



The Official Newsletter of the

# Office of the President

SAMUEL MERRITT COLLEGE

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## Grand Openings

*SMC Proudly Announces the opening of:  
The Health Sciences Simulation Center,  
The San Francisco Local Learning Center, and  
an expanded Sacramento Regional Learning Center!*



The College is extremely proud to announce the opening of a new Health Sciences Simulation Center (HSSC) on the Oakland campus, a new Local Learning Center in San Francisco, and an expanded Sacramento Regional Learning Center (SRLC). SMC has achieved a critical milestone as a multi-specialty health sciences institution with the openings of the three facilities, responding to strategic growth in academic programs, increased enrollment, and the teaching and learning needs of students. The celebrations represent a rapid expansion in the College's geographical reach in the greater SF Bay Area.

On Tuesday, September 26, forty seven students in the Accelerated Bachelor of Science in Nursing (ABSN) program were welcomed at the brand new 8,000 square foot learning center in San Francisco. The center is located on the St. Luke's Medical Center which is an affiliate of Sutter Health. The student cohort began the program in May on the Oakland campus, patiently awaiting the program's move to San Francisco. This week, students began new coursework at the much anticipated site. SMC staff and faculty have worked tirelessly over the past many months, especially the Facilities department, ABSN Implementation Task Force and faculty, to complete move-in readiness. The College is deeply appreciative of its partners: the Gordon and Betty Moore Foundation and the Kaiser Permanente Northern California Fund for Health Education for making the San Francisco campus a reality.

Through the generous support of the Wayne and Gladys Valley Foundation, SMC has just opened the state-of-the-art Health Sciences Education Center (HSSC) located on the ground floor of the Peralta Pavilion on the Oakland campus. This multi-million dollar human simulation laboratory puts the College at the forefront of nursing education. The center includes four simulation learning areas, each complete with separate control rooms and programmable mannequins. HSSC Coordinator, Celeste Villanueva, CRNA, MSN and faculty have been working intensely with simulation experts and technicians to program the mannequins and prepare this innovative learning facility for active student learning.

The Sacramento Regional Learning Center has been open for four years, and the College now celebrates the SRLC expansion of approximately 7,000 square feet. The additional space is located in another building within the same Gateway Oaks business park as the current facility. The new space includes two classrooms, a computer lab, student lounge, conference room and offices. Phase II of the SRLC expansion is the addition of a nursing skills lab in the original space, anticipated to be completed this fall.

*Grand Openings article continued pg. 2*

Three Grand Opening celebrations are planned, with a fourth event added for SMC faculty and staff to tour the new HSSC. Invitations to the celebrations will be sent to each member of the community including the dates for each:

- SF Local Learning Center Grand Opening, Tuesday, October 24.
- HSSC (SMC Community Open House), Thursday October 26
- HSSC Grand Opening, Monday, November 6
- Sacramento Regional Learning Center Grand Opening, Monday, November 13.

The October 26 HSSC Open House for the community is tentatively scheduled for 2-4pm. All other events will be held from 5:00-7:30pm. Stay tuned for more details!

Congratulations, Samuel Merritt College!

## LOOKING TO THE FUTURE: SMC TRANSFORMS MISSION, VALUES AND VISION

The College is guided by a strong mission and commitment to quality in educating students to become health care professionals and practitioners. The learning environment is shaped by values that have been determined by the full SMC community of students, faculty, staff, Regents and external partners and supporters.

As many of you are aware, the College has been engaged these past six months in conversations and focus groups to re-examine and re-energize the mission, values, and vision (MVV) statement. The MVV expresses what the majority of people believe to be the College's core purposes, its abiding values that inform and shape what we do, and the vision of what we wish to College to become (see box on next page).

The internal process of dialogue has been completed, and the following groups are acknowledged and thanked for critical input into the strengthening of these statements:

- Staff Council
- Student Body Association (SBA)
- Faculty Organization
- College Planning and Advisory Council (CPAC)
- Supervisors and Managers
- President's Council (PC)
- Regents

No fewer than 125 members of the SMC community have participated in the process, and an additional 10-20 individuals external to the College were interviewed. The process required CPAC to take responsibility for leading the MVV effort, and at its September 26 meeting after developing and redrafting several iterations of the statement, approved and recommended the statement to be considered by the Board of Regents at its November meeting. Should the Board endorse the MVV, the College will be positioned in 2007 to incorporate the newly transformed statement into SMC publications, advertisements, recruitment materials and other forms of internal and external communications.

SMC is one of a number of higher education institutions across the country that has made quality improvement a key component in its strategic planning. In striving to become the first choice for students and employees. That commitment calls upon us to be clear and convincing about the unique SMC value in the educational marketplace. Going forward, the mission, values, and vision statement will frame the assessment of institutional effectiveness and quality in the months and years to come.

*MVV article continued pg. 3*

### Mission

Samuel Merritt College educates students to become highly skilled and compassionate healthcare professionals who transform care in diverse communities.

### Vision

Samuel Merritt College will become a premier, multi-specialty health sciences institution. Expert faculty and staff will shape a pluralistic learning environment where students experience best teaching practices and state-of-the-art learning approaches. The College will select and support students who will flourish in its rigorous academic programs, learn to practice expertly, and pass licensure or certification exams on first attempt.

### Values

At Samuel Merritt College we value . . .

- A *learning* environment where we challenge ourselves and our students to think critically, seek mastery, and act compassionately.
- A *collegial* environment where we are fair, respectful, and behave with integrity.
- A *collaborative* environment where we partner with one another and with others in the community.
- An *innovative* environment where we take reasoned risks and move nimbly.
- A *results-oriented* environment where we provide and expect exceptional performance and service.

## DIVERSITY



At the May 2006 Town Hall, the College community participated in a unique and exciting discussion about our diversity as a community, and how we can “live” our values. Through the work of the Curriculum and Multicultural committees, two questions were brought to the gathering of faculty, staff and administrators: What does diversity look like for Samuel Merritt College; and how do we make this value a consistent and meaningful engagement?

Diversity has been an explicit core value of Samuel Merritt College for over a decade, and an implicit value embedded in the culture of the institution since its founding. What diversity means to the College community is as varied and complex as it is in all of higher education and society.

After collecting the notes from the four Town Hall conversations, a sub group comprised of Monica Rosenthal, Craig Elliott, Stephanie Bangert, Scot Foster, and John Garten-Shuman met during the summer to synthesize the feedback and to begin to shape a more clear definition of what the College’s commitment to diversity means, and how we wish to move forward with a meaningful and effective plan to realize this commitment.

A critical component of such a plan is to create a process by which meaningful issues are selected as priorities for our work. Examples of issues are: learning outcomes for cultural competencies across all academic programs, diversity awareness training for staff, and understanding better the health care needs of the Oakland and Greater Bay Area community.

The team is completing its first draft of a recommendation for action, to be submitted shortly to the President, President’s Council, CPAC and Academic Council for review and feedback. It is anticipated that those recommendations can be shared at the November Town Hall and implemented in the 2006-2007 academic year.

It is clear that, as a whole, the faculty, staff and administrators value strengthening a diverse and pluralistic community, *difference* as an opportunity for learning. The community’s work in re-envisioning the mission statement calls upon us to educate students to transform care in diverse communities--to use our collective skills and talents to make a difference in the world. It is also clear that we, as a community, have continued work to do to consistently meet this value for our students and ourselves.

# ARRIVALS AND DEPARTURES

*(new employees or staff departures as of June 2006)*

Please join with the staff of the Office of the President in offering a warm welcome or a heartfelt goodbye to the following people:

## ARRIVALS

**Jeana Drayson-Steinbach**, Adjunct Instructor,  
**Jocelyn Garrick**, Adjunct Assistant Professor,  
**Reena Haymond**, Adjunct Instructor,  
**John Litten**, Adjunct Instructor  
**Deborah Roush**, Adjunct Instructor  
**Nicole Christensen**, Assistant Professor  
**Zayda Yeoh**, Instructor  
**Rebecca Boyd**, Librarian  
**Jean Mattlin**, Adjunct Assistant Professor  
**Vincenza Ryan**, Adjunct Instructor  
**Amanda Holland**, Administrative Assistant  
**Margaret Early**, Department Chair  
**Nicole Courts**, Adjunct Assistant Professor  
**Michelle Trautman**, Adjunct Instructor  
**Collin Bowman-Woodall**, Assistant Professor  
**Andrea Medakovic**, Campus Service Assistant Assistant  
**Jocelyn Ferguson**, Assistant to the VP Finance  
**Ann Chamberlin**, Lab Manager  
**Mary Anne Broker**, Instructor  
**Jenine Bagley**, Admissions/ASU Assistant  
**Thatcher Wright**, Network System Administrator  
**Dew Chung**, Desktop & Technical Support  
**Francisco Buencamino**, Desktop & Technical Support  
**Jacalynn Blankenship**, Adjunct Assistant Professor  
**Nasser Sorkhabi**, Adjunct Assistant Professor  
**Ryan Uberman**, Adjunct Instructor  
**Saeng Saepanh**, Administrative Assistant, Financial Aid  
**Karen Kelly**, Assistant Professor  
**Kamla Ahluwalia**, Assistant Professor  
**Dawn Eglin**, Administrative Assistant II  
**Katherine Lemmer**, Administrative Assistant III  
**Yurismary Llerena**, Campus Service Center Assistant  
**Tara Nabaie**, Coordinator health Services  
**Na Tanya Jones**, Administrative Assistant II  
**Nancy Karp**, Coordinator of Student Account  
**Migdiel Moretta**, Adjunct Assistant Professro  
**Lin Jia**, General Ledger Accountant  
**Randall Roark**, Adjunct Assistant Professor

**Patricia Henry**, Adjunct Assistant Professor  
**Robert Saunders**, Adjunct Instructor  
**Liya Sinitza**, Adjunct Instructor  
**Carolyn David**, Administrative Assistant III

## DEPARTURES

**Luzmaria Alcala-Van Houten**, faculty  
**Arslan, Orhan**, faculty  
**Kimberly Beatty**, faculty  
**Diand Bevis**, faculty  
**Jennifer Duncan Boyden**, staff  
**Roberta Durham**, faculty  
**Barbara Maerz**, faculty  
**Veronica Rule**, staff  
**Patricia Wright**, staff  
**Denice Von Arx**, faculty  
**Carmen Albury**, staff  
**Marissa Esparza**, staff

## Save these Dates!

**San Francisco Local Learning Center, Grand Opening,**  
 Tuesday, October 24, 5:00 p.m. - 7:30 p.m., St. Luke's SF site

**The Health Sciences Simulation Center, Open House**  
 Thursday, October 26, 2006 - 2:00 p.m.-4:00 p.m.

**The Health Sciences Simulation Center, Grand Opening,**  
 Monday, November 6, 2006 - Oakland campus, Sim Center

**Sacramento Regional Learning Center, Grand Opening,**  
 Monday, November 13, 2006 - Sacramento campus

**President's Dinner**  
 Friday, December 1, 2006 - 6:00 p.m.

# SUTTER HEALTH MAKING A DIFFERENCE . . .

## ***Sutter Health Puts Social Values Into Uninsured Patient Policy***

Sutter Health has expanded its model policies related to providing accessible and affordable health care services by extending substantial financial discounts to all uninsured patients regardless of their financial status. The expanded policies are being adopted by all 24 Northern California hospitals affiliated with the not-for-profit Sutter Health network of doctors and hospitals.

Sutter Health's newest policy extends discounts to uninsured patients who do not qualify for full or partial charity care. Under the newest policy, these patients are entitled to discounts based on the discounted reimbursement each Sutter hospital receives from commercial health plans. Discounts for uninsured patients are set by each hospital at a point between the average and lowest discounts from billed charges for all commercial fee-for-service health plans.

"As a result of this policy, no uninsured patient will be billed at full hospital rates," said Cyndi Kettmann, Senior Vice President, Public Affairs. "Taken together, we believe we may offer the most generous and fair discounts and collections policies in the industry."

Sutter-affiliated hospitals, which have always provided free charity care to low-income patients, enhanced their policies in early 2004 by expanding eligibility for free care and by offering discounts to low-income uninsured patients who don't qualify for free care. Patients with annual family incomes of below 200 percent of the Federal Poverty Income Guideline (below \$40,000 for a family of four in 2006) pay nothing for hospital care under Sutter's charity care policy. Sutter Health hospitals also provide catastrophic protection to low-income uninsured patients by limiting their payment liability to 30 percent of their annual household income.

Sutter Health-affiliated hospitals have always maintained charity care policies to assist low income patients. In 2003, Sutter-affiliated hospitals came together to develop a more consistent approach to charity care. In February 2004, Sutter Health affiliates adopted common, systemwide charity care and partial charity care policies. In March 2006, Sutter Health expanded its policies permitting affiliated hospitals to extend substantial financial discounts to all uninsured patients regardless of financial status.

Sutter Health puts social values on the line at a time when the SMC community is reflecting on its own values it is significant to see the parent organization put its values into practice as well.

## ***Sutter Health Management Symposium Leading Transformation: Advancing Our Culture of Quality***

The top 270 senior leaders of Sutter Health met in July at the second Leadership Symposium. The focus of the Symposium was on quality and the keynote speaker was the Chief Medical Officer from Sentara Healthcare, a national leader in quality. He spoke about their efforts to provide perfect patient care and the use of Lean Six Sigma tools to reduce variation and make improvements. The leaders spent two hours in an introductory class on Lean Six Sigma (a quality improvement methodology) and will be given and will be given the opportunity to attend more classes in the upcoming months. Sutter Health invited SMC management to attend its annual Management Symposium over 25 managers attended the day long conference to learn more about Sutter's approach to improvement, quality, and development of system and affiliate leaders.



The Newsletter of the Office of the President is published by Samuel Merritt College, Office of the President. The Editor is Stephanie Bangert.

This month's contributors include: Penny Bamford, Stephanie Bangert, and Ronda Jarin.

Ideas or submissions should be directed to [sbangert@samuelmerritt.edu](mailto:sbangert@samuelmerritt.edu) or [rjarin@samuelmerritt.edu](mailto:rjarin@samuelmerritt.edu).