



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN RESOURCES

File #: 16-105

Board Meeting Date: 5/16/2017

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: John L. Maltbie, County Manager
Subject: Employee of the Month for May 2017

RECOMMENDATION:

Honor Tina Ling as Employee of the Month for May 2017 and authorize the President of the Board to sign the commendation.

BACKGROUND:

The Employee of the Month program was established in December 1984 to recognize and honor County employees who consistently demonstrate an outstanding level of performance.

Our Employee of the Month for May 2017 is Tina Ling, a Pharmacist, in the Health System.

DISCUSSION:

Tina Ling earned her degree as a doctor of pharmacy from the University of California in San Francisco, completed a year-long residency in ambulatory care at UC Davis Medical Center, and has been working as the Pharmacist at Fair Oaks Health Center since 2014.

From the beginning, Dr. Ling has prioritized patient advocacy, education, and safety and has authored many San Mateo Medical Center Safety Alert From Employees (SAFE) Incident Reports. In 2016, Dr. Ling submitted 40 SAFE reports, more than any other employee that year. Several of her SAFE reports detailed system issues which are now being addressed to improve patient care and accurate medication dispensing.

Several of her SAFEs were related to parts of the prescription that were invisible to outside pharmacies, such as the comment box. This led to an opportunity to educate our providers to avoid using the comment box for important medication administration directions.

Dr. Ling's many SAFE reports have led to improved patient safety at Fair Oaks Health Center and across San Mateo Medical Center's hospital and clinics.

Beyond her keen eye for safety, Dr. Ling exhibits a passion for improving patient outcomes and experience by removing barriers patients may have regarding medications, including understanding why they need the medication, how to take it, and sometimes even how to pay for them. She also is an invaluable educational resource to her colleagues.

Our County is fortunate to have Tina Ling as one of its outstanding employees.

FISCAL IMPACT:

None