



**Watsonville Community Hospital**  
**Watsonville, California**  
**Division 4, 106 beds**

### **A Remarkable Group Effort in the ED**

Watsonville Community Hospital's Emergency Department had one of its largest volume days in hospital history on Tuesday, April 28, 2009 – 127 patients.

Adding to the challenge of this high volume of patients was a group of victims from a horrific late afternoon tour bus accident in Soledad, Calif., approximately 75 miles from our facility. Our ED received seven of the 42 victims from the bus accident, which quickly garnered both national and international media attention.

These patients were primarily French speaking, which might have posed a communication challenge for any other hospital – but our staff quickly realized that AIDET works in any language! Staff throughout the hospital responded to calls for assistance including working late, coming in during their time off, helping out in other departments, translating, donating clothes – even driving discharged patients to an area hotel to join the uninjured.

One of the day's stars was **Luann Martin, R.N.**, a nurse in our OB department. Luann, who is fluent in French, came to the ED shortly after the arrival of the first victims and talked with them to help calm their fears. In addition to being able to answer questions and provide comfort, she made phone calls to France to reassure family members, assisted physicians with exams, and explained follow-up plans of care. She did not leave until the last two bus accident victims were discharged and on their way to a hotel at 3 a.m. **Jess Schoenbrod** in the lab was also very helpful with translation.

Materials Manager **Matko Vranjes** and Public Information Officer **Cindy Weigelt** made themselves available to help with communication and logistics. Cindy managed phone communication with embassies, consulates and international media, and also drove four bus accident victims to hotels at midnight to reunite them with friends and family.

Day Nursing Supervisor **Josette Cassar** and evening Nursing Supervisor **Gina Baker-Daley** virtually lived in the ED for much of their shifts and were wonderful resources for patients, long distance family and coordinating care.

The third floor sent us the wonderful **Esmeralda Chavez** from environmental services who helped with patients, room turnover and more. We were also given extra housekeeping manpower. **Roman Torres, Ramon Castillo, Vanessa Abrica, Nenita Sanchez, Mark Tranthom** and **Jake Bertone** helped us manage our chaos more efficiently.

Most of the bus accident victims needed x-rays, a scan – or both. **David Shin, Dan Aruiza** and **Doug Nakatani** worked tirelessly for hours and made sure everyone's needs were met.

Registration staff also had their hands full. Imagine trying to gather demographic information from French-speaking patients who have lost all of their identification and have just been through a traumatic experience. **Jose Montes, Maria Haduca, Regina Hernandez** and **Araceli Rubio** were the greatest!

Last but not least, as always, the ED staff was amazing. Practically all of the day and evening staff worked late, came in early, missed breaks, or all of the above. **Mary Maciel** worked a full day shift, went home to feed her family, then returned to give us an additional four-and-a-half hours. Charge nurse **Eric Johnson** managed the challenging shift without ever losing his good humor. Case Manager **Yoko Gatineau** spent hours making dozens of calls to locate friends and families. Other ED staff who gave their all were **Julie Locke**, who took the time to shampoo a victim's hair after working 14 hours; **Janice Manabe; Angie Auwater; Susy Adams; Estella Bigler; Sarah Drobshoff; Allison Clark; Destiny Stevens; Raul Mata; Ramona Wagner; Cheri Gano; Lynise Cummins; Jillian Cassel; Jessica Montes; Caroline Garcia-Haro** – and our special ED physicians – **Jodi Adams M.D., Sterling Lewis D.O., Linda Lee, FNP** and **David Reyes M.D.**

This remarkable group effort is a key example of Watsonville Community Hospital's commitment to the Community Cares principles and our belief that *Better Healthcare Starts with Me*.