

NEWSLETTER

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Peer-to-Peer **Crystle Retezan Trust & Teamwork**

"I feel proud when people are always coming to me to ask me questions or when they need help, knowing that they trust me and feel comfortable enough to come ask me when they need something." Having the trust of her colleagues is one reason to excel for January's Peerto-Peer recipient Crystle Retezan, Office Technician, Juvenile Health Services. She takes pride in her work and for being a resource to anyone seeking assistance. Her list of duties every day ranges from obtaining, maintaining and routing medical records and reports, to answering calls, assisting nurses and keeping calendars and appointments running on time. And now during the COVID-19 pandemic, Crystle, like many at the OC Health Care Agency (HCA), finds herself on the frontline. "Every day has brought a new challenge, a new procedure but we have been able to keep up with all the regulations and guidelines. We are working the COVID-19

Director's Message

It is with great sadness that I share with our OC Health Care Agency (HCA) family the somber news of the untimely death of Mark Chew, PharmD. He died on January 19th after becoming infected with the COVID-19 virus. As so many of you already know, Dr. Chew provided unequaled pharmacist support to the HCA for more than 15 years along with incredible warmth and humor. He will be sorely missed.



Dr. Chew was an accomplished pharmacist whose services were always in demand. As the Chief Pharmacist for the HCA, he was our resident expert on all pharmacy functions in our Public Health Services clinics, providing a major direct impact on the health of the community. He also managed the Emergency Medical Services Disaster Pharmacy, overseeing intake and out-take of pharmaceuticals and accomplished these tasks on-call as needed on a 24/7 basis. Not only was Dr. Chew an active member with the Orange County Disaster Medical Assistance Team providing support to survivors of many disasters, including Hurricane Katrina, he was also a respected national expert helping to craft nationwide methods for refilling personal prescriptions for victims in disaster zones.

However, the most notable things about Mark were not his many professional accomplishments, but his outstanding humanity, strength of character, and surprising sense of humor. He loved his work and his colleagues, and this showed in his smile and his personal commitment to excellence. He cared so much for his fellow human beings that he was willing to travel almost anywhere to provide support and aid to those suffering the medical consequences of disasters. He was so centered and comfortable with his own religious beliefs, that he could reach out and enjoy religious practices and customs of those whose religion was different than his own. However, Mark was also no fool. He could adeptly identify meaningless gestures and misrepresentations of truth and dealt with these

COVID-19 STRIKE TEAM

By Janinne Boutte, Administrative Manager I, Procurement & Contract Services

At the start of the COVID-19 pandemic, the OC Health Care Agency (HCA) Procurement and Contract Services Division set up a rapid response team. These resultsoriented individuals have been providing support to the entire County of Orange (County) in order to meet any and all procurement needs. This special group is known as the COVID-19 Strike Team. The team was strategically developed to efficiently and effectively respond to the pandemic emergency. The Strike Team supports the HCA and County with COVID-19-specific human services contracting, commodity and professional service purchasing, asset tracking, warehouse management, personal protective equipment (PPE)

sourcing, logistics and distribution. The team has led the County with interagency and external purchasing for emergency response needs, accepting donations and creating innovative solutions to procuring and managing resources needed for the HCA and the County to respond to the emergency pandemic. Furthermore, the COVID-19 Strike Team supports the HCA, all County Agencies, hospitals, first responders and skilled nursing facilities (SNFs) by providing all necessary resources for the County to serve its citizens. Team members have also staffed the County's Emergency Operations Center with the HCA's purchasing staff as well as Agency

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Top row (L-to-R): Monica Gutierrez, Janinne Boutte, Juan Corral, Maria Pirona, David Rodriguez, Kristine Mariscal, Kurt Nelson. Middle row (L-to-R): Debbie Box, Daniel Garcia, Edward Perkins, Walt Cadena, Tommy Bui, Brittany Davis. Bottom row (L-to-R): Kevin Work, Albert Diaz, Nicole LeMaire, Christian Loyola, Brian Greene, Daniel Vu, Silvia Bonilla. Not pictured: Angela Shim

Director's Message, continued from page 1





using humorous sarcasm.

In fact, it was his wry sense of humor that was Mark's most endearing quality. Often in communicating through email, he would attach funny images and include clever comments when responding. These remarks frequently alternated between mirroring the foolishness and sadness of the day and the joy of the moment. He certainly could take a joke but was also skilled at returning the favor.

It is hard to comprehend that Dr. Mark Chew is no longer here. The HCA has lost a proud brother. The community has lost a kind and dedicated servant leader. He was such a stalwart in our lives and will not be forgotten. I offer our heartfelt condolences to his wife and family, and to all of our team members sharing in their grief today.



lay he Chen MD, B

Dr. Clayton Chau HCA Director County Health Officer

OPERATION INDEPENDENCE

Since the first of the year, "Operation Independence" has been in full swing in Orange County (OC). This is the County of Orange (County) effort, led by the OC Health Care Agency (HCA), to vaccinate everyone in OC who wants a COVID-19 vaccine by the Fourth of July.

"I believe we can safely reopen our economy by July 4," said **Dr. Clayton Chau**, HCA Director and County Health Officer. "Ultimately we need to have a large number of people vaccinated so we can achieve herd immunity. My goal, and I believe and am hopeful that we can do it, is to reopen by Independence Day. Not a single person in our community is unaffected by this virus. One way or another you have been affected. So please get on board with us and let's do this together." Operation Independence includes the creation of the Incident Management Team (IMT) which consists of personnel from the HCA and other County Agencies including the OC Fire Authority (OCFA), Orange County Sheriff's Department (OCSD), and city partners. The IMT is standing up adequate infrastructure – staffing, supplies, locations, and other logistics – to fully administer COVID-19 vaccinations.

As part of its work, the IMT oversees the setup of five planned regional Super Point of Dispensing (POD) sites, in addition to mobile strike teams for seniors ages 65 and up. The first Super POD site opened at Disneyland on Wednesday, January 13th and the second Super POD opened on Saturday, January 23rd at Soka University.

SUPER RESPONSE TO SUPER PODS (Point Of Dispensing Sites)

"I want to congratulate the Executive Team on the rollout of the Disneyland Super POD for administering the vaccine. My wife and I both had appointments. The organization was top flight—plenty of workers, excellent queuing system, and very well integrated with the Othena app and website. Fantastic planning! A job very well done!!!" - Scott N.

"A big 'tip of the hat' to you all for rolling out the Super POD in Anaheim without delay! I was there this morning after successfully scheduling an appointment two nights ago via the Othena app. The entire operation was exceptionally run, the team assembled at the site were helpful, knowledgeable, fun and, most importantly, clearly focused on the task of getting the vaccine to as many people as possible SAFELY! Thank you." - Chip P.

These were just some of the reactions to the first of five Super POD (Point of Dispensing) locations opened by the OC Health Care Agency (HCA) to vaccinate Orange County (OC) residents for COVID-19. The first Super POD opened at the Disneyland Resort while the second opened at Soka University. The five Super PODs are part of the ambitious strategy by the County of Orange to vaccinate 1.5 million OC residents a month. During the opening of the Super POD at the Disneyland Resort Dr. Clayton Chau, HCA Director and County Health Officer, said the Super PODs are clearly a game-changer. "The end of COVID-19 is in sight. We are proud to roll out the Super PODs which allow us to vaccinate people safely, efficiently and responsibly. As vaccine supply increases, the Super POD structure will allow us to easily scale up to accommodate the infrastructure that's needed to meet demand." He said the five Super PODs are expected to be able to administer 40,000 vaccinations a day depending on vaccine supply.

For more on vaccination efforts please visit www.ochealthinfo.com/novelcoronavirus.

Photos: 1. Vaccination tents are set up at Disneyland Super POD. **2.** A resident receives her COVID-19 vaccine at Disneyland. **3.** Vaccinations are underway at Soka University, OC's newest Super POD site.



"I just want you to know that I received my first vaccine today at the Disneyland Super POD and thought the entire process was flawless! Well done. Take a bow."

Suzanne J.







vaccine clinics to vaccinate all of the HCA employees who work here, as well as employees from other County of Orange Agencies. It's awesome to see our work community come together in a time of need and help one another. Like everyone, I'm hoping we can overcome this pandemic and get back to our normal lives."

Assisting the public is also on her work list and Crystle's coworkers said she carries out her responsibilities with a positive attitude every day, which encourages others. Crystle said she enjoys her work and that she and her coworkers are ready for any challenge that comes their way. "I like learning new skills and in this environment things are always changing or updating so we are constantly learning. I enjoy working with my colleagues because we all work together as a team and that makes the day run smoothly. I know I can count on my colleagues for any questions or help I might need and the same goes for them."

Crystle has been with the HCA for three years after working for a medical billing company. She joined HCA around the same time she bought a house. So not only does she perform a variety of duties at work, she also performs a variety of duties at home. "My hobbies are remodeling and redecorating my house. I love to do home projects and gardening. I also love animals and my pets." Crystle said receiving the Peer-to-Peer recognition was a surprise. "At first I thought it wasn't real, but then I reread the email and was like "oh wow." I am thankful to have been nominated."

COVID-19 Resources

Throughout the COVID-19 pandemic, the OC Health Care Agency (HCA) has been developing messaging for Orange County (OC) residents, health providers, businesses, schools, visitors and many others. One of the latest communication tools is the COVID-19 Frequently Asked Questions webpage. Click on the box to read more.

Frequently Asked Questions



Since January 1, more and more Orange County residents have registered to be vaccinated through Othena. You can learn more about the phased approach to vaccine distribution and when you can expect to be eligible for a vaccination <u>here</u>. To register for a vaccine on Othena, click on the graphic below. For frequently asked questions about Othena click <u>here</u>.



A variety of COVID-19 testing options are available at no-cost to OC residents, including walk-ups, drive-thru appointments and at-home test kits. For more on COVID-19 testing in OC click on the graphic below.



A COVID-19 Vaccine Newsletter is now available. You can receive it by email and stay informed of the latest COVID-19 vaccine news and facts on a weekly basis. To sign up for the newsletter click on the graphic below.

COVID-19 Vaccine Newsletter

5 Things You Need to Know About:

The County of Orange has launched the Emergency Rental Assistance (ERA) Program to help eligible renters in Orange County (OC) who have been impacted by COVID-19. The program offers up to \$10,000 in financial assistance per rental household, for unpaid rent or utility bills due to the impact of COVID-19.

"This is going to help families and individuals who are most vulnerable to homelessness because of the pandemic," said **Jason Austin**, Director, Office of Care Coordination. "This timely financial assistance will be provided through a group of regional partners." Applications are now being accepted and must be submitted by the end of the month. For more on eligibility requirements and to apply please visit <u>http://www.ERA.211OC.</u> org, or text ERA to 898211. Renters who have questions or those needing assistance in submitting an application may call 2-1-1.

Mobile Point of Dispensing for

The OC Health Care Agency (HCA) has rolled out mobile point of dispensing (POD) teams to vaccinate Orange County (OC) seniors and to reach communities that are also among the hardest hit by COVID-19. **Dr. Margaret Bredehoft**, Deputy Agency Director, Public Health Services said the HCA is working with the OC Office of Aging and Council of Aging-OC to reach out to and register seniors for vaccinations at these mobile PODs. "In our planning to reach the eligible people at mass, the fastest and most efficiently, we rolled out the Super POD locations at the Disneyland Resort and Soka University. We know it will take different strategies to vaccinate all of OC's diverse populations. Think of these mobile PODs as being for your grandparents. We will be able to provide assistance with registration and scheduling and bring the vaccine to where it will be more convenient to our seniors and vulnerable communities."

Currently mobile PODs are deployed about twice a week but that will ramp up as more vaccines are made available. Dr. Bredehoft said decisions on where mobile PODs will go are based on health equity and data that shows high-impact areas. She also said don't expect to hear announcements on where the mobile PODs are going. "It's by design that we are not announcing



Financial Assistance for Renters

The program is for renters and not owners. Landlords can apply on behalf of tenants as long as the tenant co-signs the application. Rental households' combined income must be at or below 80% of the area median income which can be found on the application website.

Eligibility requirements include: photo ID; copy of a lease agreement; proof of income affected by COVID-19; and proof of unpaid rent or utilities. Renters in the cities of Anaheim, Irvine and Santa Ana are not eligible since populations in those cities exceed 200,000 residents and residents in each are served by local city programs.





information on mobile PODs. This is to create the right environment for our seniors. As we quickly learned from initial vaccine clinics at fire agencies, people showed up without appointments in droves. We had to call law enforcement and even had to shut operations. If you think of these as for your grandparents, then you wouldn't want your grandparents bombarded by people. That's what we're trying to do is create a safe environment for individuals who need help and need a safe environment."

OC residents and workers are encouraged to remain patient as demand for vaccine outpaces the supply. The goal of the HCA and the County of Orange is to continue to support and create access to all OC residents.

You've Been Vaccinated Against COVID-19, WHAT <u>NOW?</u>

According to the Centers for Disease Control and Prevention (CDC), experts need to understand more about the long-term protection offered by vaccination against COVID-19, which will take time.

We don't know yet whether getting vaccinated against COVID-19 will prevent you from spreading the virus to other people, even if you don't get physically sick yourself.

While scientists learn more, it is important for everyone — vaccinated or not — to continue using all the tools available to help stop this pandemic. To protect community members who have not yet been vaccinated, please continue to follow these recommendations:

- Stay home if you are sick
- Wear a face covering over your mouth and nose in public
- Stay at least 6 feet apart from others when outside the home
- Wash your hands often
- Clean and disinfect surfaces
- Cover coughs and sneezes
- Avoid touching your face



he OC Health Care Agency (HCA) warmly welcomes **Anza Vang**, MPH, MCR, as our new Chief of Strategy and Development (CSD) for Public Health Services (PHS)!

In the new dyadic model, Anza will provide strategic direction and leadership in the growth and development of PHS initiatives, partnering with **Marc Meulman**, PHS Chief of Operations, to achieve improved operational and program-

WELCOME ANZA VANG! Chief of Strategy and Development

matic outcomes.

Anza has nearly two decades of experience in health care and business strategy-her most recent work building a new business line for St. Joseph Hoag Health as well as collaborating with large employers in the design and management of employee health and wellness programs. Before taking on the CSD role, Anza served in various roles in the HCA's COVID-19 response including the expansion of the testing ecosystem (to include at-home testing) as well as strategic planning for vaccine roll out.

In addition to her strengths and passion in health innovations and implementation, here are just a few additional facts about Anza:

What inspired you to come join the HCA?

I have always admired and appreciated the concept of health and safety for all people in every community. The experiences throughout my life including my childhood upbringing, career and academic achievements and community service have influenced my passion in public health. Through my nonprofit work and professional career in health care, I began to understand the importance of improving and protecting the health of people and communities. These experiences have shaped and contributed to my aspirations and quest to serve populations that are experiencing healthy equity and disparities.

COVID-19 Strike Team, continued from page 2

Operations Center (AOC), which is specifically geared to support the health and safety needs of the County and its residents.

"The COVID-19 Strike Team continues to contribute subject matter expertise pertaining to contracts and procurements. The team supports program operations, and works closely with finance and accounting in response to the COVD-19 global pandemic," said **Anna Peters**, Deputy Agency Director, Finance & Administrative Services. "The team has effectively and efficiently supported the County of Orange (County) through the development and execution of hundreds of contracts that include testing services, COVID-19 media campaigns, emergency management services, housing agreements, medical staffing to hospitals and SNFs, restaurant relief programs, and food delivery services for those struggling from food insecurity."

The latest examples of the COVID-19 Strike Team's efforts include the COVID-19 Vaccination Super Point of Dispensing sites, or "Super PODs," and the call for volunteer assistance with vaccination efforts from our contracted providers. The team has tirelessly worked alongside the AOC and the EOC's Incident Management Team (IMT) to ensure that the necessary procurement items for the County's Operation Independence vaccination campaign are in place. Additionally, the team has partnered with Public Health Services to send out a call to all HCA-contracted providers for both medically trained and general support volunteers to assist government staff with COVID-19 vaccinations at the Super POD sites.

Any fun facts you'd like to share about yourself?

I enjoy traveling to exotic places and have visited 25 countries; on my bucket list is to travel to all 195 in the world. Some of my favorite places include: Waiheke Island. New Zealand; Montreal, Canada; and Lyon, France. If I had a travel blog, my travel tips would include: Get out of the taxi; take the bus; wander the flea market; take the side streets; ditch the guidebook; ask the locals; do whatever you fancy when you fancy it; and bring home a good story!

What are you most excited to accomplish in your new role as Chief of Strategy and Development at Public Health Services?

I have been very impressed with all that is already done in PHS and the HCA. We have a full plate of priorities that we are focused on, including HCA's response to the COVID-19 pandemic. That said, I am most excited about rolling up my sleeves, learning, iterating, and most of all, finding ways to help our county become a healthy, sustainable and thriving place for all. That includes growing the best parts of PHS and innovating on new programs to meet the changing needs of our community in this mixed environment postpandemic.

DR. CHAU Hosts First HCA Town Hall Event

On January 28th, OC Health Care Agency (HCA) Director **Dr. Clayton Chau** hosted the first monthly Town Hall meeting of



the year. The event was broadcast to all HCA staff via Zoom and featured special guests **Dr. Margaret Bredehoft**, Deputy Agency Director of Public Health Services (PHS), and **Marc Meulman**, PHS Chief of Operations.

Dr. Chau served as the moderator, opening the Town Hall with a moment of silence to honor staff and residents who have passed away from COVID-19. He also shared some insight into the response by the County of Orange to the pandemic and vaccination efforts in the community, and then invited his Chief of Staff, **Torhon Barnes** ("Mr. T"), and Human Resources Manager **Jennifer Kaye** to step in and provide some policy updates for staff.

Next, to spotlight one of the HCA's service areas, Dr. Chau conducted an interview with Dr. Bredehoft and Mr. Meulman to help staff learn more about the HCA's PHS service area. Following the interview, all three participated in a question-and-answer session with attendees.

The HCA Town Hall is scheduled to take place on the 4th Thursday of each month. Do you have a question or topic of interest for the next Town Hall? Send an email to the HCA Town Hall inbox at <u>HCATownHall@</u> <u>ochca.com</u> before the next virtual meeting. Questions should be specific to topics being presented at the Town Hall and appropriate for a global audience. Any personal questions should be directed to your assigned Human Resources Employee Relations Analyst.

Did you miss last month's Town Hall? You can still view the recording on the <u>HCA Town Hall webpage</u> on the HCA intranet.

▲ Dr. Chau moderates OC Health Care Agency Town Hall.

FROM BULLIED TO

Over the past 8 years, **Tracy Rick**, Administrative Manager II for Behavioral Health Services (BHS) Adult and Older Adult Behavioral Health, did all she could to help her daughter Kayla who was bullied at school. "Kayla was bullied significantly in elementary and junior high school. There was another bullying incident that we were addressing with the school when COVID-19 hit. For her the lockdown came at a perfect time and she got to finish out her 8th grade year at home."

Away from the bullies, Kayla came up with the idea for a stop bullying video. The idea made its way up the OC Health Care Agency. "The objective of this video is to generate a Stop Bullying movement on social media with our school aged kids," said **Dr. Jeffrey Nagel**, Deputy Agency Director, BHS. "The video is part of the #StopBullyingOC message which focuses on helping middle and high school-aged students understand the detrimental effects of bullying and the importance of speaking up."

Bullying affects the lives of so many students in our community:

- One out of every five (20.2%) students report being bullied.
- 41% of students who report

being bullied at school think that the bullying will happen again.

Students who experience bullying are at increased risk for depression, anxiety, sleep difficulties, lower academic achievement and dropping out of school.

Kayla used her experiences, her voice, her image and her friends in the project. "I started high school this year and wanted to start a new chapter in my

life," said Kayla. "Working on this video gave me a chance to share my experiences, to heal and to grow as a person. My hope is when someone who is bullied sees the video, they will know they are not alone and they will be inspired to speak up."

"The inspiration for the video was to be able to share what she had gone through most of her childhood," said Tracy. "It has been wonderful to watch her grow and be able to share with the team her experiences, how they made her feel and



how those experiences made her want to be able to help others. I'm thankful to everyone who took part in this because it really assisted with her healing and growth as a person."

Kayla is grateful for the opportunity and loves how it turned out. "We created a hashtag students can use to post their stories and encouragement."

Stop Bullying OC reminds

students that they are not alone and that they have the power to stand up and speak out. It encourages students who are experiencing bullying to talk to a trusted adult and seek guidance on what to do next. To help further amplify this message, you're encouraged to share this video StopBullyingOC, utilize the #StopBullyingOC hashtag and tell your story to help others feel strong enough to speak up.



Be Well OC Orange Campus



A virtual ribbon-cutting ceremony marked the opening of the first Be Well OC Campus in Orange County (OC). Located at 265 Anita Drive in the City of Orange, the 60,000 square-foot, state-of-the-art facility will provide best-in-class mental health and substance use disorder services to all OC residents who are referred for care. "Communities prosper when the mental health needs of the community members are met," said **Dr. Jeffrey Nagel**, Deputy Agency Director, Behavioral Health Services. "Fortunately OC can and quickly is becoming a model of how the community unites to ensure the optimal mental health and wellness for all. One of the things I'm most passionate about and most proud of is the integrated model for mental health and substance abuse services at the Be Well Orange Campus."

The Be Well campus was built with the support and input of many leaders in the community, both public and private. This starts with the Orange County Board of Supervisors, who formed a Mental Health Ad Hoc committee in 2015. Another critical partner is Be Well OC, which represents a coalition of public, private, faithbased, academic, and other community leaders who have coalesced around improving mental health care in OC. This movement breaks down walls said Dr. Clayton Chau, OC Health Care Agency Director and County Health Officer, "Walls between public and private sectors, between faith-based and community-based, academic and other organizations. It brings us all together in a common vision for OC to lead the nation in optimal mental health care and wellness for all residents regardless of payer." He also said because of the COVID-19 pandemic the Campus and services are needed even more. "Prior to the pandemic 1 in 5 people in our community would face a mental health issue each year. That's 20% of our population. Anxiety, depression, substance use disorders and other mental health issues are being exacerbated, directly and indirectly by the effects of the pandemic. The Be Well OC movement is more important than ever before. The momentum we have couldn't be more important and necessary as we forge ahead. We must meet this moment and continue the great work of system transformations."

For more on the ribbon-cutting ceremony and a virtual tour of the Campus click here.

JEST For Health

Keep your Heart Happy and Healthy

Did you know that about 90% of Americans eat more sodium than is recommended for a healthy diet? Too much sodium increases your risk for high blood pressure, which can lead to heart disease and stroke.

Most of the sodium we eat comes from already prepared foods found in restaurants and grocery stores. Following the three tips below can help you reduce the amount of sodium you eat.

- Be a Smart Shopper: choose foods labeled "low sodium," "sodium free" or "no-salt-added"
- Modify How You cook: use onions, garlic, herbs and spices when cooking instead of salt
- Make Healthy Choices: eat fresh vegetables and fruit instead of salty snacks

Try this heart healthy recipe your family is sure to love.

Fish Fillets with Fresh Tomatoes

Serving 4

Ingredients:

- 2 tbsp olive oil
- 1 large rib of celery, chopped
- 1/3 cup chopped onion
- 3 large garlic cloves, crushed or minced
- **10-12 oz.** Italian plum (Roma) tomatoes (chopped)
- 1 small carrot (thinly sliced)
- 1 small dried bay leaf
- 1/4 tsp pepper

- 1/8 tsp (heaping) ground cinnamon
- 1/8 tsp salt
- 4 thin, mild fish fillets, such as sole, cod or tilapia (about 4 ounces each), rinsed, patted dry
- **1 1/2 2 tbsp** fresh lemon juice Chopped parsley (optional)



Directions:

- In a large skillet, heat the oil over medium heat, swirling to coat the bottom. Cook the celery, onion and garlic for about 2 minutes, stirring constantly, adjusting the heat if necessary so the mixture doesn't brown. Stir in the tomatoes, carrot, bay leaf, pepper, cinnamon and salt. Cook for 5 minutes.
- 2. Make 4 depressions in the tomato mixture. Place the fish in the depressions. Spoon the tomato mixture over the fish to cover. Cook for 3-5 minutes, or until the fish is almost done (there should be just a little resistance when you try to flake the fish with a fork). Remove from heat.
- Drizzle the fish with the lemon juice. Let stand, covered, for about 5 minutes so the fish finishes cooking and the flavors blend. Discard the bay leaf. Garnish with the parsley.

For more recipe ideas, visit https://recipes.heart.org/en.

For more information on sodium, visit <u>https://www.heart.</u> org/en/healthy-living/healthy-eating/eat-smart/sodium.

Recipe link: <u>https://recipes.heart.org/en/recipes/fish-</u> fillets-with-fresh-tomatoes.

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MISSION

In partnership with the community, protect and promote the health and safety of individuals and families in Orange County through:

- Assessment and planning
- Prevention and education
- Treatment and care

