



Kaweah Health™

***New Provider
Orientation Session
Handouts***





New Provider Orientation Components

- **ID BADGE & PARKING PERMIT***(if applicable)* – Your ID Badge and Parking Permit will be issued at your EMR Training. If you have any questions contact Medical Staff at (559)624-2358.
- **EMR TRAINING & OPTIONAL HOSPITAL TOUR** *(On-Site)* – Please call (559) 624-2358 to schedule your EMR training. Please note, EMR training is offered on Mondays and Wednesdays. Please allow 3-hours for training.

On the day of your EMR Training, you may park with Valet (No charge). You will need to report to the Kaweah Health Support Services lobby and call our Information Systems MD Support Team at (559)624-5040 when you arrive. One of our staff will meet you in the lobby to escort you to the hospital and assist you further.

*Support Services Building
520 West Mineral King Ave
Visalia, CA 93291*

NEW PROVIDER ORIENTATION SESSION *(On Demand)* – Kaweah Health offers new providers an opportunity to attend orientation at their convenience online. In orientation, you will receive a brief introduction to Kaweah Health services, our organizational culture, patient experience, and medical staff governance. Below is a link to download the information packet and links to access each video.

- **Required Education** *(Online; PDF review & attestation)*
 - Time Out and Informed Consent
 - Provider Restraint Education
 - Workplace Violence Prevention
 - Environment of Care Standards
 - Pain Management
- **Assigned Required Education Modules** *(Online; 2-3 hours)* - All departments have required education modules that must be completed *on or prior to* on-site orientation. Log-in instructions were provided on your welcome e-mail and Board Letter.
- **Introduction of Services** *(Online)* – Additional information available online regarding Kaweah Health services.



Kaweah Health™

MEDICAL STAFF LEADERSHIP 2020

OFFICERS

CHIEF OF STAFF	Byron Mendenhall, M.D.
VICE CHIEF OF STAFF	Monica Manga, M.D.
SECRETARY/TREASURER	Daniel Hightower, M.D.
IMMEDIATE PAST CHIEF OF STAFF	Harry Lively, M.D.

DEPARTMENT LEADERS

Department	Chairman	Vice Chairman
Anesthesia	Eric Morell, M.D.	Michael Tang, M.D.
Cardiac Services	Aditya Verma, M.D.	Ankur Gupta, M.D.
Critical Care, Pulmonology & Adult Hsptlst	Paul Marks, M.D.	Ji Sun (Tina) Lee, M.D.
Emergency Medicine	Sakona Seng, D.O.	Chadi Kahwaji, M.D.
Family Medicine	Magda Ramirez, M.D.	Gaylene Soloniuk-Tays
Internal Medicine	Angela Pap, M.D.	Tariq Javed, M.D.
OB/GYN	Juan Sabogal, M.D.	Sandra Bosman, M.D.
Pathology	David Kaufman, M.D.	David Hewitt, M.D.
Pediatrics	Julianne Randolph, D.O.	Humam Alish, M.D.
Psychiatry & Neurosciences	Abdolreza Saadabadi, M.D.	Mandeep Bagga, M.D.
Radiology	Glade Roper, M.D.	Douglas Blume, M.D.
Surgery	Kartheek Nagappala, M.D.	Sebastiano Cassaro, M.D.
Credentials Committee	Michael Boyd, D.P.M.	
Peer Review Committee	Harjoth Malli, M.D.	Steven Carstens, D.O.
GME Committee	Sean Oldroyd, D.O.	



KEY CONTACTS

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Executive Team

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Kaweah Delta



K A W E A H D E L T A . O R G

Our Mission: Health is our passion. Excellence is our focus. Compassion is our promise.

Our Vision: To be your world-class healthcare choice, for life.

The quality of Kaweah Delta is judged by the quality of its team. To ensure that we consistently maintain high standards of quality that our patients deserve, all employees, physicians, and volunteers are expected to adhere to the following Behavioral Standards of Performance.

BEHAVIORAL STANDARDS OF PERFORMANCE

COMPASSIONATE SERVICE

We are a service organization. Quality care is always delivered with compassion and attention to detail in an effort to exceed the needs of those we serve.

- Ensure that our patients and families feel cared for.
- Meet and greet our customers by introducing ourselves and using their last name (e.g. Mrs. Smith) until given permission to address them less formally.
- Check on patients and customers regularly, ask what they need, and provide acts of kindness to meet or exceed their needs.
- Always ask customers "Is there anything else I can do for you?"
- Respond promptly to call lights or anything related to the responsiveness to customers.

RESPECT

We collaborate effectively with others and are socially and interpersonally skilled.

- Value all people at Kaweah Delta by focusing on and being sensitive to their spiritual, social, and cultural needs.
- Provide comfort measures to our patients, families, and each other.
- Have effective interactions with people regardless of status or position.
- Park in designated areas, remembering that customer convenience is an important aspect of their care.

COMMUNICATION

We communicate, both in words and actions, in a way that instills trust, confidence, and good will.

- Always greet customers and colleagues warmly with a smile.
- Communicate nicely and respectfully at all times, in speech and writing including telephone, email, and text.
- Use please and thank you.
- Refrain from gossip, profane language, arguing, loud voices, expressions of anger, or any conduct that causes disruption or disharmony in the environment.
- Adhere to standards of communication, including RELATE (Reassure, Explain, Listen, Answer, Take action, Express appreciation) and offering sincere apologies for inconveniences.

SAFETY

Safety is the responsibility of all employees. We are individually accountable for safety, and support those who put safety first.

- Stop the line, when necessary. Put safety first, including speaking up respectfully when concerned or uncomfortable about a potential safety issue that is noticed or identified; step in and work to correct this safety concern.
- Proactively address problems or defects; investigate, report, and correct.
- Keep patients safe by preventing infections and reporting potential or real medical errors that could

result in patient harm.

- Keep ourselves safe by using techniques to prevent all injuries at work, remaining compliant with annual TB and flu vaccine policies, and using personal protective equipment when appropriate.
- Keep our environment safe by making sure work and patient care areas are free from clutter to prevent falls and injuries.

PERSONAL OWNERSHIP

We take pride in our facility and the services we provide to our community.

- Know and understand the responsibilities of position; take charge of and accept these responsibilities.
- Strive to do the job right the first time by doing what is right for those we serve.
- Respect our property, the property of others, and our work environment.
- Own our environment and take the initiative to keep our facilities neat and clean.

PRIVACY

We ensure our customers' right to privacy by creating and maintaining a secure and trusting environment. Information is kept confidential and restricted to situations where the information is necessary to meet the customers' health needs.

- Protected Health Information (PHI) is accessed and released only to persons authorized by the patient to receive the information. All Personally Identifiable Information (PII) is stored, accessed, shared, and/or deleted in strict compliance with Kaweah Delta policy, state, and federal regulations.
- PHI and PII is strictly accessed only as necessary to perform job duties.
- As appropriate and necessary, when discussing patient or personal information, doors or curtains are closed if available and voice is lowered.
- Computers are logged off or screens are

minimized, patient charts or personal information screens are closed, fax numbers verified, and caution is taken to provide patient or personal information to the intended recipient.

PROFESSIONAL IMAGE

We are committed to maintaining a professional workplace environment which reflects respect for those we serve. A confident, professional image is essential.

- Demonstrate a clean, professional image at all times.
- ID Badge is chest high and in view. Badge is updated and not faded, with no pins or markings; picture is current.
- Role model respectful, professional behaviors.
- Keep personal conversations out of hearing of patients, visitors, and guests.
- Honor a quiet environment.

COMMITMENT TO COLLEAGUES/ACTS AS A MEMBER OF THE KAWEAH DELTA TEAM

We are committed to working as a team with all of our colleagues. Our commitment to helping each other results in a higher quality of care than we could have provided as individuals.

- Look beyond assigned tasks and offer help where needed.
- Recognize others when someone goes above and beyond.
- Treat everyone professionally; recognize that each of us has an area of expertise.
- Is loyal to colleagues and the mission of Kaweah Delta Health Care District.
- Inspire confidence in the abilities of team members (manage up).
- Create a supportive environment that is free from bullying, hostility, or unprofessional or inappropriate behaviors.

Kaweah Health Employee Membership Rates

These rates are for Kaweah Health employees only. Monthly dues are offered through payroll deduction only. The monthly dues will be divided between the first and the second paychecks of the month. Please be prepared to pay your initial fee and first month dues at the time of joining.

Category	Initial Fee	Monthly Dues	
Single	\$75	\$29	
Couple	\$125	\$47	
Family	\$175	\$67 (Family of 4)	
Each additional family member (5-11 years, children's activities only)		+ \$15	
<p>Annual Facility Fee: \$29 An annual facility fee will be collected for each primary member upon enrollment and annually on the member's anniversary date each year.</p>			
Towel Service	\$2 Daily Rate	\$5 Single / Monthly	\$10 Family / Monthly

An initial 12- month commitment is required for all new memberships. For information or a tour, please contact a membership representative at (559) 624-3400.

Prices subject to change without notice.



It's not just a gym; it's a lifestyle.



The *Lifestyle* Center
A division of Kaweah Delta Health Care District

The Lifestyle Center is home to state-of-the-art exercise equipment and certified health care professionals dedicated to helping you reach your personal health and fitness goals.

As a medically based fitness center, we take an interdisciplinary approach to wellness. Our members benefit from expert guidance on exercise, nutrition, stress management and healthy lifestyle habits.

Whether you are a seasoned athlete or a beginner, The Lifestyle Center has something to offer. Take a tour to learn more about how we can help you live a stronger, happier and healthy life.

- Professional, Certified Staff
- Two Indoor Pools
- Indoor Track
- Multi-purpose Gymnasium
- Two Aerobic Studios
- Fitness Testing
- Pro Shop / Wireless Cafe
- Nutritional Education
- RockWall
- Childcare "Kidzone"

Facility

Hours of Operation:

Mon. - Fri. 4:30 am - 11 pm

Sat. & Sun. 6 am - 8 pm

Excluding holidays

Membership

Enrollment Hours:

Mon. - Fri. 8 am - 8 pm

Sat. 9 am - 6 pm

Sun. Noon - 6 pm

624-3400

5105 W. Cypress Ave. ● Visalia, Ca ● www.TheLifestyleCenter.org



Your Partner for Success

“The well-being of the nation’s physicians is a critical factor in maintaining access to care and the quality of our health care system,” said Creason. “The program will help physicians conquer these issues, so they can do what they do best – care for patients.”

To help physicians succeed in their life's work of caring for patients, the California Medical Association (CMA) has made physician wellness and the prevention of burnout a core priority. By advancing initiatives that enhance efficiency, professional satisfaction and the delivery of care, CMA is striving to help physicians navigate and succeed in a continually evolving health care environment.

“Did you know that as members of the Medical Society of Tulare and Kings County, you are entitled to up to (6) out patient visits of professional counseling resources? This benefit also extends to spouses of the member. All assistance is **COMPLETELY CONFIDENTIAL** and services are directly billed to TKFMC and will not reveal to whom services were provided to.”

The program will utilize a population health framework to address systemic contributors to physician burnout, along with providing tailored support for physicians at increased risk or experiencing specific challenges. In addition to creating tools to support changes that the health care system can make to increase physician well-being, the program will assist those already expressing signs of burnout.

Please contact us for providers and more information ▶ ▶ ▶

Burnout can...

- Erode the quality of patient care
- Decrease patient satisfaction
- Limit patient access to care
- Affect your relationship with patients & family
- Leads to a higher risk for suicide

Physician Wellness will lead to...

- Finding meaning in your work
- Reconnecting with your peers and family
- Improvement in the communities you serve



Physician Wellness Services Programs

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