



Archived Document

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Team effort & collaboration produce results

Congratulations to the staff of HCA's Mental Health Services Act (MHSA) Office on being recognized as the Gold Star recipients of January 2006. The team's collaborative efforts and contributions have resulted in success that will bring in much needed funding to provide new services and programs for Orange County individuals living with serious mental illness and emotional disturbance.

The team, under the leadership of MHSA Administrator Dorothy Hendrickson, consists of Marco Anzar, Bonnie Birnbaum, Shebuah Burke, Maria Cervantes, Don Haylock, Kate Pavich, Pierre Tran and Jonathan Yu.

The MHSA team was tasked to conduct an open, inclusive participatory public planning process for the annual expenditure of \$25.5 million (during each of three fiscal years) in Community Services and Supports funding available to Orange County under the Mental Health Services Act, which was approved by voters in November 2004.

"Since this was a new program and a new office, MHSA staff needed to figure out rapidly what to do and how to do it," said Mark Refowitz, Behavioral Health Services Deputy Agency Director.

The planning process was quite complex and included many components such as community outreach meetings to inform the public about the MHSA, a series of training workshops for stakeholders and other interested parties, a 59-member steering committee to oversee the development of the plan, age-specific workgroups to make program recommendations to the steering committee, and a variety of focus and stakeholder groups to provide input into the process.

More than 4,000 attendees participated in the planning process the MHSA team conducted. The proposed plan set

forth was approved by the Steering Committee at the end of September. Behavioral Health Managers and MHSA Office staff then worked together to create a written plan that comprised more than 530 pages.

When completed, the Plan was then sent out for a 30-day public comment period. The Orange County Mental Health Board (MHB) held a public hearing at the Crystal Cathedral to also gain public testimony on the Plan. The event was well-attended with more than 400 people in attendance and 40 people provided public testimony. The Plan was then unanimously approved by the MHB

and Orange County Board of Supervisors in December.

The Plan is now awaiting approval from the California Department of Mental Health, with new services and programs expected to begin as early as April 2006.

"This achievement was accomplished under tight time constraints and involved a myriad of well-coordinated processes. Staff put in long hours and did whatever it takes to ensure a successful planning process and written plan," said Mark Refowitz.



The MHSA Team (pictured left to right) are Bonnie Birnbaum, Jonathan Yu, Deputy Agency Director Mark Refowitz, Pierre Tran, Marco Anzar, Dorothy Hendrickson, Kate Pavich, Don Haylock, Shebuah Burke and Maria Cervantes.

FEBRUARY HEALTH OBSERVANCES

AMD/Low Vision Awareness Month

Heart Month

Kids E.N.T. (Ears, Nose, Throat) Health Month

National Children's Dental Health Month

National Wear Red Day 3

National Burn Awareness Week 5-11

Cardiac Rehabilitation Week 11-18

National Donor Day 14

National Women's Heart Day 17



MHB Award presented

Congratulations to Anthony Delgado, Service Chief of the AB 2034 Homeless Outreach Program, on receiving an Exemplary Service Award from the Orange County Mental Health Board and a commendation from Supervisor Lou Correa.

Tony's enthusiasm for working with the homeless mentally ill population and his effectiveness in engaging clients is well respected throughout Orange County. He works closely with judges, court staff, local police and the Sheriff's Department, county and contracted mental health providers, primary health care clinics, as well as consumers and family members.

Tony is acknowledged for his effective outreach and engagement of adult homeless mentally ill individuals. He has presented the AB 2034 program at numerous local and statewide conferences, describing dramatic interventions that have resulted in homeless mentally ill persons receiving services which were previously not available.

Tony's ability to pull people together from diverse backgrounds and disciplines and work toward common goals has been a significant catalyst in accomplishing effective and innovative mental health services in Orange County.



Supervisor Lou Correa presents Tony Delgado, AB2034 Homeless Outreach Program Service Chief with a commendation for his positive contributions to the community.

Healthy Weight Week 2006

Healthy Weight Week observed nationally from January 15-21, is a time to celebrate healthy lifestyles that last a lifetime and prevent eating and weight problems.

Each year Healthy Weight Week encourages people to celebrate a healthy non-diet lifestyle and to set a New Year's resolution that promotes nutritional habits, health and wellness, and being active.

Everyone knows that one size doesn't fit all. So, to help jump start your New Year's resolution to health and wellness, the U.S. Department of Agriculture (USDA) offers the "MyPyramid Tracker" available at www.mypyramidtracker.gov to help you choose the foods and amounts that are personalized just for you.



MyPyramid Tracker is an online dietary and physical activity assessment tool that provides information on your diet quality, physical activity status, related nutrition messages, and links to nutrient and physical activity information.

The Food Calories/Energy Balance feature automatically calculates your energy balance by subtracting the energy you expend from physical activity from your food calories/energy intake. Use of this tool helps you better understand your energy balance status and enhances the link between good nutrition and regular physical activity.

MyPyramid Tracker translates the principles of the 2005 Dietary Guidelines for Americans and other nutrition standards developed by the U.S. Departments of Agriculture and Health and Human Services.

HCA's Nutrition Services Program also helped the community jump on track toward a healthy New Year by hosting several food demonstrations at local grocery stores. Individuals were able to learn about incorporating colorful fruits and vegetables into their diet and about the importance of proper nutrition for better health.

For more information about Healthy Weight Week, visit www.healthyweight.net. The USDA's website at www.mypyramid.gov also offers healthy dining out tips and a sample menu for a 2000 calorie food pattern to help you on your way to a healthy New Year. More information about HCA's Nutrition Services Program can be found by visiting www.ochealthinfo.com/public/nutrition/index.htm.

Shelter Plus Care Program receives funding from HUD

Orange County's Housing and Community Services Department in partnership with the Health Care Agency received notification that the Office on Housing and Urban Development (HUD) has awarded approximately \$3 million dollars for both new and continuing Shelter Plus Care Housing Programs.

The Shelter Plus Care Program provides permanent housing assistance paired with required and necessary services for those homeless adults struggling with mental illness, addictions, or AIDS and related diseases.

HCA has participated in this program since 1996 through the Residential Care and Housing offices, helping needy residents to have a secure place to live while stabilizing their lives. Mentally ill residents receive recovery services through HCA's Adult Mental Health Services Clinics or contracted clinics.

This vital program provides a bridge for disabled persons to permanently leave the streets while getting the treatment they need to build healthier and more stable lives.

Change is the process by which the future invades our lives.
—Alvin Toffler

MHSA Plan okayed by MH Board and BOS

HCA's Mental Health Services Act (MHSA) program hosted an event on December 8 at the Crystal Cathedral where Orange County's Mental Health Board convened to vote on the approval of Orange County's MHSA Plan and hear public comments.

The event was well-attended. A crowd of more than 400 consumers, mental health advocates, community members and local stakeholders participated in the day's activities. Many spoke of the importance of the plan's approval and the needed services and programs it would bring to the community.

Behavioral Health Services Deputy Agency Director Mark Refowitz joined several guest speakers including Rowena Gillo-Gonzalez, Pacific Clinics Divisional Director, and Helen Cameron, Homes Inc., as they discussed the benefits of the plan and how it will help to bring needed mental health services to the County.

Attendees at the event had the opportunity to view a mental health documentary video on the needs of homeless mentally ill individuals and families, as well as participate in a table discussion to offer input about the MHSA process, features of the MHSA Plan and suggestions on items that should be added to the plan in the future.

After approval by the Mental Health Board, the Plan was unanimously approved by the Orange County Board of Supervisors on December 13.

The California Department of Mental Health is currently reviewing the Plan. Upon their approval, new services and programs are expected to begin as early as April 2006.

Proposition 63, the Mental Health Services Act, was approved by voters in November 2004 and is expected to provide a substantial increase in funding to expand community mental health services for children and youth, adults and older adults in Orange County.

For more information about MHSA or to view a copy of the Plan, visit www.ochealthinfo.com/prop63/index.htm.



HCA staff joined attendees and guest speakers during the Mental Health Board meeting held at the Crystal Cathedral on Dec. 8. Pictured (left to right) are Dorothy Hendrickson, MHSA Administrator; Amir Pourmand, Pacific Clinics; Rowena Gillo-Gonzalez, Pacific Clinics; and Mark Refowitz, HCA Behavioral Health Services Deputy Agency Director.



Dr. Donald Sharps (pictured left) facilitates a table-top discussion to gain the group's thoughts about the MHSA process, features of the MHSA Plan and suggestions on items that should be added to the plan in the future.



A crowd of more than 400 consumers, community members and local stakeholders attended the Dec. 8 Mental Health Board meeting at the Crystal Cathedral to witness approval of Orange County's MHSA Plan and provide public comment.

There is no duty we so much underrate as the duty of being happy.
—Robert Louis Stevenson

health care agency
WHAT'S UP
keeping staff informed & current

WHAT'S UP is a newsletter for employees of the County of Orange, CA, Health Care Agency.

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Attendees at the training hosted by HCA's Compliance Program learned about the nuts and bolts of how to run a compliance program.

HCA hosts Regional Compliance Training

More than 25 compliance personnel from six different counties gathered on January 10 at Hall of Administration to attend a Compliance Training hosted by HCA's Compliance Program.

The presentation panel included Sheryl Vacca, West Coast Practice Leader, Health Care Regulatory Practice, Deloitte and Health Care Compliance Board Member; Linda Garrett, JD of Risk Management Services; and HCA Chief Compliance Officer Jeff Nagel, Ph.D.



Sheryl Vacca, Jeff Nagel and Linda Garrett provided health care compliance training to more than 25 personnel from six different counties on January 10 at the Hall of Administration.

The full-day training provided a high-level overview of health care compliance operations – discussing the nuts and bolts of how to run a compliance program. Items discussed focused on basic structure of a compliance program, how to conduct a risk assessment, auditing and monitoring, risk management and how to measure and document the effectiveness of a compliance program.

HCA's Compliance Program received positive feedback from the training, which was also previously held in Sacramento with more than 60 in attendance.

The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours a day, 7 days a week at:

(866) 260-5636

PH nurses promote breastfeeding practices at hospital

Three HCA Public Health Community Nurses, (PHCNs) Margie Carrigan, Maria Dominguez-Wilson and Deborah Townes, met with staff from Coastal Communities Hospital (CCH) to discuss the best way to promote breastfeeding practices among nursing staff and women delivering babies at the hospital.

The nurses met with the hospital's Bridges Coordinator Lily Morales and Patient Educator Raquel Luna where they identified the following possible contributors to low breastfeeding rates: no lactation educator/consultant on site; separation of mom and baby at birth, no rooming in; and many staff lacking education in current evidenced based breastfeeding guidelines.

The priority of the collaborative effort was to provide education and promote exclusive breastfeeding to prenatal clients and their partners who attend weekly maternity tea at the hospital. Additionally, HCA's PHCNs (who are also lactation certified educators) would be available at the hospital three times a week to provide support and assistance to women who desire to breastfeed immediately after delivery and into the postpartum period.

HCA nurses and hospital staff set-out to plan and implement the project from May to December 2005. Implementation of part one began in July 2005. Since then, 18 breastfeeding educational sessions have been provided by the PHCNs at the hospital's maternity tea programs. The hospital's Bridges Coordinator Lily Morales and Patient Educator Raquel Luna have also become certified lactation educators.

As of October 2005, 337 expectant mothers, partners and family members have received breastfeeding education. The PHCNs have assisted 317 mothers and babies after delivery and referred mothers who need additional support to HCA's Women, Infants and Children (WIC) program for further breastfeeding education and support.

During this same timeframe, 131 mothers have left the hos-

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Margie Carrigan, Deborah Townes and Maria Dominguez-Wilson, nurses from Area V Public Health Community Nursing, collaborated with staff at Coastal Communities Hospital to provide education and promote exclusive breastfeeding to the hospital's prenatal clients and their partners.

Laughter is an instant vacation.

—Milton Berle

LMC presents 3rd Annual Team Excellence Awards

HCA's Labor Management Committee (LMC) is pleased to present the 3rd Annual Team Excellence Awards. This is a terrific opportunity to spotlight groups within the Agency that exemplify leadership and team excellence in creative and collaborative action.

Characteristics of excellent teams include clearly defined goals, valuable roles for each team member, positive and creative thinking, effective communication, overcoming obstacles and commitment to solutions.

Do you know a group or team of HCA employees that fit these characteristics? If so, fill out a nomination form by downloading a copy available on HCA's Intranet at <http://balsam/intranet/lmc/team.asp>. An application form, nomination criteria and further information on characteristics of excellent teams can also be found online.

The winning team chosen will be highlighted in future "What's Up" newsletter issues, be recognized at an upcoming HCA Awards Ceremony and receive award certificates.

Here are brief summaries of the past two award-winning teams:



Team Excellence Award

HCA & OCEA **LMC**
LABOR MANAGEMENT COMMITTEE

Environmental Health's Certified Unified Program Agency (CUPA)/Used Oil Program

—As part of this project, the team assisted the City of Dana Point with protection of water quality in the marine environment by educating boaters about the importance of minimizing hazardous waste discharges into the water. The efforts of this team can best be exemplified by the following quote from one of the team members, "It is this ability of putting aside our differences and utilizing our individual talents for the com-



mon goal, which signifies our seal as a team."

Behavioral Health's Children and Youth Services West Region—This team demonstrated the capability to work together in developing its own plan to completely reorganize their program in the wake of large budget cuts and hiring freezes. The team was able to capitalize on each individual's greatest strengths and team members gained ownership on the newly structured program. Through this process, the team came out of this interactive and collaborative process liking their jobs more and having more confidence in performing their job duties.

Let's celebrate those effective teams that work well together to accomplish a common goal and who are role models for the Agency! For more information about the LMC and the Team Excellence Awards, visit <http://balsam/intranet/lmc/team.asp>.



PH Nurses

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pital exclusively breastfeeding, 336 mothers are combining breastfeeding with some formula feeding and 49 are formula feeding only.

Interestingly, during August 2005, the month in which most mothers left the hospital exclusively breastfeeding, the nursery/postpartum staff had attended a staff meeting which focused on breastfeeding education. This illustrates the goal of the collaboration on the importance of not only providing education to the expectant mother and family, but also the importance of educating staff who care for mother and baby.

HCA's Public Health Community Nursing Program thanks Margie Carrigan, Maria Dominguez-Wilson and Deborah Townes for their outstanding contributions to the project and for their dedication and commitment to the community.

There's still time for a flu shot

If you haven't received a flu shot yet, there's still time to be inoculated for added protection. The flu season typically runs during the months of October to March, so individuals can still benefit from receiving the vaccine this month.

HCA Employee Health Services continues to offer the flu vaccine for County employees at a cost of \$11 per dose, or free to those in high-risk categories including health care workers with direct patient contact.

Flu shot clinic hours are Monday thru Thursday from 10-11:30 a.m. and are held at Employee Health Services located at the 405 W. 5th Street building on the 6th floor. Please call (714) 834-5974 for more information.

Individuals who are over 60 years of age or who have chronic medical conditions including pulmonary disease, cardiovascular disease or immune-suppressed conditions, may obtain a free flu shot through the Public Health Immunization program while supplies last. Health care workers who provide direct hands-on patient care are also eligible to receive the free vaccine. For additional information, call HCA's Health Referral Line at (800) 564-8448.



VTI Tips for Supervisors

VTI has many useful features for supervisors, including returning timecards for corrections. Situations often arise where a time card has already been approved and submitted to HCA Payroll but now needs to be changed.

HCA Payroll has a window of time where the time card can be returned to the supervisor for correction and resubmission. This allows for the accurate coding of time sheets and eliminates the need for payroll adjustments.

From non-payday week Thursday to non-payday Friday morning, timecards may be requested back by supervisors. The supervisor can send an e-mail to the HCA Payroll address asking for a time card to be returned. Once the card has been returned, it will be displayed under the supervisor's Review tab.

The supervisor may make the corrections or return the timecard to the employee to make the corrections. Two things that are important to remember: (1) the timecard will always be returned to the employee's supervisor—**not** to the employee, and (2) the time card must be corrected and returned to Payroll promptly to meet the strict guidelines for uploading the timecards. No memo adjustment form is needed.

As a supervisor you also have access to using the "**Review**" tab feature, which is used to review and approve employees' time sheets, as well as run a variety of reports and view prior period time sheets. The Review tab is also where you will first see when your **new employee** has been added to VTI.

When Human Resources submits the VTI Access request form to HCA Payroll, they include the new employee's direct supervisor. From this form the payroll staff will select the supervisor, and the employee's name will be displayed in the list of staff under the supervisor's Review tab. Next to the employee's name will be the Employee ID number used to log into the VTI system.

Remember that for new employees the **password** is always "temp1" in lower case. Also for new employees it is important to go to the Admin tab and enter the employee's phone number and e-mail address. In some cases the e-mail address hasn't been set. Once the employee's e-mail has been established, the employee must go back to the Admin tab to update the e-mail field by entering the assigned e-mail address. **The e-mail address should be identical to the one assigned in Outlook under "Properties."** If this step is ignored, the "Remind Me" button feature will not work if the employee forgets their password. From the Review tab, the supervisor can also select "**Reports**" from the list of options on the left-hand side of the screen. This option will allow you to run a report by employee and by pay code.

Let's say a staff member asks, "Have I used my cashable hours yet this year?" Instead of reviewing all their time cards or calling Payroll, you can run a report by pay code, choosing ALAN1, ALAN2 and ALAN4 as appropriate and selecting a time period. When you run the report you will get back a listing by employee of the hours used for that paycode during the time period selected. Another example would be if you are preparing a review and want to know how much unplanned annual leave someone has used. You can run the report for ALUP by employee for a specific time period. As you can see, VTI has many features that benefit the supervisor. We hope you will take some time to explore the different reports available and see how they can be of use to you.

If you find this article useful or have suggestions for future articles, please send your comments to HCAPAYROLL@ochca.com.



Purchasing gets new Manager

HCA welcomes Melva Gipson to her new position as Purchasing Manager. Melva joins HCA from CEO Purchasing and brings more than 20 years of experience and a broad range of knowledge and expertise to her new position.

Melva began her County career in 1984. Prior to joining HCA, she formerly served as Purchasing Operations Manager where she managed day-to-day operations for CEO Purchasing.

She brings a wealth of purchasing experience to her new position including preparing requests for proposals (RFP's), creating and maintaining master price agreements and departmental price agreements, and assisting departments with their scope of work and/or sole source justification, to name a few.

In her new position, Melva will serve as an Administrative Manager II in HCA Central Operations. Her responsibilities include supervisory and managerial oversight of Procurement, Petty Cash/Mailroom/Asset Control and Warehouse Operations, as well as managing the Purchasing Quality Assurance and Compliance function.



HCA staff wished Carrie Robles good luck during a farewell get together held on the 7th floor of the 405 W. 5th Street building on December 16. Carrie most recently provided support to HCA Public Health Administration. She began her new position with the CEO's office on December 19. Pictured (left to right) are David Souleles, Carrie Robles, Dr. Hildy Meyers and Kathy Clark.

New Emergency Operations Center and Warehouse debuts

The Health Care Agency has achieved a major milestone in its continuing efforts to prepare for the possibility of a bioterrorism event with the opening of a new Agency-level Emergency Operations Center and warehouse facility. The facility houses a dedicated area for the Emergency Operations Center (EOC), including work stations, meeting rooms and communications equipment that can be activated on very short notice. "The new warehouse and Health EOC provides the Health Care Agency with a state of the art facility for use in responding to man made or natural disasters," said David Souleles, Chief of Public Health Operations. "The warehouse consolidates all of the Agency's emergency response supplies at a single facility for easier management and deployment in an emergency. Additionally, the warehouse provides Orange County with the critical space needed to receive federally deployed medical supplies and medicines in the event of a large scale emergency."

Funding for the EOC and warehouse facility was provided by Federal grants for bioterrorism and emergency preparedness activities. The warehouse is large enough to accommodate the equipment trailers stocked with the items needed to operate mass vaccination or medication clinics, as well as other emergency response supplies. In the event that local stockpiles were not sufficient for the scale of the emergency, the warehouse would be ready to receive items from the Strategic National Stockpile, a Federal cache of medicines, vaccines and medical equipment that is rapidly deployed to areas experiencing public health emergencies.

Now that the new EOC and warehouse is established and operating, training will be taking place for those who will staff the EOC and manage the warehouse operations. Future bioterrorism exercises will utilize the facility's capabilities to ensure that HCA can quickly and efficiently respond to protect the public's health in times of emergency.



New Admin Manager announced



HCA is pleased to welcome Latanya Mitchell to the position of Administrative Manager I under the Management Services Division. In her new role, Latanya provides supervisory and managerial oversight for Agenda Staff Report (ASR) coordination, Custodian of Records, Tobacco Settlement Revenue (TSR) & Special Projects and the Word Processing Units.

She joined HCA from the County of Riverside and holds a Masters degree in both Business and Public Administration. Latanya brings an extensive history of staff supervision, as well as various strategic project management to her new role.

Latanya's office is located on the 7th floor of the 405 W. 5th Street building and can be reached at (714) 834-3657.

Celebrating Heart Month

Wear the color red this month to celebrate Heart Month, National Wear Red Day and National Women's Heart Day to increase awareness about heart disease, the no. 1 killer of women in America.

This year, February 3 marked the annual National Wear Red Day for women. On this day, the American Heart Association's "Go Red for Women" Campaign motivated millions of women to



celebrate by wearing the red dress pin as a symbol to support women and the heart disease movement.

The nationwide campaign set out to raise awareness in the community that cardiovascular disease claims about 500,000 women's lives a year. That's more than the next six causes of death combined – including all forms of cancer.

Although heart disease is the no. 1 killer of women in the U.S., you can do a lot to help protect yourself from this deadly enemy. Partaking in a few lifestyle changes like incorporating physical activity into your daily routine, developing good eating habits and taking advantage of preventive health screenings can help prevent heart disease.

Are you ready to participate in Go Red for Women? Jump on the movement and start by wearing a Go Red for Women red dress pin available for free by visiting the American Heart Association website online at www.americanheart.org or by calling 1-888-MY-HEART. Get one, give one and Go Red for Women!

In addition to the free red dress pin, the American Heart Association's website at www.americanheart.org also offers various health tools including a heart healthy tracker, family history tree, cardiovascular risk assessment tool and heart healthy recipes to name a few, to help you on your way to staying heart healthy.

Since its inception in 2004, the Go Red for Women grassroots campaign has grown into a vibrant national movement as more women, men, celebrities, healthcare professionals and politicians embrace and elevate the cause of women and heart disease.



Promoting better oral health for kids

The month of February marks Children's Dental Health Month and the American Dental Association's Give Kids a Smile Day on February 3. To commemorate the occasion, agencies including HCA's Dental Disease Prevention Program (with services provided under contract by Seals on Wheels), Healthy Smiles for Kids of Orange County, the Orange County Dental Society, Children's Hospital of Orange County, St. Joseph Hospital's Dental Clinics, the Boys and Girls Club of Garden Grove, Ayuda Dental Clinics and Crest Healthy Smiles 2010 have all teamed together to provide much needed services to the underserved, uninsured children in the county.

During this time, children received oral health education, oral health supplies, dental screening, dental sealants, fillings and other restorative dentistry free of charge at many sites throughout Orange County.

The need for team efforts like this has been reinforced by the results of the recently released Orange County Oral Health Assessment, sponsored by the Dental Health Foundation and Healthy Smiles of Orange County. Results show that more than 34% of Orange County kindergarten and third grade students have untreated dental disease.

Untreated decay can lead to pain, infection and decreased quality of life. These students may miss many school hours and end up with expensive emergency room visits.

Although dental disease is transmissible, it is also preventable. Important things to remember include:

- Children are not born with the bacteria that cause decay. It is transferred to the child by the caregiver through sharing drinks, food, etc.
- Children should have their first dental visit by age one.
- Children should not be put to bed with a bottle of milk or juice.

Thanks to all of our collaborative partners who assisted Seals on Wheels in our mission to eradicate the oral epidemic.



A Registered Dental Hygienist and Registered Dental Assistant place dental sealants on a child at a Santa Ana school site with portable dental equipment.



A Seals on Wheels Dental Health Educator presents oral health and nutrition education information to a 2nd grade class in Anaheim.



Agahi appointed to Women's Health Council

Hats Off to Golnaz Agahi, MPH, LCSW of Public Health's Alcohol and Drug Education and Prevention (ADEPT) Team on her recent appointment as a member of the California Department of Health Services' Women's Health Council.

Golnaz is part of a 26-member Council that offers analysis of emerging issues and contributes to the planning, projects and products of the State's Office of Women's Health. Members focus their work under four broad areas of concern: health access, health disparities, data/research and older women's health. They create opportunities for public-private partnerships and linkages to improve the health status of women and girls in California.

Prior to her position at ADEPT, Golnaz served as a Project Coordinator with the High Risk Youth Clinic at Los Angeles Children's Hospital where she sponsored services that ensured the needs of the special population were met, including mental health services, basic needs and raising awareness to the challenges of



young girls on the streets including intimate partner violence.

Golnaz received her dual masters in Public Health and Social Work from San Diego State University, with an emphasis in Maternal and Child Health.

HCA leadership hosts ProFit celebration luncheon

In recognition of the successful implementation of the IRIS system billing module, which is called ProFit, HCA Director Julie Poulson and Assistant Agency Director David Riley hosted a celebration luncheon January 23rd to recognize those who played key roles in the project.

The implementation, completed in August 2005, was the result of exceptional effort and hard work, fierce dedication and incredible teamwork demonstrated by HCA employees and Auditor Controller HCA Accounting staff. HCA is now billing electronically to its major health plan sources such as Short Doyle Medi-Cal, Alcohol and Drug Program and Medicare utilizing the HIPAA compliant filing system. This is the first new billing system implemented by HCA in more than a decade.

During the celebration luncheon, key members of the team were acknowledged and thanked for their contributions and commitment to this important project.



HCA employees and Auditor Controller HCA Accounting staff enjoyed good food during the ProFit Implementation Celebration Luncheon held January 23rd.

Phan receives recognition

Congratulations to Kim Phan, Ph.D., Clinical Psychologist II with Behavioral Health's Children and Youth Services (CYS) West Region office in Westminster on receiving a Certificate of Special Recognition from Congresswoman Loretta Sanchez.

Acknowledged for her positive contributions to the community and her clients, Kim has been active in the Vietnamese population serving in various roles including educator, consultant, mentor, and board member.

She works to improve access of behavioral health care and quality of care to all clients young and elderly. In addition to her current position at CYS, Kim also has a part-time private practice where she provides psychological services to clients, and acts as a Court Appointed Expert regarding dependency and delinquency matters.

Kim has also worked as a contracted

Vietnamese bilingual-bicultural staff psychologist at Nhan Hoa Clinic in Garden Grove where she provided consultation and mental health services to the indigent, aiming at reducing cultural stigma and improving one's well-being and overall health.

The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours a day, 7 days a week at:

(866) 260-5636

Wagner Award nominations due March 2

With the deadline of March 2nd approaching soon, be sure to submit your nominations for this year's Gerald A. Wagner Excellence in Health Education Award.

HCA is once again partnering with the Orange County Coalition for Health Education (OCCHHE) to celebrate Public Health Week during April 3-9, 2006, with this year's theme "Designing Healthy Communities: Raising Healthy Kids" and to present the Gerald A. Wagner Award.

We invite you to nominate an individual working in any health-related capacity in Orange County who has proved

to be outstanding in health education, health promotion, and exceptional in their delivery of services to the community.

Health care professional titles that would be considered for this award program include: Medical Doctor, Dentist, Nurse Practitioner, Registered Nurse, Social Worker, Psychologist, Public Health Nurse, Registered Dietician, Health Educator & Related Staff, Physician's Assistant, Teacher and Allied Health Professional.

To nominate an individual, please complete and return the nomination form below. Nominations are due Thursday,

March 2 and can be sent to:

Martha Veronica Ramirez, MPH
OC Coalition for Health Education
12 Civic Center Plaza, Ste. 127/Pony
Mail: Bldg. 12HP
Santa Ana, CA 92701
E-mail: mvr Ramirez@ochca.com
Fax: (714) 834-3492

For more information about National Public Health Week, visit the American Public Health Association's website at www.apha.org/NPHW.

Year 2006
Gerald A. Wagner
Excellence in Health Education Award



Name of Nominee: _____ Job Title: _____

Name of Organization / Practice: _____

Address: _____

Phone #: _____ Fax: _____

Your Name: _____

Contact Info / Phone #: _____ Email Address: _____

How do you know this nominee? You are a...

- patient / client supervisor co-worker peer employee other:

Do you mind if we send your nomination letter to the person you are nominating after selections have been made?

- no yes yes, provided I remain anonymous

Please answer the following questions to the best of your ability.

A) In your opinion, what makes this health care professional exceptional - exceeding his/her normal job description?

B) How does this health care professional utilize **health education techniques** and tools that enhance his/her basic job description? (Please give specific examples)

C) Please explain how this nominee practicing **health education over and beyond** the normal job description has made a difference in your life and/or the lives of others. (please give specific examples)

(Additional sheets of paper may be submitted to answer the above questions.)

Employees receive Recognition Awards

HCA employees were recognized for their dedicated years of service and outstanding contributions to the Agency during the Employee Recognition Awards Ceremony held at the Hall of Administration on January 26.

Award of Excellence certificates were also presented to Mental Health Services Act (MHSA) staff for their implementation of a public planning process and creation of a proposed plan for the annual expenditure of community services and supports funding available to Orange County under the MHSA.

The following is a list of service awards presented:

5 Years of Service	44
10 Years of Service	11
15 Years of Service	27
20 Years of Service	13
25 Years of Service	3

25 YEARS



Phillip Jun celebrated his 25 years of service and received recognition from Agency Director Julie Poulson and Behavioral Health Services Deputy Agency Director Mark Refowitz during the Agency's Employee Recognition Awards held on Jan. 26.

20 YEARS



Tuyet Vuong from Human Resources received recognition from Agency Director Julie Poulson and Steve Franks, Deputy Agency Director of Financial and Administrative Services on celebrating her 20 years of service.



Celebrating her 20 years of dedicated service, Eileen Lao received recognition from Agency Director Julie Poulson and Family Health Division Manager Tony Edmonds during the Employee Recognition Ceremony at the Hall of Administration.



Celebrating her 20 years of service, Ruth Aguilar from Behavioral Health Services received a certificate and pin from Agency Director Julie Poulson and Behavioral Health Services Deputy Agency Director Mark Refowitz.



WHAT'S UP is a newsletter for employees of the County of Orange, CA, Health Care Agency.

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15 YEARS



Agency Director Julie Poulson, Assistant Director Dave Riley and Steve Franks, Deputy Agency Director of Financial and Administrative Services presented certificates to HCA staff celebrating their 15 years of dedicated service to the Agency. Pictured (left to right) are Elaine Papst, Jeff Nagel, Jo Ann Bowland and Debbie Miller.



Nelly Rios and Annette Mugrditchian were recognized by Agency Director Julie Poulson and Behavioral Health Services Deputy Agency Director Mark Refowitz at HCA's Employee Recognition Awards ceremony for their 15 years of dedicated service to the Agency.



Kathleen Doan and Antonietta Drake celebrated their 15 years of service and received certificates from Agency Director Julie Poulson and Institutional Health Services Division Manager Maureen Robles during the Employee Recognition Awards ceremony on Jan. 26.



Micaela Madrigal and Ngach Ho from Public Health Services were recognized by Agency Director Julie Poulson and Family Health Division Manager Tony Edmonds for their 15 years of dedicated service.

Feeling gratitude and not expressing it is like wrapping a present and not giving it.
—William Arthur Ward

10 YEARS



Myra Kanter, Becquie Venus-Dominguez and Tan Vinh were recognized for their 10 years of service at the Employee Recognition Awards ceremony on Jan. 26 by Agency Director Julie Poulson and Behavioral Health Services Deputy Agency Director Mark Refowitz.

We would worry less about what others think of us if we realized how seldom they do.

—Ethel Barrett

5 YEARS



Agency Director Julie Poulson and Behavioral Health Services Deputy Agency Director Mark Refowitz congratulated Behavioral Health Services staff on celebrating their 5 years of service to the Agency. Pictured (left to right) are Deborah Gutierrez, Berenice Ochoa, Jonelle Sellers, Lorena Joines, Rosa Craig, Diane Chang and Lindy Barber.



Agency Director Julie Poulson and Family Health Division Manager Tony Edmonds congratulated Public Health Services staff celebrating 5 years of service to the Agency. Pictured (left to right) are Evelia Salas, Carla Marcinek, Rhena Carusillo, Adriana Bermudez, Sandra Reynaga, Blake Pickering and Tiffany Vong.

AWARD OF EXCELLENCE



Agency Director Julie Poulson presented the Mental Health Act Services (MHSA) Team with Awards of Excellence certificates during the Employee Recognition Awards for the collaborative efforts and contributions in implementing a public planning process and creating a written plan for the annual expenditure of MHSA funding available to Orange County. Pictured (alphabetically) are Marco Anzar, Bonnie Birnbaum, Shebua Burke, Maria Cervantes, Casey Dorman, Don Haylock, Dorothy Hendrickson, Dane Libart, Kate Pavich, Pierre Tran and Jonathon Yu.

Nothing is too small to know, and nothing is too big to attempt.

—William Van Horne



Pictured (left to right) are Veronica Kelley, Jonathon Schiesel and Rafael Canul.

Spotlight on Excellence

Behavioral Health's Cultural Competency Program presented the January 2006 Spotlight on Excellence Award to Jonathon Schiesel, Therapeutic Behavioral Services (TBS) Coach.

Jonathon is recognized for his keen understanding of cultural issues that may impact the treatment of his clients and family members.

He began his career with the County in 1989 and was a member of the steering committee that helped form the Cultural Competency Program in the 1990s.

Prior to his career with HCA, Jonathon served as a Drug Rehabilitation Counselor for the multiply disabled in New York for eight years. He additionally served as Assistant Co-Director for Drug Prevention and Education in Harlem.

Jonathon holds a Masters Degree in Special Education and Counseling from Columbia University.

MARCH HEALTH OBSERVANCES

National Brain Injury Awareness Month

National Colorectal Cancer Awareness Month

National Multiple Sclerosis Education and Awareness Month

National Nutrition Month®

Save Your Vision Month

National Poison Prevention Week 19-25

American Diabetes Alert Day 21

World Tuberculosis Day 2006 24



Roll Forward Feature

Do you use the same job numbers each pay period? Would you like an easier way to enter those job numbers automatically instead of manually keying them in each pay period? VTI has a feature that will do just that for you. On the **ADMIN** tab, next to your supervisor's name is the **Roll Forward** box. Check the box and click **Update**. Once you enter your job numbers in your timecard, these same job numbers will roll forward to your next timecard.

Forgot your User Number while trying to log on to VTI?

Your supervisor has access to your User Number from the **REVIEW** tab used to approve timecards. Your Employee ID number is the same as your User Number. To print your User Number for *future* reference, log into VTI and from the Welcome screen you will see menu selections on the left hand side. Select **My Employee ID** and enter. A screen will display with your name, Employee ID Number and instructions for printing the information. Remember, you will need your Employee ID to access your account on the new OC Employee Portal to see your pay stub.

Spring Holiday Comp!

Spring holiday comp is given each year during the pay period that includes March 1st. This year all full-time employees will be receiving two hours comp time for "spring holiday comp" in Pay Period 5, which begins February 17 (March 10 payday). Part-time employees will receive one hour. Do not record the time on your timecards. It will be automatically credited to your comp balances.

We'd love to hear from you! Email us your questions and comments to HCAPAYROLL@ochca.com.

We lie loudest when we lie to ourselves.
—Eric Hoffer

ACS Adopt a Valentine event a success

Plans were made, promotions were set and as the last Valentine decoration was hung, it was easy to see that Cupid had spread his love throughout the shelter. All that was left was for the public to come through and adopt their Valentine match! On Saturday, Feb. 11, 2006, Animal Care Services (ACS) hosted its 1st annual "Adopt a Valentine" event with much success.

ACS staff and volunteers truly made every effort to make the day special. The most important goal was to draw the public's attention toward the many wonderful animals available for adoption. Prior to the event, ACS was pleased to welcome two Girl Scout troops to come through the shelter and deliver Valentine's to the animals. The personal notes and cards that were created definitely added a special touch to the shelter's overall presence.

ACS' "New Leash on Life" volunteer program created a photo station where members of the public could have their pictures taken with their newly adopted pets. Visitors were also given Valentine candy bags, activity coloring books and



Kathy King and her group of Girl Scouts did a great job of decorating the bunny cages at ACS.

adoption gift bags courtesy of ACS and the volunteer program. The Explorer Post 538 program raised money by selling food and refreshments.

Love was definitely in the air as the Animal Care Center was able to adopt more than 30 animals on this day! All of the efforts of ACS' staff and volunteers helped to create another great event for our animals and community.

Deadline draws near for required Disaster Training

As government employees who are designated disaster service workers, all HCA staff is required to complete the Disaster Service Worker and National Incident Management (NIMS) training by March 31, 2006.

To assure emergency preparedness, many staff has completed HCA's introductory level Disaster Service Worker/Standardized Emergency Management System (SEMS) training last year. Since effective disaster preparedness requires periodic refresher training and as the Agency is now required to be NIMS compliant, this year's Disaster Service Worker training includes a link to NIMS training which is required of all agency staff.

The training can be accessed online at www.ocreedy.com/bptu/nims. Follow the instructions and prompts to complete the online training, which should take no more than approximately two hours. The 2006 training consists of three parts:

1. A video presentation by the Sheriff's Department
2. A primer on HCA's notification systems and personal preparedness
3. A link to the Federal Emergency Management Agency's (FEMA) IS-700 course on NIMS.

Should you experience problems when taking the training online, please report them to the Help Desk at (714) 834-3128. Limited, instructor-led training sessions are available for HCA employees without computer access. For more information regarding the training, please call the Bioterrorism Preparedness Program at (714) 834-6587.



Visitors to the Adopt a Valentine event on Feb. 11 found their Valentine match as they posed for a photo with their newly adopted animal.

Poll Workers Needed

It's election season in Orange County and several elections are just around the corner. The 35th State Senate District Primary Election is on April 11; the Gubernatorial Primary will be June 6; and planning is in progress for the Gubernatorial General Election scheduled for November 7.

As County employees, HCA staff have the opportunity to volunteer at a polling place and participate in the election process. Your efforts can help ensure that the County's elections will take place with the highest degree of professionalism and accuracy.

Bilingual poll workers are especially needed. For more information on eligibility, responsibilities, training, time commitment and compensation visit <http://pollworker.ocgov.com> or call the Registrar of Voters office at (714) 567-5106. Prior to registering, please obtain approval from your manager or supervisor.



March is National Nutrition Month[®]

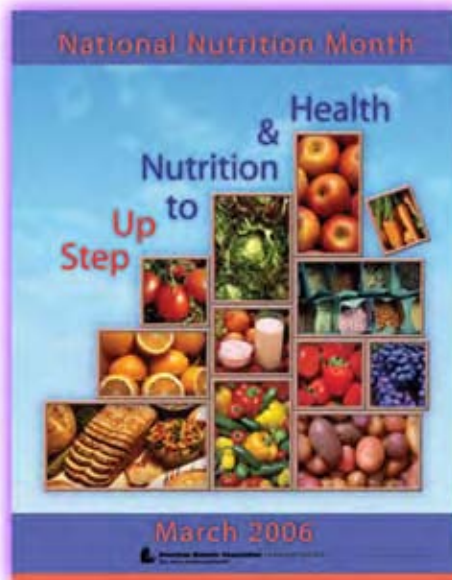
Celebrate National Nutrition Month[®] by participating in this year's theme, *Step Up to Nutrition and Health*. Each year during the month of March, the American Dietetic Association (ADA) aims to educate individuals on the importance of making informed food choices and developing sound eating and physical activity habits.

Step up today by making healthier lifestyle choices to improve your health and the health of your family and you'll reap the benefits for years to come. Remember that small steps equal big rewards.

The ADA offers the following key points to eat smart and stay physically active this month and all year long:

- **The food and physical activity choices made today – and everyday – affect your health and how you feel today and in the future.** Eating right and being physically active are keys to a healthy lifestyle.
- **Make smart choices from every food group.** Give your body the balanced nutrition it needs by eating a variety of nutrient-packed foods every day. Just be sure to stay within your daily calorie needs.
- **Get the most nutrition out of your calories.** Choose the most nutritionally rich foods you can from each of the food groups each day – those packed with vitamins, minerals, fiber and other nutrients but lower in calories.
- **Find your balance between food and physical activity.** Regular physical activity is important for your overall health and fitness plus it helps control body weight, promotes a feeling of well-being and reduces the risk of chronic disease.
- **Play it safe with foods.** Prepare, handle and store food properly to keep you and your family safe.

For other health and physical activity tips, nutritious recipes and other ways to celebrate National Nutrition Month[®], visit the American Dietetic Association's website at www.eatright.org. The National Heart, Lung and Blood Institute also offers heart healthy recipes and several health assessment tools including a body mass index (BMI) calculator, menu planner and 10-year heart attack risk calculator on their website at www.nhlbi.nih.gov.



The human tendency to regard little things as important has produced very many great things.
—G.C. Lehtenberg

APRIL HEALTH OBSERVANCES

- Alcohol Awareness Month
- Irritable Bowel Syndrome (IBS) Awareness Month
- National Autism Awareness Month
- National Child Abuse Prevention Month
- National Occupational Therapy Month
- National Public Health Week 3-9
- World Health Day 7
- National Infant Immunization Week. 22-29
- 2006 Walk America. 29-30

Cancer Detection Partnership receives donation

Vons' employees have a long history of giving back to the community they serve, especially to help improve the lives of families through health and nutrition programs. On February 8, the company presented a check for more than \$17,000 to the Orange County Cancer Detection Partnership.

Throughout 2005, employees of Vons District #54 which covers the cities of Anaheim, Anaheim Hills, Orange, Tustin, Placentia, Garden Grove, Huntington Beach and Yorba Linda, contributed funds to support many worthwhile causes including breast cancer awareness. The generous donation will be used to provide education and translation of life-saving information about breast and cervical cancer early detection in languages of medically underserved populations including Vietnamese and Marshallese.

The Orange County Cancer Detection Partnership helps to increase the number of low-income, uninsured and underinsured women who access free breast and cervical cancer annual screenings provided by the California Department of Health Services Cancer Detection Program, *Every Women Counts*.

Last year, more than 21,000 women received free exams for breast and cervical cancer screening. The Partnership also helps those ineligible for the state-funded program to access free or low-cost screening and diagnostic services in collaboration with local foundations and community providers.

For more information about the Orange County Cancer Detection Partnership, visit www.ochealthinfo.com/public/cdp. Qualification information for the Every Women Counts program can be obtained by calling (800) 511-2300.



On February 8, Orange County Cancer Detection Partnership Program Supervisor Rhonda Folsom received a check from Vons employees at the store located on North Tustin Avenue in Orange. Pictured (left to right) are Matthew Failing, Vons Assistant Manager; Rhonda Folsom; and David Lee, Vons Store Manager.

Character is the basis of happiness and happiness the sanction of character.
—George Santayana



Community service recognized

Congratulations to Chris Prevatt with the Alcohol and Drug Education and Prevention Team (ADEPT) on receiving the Garden Grove Community Spotlight Award presented to him by the Garden Grove City Council on Feb. 28, 2006.

Chris was acknowledged for his work as a Volunteer Commissioner on the Garden Grove Sanitary District Advisory Commission, which advises the city's Sanitary District Board on matters relating to sewer and trash services in the city.

He served as a member of the Commission from January 2001 to November 2005 and as Chair for one year.

LMC Award deadline is April 12

Don't forget to submit your nominations for the 2006 LMC Team Excellence Awards by Wednesday, April 12. This award was created to recognize teams that exemplify principles of Enlightened Leadership and Team Excellence in creative and collaborative action and to identify the qualities and characteristics of effective work teams.

Visit HCA's employee intranet at <http://balsam/intranet/lmc/team.asp> for nomination information and forms.



Team Excellence Award

HCA & OCEA LMC
LABOR MANAGEMENT COMMITTEE

PH nurses serve as student mentors and educators

It is known that the state of California currently has a nursing shortage. Consequently, many area nursing programs have expanded and along with their basic programs, they now offer accelerated programs which has led to a significant increase in nursing students.

To assist the students during their course of education, HCA's Public Health Community Nursing (PHCN) program works hard to do their part in providing hands on nursing experiences to them. PHCN's student coordinator, Janet Winter, RN, PHN works closely with local nursing programs from Cal State Long Beach and Cal State Fullerton to provide traditional experiences in acute care, as well as a unique opportunity for students to explore nursing in a non-traditional setting.



"Our professional responsibility to mentor is inherent in our role as public health nurses (PHNs)," said Karen Munoz, RN, MSN, PHCN Manager. "However, the responsibility is not just to the profession of nursing alone, but also the community. PHNs ensure the health of the community by their assessment, planning and collaborative skills, and are unique in their ability to meet the challenges community health brings."

Each student participating in PHCN's program is paired with a PHN for the semester and is given the opportunity to carry their own caseload. Currently, 48 students are completing their public health rotation with the PHCN and Specialized Public Health Nursing programs. This year, more than 100 student nurses will have completed their PHCN program rotation.

Providing this educational experience to students is important to the Public Health Nursing Division. It not only provides the nurses the opportunity to mentor and educate, but also the opportunity to learn from the students as well. In giving the students a picture of what the field of public health is about, one can hope that students in turn will decide that HCA is the place for them to begin their nursing career.



Mileage Claim Rates

For those of you who **drive 250 miles or more** in a given month, the reimbursement rate is currently \$0.545 per mile, effective January 1, 2006. However, unlike prior periods, please use **rate/code MI250**. When you use the new online Mileage & Other Expenses Claim form, located on HCA's Intranet, the online form will automatically calculate at the correct current rate (\$0.545 per mile). The MI250 rate/code will no longer change regardless of future rate changes.

For claims between April 1, 2005 and December 31, 2005 for 250 or more miles driven per month, employees will be reimbursed at \$0.48 per mile and should still use **rate/code MI48**.

For mileage claims **under 250 miles**, the rates are as follows: Claims through August 2005, \$0.405; September through December 2005, \$0.485; January 2006 to present, \$0.445 per mile.

Tip: If you're using a mileage claim form other than the new online form, when inputting the rate/code, **please do not enter a decimal point!** Your claim may be delayed if a decimal point is included. For example, do not enter MI.445. Instead enter MI445.

If this article has been helpful to you, or if you have suggestions for future topics, please send your comments to HCA-PAYROLL@ochca.com. Thank you.



Compliance Survey

HCA's Office of Compliance is set to roll out its annual compliance survey during the month of April. Be sure to keep an eye out for more information about the on-line survey, which will give you a chance to offer input on how the Compliance Program works in your area.

The Compliance Program supports the Agency's goals through the promotion of an organizational culture that encourages ethical behavior and commitment to compliance with the law. Feedback from HCA employees is used to refine the program and meet the needs of the Agency.

Please take the time to complete the on-line survey when it is distributed in April. The survey is anonymous, voluntary and easy to complete. Your input is used to select training topics, revise pro-

cesses and evaluate the communication efforts of the Compliance Program.

The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours a day, 7 days a week at:

(866) 260-5636

The most astonishing thing about miracles is that they happen
—G.K. Chesterton

RHS staff receive recognition

Congratulations to Regulatory Health Services staff that were recognized at HCA's Employee Recognition Awards held on January 26 at the Hall of Administration.

15 YEARS



Regulatory Health staff Joyce Kim and Nicholas Klapp celebrated 15 years of service to the Agency and received recognition from Agency Director Julie Poulson and Deputy Agency Director Mike Spurgeon.

20 YEARS

Celebrating their 20 years of dedicated service to the Agency, Villia Simpkins and Susan Cabrera received recognition from Agency Director Julie Poulson and Deputy Agency Director Mike Spurgeon during the Employee Recognition Awards held on January 26.



5 YEARS



Agency Director Julie Poulson and Deputy Agency Director Mike Spurgeon congratulated staff on celebrating their 5 years of service to the Agency. Pictured (left to right) are (deleted), Daniel Tuitelelepega, Kevin Do and Randall Styner.

Public Health Week Quiz

Test Your Knowledge!

This year's focus of National Public Health Week from April 3-9, 2006 is "Designing Healthy Communities: Raising Healthy Kids." The American Public Health Association and its partners will highlight the week by inspiring Americans to build

healthier communities and healthier kids. To start your celebration of Public Health Week, take the following true-false quiz and answer the 10 questions below to test your knowledge of public health facts and statistics.

Visit the Agency's Public Health

Week webpage at www.ochhealthinfo.com/public/phweek/quiz.htm to submit your completed quiz online by Thursday, March 30. Those who answer all questions correctly will be entered into a drawing to win fun prizes.

- | | | |
|--|---|---|
| <p>1. Nearly 73% of car seats are misused, thereby increasing risk of injury to child passengers.
TRUE FALSE</p> <p>2. To prevent scalding injuries, water heaters should be set at 120 degrees or below.
TRUE FALSE</p> <p>3. Approximately 40% of all accidental deaths occur in or around the home.
TRUE FALSE</p> <p>4. Children should only carry 10-15% of their body weight in a backpack.
TRUE FALSE</p> | <p>5. Approximately 75% of preschoolers who drown were only missing from sight for fewer than five minutes.
TRUE FALSE</p> <p>6. Poor diet and physical inactivity cause more deaths than alcohol use.
TRUE FALSE</p> <p>7. The California Air Resources Board has named secondhand smoke as a toxic air contaminant with no identified safe level of exposure.
TRUE FALSE</p> | <p>8. In 2007, California will ban junk food in all schools and soda sales in high schools.
TRUE FALSE</p> <p>9. One 20-ounce can of regular soda contains 17 teaspoons of sugar and 250 calories.
TRUE FALSE</p> <p>10. Children older than 2 years should get 60 minutes of moderate to vigorous play or physical activity daily.
TRUE FALSE</p> |
|--|---|---|

Public Health Week (April 3-9)

Calendar of Events

Public Health Week Board of Supervisors Resolution – April 3, 2006

The Orange County Board of Supervisors will present a resolution to declare April 3-9, 2006 Public Health Week in Orange County. The presentation of the resolution will take place at a kick-off event for employees located at the Health Care Agency's 17th Street Clinic on April 3, from 11 a.m. to 12 noon. Speakers will include

Agency Director Julie Poulson, Chief of Public Health Operations David Souleles, and Mark Horton, MD, State Public Health Officer. There will be other activities and refreshments.

Presentation of Gerald Wagner Excellence in Health Education Award

Each year, as part of Public Health Week, the Orange County Coalition for Health Education honors a health care professional in Orange County who demonstrates exceptional commitment to health education. This year's award will be presented to the winner during Public Health Week. For more information about the award, contact M. Veronica Ramirez at (714) 834-3492 or mvr Ramirez@ochca.com

Public Health Week Display

A display depicting what Public Health does for the community will be set-up at the Hall of Administration during April 3-9. Careers in Public Health brochures will also be available on the display.

UP

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American Public Health Association "Faces of Public Health" Video

This video shares what Public Health workers do and how their work improves and protects the lives of those in their communities. The video is available for loan to the public by contacting HCA's Alcohol and Drug Education and Prevention Team (ADEPT) at (714) 834-4058.



Public Health Week 2006 celebrated

In celebration of Public Health Week from April 3-9, a kick-off event was held

at the outside patio area at HCA's 17th Street Clinic on April 3 to highlight the programs within Public Health and to honor the efforts of HCA public health professionals who protect, promote and enhance the health of Orange County residents.

Speakers at the event included State Health Officer Dr. Mark Horton, Agency Director Julie Poulson, Chief of Public Health Operations David Souleles and Supervisor Chris Norby who presented a Public Health Week resolution to Julie Poulson declaring April 3-9 Public Health Week in Orange County.

Staff who attended the event enjoyed nutritious snacks and received Public Health Week buttons and a pedometer after they pledged to take at least 10,000 steps a day. Managers from each program within Public Health also provided information about the services their programs provide and several success stories from the clients they serve.

This year's theme of "Designing Healthy Communities: Raising Healthy Kids," was the focus of additional HCA events including a car seat check-up, childhood injury and safety health fair and a children's "Steps to a Healthier You" activity, which also took place in the community during the week of April 3-9. A display was showcased at the County Hall of Administration which highlighted information about HCA's programs and services.

For more information about National Public Health Week, visit the American Public Health Association's website at

www.nphw.org or www.apha.org. HCA's Public Health Week webpage can be

found at www.ochealthinfo.com/public/phweek.



Public Health Week festivities included a kick-off event held at the 17th Street Clinic on April 3, which featured State Health Officer Dr. Mark Horton and a Public Health Week resolution presented by Supervisor Norby.



New Chief Information Officer announced

The Agency is pleased to announce the appointment of Jennifer Phillips as HCA's new Chief Information Officer (CIO). Jennifer will be replacing Dennis Masiello, who has announced that he will be retiring.

Jennifer has worked for the past couple of years as the Director of Animal Care Services. Her diverse public administration career includes Principal Financial Analyst with the Orange County Transportation Authority and Assistant to

the City Manager with the City of Fullerton.

She brings to her new position strong leadership skills, a wealth of expertise in management and public administration, considerable knowledge of Agency operations, and broad experience in dealing with all levels of Agency and County staff as well as the community.

Jennifer will begin the transition into the Information Technology department in the next two months.



How's HIPAA?

The HIPAA Privacy Rule implementation deadline was three years ago on April 14th. The Security Rule implementation deadline was one year ago on April 20th. So, what have we done to comply with HIPAA? The following are just a few of the efforts we've made over the last few years.

- Printed and distributed more than 177,000 **Notice of Privacy Practices (NPP)** documents since 2003. This living document is currently being revised to be more user-friendly and specifically address only those services provided by Orange County at this time.
- More than 60 **HIPAA training** sessions have been provided at the County level, with an additional 53 in-service trainings provided to individual HCA programs and managers. New Employee Compliance Training includes a HIPAA Privacy and Security Module and Annual Compliance Training has included a HIPAA training since 2002. These HIPAA elements are also used for annual HIPAA training for all non-HCA HIPAA covered components in Orange County.
- **HIPAA Annual Self-Assessments** have been completed by 334 program sites and 23 program sites have been audited in **unannounced HIPAA audits**, since 2003. Included in these Assessments and Audits are review of over 500 charts for HIPAA compliant documents and over 1200 staff surveyed or interviewed with regards to their HIPAA knowledge.
- HCA/IT Helpdesk has responded to 1,319 requests to move **ePHI (Personal Health Information) off hard drives** and onto secure shared files, working with program staff to identify who has what level of access to these shared files. IT technical staff have also responded to nearly 300 **security incidents**, including virus/worm attacks and external environmental mishaps.

Clearly, a tremendous amount of resources have been directed at implementing HIPAA Agency and Countywide. This equates to an informed, engaged and substantially compliant workforce. HCA has done a great job implementing HIPAA and we should all be proud of our efforts. That being said, take a deep breath and roll-up your sleeves because it's not over. Not only do we need to continue to be actively engaged in maintaining our compliance strategies, but HIPAA continues to roll-out new rules with which we must comply. The National Provider Identifier (NPI) Rule's compliance deadline is just one year away and will personally impact most clinicians, as well as HCA billing systems and internal business operations. Not to worry, we're on it!

The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours a day, 7 days a week at:
(866) 260-5636



Updating your payroll information

Due to a recent event that required an early payroll submission, a couple of issues came to light. As Payroll staff was hurrying to track down missing timecards, staff discovered several employees' and supervisors' phone numbers listed in VTI were no longer in service. Please take a moment to log into your VTI account, and click the **Admin** tab. You should find yourself in the **My User Profile** screen. Verify or correct your phone number that is listed. While you are there, also check to see if your e-mail address is accurate. Both the phone number and e-mail address must belong to you personally. Once you are finished, click **Update** if any changes were made.

Supervisors, while you are still in the **Admin** tab, click the **My Acting Roles** link. That will put you in the **Acting Role Assignment** screen. When Payroll staff was trying to contact supervisors during the same event mentioned above, Payroll discovered several supervisors had other supervisors/managers listed as their "acting supervisors" that had retired! Please take a moment to list at least three supervisors/managers who can approve your staff's timecards in your absence. Make sure those listed are not at a level lower than your position. They must either be at or above your current position. Otherwise, you risk your subordinate supervisor/manager having the ability to self-approve his or her own timecard!

PH Week quiz winners chosen

Congratulations to this year's Public Health Week quiz winners! In March's issue of What's Up, we included a true-false quiz where staff could test their knowledge about various public health facts and statistics and submit their answers online.

Three lucky winners were randomly selected among a handful who submitted correct answers. Thank you to all staff who took this year's Public Health Week quiz.

Congratulations to the following winners:

- David Kim
- Tristen Teasdale
- Frank Rodriguez

When a deep injury is done to us, we never recover until we forgive.
—Ian Paton

Pet Fair 2006 is coming!

In recognition of the American Humane Association's "Be Kind to Animals Week," Animal Care Services (ACS) is preparing to host its annual Pet Fair on Saturday, May 20, 2006. Pet Fair 2006 is **FREE** to attend and will be held at the Orange County Animal Care Center located at 561 The City Drive South in Orange from 10 a.m. to 3 p.m. This year's "Hooray for Hollywood" theme is sure to highlight all of ACS's famous adoptable dogs, cats, rabbits and exotic animals.

ACS expects to have animal lovers of all kinds: breed rescue groups, wildlife exhibitors, K-9 demonstrations/performances, and vendors with the latest in pet care products to pamper your animals. Explorer Post 538 and the junior volunteer program will be selling hot dogs, hamburgers and refreshments, and the "New Leash on Life" volunteer program will have complimentary gift bags for newly adopted animals.

Last year, ACS played host to more than 20 vendors, 7,000 visitors, and placed over 55 dogs, cats, puppies, kittens, rabbits and other critters into lifelong homes! Plans are already underway and this year ACS anticipates an even bigger turnout.

Be sure to save the date for Saturday, May 20, 2006. Put your best paw forward and be a part of all the fun and excitement! For more information, contact Rachel Gorman at (714) 935-6301 or by e-mail at rgorman@ochca.com.



Wonders of Wildlife founder Cherly Rendes and her mascot "Carnita" having a blast at Pet Fair 2005.

Food Facility Closures now online

New to Environmental Health's Food Protection Program website at www.ocfoodinfo.com is the ability to view all food facility closures within the last 60 days. The webpage also features a food closure search element and the ability to view violations which closed that particular food facility, as well as when the establishment reopened.

Those who visit the website can also view inspection violation information for their favorite Orange County eateries when searching by name of food facility or by city. This inspection information makes it easier for the public to find out when the last inspection occurred, and which, if any, violations were recorded.

In addition to the new webpage feature, the Food Protection Program has posted the names of 2,088 food facilities throughout Orange County that received Award of Excellence Certificates for 2005. From a qualifying group of almost 9,000 facilities, these Award recipients were recognized for their outstanding food safety and sanitation practices.

The added features to the website will provide the public with greater access to information to help them make more informed decisions about the restaurants they choose to frequent.

HCA's Food Protection Program focuses on the inspection of retail and wholesale food facilities in order to promote the safe and sanitary preparation and service of foods, prevent foodborne illness, and protect consumers from adulterated food products. For more information about the Food Protection Program, call the hotline at (714) 433-600 or visit www.ocfoodinfo.com.

He who undervalues himself is justly undervalued by others.

—William Hazlitt



Marianne Jacobs and her "Westie" friend from West Highland White Terrier Rescue were participants at the 2005 ACS Pet Fair.

2006 Gerald A. Wagner Award presented

Congratulations to Nancy Clifton-Hawkins of Clifton-Hawkins and Associates and former Health Educator with HCA's Maternal, Child and Adolescent Health and Chronic Disease and Injury Prevention Programs, on receiving the 2006 Gerald A. Wagner Excellence in Health Education Award.

Nancy follows the notion that being a health educator is more than just feeding information to people—a health educator's job is to empower individuals and organizations in the realization of health and organizational goals on their own.

Thus, while working with many local non-profit organizations and hospitals in the development of strategic plans, evaluation tools and protocols or the creation of community benefits program, she brings her clients into the process to help them understand the reasons why they are doing it, how it is implemented and how to share their results with others.

When Nancy worked with HCA from 1995-2001, she taught people, organizations and communities why they needed to do things to be healthy, and then gave them the tools to succeed. Her experience in the Peace Corps helped her to recognize the need to bring sanitation, nutrition and health education programs to the community without disrespecting or destroying their cultural belief system.

... continued on page 5

The Orange County Coalition for Health Educators and Dr. Gerald A. Wagner presented the 2006 Gerald A. Wagner Excellence in Health Education Award to Nancy Clifton-Hawkins of Clifton-Hawkins and Associates at a luncheon event held at the Kidseum in Santa Ana on April 11. Nancy was acknowledged for demonstrating exceptional commitment to health education and the delivery of health services to the community. Nancy's colleagues and staff from HCA's Health Promotion Division attended the event to offer their congratulations.

HCA and SSA celebrate Social Worker Month

The Health Care Agency and Social Services Agency (SSA) joined March 22nd for a joint celebration of Social Worker Month held at SSA's headquarters building in Santa Ana.

Supervisor Chris Norby (Fourth District) attended the event to present resolutions from the Board of Supervisors to HCA Assistant Director David Riley and SSA Chief Deputy Director Alisa Drakodaidis. HCA has approximately 150 social workers serving in Behavioral Health and Public Health Services who help to meet the needs of our diverse clientele every day. Representatives from each service area were selected to represent their colleagues at the Social Worker Month reception. Those chosen to represent HCA were:



HCA Assistant Director David Riley offers comments during the Social Worker Month reception. Supervisor Chris Norby is shown at right.

Behavioral Health Services

- Robin Fontaine Alcohol & Drug Abuse Services
- Ken White Adult Mental Health Services
- Karen Jue Children and Youth Services
- Barbara Rocha Behavioral Health Central Administration

Public Health Services

- Alice Apodaca Family Health Division
- Pedro Carbajal Disease Control & Epidemiology Division
- Elvie Reyes California Children Services Division



Wagner Award

continued from page 4

Nancy also founded the Orange County Coalition for Health Education to create a forum by which health educators could come together to improve and strategize ways on how to use their skills within HCA and out in the community. She energized Public Health Week and the ideals of health education by founding the Gerald A. Wagner Award.

She is also passionate about promoting breastfeeding within the community. While at HCA, she helped to facilitate the remodeling of the women's restroom at the Agency's 17th Street clinic to accommodate breastfeeding stations for employees needing them.

Nancy currently serves as President of the Orange County Breastfeeding Coalition (OCBC) and is in her third year in the position. Most recently, in this capacity she has led the development of a new five-year scope of work that will integrate a more community-based collaborative approach to achieve specific breastfeeding milestones.

Nancy is dedicated to public health and strongly believes in a community's ability to be empowered to improve their health status.

The Gerald A. Wagner Excellence in Health Education Award was first established in 2000 by the Orange County Coalition for Health Educators (OCCHE), and honors Orange County professionals who have demonstrated excellence in the healthcare field. OCCHE was founded in 1997 to promote health and provide leadership in order to improve the health of the community through education, policy, collaboration and consultation.

HCA volunteers receive recognition from BOS

Four HCA volunteers, Nicole Hensley, Zachary Mikelson, Barry Sohl and Diana Van New Kirk were honored by the Orange County Board of Supervisors at the 10th Annual Countywide Volunteer Recognition Awards held this month. The honorees received commemorative plaques and were acknowledged for their significant contributions and dedication in serving as County volunteers.

Nicole Hensley was just 20 years old when she first volunteered to mentor a child who was receiving therapeutic treatment through Providence Community Services, a contract program with HCA's Children and Youth Services (CYS). Nearly six years later, she has served as a Project Together mentor to four additional children and has volunteered more than 1,500 hours.

Zachary Mikelson joined the Bioterrorism Preparedness Program as a health education intern in July 2005 and has contributed more than 225 volunteer hours.



During his internship, he worked with staff on the Special Population Needs Assessment for emergency planning. His contributions to the project helped accelerate the data collection process so that special population information was understandable and available to incorporate into several of Orange County's emergency plans.

Barry Sohl is a mentor for Project Together and works with CYC clinical staff to develop effective methods to raise his 9-year old mentee's self-esteem and help him meet his treatment goals. Barry has devoted hundreds of hours, serving as his mentee's friend, tutor and coach. Through Barry's support, his mentee has developed his natural athletic abilities so that he can fully participate in school sports.

When **Diana Van New Kirk** joined the Animal Care Center Volunteer Program in February 2004, she brought a wealth of experience and tremendous



commitment to her volunteer assignment. One of her many contributions includes her dedication to exercising dogs as a volunteer "dog walker." Diana's involvement benefits the animals she works with in many ways, especially by enhancing their chances for a successful adoption.

The volunteer recipients were selected as "Volunteers of the Year" from more than 25,400 individuals who volunteered their time within County agencies/departments during 2005. Last year, volunteers contributed one million hours of service, with total combined efforts resulting in more than \$23 million in avoided costs to the County.

Thank you to all of HCA's volunteers. The time and talents you have contributed to the Agency are recognized and appreciated.



health care agency
WHAT'S UP
keeping staff informed & current

WHAT'S UP is a newsletter for employees of the County of Orange, CA, Health Care Agency.

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Horton urges pandemic influenza preparedness

State Health Officer Dr. Mark Horton returned to Orange County on April 3rd to urge local leaders to continue their preparations for the possibility of pandemic influenza.

Dr. Horton joined HCA Director Julie Poulson, Orange County Supervisor Lou Correa and representatives from the offices of Supervisors Bill Campbell, Thomas Wilson and Chris Norby in the roundtable discussion of emergency preparedness issues. Also in attendance were representatives of Orange County's health care, business and education communities, as well as Santa Ana Fire Chief Phil Garcia.

In his role as State Health Officer, Dr. Horton has been advising California's leaders on the steps needed to prepare for a possible influenza pandemic. Dr. Horton



Pictured (left to right) are HCA Acting Health Officer Dr. Hildy Meyers, State Health Officer Dr. Mark Horton and Agency Director Julie Poulson.

described those initiatives as falling into several key areas, such as increased influenza surveillance, the stockpiling of anti-viral medications, public information campaigns to urge individual emergency preparedness and increased public health laboratory capabilities. He acknowledged that one of the most difficult issues will be developing surge capacity in California's health care facilities in order to care for the thousands of additional people who would become sick due to pandemic influenza.

The roundtable discussion followed a statewide pandemic influenza summit held March 30th in Los Angeles featuring U.S. Department of Health and Human Services Secretary Michael Leavitt.

HCA staff push to complete NIMS

As of this month, many HCA employees have already completed the mandatory IS-700 course, "Introduction to the National Incident Management System (NIMS)." As successful completion notices poured in, both by e-mail and FAX, employees may have wondered how this training moves our workforce ahead on the road to even better emergency preparedness.

Government workers at all levels and jurisdictions across America have similarly completed required NIMS courses, in compliance with Homeland Security Presidential Directive (HSPD)-5 that was issued February 28, 2003. Compliance with NIMS by September 2006 is a requirement of continued eligibility to receive federal preparedness funding. It may seem that government workers and government programs are completing the required courses simply to continue their federal funding. However, there is another perspective from which to regard these local, state and national efforts.

NIMS is the federal government's attempt to have all levels of government - local, state and federal - speak the same language, use the same guiding concepts for emergency response and pursue the same preparedness goals and objectives. NIMS is both standardized and flexible in response options and planning. By completing the NIMS course, HCA employees have joined hundreds of thousands of public service workers across the country in this massive, historic training effort. HCA will continue to roll out a series of NIMS courses over the next several months—some to be completed by everyone and some targeting only those with specific readiness-related responsibilities and duties.

"I urge you to meet this challenge with enthusiasm and commitment," said John Van Sky, PhD, Bioterrorism Training Manager. "Complete the NIMS courses, put a family emergency preparedness plan together and be an active member of the HCA Preparedness Team!"

As disaster service workers, county employees can play a key role in helping to keep their communities safe and be well prepared for any disaster, whether naturally occurring or intentional in nature. For more information about NIMS training or the Bioterrorism Preparedness Training Unit, call John Van Sky at (714) 834-6587 or by e-mail at JvanSky@ochca.com.

MAY HEALTH OBSERVANCES

Asthma and Allergy Awareness Month

Melanoma/Skin Cancer Detection and Prevention Month

Mental Health Month

National Osteoporosis Awareness and Prevention Month

Older Americans Month

Cover the Uninsured Week 1-7

National SAFE KIDS Week 6-13

Emergency Medical Services Week 14-20

HIV Vaccine Awareness Day 18

Recreational Water Illness Prevention Week 22-29

World No Tobacco Day 31

All truth, in the long run, is only common sense clarified.

—Thomas Henry Huxley

PH Lab enters the Information Age

An automated system is not too far away for the 17th Street Public Health Laboratory. On April 18, 2006, the Orange County Board of Supervisors gave HCA the green light to move forward with Cerner Corporation for the implementation of a new laboratory system called PathNet. That means the Public Health Lab and more than 600 HCA Clinic staff will be cruising down the information highway in 2007.

Douglas F. Moore, Ph.D., Division Manager of the Public Health Laboratory, described the advantages of the new PathNet system over the current manual system. "The current manual system uses paper forms to issue test results and can take several days to make results available," said Dr. Moore. "PathNet will provide real-time reporting as soon as a test is completed. Users will be able to register patients, request lab tests, and transmit and receive test results electronically with just the touch of a button." More efficient data processing means less handwritten paperwork. It also means that test results that currently take up to a week will be available in about 2 days.

"Implementation of the PathNet system represents a significant step forward in terms of technology, productivity and efficiency," said David Riley, Assistant Agency Director. "This truly brings us into the 21st Century."

Another major benefit of the PathNet system is the ability to link all of the departments within Public Health. Clinic staff will soon be able to access test results and patient records quickly and easily, allowing for better exchange of information, improved patient data management, and increased security and confidentiality of patient records. The PathNet system also provides the security restrictions required under the Health Insurance Portability and Accountability Act (HIPAA), ensuring that our laboratory information systems are HIPAA compliant.

"The new system is widely used in labs across the country and has proven its effectiveness in automating the reporting of test results," explained Kindra

... continued on page 8



Pictured above (left to right): Lydia Mikhail, David Riley, Dr. Douglas Moore, Cheryl Canto, David Souleles and Kindra Dimitriadis

CAST welcomes new Medical Director

Orange County's Child Abuse Services Team (CAST) has welcomed Frederic W. Bruhn, M.D., as its new Medical Director, expanding the level of expertise available to the program.

Dr. Bruhn, a board certified pediatrician and Fellow of the American Academy of Pediatrics, previously served as Medical Director of the SCAN Team at Children's Hospital Central California. His distinguished career has included serving as an Associate Clinical Professor of Pediatrics at several medical schools. In Orange County, Dr. Bruhn will serve as a Clinical Professor of Pediatrics at the UCI School of Medicine. He also served in the U.S. Army for 20 years, retiring with the rank of Colonel.

CAST is a multi-disciplinary program involving the Social Services Agency, Health Care Agency and District Attorney's office that serves as a center of expertise in the diagnosis of child abuse. Funding for the medical director's position was provided by the Children and Families Commission of Orange County, the Social Services Agency and Hoag Memorial Hospital Presbyterian.



Dr. Frederic Bruhn is welcomed by Dr. Maria Minon, Chief Medical Officer at Children's Hospital of Orange County, during a reception held April 20th.



Employee separations and transfers

Do you know what to do when one of your employees gives notice? When an HCA employee separates or transfers from the Agency the employee and the supervisor are responsible for certain tasks listed in HCA Administrative Policy & Procedure III-3.04. These steps protect assets, maintain security, and promote smooth transitions. Common questions about the separation process are listed below.

Q. Besides planning a farewell luncheon, what needs to be done for employees leaving HCA?

A. Supervisors/managers should review the HCA Separation Policy and complete the Workforce Separation Checklist—visit HCA's Intranet at <http://balsam/intranet/P&P/03-304.doc> to view the P&P checklist.

Q. Who needs to know that an employee is leaving?

A. Human Resources (HR), Information Technology (IT), and Facility Support need specific information listed on the Workforce Separation Checklist.

Q. What happens if I forget to notify one of these departments when an employee leaves?

A. If the departments are not notified, there could be a delay in receiving their final check, access privileges might not be updated in a timely manner, and security could be compromised. IT needs to remove access rights to the HCA Network and/or other HCA systems. Facility Support needs to collect parking cards, keys and/or key cards upon separation to keep our worksites secure and to reissue these items to new employees. HR needs the final performance evaluations and to offer Exit Interviews/Surveys.

Q. I understand the importance of these procedures during employee separation, but what if the employee is simply promoting or transferring to another Agency?

A. These procedures apply to all separating/transferring employees. Removing individual access to information systems, networks and facilities upon separation and/or transfer is an industry best practice. In addition, Federal HIPAA regulations require that we prevent unauthorized access to protected health information (PHI) and to facilities that house PHI.

Other items on the Workforce Separation Checklist include retrieving parking access cards, laptop computers, blackberry or cell phones and specialized County equipment assigned to the employee. Making sure that we collect the equipment will help the next employee have the right tools to do the job.

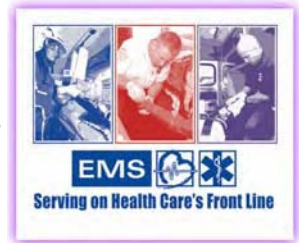
The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours a day, 7 days a week at:

(866) 260-5636

EMS Week is May 14 — 21

To celebrate Emergency Medical Services (EMS) Week from May 14-21, 2006 several organizations including HCA EMS have partnered together to plan a week of public information and outreach about the many vital emergency services and trainings that are available throughout the County of Orange.

Planned again this year is the 4th Annual EMS Tailgate Celebration on Saturday, May 27 at 4:30 p.m. at



Angel Stadium. Held under the Big-A, attendees will enjoy free music, food and refreshments, as well as have the opportunity to view fire engines, ambulances, police cars and more.

After the festivities, visitors can plan to attend an Angels game when they take on the Baltimore Orioles at 7:05 p.m. An order form for tickets to attend the game can be found online at www.ochealthinfo.com/emsweek/downloads/ticket_order.pdf. Terrace level seats are \$20 and pavilion level seats are \$10. For more information about ordering tickets, contact Kathaleen Hiller of the office of HCA EMS at (714) 834-3500 or khiller@ochca.com

Other events planned include a Super CPR Sunday on May 21 at Angel Stadium and a Saddleback Memorial Half Marathon and 5K run on May 28 and 29. For more information about these events or EMS Week, visit www.ochealthinfo.com/emsweek/index.htm.

Each year EMS Week honors doctors, nurses, police officers, fire personnel, paramedics, Emergency Medical Technicians (EMTs), health educators and many others who provide emergency services to the public.

HCA EMS partnered with the Orange County Fire Chiefs Association, Orange County Fire Authority, Anaheim Fire Dept., Orange County Sheriff's Dept., American Red Cross-OC Chapter, Garden Grove Police Dept., Orange Fire Dept., Orange County SAFE KIDS and the Ambulance Association of OC to bring this year's EMS Week events and activities to the community.

JUNE HEALTH OBSERVANCES

Home Safety Month

Latino Health Awareness Month

National Aphasia Awareness Month

National Scleroderma Awareness Month

Vision Research Month

National Cancer Survivors Day	4
National Headache Awareness Week	4-10
National Men's Health Week	12-18
National ASK Day	21
Helen Keller Deaf-Blind Awareness Week	June 25-July 1
National HIV Testing Day	27

Groundbreaking held for Back Bay Science Center

The annual Earth Day celebration took on new meaning this year as officials from the County of Orange, City of Newport Beach and California Department of Fish and Game gathered April 23rd at Shellmaker Island to break ground for the new Back Bay Science Center.

The start of construction on the long-awaited Science Center will have to wait a little longer, until Osprey chicks nesting nearby are able to take flight. But the delay did not dampen the enthusiasm of those who see the groundbreaking as the realization of a dream for a permanent water quality laboratory serving the Health Care Agency's testing programs.

Public Health Laboratory Director Dr. Douglas Moore was among those speaking at the groundbreaking ceremony, along with Orange County Supervisor Thomas Wilson (Fifth District). Others attending included HCA Director Julie Poulson; David Souleles, Chief of Public Health Operations; and staff from both Public Health and Environmental Health who are involved in the water quality program. The County is one of the major financial contributors to the project, which will also house educational facilities and space for the State Fish and Game Department. Once construction begins, the facility should be complete in less than a year.

Dr. Douglas Moore, Public Health Laboratory Director, highlighted the importance of research and education during the April 23rd groundbreaking for the Back Bay Science Center at Shellmaker Island.



Later, Dr. Moore was joined by Public Health and Environmental Health staff members for a reenactment of the ceremonial groundbreaking.



OC Detection Partnership hosts education classes

The Orange County Cancer Detection Partnership recently collaborated with The G.R.E.E.N. Foundation and St. Joseph Hospital Breast Center to host a breast cancer education class tailored to African American women who have a higher mortality rate from breast cancer than white women. On April 15, 10 African American women learned about the basics of breast cancer and the importance of early detection through clinical breast exams and mammograms.

Wooden bead necklaces illustrated the significant size difference in lumps typically found by accident vs. by a yearly mammogram. Participants also received valuable information about the Cancer Detection Programs: Every Woman Counts, which provides these breast cancer screening services free of charge to women who qualify.

On May 6, the Partnership also presented its first breast cancer education class tailored to Native American women in collaboration with Alianza Indigena (Indigenous Peoples Alliance). The Cancer Detection Partnership offers these free breast cancer education classes tailored to African American, Native American, and Asian and Pacific Islander women, which are identified as priority populations by the California Cancer Detection Section. For more information about these classes, please contact Rhonda Folsom at (714) 834-7635 or rfolsom@ochca.com.



Pictured (above) back, left to right: Ernesta Wright, Executive Director of The G.R.E.E.N. Foundation, daughter, Kobina, and granddaughter, Addae.

On April 15, Orange County Cancer Detection Partnership Program Supervisor Rhonda Folsom presented "Breast Cancer Basics" to African American women at St. Joseph Hospital Breast Center in Orange.

Help TUPP mission to stop youth access to tobacco

HCA's Tobacco Use Prevention Program mission is to reduce tobacco use and exposure to secondhand smoke in Orange County. One of its activities is helping to reduce the illegal sale of tobacco to minors in Orange County. The program partners with community groups to conduct youth purchase surveys in Orange County cities every year and educates tobacco merchants to increase compliance with the law.

While it is illegal in California for anyone to supply tobacco to persons under the age of 18, **youth are still able to buy cigarettes in Orange County about 25% of the time they request it.** The penalty is the same, whether or not a cigarette is given to a minor or a merchant sells a pack to a minor. The fine for furnishing tobacco products to a person under the age of 18 starts at \$200. For an individual, it is costly, but for a merchant that sells tobacco products to youth, it's not. According to the National Association of Convenience Stores, cigarettes are the #1 profit item, bringing in almost three times as much as the next most profitable item, food.

All merchants that sell tobacco are required to post a sign at **each** register that states it is illegal to sell tobacco products to persons under 18 years of age; it must also contain the phone number to call to report an illegal sale (1-800-5-ASK-4-ID.) These signs are provided free of charge by the California Department of Health Services and HCA's Tobacco Use Prevention Program by calling (714) 541-1444.

A number of California cities and counties have adopted stronger regulations that require retailers to obtain a license to sell tobacco products and tobacco paraphernalia. The fees from these licenses are then used to fund enforcement of laws controlling tobacco sales to minors and can also be used to deal with alternative tobacco shops and stores that sell tobacco products illegally to underage purchasers. Communities that have adopted ordinances with adequate enforcement provisions have seen dramatic drops in the rate of illegal tobacco sales to minors.

If you see someone selling tobacco to a minor, call 1-800-5-ASK-4-ID. If you have questions about this or any other tobacco related matter, please call the Tobacco Use Prevention Program at (714) 834-7408. For free help to quit smoking call HCA-funded 1-866-NEW-LUNG (639-5864).

Celebrate World No Tobacco Day

It's time to celebrate! World No Tobacco Day (WNTD) is a World Health Organization proclaimed festivity held on May 31 each year to raise awareness of how destructive tobacco is to your health, others, and the environment. This year's theme, "Tobacco: Deadly in any Form or Disguise," focuses on the many forms of tobacco, not only in cigarettes and cigars, but also in products disguised under healthier names, fruity flavors or more attractive-looking packaging.

To celebrate WNTD, the Tobacco Use Prevention Coalition, whose members are comprised of health, environmental and educational organizations will host an informative event during lunchtime on Wednesday, May 31 at Civic Center Plaza in front of the Hall of Administration building in Santa Ana. Booths will showcase tobacco control advances made over the years, a report card on how Orange County compares with the world in tobacco control, as well as many other information topics such as secondhand smoke.

When WNTD was first proposed in 1987, people smoked and exposed non-smokers to deadly toxins on domestic airline flights, work places, bars and restaurants, practically everywhere. Now non-smokers and smokers are protected in these places and all the municipal beaches in Orange County are smoke-free too. For more information about WNTD or the upcoming event on May 31, contact Herm Perlmutter from HCA's Tobacco Use Prevention Program at (714) 834-2904.



Do's / Don'ts for mileage claims

The following is adapted from a recent memo from the Auditor-Controller Central Payroll Unit regarding frequent errors found on mileage claims. As you may know, errors can cause a delay of your reimbursement by one to three *pay periods*.

DO verify personal information entered on your mileage claim. For example, a saved template may include incorrect personal information, such as an incorrect social security number. Every time that template is used for a mileage claim, the same errors occur month after month. Carefully review all information entered each time a claim is created.

DON'T use your Employee ID Number in place of your social security number. Your social security number must be used.

DO include your **entire** social security number (not just the last four digits), and review your social security number for accuracy (e.g., ensure numbers are not transposed).

DON'T put any numbers in the **APPTS (11)** field. Please leave it blank.

DO write legibly. Depending upon how they are written, a **6** or a **9** can look like a **0**, a **P** like a **D**, a **5** like an **S**, and so on. If using an electronic template, be sure to use a large enough font for easy reading. If those who are keypunching your claim cannot read it correctly, your claim will be rejected by the system and be returned to you.

DON'T remove the **MI** under the **RATE/CODE** column, and do not include decimals after the **MI**. Simply put the appropriate code next to it (for example, use **MI485**, *not* **485**, and *not* **MI.485**).

DO include your org and correct job number. Without this information, the claim will be returned to you for completion.

DON'T forget to use the electronic mileage claim form found on the HCA Intranet under Forms/Payroll.

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Introducing HCA's LMC Workplace Enhancement Subcommittee

Does your work place need enhancement? If so, the HCA-OCEA Labor Management Committee (LMC) Workplace Enhancement Subcommittee is here to help!

The Workplace Enhancement Subcommittee (WES) was created by the LMC to facilitate creative workplace solutions to items submitted by HCA staff. The following are some examples that WES has helped to facilitate:

- Designate a parking and entry area at a building as a smoke-free area
- Keep reserved parking spaces for the assigned employees
- Increase office space for HCA employees at the jail
- Make it easier for clinicians in Children and Youth Services (CYS) to obtain psychological testing materials
- Eliminate a foul odor at Public Health
- Facilitate control of the rodent population in the jail by exterminators

How to Submit a Workplace enhancement request:

Submitting an item to the WES is easy! Click on <http://balsam/intranet/lmc/issues.asp> to access the Workplace Enhancement Solutions Form on the LMC website. Completed forms can be mailed to OCEA or to HCA HR, or be given to any LMC member (addresses and a current member roster are available online). Enhancement items can be submitted anonymously.

To learn more about past items the WES has addressed, click on <http://balsam/intranet/lmc/issuesindex.asp> and review the Workplace Issues Index.

It would NOT be appropriate to submit a workplace enhancement to the LMC if the following criteria apply:

- Issues concerning only one employee (examples: evaluations, PIP awards, disciplinary actions or interactions with fellow employees).
- Issues involving the classification of one or more employee (including reclassification issues)
- Suspected violations of the Code of Conduct, operational policies, laws or regulations which should be reported to the Compliance Office. The LMC is always seeking new enthusiastic members. If you are interested in joining, please apply at www.ochealthinfo.com/admin/lmc/application.asp.

Mileage Claims

continued from page 4

DO submit your mileage claim in a timely manner so you can get paid in a timely manner!

If this article has been helpful to you, or if you have suggestions for future topics, please send your comments to HCAPAYROLL@ochca.com.

*Procrastination is
the art of keeping
up with yesterday.*
—Don Marquis



Carusillo named Nurse Recruiter



Congratulations to Rhena Carusillo, MSN, RN, PHN, on her new role as HCA Nurse Recruiter in Human Resources. The nurse recruiter position, formerly held by Kathleen Parris, is responsible for seeking, identifying and recruiting the most qualified nurses throughout Orange County to fill vacancy needs within the Agency.

Prior to her new position, Rhena was the Lead Clinical Coordinator for the Orange County Cancer Detection Partnership where she was responsible for maintaining a geographically and linguistically balanced regional healthcare provider network. Her role encompassed provider recruitment, professional education, technical assistance and continuous quality improvement activities.

Rhena's new position will allow her to explore various venues for recruiting nurses including career conferences, job fairs and working closely with nursing schools.

health care agency
WHAT'S UP
keeping staff informed & current

WHAT'S UP is a newsletter for employees of the County of Orange, CA, Health Care Agency.

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Recognition Ceremony honors employees

An Employee Recognition Awards ceremony was held on Thursday, April 27 at the Hall of Administration to honor HCA staff for their dedicated years of service and outstanding contributions to the Agency. The following is a list of service awards presented:

5 Years of Service	53	15 Years of Service	12	25 Years of Service	7
10 Years of Service	10	20 Years of Service	10	30 Years of Service	2

30 YEARS



Susan Cremeans from Public Health celebrated 30 years of service to the Agency and received recognition from Family Health Division Manager Tony Edmonds and Regulatory Health Services Deputy Agency Director Mike Spurgeon during the Employee Recognition Awards ceremony on April 27.

25 YEARS

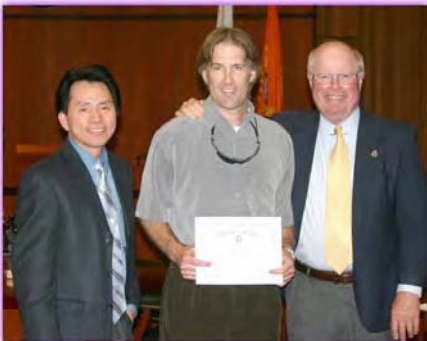


Institutional Health Services Division Manager Maureen Robles and Regulatory Health Services Deputy Agency Director Mike Spurgeon recognized Medical and Institutional Health's Sharon Linderman on her 25 years of dedicated service to the Agency.



Public Health staff Bouaphan Channita and Marlyn Lovell received 25 year certificates and pins for their dedicated years of service to the Agency from Family Health Division Manager Tony Edmonds and Regulatory Health Services Deputy Agency Director Mike Spurgeon.

20 YEARS



Celebrating 20 years of service with the Agency, James Strozier from Environmental Health received recognition from Environmental Health Director Steven Wong and Regulatory Health Services Deputy Agency Director Mike Spurgeon.



Lori Funke from Public Health Services celebrated 20 years of service with the Agency and received recognition from Family Health Division Manager Tony Edmonds and Regulatory Health Services Deputy Agency Director Mike Spurgeon during the Employee Recognition Awards ceremony on April 27.



Environmental Health's John Hiramoto celebrated 20 years of dedicated service to the Agency and received congratulations from Environmental Health Director Steven Wong and Regulatory Health Services Deputy Agency Director Mike Spurgeon.



Celebrating 20 years of service to the Agency, Barbara Bauman from Medical & Institutional Health Services received recognition from Institutional Health Services Division Manager Maureen Robles and Regulatory Health Services Deputy Agency Director Mike Spurgeon.

15 YEARS



Public Health staff Noemi Hawkins and Jane Beynart celebrated 15 years with the Agency and received recognition from Family Health Division Manager Tony Edmonds and Regulatory Health Services Deputy Agency Director Mike Spurgeon.



Regulatory Health Services Deputy Agency Director Mike Spurgeon and MSI Project Director Bob Gates recognized Maggie Rawlins as she celebrated her 15 years of dedicated service to the Agency.



Jill Savage from Medical & Institutional Health Services received recognition for her 15 years of dedicated service from Institutional Health Services Division Manager Maureen Robles and Regulatory Health Services Deputy Agency Director Mike Spurgeon.

10 YEARS



Medical & Institutional Health staff Erin Winger and Cary Clevenger celebrated 10 years of service to the Agency and received years of service pins and certificates from Institutional Health Services Division Manager Maureen Robles and Regulatory Health Services Deputy Agency Director Mike Spurgeon.

5 YEARS



Family Health Division Manager Tony Edmonds and Regulatory Health Services Deputy Agency Director Mike Spurgeon recognized the following Public Health staff for their 5 years of dedicated service to the Agency. Pictured (left to right) are Colleen Nguyen, Elizabeth Corona, Silvia Otero, Susie Flores and Carolyn Wadsworth.



Janel Alberts from Quality Management's Research Unit celebrated 5 years of service to the Agency and received congratulations from QM Chief David Thiessen and Regulatory Health Services Deputy Agency Director Mike Spurgeon.



Judith Davis from Public Health Services received recognition from Family Health Division Manager Tony Edmonds and Regulatory Health Services Deputy Agency Director Mike Spurgeon for her 10 years of service to the Agency.



Environmental Health Director Steven Wong and Regulatory Health Services Deputy Agency Director Mike Spurgeon recognized Regulatory Health Services staff Shyamala Kalyanasundaram, Tung Wong, Robert Curtis and Kar Cheng on their 5 years of dedicated service to the Agency.



Institutional Health Services Division Manager Maureen Robles and Regulatory Health Services Deputy Agency Director Mike Spurgeon recognized Medical & Institutional Health Staff for their 5 years of service to the Agency. Pictured (left to right) are Leah McLemore and Ebtesam Khaled.



Behavioral Health Services staff Kathleen Thomas and Denise Mercurio-Wasserman received 5 years of service pins and certificates from Behavioral Health Services Deputy Agency Director Mark Refowitz and Regulatory Health Services Deputy Agency Director Mike Spurgeon.



Sandra Fair, Chief of Behavioral Health Operations and Regulatory Health Services Deputy Agency Director Mike Spurgeon recognized Behavioral Health Services staff Christine Nguyen and Robin Keeble for their 5 years of dedicated service to the Agency.

Learn to see in another's calamity the ills which you should avoid.

—Publilius Syrus

"Nurses: Strength, Commitment, Compassion"

HCA's nurses and staff gathered together on Thurs-day, May 11 at the west patio area at the 17th Street Clinic to commemorate National Nurse Week 2006 observed May 6-12. This year's theme of "Nurses: Strength, Commitment, Compassion," emphasizes the true characteristics and dedication of nurses to their profession and the patients and families they serve.

The event featured guest speakers including Diana M. Bontá, RN, Dr. PH, Vice President of Public Affairs for Kaiser Permanente Southern California and former Director of the California Department of Health Services; Chief of Public Health Operations David Souleles and Agency Director Julie Poulson who was presented with a resolution from the Board of Supervisors declaring May 6-12, 2006 Nurse Recognition Week in Orange County.

Attendees enjoyed light refreshments while they listened to presentations from Karen Munoz, Manager of Community Public Health Nursing and Debbie Chitty, Interim Manager of Specialized Public Health Nursing.

To also recognize HCA nurses for their dedication and commitment to the health and well-being of the community,

several displays were showcased during the event which featured photos and a video of HCA nurses in action.



Matt Petteruto, Chief of Staff for Sup. Campbell presented Agency Director Julie Poulson with a resolution declaring May 6-12, 2006 Nurse Recognition Week in Orange County.

Information Age

continued from page 1

Dimitriadis, Public Health Information Technology Project Manager. More than 2,000 laboratories have implemented this system since it was first introduced more than 26 years ago. In August 2005, the U.S. Department of Defense began a 10-year contract to utilize the laboratory information system in the Military Health System's more than 100 hospitals and 400 clinics in the United States and around the world. "This is an exciting chapter for the Lab. We look forward to a successful implementation and a completely positive user experience," said Dimitriadis.

The Public Health Laboratory conducts approximately 140,000 clinical tests each year. Public Health uses these test results to help control diseases such as tuberculosis, West Nile Virus, rabies, and influenza. "The Public Health Laboratory is one of only eight public health laboratories in California certified to test for bioterrorism agents, including anthrax," explained David Souleles, Chief of Public Health Operations. "The new system will be a tremendous benefit in controlling disease outbreaks and in early identification of a bioterrorism event. The immediate availability of test results will be critical in managing issues such as pandemic flu or bioterrorism agents."

The implementation of the new system is well under way, and the IT department will continue working closely with Public Health Lab staff over the next several months to ensure a smooth and timely implementation process. The system is scheduled to go live in 2007.

Spotlight on Excellence

Behavioral Health's Cultural Competency program named Dr. Ann Arcay as the recipient of the April 2006 Spotlight on Excellence Award. As a Physician Specialist with HCA's Alcohol and Drug Abuse Services program for the past four years, Dr. Arcay is acknowledged for being compassionate, respectful and honoring of her clients needs especially in regards to cultural issues. Per her colleagues, Dr. Arcay is looked upon as one of the best doctors they have worked with.

Dr. Arcay specializes in internal medicine and currently volunteers as a teacher at UCI Medical School. She earned her master's degree from Columbia School of Public Health and her medical degree from U.C. San Francisco. She has worked in a variety of clinical settings including intensive care and preventive medicine, as well as community clinics. Dr. Arcay's special interest within addiction medicine is the psycho-physiology of the disease.



Pictured (left to right) are Ronnie Kelley, Dr. Ann Arcay, Brett O'Brien and Rafael Canul.

Larios recognized for dedication to customer service

As an Information Systems Technician with HCA's Information Technology (IT) Department, Rene Larios currently works at the Help Desk and is responsible for assisting employees and contractors with computer related issues and providing after hour support to 24-hour facilities in the Agency.

Rene began his career with HCA three years ago and previously worked in the Information Systems field installing software at the Disneyland Resort. He was then later offered a position within Disneyland's IT Help Desk Department where he assisted employees with computer related issues.

"Rene is a great asset to the IT Department and his customer service skills that he brings to his position are invaluable," said Mike Franco. "He's always willing to take on new challenges and

serves as a resource to those within IT, as well as staff who look to him for answers to their computer related questions."

Rene enjoys the gratification of being able to assist employees with their computer problems, and knowing that by the end of the phone call he was able to work with them to solve their computer related issues.

Rene attended Santa Ana College and the United Education Institute (UEI) where he received his Networking Technology Certificate. In the future, Rene hopes to continue his career in the Information Technology field.



Photo of Steve courtesy of the City of Orange.

A life of public service & community involvement was one to celebrate

Dedicated, giving, enthusiastic and charismatic are just a few of the many ways to describe Steve Ambriz, Manager of the Planning Unit in HCA's Office of Quality Management, who died on May 25, 2006 of injuries suffered in a motor vehicle accident in the Orange Park Acres area of East Orange.

Steve truly lived the life of a public servant. A native of Orange County, Steve graduated from Orange High School and Cal State Fullerton. He worked for the City of Orange before joining the County of Orange, and served as both an Executive Assistant and Chief of Staff for former County Supervisor Todd Spitzer.

HCA was fortunate to have Steve join the organization in 2003 and he brought to his work at HCA the same love of life, energetic spirit and dedication to helping others that characterized his other professional endeavors. Since 2002, Steve had served as a member of the Orange City Council, giving back to the community in which he was raised.

Those in HCA who knew Steve best will remember him for his love of sports, including professional wrestling and the Rams, his contributions to Emergency Medical Services (EMS) Week, and the many ways he helped others. It was not possible to work with Steve without being touched by him.

Through his many years of public service, Steve's contributions to the health and welfare of Orange County residents will serve as a lasting legacy that we will all remember.

Meeting of the Minds draws crowd in Anaheim

The annual Meeting of the Minds Conference held this year at the Disneyland Hotel on Tuesday, May 16 attracted a large attendance including mental health professionals, community agency staff, consumers and family members and local law enforcement, to name a few.

Participating again this year, the Orange County Stigma Elimination Task Force hosted a booth at the event and distributed information about the group's endeavors. The Task Force also held a morning workshop "Finding the Right Words: Stigma Stories and Solutions," where members of the group shared their experiences with stigma through a series of personnel vignettes and invited reactions from attendees.

The conference showcase of community resources also featured booths from HCA programs including the Mental Health Services Act and the Office of Patients' Rights. Several staff members from HCA also served as presenters during several workshops held throughout the day.

After a lunch time keynote presentation from Joel Fay, PsyD, on "The Psychological Aftermath of Critical Incidents," Tammy Tran from Supervisor Correa's office presented Mark Refowitz, HCA Behavioral Health Services Deputy Agency Director and Orange County Mental Health Board Chair Rachel Pedraza with a resolution declaring the month of May as Mental Health Month in Orange County.

Each year the conference hosted by the Mental Health Association (MHA) of Orange County aims to bring together the full spectrum of the "mental health community" of Orange County to raise awareness, learn skills, reduce stigma, share information and resources, strengthen existing relationships and to develop new alliances.

For more information about Meeting of the Minds, contact MHA at (714) 547-7559 or visit www.mhaoc.org.



Mari Hill from the Office of Patients Rights and Frank Hernandez from Health Promotion posed for a quick photo while staffing booths during the Meeting of the Minds conference held at the Disneyland Hotel on May 16.



Tammy Tran from Supervisor Correa's office presented Behavioral Health Services Deputy Agency Director Mark Refowitz and OC Mental Health Board Chair Rachel Pedraza with a resolution declaring the month of May as Mental Health Month in the County.



Conference attendees visited the showcase of community resources which included booths hosted by the Mental Health Services Act program, OC Multi-Ethnic Task Force and NAMI Orange County, to name a few.

OC Safe from the Start launches

OC Safe from the Start, a new community collaborative aimed to increase the public's awareness and knowledge of the long-term effects of exposure to violence on children's development, celebrated the launch of its new educational tool kit during an event held on May 11 at the Irvine Hyatt.



Studies have shown that children exposed to domestic violence and maltreatment suffer increased depression, anxiety, post-traumatic stress, anger, alcohol and drug abuse and lower academic achievement. Also, children exposed to violence, either as victims or witnesses, are more likely to become juvenile and adult offenders.

To raise community awareness about these effects, the collaborative created a user friendly, yet scientifically credible tool kit—a comprehensive education curriculum designed to raise awareness and educate parents, caregivers, professionals and others in the community on the impact of exposure to and prevention of violence.

The collaborative has recently begun to train and make available volunteer facilitators who can assist in presenting the tool kit material to the community. The group will also be monitoring the activities of these trainers and others who use the tool kit so that they can measure the impact that the material has on those who experience it.

The initiative, based on the California Safe from the Start campaign sponsored by the State Attorney General's Office, is a comprehensive strategy to

... continued on page 3

Exercise tests tsunami response

HCA's Emergency Medical Services Program and Bioterrorism Preparedness Training Unit held a functional exercise on May 4th at the Agency's Emergency Operations Center (EOC) and warehouse facility to test and evaluate processes, plans and capabilities for a response to a tsunami or other natural disaster in the County.

The start of the exercise began at 8 a.m. through the notification of participants through the InLogic system. A scenario involving a Pacific tsunami warning that was issued for coastline areas from Ventura to Carlsbad was then provided to participants.

Exercise participants were asked to respond to the situation presented based on their expert knowledge of response procedures, current plans and procedures in place in their community or agency, and insights derived from experience and/or training.

The timely training proved beneficial in the light of both Hurricanes Rita and Katrina last year, as well as National Hurricane Preparedness Week from May 21-27, 2006.

For more information about the exercise or upcoming exercises, contact the Bioterrorism Preparedness Training Unit at BPTU@ochca.com or visit www.ocreedy.com.



Safe from Start

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bring community leaders together to assure that children grow up in safe, healthy environments. The project targets children ages 0 to 18 with an emphasis on children ages 0 to 5 who have been exposed to family, school and/or community violence.



HCA has participated as a member of the OC Safe from the Start collaborative for the past four years along with the Orange County Department of Education that serves as the lead agency on the campaign.

Others who have also contributed to the collaborative include the Orange County District Attorney's Office, Orange County Social Services Agency, Orange County United Way, Violence Prevention Coalition of Orange County and the Orange County Children and Families Commission, to name a few.

More information is available by visiting the California Attorney General's Safe from the Start website at www.safefromthestart.org or by contacting Alan Albright, Children & Youth Services Division Manager at Aalbright@ochca.com.

HCA hosts UW Fashion Show

Models from HCA and the CEO's office are set to walk the catwalk at a United Way Fashion Show hosted by HCA on June 29, 2006 from 12:10 – 1 p.m. at the Board of Supervisors Hearing Room at the Hall of Administration.

Regulatory Health Services Division Manager Mike Spurgeon will serve as emcee for the event as the models don clothing and accessories from *Weekenders*, *Cookie Lee Jewelry*, *Mama's Got a Brand New Bag* and *Mary Kay Cosmetics*.

The event is sure to be a crowd pleaser. The cost to attend is \$5 per person with all proceeds benefiting Orange County United Way. For more information, contact Maggie Rawlins at (714) 834-2048 or by e-mail at Mrawlins@ochca.com.



Your representation unit is key for mileage claims

Have you noticed that on the Mileage and Other Expense Claim form there is a space entitled "Representation Unit"? Do you know what your representation unit is? This is an important part of the claim process as your representation unit indicates how much and for what you are reimbursed.

The Mileage and Other Expense Claim form on the HCA Intranet contains a drop down listing of all the representation units. Once you download the form and save it to your computer you can open the file and select your correct representation unit. (Note that OCEA is not a representation unit, but has several representation units under it.)

During the review and audit of claims, the representation unit is verified by Payroll staff. Claims **must be returned** if the representation unit is not correct. Not sure what your representation unit is? Contact Human Resources to find out.

If this article has been useful to you or if you have suggestions for future subjects please let us know—send an email to HCAPAYROLL@ochca.com.



Karen Munoz receives recognition

Hat's off to Karen Munoz, MSN, BS, AA, Program Manager for HCA's Public Health Community Nursing program on receiving a Certificate of Appreciation from Cal State Long Beach's Department of Nursing for her contributions and support of the education programs at CSULB, as well as her dedication to the nursing students mentoring program.

During the month of April, Karen also received recognition by the Orange County Sheriff's Department, Orange County InfoLink and Congress for her coordination and support of efforts with the Orange County Red Cross for providing much needed medical and outreach services to the displaced victims of Hurricane Katrina.

Karen has also recently attended and graduated from the National Public ... continued on page 6

OCAPICA honors Amy Dale



On May 25, the Orange County Asian and Pacific Islander Community Alliance (OCAPICA) honored Amy Dale, retired Health Promotion Division Manager during an event held at the South Coast Chinese Cultural Center in Irvine for her positive contributions and impact in the health care field. Amy was recognized along with 12 other women who have made a difference and impact for the Asian and Pacific Islander communities in the County.

Ralls named Specialist of the Year



Congratulations to John Ralls, Registered Environmental Health Specialist and Supervisor in HCA's Food Protection Program on receiving the 2006 "Environmental Health Specialist of the Year" Award from the California Environmental Health Association (CEHA). On June 6, John also received a proclamation and acknowledgment from Supervisor Correa during the Board of Supervisors meeting.

The annual CEHA award is pre- ... continued on page 7

Local students' work recognized

Local Orange County students were recognized for their winning artwork and creative writing during the annual Orange County Alcohol, Tobacco, Other Drug and Violence Prevention Poster & Creative Writing contest Awards ceremony held on April 27, 2006.

The awards ceremony honored students from all over the County who are striving to make a positive change in the community through their artwork and creative writing. The annual contest provides students with a way to express what it means to them to be free of alcohol, tobacco, other drugs and violence.

This year, there were 36 awards presented from a total of 570 entries. Poster categories included color with theme, alcohol counter ad, and tobacco counter ad; and writing categories poetry and expressive writing.

Each year the Orange County Department of Education holds the annual contest with funding provided by the HCA's Alcohol and Drug Education and Prevention Team (ADEPT) and the support of donations provided by many community organizations. For further viewing of this year's winners or for information on next year's contest, call the OC Department of Education at (714) 966-4467 or visit www.ocde.us/prevention.



Poster created by Kayleen Sewitsky, Twelfth Grade, Alcohol Counter Adf category winner.



Poster created by Nicole Arce, Third Grade, Color with Theme f category winner.

EH receives 2005 CSAC Merit Award for Clean and Green Campaign

Environmental Health's Dana Point Harbor Clean and Green Campaign received honors as a Merit Award recipient in the 2005 California State Association of Counties (CSAC) Challenge Award Competition. On May 17, staff who participated in the campaign were recognized by Supervisor Wilson and Agency Director Julie Poulson at an event held at Environmental Health headquarters.

Program Manager Denise Fennessy and Supervising Hazardous Waste Specialist Pearl Boelter provided information about the campaign and its emphasis on providing safe and clean recreational waters to beach goers and boaters, as well as protecting the coastline and marine environments.

Since 1995, Environmental Health has operated a State funded Used Oil Recycling Program to educate the community regarding the importance of recycling their used motor oil. Environmental Health also realized that waste oil discharges from boaters were contaminating ocean recreational waters and affecting the local marine environment.

Engine leaks and oil change spillages from boats cause oily water to accumulate in the bottom of a boat (the bilge). Unfortunately, in the course of boating activities many boaters will release the oily bilge water into the ocean. Boaters needed an effective way to dispose of the oil contamination found in the bilge.

In response, HCA began offering a free exchange program for bilge pads—large, absorbent pads boaters use to absorb leaking oil. Paid for through grants and partnerships, the pads were given away free to boaters at local boating events and at marinas, and new drop-off containers for used bilge pads were installed at the Dana Point Marina.

Once the exchange program was in place, an education and promotional campaign, "**Got a Boat, Use a Pad,**" was launched to ensure that boaters took advantage of the program. The campaign was a tremendous success. In six months, nine drums of used pads were collected and disposed of, accounting for 1,800 soiled pads. In 2004, approximately 500 gallons of oily water was successfully diverted from ocean recreational waters. A duplicate campaign is now underway at Newport Beach Harbor.

During the 2005 Award competition, CSAC received 234 entries from 36 counties for the competition that is designed to celebrate and honor innovation—one of the most valuable resources in County government.



During a recognition event held at Environmental Health on May 17, Program Manager Denise Fennessy thanked staff who worked on the "Got a Boat, Use a Pad" campaign.



Pictured (left to right) are Supervising Hazardous Waste Specialist Pearl Boelter, Supervisor Wilson and Program Manager Denise Fennessy.



Pictured (left to right) are Regulatory Health Services Deputy Agency Director Mike Spurgeon, Agency Director Julie Poulson, Supervisor Wilson, and Environmental Health Director Steven Wong.

health care agency
WHAT'S UP
keeping staff informed & current

WHAT'S UP is a newsletter for employees of the County of Orange, CA, Health Care Agency.

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NIMS IS-100 training deadline draws near

As a reminder, all HCA staff is required to complete the National Incident Management System (NIMS) IS-100 "Introduction to the Incident Command System (ICS)" training by Friday, June 30. The online training is available at www.ocready.com/bptu/nims%2D100/.

Please be sure to follow all suggested steps, such as printing course materials prior to starting the training. An e-mail from the Federal Emergency Management Agency (FEMA) or a FEMA Certificate of completion of IS-100 will be accepted as proof of course completion.

Be sure to forward your proof of completion to BPTU-NIMS-100@ochca.com or fax to (714) 834-3125. Should you have any problems with the IS-100 online training, please contact the Bioterrorism Preparedness Program at (714) 834-6587.



Sanction Screening

Sanction Screening

By policy, the Health Care Agency does not hire, contract or use volunteers/interns currently under sanction or exclusion. In order to accomplish this, HCA screens all employees, volunteers, interns, contractors and vendors against Federal exclusion lists. Anyone on these lists would be an "ineligible person."

How do people get on these lists?

A number of different reasons may lead to exclusion. Some examples include license revocation or suspension, defaulting on student loans or convictions related to patient abuse, health care fraud or controlled substances.

When do these checks happen?

The sanction screening checks must be completed **before**:

- A job offer
- Signing any contract or agreement
- Ordering any goods or services
- A volunteer/intern/mentor starts working in your program

Who does the checking?

Sanction screening is completed by the following:

- Purchasing
- Contract Development and Management (CDM)
- Human Resources
- Volunteer Services
- Project Together
- Medical Services for Indigents
- Animal Care Services
- Bioterrorism Medical Reserve Corps
- HCA Accounting

What does this mean to my program?

Plan ahead when ordering goods or contracting for services to give Purchasing and CDM enough time to process your request and complete the sanction screening before goods or services are needed. Even if you have used this vendor in the past, Purchasing and CDM are required to re-screen before issuing a new contract or price agreement.

If you have volunteers or interns in your program, the supervisor or manager is responsible to ensure all necessary information is provided to the Volunteer Coordinator before the start date to complete the screening process before any work is initiated.

What does this mean to me?

As an individual, you will want to:

- Keep your professional license current
- Spell your legal name clearly and consistently on documents
- Pay your student loans
- Conform to the codes of ethics and standards of your profession and exercise sound judgment in the performance of your duties.

If you have questions or need additional information, please contact the Office of Compliance at (714) 834-3154.

The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours a day, 7 days a week at:

(866) 260-5636



Enhanced Purchasing website debuts

During the month of May, HCA Purchasing announced new enhancements to its Intranet site at <http://balsam/intranet/purchasing/>. The website contains various forms required by Purchasing to process purchasing requests including Consultant Services Requests, Sole Source Justification, etc.; copies of Price Agreements utilized by the Agency; a Scope of Work guideline; HCA Purchasing assignments and links to other useful resources.

Purchasing will continually enhance and update the Intranet site as required to ensure that it continues to remain a resourceful tool for the Agency. For questions regarding the site or to offer suggestions on updates, contact Jerry Gee, Supervising Buyer, at (714) 834-3611 or via e-mail at Jgee@ochca.com.

Karen Munoz

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Health Leadership Institute. The program is well recognized as a rigorous leadership academy, which enhances leadership skills in the area of public health. The Institute's mission is to strengthen the leadership competencies of senior public health officials and to build inter-organizational teams so that the status of community health improves. She is now one in only 600 public health leaders to be part of this prestigious group. During her training she developed a performance accountability tool for HCA Public Health.

What we obtain too cheap, we esteem too lightly.
—Thomas Paine

EMS hosts Annual EMS Awards

HCA's Emergency Medical Services (EMS) program hosted its Annual EMS Awards on May 19 during the "No Fear!" conference held at Mission Hospital's new Conference Center in Mission Viejo. The event honors fire departments, law enforcement agencies, 911 dispatch centers, ambulance providers and hospitals who provide emergency services to residents and visitors of Orange County.

Highlights of this year's awards ceremony include presentation of the Leadership in EMS Award to members of Care Ambulance Services, Inc. for their contributions and assistance during Hurricanes Katrina and Rita and presentation of the Great Saves Award to Grant Riley and Jericho Olmeda, also of Care Ambulance Services, Inc., for helping to save the life of a citizen in cardiac arrest.

The Awards ceremony and confer-

ence is held annually during EMS Week celebrated this year May 14-20, 2006.

For more information about EMS Week, visit www.ochealthinfo.com/emsweek/.



Greg Boswell, EMS Program Manager presented the Great Saves Award to Grant Riley and Jericho Olmedo of Care Ambulance Services, Inc. for their actions in helping Verna Warriner who was in cardiac arrest while attending an event. Pictured (left to right) are Greg Boswell, Grant Riley, Jericho Olmedo, Verna Warriner and Cheryl and Kara Dismuke, Verna's daughter and granddaughter.



Members from Care Ambulance Services, Inc. received the Leadership in EMS Award for their contributions during Hurricanes Katrina and Rita.



Supervisor Campbell presented an EMS Week resolution to staff during Super CPR Sunday held at Angel Stadium on May 21. Pictured with Sup. Campbell are Steve Ambriz, Milton Neira from the Orange County Red Cross and Greg Boswell. Photo courtesy of Jere Green, Orange County Red Cross.

John Ralls

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presented in recognition of significant contributions to the field of environmental health and John was acknowledged for developing the *Fresh is Best* public education campaign, designed to ensure that foods prepared and stored according to traditional methods are fresh and safe for consumption.

John coordinated the Traditional Foods Project to address public health concerns about safety of certain traditional foods prepared in Vietnamese restaurants; these foods are often stored at room temperature for extended periods of time.

John worked with civic leaders, health educators, food industry representatives and state and local regulators to review the issue and then developed procedures for safe handling and storage of foods, initiated time stamp labeling and implemented a public education campaign.

Town Hall Meetings deal with underage drinking

As part of a national effort to increase the understanding of underage drinking and its consequences, and to encourage individuals, families and communities to address the problem, the federal government encouraged states and communities to host town hall meetings on the topic of underage drinking on, or as close as possible to, **March 28, 2006**.

To address this on-going problem in Orange County, where alcohol is the drug most frequently used by Orange County teenagers, HCA's Alcohol and Drug Education and Prevention Team (ADEPT) in collaboration with the Orange County Department of Education, California Highway Patrol, Alcohol Beverage Control (ABC), Mothers Against Drunk Drivers (MADD), and many other community agencies hosted town hall meetings throughout the county. A total of 11 town hall meetings were held in Orange County, with two of them in Spanish. The meetings were held during the months of March, April and May this year.

The theme of the town hall meetings, "Start Talking before They Start Drinking" provided an opportunity for communities to learn more about new research on the topic of underage drinking, and to discuss how their community can best prevent underage alcohol use.

ADEPT was involved in planning nine of the 11 town hall meetings and provided resources and information about underage drinking at these meetings. Also, Kathy Kendrick, Juan Montes and Stacey Zapanta from ADEPT facilitated and/or were part of panel of experts at 4 of these meetings, which involved representatives from the entire community including parents, youth, education, substance abuse prevention, other health entities, justice/law enforcement, highway safety, alcohol control, local government, and business. For more information about the town hall meetings, contact Golnaz Agahi from ADEPT at (714) 834-2094.

HCA to host booth at OC Fair 2006

Summer is in the air and the 114th annual Orange County Fair is set to roll into town once again. HCA's Health Promotion Program plans to host an educational and informational booth inside the Fair's Orange County building from July 7-13.



When visiting the fair, be sure to stop by HCA's booth along with other County agency booths to pick-up some informational items and material.

This year's fair, themed "Flower Power – Year of the Garden," will run from July 7-30 and is closed Mondays, July 10, 17 and 24. Twenty-one days of fair fun, the annual event will have an abundance of food, contests, exhibits, carnival rides and entertainment. Approximately 80 vendors will offer a variety of food choices from barbecued beef and turkey legs to deep fried Snickers and Twinkies.

Visit www.ocfair.com for more information about the fair's happenings including a daily schedule of events, hours of operation, ticket pricing and Pacific Amphitheatre summer concert series lineup.

JULY HEALTH OBSERVANCES

- International Group B Strep Awareness Month
- UV Safety Month

Animal Care Services spotlighted at BOS meeting



Animal Care Services (ACS) showcased a handful of animals available for adoption at the Center during a Board meeting held on May 23.



Each month, the Board of Supervisors recognizes a program within County Agencies for their positive contributions to the community. During the month of May, ACS received the recognition and was given the opportunity to present information about their program and services during the May 23rd Board meeting. Several ACS staff also received recognition from Supervisor Campbell, Agency Director Julie Poulson, Regulatory Health Services Deputy Agency Director Mike Spurgeon and ACS Director Jennifer Phillips.

Event celebrates Mental Health Services Act plan approval and funding

An event was held on June 7 at the Sisters of St. Joseph facility in Orange to celebrate the April 1, 2006 approval by the State Department of Mental Health of Orange County's Three Year Strategic Plan for the use of the Mental Health Services Act (MHSA) Community Services and Supports funding.

State Mental Health Director Stephen Mayberg, PhD, was on hand at the event along with Supervisor Bill Campbell, Agency Director Julie Poulson and Behavioral Health Services Deputy Agency Director Mark Refowitz.

Dr. Mayberg offered celebratory remarks about Orange County's plan and commented that it was among the best received. He later presented a symbolic check in the amount of \$25 million to the County to implement the services contained in the plan for the first year. A total of approximately \$75 million will be presented to Orange County to carry out the



State Mental Health Director Stephen Mayberg, PhD, presented a symbolic check to Orange County in the amount of \$25 million to implement the services contained in the plan for the first year. Pictured (left to right) are Behavioral Health Services Deputy Agency Director Mark Refowitz, Agency Director Julie Poulson, Supervisor Bill Campbell and Dr. Stephen Mayberg.

three-year plan.

The Plan is the product of a year-long countywide community involved planning

process and is designed to improve the lives of those adults afflicted with serious
... continued on page 2

Health Educator noted for dedication to community

Anabel Garcia, a Health Educator within HCA's Tobacco Use Prevention Program (TUPP) lends her skills as a bilingual, bicultural educator to the Hispanic community through educating monolingual parents, promoting cessation services and making community presentations on the dangers of environmental tobacco smoke.

She is responsible for monitoring some of the contracts funded through the Tobacco Free Communities (TFC) Project and provides technical assistance to the project's lead agencies to help them achieve their objectives.

Anabel's dedication to the community is reflected through her work with the program's Youth Coalition, which con-

sists of middle and high school youth volunteers who participate in tobacco prevention activities. She serves as a mentor and encourages members to be the best advocates they can be.

As noted by her colleague Sherry Ramos, "Anabel supports the youth by encouraging them to attend college and to apply for scholarships. She is often writing letters of recommendation for the seniors in our program to demonstrate the outstanding work and dedication they have contributed while being members of the Coalition."

Anabel began her career with the County five years ago as an intern for TUPP, then was hired as a Health Education Associate where she began to coordinate the program's Youth Coal-

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Shaping the Health Care Agency's future

HCA Managers convened at two off-site meetings during the month of March to review and define the Agency's Strategic Plan for 2006-2010. The goal for HCA's Plan is to guide activities and operations of the Agency for the next five years, as well as assist employees with defining their annual Performance Incentive Program (PIP) and Management Appraisal Plans (MAP).

Day one of the meetings took place at the Ocean Institute in Dana Point where managers had the opportunity to review results of the Employee Survey, identify the Agency's strengths, weaknesses, opportunities and threats and define the core business of HCA. They also confirmed the Agency's current vision, "Working together for a healthier tomorrow," and current mission of "We are dedicated to protecting and promoting the optimal health of individuals, families, and our diverse communities through Partnerships, Community Leadership, Assessment of Community Needs, Planning & Policy Development, Prevention and Education, and Quality Services."

The second off-site meeting was held in Costa Mesa at the city's Neighborhood Community Center, which provided a follow-up from day one where managers engaged in small and large group discussions regarding primary outcome indicators and strategies.

During the process, managers were provided with homework to ensure that their programs and services were represented in the Agency's overall plan. A copy of the full report will be sent out to all employees in the next few weeks, as well as the results of the HCA employee survey.



Family Health Division Manager Tony Edmonds leads a group discussion during the planning process.



Regulatory Health Services Deputy Agency Director Mike Spurgeon, Environmental Health Director Steven Wong, IT Security Officer Ron Moskowitz and Assistant Director Dave Riley discuss primary outcome indicators and strategies.

Mental Health Services

continued from page 1

and persistent mental illness, and children with serious emotional disturbances by transforming the public mental health system. It further identifies the needs of the target population and the best information available about the types of strategies and services that are effective in improving mental health outcomes.

To view a copy of Orange County's plan, visit the County's MHSa website at www.ochealthinfo.com/prop63. In November 2004, California voters approved Proposition 63, the Mental Health Services Act, which became law effective January 1, 2005. The new law imposes an additional 1% tax on that portion of a taxpayer's taxable income in excess of one million dollars to fund the MHSa.



(Left) Dr. Stephen Mayberg offers celebratory remarks about Orange County's MHSa Three Year Strategic Plan and comments that it was among the best received during the celebratory event held at the Sisters of St. Joseph facility on June 7.



(Below) Attendees fill the Mother Louis Room at the Sisters of St. Joseph facility in Orange on June 7 to attend the event held to celebrate the State's approval of Orange County's MHSa Plan and its funding.



Watch out for potential conflict of interests

As members of the HCA team, we should act in the best interests of the County's citizens. This includes avoiding conflicts of interest or the appearance of conflicts of interest between our personal interests and the best interests of the County or our clients. The best way to prevent conflicts is to recognize potential conflicts before getting involved.

To help spot potential conflicts, a few examples are listed below:

- 1. Using County property for private advantage.**
This could be as blatant as stealing office supplies for home use. Or it might be using software which is licensed to the County for private consulting work.
- 2. Using prestige or influence of County employment for personal gain.**
This could include using your position with the County to steer business to a supplier who offers you a discount on future purchases for personal use. Another example could be overseeing a County contract or agreement with a company that employs your spouse or other close relative.
- 3. Using confidential information acquired through employment for private gain or advantage.**
An example could be sharing a vendor's pricing information to get a lower price from another vendor. The second vendor would have an unfair advantage with confidential information available to a County employee.
- 4. Accepting money or other consideration for performing an act required for your job.**
For example, in appreciation for receiving assistance from HCA, a person or a business may offer an expression of gratitude such as a reward, gift certificate or other item of value.

Conflicts of interest are not always clear cut and often require careful analysis. Report any concerns or potential conflicts of interest to your supervisor, manager, HCA Human Resources or the Office of Compliance so that appropriate solutions may be implemented. For additional details on Conflict of Interest please refer to the HCA Code of Conduct or contact the Office of Compliance at (714) 834-3154.

The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours a day, 7 days a week at:
(866) 260-5636

New PH Lab Manager announced



HCA welcomes Lydia Mikhail who will serve as Public Health Laboratory Manager, a newly created position within the Agency. Under the direction of the Laboratory Director, Lydia will be the lead for laboratory operations including facilities, personnel and the implementation of Cerner Pathnet – the new laboratory information system.

Lydia has worked at the Public Health Laboratory for almost 16 years. She started as a Laboratory Assistant in September 1990, became a Public Health Microbiology Trainee in 1992, and obtained her Public Health Microbiologist certificate six months later.

She then rotated through all laboratory sections as a Microbiologist I and was promoted to Microbiologist II in 1998 and to a Supervising Public Health Microbiologist in 2000. In 2002, Lydia became the Administrative Supervisor for the Laboratory and also obtained her MBA in Health Care Management the same year.

Time has a wonderful way of showing us what really matters.
—Margaret Peters



Travel: Mileage Claim Tidbits

- Submit claims timely. Claims over one year old cannot be reimbursed.
- Alcoholic beverages are **NOT** reimbursable.
- Submit meal receipts whenever possible. The Auditor-Controller may request receipts when the amount seems unreasonable, and receipts for meals are always required for meals exceeding \$75 per day.
- When claiming expenses for more than one day, each day's expenses should be listed on a separate line under the designated column. This includes hotel stays.



Hill receives Red Cross Hero Award



Congratulations to Mari Hill, a Registered Nurse in HCA's Office of Patients' Rights & Advocacy Services, on receiving the American Red Cross Hero Award during the Orange County Chapter American Red Cross "Bravo for Bravery" breakfast ceremony held at the Balboa Bay Club on June 7.

Mari was acknowledged for her work at the Houston Astrodome in Texas after Hurricane Katrina. While on duty as a nurse, she was instrumental in helping to save the life of a one-month old baby near death from respiratory obstruction.

Mari noticed the baby lying on her back on a cot with no adults around. The baby felt cold to the touch and was barely breathing. Mari quickly took the baby to the only neonatal nurse present where that nurse cleared the baby's airway.

The awards ceremony also recognized several other individuals from Orange County as "heroes" for their demonstration of extraordinary acts of courage.

Albright named Ambassador of Peace

The Violence Prevention Coalition of Orange County (VPCOC) named Alan Albright, Children & Youth Services Division Manager, as a 2006 Ambassador of Peace for his leadership in the field of violence prevention during the 10th Annual VPCOC Ambassador of Peace Luncheon held at the Turnip Rose in Costa Mesa on June 2.

During the Awards luncheon, Alan was presented with a crystal "Angel of Peace" statuette as he was recognized for his active engagement in the prevention of violence in the Orange County community.

Each year in June, VPCOC presents the Ambassador of Peace Award to honor leaders in the field of violence prevention for their outstanding contributions and for their commitment to preventing and reducing violence in Orange County communities.

VPCOC has presented these awards to representatives from education, public services, business/media, and community agencies, as well as outstanding individuals and students working to promote peace in their communities. Some of this year's other winners include Erin Runnion, Chief Matt Vadala and Debbie Magnusen.

For more information about the Awards or to view a listing of past winners, visit the Violence Prevention Coalition of Orange County website at www.vpcoc.org.

Everyone has his burden, what counts is how you carry it.
—Joe & David Brown

Gold Star

continued from page 1
tion.

"She eagerly took on her new role as project coordinator for the coalition and attended yearly camps with our youth members and provided transportation to them while they attended events and meetings throughout the County," said TUPP Program Supervisor Barbara Brashear.

Anabel attended UCLA and received a Masters in Public Health and a Bachelor's degree in Anthropology with a minor in Spanish Linguistics. She became motivated to pursue a career in healthcare because it was important to her to make a contribution in some way to enhance the quality of life in her surrounding community.

She enjoys the teamwork between her colleagues and managers at TUPP and notes that each work well together in promoting the goals and philosophies of the TUPP program.

"We are all familiar with each other's projects and in knowing each other's responsibilities, we increase our skills and our ability to multi-task," said Anabel. "We also appreciate what each of us brings to the team and have good rapport with each other."

In her spare time, Anabel enjoys volunteering at her church where she coordinates a leadership group of high school youth who provide community service and train their peers. She is also a member of the church's young adult group where they have the opportunity to chaperon youth on retreats.

"I had the opportunity to visit a Baja orphanage for a day, and it really opened my eyes to the needs that exist in so many places and the need for more people to contribute their time to different causes," said Anabel.

health care agency
WHAT'S UP
keeping staff informed & current

WHAT'S UP is a newsletter for employees of the County of Orange, CA, Health Care Agency.

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HCA staff became models for the day during a United Way Fashion Show held on June 29th at the Board of Supervisors Hearing Room to raise funds for this year's campaign. HCA's MSI Program coordinated the event with assistance from Maggie Rawlins, Lynn Tang and Denise Westrick. Items featured by the models included Weekenders Clothing, Mama's Got a Brand New Bag, Cookie Lee Jewelry and Mary Kay Cosmetics.

HCA staff walk the runway at UW Fashion Show

HCA and County employees walked the runway at a United Way Fashion Show coordinated by HCA's Medical Services for Indigents (MSI) Program on June 29th at the Board of Supervisors Hearing Room to help raise funds for this year's campaign.

Staff donned clothing from Weekenders, purses and bags from Mama's Got a Brand New Bag, jewelry from Cookie Lee and make-up by Mary Kay cosmetics. Regulatory Health Services Deputy Agency Director Mike Spurgeon served as emcee as Jeff Nottke, from Quality Improvement & Program Compliance played his keyboard and provided background music for the event.

Escorts Jose Santos, HCA Purchasing; Ryan Drabek, Animal Care Services (ACS); and Greg Clark, Publishing Services lead each participant down the runway as they modeled their outfits. Agency Director Julie Poulson was escorted by her husband Randy and ACS Director Jennifer Phillips brought along her dog Montreaux.

Thank you to the following models who helped to make the event a huge success: Sharron Anderson, CEO's Office; Lisa Bauer, HCA Human Resources; Joann Bowland, HCA Facilities Operations; Thea Bullock, Office of Compliance; Rosemary Dey, CEO's Office; Sandra Fair, HCA Behavioral Health Services; Melva Gipson, HCA Purchasing; Marlene Gomez, HCA Accounting; Dorothy Hendrickson, HCA Behavioral Health Services; Latanya Mitchell, HCA Financial & Administrative Services; Maria Nofal, DA Child Support Services; Natalie Anastasi-Perrea, HCA Management Services; Jennifer Phillips, Animal Care Services; Andrea Portenier, HCA Public Health Services; Julie Poulson, HCA Director; Dana Schultz, HCA Budget Technical Unit; Teri Schultz, HCA Information Technology; Laura Sudlow, CEO's Office; Prity Thanki, HCA Director's Office; Sue Warnke, Custodian of Records; and Diane Washington, HCA Correctional Medical Services.

Holly Veale appointed to Director's Office

HCA welcomes Holly Veale to the new position of Manager of Municipal and Community Relations for HCA's Director's Office.

In this capacity, Holly will be working to build partnerships and foster relationships between HCA and the many communities it serves including community organizations, nonprofit agencies, city councils and other government entities. Her position will help to ensure that the Agency's efforts on health related issues are coordinated and communicated in an efficient and effective manner.

Holly has 20 years of experience in creating effective collaborations among business, government and community interests, as well as program creation and direction. She began in local government and subsequently worked for Senator Marian Bergeson. For the past 10 years, she has served as Chief of Staff for Supervisor Tom Wilson.

Holly began her new position at HCA on July 7 and her office is located at the 405 W. 5th Street building on the seventh floor. She can be reached at (714) 834-4553 or by e-mail at hveale@ochca.com.

World No Tobacco Day celebrated at Civic Center

To celebrate World No Tobacco Day on May 31st, the Orange County Tobacco Use Prevention Coalition (TUPC) held an educational event at Civic Center Plaza in Santa Ana to raise awareness of how destructive tobacco is to one's health, others and the environment.

This year's theme, "Tobacco: Deadly in Any Form or Disguise," focused on the many forms of tobacco, not only in cigarettes or cigars, but also in products designed under healthier names, fruity flavors or more attractive looking packaging.

Many health and educational organizations hosted booths at the event to showcase information and resources including HCA's Tobacco Use Prevention Program (TUPP), the Earth Resource Foundation, Orange County OnTrack, Stop Tobacco Abuse of Minors Pronto (STAMP) and the UCI Student Task Force to name a few.

TUPP celebrated the day with a booth on how Orange County cities have protected their citizens by providing smoke-free ordinances. Their world map "report card" displayed tobacco related laws from nations around the world. A display of worldwide cigarette package health warnings was also available for viewing.

The event's keynote speaker, UCI's Shahrud Lotfiour, gave scientific findings about brain damage of teens that smoke. Other speakers included event organizer, TUPC Vice President, and founder of STAMP, Jim Walker; Phil Falcetti, President of TUPC and CEO of the National Council on Alcoholism and Drug Dependence of Orange County; and several students from Century and Serrano High Schools.



Jim Walker, Founder of STAMP addresses attendees at the World No Tobacco Day event held at Civic Center Plaza in Santa Ana on May 31st. Pictured next to him is a resolution from the Board of Supervisors declaring May 31st World No Tobacco Day in Orange County.



TUPP Program Manager Marilyn Pritchard attended the event festivities and is pictured alongside one of the many booths which presented educational information and resources to the community.



TUPP staff hosted a booth which showcased a world map report card of tobacco related laws from nations around the world. Pictured (left to right) are Sherryl Ramos, Kristy Nguyen, Barbara Brashear and Anabel Garcia.

AUGUST HEALTH OBSERVANCES

Cataract Awareness Month

Children's Eye Health and Safety Month

National Immunization Awareness Month

Psoriasis Awareness Month

Spinal Muscular Atrophy Month

World Breastfeeding Week 1-7

National Health Center Week 6-12

Age is mind over matter. If you don't mind, it doesn't matter.

—Leroy Paige

TFC celebrates five years of service

An event was held at the Old Orange County Courthouse in Santa Ana on June 19th to celebrate the fifth year that the Tobacco Free Communities (TFC) project has been providing free cessation services to the Orange County community.

The lead agencies involved in the project including the American Lung Association, Anaheim Memorial Medical Center, Orange County On Track and Cal State Long Beach to name a few, celebrated its second cycle of the project, while the cities of Orange, Laguna Niguel and Fountain Valley celebrated its first year participating.

Tobacco Free Communities is a project funded by the Health Care Agency's Tobacco Use Prevention Program and focuses on tobacco education, prevention and policy work in three funded cities in Orange County. It provides cessation services to teens and adults free of charge. For more information about TFC, contact Barbara Brashear, TUPP Program Supervisor at (714) 834-3232 or by e-mail at bbrashear@ochca.com. For free help in quitting smoking call 1-866-New-Lung.

TUPP Program Manager Marilyn Pritchard addresses attendees at a Tobacco Free Communities event held on June 19th at the Old Orange County Courthouse in Santa Ana.



Pictured (left to right) are Lead Evaluator of the TFC Project, Dr. Mohammed Forouzesah from CSULB; Tiffany Vong, HCA TUPP; Cynthia Schafer, HCA TUPP; and Dr. Stafford Cox, CSULB Foundation.

Physicians honored for community contributions

(Right) Behavioral Health Services Medical Director, Dr. Alan Edwards recognized Behavioral Health physicians for their continued commitment to the health of the community at the June 29th Physician Recognition event.



(Left) During a Physician Recognition event held on June 29 at the 405 W. 5th Street building, HCA recognized its 126 medical doctors for their outstanding contributions to the community. Acting Public Health Officer, Dr. Hildy Meyers is pictured as she thanks Public Health physicians for their dedication to the community's health.



ACS adoption and services presented to BOS in May



The ACS mobile adoption van carried several animals from the center to the Board meeting on May 23rd where they were featured during a presentation about the program and its services.



Agency Director Julie Poulson greets Montreaux whose owner, Animal Care Services Director Jennifer Phillips brought along with her during an ACS presentation at the Board of Supervisors meeting on May 23rd.

HCA's Health Promotion & ACS participate in OC Fair

The theme "Flower Power—Year of the Garden" resonated throughout this year's 114th Orange County Fair as attendees visited the annual event which featured a variety of Fair-themed foods, rides and entertainment.

Joining in the Fair's festivities were HCA's Health Promotion Program and Animal Care Services (ACS) as they hosted a booth inside the Orange County Building to inform fair visitors of the many available resources, services and programs HCA offers.

Both HCA booths featured an interactive component to engage visitors. Health Promotion featured an educational healthy eating and lifestyles game, while ACS incorpo-

rated information about dog bite prevention, exotic animal care and responsible pet ownership into their booth activity.

Also participating along with HCA were other agencies including the Orange County Sheriff's Department, Registrar of Voters, Department of Fish and Game and Orange County Vector Control to name a few.

Thank you to all the friendly and helpful employees who volunteered their time to staff the Agency's booth during the fair.



(Left and above) HCA's Health Promotion Program was a hit with young fair goers who learned through interactive games the benefits of healthy eating habits.

WHAT'S

keeping staff informed & current

HCA welcomes Dr. Handler as County Health Officer

HCA is pleased to welcome Eric G. Handler, MD, MPH, FAAP who will serve as County Health Officer and Deputy Agency Director of Public Health Services.

"I am excited to be returning to my home state of California and for the opportunity to serve the residents of Orange County in promoting healthy people and families, healthy communities and environments through compassionate care, education and prevention," Dr. Handler said.

Dr. Handler's career includes extensive experience in clinical and academic medicine as well as public health. Most recently, he has served as Chief Medical Officer for the Boston Regional Office of the Centers for Medicare and Medicaid Services. His public health experience also includes serving as the Deputy Secretary for Children's Medical Services in the Florida Department of Health from 1996-2000. Children's Medical Services provided comprehensive coordinated care to 60,000 special needs children throughout Florida. From 2000-2003 he was the Chief Medical Officer for the Florida Department of Children and Families.

Dr. Handler's excellent qualifications were the key to his selection, according to HCA Director Julie Poulson. "Dr. Handler, who is Board Certified by the American Board of Pediatrics, brings to this important position broad experience gained through a balanced career in clinical, academic and administrative roles," Ms. Poulson said.

A native of Los Angeles, Dr. Handler received his Bachelor of Arts Degree from the University of California, Los Angeles and his Medical Degree from Chicago Medical School. He returned to California for his Pediatrics internship and residency at L.A. County-USC Hospital and completed a Pediatric Rehabilitation fellowship at Rancho Los Amigos Hospital. Dr. Handler received his Masters in Public Health from UCLA in 1985 and is a Fellow of the American Academy of Pediatrics.

HCA Public Health Services hosted an event for Dr. Handler on August 3rd at the 17th Street Clinic to welcome him to the Agency and offer the opportunity for staff to meet him.



LMC honors Ambriz with perpetual plaque

HCA's Labor Management Committee (LMC) honored the late Steve Ambriz, a former LMC member during their June 2006 meeting by voting to rename its annual LMC Team Excellence Award to the Steve Ambriz Team Excellence Award. A perpetual plaque was also created complete with his photo. During the meeting, members donned their Hawaiian shirts in remembrance of Steve as each recalled their favorite memory of him. Additionally, the committee agreed to make an LMC donation to the Kaitlyn Ambriz Scholarship fund.

Also during the June 2006 meeting, the LMC committee welcomed new members, John Crane from HCA Information Technology and Mike Carson from HCA Disease Control & Epidemiology as a new management member.



Say little, and love much; give all; judge no man; aspire to all that is pure and good.
—White Eagle



Flores named LULAC Woman of the Year

Congratulations to Susie Flores, Senior Office Supervisor for Birth & Death Registration on being named the National League of United Latin American Citizens (LULAC) Woman of the Year.

Susie received recognition at the 2006 LULAC National Convention held in Milwaukee last month. As part of the criteria for the award, Susie must have been selected as the Woman of the Year at LULAC's Council, District and State levels, as well as contributed her talents, skills and time to the betterment of LULAC and the community.

Susie's long-standing membership with the organization is reflected in her work, which has had a positive impact on the Hispanic community. She was previously inducted into LULAC's Hall of Fame and recognized as a living symbol of the organization's philosophy – one that creates positive change through personal integrity and ethical leadership.

LULAC is a national organization that advances the economic condition, educational attainment, political influence, health and civil rights of Hispanic Americans through community-based programs.



Pictured (left to right) are Susie Flores and Tonia Reyes-Uranga, LULAC Co-Member and Long Beach City Councilwoman.

September Blood Drive planned

HCA Volunteer Services along with the Orange County Red Cross will host a blood drive on Wednesday, Sept. 20 at HCA's 405 W. 5th Street building in the 4th floor conference room between the hours of 9 a.m. to 3 p.m.

If you're interested in donating, visit www.givelife.org to register and include code **OC1** when prompted.

As a reminder, participants must be healthy, weigh at least 110 pounds and not have donated

blood in the last 8 weeks (56 days).

For more information, contact Amber Hannigan from HCA Volunteer Services at ahannigan@ochca.com or (714) 834-4144.



5 a Day tips for August

During the month of August, as the mercury rises and thoughts turn to cool and refreshing ways to combat the heat, the *California 5 a Day—Be Active! Worksite Program* offers the following quick and simple tips:

- **Food storage tricks:** Hot weather can complicate workplace food storage. Whether or not you have access to a refrigerator, many summer fruits like peaches, plums and nectarines will keep for a couple of days at room temperature. If you have a refrigerator at work, stock it with convenient snacks like baby carrots, celery sticks, sliced cucumber and grapes. You can also use an insulated bag to keep your lunch fresh. As an alternative to the candy dish, keep a bowl of fresh fruit at your desk. Or stash a bag of dried fruit in your desk or car. Raisins, dried peaches, apricots, mango and apples are all tasty travel-

ing companions.

- **Get watered down:** Need an afternoon pick-me-up? Skip the soda and coffee and drink water instead. Water keeps you hydrated and can even stave off hunger by making you feel full. If plain water isn't your thing, an agua fresca, literally "fresh water," is a great alternative. Make this simple and refreshing drink by pureeing any juicy fruit—think watermelon, honeydew melon, cantaloupe, mango—and mixing the strained juice with water. Add lime juice to taste. Make a batch at home and bring a pitcher of it to work.

Enjoying crisp, fresh vegetables and sweet, juicy fruits are a great way to

boost your energy level and fuel your body during the sweltering days of heat. Nothing says summer like peaches and



green beans, August's fruit and vegetable of the month. Enjoy them now while they are at their peak!

For more information about the *California 5 a Day—Be Active! Worksite Program* or to view past Fit Business Tips of the Month, visit www.ca5aday.com/worksite.



Happy New 'Fiscal' Year!



A new fiscal year began July 1, 2006 and with each fiscal year comes questions regarding the accrued **annual leave payouts**. Here are the most common questions answered!

Q What pay code do I use for my payout?

A Pay codes are based on your classification. You will have only one of the following codes in

your drop down list of pay codes:
ALAN1
ALAN2
ALAN4

Q How many hours am I eligible for?

A Payout amounts are based on your MOU.

ALAN1	40 hours
ALAN2	60 hours
ALAN4	90 hours

Q How do I code this on my time-card?

A Select the correct pay code for your classification (see above) and enter the hours in the first day of the pay period. (You will only have one pay code to select.) The amounts can be paid out in two equal payments or a one time payment. This means if you choose to request less than the maximum hours you may not request the balance at a later date.

Q How do I know if I have already taken a payout?

A You can review your prior time-cards under the ADMIN tab, Document History in VTI.

More questions? Send an email to HCAPAYROLL@ochca.com or call (714) 834-5744.

Real strength is not just a condition of one's muscle, but tenderness in one's spirit.

—Mccallister Dodds



Annual survey results are in

The annual survey of Health Care Agency (HCA) staff regarding the HCA Compliance Program continues to receive a strong response with over 1,000 people completing the on-line survey.

We are pleased with the response rate of 38% which is a slight increase from the 36% response rate in 2005. Over 100 individuals took the time to write specific comments, suggestions, as well as criticisms. This annual survey gives HCA employees a chance to tell us how well they understand the Compliance Program and identify areas that need special attention in the next year.

In 2006, over 97% of respondents indicated that they understood the purpose of the Compliance Program and that the Code of Conduct is clear and easy to understand. Over 97% of respondents were aware of the policies and procedures related to their job and over 94% indicated that they would report compliance concerns to a supervisor/manager, Office of Compliance or other appropriate area. Over 60% of those responding report that the Compliance Program has affect how they perform their daily responsibilities. Nearly 95% of respondents felt that the HCA Management Team supports the goals and objectives of the Compliance Program and the Code of Conduct.

An area of concern that is consistent with the prior survey is that a fear of retaliation would deter reporting of compliance issues. The Agency's non-retaliation policy is taken very seriously by the Office of Compliance. HCA employees who report issues in good faith should not be subjected to any intimidation, harassment or other form of discrimination related to reporting an issue. Any reported allegations of possible retaliation are thoroughly investigated. Although the details are confidential, appropriate disciplinary action was taken in the instances where retaliatory actions could be substantiated by the Office of Compliance. It should be noted that over 94% of HCA employees participating in the survey would still report a compliance concern.

More information about the HCA Compliance Program is available on the HCA Intranet at <http://balsam/intranet/compliance/>.

The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours a day, 7 days a week at:
(866) 260-5636

Magnificent Chargers participate in MS Walk 2006



(Above) The Magnificent Chargers, which includes HCA employees, friends and family members, participated in MS Walk 2006 held on April 18 at the UC Irvine Campus to help raise funds for vital research, programs and services to assist people affected by MS throughout Orange, San Diego and Imperial counties. Pictured (top row, left to right) are Joe Zamora, Ruth Zamora, Sima Patel, Archana Patel, Shruti Patel, Prity Thanki, Leslie Cameron and Mitch Wheeler. Pictured (bottom row, left to right) are April Newland, Vera Nicholson, Denise Westrick, Kathy Clark, Alessandra Muniz, Miguel Munoz, Shehrnaz Irani and Tanaaz Wheeler.



(Left) The group received a Gold Award for raising \$2,690 for MS Walk 2006. This year's Irvine MS Walk raised more money than ever before in its 19-year history.

SEPTEMBER HEALTH OBSERVANCES

- Childhood Cancer Month
- Fruit and Vegetable Month
- Healthy Aging Month
- Latino Health Awareness Month
- Leukemia and Lymphoma Awareness Month
- National Alcohol and Drug Addiction Recovery Month
- National Cholesterol Education Month
- National Food Safety Education Month
- National Preparedness Month
- Ovarian & Prostate Cancer Awareness Month

National Rehabilitation Awareness Celebration 17-23
 Take A Loved One for a Check-Up Day 19

TUPP receives 2006 Ambriz Team Excellence Award

HCA's OCEA Labor Management Committee (LMC) is pleased to introduce the Tobacco Use Prevention Program (TUPP) as the winners of the 2006 Steve Ambriz Team Excellence Award – formerly called the LMC Team Excellence Award, recently named to honor the late Steve Ambriz. The program received recognition and a perpetual Steve Ambriz Team Excellence Award plaque during the HCA Employee Recognition Awards ceremony held on July 27.

TUPP was selected as this year's winner as the group that best embodied the principles of enlightened leadership and team excellence in action. The team demonstrated collaborative and communicative interaction by sharing their knowledge, varied experiences and skills to support each other and effectively work toward its mission to reduce tobacco use and exposure to environmental tobacco smoke in Orange County.



The Tobacco Use Prevention Program (TUPP) team, pictured (left to right) are Herm Perlmutter, Barbara Brashear, Cynthia Schaeffer, Jorge Curiel, Anabel Garcia, Chris Prevatt, Kristy Nguyen, Tiffany Vong and Sherryl Ramos. Not pictured are Mubula Naku and Andrea Portenier.

The team is comprised of multi-ethnic health educators, health education associates, support staff and supervisors with diverse experiences and backgrounds who work in concert to accomplish the various goals of the TUPP program.

As a team, TUPP collaborates with community agencies, youth, services and health organizations, city officials and schools to provide a comprehensive program that includes education, cessation services and policy work. Some of their projects include Tobacco Free Communities (TFC), Tune Out Tobacco, Educators Against Tobacco Addiction and the Back that Ash Up Youth Coalition.

TUPP also works to develop and strengthen laws and polices to regulate tobacco, which includes restrictions where smoking is prohibited, reducing the availability of tobacco products to minors and regulating the placement of tobacco advertisements and promotions.

Some of the team's noteworthy accomplishments include a project where they contributed 250 hours of technical assistance to Orange County coastal cities in the development of their smoke-free public beach ordinances. As a result, Seal Beach became smoke-free last year and all city beaches in Orange County being designated as smoke-free within the past five years.

Another accomplishment involves the TFC project where the TUPP team performs program monitoring and coordination of the overall promotion of the TFC programs, which includes three funded cessation providers that serve all of Orange County by providing free cessation services in four languages for adults and teens. The team is also respon-

... continued on page 8

County's Strategic Focus web site goes live

A new spot for the County's Strategic Focus has been created on the County's web site at www.ocgov.com/strategic/strategicrofocus.asp. The new site contains current and archived information to keep employees and the public up to date about the County's planning process regarding its new strategic plan to create a renewed vision for the future.

Several months ago, the Board of Supervisors, agency and department heads, and graduates from the Leadership Academy met to define the County's core values and begin designing a map that will take the County successfully into the future.

Part of this planning process includes a survey that was sent to County employees via e-mail during the month of July, which offers staff the opportunity to provide their thoughts and opinions into the process. The deadline to complete the survey is August 31. More information regarding the survey and the County's planning process can be found on the new web site.

Experience is a good teacher, but she sends in terrific bills.
—Minna Antrim

health care agency **UP**
WHAT'S UP keeping staff informed & current

WHAT'S UP is a newsletter for employees of the County of Orange, CA, Health Care Agency.

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Employees recognized for service years

HCA employees received recognition for their dedicated years of service at an Employee Recognition Awards ceremony held at the Hall of Administration on July 27. The following is a list of service awards presented:

5 Years of Service	72
10 Years of Service	15
15 Years of Service	20
20 Years of Service	3
25 Years of Service	10
30 Years of Service	5

25 YEARS



Public Health Services staff member David Poeung received recognition for his 25 years of service from Agency Director Julie Poulson and Mary Davis, California Children's Services Division Manager.



Agency Director Julie Poulson and Sandra Fair, Chief of Behavioral Health Services presented Katherine Huber with a certificate and pin to commemorate her 25 years of service to the Agency.

30 YEARS



Medical and Institutional Health's Barbara Myers celebrated 30 years of service to the Agency during the Employee Recognition Awards on July 27 and received recognition from Agency Director Julie Poulson and Institutional Health Services Division Manager Maureen Robles.

15 YEARS

Agency Director Julie Poulson recognized Chief Information Officer Teri Schultz for her 15 years of service at the Employee Recognition Ceremony held on July 27.



Staff members from Public Health Services celebrating 15 years of service to the Agency received recognition from Agency Director Julie Poulson and Mary Davis, California Children's Services Division Manager during the Employee Recognition Awards ceremony held on July 27. Pictured (left to right) are Cecilia Zapanta, Raul Sobero, Maria Patterson, Sara Murrieta and Sandra Martin.

15 YEARS (cont'd)



(Left) Agency Director Julie Poulson and Institutional Health Services Division Manager Maureen Robles congratulated Hattie Hutchinson from Medical and Institutional Health Services for her 15 years of dedicated service to the Agency.



(Right) Regulatory Health Services staff member Bruce Freeman celebrated 15 years of service with the Agency and received recognition from Agency Director Julie Poulson and Regulatory Health Services Deputy Agency Director Mike Spurgeon.

10 YEARS



Celebrating 10 years of service to the Agency, Huong Elliot from Behavioral Health Services received a certificate and pin from Agency Director Julie Poulson and Sandra Fair, Chief of Behavioral Health Operations during the Employee Recognition ceremony on July 27.



Cynthia Soruco from Medical and Institutional Health Services celebrated 10 years of service to the Agency and received recognition from Agency Director Julie Poulson and Maureen Robles, Institutional Health Services Division Manager.

5 YEARS



William Mansoor from HCA's Information Technology department celebrated his 5 years of service to the Agency and received recognition from Agency Director Julie Poulson and Chief Information Officer Terri Schultz.



Agency Director Julie Poulson and Regulatory Health Services Deputy Agency Director Mike Spurgeon presented certificates and pins to Regulatory Health staff for their 10 years of service. Pictured (left to right) are Jeffrey Lane, Jeffrey Warren and Steve Speer.



Public Health Services staff member Sarah Hoang was recognized by California Children's Services Division Manager Mary Davis for her 10 years of dedicated service to the Agency.



Michelle Lopez from Behavioral Health Services received recognition from Agency Director Julie Poulson and Sandra Fair, Chief of Behavioral Health Operations for her 5 years of service.

5 YEARS



Public Health Services staff celebrated 5 years of service and received certificates and pins from Agency Director Julie Poulson and California Children's Services Division Manager Mary Davis during the Employee Recognition Awards ceremony held on July 27. Pictured (left to right) are Esther Salazar, Rita Redding, Lisa Anderson, Evangelina Perez, Joe Garcia, Beatriz Hernandez, Ashu Palta and Dorothy Tran.



Regulatory Health employees celebrating 5 years with the Agency received recognition from Agency Director Julie Poulson and Regulatory Health Services Deputy Agency Director Mike Spurgeon during the Employee Recognition Awards held at the Hall of Administration on July 27. Pictured (left to right) are Janis McBride, Wida Rahimi, Miloni Devani and Michael Vena.



Medical and Institutional Health Services staff Erenia Perry and Maria Gonzalez-Mayo received a certificate and pin from Agency Director Julie Poulson and Maureen Robles, Institutional Health Services Division Manager for their 5 years of service to the Agency.



Behavioral Health staff Sigfriedo Tijerina Jr., Veronica Ortiz, Martha Lechuga, Mari Hill and Hugo Lopez were congratulated by Agency Director Julie Poulson and Sandra Fair, Chief of Behavioral Health Operations for their five years of dedicated service to the Agency.



Staff from Financial and Administrative Services and Human Resources received recognition from Agency Director Julie Poulson and Steve Franks, Deputy Agency Director of Financial and Administrative Services on their 5 years of service. Pictured (left to right) are Babar Karim, David Eckstein, Rob Balma and Hilda Garcia.

Environmental Health receives recognition



During the July 15 Board meeting, Supervisor Norby recognized Environmental Health (EH) and Resource and Development Management Department (RDMD) staff for their contributions and assistance during a hazardous materials incident in Fountain Valley on May 3. EH staff member, Mark Sutphin responded to the scene and provided technical assistance and insured that all possible contaminants were removed from the incident site to protect the public and environment. Pictured (left to right) are Larry McKenney, RDMD Director of Watershed and Coastal Resources; Mark Sutphin, EH; Richard Sanchez, EH Assistant Director; Grant Sharp, RDMD and Bruce Moore, RDMD.

TUPP

continued from page 5

sible for the administration of the 1-866 NEW-LUNG tobacco cessation Help Line.

The TUPP team possesses talents, strengths, creativity, problem solving skills and goes above and beyond what is required of them often working during evening hours to attend various coalition and City Council meetings or participating in a weekend "beach cigarette butt pick-up" event. No one staff member is ever required to carry their entire workload. The team works in concert, splitting tasks to make team goals easier to accomplish. They also assist each other to complete individual projects, providing a variety to daily tasks and maintaining a positive team spirit and collective team interest in the overall program.

The LMC Committee would like to also congratulate Environmental Health's "Fresh is Best" team and Public Health's Refugee Health as this year's honorable mentions.

For more information about the Steve Ambriz Team Excellence Award, visit the LMC Intranet site at <http://balsam/intranet/lmc/default.asp>.

We can learn nothing except by going from the known to the unknown.

—Claude Bernard

New Health Disaster Response Division Manager announced

HCA welcomes **Terre Duensing** to the position of Division Manager of Health Disaster Response. Terre will lead this newly formed division that will be comprised of the major agency disaster planning and response functions including bioterrorism, pandemic flu and disaster response. This division will also include the Emergency Medical Services program.

Terre has 21 years of experience in county government, beginning with HCA's Animal Care Services program and then rising through the ranks of the Sheriff's Department to her current role of leading the County Emergency Management Division of the Sheriff's Department. She has extensive background in emergency management and has a Bachelor of Science Degree in Animal Science from California Polytechnic University in Pomona.

Terre will begin her new position on September 29, 2006.



Preparing for public health emergencies

On November 3, 2006 HCA will join with the Children and Families Commission, California State University Fullerton, Coast Community College District, the City of Huntington Beach and Saddleback Community Church to conduct a full-scale exercise to test local preparedness for mass distribution of vaccine in the event of a county-wide health emergency.

The exercise will take place simultaneously at three sites in Orange County and provide HCA and community partners an opportunity to test Unified Command, emergency clinic set-up, and vaccine distribution. Each of the three sites will offer 2,500 free seasonal influenza vaccinations to all participants. Golden West College in Huntington Beach and Saddleback Church in Lake Forest will conduct walk-in clinics, and Cal. State University Fullerton will conduct a drive-through clinic.

You are encouraged to participate in the exercises and get your annual flu shot.

If you are interested in further information on preparedness for pandemic influenza, visit www.pandemicflu.gov.

OCTOBER HEALTH OBSERVANCES

Children's Health Month

Healthy Lung Month

National Breast Cancer Awareness Month

National Dental Hygiene Month

National Physical Therapy Month

Sudden Infant Death Syndrome (SIDS) Awareness Month

National Depression Screening Day 5

Stop America's Violence Everywhere (SAVE) Today . . . 11

National Latino AIDS Awareness Day 15

National Health Education Week 16-20

National Lead Poisoning Prevention Week 22-28



WHAT'S UP is a newsletter for employees of the County of Orange, CA, Health Care Agency.

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Your Input

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New information security practices

The Health Care Agency rolled out new Information Security practices, policies and procedures over the last several months. HIPAA ushered in some of these changes, but Information Security is broader than HIPAA. The current Information Security practices are consistent with “best practices” and help HCA to prepare for emerging risks in technology.

The next step in HCA’s Information Security Program is assessing the success of the new security policies and procedures. That is exactly what HCA Information Security is doing. Since June, Information Security teams with support from IT technicians and Office of Compliance staff have assessed nearly 90 HCA programs throughout the County. This is about half the planned site visits.

The Assessment includes a hands-on review of PCs and laptops, interviews with staff, and a walk-through observation of workstations. Thus far, the most common findings include:

On the positive side the assessments noted ...

- High frequency of user recognition of a Security Incident and how and what to report to IT Helpdesk in the event of an incident.
- Good user knowledge of how to reduce risk to the HCA Network by using strong passwords and recognizing and deleting potential viruses in email.
- Thin clients are becoming more popular with HCA programs. Thin clients are the most economical and efficient method of securing the HCA Network.

Of concern ...

- Unauthorized software on various HCA PCs was found, which included active desktop screen savers, spyware, and web conferencing software.
- Sensitive information such as personnel evaluations and mileage claim forms

... continued on page 3

The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours at (866) 260-5636



Managers & supervisors mileage tips

Before you approve that stack of Mileage and Other Expense Claim forms on your desk here are some important things to check.

Month being Claimed

Is the claim within the 12-month claiming period? Claim items over one year old will not be paid.

Has more than one claim been filed for the same month? Only one claim may be submitted for each month per County travel policy.

Social Security Number

Is it complete? The whole 9 digit number must be entered. The employee will not be paid without it!

Pay Location

Is it entered? The pay location always begins with 042 followed by three more digits.

Cash Advance

Is the appropriate box checked? Yes or No must be selected.

Org & Job Number

Is there a valid org and job number for each item being claimed in the Summary section? Each item being claimed must have a valid org and job number.

Representation Unit

Has the employee selected the correct Representation unit? Representation Units affect the amount of reimbursement.

Legible

Is the form legible? Can the job numbers and amounts be clearly read? These forms are keypunched by an outside vendor and must be clear.

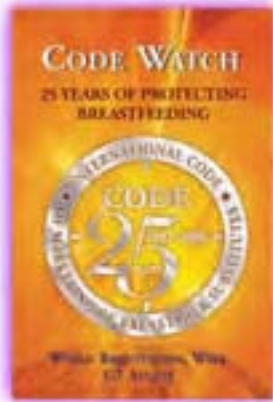
... continued on page 3



Agency Director Julie Poulson welcomed Dr. Eric Handler, HCA Deputy Agency Director of Public Health Services at a reception held on August 30th at the Old Orange County Courthouse.

Breastfeeding Awareness Month celebrated

Every year, World Breastfeeding Week (WBW) August 1-7, is celebrated in more than 120 countries. To commemorate the event, Women, Infant and Children's (WIC) Agencies throughout California continue to celebrate during the whole month and designate each August as Breastfeeding Awareness Month (BAM).



This year's theme "The Code: 25 Years of Protecting Breastfeeding," focused on the importance of breastfeeding for the health of both mothers and infants, as well as breastfeeding for the first six months of life to prevent early childhood obesity, a growing health concern in Orange County and throughout the nation.

HCA's Nutrition Services/WIC Program kicked off WBW/BAM with a half-day celebration featuring two outstanding presentations by prominent breastfeeding specialists. One of these highlighted HCA WIC's new State-funded Peer Counselor program, a two-year grant intended to help WIC moms more successfully breastfeed through mother-to-mother education and support provided by specially-trained WIC Peer Counseling staff.

Throughout the month, HCA WIC clinics featured breastfeeding promotion activities including bulletin board displays and a special class of the month that encouraged WIC participants to think about how WIC and they as individuals can help promote breastfeeding within our local communities. Many clinics also created a special mother/baby photo display of participants who are exclusively breastfeeding their babies.

Breastfeeding specialists from WIC, HCA Community Nursing, and the Orange County Breastfeeding Coalition also presented more than 20 Orange County obstetric, pediatric, and family medicine pediatric kits. Kits were distributed to libraries within the Orange County Public Library system.

Both the physician and library kits featured Nutrition Services' newly revised 2006 *Breastfeeding Resources List*, an up to date reference for the public on available English and Spanish language breastfeeding books for adults and children, and reliable English and Spanish websites for breastfeeding information. This reference will soon be available on the breastfeeding section of the Nutrition Services website.

For information about breastfeeding or HCA's Nutrition Services/WIC Program, contact Laurence Obaid, MS RD CLE, Nutrition Services/WIC Breastfeeding Coordinator, at (714) 834-7986 or lobaid@ochca.com.



HCA Nutrition Services and HCA Community Nursing joined together to create a display to celebrate World Breastfeeding Week and Breastfeeding Awareness Month which was featured during the Month of August in the County Hall of Administration lobby.

Mileage tips

continued from page 2

Supervisor or Authorized Signer

Where do I sign? If you are both the Supervisor *and* an Authorized signer please sign in both places. Each form should always have an Authorized signer AND a Supervisor.

Who is an Authorized Signer? All Authorized signers must be on the approved listing from the Budget Technical Unit. Any updates or questions should be directed to that unit.

The electronic claim form and instructions are available on the HCA Intranet at <http://balsam/intranet/forms.asp>. While this has greatly helped speed the process of auditing Mileage and Other Expense Claim Forms, the form won't tell you if a field is left blank! Any time something is missing or incorrect on a claim, the form is either set aside for review by the Payroll Supervisor or the Manager or returned to the employee. In either case the payment is delayed. Help us get your staff reimbursed in a more timely manner by checking for these fields before you sign!

If you find this article helpful or have suggestions for future topics please send an email to HCAPAYROLL@ochca.com.

Security practices

continued from page 2

- containing names and social security numbers stored on hard drives are vulnerable to unauthorized access.
- Confidential information including some Electronic Protected Health Information (ePHI) continues to be found on some hard drives, especially in older files. Prior to implementing the HIPAA Security Rule, it was common practice to store ePHI on the hard drive and the older computers are more likely to contain ePHI.

What to do now ...

Assessment findings and associated recommendations are discussed with each site manager/supervisor at the end of the visit. Prior to the assessment, you can examine your own computer and remove any confidential or sensitive information from the hard drive, and familiarize yourself with the new security policies and procedures. These P&Ps can be found on the Agency Administrative P&Ps website at: <http://balsam/intranet/P&P/default5-7.asp>. Supervisors and managers are expected to address any issues and implement the new security policies and procedures with staff. All technical questions or concerns should be called into the IT Helpdesk at (714) 834-3128.

from numberless diverse acts of courage and belief that human history is saved.
—Robert F. Kennedy

Spotlight on Excellence

Behavioral Health's Cultural Competency Program presented its August 2006 Spotlight on Excellence Award to Jenny Qian, Administrative Manager II for Alcohol and Drug Abuse Services (ADAS).

Jenny is noted for being intuitively responsive to the cultural needs of the County's diverse clients that ADAS serves. She also chairs a committee to enhance the accessibility of services to special groups.

Jenny began her career with HCA 15 years ago as an ADAS Program Evaluation Specialist. She received her MA degree in Psychology from the University of Minnesota and is originally from Beijing, China.



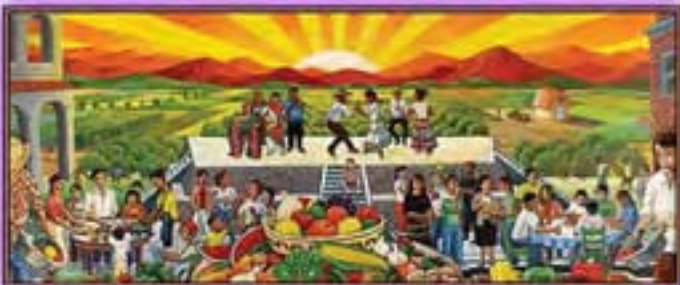
Sept. is Latino Health Awareness month

To celebrate Latino Health Awareness month during September, the *California Latino 5 a Day Campaign* empowers Latino adults and their families to consume five or more servings of fruits and vegetables and to enjoy physical activity every day, both at home and at their places of employment.

Among California Latinos, heart disease, cancer, stroke and diabetes account for 54 percent of all deaths. Research also shows that less than a third of California Latino adults engage in 30 minutes of moderate-intensity physical activity five or more days a week and more than one-third of Latinos eat two or fewer daily servings of fruits and vegetables.

The *California Latino 5 a Day Campaign*, which is part of the *California Nutrition Network for Healthy, Active Families*, is a public health initiative led by the California Department of Health Services. In addition to encouraging physical activity and eating the recommended servings of fruits and vegetables daily, the campaign also works with communities throughout California to create environments where these behaviors are socially supported and easy to do.

For more information, visit the *California 5 a Day* website at www.ca5aday.com. To learn more about servings and portion sizes, visit the United States Department of Agriculture site at www.mypyramid.gov. Visitors can create a MyPyramid Plan for a quick estimate on what and how much they need to eat based on age, sex and activity level.



Native women gather to discuss health issues

"It's time to become visible." This was the common driving force shared by seven Indian women who gathered at the inaugural meeting for the Native Women's Health Council, hosted and facilitated by the Orange County Cancer Detection Partnership. On August 29th, these dedicated women, who represented the Acjachemen Nation (Juaneño Band of Mission Indians), the Alianza Indígena (Indigenous People's Alliance), and the American Indian Healing Center, discussed health issues and disparities for native women in Orange County.

According to the 2001 California Health Interview Survey (CHIS), "more than one third of uninsured American Indian/Alaska Natives do not have a usual source of care," which is critical to receiving preventive health services and treatment when ill. One of the first challenges that the Council will tackle is identifying available culturally competent health resources for Indian women. Culturally competent providers will understand the unique values, cultural traditions and attitudes, communication style, spirituality, and historical basis for changes in lifestyle and health practices of American Indian women and thus, deliver more appropriate healthcare. Secondly, the Council will educate native women about these services and work to increase their access to them.

The Cancer Detection Partnership is privileged to be a part of this groundbreaking movement to address the health needs of native women in Orange County. On May 6, the Partnership presented its first breast cancer education class tailored to Native American women in collaboration with Alianza Indígena. The Partnership hopes to help educate more Indian women about breast cancer and the free breast and cervical cancer screening services offered through the state-funded *Every Woman Counts Program*. Women living in California can call (800) 511-2300 to see if they qualify for these early detection services.



Pictured (back row, left to right) are Natalee Coot, Emma Ilori, Lorena Ortega and Jacquie Garza. Pictured (front row, left to right) Patricia Powers, Jacelynn Juarez and Lupe Lopez.

Exercise tests anthrax response

On September 12th, HCA staff exercised their response to a possible anthrax release in a joint drill with U.S. Postal Service (USPS) employees and with the Santa Ana Police and Fire Departments.

The Santa Ana Post Office and Distribution Center was the site of the exercise as they simulated a possible release of anthrax that passed through their detection system. HCA employees from throughout the Agency participated in the response, which included a field prophylaxis clinic set-up to provide medical screening and medication dispensing.

Staff from HCA's Medical Reserve Corps (MRC) were among the group of volunteers assisting with the exercise that processed about 100 USPS employees through the field clinic. Santa Ana Fire also simulated the decontamination of several Postal Service Inspectors as they walked through a stream of water from fire engines.

Drills similar to this exercise provide a unique opportunity to test and improve response preparedness for an actual event. As a County employee, every HCA staff member is already enrolled as a disaster service worker. For more information about the MRC or for those interested in volunteering, contact Peggy Evans at pevans@ochca.com.



HCA and U.S. Postal Service employees participated in a simulated anthrax release exercise on September 12th, which involved a field prophylaxis clinic set-up to provide medical screening and medication dispensing. Pictured above: Santa Ana Fire simulates the decontamination of Postal Inspectors to demonstrate what is involved in the process.

... more photos on page 4.

HCA gives United Way Campaign a boost



Nachos anyone? These friendly HCA staffers were dishing up good food and fun for the annual County of Orange United Way Kickoff Rally at the Hall of Administration.

The County's 2006 United Way Campaign got off to a great start on October 5th with the annual Kickoff Event held at the Hall of Administration.

The theme for this year's campaign is "Orange County and United Way – Unity in Action," conveying the partnership between the County and the United Way. The Orange County United Way has served the community since 1924, addressing the critical health and human care needs facing the county's residents. Serving as chairperson of this year's County campaign is Jan Goss, Director of the County's Integrated Waste Management Department.

Health Care Agency staff members were out in full force for the Kickoff, with HCA booths offering our famous Egg Rolls, nachos, Entertainment books, apparel with the County logo and much more. Other County agencies offered a variety of food and merchandise items with proceeds benefiting the United Way drive. By combining a worthy cause with an event designed to generate fun and participation, the County of Orange has demonstrated its commitment to helping the people of Orange County through United Way's many programs and services.

... more photos on page 4.

CCS Therapist of the Year Award presented

Barbara Melroy, a Physical Therapy Assistant with the California Children Services (CCS) Medical Therapy Program, has been awarded the Kathy McCarthy Therapist of the Year Award. Barbara has worked for the CCS program since 1992, starting in Los Angeles County and joining Orange County in 1996. Barbara was nominated by her peers for her leadership and dedication to the CCS program. Barbara is always enthusiastic about her job and continuously goes above and beyond her work requirements. Her experience as a parent of a special needs child is invaluable in her ability to show empathy and concern for parents in the program. Barbara and her family have been involved with many community projects including foster parenting for ten years and the annual Land Meet Sea Camp for children with special needs. Congratulations to Barbara Melroy!

The CCS Kathy McCarthy Therapist of the Year Award was established in 1992 to recognize staff occupational and physical therapists who have demonstrated an outstanding commitment to their profession, and the children and families of the CCS Medical Therapy Program. Kathy McCarthy was an Occupational Therapist in the CCS program who passed away in 1992. She had a 25 year career with the Orange County CCS Program. The award was established in her name to honor her dedication to the children served by the program.



Left to Right: Barbara Melroy, PTA, Lynn Einarsson, MS, OTRL, Chief Therapist

CCS therapists in triathlon to benefit OC youth

In the spirit of promoting healthy lifestyles for County of Orange employees and residents, 14 physical and occupational therapists from California Children Services (CCS) trained for and participated in the Pacific Coast Triathlon on Sunday, September 10th at Crystal Cove in Newport Beach. Four 3-person relay teams from various work locations competed, as well as 2 individuals. The course consisted of a ½ mile ocean swim, 12 mile bike and 3 mile run. A portion of the proceeds from this race go to benefit youth oriented charities in Orange County. Congratulations to the staff from CCS for taking on this challenge!

(At right) Participants after the triathlon (left to right): Tricia Wong, Marsha Owen, Natalie Angelo, Clarice Torrey, Laurel Didham, Zoe Gutierrez, Rachel Pimental, Tristen Teasdale, Holly Robins-Bell, Elisa Kemmer, Marilyn Schmidt.

... more photos on page 4.



Annual Compliance training

The countdown is underway—HCA begins its annual Compliance Training on November 1st!

You should have received a letter from HCA Director Julie Poulson providing additional details of this important training effort. Look for an e-mail from the Chief Compliance Officer, Jeff Nagel, detailing how to link to the training and tips to make the on-line training go more smoothly.

Once again this year, the majority of HCA employees will participate in on-line Compliance Training. A limited number of facilitated classroom training sessions will also be available. Annual training is mandatory for HCA's regular, extra-help and contract employees and must be completed before January 10, 2007.

This year's training focuses on (1) preparing for external investigations; (2) false claims laws; (3) documentation standards; (4) information security, and; (5) patient's rights under the Health Insurance Portability and Accountability Act (HIPAA).

If you have any questions about Compliance training, contact the HCA Office of Compliance at (714) 568-5614.

The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours a day, 7 days a week at:

(866) 260-5636

Anger is like milk,
it should not be kept
too long.
—Phyllis Bottome

HCA promotes Red Ribbon Week

HCA's Alcohol and Drug Education and Prevention Team (ADEPT) is hard at work promoting Red Ribbon Week, October 22-28, and its primary mission of reducing demand for illegal drugs and the illegal use of drugs in Orange County.

Red Ribbon Week is an important tradition for the drug prevention community and is observed during the last week of October to promote drug free youth and communities. The National Red Ribbon Campaign was sparked by the murder of Drug Enforcement Agency Special Agent Enrique "Kiki" Camarena by drug traffickers in 1985.

ADEPT is working to expand the Red Ribbon concept to a year-round campaign that promotes and facilitates collaboration between schools and communities to reduce alcohol and other drug (AOD) problems. This year's Red Ribbon Week kick-off begins with the "Celebration of Red Ribbon: 100% Me Drug Free" event on Sunday, October 22 at Centennial Park in Santa Ana from 12 Noon-4 pm. HCA staff and the public are invited to join in the Red Ribbon week celebration and promote a healthier Orange County. For more information about Red Ribbon activities throughout the year, please contact Golnaz Agahi of ADEPT at (714) 834-2094.

Lunch and learn about your benefits

The County's Human Resources Employee Benefits Division will present a lunch-n-learn seminar on "Navigating the Benefits Center Web Site" to be held Tuesday, October 24th from 12 Noon to 1 p.m. in Room 433 at HCA's 405 W. 5th Street building in Santa Ana. Seminar topics will include details on the types of information available on the web site, helpful features, and useful tools and resources available at your fingertips. Learn how to navigate 24/7 through the Benefits Center Web Site with ease. Please bring your lunch and join the County's Human Resources Employee Benefits Division for this informative seminar.



Important payroll reminders for everyone!!

Employee ID Numbers

When contacting Payroll for assistance, please have your six digit employee ID number available. This will speed the research and help resolve the issue more quickly!

Posting Time

When posting time, please post in 15 minute increments only.

Update Your Information

Keep your personal information current by using the ADMIN tab in VTI. Keep your phone number and e-mail address current. If Payroll needs to contact you, this is where they will look for your information!

Remind Me

Can't remember your password? Have you been locked out? The system will re-set after 15 minutes and then you can try again. Still can't remember your password? On the error message screen is a "Remind Me" box. Check the box and the system will send you an e-mail with your password (provided your correct e-mail address has been entered on the ADMIN screen).

Due Date & Time

All time cards are due from supervisors to Payroll by 10:00 a.m. sharp on time sheet Thursday (of non-payday week).

How To Reach Payroll

Call (714) 834-5744, or e-mail HCA Payroll at HCAPAYROLL@ochca.com. If this article has been useful to you or if you have suggestions for future topics, please send an e-mail to HCAPAYROLL@ochca.com.

Flu shots available for employees this month

Employee Health Services is gearing up for the start of their annual program to provide influenza vaccine to Orange County employees.

The County employee flu shot program will begin on October 23rd, with flu shots to be offered at selected work sites around the county, as well as at Employee Health Services, where flu shots will be available Monday through Friday from 10 – 11:30 a.m. Employee Health Services is located at 405 W. 5th Street, Suite 601, Santa Ana 92701. Flu shots will be offered to County employees at the reasonable cost of

\$11. In addition, flu shots will be offered free of charge to County employees who are eligible for the annual flu shot program conducted by Public Health that is designed to protect those at higher risk of the complications of influenza. These include people 50 years of age and older, those with chronic medical conditions like heart and lung disease, pregnant women and health care workers who provide direct patient care.

Some County health plans, such as Kaiser and Cigna, also provide flu shots free of charge to plan members, so you can also check with your health plan about the availability of flu shots. An annual flu shot is still the best defense against influenza, so by getting a flu shot each year, you can protect your health and the health of others around you.

health care agency
WHAT'S UP
keeping staff informed & current

WHAT'S UP is a newsletter for employees of the County of Orange, CA, Health Care Agency.

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CCS Below left: Fountain Valley MTU team Holly Robins-Bell, Zoe Guiterrez, Rachel Pimentel. Bottom middle: Carl Harvey MTU team Clarice Torrey, Elisa Kemmer, Tristen Teasdale. Bottom right: Baden Powell MTU team Tricia Wong, Natalie Angelo, Laurel Didham.



CCS Below left: R.H. Dana MTU team: Cindy Sterkel, Joyce Yao, Carey Bornhagen. Bottom right: Swimmers at race start Rachel Pimentel, Marilyn Schmidt, Marsha Owen, Carey Bornhagen, Laurel Didham and Elisa Kemmer.



ENVIRONMENT HEALTH (Below)

Environmental Health celebrated National Pollution Prevention Week and hosted an event at the Hall of Administration Courtyard on September 21st to inform attendees on how to protect the environment and its natural resources. Pictured (left to right, top photo) are Howard Mayo, Royce Long and Christine Lane. Pictured (left to right, bottom photo) are Pearl Bolter and Linda Hagthrop from Integrated Waste Management.



ANTHRAX RESPONSE HCA's MRC staff worked with U.S. Postal employees during a simulated anthrax release exercise.



ANTHRAX RESPONSE Postal employees gathered to check-in and complete paperwork during the exercise held on September 12th.



UNITED WAY Staff from across the Health Care Agency displayed their enthusiasm during the County's United Way Kickoff rally on October 5th. From food to merchandise to an opportunity to have your picture taken with a famous pirate, HCA's booths made significant contributions to the success of the event.



- NOVEMBER**
- HEALTH OBSERVANCES**
 - American Diabetes Month
 - Jaw Joints – TMJ Awareness Month
 - Lung Cancer Awareness Month
 - National Epilepsy Awareness Month
 - National Family Caregivers Month
 - National Health Skin Month
 - National Hospice Month
 - Pancreatic Cancer Awareness Month
 - GERD Awareness Week . . . 19-25
 - Prematurity Awareness Day 21



JHS kicks off accreditation effort

The staff of HCA Juvenile Health Services (JHS) gathered October 23rd at Juvenile Hall to kick-off their campaign to gain program accreditation from the California Medical Association's Institute for Medical Quality.

JHS Program Manager Mark McDorman welcomed staff and spoke briefly about the challenge of gaining accreditation for the program, which provides medical and dental services to children and youth in the County's six residential facilities. Words of encouragement were offered by HCA Assistant Director Dave Riley, Institutional Health Services (IMS) Division Manager Maureen Robles and Correctional Medical Services Medical Di-

rector Dr. Ernest Williams, who chairs the Institute for Medical Quality's Corrections and Detention Health Care Committee.

Accreditation for Juvenile Health programs will gain formal recognition for the quality health care services provided by JHS staff. The accreditation process involves many elements, including review of policies and procedures, a survey of facilities, and interviews with staff, all designed to ensure that a standard of care equal to that offered in the community is being provided to the program's clients. JHS hopes to complete the accreditation process in 2007.



(Left) Juvenile Health Services Program Manager Mark McDorman greeted staff and spoke about gaining accreditation for the program.



(Left) CMS Medical Director Dr. Ernest Williams and Institutional Health Services Division Manager Maureen Robles offered their words of encouragement during the kick-off event.

(Far Left) HCA staff enjoyed light refreshments during the Juvenile Health Services accreditation kick-off event held at Juvenile Hall on October 23rd.

New Public Health Manager announced

HCA is pleased to welcome a new manager to Public Health, Amy Buch who will serve as the Division Manager for Health Promotion.

Amy Buch comes to her position with 19 years of experience in health education. She began her career in 1987 with Planned Parenthood as a community educator. She then moved on to become the Director of Health Education for the AIDS Services Foundation in 1995 and most recently she was the Associate Director at the University of California, Irvine Health Education Center.



2006 Annual Compliance Training half way there



The 2006 Annual Employee Compliance Training is well underway and all employees should have received an e-mail from HCA Director Julie Poulson and Chief Compliance Officer Jeff Nagel providing details about this important training effort. The Annual Employee Compliance Training is mandatory for all HCA regular, extra-help and Contract employees.

This year the training is being con-

ducted using the Breeze online training system from Adobe/Macromedia. This training system is for HCA employees only. Volunteers/Interns and Contractors (non-County paid) will be using a different system to record their trainings.

HCA Employees

All HCA employees should have received an e-mail notification from the Breeze system, (HCAtrainings@yahoo.com), to go online and register for the Compliance Training. In order to receive credit for completion of the training, you must register through the Breeze system. If you did not receive an e-mail from the Breeze system, go to the HCA Intranet for more information.

The Annual Employee Compliance Training program started on **November 1, 2006** and ends on **January 10, 2007**. New employees starting in the month of **November** are required to take the New Employee Compliance Training only. All other workforce members starting before

this date who have recently taken the New Employee Compliance Training must take the 2006 Annual Employee Compliance Training in addition to the New Employee Compliance Training completed before November 2006.

For more information about the training, go to <http://balsam/intranet/compliance/training.asp> (HCA Intranet) or www.ochealthinfo.com/training (HCA Internet).

Contractors and Volunteer/Interns

Non-County paid employees, such as Contractors and Volunteers/Interns must access the training from the HCA Internet. Make sure you complete the correct training at the correct site to get credit for completing your training.

If you would like to attend a classroom/facilitated training or for more information about the 2006 Annual Employee Compliance Training, call the Office of Compliance at (714) 568-5614.

The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours a day, 7 days a week at:
(866) 260-5636



BH staff receive new designations

Congratulations to Behavioral Health Services (BHS) staff, Alcohol and Drug Abuse Services Division Manager Mary Hale and Mental Health Services Act (MHSA) Community Health Assistant Shebua Burke on receiving new designations during the month of October.

Mary Hale, Division Manager for HCA's Alcohol and Drug Abuse services was newly appointed President of the County Alcohol and Drug Program Administrators Association of California (CADPAAC). CADPAAC is an organization of county alcohol and drug program administrators dedicated to the reduction of individual and community problems related to the use of alcohol and other drugs.

As a newly appointed member of the California Mental Health Planning Council, Shebua Burke, MHSA Community Health Assistant, is part of a group mandated by federal and state statute to advocate for children with serious emotional disturbances and adults and older adults with mental illness. The Council provides



Mary Hale, Alcohol & Drug Abuse Services Division Manager

oversight and accountability for the public mental health system, advises the Administration and Legislature on priority issues and participates in statewide planning.



Shebua Burke, Community Health Assistant for Mental Health Services Act (MHSA)



Myra Kanter named Advocate of the Year



The California Association of Mental Health Patients' Rights Advocates presented Myra Kanter, BHN from HCA's Office of Patients' Rights Advocacy Services, with their annual Advocate of the Year Award.

Myra is noted for her dedication and commitment as an advocate who promotes public policy furthering the rights and well-being of mental health consumers. The organization encourages the empowerment of mental health consumers and supports professional and ethical standards among advocates.

health care agency **UP**
WHAT'S UP keeping staff informed & current

WHAT'S UP is a newsletter for employees of the County of Orange, CA, Health Care Agency.

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Reflowitz receives award and designation

In October 20th, Latino Health Access presented its annual Vision Award to Behavioral Health Services Deputy Agency Director Mark Refowitz for his dedication in looking beyond the current system and developing a new and innovative program targeted toward the diverse populations of Orange County.

Mark and his team, Veronica Kelly and Rafael Canul from HCA's Cultural Competency Program, were concerned about Latino patients within the county system of care that have chronic mental illnesses and diabetes. Schizophrenia or bipolar disorder can make self-care especially challenging, particularly if one only speaks Spanish and the information available to them is printed in English.

From their collaborative efforts with Latino Health Access, a program in its pilot phase is testing whether patients who receive community health worker-delivered coaching, home visits, education and support aimed at keeping appointments and taking medication have better health outcomes than similar patients who do not have the benefit of community health worker assistance.

Mark and his team received recognition during Latino Health Access's Annual Salsa Fiesta held at the Grove of Anaheim. HCA congratulates Mark and his team for their confidence in the community health worker model and for introducing it into the behavioral health system.

Mark also received a new designation as President of the California Mental Health Directors Association, which provides leadership, expertise and support to California's county and city mental health programs. The organization assists in building a public mental health system that ensures the accessibility of quality, cost-effective mental health care that is consumer and family driven, resiliency-based and culturally competent.



Mark Refowitz, Behavioral Health Services Deputy Agency Director, was presented with Latino Health Access' Vision Award by President/CEO America Bracho during the organization's annual Salsa Fiesta held at the Grove of Anaheim.

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Raúl Sobero published

Hat's Off to Raúl Sobero, Health Promotion Program Manager on the publishing of his article "Tuberculosis Control in Bolivia, Chile, Columbia and Peru: Why Does Incidence Vary so Much Between Neighbors?" in the November 2006 issue of the International Journal of Tuberculosis and Lung Disease.

Raúl collaborated with Dr. John W. Peabody, Deputy Director of the Institute of Global Health at the University of California, San Francisco School of Medicine.



CCS opens new Medical Therapy Units

California Children's Services (CCS) opened two new medical therapy units (MTUs) in the city of Westminster and Costa Mesa to provide programs and services to the residents and children served by those regions.

On October 23rd, the Westminster MTU located at 7200 Trask Ave. hosted an open house and welcomed visitors from the Westminster, Huntington Beach and Ocean View School Districts, HCA staff, and community members. MTU staff provided tours allowing attendees to learn about the new facility and view available physical and occupational therapy equipment.

The Costa Mesa MTU located at 425 E. 18th Street in Costa Mesa also hosted an open house on November 9th from 3:30 to 6 p.m. and provide tours of the new facility and the opportunity to meet staff.

CCS is a statewide program of specialized medical care providing medical case management, physical and occupational therapy services and financial assistance for children with designated health conditions. For more information about CCS or to determine eligibility, call the program at (714) 347-0300 or visit www.ochealthinfo.com/public/ccs.



(Left) The Westminster CCS MTU located at 7200 Trask in Westminster, hosted an open house on Oct. 23rd and welcomed community members, CCS staff and Westminster School District staff as they toured the new facilities and viewed equipment.

(Below) Staff from the CCS Westminster MTU offered tours to open house attendees and explained the services and programs they provide for clients.



If there is hope in the future, there is power in the present.

—John Maxwell



Years of Service Awards presented

HCA employees were recognized for their dedicated years of service and outstanding contributions to the Agency during the Employee Recognition Awards Ceremony held at the Hall of Administration on October 26th. The following is a listing of service awards presented:

5 Years of Service.....	49	25 Years of Service.....	3
10 Years of Service.....	18	30 Years of Service.....	1
15 Years of Service.....	18	35 Years of Service.....	1
20 Years of Service.....	9		

35 YEARS



In a special ceremony, HCA Director, Juliette Poulson, received her 35 year pin and certificate from Bill Mahoney, Orange County Deputy CEO of Government and Public Services.

25 YEARS



Environmental Health Director Steven Wong and Regulatory Health Services Deputy Agency Director Mike Spurgeon recognized Alex Soles for his 25 years of service during the Agency's Employee Recognition Awards on October 26th.

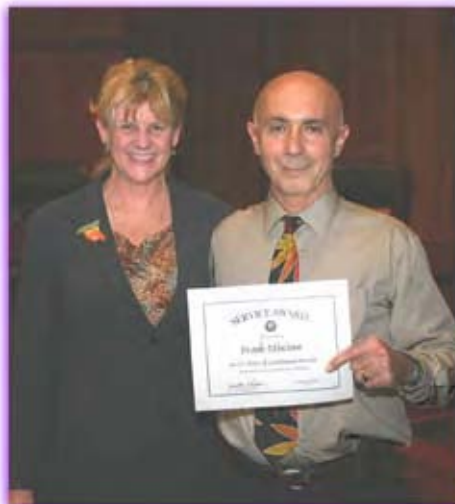
30 YEARS

(No photo available) Celebrating 30 years of service this month is Kemeel Renner of Behavioral Health Services.

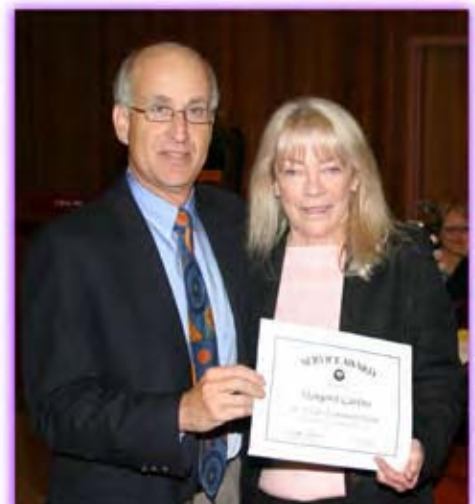
20 YEARS



Celebrating 20 years of dedicated service to HCA, Eileen Endo from Emergency Medical Services was congratulated by HCA Assistant Director Dave Riley at the Employee Recognition Awards held at the Hall of Administration on October 26th.



Frank Miscione from Medical and Institutional Health Services received a certificate and pin from Institutional Health Services Division Manager Maureen Robles for his 20 years of service.



Peggy Curtius was congratulated by Behavioral Health Services Deputy Agency Director Mark Refowitz for her 20 years of dedicated service to the Agency.

15 YEARS



Steve Sharp from Environmental Health's Hazardous Waste Program celebrated 15 years of service with HCA and was presented with a certificate and pin from Environmental Health Director Steven Wong and Regulatory Health Services Deputy Agency Director Mike Spurgeon.



David Thiessen, Chief of Quality Management congratulated Bobby Mayo and Priscilla Harsh for 15 years of service with the Agency and presented them with a certificate and pin.



Public Health staff Gloria Chavez, Delia Aponte and Mary McDonald received recognition from Public Health Officer Dr. Eric Handler for their 15 years of dedicated service to the Agency during the Employee Recognition Awards.



Celebrating 15 years of service to the Agency, Patricia Stancato received a certificate and pin from Behavioral Services Deputy Agency Director Mark Refowitz during the Employee Recognition Awards.

10 YEARS



Celebrating 10 years of service, Carole Mintzer and Lisa Bauer were congratulated by Chief of Quality Management David Thiessen who also presented them with a certificate and pin to commemorate their years of service.



(Left) Public Health Services staff member Elizabeth Jimenez celebrated 10 years of service to the Agency during the Employee Recognition Ceremony on October 26th and received a certificate and pin from Public Health Officer Dr. Eric Handler.



(Right) Dr. Donald Sharps received recognition from Behavioral Health Services Deputy Agency Director Mark Refowitz for his 10 years of dedicated service to the Agency.

5 YEARS



Ryan Drabek from Animal Care Services (ACS) celebrated 5 years of service to the Agency and received recognition from ACS Director Jennifer Phillips and Regulatory Health Services Deputy Agency Director Mike Spurgeon during the Employee Recognition Ceremony at the Hall of Administration.



Environmental Health Services staff member Nick Reyes celebrated 5 years of service to the Agency during the Employee Recognition Awards and was congratulated by Environmental Health Director Steven Wong and Regulatory Health Services Deputy Agency Director Mike Spurgeon.



Fred Chung from Environmental Health was congratulated by Environmental Health Director Steven Wong and Regulatory Health Services Deputy Agency Director Mike Spurgeon for his 5 years of service to the Agency during the Employee Recognition Awards.



Tricia Landquist and Christina Trujillo celebrated 5 years of service to HCA and were congratulated by Chief of Quality Management David Thiessen during the Employee Recognition Awards held at the Hall of Administration on October 26th.



Behavioral Health Services Deputy Agency Director Mark Refowitz congratulated staff who celebrated 5 years of service with the Agency at the Employee Recognition Ceremony on October 26th. Pictured (alphabetically) are Jessica Ban, Dale Jones, Dane Libart, Lance Lindgren, Judy Pinero and April Thorton.



Medical and Institutional Health staff members Carlos Perez and Phiet Nong were acknowledge by Maureen Robles, Institutional Health Services Division Manager for their 5 years of service with HCA.

Public Health Officer Dr. Eric Handler congratulated Public Health staff celebrating 5 years of service to the Agency during the October 26th Employee Recognition Awards. Pictured (left to right) are Michael Zippwald, Karina Vasquez, and Travers Ichinose.



Kindness can become its own motive. We are made kind by being kind. —Eric Hoffer

HCA staff attend Migration and Health Forum in Guadalajara, Mexico

To coincide with the 6th Annual Bi-National Health Week, the Mexican Ministry of Health invited several health professionals throughout the U.S. to attend the Bi-National Public Policy Forum on Migration and Health held in Guadalajara, Jalisco from October 8-10.

A total of 12 California attendees representing seven county agencies including HCA staff members Joe Vargas and Frank Hernandez from Health Promotion and Sara Park from Behavioral Health participated in the forum.

Forum attendees participated in plenary and panel sessions delivered from both U.S. and Mexican health representatives on topics such as international coverage models, health services for migrants, behavioral health, chronic diseases, health of vulnerable migrant groups, infectious diseases HIV/TB/STD's and migrant health service networks.



(Above, left to right) Attendees at the event included Nuria Ciofalo, Ph.D., California Endowment; Joe Vargas, HCA Health Promotion; Sara Park, HCA Behavioral Health; Frank Hernandez, HCA Health Promotion; Ilda Oropeza, American Cancer Society; and Sharon Bishop, State of California.

(Left) A banner welcomed attendees from throughout the U.S. to the Mexican Ministry of Health's 6th Annual Bi-National Health Week held in Guadalajara, Jalisco from October 8-10.



Leadership Development Program offered to HCA employees

In recognition of the need to help prepare the next generation of employees for future leadership throughout our organization, the

Health Care Agency is excited to present HCA's new Leadership Development Program. This program will offer continual skills development to help us survive competitive pressure and fundamental changes in today's business environment. Committed to ensuring that HCA's future leadership needs are met, this program offers opportunities for development at all employee levels. Slated to roll out in January 2007, look for more details in the next issue of the "What's Up" newsletter.



PH expands student training opportunities

HCA Public Health Services is adding a rotational opportunity for pediatric residents from Children's Hospital of Orange County to its growing list of educational and training opportunities for students in health professions.

The pediatric rotation has been developed under the leadership of Health Officer Dr. Eric Handler and will allow the residents to spend two full days gaining first-hand knowledge of the Public Health services offered by HCA. Among the options available to pediatric residents are participating in health promotion activities, observing treatment of California Children Services clients, and job shadowing staff from HCA Environmental Health while inspecting restaurants and other facilities.

"This rotation will give pediatric residents a chance to learn about the many ways they can protect their patients and advocate for them through public policy," said Dr. Handler. "It will also give them a tangible experience with a few of the many services the Health Care Agency provides to the people of Orange County."

Many Public Health Services programs offer similar learning experiences for students in other fields. Public Health Nursing provided opportunities for 146 graduate and undergraduate nursing students last year, with students coming from many programs including Cal State Fullerton, Cal State Long Beach, UCI and UCLA. California Children Services provides learning opportunities for nurses, physicians in residency and physical therapy and occupational therapy students, who come from across the country to participate in an internship offered through CCS.

Lab staff participate in Boot Camp Challenge



One of the Public Health Lab teams took second place from more than 100 teams that participated in the Marine Corps Boot Camp Challenge in San Diego on October 7th. Pictured (left to right) are Ted Von Bitner, Marty Getrich and Joe Young.

(Below) On October 7th, staff from HCA's Public Health Laboratory (PHL) / Water Quality Department participated in the Marine Corps Boot Camp Challenge 3 mile obstacle course in San Diego as a "team building" exercise. Pictured (left to right, back row) are Donna Ferguson (PHL), Melissa Nakahara (PHL), Phillip Tam (PHL) and Allen Medina (PHL). Pictured (left to right, front row) are Ray Mahallati (PHL), Ted Von Bitner (Resource Development and Management Department), Marty Getrich (PHL) and Joe Young (LA County Public Works).



Payroll Tips & Tidbits

Need to change your withholdings? Changing banks? Want to save more money in 2007? Is it time to start that deferred comp plan? Want to contribute more to your deferred comp plan? Here are some frequently asked questions and answers:

Q. How can I change my withholding deductions?

A. To change your withholding deductions, you can access the W-4 form on the HCA Intranet under Forms/Payroll. Print the form, complete it, and send it to Central Payroll, Building 12.

Q. How do I change banks for direct deposit?

A. Send an e-mail to HCAPAY-ROLL@ochca.com requesting an EFT form. Payroll will forward you the form via e-mail. Print out the form, follow the instructions, and pony the completed form to Central Payroll, Building 12.

Q. I want to have part of my pay check deposited to a savings account. How do I set that up?

A. Check with the financial institution that is receiving your direct deposit. They can set up an automatic transfer for you.

Q. I want to start contributing to a deferred comp plan, or I want to change the amount I currently contribute to my deferred comp plan. How do I do that?

A. Access the County of Orange Intranet. Under **Your Benefits**, click on **Defined Contribution Plan (457)** and follow the instructions.

If you find this article has been useful or have suggestions for future topics, please send your comments to HCAPAY-ROLL@ochca.com.

DECEMBER HEALTH OBSERVANCES

- World AIDS Day 1
- National Aplastic Anemia Awareness Week 1-7
- National Hand Washing Awareness Week 3-9

Harvest for the Holidays Food Drive begins this month

During the month of November, the County of Orange in collaboration with Community Action Partnership of Orange County and Second Harvest Food Bank are hoping to collect thousands of pounds of food to feed the poor and destitute throughout the county.

Last year, County of Orange employees contributed more than 10 tons of food that provided over 41,000 meals to the hungry. This year, employees will help to provide food to over 400 charitable organizations that reach the hungry including homeless shelters, soup kitchens, senior centers, rehabilitation centers, homes for abused children, and many other emergency assistance organizations.

Several food drop-off sites are conveniently located throughout a number of HCA's facilities and buildings. The food drive runs from November 1-30. For more information, please contact Amber Hannigan in HCA Volunteer Services at (714) 834-4144 or by e-mail at ahannigan@ochca.com.

HCA Food Drive Drop-Off Sites

- Administration – 405 W. 5th St., Santa Ana
- Environmental Health – 1241 Dyer Rd., Santa Ana
- Animal Care Services – 561 The City Drive, Orange
- Public Health Clinic – 1725 W. 17th St., Santa Ana
- CYS North – 377 E. Chapman Ave., Ste. 110, Placentia
- CYS South – 21632 Wesley Dr., Laguna Beach
- ADAS Costa Mesa – 3115 Redhill, Costa Mesa
- ADAS Santa Ana – 1200 N. Main St., Santa Ana
- Drug Court – 1200 N. Main St., Santa Ana
- CYS East – 1200 N. Main St., Santa Ana
- ADAS Fullerton – 211 W. Commonwealth Ave., Fullerton
- ADAS Aliso Viejo – 5 Mareblu, Aliso Viejo
- ADAS Westminster – 14140 Beach Blvd., Ste. 200, Westminster

Spotlight on Excellence

Behavioral Health's Cultural Competency Program named Thelma Suzuki as the recipient of the October 2006 Spotlight on Excellence Award. Thelma currently serves as a clinician at the Aliso Viejo clinic for Alcohol and Drug Abuse Services.

According to her colleagues, she is a person of respect, dignity and integrity and is committed to the quality of services delivered to a wide range of clients in Orange County. Thelma is also dedicated to the supervision of clinical interns, giving 100 percent to help educate and train the County's future work force, particularly with regards to the diverse populations within the community.

If you find a path with no obstacles, it probably doesn't lead anywhere.

—Frank A. Clark

CMS hosts a successful Skills Fair

Correctional Medical Services (CMS) held its first "Skills Fair" during the month of October.

Registered Nurses and Licensed Vocational Nurses were required to attend the fair and demonstrate their skills at the various stations.

Cervical collar application, emergency medication administration and automatic external defibrillator (AED) were among the skills stations featured at the fair. These stations allowed the nurses the opportunity to get hands-on practice with the equipment and strengthen their skills. The nurses were also able to fulfill their mandatory annual training requirements in bloodborne pathogens, tuberculosis control and respirator fit testing.

Along with CMS supervising, senior and staff nurses, staff from HCA Emergency Medical Services and Santa Ana Fire Department served as educators and evaluators at the various skills stations. The knowledge and expertise of the evaluators helped to make the CMS Skills Fair a success.



Correctional Medical Services (CMS) Registered Nurses and Licensed Vocational Nurses received hands-on practice with equipment to strengthen their skills at a "Skills Fair" event hosted by CMS during the month of October.

TUPP receives Dept. of Education Award

On November 9th, the Orange County Board of Education and the Superintendent of Schools, Bill Habermehl presented HCA's Tobacco Use Prevention Program (TUPP) team with an Outstanding Contributions to Education Award for their dedication in helping to educate youth about the dangers of smoking.

Since 1990, TUPP, the Orange County Department of Education (OCDE) and Orange County schools have worked together to reduce teen smoking. TUPP's prevention staff participates in OCDE's monthly District Title IV Coordinator meetings where they offer technical assistance on tobacco issues.

TUPP staff also work on projects such as Tune Out Tobacco, Back That Ash Up and Educators Against Tobacco Addiction which help to involve youth and educators in tobacco prevention, as well as educate them about the effects of smoking.

In the past few years, TUPP's Prevention Team began offering free smoking cessation services for youth. They utilize the "No Butts about Quitting Tobacco Use" cessation curriculum, which was written by Nancy Hugo, who was part of OCDE's Instruction Services Division. Students can call a helpline or attend classes for help to quit smoking. Some schools in the County have adopted a policy to offer these classes as an alternative to suspension for students caught smoking or in possession of tobacco products on campus.

The Outstanding Contribution to Education Award recognizes the contributions of individuals, groups and organizations whose unique efforts have impacted the education of Orange County students. For more information about the award, visit www.ocde.k12.ca.us.



Orange County Board of Education President John "Jack" Bedell, Ph.D. presented Barbara Brashear, Tiffany Vong and Kristy Nguyen from the TUPP Program with an Outstanding Contribution to Education Award during the Board of Education meeting held on November 9th. Not pictured with the TUPP team are Anabel Garcia and Sherryl Ramos.

HCA congratulates the TUPP team on their recognition and for their dedication to educating Orange County's youth about tobacco products and their unhealthful effects.

New training offered for future leaders

The Health Care Agency is pleased to present its Leadership Development Program, *Passport to Your Future*, which will offer continual skill development and lifelong learning for agency employees. To ensure that HCA keeps pace with the competition and continues to evolve and grow, developing our employees is one of the agency's highest priorities.

The following guiding principles assisted in defining HCA's program:

- Leadership development is directly related to organizational development.
- Leadership opportunities exist throughout the organization—not just in leadership "positions."
- Leadership development deserves an organization's investment of time and resources.
- Leadership development is an essential component of succession planning.



Passport to Your Future contains three development levels, each of which focuses on strengthening core leadership competencies. Level I is open to all employees and contains core courses geared toward foundational skills and competencies. Level II is open to supervisors and managers and contains advanced courses in leadership skills and competencies. Finally, Level III is considered the mastery level which will be offered to managers and supervisors who have completed Level II core courses.

Although this program is not mandatory, it is encouraged that all regular and limited term employees who have passed new employee probation and are in good standing avail themselves of this developmental opportunity. Committed to providing this program to as many employees as are interested in stepping up to personal and professional growth, the agency has made arrangements in the following ways:

... continued on page 3



Help wanted

Are you a regular HCA employee looking for a new project or growth opportunity? The Office of Compliance is seeking representatives to participate on the Code of Conduct Review Committee. This opportunity is open to all levels and classifications and all service areas in HCA. The review project will start in January 2007 and will require a commitment of about 2 hours per week. If you are interested in providing input on the Code of Conduct and contributing to the ethical standards of HCA, please contact the Compliance Committee member for your service area prior to December 31, 2006 to be considered for the Code of Conduct Review Committee.

The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours a day, 7 days a week at:
(866) 260-5636

Regulatory Health Services

- **Pearl Boelter**, Supervising Hazardous Waste Specialist, Environmental Health Services (pboelter@ochca.com)

Behavioral Health Services

- **Alan Edwards, MD**, Medical Director for Behavioral Health Services (aedwards@ochca.com)
- **David Horner, PhD**, Division Manager, Behavioral Health Quality Improvement & Program Compliance (hornerdavid@ochca.com)

Public Health Services

Medical and Institutional Health Services

- **Maureen Robles**, Division Manager, Institutional Health Services (maurobles@ochca.com)

HCA Administration

- **Lisa Bauer**, Manager, Human Resources (lbauer@ochca.com)
- **Latanya Mitchell**, Manager, Management Services (lmitchell@ochca.com)
- **Alice Sworder**, Manager, HCA/Accounting (asworder@ochca.com)
- **Teri Schultz**, Chief Information Officer, Information Technology (tschultz@ochca.com)
- **Howard Sutter**, Office of Quality Management/Public Information (hsutter@ochca.com)

JANUARY HEALTH OBSERVANCES

- Cervical Health Awareness Month
- National Birth Defects Prevention Month
- National Blood Donor Month
- National Glaucoma Awareness Month
- Thyroid Awareness Month

Healthy Weight Week. 21-27



Schuster earns certificate

Congratulations to Harvey Schuster of HCA Information Technology (IT) on his completion of the County's Project Management Certification Program!

Harvey was among 25 IT staff from 9 different County agencies who were recognized at the November 14th Board of Supervisor's meeting for their completion of the program. The Project Management Certification program is offered through the University of California, Irvine and is intended to improve the management and success of IT projects in the County of Orange.



2007 brings raise in mileage rate

New for 2007! The IRS is raising the standard mileage rate, effective January 1, 2007, to 48.5 cents per mile. The rate for 250 miles and greater will increase to 58.5 cents for those bargaining units that receive the higher rate. The online **MILEAGE AND OTHER EXPENSE CLAIM** form will be updated by mid January to include the new rates.

For parking reimbursement, a line will be added on the claim form to the **SUMMARIZE YOUR CLAIM BY ACCOUNT CODE** section, and will be coded **2600 PARKING** with a pay code of **MO**.

Some other points to remember when submitting your claim include:

- Submit only one claim per month.
- Include your complete **SOCIAL SECURITY NUMBER**.
- Do not forget to include your **ORG** and **JOB NUMBER**.
- Do not remove the **MI** on the claim form.
- When submitting hand written mileage claims, ensure the claim is legible.
- Claims should have a large enough font to enable easy reading.

Claims that contain incomplete or incorrect information must be returned, delaying reimbursement to you. Please help us help you get reimbursed in a timelier fashion in 2007!

All comments and suggestions are welcome. Please email us at HCAPAYROLL@ochca.com.

It is the sweet, simple things of life which are the real ones after all.
 - Laura Ingalls Wilder

CCS holds Costa Mesa MTU open house

California Children's Services (CCS) hosted an open house on November 9th to celebrate the opening of the new Costa Mesa Medical Therapy Unit (MTU) located at 425 E. 18th Street in Costa Mesa. The new facility will provide CCS programs and services to the region's residents and children.

The event was held in conjunction with the Newport-Mesa School District's Harper Assessment Center open house, drawing many visitors to both events including HCA and school district staff, Department of Education Board members and members of the community.

MTU staff provided tours allowing attendees to learn about the program and view available physical and occupational therapy equipment. The facility also includes a working kitchen, washer/dryer and bathtub to help children with their occupational therapy needs.

To learn more about CCS, visit www.ochealthinfo.com/public/ccs or call the program at (714) 347-0300.



HCA and Newport-Mesa School District staff and visitors toured the new Costa Mesa MTU and viewed available physical and occupational therapy equipment during an open house held on November 9th.



Costa Mesa Supervisor Holly Robins-Bell explains the CCS program to a Newport-Mesa School District Board member as CCS staff look on. They are pictured in the facility's working kitchen area, which includes a washer/dryer to help clients with their therapy.



The CCS MTU recently opened in the City of Costa Mesa to provide programs and services to the region's residents and children.



CCS Costa Mesa MTU Supervisor Holly Robins-Bell is pictured alongside County Health Officer Dr. Eric Handler and Lynn Einarsson, CCS Chief Therapist.

Leadership training

continued from page 1

- HCA's Training & Staff Development Department is certified to facilitate several renowned leadership courses offered in this curriculum, reducing the cost to the agency and participants by offering them "in house."
- HCA has partnered with PSI and CSUF to bring core courses "on campus" for the Foundational, Advanced and Mastery levels within the program. CSUF Extension courses also offer CEU credits.
- Eligible employees will be able to attend these courses on County time.
- To minimize travel time, all of the courses will be offered at an agency or County facility, or nearby affiliate campus.
- The agency has arranged for direct billing with a majority of training providers so as to limit out-of-pocket expenses.
- EPRP reimbursement has been approved for the courses in this curriculum where no direct billing arrangement exists.

Look for more program details in upcoming issues of "What's Up."

Food preparation tips for the holidays

With the holiday season in full swing, remembering to practice safe food handling is important in preventing foodborne illness. Bacteria like Salmonella and Campylobacter can be present in foods such as meat and poultry, and can cause illness due to insufficient cooking, inadequate cooling and improper food handling practices.

“Preparing special holiday foods and sharing them with family and friends is an important part of the holiday tradition. Taking a few simple precautionary steps will help keep foodborne illness from ruining your holiday celebration,” said Dr. Eric Handler, County Health Officer.

To help prepare your holiday meal this year, the California Department of Health Services offers the following simple food safety tips.

Keep hands and food contact surfaces clean; wash them often

- Always wash your hands with warm, soapy water before and after handling raw foods, after using the toilet, after changing diapers and after handling pets. Dry hands with a clean, single-use paper towel. People with cuts or skin infections on their hands should not prepare food.
- Thoroughly clean all work surfaces, utensils and dishes with hot soapy water and rinse with hot water before and after each use. Knives, cutting boards and meat grinders should be washed thoroughly before using them for other foods.

Keep foods separate; don't cross contaminate

- Always wash fruits and vegetables in clean sinks under running water and keep fruits and vegetables away from raw meats, poultry, eggs, fish and any other raw animal product.
- When tasting food, ladle a small amount of it into a small dish and taste with a clean spoon. Remove the dish and spoon from the area and clean when finished.

Refrigerate foods promptly

- Refrigerate or freeze meat, poultry and seafood promptly after purchase. Perishable items, such as eggs, fresh fruit juices and pre-packaged fruits and vegetables, including salad mixes, must be stored under refrigeration. Check “expiration” or “use by” dates before consuming these products.
- Prevent meat juices from spilling on

and contaminating other foods or surfaces both at the market and at home. Refrigeration should be kept at 41° or colder.

- Thaw frozen meat, poultry and seafood inside the refrigerator in its original wrapping. Thawing a moderate-sized turkey in this manner may take two to four days. If time does not permit a gradual thaw, place the frozen turkey in a watertight wrapper and immerse in cold—not hot or warm—water until the meat is pliable. Change the water every half hour.

Cook foods to proper temperatures

- Rinse poultry and seafood in cold water and drain well before cooking.
- Always use a meat thermometer to ensure that meat is thoroughly cooked.
- Turkey should be placed immediately in a preheated oven set no lower than 325°. Turkey, other poultry or ground poultry should be cooked to an internal temperature of 165° to kill pathogens that may be present. To accurately measure the temperature, insert a thermometer in the thickest part of the turkey thigh, but not against the bone. Turkey meat is thoroughly cooked when the hip joint moves easily and the juices run clear—not pink. Stuffing should be cooked separately and heated to an internal temperature of 165°.
 - ♦ Beef, veal and lamb steaks, roasts and chops should be cooked to at least 145°.
 - ♦ Ground beef, veal and lamb should be cooked to at least 160 degrees.
 - ♦ Pork should be cooked to a minimum internal temperature of 160°.
 - ♦ Stuffed meat, poultry and fish and any food stuffed with fish, meat or poultry should be heated to a minimum internal temperature of 165°.
 - ♦ Eggs and foods containing raw eggs should be cooked to a minimum internal temperature of 145°.
- When leftovers are eaten hot, they should be heated to at least 165° or until hot and steaming throughout.
- Cooking times in microwaves may vary because ovens vary in power and efficiency. Cooking whole, stuffed poultry in a microwave is not recommended. Always use a thermometer to ensure that foods are thoroughly cooked. The stuffing might not reach

the temperature needed to destroy harmful bacteria. Foods cooked or reheated in microwaves should be stirred or turned occasionally to ensure that all parts of the food are thoroughly cooked. If using frozen meat, first microwave the meat until



completely thawed, then follow by cooking. If microwaving is not possible, then allow at least one-and-a-half times the usual cooking time to ensure that the meat is sufficiently cooked throughout.

Refrigerate leftovers

- Turkey should be refrigerated one of two ways: within two hours after it is cooked; or right after cooking, the turkey should be de-boned, sliced or pulled into pieces no more than 2½ inches thick and refrigerated in shallow containers. Store the meat, stuffing and stock in separate containers in the refrigerator or freezer.
- Do not eat leftover meat that has been refrigerated for longer than four days or eat leftover stuffing or gravy that has been refrigerated for longer than two days. If properly wrapped, leftover meat may be safely consumed after being frozen for one to three months.
- Keep refrigerated all cream, custard and meringue pies and any other foods with custard filling, except when being served.

Visit www.ocfoodinfo.com for more information about HCA's Food Protection Program. For further tips on meat and poultry preparation during the holidays, visit the U.S. Department of Agriculture Meat and Poultry website at www.fsis.usda.gov. More information and resources regarding safe food handling can be found on the Partnership for Food Safety Education's "Fight BAC" (bacteria) webpage at www.fightbac.org.

Healthy holiday meals

Watch the fat and add flavor to your holiday meals this year. As you plan your holiday grocery shopping list, keep in mind that healthy ingredients make favorite family recipes tasty and good for you, too.

To help plan a healthful holiday meal, the American Dietetic Association offers the following simple tips:

- For dips, sauces and pie toppings – use non-fat whipped topping, non-fat yogurt or fat-free sour cream. Non-fat yogurt is best in dishes that don't require heating. Use yogurt in sauces that need warming to keep the yogurt from separating.
- Use egg substitutes in place of whole eggs.
- Try evaporated skim milk instead of whole milk.
- Use low-sodium, fat-free chicken broth in your mashed potatoes to add flavor and lighten holiday fat content.
- Top casseroles with almonds instead of fried onion rings.
- Choose reduced-fat cheeses for salads and casseroles.
- Use whole-grain bread for stuffing or wild rice as a side dish.

Pack your shopping cart with plenty of fresh and colorful vegetables like sweet potatoes, winter squash, broccoli, carrots and green beans. Apples, cranberries and pears combine easily for a tasty salad, fruit crisp or topping for turkey.

For more informational tips on healthy holiday eating, visit the American Dietetic Association's website at www.eat-right.org or the California Project Leaders Encouraging Activity and Nutrition (LEAN) website at www.californiaprojectlean.org.

Holiday Gift Drive 2006

With the holiday season upon us, the Orange County Board of Supervisors encourages County of Orange agencies, departments and employees to assist in the annual 2006 holiday gift drive.

The 2006 Operation Santa Claus project began during the month of November and is a collaborative effort of the Social Services Agency, Orange County Foster Care Auxiliary, Health Care Agency, Probation Department, Child Support Services, and Housing and Community Services. The Orange County Fire Authority and the United States Marine Corps "Toys for Tots" also supports and contributes to the efforts of Operation Santa Claus.

Last year over 52,000 gifts were received by children and teens, and more than 1,337 elderly and disabled adults received gifts through generous support of County employees. To help brighten someone's spirits this holiday season, the following is a list of holiday gift drive opportunities.



Angel Tags for the Tree

Angel tags provide gift suggestions for a child or senior in need of a holiday gift. Look for Angel tags hanging on several Christmas trees and holiday displays throughout various County buildings and locations for some gift giving ideas. Pull a tag, purchase the item and bring it unwrapped to a designated drop-off box also located in County buildings. For more information, please call (714) 825-3159 or (714) 679-2438.

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Cash donations and gift cards are needed for seniors, which help to purchase special request items like walkers and other medical equipment. Gift cards offer clients the opportunity to purchase medication and clothing. For more information, please call (714) 825-3111.

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Many of HCA's clients live at nutritional risk because of low-income level. The Food for Families program is designed to provide them with food during the holidays and is made possible by generous donations from the community and County employees. Volunteer to feed-a-family by donating grocery gift certificates or a cash donation to the Holiday Hope program for the purchase of these gift certificates. Call Amber Hannigan, HCA Volunteer Services at (714) 834-4144 for more information.

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Check and gift card donations made payable to Operation Santa Claus or Senior Santa & Friends can be mailed to:

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- Iris Murdoch

Kicking off Red Ribbon Week in OC

Every year, Red Ribbon Week is celebrated during the last week of October in thousands of communities and schools across the country to raise awareness of community and school based prevention programs that target alcohol, tobacco and other drugs in our schools, work places, and communities. The National Red Ribbon Campaign was sparked by the murder of Drug Enforcement Agency Special Agent Enrique "Kiki" Camarena by drug traffickers in 1985.

To kick-off Red Ribbon Week in Orange County, HCA's Alcohol and Drug Education and Prevention Team (ADEPT), along with community partners, hosted an educational event, "Celebrating Red Ribbon: 100% Me Drug Free," at Centennial Park in Santa Ana on October 22, 2006 from 12 p.m. to 4 p.m.

In an effort to celebrate and highlight current prevention efforts occurring in Orange County schools and communities, the event featured various health and prevention related nonprofit agencies, educational entertainment, and local youth performances. The event was emceed by local Peer Assistance Leadership-PAL® youth from Santa Ana Century High School and speakers for the day included representatives from the Drug Enforcement Agency, California National Guard-Drug Demand Reduction, and the Santa Ana Police Department.

Survey responses from an evaluation disseminated at the event were very positive and showed that:

- 100% of participants felt that they had learned something significant about alcohol and other drugs;
- 94% said that their attitude towards alcohol and other drugs changed as a result of viewing the booth exhibits;
- 88% said that the day's event encouraged them to support an alcohol and other drug free community where they live;
- 82% would like to get involved in helping their community address alcohol and other drug problems; and
- 94% felt that the event served a good purpose and benefited the community.

In the upcoming months, ADEPT will continue to work on expanding Red Ribbon Week to a year-round campaign that promotes and facilitates collaboration between schools and communities to reduce alcohol and other drug problems. For more information about Red Ribbon activities throughout the year, please contact Golnaz Agahi of ADEPT at (714) 834-2094.



ADEPT staff is pictured alongside one of the many booths which presented alcohol and other drugs educational information and resources to the community. Pictured (left to right) are Stacey Zapanta, Golnaz Agahi, Carolyn Secrist and Amber Meeks.



Youth enjoy getting their hands dirty at the "Hand in Hand Lets Take a Stand Against Drugs" finger painting booth.

Emergency shelter worker training available

The events in Louisiana, as a result of Hurricane Katrina, remind us that government can never be too prepared to respond to disasters. Locally, one of the ways Orange County employees have prepared to assist residents in meeting disaster needs is by volunteering to be trained as an American Red Cross Emergency Shelter Worker.

The Social Services Agency has been working with the Red Cross to cre-

ate a program to train 4,000+ County employees in Red Cross emergency shelter operations. This training is 16 hours in length over two days. Since the training meets a critical need of the County, County employees may attend training sessions during normal business hours.

Those who are not already assigned to another area of responsibility in the event of a disaster, and who are interested in volunteering for the program, please obtain approval from your supervisor be-

fore registering. The schedule of training sessions has been created in such a way that the impact to County operations is minimized.

To register, visit <http://olt.ocgov.com>, type in your name and under class type, select "Disaster Services." Then choose the class and simulation date that best fits your schedule. For more information, contact Kevin Bigelow at (714) 245-6053 or Steve Rodermund at (714) 834-3028.



HCA's Executive Team hosted its annual United Way luncheon on November 8th at the "Coconut Grove Lounge" at a conference room at the Agency's 405 W. 5th Street building in Santa Ana. Executive Team members donned their Hawaiian shirts and served attendees a taste of Hawaii with a menu that included BBQ pull-apart beef and Hawaiian rice.



During the month of November, HCA employees located at the 405 W. 5th Street building in Santa Ana collected canned food items for the annual County of Orange Employee's Harvest for the Holidays Food Drive. Last year, County employees contributed over ten tons of food that provided more than 41,000 meals to the hungry.

health care agency
WHAT'S UP
 keeping staff informed & current

WHAT'S UP is a newsletter for employees of the County of Orange, CA, Health Care Agency.

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Flu shots provided at HCA's POD exercise

Over 3,000 flu shots were provided to community residents in Fullerton, Huntington Beach and Lake Forest on Friday, November 3rd. The Health Care Agency sponsored a multi-community point of dispensing exercise (POD) in partnership with California State University, Fullerton, Golden West College, Saddleback Valley Community Church, the cities of Huntington Beach and Fullerton, OC Red Cross and the Children & Family Commission of Orange County.

The purpose was to orient our community partners to our response plans for public health emergencies including pandemic

influenza. HCA's designated Key Staff and Utility Team members worked at the Saddleback site along side Medical Reserve Corps & CERT volunteers. This exercise provided a great learning experience for everyone as it was a first time exposure to our point of dispensing operations for the majority of staff.

HCA employees desiring to work with the Agency's response teams (Key Staff and Utility Team) should obtain their supervisor's approval and then contact Vicki Bowman via email at vbowman@ochca.com to sign up. Up to 30 hours of training/exercises will be provided to designated staff annually.



At Golden West College, the Dispensing Section was staffed with nursing students. More than 1,100 consumers received their flu vaccination at the Golden West College site.



Medical Reserve Corps volunteers staffed the Check-In Station at Saddleback Valley Community Church in Lake Forest.



Student nurses from Cypress College worked at a Dispensing Station at Cal State Fullerton to provide flu shots during the drive through clinic where over 700 consumers drove through the parking lot to receive their flu shot.



The POD exercise held at Cal State Fullerton's was a drive through clinic; but staff was prepared for walk-ups. HCA Public Health Nurse Micah Jones was the team leader for this section of the exercise.

Many of life's failures are people who did not realize how close they were to success when they gave up.
- Thomas Edison

Advice is like snow; the softer it falls, the longer it dwells upon and the deeper it sinks into the mind.
- Samuel Taylor Coleridge

TUPP receives Dept. of Education Award

On November 9th, the Orange County Board of Education and the Superintendent of Schools, Bill Habermehl presented HCA's Tobacco Use Prevention Program (TUPP) team with an Outstanding Contributions to Education Award for their dedication in helping to educate youth about the dangers of smoking.

Since 1990, TUPP, the Orange County Department of Education (OCDE) and Orange County schools have worked together to reduce teen smoking. TUPP's prevention staff participates in OCDE's monthly District Title IV Coordinator meetings where they offer technical assistance on tobacco issues.

TUPP staff also work on projects such as Tune Out Tobacco, Back That Ash Up and Educators Against Tobacco Addiction which help to involve youth and educators in tobacco prevention, as well as educate them about the effects of smoking.

In the past few years, TUPP's Prevention Team began offering free smoking cessation services for youth. They utilize the "No Butts about Quitting Tobacco Use" cessation curriculum, which was written by Nancy Hugo, who was part of OCDE's Instruction Services Division. Students can call a helpline or attend classes for help to quit smoking. Some schools in the County have adopted a policy to offer these classes as an alternative to suspension for students caught smoking or in possession of tobacco products on campus.

The Outstanding Contribution to Education Award recognizes the contributions of individuals, groups and organizations whose unique efforts have impacted the education of Orange County students. For more information about the award, visit www.ocde.k12.ca.us.



Orange County Board of Education President John "Jack" Bedell, Ph.D. presented Barbara Brashear, Tiffany Vong and Kristy Nguyen from the TUPP Program with an Outstanding Contribution to Education Award during the Board of Education meeting held on November 9th. Not pictured with the TUPP team are Anabel Garcia and Sherryl Ramos.

HCA congratulates the TUPP team on their recognition and for their dedication to educating Orange County's youth about tobacco products and their unhealthful effects.

New training offered for future leaders

Health Care Agency is pleased to present its Leadership Development Program, *Passport to Your Future*, which will offer continual skill development and lifelong learning for agency employees. To ensure that HCA keeps pace with the competition and continues to evolve and grow, developing our employees is one of the agency's highest priorities.

The following guiding principles assisted in defining HCA's program:

- Leadership development is directly related to organizational development.
- Leadership opportunities exist throughout the organization—not just in leadership "positions."
- Leadership development deserves an organization's investment of time and resources.
- Leadership development is an essential component of succession planning.



Passport to Your Future contains three development levels, each of which focuses on strengthening core leadership competencies. Level I is open to all employees and contains core courses geared toward foundational skills and competencies. Level II is open to supervisors and managers and contains advanced courses in leadership skills and competencies. Finally, Level III is considered the mastery level which will be offered to managers and supervisors who have completed Level II core courses.

Although this program is not mandatory, it is encouraged that all regular and limited term employees who have passed new employee probation and are in good standing avail themselves of this developmental opportunity. Committed to providing this program to as many employees as are interested in stepping up to personal and professional growth, the agency has made arrangements in the following ways:

... continued on page 3



Help wanted

Are you a regular HCA employee looking for a new project or growth opportunity? The Office of Compliance is seeking representatives to participate on the Code of Conduct Review Committee. This opportunity is open to all levels and classifications and all service areas in HCA. The review project will start in January 2007 and will require a commitment of about 2 hours per week. If you are interested in providing input on the Code of Conduct and contributing to the ethical standards of HCA, please contact the Compliance Committee member for your service area prior to December 31, 2006 to be considered for the Code of Conduct Review Committee.

The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles. You may call the hotline 24 hours a day, 7 days a week at:
(866) 260-5636

Regulatory Health Services

- **Pearl Boelter**, Supervising Hazardous Waste Specialist, Environmental Health Services (pboelter@ochca.com)

Behavioral Health Services

- **Alan Edwards, MD**, Medical Director for Behavioral Health Services (aedwards@ochca.com)
- **David Horner, PhD**, Division Manager, Behavioral Health Quality Improvement & Program Compliance (hornerdavid@ochca.com)

Public Health Services

- **Loren Khoury**, Manager, Public Health Quality Improvement & Program Compliance (lkhoury@ochca.com)

Medical and Institutional Health Services

- **Maureen Robles**, Division Manager, Institutional Health Services (maurobles@ochca.com)

HCA Administration

- **Lisa Bauer**, Manager, Human Resources (lbauer@ochca.com)
- **Latanya Mitchell**, Manager, Management Services (lmitchell@ochca.com)
- **Alice Sworder**, Manager, HCA/Accounting (asworder@ochca.com)
- **Teri Schultz**, Chief Information Officer, Information Technology (tschultz@ochca.com)
- **Howard Sutter**, Office of Quality Management/Public Information (hsutter@ochca.com)

JANUARY HEALTH OBSERVANCES

- Cervical Health Awareness Month
- National Birth Defects Prevention Month
- National Blood Donor Month
- National Glaucoma Awareness Month
- Thyroid Awareness Month

Healthy Weight Week. 21-27



Schuster earns certificate

Congratulations to Harvey Schuster of HCA Information Technology (IT) on his completion of the County's Project Management Certification Program!

Harvey was among 25 IT staff from 9 different County agencies who were recognized at the November 14th Board of Supervisor's meeting for their completion of the program. The Project Management Certification program is offered through the University of California, Irvine and is intended to improve the management and success of IT projects in the County of Orange.



2007 brings raise in mileage rate

New for 2007! The IRS is raising the standard mileage rate, effective January 1, 2007, to 48.5 cents per mile. The rate for 250 miles and greater will increase to 58.5 cents for those bargaining units that receive the higher rate. The online **MILEAGE AND OTHER EXPENSE CLAIM** form will be updated by mid January to include the new rates.

For parking reimbursement, a line will be added on the claim form to the **SUMMARIZE YOUR CLAIM BY ACCOUNT CODE** section, and will be coded **2600 PARKING** with a pay code of **MO**.

Some other points to remember when submitting your claim include:

- Submit only one claim per month.
- Include your complete **SOCIAL SECURITY NUMBER**.
- Do not forget to include your **ORG** and **JOB NUMBER**.
- Do not remove the **MI** on the claim form.
- When submitting hand written mileage claims, ensure the claim is legible.
- Claims should have a large enough font to enable easy reading.

Claims that contain incomplete or incorrect information must be returned, delaying reimbursement to you. Please help us help you get reimbursed in a timelier fashion in 2007!

All comments and suggestions are welcome. Please email us at HCAPAYROLL@ochca.com.

It is the sweet, simple things of life which are the real ones after all.
 - Laura Ingalls Wilder

CCS holds Costa Mesa MTU open house

California Children's Services (CCS) hosted an open house on November 9th to celebrate the opening of the new Costa Mesa Medical Therapy Unit (MTU) located at 425 E. 18th Street in Costa Mesa. The new facility will provide CCS programs and services to the region's residents and children.

The event was held in conjunction with the Newport-Mesa School District's Harper Assessment Center open house, drawing many visitors to both events including HCA and school district staff, Department of Education Board members and members of the community.

MTU staff provided tours allowing attendees to learn about the program and view available physical and occupational therapy equipment. The facility also includes a working kitchen, washer/dryer and bathtub to help children with their occupational therapy needs.

To learn more about CCS, visit www.ochealthinfo.com/public/ccs or call the program at (714) 347-0300.



HCA and Newport-Mesa School District staff and visitors toured the new Costa Mesa MTU and viewed available physical and occupational therapy equipment during an open house held on November 9th.



Costa Mesa Supervisor Holly Robins-Bell explains the CCS program to a Newport-Mesa School District Board member as CCS staff look on. They are pictured in the facility's working kitchen area, which includes a washer/dryer to help clients with their therapy.



The CCS MTU recently opened in the City of Costa Mesa to provide programs and services to the region's residents and children.



CCS Costa Mesa MTU Supervisor Holly Robins-Bell is pictured alongside County Health Officer Dr. Eric Handler and Lynn Einarsson, CCS Chief Therapist.

Leadership training

continued from page 1

- HCA's Training & Staff Development Department is certified to facilitate several renowned leadership courses offered in this curriculum, reducing the cost to the agency and participants by offering them "in house."
- HCA has partnered with PSI and CSUF to bring core courses "on campus" for the Foundational, Advanced and Mastery levels within the program. CSUF Extension courses also offer CEU credits.
- Eligible employees will be able to attend these courses on County time.
- To minimize travel time, all of the courses will be offered at an agency or County facility, or nearby affiliate campus.
- The agency has arranged for direct billing with a majority of training providers so as to limit out-of-pocket expenses.
- EPRP reimbursement has been approved for the courses in this curriculum where no direct billing arrangement exists.

Look for more program details in upcoming issues of "What's Up."

Food preparation tips for the holidays

With the holiday season in full swing, remembering to practice safe food handling is important in preventing foodborne illness. Bacteria like Salmonella and Campylobacter can be present in foods such as meat and poultry, and can cause illness due to insufficient cooking, inadequate cooling and improper food handling practices.

“Preparing special holiday foods and sharing them with family and friends is an important part of the holiday tradition. Taking a few simple precautionary steps will help keep foodborne illness from ruining your holiday celebration,” said Dr. Eric Handler, County Health Officer.

To help prepare your holiday meal this year, the California Department of Health Services offers the following simple food safety tips.

Keep hands and food contact surfaces clean; wash them often

- Always wash your hands with warm, soapy water before and after handling raw foods, after using the toilet, after changing diapers and after handling pets. Dry hands with a clean, single-use paper towel. People with cuts or skin infections on their hands should not prepare food.
- Thoroughly clean all work surfaces, utensils and dishes with hot soapy water and rinse with hot water before and after each use. Knives, cutting boards and meat grinders should be washed thoroughly before using them for other foods.

Keep foods separate; don't cross contaminate

- Always wash fruits and vegetables in clean sinks under running water and keep fruits and vegetables away from raw meats, poultry, eggs, fish and any other raw animal product.
- When tasting food, ladle a small amount of it into a small dish and taste with a clean spoon. Remove the dish and spoon from the area and clean when finished.

Refrigerate foods promptly

- Refrigerate or freeze meat, poultry and seafood promptly after purchase. Perishable items, such as eggs, fresh fruit juices and pre-packaged fruits and vegetables, including salad mixes, must be stored under refrigeration. Check “expiration” or “use by” dates before consuming these products.

- Prevent meat juices from spilling on and contaminating other foods or surfaces both at the market and at home. Refrigeration should be kept at 41° or colder.
- Thaw frozen meat, poultry and seafood inside the refrigerator in its original wrapping. Thawing a moderate-sized turkey in this manner may take two to four days. If time does not permit a gradual thaw, place the frozen turkey in a watertight wrapper and immerse in cold—not hot or warm—water until the meat is pliable. Change the water every half hour.

Cook foods to proper temperatures

- Rinse poultry and seafood in cold water and drain well before cooking.
- Always use a meat thermometer to ensure that meat is thoroughly cooked.
- Turkey should be placed immediately in a preheated oven set no lower than 325°. Turkey, other poultry or ground poultry should be cooked to an internal temperature of 165° to kill pathogens that may be present. To accurately measure the temperature, insert a thermometer in the thickest part of the turkey thigh, but not against the bone. Turkey meat is thoroughly cooked when the hip joint moves easily and the juices run clear—not pink. Stuffing should be cooked separately and heated to an internal temperature of 165°.
 - ◆ Beef, veal and lamb steaks, roasts and chops should be cooked to at least 145°.
 - ◆ Ground beef, veal and lamb should be cooked to at least 160 degrees.
 - ◆ Pork should be cooked to a minimum internal temperature of 160°.
 - ◆ Stuffed meat, poultry and fish and any food stuffed with fish, meat or poultry should be heated to a minimum internal temperature of 165°.
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- Try evaporated skim milk instead of whole milk.
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- Top casseroles with almonds instead of fried onion rings.
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Every year, Red Ribbon Week is celebrated during the last week of October in thousands of communities and schools across the country to raise awareness of community and school based prevention programs that target alcohol, tobacco and other drugs in our schools, work places, and communities. The National Red Ribbon Campaign was sparked by the murder of Drug Enforcement Agency Special Agent Enrique "Kiki" Camarena by drug traffickers in 1985.

To kick-off Red Ribbon Week in Orange County, HCA's Alcohol and Drug Education and Prevention Team (ADEPT), along with community partners, hosted an educational event, "Celebrating Red Ribbon: 100% Me Drug Free," at Centennial Park in Santa Ana on October 22, 2006 from 12 p.m. to 4 p.m.

In an effort to celebrate and highlight current prevention efforts occurring in Orange County schools and communities, the event featured various health and prevention related nonprofit agencies, educational entertainment, and local youth performances. The event was emceed by local Peer Assistance Leadership-PAL® youth from Santa Ana Century High School and speakers for the day included representatives from the Drug Enforcement Agency, California National Guard-Drug Demand Reduction, and the Santa Ana Police Department.

Survey responses from an evaluation disseminated at the event were very positive and showed that:

- 100% of participants felt that they had learned something significant about alcohol and other drugs;
- 94% said that their attitude towards alcohol and other drugs changed as a result of viewing the booth exhibits;
- 88% said that the day's event encouraged them to support an alcohol and other drug free community where they live;
- 82% would like to get involved in helping their community address alcohol and other drug problems; and
- 94% felt that the event served a good purpose and benefited the community.

In the upcoming months, ADEPT will continue to work on expanding Red Ribbon Week to a year-round campaign that promotes and facilitates collaboration between schools and communities to reduce alcohol and other drug problems. For more information about Red Ribbon activities throughout the year, please contact Golnaz Agahi of ADEPT at (714) 834-2094.



ADEPT staff is pictured alongside one of the many booths which presented alcohol and other drugs educational information and resources to the community. Pictured (left to right) are Stacey Zapanta, Golnaz Agahi, Carolyn Secrist and Amber Meeks.



Youth enjoy getting their hands dirty at the "Hand in Hand Lets Take a Stand Against Drugs" finger painting booth.

Emergency shelter worker training available

The events in Louisiana, as a result of Hurricane Katrina, remind us that government can never be too prepared to respond to disasters. Locally, one of the ways Orange County employees have prepared to assist residents in meeting disaster needs is by volunteering to be trained as an American Red Cross Emergency Shelter Worker.

The Social Services Agency has been working with the Red Cross to cre-

ate a program to train 4,000+ County employees in Red Cross emergency shelter operations. This training is 16 hours in length over two days. Since the training meets a critical need of the County, County employees may attend training sessions during normal business hours.

Those who are not already assigned to another area of responsibility in the event of a disaster, and who are interested in volunteering for the program, please obtain approval from your supervisor be-

fore registering. The schedule of training sessions has been created in such a way that the impact to County operations is minimized.

To register, visit <http://olt.ocgov.com>, type in your name and under class type, select "Disaster Services." Then choose the class and simulation date that best fits your schedule. For more information, contact Kevin Bigelow at (714) 245-6053 or Steve Rodermund at (714) 834-3028.



HCA's Executive Team hosted its annual United Way luncheon on November 8th at the "Coconut Grove Lounge" at a conference room at the Agency's 405 W. 5th Street building in Santa Ana. Executive Team members donned their Hawaiian shirts and served attendees a taste of Hawaii with a menu that included BBQ pull-apart beef and Hawaiian rice.



During the month of November, HCA employees located at the 405 W. 5th Street building in Santa Ana collected canned food items for the annual County of Orange Employee's Harvest for the Holidays Food Drive. Last year, County employees contributed over ten tons of food that provided more than 41,000 meals to the hungry.

health care agency
WHAT'S UP
 keeping staff informed & current

WHAT'S UP is a newsletter for employees of the County of Orange, CA, Health Care Agency.

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Flu shots provided at HCA's POD exercise

Over 3,000 flu shots were provided to community residents in Fullerton, Huntington Beach and Lake Forest on Friday, November 3rd. The Health Care Agency sponsored a multi-community point of dispensing exercise (POD) in partnership with California State University, Fullerton, Golden West College, Saddleback Valley Community Church, the cities of Huntington Beach and Fullerton, OC Red Cross and the Children & Family Commission of Orange County.

The purpose was to orient our community partners to our response plans for public health emergencies including pandemic

influenza. HCA's designated Key Staff and Utility Team members worked at the Saddleback site along side Medical Reserve Corps & CERT volunteers. This exercise provided a great learning experience for everyone as it was a first time exposure to our point of dispensing operations for the majority of staff.

HCA employees desiring to work with the Agency's response teams (Key Staff and Utility Team) should obtain their supervisor's approval and then contact Vicki Bowman via email at ybowman@ochca.com to sign up. Up to 30 hours of training/exercises will be provided to designated staff annually.



At Golden West College, the Dispensing Section was staffed with nursing students. More than 1,100 consumers received their flu vaccination at the Golden West College site.



Medical Reserve Corps volunteers staffed the Check-In Station at Saddleback Valley Community Church in Lake Forest.



Student nurses from Cypress College worked at a Dispensing Station at Cal State Fullerton to provide flu shots during the drive through clinic where over 700 consumers drove through the parking lot to receive their flu shot.



The POD exercise held at Cal State Fullerton's was a drive through clinic; but staff was prepared for walk-ups. HCA Public Health Nurse Micah Jones was the team leader for this section of the exercise.

Many of life's failures are people who did not realize how close they were to success when they gave up.
- Thomas Edison

Advice is like snow; the softer it falls, the longer it dwells upon and the deeper it sinks into the mind.
- Samuel Taylor Coleridge