

# *Flexibility Matters*

Hurricane Sandy, the gale that ravaged the Northeastern United States, had far-reaching effects of various dimensions. Even to California.

Nelia Yonzon, executive director of Orangegrove Rehabilitation Hospital in Garden Grove, Calif., was stranded in Connecticut by the storm and unable to return in time to lead preparations for the facility's open house on Nov. 1.

That's when Maria Pricilla Mirabueno, the business office manager, stepped up.

Yonzon and other leadership – Renato Hintay, director of nursing; Marnie Johnson, rehab services manager; Joy Tamayo, social services director; William Henriquez, dietary director; Archie Roque, environmental director; Edil Chavez, housekeeping supervisor; Maribel Villanueva, staff development director; David Park, activities director; Donna Devera, admissions director; Kaye Cho, case manager; Maria Campos, central supply director; Delia Padero, health information manager; Peter Gallegos, census development director; and Anna Lee, MDS coordinator – said “Precy,” as they call her, helped pull all the arrangements together.

“Precy went beyond the call of duty and did an exhausting job of shopping for most of the supplies, ingredients and equipment that would be used for the open house,” they said. “Writing down all the detailed instructions of the executive director, she relayed these to the other department heads and helped them with problems they encountered. She even followed up with reminders on instructions given to the team and gave suggestions on decorating.”

Beyond all that, Mirabueno cooked three of the main dishes and two recipes from the executive director. She also made sure that the city's mayor would attend the open house by continually reminding the mayor's wife and grandchild, who know Mirabueno's son, Paolo.

“Thus, William Dalton Sr., mayor of the city of Garden Grove, was able to grace our open house, happy to see all the preparations of the team and how beautiful the building looked. Precy played a major role in all of these. Mark Krueger, our regional vice president, was delighted to meet Mayor Dalton, doctors, community leaders and other guests, and to hear their appreciative praises about our team and Orangegrove. He proudly reported the success of the event to Jeron Walker, Southwest Division vice president. The open house helped our facility finish strong for 2012,” Yonzon said.

Events created by sudden, unexpected changes – even natural disasters such as Hurricane Sandy – may call on any of us to be prepared to step up with commitment, creativity and determination to succeed with our plans in pursuit of our goals.

Flexibility, we can all agree because of our experience in health care, is a much-desired trait.