

Loma Linda University Heart & Surgical Hospital: Delivering a Next-Generation Patient Experience

By **Jesse Mock, M.A.**
VP & Administrator
Loma Linda University
Heart & Surgical Hospital



When a brand new hospital opens its doors, the expectations are always high for delivering a stellar patient experience. That was certainly the case when the Loma Linda University Heart & Surgical Hospital (LLUHSH) opened its doors in January 2009. As the newest acute care facility affiliated with Loma Linda University Medical Center, LLUHSH provided the opportunity to apply the latest “best practices” in patient care while fulfilling the mission of bringing health, healing, and wholeness to humanity. In keeping

with these values and our 100-year old tradition of providing care focused on the mind, body and spirit, medical center leadership knew that an attractive facility equipped with the latest technology and trendiest patient amenities would not be enough. We needed to find the right caregivers who would effectively deliver the personal and medical attention that would allow patients and families to leave LLUHSH feeling more enriched and cared for than when they entered the hospital. And we needed the right mix of services to meet the needs of patients, families and our physicians.

First Steps First: Aligning Values

Before opening its doors, LLUHSH committed to a rigorous employee screening process to help hospital management hire staff members who were already personally aligned with the organization’s core values. Hospital leadership implemented CarePix, a proprietary system for assessing and executing peer-based and behavior-based interviewing, selection, and hiring practices that are driven by the core values identified by the Loma Linda University Healthcare

System. Hiring the right people is one of the biggest hurdles any service-based organization can face. Through CarePix, LLUHSH has devoted considerable resources to this function, with great success. During LLUHSH’s first employee engagement survey, conducted by the Gallup Organization, 96% of all employees participated and overall employee engagement showed a 4.28 engagement score on a 5-point scale.

Creating a Healing Environment Based on Respect

LLUHSH patient care services are designed on the Planetree model of care where the focus is placed on the patient and the healing environment. With a warm décor and non-institutional design, LLUHSH

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Publisher and Editor

David Peel

Managing Director

Elizabeth Peel

Contributing Editor

Nora Haile

Advertising

Jennifer Sharp

Contact Information

Phone: 425-577-1334

Fax: 425-242-0452

E-mail: dpeel@cahnews.com

Web: cahnews.com

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LETTERS TO THE EDITOR

If you have questions or suggestions regarding the News and its contents, please reply to dpeel@cahnews.com.

Letter from the Publisher and Editor



Dear Reader,

I mentioned in my letter last month that we started Healthcare News publications in Colorado and Arizona. Since then, we've added additional Healthcare News publications in Alaska, Idaho, Oregon, Hawaii, Idaho, Nevada and Utah.

We've been graciously received by the healthcare leadership in these new states.

In Oregon, we were given permission to post association news and logos on the home page of our web site. In Arizona, we were asked to interview the CEO of Phoenix Children's Hospital so our readers could see how their \$588 million expansion was rolling out and we eagerly agreed.

In the next few months we'll report significant stories in our Colorado, Oregon and Alaska publications. Some of these stories may even make their way to the California Healthcare News home page!

Until next month,

David Peel, Publisher and Editor



**South
Peninsula
Hospital**

Chief Nursing Officer (Homer, AK)

Work in Alaska's playground!!

Homer is alive with a variety of activities. Nestled on the shore of Kachemak Bay, Homer offers breathtaking views of glaciers, mountains and wildlife for year-round outdoor recreational opportunities.

South Peninsula Hospital is searching for a candidate who will provide leadership, coordination and administration in planning, organizing, and managing human, material and fiscal resources for all patient care departments.

We are a full-service hospital that offers a wide range of general and specialty services. The newly constructed and remodeled areas of the hospital allow us to provide first-rate services in an entirely patient-focused and state-of-the-art facility.

The candidate must have a minimum of five years of clinical experience in an acute care hospital setting, with at least three years of supervisory experience is required. The incumbent must possess the minimum of a Bachelor's degree in nursing and a current Alaska RN license.

Competitive salary and benefits, including a recruitment bonus.

Visit our website at www.sphosp.com

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For more information, please call Cindy Brinkerhoff at 907-235-0386 or email chb@sphosp.com

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offers a hotel-like ambiance where patients feel welcomed and restored. From the warm hues painted throughout the building, to the use of natural light and private patient rooms with their own patios, LLUHS illustrates a different approach to a hospital. Patients and family members are greeted by a Guest Services representative. Meals can be ordered via the phone in each room and are delivered at the patient's convenience. The side chairs in the patient rooms fold out into a bed, making family members more comfortable for lengthy visits. Amenities include easy access and parking, free Wi-Fi Internet access, and therapeutic massages for inpatients. At LLUHS, we also place an emphasis on involving patients and their families in their care. Patients are encouraged to review their chart with a nurse or physician. A Quematic system keeps families informed of the patient's whereabouts during surgery.

For physicians, LLUHS offers six operating rooms equipped with the latest technology and amenities that offer a streamlined surgical experience. Designed by doctors for doctors, our surgical suites are booked on a first-come, first-served basis to create easy access for our surgeons. Dedicated convenient parking and dictation areas offer Internet access.

The Right Mix of Specialties

Finding the right mix of specialties means focusing on community needs to determine the highest and best use of medical resources. LLUHS offers services within a few select specialties; cardiology, general surgery, urology, stones,

gynecology, bariatrics & metabolic management, plastics and reconstructive breast care, ear, nose & throat, outpatient G.I., along with many "firsts." For instance, LLUMC was the first hospital in the Inland Empire to utilize the da Vinci Surgical System for Robotically Assisted Laparoscopic Prostatectomy, and now robotic gyn, gyn-oncology and bladder cancer surgery. Robotically assisted ENT surgery will begin later this year as an addition to a highly recognized service. In 2008, the publication *U.S. News & World Report*, America's Best Hospitals issue recognized Loma Linda University Medical Center's ENT program as #45 in the nation.

By all accounts, our efforts to deliver a next-generation patient experience seem to be working. LLUHS's patient engagement scores, as also measured by the Gallup Organization, have stayed at the 99th percentile ranking—**that is the top 1%**--for the 16 months that LLUHS has been open. Thanks to a concerted effort to hire the right caregivers, offer the right mix of services and a healing patient/family experience, LLUHS is helping to fulfill our mission to continue the teaching and healing ministry of Jesus Christ in an expanding region.

Jesse Mock serves as the Vice President and Administrator of Loma Linda University Heart & Surgical Hospital, the newest facility within the Loma Linda University Health System. Previously he led the Facilities and Environment division for the system, a position he began on December 1, 2004.

Mr. Mock has 20 years of progressive responsibility and leadership in multiple healthcare environ-

ments. Mr. Mock's experience lies in facility activation and management within a philosophy of patient-centered care and the healing environment. He is the executive in charge of the medical center relationship with Planetree, a non-profit organization dedicated to improving the patient experience. A recent appointment includes administrative support and oversight for the health system International Heart Institute. Mr. Mock graduated from the University of Nebraska/Gallup University with his M.A. in Executive Leadership in May of 2008.

Loma Linda University Heart & Surgical Hospital (LLUHS) is a 28 bed facility dedicated to providing a patient-centered, healing environment that offers comprehensive inpatient and outpatient surgical and imaging services. The hospital, designed by physicians to be physician friendly, is located on 24 acres in Loma Linda, California. The 66,000 s.f. facility includes 20 private patient beds, 6 Operating Rooms, 20 Pre-Op rooms, 12 PACU stations, 2 Procedure Rooms, 2 Cath Labs, Radiology Services including a 64 slice CT, 1.5 Tesla MRI, Nuclear Medicine, general radiology and on-site pathology and laboratory services. State-of-the-art cardiovascular care, urology, stones, Gyn, female pelvic surgery, Gyn-oncology, plastics and reconstructive, general surgery, ENT, bariatric surgery, and outpatient G.I. are provided. LLUHS physicians are highly trained and practice minimally invasive surgery including but not limited to; robotic assisted surgery, single-port, and laparoscopic; all offered in one convenient location.



Time to bring in outside help?

The **Consultant Marketplace**, located on the **California Healthcare News** web site, is where over 50 companies that specialize in providing services or products to healthcare organizations are found.

Visit cahnews.com/consultant to learn more.

Career Opportunities

To advertise call 425-457-4316
Visit cahnews.com to see all available jobs.

Compassion

It's at the core of everything we do.

At St. Francis Medical Center, we base our actions on values such as simplicity and respect. This allows us to provide comprehensive, excellent healthcare that is compassionate and attentive to the whole person: body, mind and spirit. If you share our commitment to these values, we invite you join our mission and be there for someone who needs you. We have immediate openings for the following:

- Clinical Director of Informatics**
- Director, Case Management**
- Director of Health Sciences – San Jose Campus**
- Manager, Skin & Wound Care Program**
- Manager, Med/Surg**

St. Francis offers opportunities for professional growth and educational advancement, as well as an excellent benefits package that includes medical, dental, and vision plans, plus generous paid time off, a tax-deferred annuity and a matched contribution retirement plan.

To learn more about these positions, and to apply, please visit our website at: www.stfrancismedicalcenter.org.

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You may also call for more information: 310.900.8418.
St. Francis Medical Center,
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Lynwood, CA 90262-2636.
EOE.



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Career Opportunities

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Senior Business Planning Analyst

(Oakland, CA)

Children's Hospital & Research Center Oakland is the only independent children's hospital in Northern California. That's why it's able to focus all its attention and all its people on caring for children. We are currently seeking the key position of **Senior Business Planning Analyst**.

The **Senior Business Planning Analyst** provides the CFO and Administration with accurate cost and financial profitability information, with the goal of optimizing the short-term and long-term financial performance of Children's. This includes support and any recommendations for improving the Cost Accounting/Decision Support System.

Position Requirements

Minimum Education: Must have a Bachelor's Degree in Business Administration with a major in Accounting or Finance. A Masters Degree in Business Administration is preferable.

Minimum Experience: Four to six years financial planning or suitable accounting/auditing experience preferable in a health care setting or the equivalent experience in a recognized CPA firm. Business planning background is preferred.

We offer highly competitive salaries, comprehensive benefits and a wonderful environment for our employees. Please apply online at: childrenshospitaloakland.org; EOE



PeaceHealth

Dedicated to Exceptional Medicine and Compassionate Care

Located in Southwest Washington State, PeaceHealth's St. John Medical Center includes a 200-bed acute care medical center and PeaceHealth Medical Group, a 100+ clinician multi-specialty practice. We are a mission and values-oriented nonprofit healthcare system.

We want to share our excitement with you! We offer a competitive salary and comprehensive benefits package. Online application and job description available:

www.peacehealth.org/careers

Curious seekers contact:
DTroyer@peacehealth.org
360-636-4106.

Regional Director, Contracts

Primary financial negotiator for revenue contracts needed. Develop and implement contracting strategy. Requires min. 5 years experience in the healthcare finance industry in a contracting capacity.

Financial Analyst II

Be a thought partner to PeaceHealth leadership and provide analysis and financial reporting to the ongoing management of operations. Position reports to Supervisor, Decision Support. Requires an MBA or 2 yrs accounting experience plus BS or BA in Accounting, Finance.



Director of Small Group Sales

(Woodland Hills, CA)

The Director of Small Group Sales, ISGBU, is responsible for providing the overall strategic sales direction and sales leadership for the Small Group sales line of business statewide for Blue Shield of California. This person is responsible and accountable for new sales volume and growth of profitable Small Group business. A key focus will be demonstrating exceptional leadership capabilities in: people management and leadership development, highly achievement and results oriented, strategic and tactical planning, analytics as evidenced by the ability to model, forecast and plan, team building and communication, change management and results orientation. The ability to effectively lead and represent BSC while maintaining and enhancing broker and general agent relationships is essential to succeed in this capacity.

QUALIFICATIONS: The Director of Small Group Sales will be a well rounded and highly talented executive with extensive experience developing strong team and cross-functional relationships with key stakeholders. A successful candidate will thrive in an achievement oriented, collaborative and team-driven environment and will make direct contributions towards achievement of our sales strategy. The successful candidate will have a bachelor's degree and preferably a graduate degree.

Interested executives should submit a resume to:

Wanda Cole-Frieman
Executive Recruiter, Talent Acquisition & Diversity
50 Beale Street, 22nd floor
San Francisco, California 94105
D: 415-229-5303
E: Wanda.cole-frieman@blueshieldca.com

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Associate Medical Director for Clinical Integration Solutions

(Los Angeles, CA)

The Associate Medical Director for Clinical Integration Solutions will serve as the Director of the Camino de Salud Network and Product Leader for Provider Practice Redesign. The Associate Medical Director will play a key role in launching the Provider Practice Redesign product into other marketplaces outside of the Los Angeles, Long Beach, and Westside/South Bay Networks.

Qualifications: The candidate must have a M.D. with a non-restricted license and Board Certification, minimum 2 years of full-time experience in practice (not including residency training) in one or more of the following: private physician practice, hospital-based practice and inpatient care. A Master's degree is strongly preferred. The candidate must be proficient with Microsoft Office Programs (Outlook, Word, Excel, Access and PowerPoint) and have experience with internet research.

To apply and learn more visit:

www.copehealthsolutions.org



Clinical Nurse Specialist

(Oakland, CA)

Under general direction, to evaluate and diagnose the nursing problems of patients; to direct appropriate patient care treatment, counseling and education of patients and their families; to assist nursing staff in the evaluation of patients and the provisions of nursing care; to provide interprofessional consultation; and to perform related duties.

Qualifications

Certification: Possession of a valid license to practice as a Registered Nurse in the State of California is required. **Education:** EITHER I: Master's degree in Nursing from a recognized program in clinical specialization, AND Demonstrated clinical competence and in-depth knowledge in a specialty area with at least two years of clinical experience in area of specialization OR II: Possession of an American Nurses' Association Specialty Certification, AND Four years of clinical experience in area of specialization OR III: Possession of an American Nurses' Association Clinical Specialist Certification, AND, Two years of clinical experience in area of specialization.

We offer a competitive compensation and benefits package. If you share our passion for providing high quality, compassionate care for everyone, we invite you to apply by visiting www.acmedctr.org. EOE.

Career Opportunities

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It's about you.

Sr. Budget-Reimbursement Analyst (Placerville, CA)

WE HAVE YOUR DREAM JOB!

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PURPOSE: The Senior Budget Reimbursement Analyst performs third-party reimbursement functions, including but not limited to: monthly and annual calculation of contractual allowances for all services provided by the organization. See additional information on this position on our website.

Job Requirements

Qualifications Required: Bachelor's Degree in Accounting, Business or Finance. 3 years minimum hospital reimbursement required. Budgeting experience preferred. Comprehensive knowledge of Medicare and Medicaid reimbursement regulations, cost reporting forms, and reference resources required. MS Access knowledge desired. Extensive knowledge of MS Outlook and Excel required. MS Access knowledge desired. Experience in variable budgeting desired. FRX Reporting and McKesson/Paragon/PFM/PMM a plus. Outstanding technical analysis and reporting skills. Outstanding oral, written and presentation skills. Ability to lead, motivate and work collaboratively with diverse groups. Ability to develop and meet budgetary objectives. *Preferred Qualifications:* CPA/MBA.

To learn more and apply on-line, please visit our website at www.marshallmedical.org For questions and a detailed job description, call Kelly Ballew @ 530-626-2881



Director, Business Development (West Covina, CA)

The Director will work with another Director of Business of Development to support the client, Citrus Valley Health Partners, and the project team in the design and development of strategic initiatives and business development projects by providing market and service line analyses, consultation and management services. The position is responsible for co-leading business development and strategic planning for the client, with an emphasis on supporting clinical integration.

Qualifications: The candidate must have a Master's degree (MBA, MPH, MHA or similar degree), and at least 5-15 years of work experience in business development and/or strategic planning in a health care setting. Strong analytical skills using Access, Excel, STATA and/or other tools are required. The Director must be able to work collaboratively and effectively while handling multiple projects on various timelines in an extremely fast-paced environment. A strong understanding of the health care industry, analytical thinking skills and a strong and dedicated work ethic are required.

To apply and learn more visit:

www.copehealthsolutions.org



WE'VE GOT YOU COVERED

Provider Relations Manager (San Jose, CA)

Under administrative direction, the position is responsible for managing the functions and activities associated with provider relations in a Knox-Keene licensed Managed Health Plan. These include the following: credentialing; contracts management; provider communications, auditing and oversight; paneling; coordination and management of the dispute and grievance process; compliance with all Title XXVIII regulations.

Employment Standards:

Education and experience, which demonstrate the possession and application of the following knowledge and abilities.

Experience Note: An individual would normally acquire the following knowledge and abilities through training and experience equivalent to a Bachelor's degree in Health Care Administration, Business Administration, or a related field, and four years of increasingly responsible analytical, supervisory and administrative experience, two of which must have been in health care setting.

A Master's degree in Health Care Administration, Business Administration, Nursing or related field may be substituted for one year of the non-health experience.

To apply, visit our website www.sccjobs.org for a full job description. This recruitment accepts online applications only.



Clinical Research Operations Managers, RNs (Duarte, CA)

- Hematology & Hematopoietic Cell Transplantation
- Medical Oncology – Solid Tumor Program
- Pediatric Oncology

In one of these key positions, you will serve as an integral member of the clinical operations leadership team with a strong voice in guiding the direction of the department. You will plan, lead, coordinate and evaluate the operational activities within your specialized disease clinical research area. You will strive to ensure the optimal delivery of protocol management and performance improvement initiatives in collaboration with each individual disease team leader. You will also supervise employees, assist with new hires, assign work, coach, train and evaluate performance.

In addition to strong leadership skills, the candidates we seek will have a BSN (Master's degree preferred), 5-7 years nursing experience, clinical trials expertise and a solid background in one of the above clinical areas. If you are an oncology or research nurse looking for a career that is exciting and different, this is the opportunity for you.

For immediate consideration or questions, please contact Rosie Armenendariz at 800-732-7150 or email your resume to: sciencejobs@coh.org You may also apply online at www.cityofhope.org/careers EOE



Pharmacy Supervisor (Oakland, CA)

Under the direction of the Director of Pharmacy, provides supervision and functional direction to pharmacist and non-pharmacist employees in an Inpatient Pharmacy setting, including discharge pharmacy. Ensures compliance with State & Federal laws, regulations, and standards regarding the provision of pharmaceutical services, and Divisional Pharmacy objectives, policies and procedures. Assists the Director of Pharmacy with the development and implementation of strategic initiatives. Performs other duties as required.

Qualifications

License: Licensure as a Pharmacist in California. **Education:** B.S. or Pharm.D (preferred) degree in Pharmacy.

We offer a competitive compensation and benefits package. If you share our passion for providing high quality, compassionate care for everyone, we invite you to apply by visiting www.acmedctr.org. EOE.



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Manager of Marketing and Communications (Modesto, CA)

The Manager of Marketing and Communications will be responsible for overall management of marketing and communications for the hospital and medical foundation assets in a specified area of the Sutter Health Central Valley Region (CVR). There are three marketing manager positions - one for the medical foundation, one for the hospital assets in Stanislaus/Merced Counties and one for the hospital assets in San Joaquin Counties. These three team-based positions will be based and operate from one central location in Modesto, CA. There are no direct reports to this position, but they will work as a team with other regional support services.

Qualifications: Required: Bachelor's Degree in a related discipline. A minimum of 5 years experience as a manager of marketing / communications. Demonstrated experience in development, implementation and measurement of strategic marketing and communications plans. Demonstrated experience in proactive, positive media relationships as a media spokesperson is required. Strong writing skills for both traditional and web/online communication channels are required. Knowledge of graphic design and production, graphic standards/corporate identity management, media relations, government relations, publicity, media spokesperson techniques, publications and special events required. **Preferred:** Preferred degree in marketing or communications. Health care experience strongly preferred. Preferred experience with video shooting, editing, production and uploading. Preferred experience with podcasting or other audio production.

We have a reputation for excellent patient care and a high level of job satisfaction amongst our employees. We offer competitive salaries, comprehensive benefits, good employment incentives and a wonderful quality of life. Please send your resume to:

SteeleJA@sutterhealth.org

www.memorialmedicalcenter.org EOE

Career Opportunities

To advertise call 425-457-4316
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Case Management Nurse- Case Management (Torrance, CA)

Description

Under supportive supervision, the Level I RN Case Manager position is to support the physician and interdisciplinary team in the provision of patient care, with the underlying objective of enhancing the quality of clinical outcomes and patient satisfaction while managing the cost of care and providing timely and accurate information to payers. The role integrates and coordinates utilization management, care facilitation, Home Health and Hospice and discharge planning functions.

Qualifications

Current California RN license. Two years recent clinical experience. Current BCLS certification

To apply for this position or for more information about Torrance Memorial Medical Center, visit our web site at: www.torrancememorial.org



Patient Accounting Manager (Martinez, CA)

Contra Costa County is one of nine counties that comprise the San Francisco–Oakland Bay area, and is located directly east of the City of San Francisco. The current population of Contra Costa County is just over 1,000,000, and is the ninth most populous county in the State of California. Contra Costa boasts one of the fastest growing work forces among Bay Area counties, with growth in its employment base driven primarily by the need to provide services to a growing local population. We offer excellent benefits such as: Competitive Compensation Packages, Education Reimbursement, Professional Development Allowance, Health and Life Insurance Options, 13 Holidays and 2-3 Weeks Vacation, Retirement and Deferred Compensation, Employee Wellness Program, Credit Union and More!

A great place to live and a great place to work, make Contra Costa County your employer of choice!

To apply for this position or for more information about Contra Costa Health Services, please visit our web site at: www.cccounty.us/depart/hr



Director of the Center for the Vulnerable Child (CVC) (Oakland, CA)

Children's Hospital & Research Center Oakland is the only independent children's hospital in Northern California. That's why it's able to focus all its attention and all its people on caring for children. We are currently seeking the key position of **Director of the Center for the Vulnerable Child (CVC)**.

As the **Director of the CVC**, you will manage an annual budget of \$5.5 million and the more than 50 masters' and doctorally-prepared Psychologists, Social Workers, Case Managers and Child Interventionists providing case management and mental health services to children, ages 0-23 years, who are homeless, at risk for homelessness or are living in foster care.

Position Requirements

Minimum Education: Must have a Master's Degree in Psychology, Public Health, Social Work or a related field, with a Doctorate preferred.

Minimum Experience: 10 years of management experience and 10 years of obtaining and sustaining federal funding for research and clinical programs.

We offer highly competitive salaries, comprehensive benefits and a wonderful environment for our employees. Please apply online at: childrenshospitaloakland.org; EOE

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Coalinga Regional Medical Center is nestled in the coastal mountain range of California, just 70 miles from the Pacific Coast and 60 miles west of Fresno, California.

Coalinga Regional Medical Center is the single most important component of the health care delivery system in the City of Coalinga. Established in 1938, the hospital provides the following essential health care services to the community:

- Acute Care
- D.O.T. Exams
- Emergency Medicine
- Industrial Medicine
- California Licensed Laboratory
- Physical Therapy
- Radiographic and Fluoroscopy Studies
 - MRI - CT Scans
 - Mammography - Sonography
- Respiratory Therapy
- Skilled Nursing Facility

We are currently seeking the following key positions:

- Certified Coder
- Clinical Lab Scientist (full time only)
- CNA - MedSurg
- Dietician
- Lab Assistant (per diem only)
- Nurse Manager - ER and MedSurg
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- Physician's Assistant - Rural Health Clinic
- Respiratory Care Practitioner (per diem only)
- RN – Emergency Room
- RN Supervisor - SNF
- Speech Pathologists (Per Diem Only)

For job postings and applications, please visit:

www.coalingamedicalcenter.com
Email: jobs@coalingahospital.com
Phone: 559.935.6420
Fax: 559.935.6512

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