

EAST BAY AREA

PULSE

FEBRUARY 2006



KAISER PERMANENTE®

A publication for
employees, physicians,
and volunteers in Alameda,
Oakland, and Richmond

PERSONALIZED SERVICE

A Service Star by any other name is a **FRED**

Treating our members and each other as we would want our friends and family to be treated is the foundation of a good customer experience. It is also a sentiment that shines brightly from

Richmond's Service Stars, and a characteristic shared by each of our FREDs (Fabulously Responsive Employees Dedicated to service.)

So it seemed only appropriate that on Dec. 2, 2005, Richmond honored both at the third quarter service awards celebration, now known as



Individual service stars (some of whom are shown above) were awarded to:

- Grace Trujillo, Skyview Pharmacy
- Patricia Mahoney, Radiology
- Nora DeLoa, MA, Laboratory
- Debbie Deleon, Optometry

For their leadership in workplace safety activities, a team award went to:

- Joan Sarlatte, NP
- Margaret Solon-Street

Member-Patient Satisfaction (MPS) highest performers on overall phone service:

MPS overall top-performing departments:

- Surgery
- Psychiatry
- Physical Therapy
- Pediatrics

For demonstrating excellence in cost savings and exceeding the maximum goal on supply cost savings year-to-date, 2005 awards were presented to Product Council members:

- Robert Mortens, Co-chair
- Linda Marietta, RN, Co-chair
- Garrie Yacap
- Denise Chaney, RN
- Ronnie Uy
- Aaron Baggs, MD
- Bob Gielow
- Stephanie Rivera, MPH
- Jim Barnett