

# VITAL SIGNS

VOLUME 18 • ISSUE 9

SEPTEMBER



# FIRESTARTER AWARD: AUGUST

## Navid Fregoso

### PATIENT SERVICES REPRESENTATIVE II

CBHA congratulates this month's Firestarter, Navid Fregoso. Navid has worked at CBHA as a Patient Services Representative II (PSR) for more than three years. She also helps out at the front desk when needed.

In nominating Navid for this honor, her supervisor, Juan Sandoval, said that customer service is one of Navid's greatest strengths. "She is very customer focused," he said. "Navid's actions demonstrate that she truly cares for our patients. Last month, while she was helping out with coverage at the front desk in Connell, she overheard that a patient had received a bill for services he thought his insurance would cover. Since the PSR assisting the patient was still in training, Navid took the initiative to take over the case. After a few phone calls and a couple of days work, she was able to resend the necessary documents and have the charges covered under the patient's insurance. The patient called back stating he was truly thankful for her help."

The PSR team in Connell has been short-handed the last few months. Juan said that Navid has been one of their "go-to people" while the PSRs have been training. She has supported the Connell team without neglecting her Patient Benefits duties, dealing with insurance and the discount program for low income patients.

"I find it very rewarding to help people," Navid said. "In fact, it is my favorite part of my job. Patients tell me their biggest fear is that they will come to a clinic and no one

will be able to talk to them because the only language they can speak is Spanish. I encourage patients to express their opinions and ideas so we can provide good service to the community."

Juan calls Navid a "go-getter!" The extra tasks assigned to her get done quickly. She was recently given a list of patients who needed to select another Managed Care plan in Adams County and Navid was able to reach out to more 500 patients in just three weeks and help them enroll in a new plan. "She made a lot of telephone calls to get this done," he said.

Navid actively participates in staff pot-lucks and other social events. She recently headed up the clinic's team helping with "Connell Cleanup Day. She is part of the Positive Pulse Committee (Employee Wellness Program) as well.

Navid is an honest, hardworking person with a strong work ethic. Comments from employees' and patients' balance score cards continue to show an excellent performance on her part."

Navid says she was "very, very shocked" to find out she had been chosen Firestarter of the Month. "We were having our monthly meeting when Juan said that Jessica had an announcement to make. When she called my name, I was so surprised."

Navid considers herself a "hometown girl" having been born and raised in Connell. She and her husband, Hugo, have three chil-



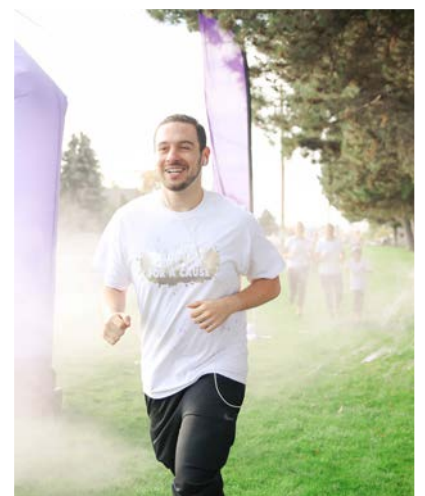
dren; Esmeralda is 14, Dalailah is nine, and Hansen is two.

As a family, they enjoy the outdoors and going to the lakes – especially Lyons Ferry and Scootney Reservoir. Her brother-in-law has a boat and they all enjoy being out in it.

On a personal note, Navid likes to bake! When she was pregnant with her second child she watched baking shows on television. She has been hooked ever since! She likes to try new recipes and different techniques.



# 5K COLOR RUN CBHA RUN FOR A CAUSE





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# October



1

Jose  
Vela



2

Jennifer  
Day



2

Abner  
Valdez



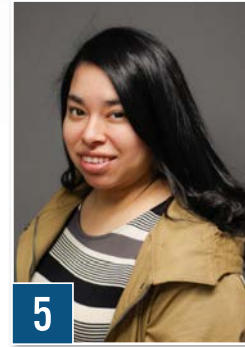
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Jose  
Alvarez



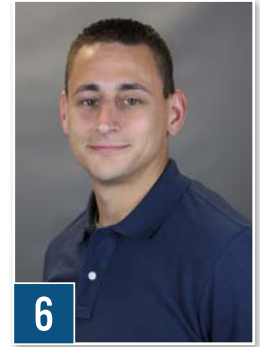
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Hillary  
Cambron



5

Rosi  
Faustino



6

Gabe  
Martinez



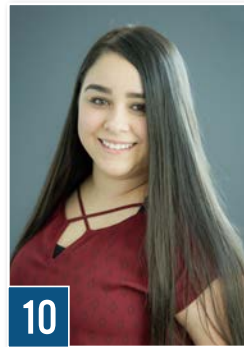
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Dr. Ken  
Chang



10

Reina  
Lara



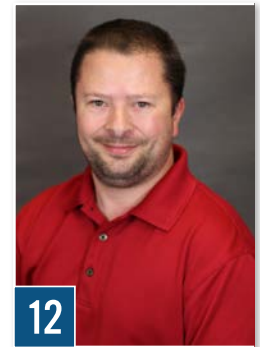
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Sarah  
Segura



12

Alma  
Alvarez



12

Darrin  
Troyer



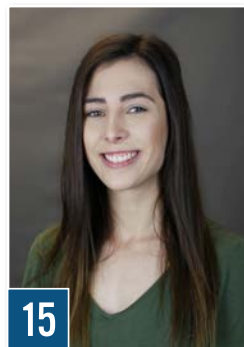
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Horacio  
Valdez



13

Teresa  
Barajas



15

Tana  
O'Connell



16

Ruby  
Garcia



16

Erendira  
Gonzalez-Luna



17

**Delia  
Ramirez**



18

**Enereida  
Acevedo**



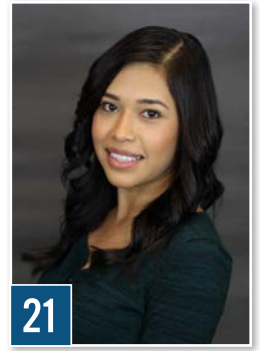
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**Nieves  
Gomez**



19

**Tim  
Seibel**



21

**Celia  
Moreno**



21

**Angelica  
Rodriguez**



22

**Thalia  
Ramos**



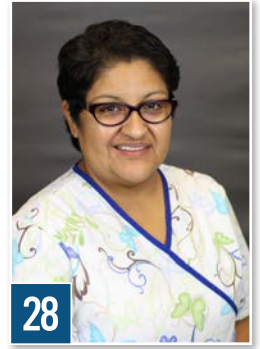
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**Sarah  
Stapelmann**



27

**Martha  
Lopez**



28

**Coral  
Hernandez**



28

**Lizet  
Ramos**



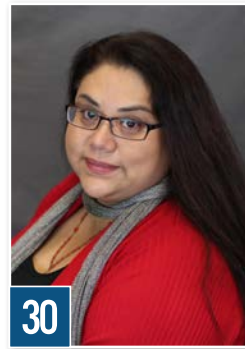
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**Doug  
Thompson**



29

**Gladia  
Acosta**



30

**Lori  
Belmontes**



30

**Maricella  
Garcia**



30

**Crisol  
Martinez**



30

**Lissette  
Ruelas**



30

**Sharon  
Skorick**



31

**Devyn  
Lynch**

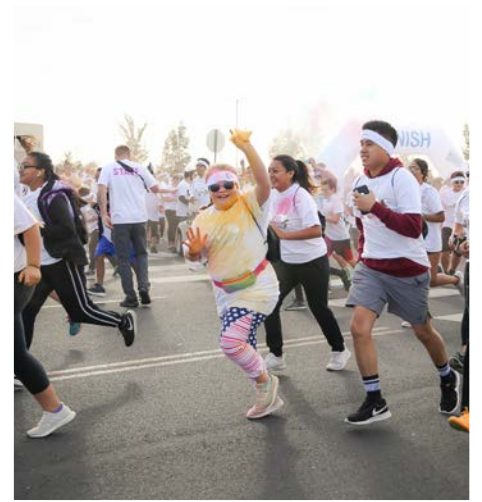


31

**Isaac  
Martinez**



# 5K COLOR RUN CBHA RUN FOR A CAUSE





# POSITIVE PULSE

MIND. BODY. HEALTH.

## LEVEL 1

Alberto Cruz  
Antonia Rodriguez  
Cindi Hogeboom  
Delia Ramirez  
Deyanira Gonzalez  
Enereida Acevedo

Florentina Basurto  
Ignacia Lopez  
Jessica Smith  
Jesstine Kane  
Dr. Nisha Sharoff  
Sandra Rodriguez

## LEVEL 2

Abdias Valdez  
Carlos Soria  
Claudia Castillo  
Cynthia Munguia  
Cynthia Hernandez  
Emanuel Salgado Galvez  
Erika Mendez  
Fatima Romero Martinez  
Jasmin Galarza  
Dr. Jason Hair  
Jeanette Carmona  
Jennifer Kittelson  
Joanna Valdez Chavez  
Jose Mata  
Juanita Leal

Marisela Bruno  
Mathew Garza  
Mayra Lopez Romero  
Meliza Villa  
Modesta Vivar Ponce  
Nathan Spinelli  
Navid Fregoso  
Noemi Medina Corrales  
Norma Gutierrez  
Rosalia Avila  
Sandra Uresti  
Sara Santoyo  
Suleyma Barajas  
Wendy Garza  
Yesenia Barajas Garcia