

HR CORNER

CBHA provides many benefits to its employees. One of the benefits is ensuring you have a voice if you have issues you feel need to be brought up and discussed.

EMPLOYEE HOTLINE

The Employee Hotline is available to all employees. This is an external resource that you can contact to voice concerns. The phone number is 866-599-1733. Please feel free to call this line at any time.

EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program is available to all employees. The number to call is 800-777-4114. This number is answered 24 hours/day, 7 days/week. You can also email info@firstchoiceeap.com.

If you have any questions you can contact anyone in HR and they will be happy to help you find the resources you need.

Thank you once again for all of your hard work and commitment. You are what make CBHA a great place to be.

CONGRATULATIONS!
FEBRUARY DENTAL ASSISTANT OF THE MONTH
~ SUSANA SALGADO ~

CUSTOMER SERVICE TIP OF THE MONTH...

At 211 degrees...water is hot.

Makes all the difference.

At 212 degrees...it boils.

And with boiling water, comes steam.

So many times, in business and in life, it's that one extra degree of effort that separates the good from the great.

Steam can power a locomotive.

And, it's that one extra degree that...

SPECIAL DATES

BIRTHDAYS

- 3/6 Esmeralda Campos
- 3/8 Jamie Serrano
- 3/9 Brittney Almaguer
- 3/10 Mary Moschner
- 3/11 Erin Lehr
- 3/11 David Hamilton
- 3/12 Norma Torres
- 3/13 Cecilia Verla
- 3/14 Flor Enriquez
- 3/15 Veronica Cesar
- 3/16 Chrissy Hernandez
- 3/16 Janette Garza
- 3/16 Irene Flores
- 3/17 Rosa Mendoza
- 3/18 Erica Vazquez
- 3/19 Norma Rodriguez
- 3/22 Teri Snyder
- 3/23 Gloria Stoutamyer
- 3/24 Regina Perez
- 3/24 Sandy Jahns
- 3/26 Diana Borba
- 3/27 Maggie Barrera
- 3/27 Marisol Reynoso
- 3/30 Daniel Gonzales
- 3/30 Julene Fleishman
- 4/1 Veronica Gonzalez

HOLIDAYS & EVENTS

- 3/14 Daylight Savings Time Begins
- 3/17 St. Patrick's Day

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CONGRATULATIONS!

ESTEYSI MARQUEZ

2009 EMPLOYEE OF THE YEAR!



Positive, patient, bubbly, cheerful, lovable... we could go on and on about Esteyssi (goes by Stacy) Marquez, Dental Assistant. She is one of a kind and has been a great addition to the dental team. Stacy's co-workers have said that just being around her can make you have a good day. No wonder supervisors voted her the 2009 Employee of the Year.

Stacy has worked for CBHA since 2007. She enjoys working in dental and strives to make each patient experience as comfortable and relaxed as it can be. Although, it seems that patients would have a hard time not enjoying their visit

with Stacy in the room.

Stacy's supervisor, Sarah Salsbury, is very happy that Stacy won EOTY. "She is so deserving. She really cares a great deal about our patients and other staff members. I am always receiving positive feedback about Stacy from other people that work in the organization and from the dental providers."

Wow! If this were a test, Stacy would get 5 stars, a smiley face, a 100% and a note from the teacher that says 'Stacy works VERY well with others!'

Congratulations Stacy! You definitely deserve EOTY and everyone was very excited to see you get it!

New Service... Dental Implants



Dr. Bobby Nguyen recently began implant services at our dental clinics. More formally known as implantology, Dr. Nguyen has trained with specialists for the past year to be able to provide this service. He completed a one year implant fellowship with the Misch International Implant Institute, after which he took a written and oral exam to achieve accreditation. He will receive his certificate in April. This exclusive program signifies the completion of more than 1000 hours of training.

Dr. Nguyen is also a member of the International Congress of Oral Implantologists. This is the largest implant organization in the world and its members have shown a commitment to continuous study and training in the field of implantology.

“A dental implant is a permanent solution to a missing tooth or teeth,” said Dr. Nguyen. “You treat it just like you would a normal tooth, with regular cleanings, etc. The tooth is a porcelain crown attached to a man-made root of titanium. The tooth is made to look and feel exactly like your other teeth.”

If you think you may be a candidate for a dental implant, make an appointment with any of our CBHA dentists for a consultation.

HEALTH CORNER by Wayne Schutte

Interval Training

Once considered for only elite athletes, interval training has become a powerful tool for the average exerciser wishing to add more variety and burn more calories without spending more time in the gym. Interval training is simply alternating bursts of intense activity with intervals of lighter activity. Examples we use with our CBHA employees is exercising at a ninety percent effort for thirty seconds followed by ninety seconds of easy active recovery or one minute of intense exercise at approximately an eighty percent effort followed by a three minute recovery period. Longer intervals may be used as conditioning improves, these intervals usually have 1:1 ratio of intense exercise to easy recovery.

Here are a few benefits of interval training:

- * You'll burn more calories. The more vigorously you exercise the more calories you'll burn, even if it is just a short period of time.
- * You'll improve your aerobic capacity. As your cardiovascular fitness improves, you'll be able to exercise longer or with more intensity.
- * You'll prevent boredom. Turning up your intensity in short intervals can add variety to your exercise routine.
- * You don't need special equipment. You can simply modify your current exercise routine.

Interval training, however, is not appropriate for everyone. If you have a chronic health condition or haven't been exercising regularly, consult your doctor before trying any type of interval training. Individuals should develop a good "conditioning base" before using intense intervals. If you rush into strenuous workouts before your body is ready, you may hurt your muscles, tendons, or bones.

If you have any questions about intervals or other fitness related concerns, I am available in the physical therapy room from 12-2 p.m. and 4-7 p.m. Monday thru Thursday.

CONNELL FAMILY DENTAL CLINIC



What a difference a couple months makes!

MISSION STATEMENT:

The purpose of Columbia Basin Health Association is to provide equal access to quality health care to all persons regardless of age, sex, color, ethnicity, national origin, or the ability to pay.

FABI MARTINEZ EMPLOYEE OF THE MONTH DECEMBER



Short Work Bio:

Fabi is an HC-A. She takes patients back, prepares the schedule for the next day and makes sure rooms are stocked. As an HC-A, Fabi can give injections, start nebulizer treatments and wait on an order for the oxygen tank use.

Fast Facts:

Fabi had a baby boy last year. The new edition has added a new dynamic in her home where she already had a 3 year old boy. “The stuff they say... having two kids and seeing how they interact, play and fight. My oldest is going to be four and the little one is 11 months. He's already started walking!” said Fabi.

Why She Won:

Tari Perez nominated Fabi and is also her supervisor. “I nominated Fabi because she is always looking at ways to provide a better experience for our patients or to make things more efficient for her coworkers. She created a binder that contains all the information you need to know when working with Dr. Miu including step-by-step instructions to set up for his procedures, information that he likes to review prior to each appointment type, cleaning of special equipment, etc. She has been trained as an HCA-A and she's Fabi-lous!”

The Scoop:

Fabi can look serious at times, but don't let that fool you. She is extremely friendly and her patients love her outgoing personality. She's even been known to crack a joke every now and then...

Fabi's Answers to Totally Ridiculous Questions:

- Where would you rather be right now? *At home*
- What profession would you not like to do? *Dentist or Mortician*
- If you were stuck on a deserted island and could only take 3 things, what would they be? *My two kids and water*
- What are you most afraid of? *Having my car or the Mattawa van break down and not having cell phone reception.*
- Favorite movie: *The Wizard of Oz*
- Last time you screamed and what happened? *At my mom's house – we saw something furry. She screamed and thought it was a rat, so I screamed and got a broom to hit it. Then realized that it was just dust bunnies from the dryer.*

EL JASMIN DEMOLITION

Making way for parking lot expansion! As our patient base grows, so does our need for adequate parking. Demolition for El Jasmin commenced on Saturday, February 27th. This demolition will make room for continued parking lot expansion.



Spark Points for February

The names in bold were recognized by a patient. Names highlighted are Firestarters!

Employee	Total Points
Clari Ramos	1
Gary Strong	1
John Beauchamp	3
Maria Guzman	2
Michael Borrego	1
Monique Ruiz	1
Paloma Mendez	1
Sonia Marquina	1
Taffien Wright	3