

VOLUME 19 • ISSUE 1

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JANUARY

Welcome

Robert McCrorie, PA-C

Family Practice

Robert McCrorie, PA-C, spent his growing up years in Hoquim, WA. He moved to Texas after graduation and worked in construction for six years.

He enlisted in the United States Army in 1983 and served on a Special Forces Alpha Detachment in a wide variety of austere environments and cultures worldwide providing planning, medical care, humanitarian assistance, and training for U. S., Allied and foreign nationals.

He served as an instructor/writer for combat trauma management at special warfare centers and schools. Deployments took him all over the world – Africa, the Middle East, South East Asia numerous times, Afghanistan, Bosnia, Croatia, Haiti to name a few.

"I especially liked Africa and Afghanistan," he said. "We treated multiple casualties under enemy fire or in a semi permissive tactical environment, triaged casualties and arranged medical evacuations. We also managed detachment, allied and indigenous patients on an outpatient basis."

It was hard work but very rewarding. "We knew we were serving people who really needed our help; we were deployed to Haiti when the earthquake struck," McCrorie said. "In Bosnia the US came in as the Serbs were going out. The people who had been forced out were now able to return. However, they were returning to cities and homes that had been completely destroyed."

McCrorie's educational background includes a Bachelor of Health Sciences from Campbell University in Buies Creek, North Carolina and a Master of Health Sciences, Emergency and Disaster Management from

Trident University in Cypress, CA. He put this education and training to good use as he organized and conducted unit training in tactical combat casualty care and coordinated medical support. He retired from the military in 2010.

He was the recipient of many awards including the Bronze Star (two times), Meritorious Service Medal (five times), Joint Service Commendation Medal, Army Commendation Medal (four times), Joint Service Achievement Medal, Humanitarian Service Medal (two times) and the NATO Ribbon (two times).

McCrorie's years of taking care of people around the world helped him define goals for the next phase of his life. "I knew I wanted to continue caring for underserved populations. I was accepted into the MEDEX Northwest Program at the University of WA in 2016." This program includes rotations in a medical setting.

"I was privileged to do one of my rotations at CBHA under the guidance of pediatrician Dr. Gabe Barrio. I learned so much from him and others at the clinic. I Knew this was where I wanted to be and I quickly said 'yes' when I was offered a permanent position after I graduated from the program in 2018 and passed the state boards. I love being a part of CBHA's medical provider team!"

McCrorie and his wife, Shelly, have pur-



chased a home in Othello and are busy settling into the community. "I had the advantage of being here for the past eight months so am pretty well acquainted with the area," he said. "I quickly discovered the Columbia National Wildlife Refuge and enjoyed hiking there last fall."

His little dog Bella, part Bichon and part Shih Tzu, is his hiking buddy. The McCrories have two grown children – a son and a daughter. "Our daughter has two sons and our son has two daughters," he said. "We love them all to pieces!" McCrorie also enjoys downhill skiing and biking. He is an avid reader – Charles Martin is his favorite author.

FIRESTARTER AWARD: DECEMBER

Jose Rincon

PATIENT SERVICES REPRESENTATIVE I

Jose Rincon started working at CBHA on the 6th of September, 2016. His job title was Patient Services Representative (PSR) in Patient Benefits. He is now PSR – Medical Registration. He is currently cross training in Eye Care.

He was nominated for this honor by Veronica Cesar who praised him for his very positive attitude. She also mentioned that he acts in a respectful manner to everyone who comes into the clinic – patients and staff alike. He is quick to acknowledge people with a smile and goes above and beyond to help patients and coworkers.

“Being able to help our community and give back to them in a respectful manner is the favorite part of my job,” he said. “The most important thing is to treat others the way you want to be treated.” His time is divided between all three clinics. He enjoys interacting with the different communities. “All three are unique with their cultures.”

Being chosen as the Firestarter of the Month was a big surprise. “It caught me completely off guard,” he said. He was working in Eye Care. Tawni came in and asked if he could help her. He said “sure” and followed her into the walkway where the rest of the team was waiting. Matt presented the Firestarter Award Certificate to him. Nieves made a short speech. “It was all very inspiring and motivational,” Jose said.

Jose does include work and volunteering as part of interests and hobbies. Veronica recently saw him at work on his day off; she asked him if he was on his lunch break. He



Jose Rincon (center) with staff members after being presented Firestarter.

said “no”, he had come in on his day off because he wasn’t able to reach a patient the day before. He needed to verify some of the patient’s insurance information to make certain it got billed to the correct company and address.

He had a great time volunteering at CBHA’s Color Run that was held last September. “I want to give a shout out to Team Green. I was their team leader and they did a great job!” He’s looking forward to helping again this fall.

Jose and his “beautiful” wife, Tabitha, have been married for seven years. Their son, Skyler is five years old. They like to spend quality time together making memories. A favorite activity of theirs is walking along the

Columbia River and in the White Bluff’s area. Growing up in Mattawa, he is well acquainted with the Columbia Wildlife Refuge and exploring its many trails. He said it makes him smile to see his little family content.

They also get together with his parents, Amado and Norma Rincon, frequently. “I am so grateful to my parents for all the support they provided during my growing up years,” he said. “I am who I am today because of their good guidance”.

Jose wants to give a shout out to everyone at CBHA for everything they do to fulfill people’s needs. He also sends a big thank you out to Veronica for nominating him. “CBHA is a great place to work!”

Wear Red Day



February



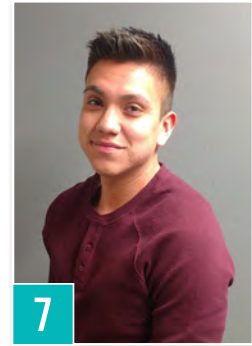
**Maria
Vela**



**Ilona
Buts**



**Eduardo
Saldivar**



**Emanuel
Salgado Galvez**



**Alexis
Zuniga**



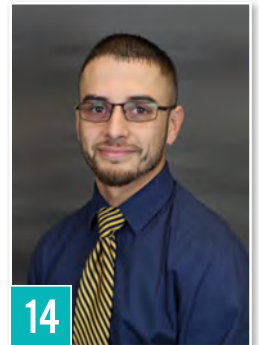
**Katherine
Freeman**



**Dr. Syed
Gillani**



**Grace
Quinonez**



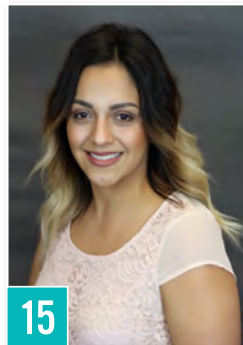
**Mathew
Garza**



**Estella
Perez**



**Kristen
Stevens**



**Erizbehida
Valencia**



**Esmeralda
Gonzalez**



**Amelia
Munguia**



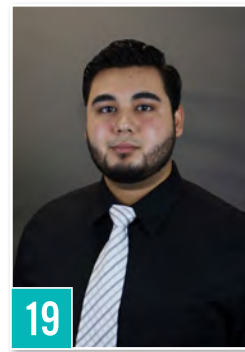
**Edna
Hymas**



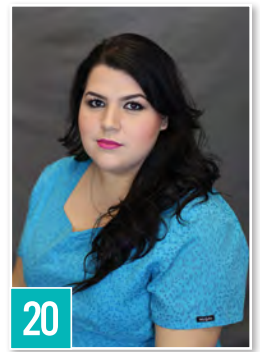
**Daniela
Vargas Tercero**



**Emily
Medina**



**Kevin
Zuniga**



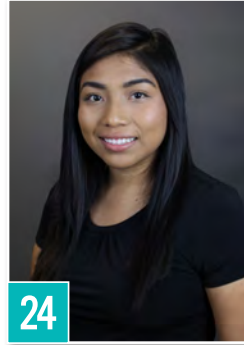
**Cynthia
Valdivia**



**Franklin
Alvarez Guillen**



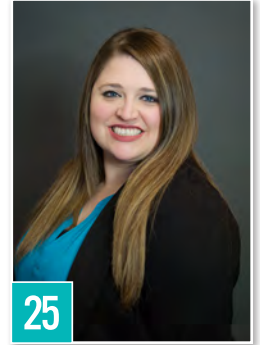
**Alondra
Bravo**



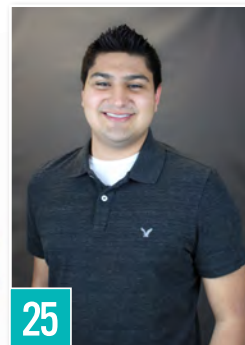
**Karen
Guadarrama**



**Esther
Delgado**



**Aries Gonzalez
Gomez**



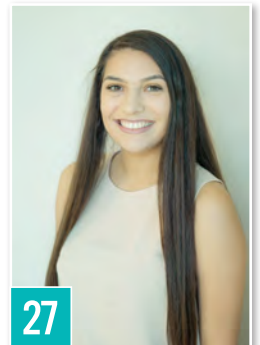
**Osmark
Jauregui**



**Yolanda
Martinez**



**Jude
Alsarraj**



**Valeria
Martinez**

LONGEVITY AT CBHA

Veronica Cesar

BILLER

Veronica has worked at CBHA since 2004. Her job title at that time was cashier. "My first year at CBHA was challenging to say the least," she said. "The medical providers used fee slips back then. Our job was to enter those charges."

Prior to coming to CBHA, Veronica had worked at Leprekon for 13 years. "Being at CBHA was so different," she remembers. Her next job title was "biller" – a position she still holds today. "It was another period of transition for me," she said. "However, I was up for the challenge and love my job working with insurance companies like Blue Cross and First Choice."

Veronica has seen a lot of changes at CBHA over the years. "Everything is computerized – there's no such thing as a fee slip anymore! The whole organization has changed a lot. Eye Care has expanded with the addition of the Eye Care Lab; patients can get their prescription lenses here. Another advantage

of the new building is that patients don't have to leave the building to be x-rayed. And then there's our wonderful CBHA Café!"

Veronica really enjoys working with people which is one of the reasons she has stayed at CBHA for thirteen years. "I have had wonderful supervisors over the years as well; Kim is my current supervisor and she is great to work with. I work Monday through Friday which means I have holidays and weekends off. The benefits are also very good.

Veronica and her husband, Gabriel, have two adult children. Their son, Gabe, is 25 and a senior at Eastern WA University; daughter Arianna is 20. She attends Columbia Basin College and works part time in the café at CBHA. She will go on to Eastern WA University after she has obtained her AA degree. Veronica and Gabrelle enjoy going to the movies at Reichert's Theater. Veronica enjoys cooking Mexican Food for her family. She also likes to help her mom make tamales.



POSITIVE PULSE
MIND. BODY. HEALTH.

LEVEL 1 LEVEL 2 LEVEL 3

Alondra Moreno
Nanci Garcia

Gladia Acosta-Mendoza
Alvaro Ontiveros
Jazmin Barajas
Horacio Valdez
Janine Spurrier

Jazmin Galarza

NFL Fridays

