

## Inside Issue #03

### The Latest Update

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## Feature Employee of the Month



**Sheila Baca**

Today, I'm thrilled to spotlight one of our exceptional team members: Sheila Baca, a Registered Nurse who has been a dedicated member of Sutter Bay Hospital-EBAC for an impressive 29 years. Sheila's commitment, compassion, and empathy exemplify the values we hold dear.

### **Dedication Beyond Measure:**

Sheila's unwavering dedication to her role is truly commendable. She consistently goes above and beyond the call of duty, often extending her helping hand even when her schedule is tight. Her dedication is a testament to her commitment to patient care.

### **Compassion and Empathy in Action:**

Sheila is not just a nurse; she is a pillar of compassion and empathy. She understands that it's not only about treating medical conditions but also about tending to the emotional well-being of our patients. She listens, she cares, and she provides a shoulder to lean on during challenging times.

### **Team Player Extraordinaire:**

Sheila's collaborative spirit is exemplary. She is always there to support her colleagues and lend a helping hand, creating a sense of unity and camaraderie within our team. Her willingness to assist, even in the busiest of moments, is a source of inspiration to us all.

### **Champion of the Marginalized:**

What truly sets Sheila apart is her advocacy for the most marginalized and discriminated-against patients. She embodies the values of equity and inclusivity, making sure that every patient receives the same level of care and attention, regardless of their background or circumstances.

### **Years of Unwavering Service:**

With an incredible 29 years of service at Sutter Bay Hospital-EBAC, Sheila's impact on the organization and, more importantly, on the lives of countless patients has been immeasurable. Her steadfast commitment is a testament to her passion for healthcare and her dedication to our mission.

Sheila's story is a reminder of the remarkable individuals who make our organization exceptional. Her journey, marked by dedication, compassion, empathy, and inclusivity, sets a standard for all of us to strive for. Let's take inspiration from Sheila's example and continue our mission of providing exceptional patient care.

Please join me in celebrating Sheila Baca and thanking her for her invaluable contributions to our team and the patients we serve.

## Director's Corner

Tony Sillemo Psy.D, MBA, MSW  
Director, Community Health



## Steps to Showing Empathy and Compassion in Patient Care

In Sutter Bay Hospital-EBAC's continuous pursuit of providing the highest quality care to the people we serve, it's essential that we embrace empathy and compassion in every interaction. These qualities not only improve the patient experience but also contribute to better outcomes. Here are some actionable steps to demonstrate empathy and compassion effectively:

### 1. Active Listening:

- Take the time to listen actively to patients' concerns, fears, and questions.
- Provide your full attention, maintain eye contact, and avoid interrupting.

### 2. Put Yourself in Their Shoes:

- Try to understand the patient's perspective and what they may be going through.
- Empathize with their emotions and validate their feelings.

### 3. Personalize Your Care:

- Address patients by their names and ask about their preferences.
- Tailor your care to meet their individual needs and preferences.

### 4. Communicate with Kindness:

- Use gentle and supportive language, particularly in difficult conversations.
- Offer reassurance and encouragement when appropriate.

### 5. Be Patient-Centered:

- Involve patients in decision-making regarding their care.
- Respect their choices and ensure they feel empowered in their healthcare journey.

### 6. Non-Verbal Cues:

- Pay attention to your body language and facial expressions.
- Show warmth, concern, and approachability through non-verbal cues.

### 7. Manage Time Wisely:

- While efficiency is important, never rush interactions with patients.
- Allocate adequate time for conversations and addressing concerns.

### 8. Follow Up and Follow Through:

- After interactions, ensure that any promises or actions are carried out.
- Following up on patient concerns demonstrates a commitment to their well-being.

### 9. Emotional Support:

- Recognize the emotional toll of illness and hospitalization.
- Offer emotional support through genuine empathy and a reassuring presence.

### 10. Self-Care:

- Caring for others can be emotionally demanding. Remember to care for yourself to maintain your own well-being.

### 11. Share Success Stories:

- Celebrate and share success stories where compassionate care made a difference in a patient's life.

Remember, it's often the small acts of kindness and understanding that leave a lasting impact on our patients. By consistently practicing empathy and compassion, we not only enhance the patient experience but also reinforce our commitment to providing the best care possible.



## Sutter Health Executive Sponsorship Program for Women and Professionals of Color (Pilot):

Dr. Tony Sillemo continues to strive in Sutter Health Executive Sponsorship Program for Women and Professionals of Color (Pilot). In this unique program, Tony is paired with an executive sponsor who is a current member of the Diversity, Equity & Inclusion Strategy Group.

### This Program Works:

- ♥ To increase the number of diverse candidates for leadership roles at Sutter Health
- ♥ To raise awareness among senior executives of the essential role they play in the success of diverse talent
- ♥ To increase the development and advancement of diverse leaders at Sutter Health who will then participate in the Leadership Academy.

### New Grants:

Sutter Bay Hospital-EBAC, Alta Bates Summit Medical Center - Summit Campus & Ashby Campus has been approved for funding through the Emergency Department Syphilis/HIV/HCV Screening Program (EDSP) in the amount of \$ 375,000 each for a total of \$750,000.

Emergency Department Syphilis, HIV & HCV Screening Program will have an Awardee Kickoff - Supporting A Successful Program Launch on November 16th at 1:00 PM.

To support a successful ED Syphilis/HIV/HCV Screening Program and team launch, attendees will meet key contacts and understand the program overview and goals. This session will review available technical assistance and resources, data reporting, contracts, and deliverables reporting.

Gina Tyra, RN

## The Latest News from Nursing

### New Equipment is coming soon!

Our nursing and provider staff are excited to have a new blood pressure machine on order! They are the latest and considered one of the best and most accurate machines around!

### We are Hiring!!!

EBAC has new positions that have been posted for a fulltime RN and a per diem RN. With the addition of these new positions, EBAC will have more availability for nurse-only injections, cutting down the wait time for our patients.

### My Health Online (MHO)

The appointment reminder through My Health Online is back up and running. Patients who are currently utilizing MHO can now receive text message reminders again. In addition to appointment reminders, patients can direct message their providers, review labs and other medical reports. For assistance signing up, ask anyone of our staff members.



## The Pharmacy Team

Tapan Shah & Michelle So

## Reports from Pharmacy

EBAC pharmacy, located within EBAC clinic, is a specialty pharmacy that has been serving EBAC patients since 2009. We can fill your medications all together and in prefilled med trays if needed with complimentary delivery, not to mention expert pharmacist and technician knowledge to provide the best care in terms of drug-drug intervention checks, insurance and financial assistance, and medication information to both you and your provider. We would love to provide these services to all our patients. Please stop by the pharmacy to meet the pharmacy team.

| Pharmacists | Technicians |
|-------------|-------------|
| Alex        | Ellen       |
| Lyna        | Lien        |
| Melissa     | Marcia      |
| Carrie      | Nancy       |
| Michelle    | Akira       |
| Trinh       | Gabrielle   |
| Dylan       | Angela      |
| Ashley      | Gurpreet    |
| Margo       |             |

Monday through Friday 9:00am-5:00pm,  
**Open Wednesdays**  
3100 Summit St., 2nd Floor, Oakland CA 94609  
(510) 869-8451



# The Scoop from Prevention Team

Jesse Mora & Juriz Macorol



In October, we aimed to provide HIV testing and prevention services to at least 25 men who have sex with men (MSM). We met this goal and tested an additional 45 people of varying identities and backgrounds!

A big thank you to Jeramie Andehueson and Alameda Pride for having us out to table! Our team had a wonderful day soaking in the sun and talking with festival goers. In all, we tested 9 people for HIV.



We are excited to add more testing dates in November! If you are interested in getting testing or on PrEP, please come out to one of our community events:

- ♥ **First Fridays** - come find us at First Friday on **Friday November 3rd**
- ♥ **Que Rico Nightclub** - located at **381 15th St in Oakland**. We test on the second and third Friday nights of every month! Come out and get tested on **Friday November 10th and Friday November 17th**.
- ♥ **Steamworks** - located at **2107 Fourth St in Berkeley**. You can find us inside by the lockers with our doors open and ready to test! This month we'll be testing on **November 5th and 19th from 12 - 4 pm**, and on **November 11th and 25th from 5 - 9 pm**.



If you can't make it to an event, call or text our Prevention team during clinic hours at (510) 501-3724. We look forward to connecting with you!



# Ohlone College PrEP Workshop

Thanks to EBAC's Kentaro Kaneko, NP

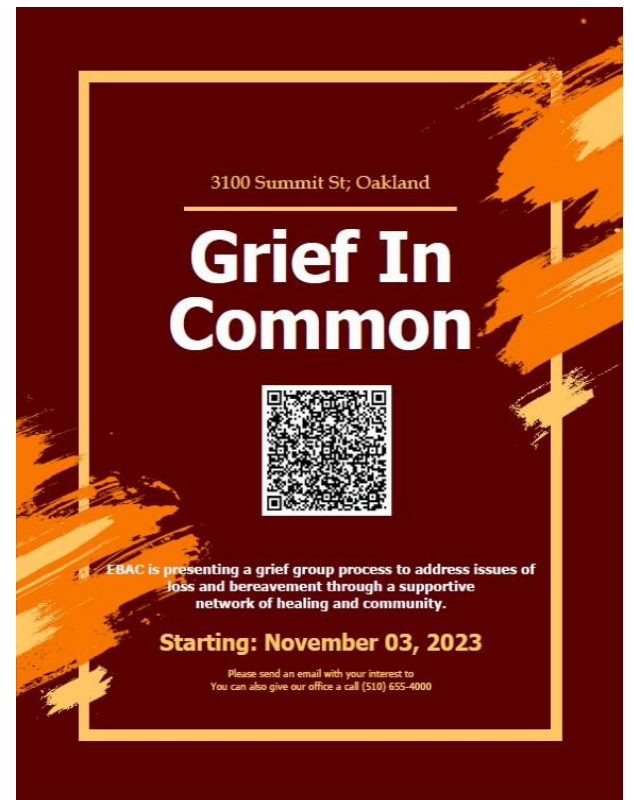
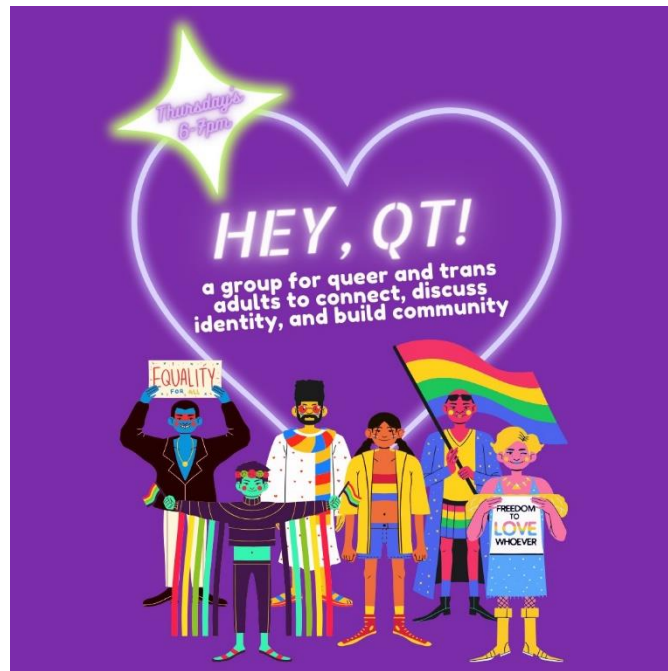
On October 24, 2023, EBAC's Nurse Practitioner Kentaro Kaneko and our prevention team hosted a PrEP workshop at Ohlone College.

We provided information to a small intimate group of college-aged students on: HIV and STIs; PrEP, PEP, and DoxyPEP; and best harm reduction practices. The PrEP workshop experience included: a 40 minute presentation on PrEP as a tool for HIV prevention, free rapid HIV testing, and prize incentives to all participants!

A warm and friendly shout out to Zonia Diaz Solis, the multi-cultural student coordinator at Ohlone College, who helped organize this event along with the EBAC team. We hope Ohlone students got as much out of it as we did!

Our Prevention team has linked 45 people to PrEP services. If you are interested in getting on PrEP, stop by during our clinic hours or call (510) 501-3724. On evenings and weekends, please call (510) 333-8122. We look forward to helping you soon!





Current open groups at EBAC

## The Latest Social Service Team News

### After Hours Support



EBAC’s services now go beyond our normal 9-5 hours. Outside of offering groups after hours, we also have a prevention service phone that is operated by our outreach worker: Kavon Jones.

Kavon brings extensive expertise and experience in the field of HIV prevention and education, with a strong focus on prevention. With a commitment to serving the community, Kavon is transitioning to an afterhours work schedule, where he will not only facilitate testing events but also provide critical prevention services. His work will center on public outreach and education, particularly in the context of PrEP and PEP services.

Over the course of a decade, Kavon has accumulated a wealth of knowledge and practical experience in HIV prevention. His dedication extends beyond traditional settings, as he actively engages in outreach at nightclubs, bathhouses, and various venues to disseminate crucial information. Kavon's passion lies in spreading awareness and ensuring that individuals, particularly people of color, to access to the information and services they need.

Kavon is a valuable asset to our team, contributing significant expertise in HIV prevention and playing a vital role in our mission to serve the community

For inquiries, intake processes, or further information on PrEP and PEP services, please do not hesitate to contact Kavon at 510-333-8122. He is readily available to assist and provide insights into these critical services Monday through Saturday from 5 pm - 10 pm.

### International Stress Awareness

International Stress Awareness Day occurs on the first Wednesday in November. This day aims awareness about stress, including but not limited to the prevalence of stress and the impacts of stress. To honor this day, consider participating in a stress-relieved activity, such as creating DIY stress balls, writing in a journal, or going on a walk during your breaks/lunches.



### 2023-2024 EBAC Interns

EBAC would like to introduce our Social Work graduate interns (from left to right): Lizet, Jilan, and Eishin (Ketra: not pictured).

Combined our interns have years of experience working with HIV patients on an international level, provided case management for a variety of age groups, offered grief support for clients and their families, and are now helping us provide bilingual services for our EBAC clients.

In addition to providing one-on-one services for our clients, they will also be facilitating groups and managing the drop-in desk. If you have not yet met them, please stop by, and introduce yourself. The experience and knowledge that they are bringing to our clinic will not only be extremely beneficial for our clinic but for our community as a whole!



# Resources

## Open Enrollment

Renew your insurance today!

**MEDICARE OPEN ENROLLMENT**

**Change your plan if needed to stay in network with EBAC... or get coverage for 2024.**

**Starts: October 15, 2023**  
**Ends: December 7, 2023**

Contact: EBAC  
(510)869-6617

**COVERED California**

**Open Enrollment**  
**STARTS - NOVEMBER 1, 2023**  
**ENDS - JANUARY 31, 2024**

**Who can apply:**  
- anyone without health insurance  
- or currently insured but seeking affordable insurance options  
- Qualify for ADAP and your plan premiums will be paid by the program.

**get covered**  
your well-being within reach

Contact: EBAC  
(510)869-6617


Make your appointment with Finau if you have any questions or need help completing your 2024 plan!

Leslie Watson, MSW

## EBAC Pantry

Our EBAC social work team is organizing a food pantry donation drive to help support our patients that face food insecurity. Please donate any non-perishable donations to our EBAC office or our other three Sutter campuses. Please give all items to Leslie.





# DOWNTOWN YOUTH CLINIC

**HIV Primary Care & Sexual Health Services for folks 18-29**

3100 Summit Street, 2nd floor  
OAKLAND, CA

510-561-7085

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Ryan Orihood, ACSW

## Downtown Youth Clinic (DYC) Self-Care During the Holiday Time

The holidays can be a difficult time—especially for queer, trans, and gender non-conforming young people. For many of us, the holidays can be lonely or force us to be around non-affirming relatives. Making a self-care plan ahead of the holidays can lessen stress, anxiety, and worry.

When making a self-care plan for the holidays, consider these questions:

- ♥ **Comfort** *What are things I like to do that comfort me or make me happy? What things can I do to help me rest and recharge?*
- ♥ **Supports** *Who in my life can I call or text when I need to talk? Do I have any allies in my family who can help with non-affirming relatives?*
- ♥ **Positive thinking** *When I'm feeling down, what can I tell myself so that I feel better?*
- ♥ **Community** *What events are happening near me when I want to be around like-minded people? What resources are available that I can lean on for support?*

The Downtown Youth Clinic is here to support you. You are not alone this holiday season, and you are not the only one who feels lonely. If you would like to make an appointment to speak with a mental health provider, please call Ryan at (510) 655-4000 ext. 5092.

If you are in crisis, please text The Trevor Project Hotline at 678-678, or call 1-866-488-7386

**GET HELP 24/7:**



**TrevorText**  
Text START to 678678



**TrevorChat**  
TrevorChat.org



**TrevorLifeline**  
866.488.7386



**THE TREVOR PROJECT**  
Saving Young LGBTQ+ Lives

