

VITAL SIGNS

VOLUME 18 • ISSUE 4



welcome

Dr. Haider Kalhan, D.D.S.M.Sc Dentist

We are excited to announce the addition of Dr. Haider Kalhan, D.D.S.M.Sc. to our dental department.

We expect that after hearing him speak, guessing his birthplace will leave most still wondering. Dr. Kalhan was born in Iraq, but grew up in London, England. "My father was an air traffic controller. He trained and worked in London," Dr. Kalhan said. "When first meeting me, people often think I am Hispanic. That is, until they hear my feeble attempts to speak Spanish!" He speaks English, of course, but with a hint of a British accent. "I confuse people!" he said.

Dr. Kalhan returned to Iraq in 1996 and graduated from the Baghdad Dental School in 2003. He earned an advanced education in General Dentistry degree in 2005 and his Master of Orthodontics in 2007. At the end of the program, he was offered a professor's role.

In 2011, Dr. Kalhan moved his family to the United States, where he completed post-doctoral advanced education in General Dentistry certification at Nova Southeastern University at Fort Lauderdale, Florida.

In 2014 he received post-doctoral advanced education in general dentistry education from Northwest Dental residency in Toppenish, WA. He is an academic member of American Association of Orthodon-

tics which gives him the right to lecture and teach orthodontics nationwide.

In addition, Dr. Kalhan is a member of American Academy of Cosmetic Dentistry and is also a member of American Academy of Dental Sleep Medicine. He is also a fellow of the World Federation of Orthodontists, which allows him to lecture and teach globally.

He received advanced education in Orthodontics, from American Orthodontics Society in Dallas, TX in 2015. "I returned to London the fall of 2015 to speak at an international orthodontics conference," he said. "I am a teacher at heart and welcome opportunities to share information."

Dr. Kalhan previously worked as Orthodontic Director of the Northwest Dental residency. Dr. Kalhan has worked in both private dental clinics, and, most recently, at Yakima Valley Farm Worker Clinic in Toppenish, which is a community health center.

He prefers working at community health centers. "Many of the patients work long hours at labor intensive jobs; their lives are often complicated and somewhat difficult," he said. "Many are part of an underserved population which hasn't always received proper dental, medical, and vision care. They appreciate the treatment they receive. I am honored to care for them."

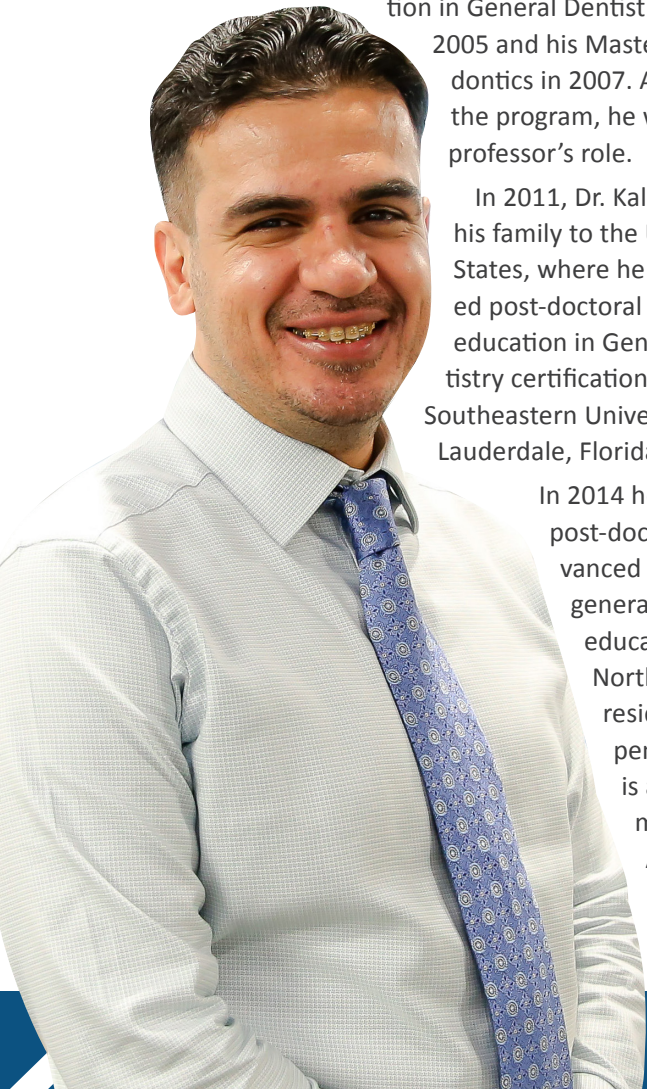
He is looking forward to treating patients at CBHA, which is also a community health center.

"CBHA has an advanced education in general dentistry resident program. I am looking forward to helping out the program in any way I can. The facilities here are state-of-the-art, with the latest technology and equipment available."

Dr. Kalhan met his wife, Tamara, in dental school. They have three children – a 13 year-old-son, and two daughters, ages 11 and 9. As a family they love to hike and go for bike rides.

He also is an avid salsa dancer and "even took lessons" but his favorite thing to do is play soccer.

Dr. Kalhan is excited to be treating patients at our clinics in Othello and Mattawa. Schedule an appointment with him by calling 509-488-5256.



FIRESTARTER AWARD: MARCH

Jessica Garcia

CERTIFIED PATIENT SERVICES REPRESENTATIVE III

Jessica Garcia is a Certified Patient Services Representative III, nominated for this honor by Navid Fregoso, Patient Services Representative II, who usually works at the Connell Clinic.

According to Navid, Jessica has been a role model and mentor for her. “She has such a positive attitude,” Navid said. “I have never heard her say ‘no’ to a patient. Instead, she says, ‘let me see how I can help you.’” Jessica always uses AIDET (Acknowledge, Introduce, Duration, Explanation and Thank You) with all patients and explains each step

the patients will experience.

She is also kind and helpful with staff. She has learned how to handle difficult patients. These same people request her when they return.

Her original date of hire was December 2007; she moved out of the area for one year. She worked in Patient Benefits at that time. She returned in August 2012. She is now cross-trained in medical, dental, vision, and patient benefits. Her main focus is Patient Benefits; her title is Patient Services Representative III - Certified.

Jessica was surprised to learn that she had been chosen Firestarter of the Month. “I knew I had been nominated but had totally forgotten about it,” she said. “Juan came into my office, handed me the certificate and very casually told me I had been chosen Firestarter of the Month!”

Jessica is a hard worker and a team player. Her co-workers appreciate that and respect her efforts to ensure that everyone has the same work load.

Jessica’s favorite part of her job is knowing that what she does makes a difference in people’s lives. She mentions a small group of patients who have kidney failure. They are young, in their 20s and very vulnerable. Many are undocumented with no resources. She does what she can to help them with paperwork and other issues. All are treated with respect.

Time away from work is spent bike riding with her husband Leo, daughter Mariam, age nine, and son Alexander, who is five, and their two dogs. “We are like a little parade,” Jessica said.

They are also active in their church. Mariam plays soccer. Jessica participates and enjoys the connectivity programs at CBHA. To relax, Jessica listens to and enjoys all types of music.



Jessica Garcia (center) with Juan Sandoval (Health Connections Director) and Narce Falcon (Dental Business Manager)

EMPLOYEE SHOUT OUTS



Dr. Callin Passey (Optometrist) was very nice and listened well and patiently. The staff is very nice and patient. They gave me time to make my decisions.

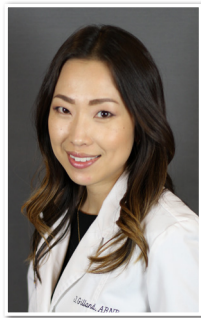


Call Center received the following feedback from a father who brought his two children to the Othello Clinic.

Robert Pruneda wanted to call to recognize CBHA for the excellent experience he had today. Robert had two children who were very sick, but only one had an appointment with **John Beauchamp, PA-C**. When he arrived he asked if his other child could be seen as well. **Esmeralda Espara (PSR)** who assisted him received approval from **Team Beauchamp** and the child was added to the schedule.

Robert said that John was wonderful and he is very appreciative that John saw both children, without an additional wait time. Robert also wanted to recognize Esmeralda Esparza for her excellent customer service and for being so polite.

I usually faint with needles and I did not feel a thing or faint with **Joeun Gilland, ARNP**. She asked me how I was feeling. She was attentive to what she was doing. She took her time and sat with me. She did not rush.



Matt StantsPainter, DO, was very personable and he took care of my problem for me.

Dr. Nikki Tomblin (Dentist) was very nice and she speaks Spanish. We understood one another well. I like the way she treated us. She took her time and answered my questions well. The staff was also good.



Michelle Taylor, Psychiatric ARNP, spent a lot of time talking to me and explaining things. She listened well and understood what I was talking about. She was up on my history and seems to have researched it before seeing me.





POSITIVE PULSE

MIND. BODY. HEALTH.

LEVEL 1

Yesenia Armenta
Marcela Arrieta
Alejandra Avalos Rangel
Rosalia Avila
Ana Aznaran
Suleyma Barajas
Evelyn Barrera Elias
Romero Bianca
Hillary Cambron
Jennifer Campbell
Jeannette Carmona
Adriana Favela
Navid Fregoso
Mathew Garza
Karen Guadarrama
Lizeth Lopez Martinez
Yolanda Martinez
Isaac Martinez
Emily Medina
Noemi Medina-Corrales
Erika Mendez

Joseph Mendez
Paloma Mendez
Crystal Mercado
Vanessa Morelos
Cynthia Munguia
Raul Munoz
Evelia Ocampo
Angelica Rodriguez
Brenda Rodriguez
Elsa Rodriguez
Wendy Rodriguez
Francisco Sanchez Meraz
Barbara Schmidt
Nathan Spinelli
Janine Spurrier
Elvia Tapia
Abdias Valdez
Horacio Valdez
Magali Valdez
Jennifer Vazquez
Matthew Walker

Happy Birthday

May



1

Wendy
Garza



2

Dellanira
Rodriguez



3

Annie
Coronado, PA-C



4

Sarai
Solorio



7

Magali
Valedéz



7

Mariela
Montes



8

Miguel Blas-
Matus, PA-C



9

Irene
Faustino



9

Sam
Gomez



9

Rebecca
Guzman



12

Jennifer
Pham



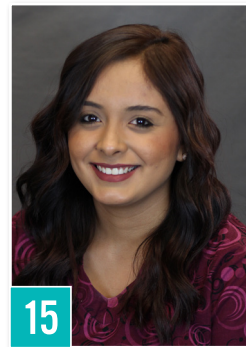
14

Brianna
Martinez



14

Meliza
Villa



15

Cynthia
Hernandez



16

Curtis
Andrews



16

**Dr. Luis
Miron**



17

**Christina
Flores**



17

**Marybeth
Pettitt**



18

**Elizabeth
Cedillo**



18

**Esmeralda
Esparza**



18

**Jose
Rincon**



20

**Navid
Fregoso**



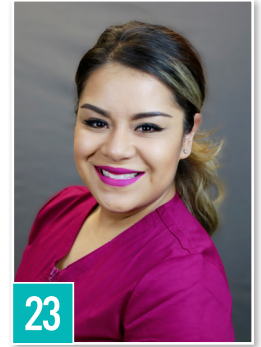
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**Jecenia
Romero**



21

**Iralda
Saavedra**



23

**Jennifer
Vazquez**



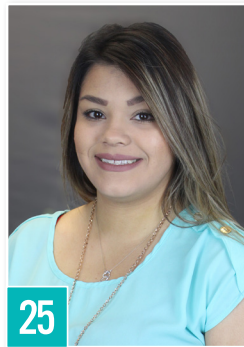
25

**Elisha
Gomez**



25

**Sandra
Rodriguez**



25

**Rubi
Silvas**



26

**Dr. Kelly
Monroe**



28

**Elizabeth
Alfaro**



28

**Carlos
Soria**



31

**Sonia
Marquina**



31

**Johana
Rebuelta**



31

**Janine
Spurrier**



A Grand Adventure

Sharon Skorick, administrative assistant at CBHA, and her husband, Bill, are well known in the Othello community. They have lived in Othello for 23 years and their children graduated from Othello High School. During that time they have participated in and volunteered for Chamber of Commerce events, Othello Community Festivals and Othello Junior Miss events.

Sharon has been a participant as well as a teacher in the Othello Community Schools. She loves to cook and her specialty areas are soups and desserts.

Sharon describes herself as a country girl who grew up on a small farm in Western Washington in a large family of five brothers and one sister. Sharon

and Bill have been married for 42 years. They feel blessed to have their five grandchildren living in the vicinity of Othello. “We see them often; we all get together to take a yearly trip to Nehalem Bay in Oregon, our favorite area around Ocean City.”

Sharon’s family visited the Grand Canyon about seven years ago. “I was so impressed,” she said. “My dream was to go back and hike it someday.” That dream was delayed somewhat when she was diagnosed with Grave’s disease. It took radioactive iodine treatments and a few years to get back on track. She also had a total knee replacement ten months ago. “I have learned to life live to the fullest.”

It is estimated that 5 million people visit the Grand Canyon every year; less than one percent of that number actually visit the bottom, including mule riders.

Sharon and Bill found out mid-year in 2017 that, beginning in 2018, permits to hike the canyon would be granted by the lottery system – you would have to be drawn before you could even apply. They decided it was time to act!

“We hired a guide who applied for all necessary permits and campground reservations. We found out in November, 2017 that we had been approved. The guide supplied all equipment, tents

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A Grand Adventure (Continued)

poles, sleeping bags and food. We were to provide a three liter water pack and one liter electrolytes bottle plus packs weighing about 50 pounds. He also supplied us with electrolytes, food and snacks of high protein and carbs."

Bill and Sharon have always liked to hike. "However, we had never done anything like this! We began seriously training for this hike about six weeks before – really training," she said. "We hiked different terrains, distances and elevations so we could build up our endurance for the 19 mile canyon roundtrip plus six miles worth of side trips that were ahead of us."

They flew into Las Vegas where they began their ten day trip to Zion National Park, Bryce Canyon, Antelope Canyon and the Grand Canyon.

"What an adventure! We (there were total of seven hikers in our group) hiked in the park and other canyons first. We began our descent of the Grand Canyon on March 22nd. We camped for three nights on our way down and came back up on the March 25th."

Along the way they learned that hiking down the trail was harder on

their bodies than going up. As they approached the rim, close to the end of the hike, the trail became very congested with day hikers.

"We were stopped by many groups asking questions about our stay at Phantom Ranch, where we spent two nights on the way down, and about the bottom of the canyon. It amazed us

that these strangers were giving us high fives, and congratulations for our accomplishments and called us their heroes. Bill made a comment that he "felt like an astronaut who'd just returned to earth!" Indeed, in all of my 60 years, besides my family and friends, the hike has been my greatest accomplishment ever!"



Nieves Gomez,

Thank you so much for the opportunity to come in to CBHA and shadow healthcare professionals throughout the week. This week has been extremely influential on my career path and has given me a huge insight into what rural medicine really looks like. I appreciate you taking the time out of your busy day to explain the organization of the clinic and eating lunch with us. I had never really thought about the administrative side of healthcare, but this week really opened my eyes to how important this is for healthcare. I really appreciate all of your time and meaningful answers to our questions, thank you!

-Brenda Fleshman

Nieves Gomez,

Thank you for letting us shadow at your facility!! My expectations for rural medicine were blown out of the water. The CBHA facilities were amazing, the faculty was kind & helpful, & the patient interactions were instructive. Your determination to push this program to constantly advance is inspirational. The fact that you are willing to build housing, help pay loans, & have proper retirement funding speaks to your determination to ~~attain~~ ^{achieve} your goals. Thank you for the opportunity!!

Nieves Gomez,

Thank you so much for allowing us to shadow at CBHA. The knowledge and experience I've gained from this trip has definitely solidified my future career in healthcare. Your willingness to be open and answer all our questions means a lot. I appreciate all you've done and are doing!! -Lysion Ndareba

**Thank You Notes from recent
Student Job Shadows!**

Legacy Awards



**Curtis Andrews • Jennifer Day • Jennifer Padilla • Barbara Schmidt
Aries Gomez • Dellanira Rodriguez • Maria Lopez • Dr. Jason Bleazard
Ruby Garcia • Sidney Puentes Lauren Spilles • Esmeralda Esparza
Jessica Garcia • Laura Garza • Eleazar Pruneda • Abner Valdez
Patricia Aviles • Marisol Quezada • Leo Martinez**



**Mayra Elizarraraz • Salvador Martinez • Norma Torres
 John Beauchamp, PA-C • Jessica Smith • Darrell Wilson
 Kimberly Ditton • Rebecca Wolfs • Edna Hymas • Johana Rebuelta**

2017 "OF THE YEAR" WINNERS



**PROVIDER OF THE YEAR
 Annie Coronado
 PA-C**



**SUPERVISOR OF THE YEAR
 Courtney Olson
 Wahluke Clinic Manager**



**EMPLOYEE OF THE YEAR
 Janie Leal
 Care Coordinator**

Check out our June/July Hometown Health and our Annual Report to learn more about our winners!



**Coral Guzman • Claudia Castillo • Shannon Springer
Antonia Arreola • Kelly Carlson • Melinda Valencia**



Enedelia Gonzales

Cinco de Mayo

Our employees enjoyed a fantastic lunch!





