) with to the amount of the provider's bill to see if there are any denials, discrepancies or errors in either the EOB or the amount of the provider's bill.

If you are unsure of the amount you owe or if a claim appears to have been processed for payment incorrectly or not processed at all, contact our plan administrator, HealthNow Administrative Services (HNAS) at 888-269-1877, for assistance.

It is the patient's responsibility to review the Explanation of Benefits (EOB) for any denials, discrepancies or errors.

For additional information on this topic, the link below will take you to a video titled:

"What You Need to Know if you receive a Bill for Services Performed at PVHMC"

<https://www.brainshark.com/1/player/alliant?fb=0&fb=0&r3f1=&r3f1=&custom=pvhmcbill>

The link to this video is also available in our Benefits Education Gallery.

Brain Teaser

I'm tall when I'm young, I'm short when I'm old, and every Halloween, I stand up inside Jack O'Lanterns. What am I?

If you have figured this out, email amber.brenneisen@pvhmc.org for a chance to win a \$25 gift card!

Heather Moore, Radiology, was September's winner! Congratulations!

Solution: Yesterday, Today and Tomorrow!

Fall into retirement planning!

Use this virtual summit to prepare as you get closer to retirement



ROBERTO J. DURAN,
CFP®, ChFC®, CRPC®

949-623-1762

Roberto.Duran@LFG.com

California Insurance

License #0C87851

Retirement may have always seemed far away, but it's starting to come into view. Whether you plan to retire in five years or 15, there are some things to consider so your savings are ready for harvest when the time comes. Take simple actions to reap the benefits of the seeds you've sown over the years.

Learn about your retirement plan distribution options

Watch this short [video](#) to learn about your distribution options, Social Security considerations, and five financial challenges to retirement income security.

Take steps to achieve your retirement goals

Watch this in-depth [video](#) to learn how to:

- Estimate future living expenses
- Calculate potential retirement income
- See if your income will meet your needs
- Help yourself retire with confidence

Use these resources to get ready for the future

- Countdown to retirement [checklist](#)
- Social Security [video](#)
- Retire well [web page and resources](#)
- Estimate retirement expenses [worksheet](#)
- Estimate retirement income [worksheet](#)



Visit the Benefits Education Gallery to view these videos and access the links in this document any time.



Want personal help?

Your retirement plan representative can give you one-on-one help so you can make informed decisions. Virtual and phone meetings are available when you can't meet in person. Make an appointment at LincolnFinancial.com/PVHMSchedule (the QR code will take you there) or contact Roberto directly.



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LincolnFinancial.com/Retirement

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Affiliates are separately responsible for their own financial and contractual obligations.

CRN-3726487-082021

PDF 8/21 **Z01**

Order code: PVM-FAL21-FLI001

The mutual fund-based programs include certain services provided by Lincoln Financial Advisors Corp. (LFA), a broker-dealer (member FINRA) and an affiliate of Lincoln Financial Group, 1301 S. Harrison St., Fort Wayne, IN 46802. Unaffiliated broker-dealers also may provide services to customers.

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A Touch of Fall



By Elizabeth Grainger, Palliative Care Chaplain

Even in sunny southern California, we do have seasons—and now that autumn has begun, we see the colorful leaves and feel the cooler temperatures. In India, the changing of the seasons is celebrated with Navaratri (Oct 7-15), a nine-day festival devoted to the goddess Durga. Every night a different aspect of Durga is worshipped. Some people feast while others fast to show their devotion. No matter the differences in regional styles of celebration, the common theme is the battle of good over evil and the ultimate victory of good in the form of Goddess Durga. On the final day, statues of Durga are immersed in water such as a river or ocean; statues depicting evil in the form of demons are burned with fireworks, marking the ultimate destruction of evil. This festival festival also starts the preparation for Diwali, the festival of lights.

St. Luke, Apostle and Evangelist, is remembered in Christian churches on his feast day (Oct 18) as the author of both the Gospel of Luke and the Book of Acts. He is thought to have written more of the New Testament than anyone else—even the Apostle Paul. Luke himself makes it clear that he was not an eyewitness to Jesus's ministry, but says that he "had perfect understanding of all things from the very first." (Luke 1:3) Without Luke's account in Acts, it would be difficult to understand how Christianity grew from a small movement within Judaism to what would eventually become the largest religion in the world. Did you know that in addition to being an early evangelist and friend of Paul, Luke was also a medical doctor?

St. Paul referred to Luke as "the beloved physician" (Colossians 4:14) and many have noted that St Luke's descriptions of illness and injury are distinct from those of other Gospel authors in their specificity. Even when relating the same events, his accounts tend to describe sickness with the eye of a seasoned physician. The terms he utilizes are consistent with other Greek physicians of the time. For this reason, St Luke is the patron saint of physicians

and surgeons, as well as students, artists, bachelors and farmers.

Samhain (Oct 31) was one of the four main festivals of the Celtic or Gaelic calendar, marking the end of the harvest and beginning of winter. According to Irish mythology, Samhain was a time when the "doorways" to the Otherworld or supernatural realm opened, allowing supernatural beings and the souls of the dead to come into our world. One tradition of Samhain that may feel familiar to us is "mumming." Mumming involved people going from house to house in costume or disguise, singing songs and reciting silly poems in exchange for food. Many people believe that Samhain and the Christian holy days of All Saints'/All Souls' (Nov 1 and 2) were eventually incorporated into the modern holiday of Halloween.

In times of celebration as well as sadness, and everything in between, the Chaplains of Spiritual Care are here for you. To speak with a Chaplain, please phone 469-9305, or page the Chaplain on call at 5904 (available Monday-Friday, 9am-5:30pm). Remember, we are here to support YOU.

OCTOBER 2021 Holidays

- 4** Feast of St Francis of Assisi - Christian
Blessing of the Animals – Christian/Interfaith
- 7-15** Navaratri (Festival of Goddess Durga) - Hindu
- 18** Feast Day of St Luke, Apostle & Evangelist - Christian
Mawlid an Nabi (Birthday of Prophet Mohammad)—Islam
- 28** Milvian Bridge Day - Christian
- 31** All Hallows Eve - Christian
Reformation Day - Protestant Christian
Samhain – Celtic/Wicca/Neo-Pagan

"I am the Patient Experience" Winners!

These nurses were recognized by patients for providing outstanding care and customer service! THANK YOU for going above and beyond in living our Values!
Customer Satisfaction. Honor and Respect. Accountability. New Ideas.
Growing Continuously. Excellence.



Lacey McSherry
BSN, RN - ICU3



Nancy Pearlman,
BSN, RN - ICU3



Christopher Umali,
BSN, RN - MS4



Scarlett Holden
MSN, RN - MS4



Mercy Lane
RN, CMSRN - MS5

DO YOU WANT TO BE THE NEXT WINNER?

During Executive and Nursing Leadership rounding, Associates who are recognized by their patients for providing outstanding care and customer satisfaction will receive an "I am the Patient Experience" card. This card works in two ways: you can take this card to the cafeteria to redeem a free fountain drink and be entered into a raffle! Or, once a month a card is drawn to recognize an Associate who proudly demonstrates our Values! You can be next!

NOTICE

ANNUAL TB SCREENING DUE

Departments listed are due for Annual TB Screening during the month of OCTOBER.
Please notify Associates in your department that TB Screening is a mandatory requirement for all Healthcare Workers and must be completed by month end, OCTOBER 31.

Associates may report to the OHS clinic (4th floor) during office hours:

Monday - Friday | 7:30 am - 4:00 pm

After-Hours/Night Shift/Weekends/Holidays: Contact the Nursing Administrative Supervisor on Duty

EFFECTIVE AUGUST 1, 2021 THERE IS NO GRACE PERIOD FOR TB COMPLIANCE.

ALL ASSOCIATES IN THE DEPARTMENTS LISTED ARE DUE BY MONTH-END TO AVOID SUSPENSION FOR NON-COMPLIANCE.

DEPARTMENTS DUE IN OCTOBER:

7086	CCC ADMIN	7647	CLAREMONT HC RAD MAMMO
7088	CCC SUPPORT SERVICES	7649	BREAST HEALTH CENTER
7511	LABORATORY	7650	RADIOLOGY NUCLEAR
7520	LAB-PATHOLOGY	7660	RADIOLOGY MRI
7540	BLOOD BANK	7661	CEN AVE MRI
7630	RADIOLOGY DIAGNOSTIC	7670	RADIOLOGY ULTRASOUND
7631	RADIOLOGY ANGIOGRAPHY	7671	MONTCLAIR ULTRASOUND
7632	CHINO HILLS IMAGING	7672	RADIOLOGY ULTRASOUND CH
7633	CLAREMONT HC RAD DIAG	7680	RADIOLOGY SCAN
7634	RADIOLOGY ADMIN	7681	RADIOLOGY CT SCAN CH
7635	RADIOLOGY DIAG CH CROSSROADS	7682	CLAREMONT HC RAD CT SCAN
7636	RADIOLOGY DIAG CH GRANDVIEW	7720	RESPIRATORY
7637	RADIOLOGY DIAG WEST UNIVERSITY	8790	CCC FAC
7642	RADIATION ONCOLOGY		

BLOOD DRIVE

FRIDAY, OCTOBER 15

8:00 AM - 7:00 PM

**LOCATION CHANGE: The Church of Jesus
Christ of Latter-Day Saints - Pomona**

All donors will receive a \$5 gift card to the merchant of their choice!



Shout-Outs and Celebrations!

HAPPY BIRTHDAY:

Dena Bentley, RN, Case Management Operations Manager
 Veronica Aragon, Support Staff Supervisor
 Elizabeth Quaye, RN, ED Department Case Manager
 Erika Huerta, RN, ED Department Case Manager
 Terry Venzo, Medical Social Worker, Palliative Care, Case Management
 Myaha Tovar, RN, Case Management ED Department
From the Case Management Department

HAPPY BIRTHDAY!

Eli Kamrekian, CLS, MT (ASCP), MBA
 Director of Laboratory Services (10/28)
From Nursing Administration

BIRTHDAY SHOUT-OUT TO:

Joey Ramiterre, LVN (10/15)
**From the Occupational Health
 Services Staff**

**HAPPY
 HALLOWEEN**

CONGRATULATIONS!

Congratulations to Silva Mirzaian for completing her Masters of Science in Nursing from Western University of Health Sciences, class of 2021!
 The Quality Management Team is extremely proud of her and her accomplishments!

If you want to share a "shout-out," email amber.brenneisen@pvhmc.org and it may appear in next month's newsletter!

The deadline for the November Newsletter is **October 20th!**
 Please have your Manager/Supervisor OK your submission.
 Send all submissions to amber.brenneisen@pvhmc.org.