

# SAN RAMON REGIONAL MEDICAL CENTER



## **Cheri Martin, RN**

**Title** Registered Nurse  
**Department** Outpatient Infusion Center  
**Start Date** 2000

Cheri is a warm and caring certified chemotherapy provider who is an excellent teacher for patients and staff at the infusion center. Cheri provided extraordinary nursing care to a young woman with ovarian cancer, ensuring appropriate treatment in a warm, healing environment. Cheri's care transcended the traditional nurse-patient relationship when she helped her patient and her family navigate the healthcare system, which was particularly difficult because the patient was not born in the U.S. Cheri helped the family understand the disease and cope with the likely outcome so they could live life fully while the patient was still alive and help them to continue life after her death.

Cheri tackles clinical and administrative issues with equal grace and clarity. When she is not helping patients at the bedside or in the community, Cheri is a leader in developing policy and procedures designed to safeguard patients. She helped improve patient safety at San Ramon by working with the pharmacy to create standardized orders for the most commonly used drugs. She is always looking for ways to improve patients' experience and the quality of care and service provided.



## **Jane Roberts MacArt**

**Title** Human Resources Generalist & Service Excellence Coordinator  
**Department** Human Resources and Service Excellence  
**Start Date** 1991

Jane is one of the souls of San Ramon Regional Medical Center. She is one of those very special members of the staff who creates the inner spirit of a hospital. Jane personifies the caring and effective customer service for which the hospital is known. She never walks past a visitor or staff member without seeing if she can help them.

Last year, Jane joined the human resources department while continuing with some of her service excellence responsibilities. In her new role, she trained and supported the staff and leaders who assumed some of her former customer service roles and led employee recognition programs and the employee engagement and benefits rollout. In leading these efforts, she applied her commitment to service as she personally assisted many individuals in completing these processes. Jane embodies a dedication to service that is not a job, but a calling. Through her service, Jane directly impacts the hospital's bottom line and everyone's well-being. Employees like Jane are rare, and she proves her value every day.



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