



# Archived Document

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## HCA welcomes new Public Health additions

**H**CA is pleased to welcome Dr. Kevin Reilly as the Division Manager for HCA Disease Control and Epidemiology. Dr. Reilly brings a wealth of experience and knowledge to his new position. Prior to joining the Agency, Dr. Reilly served as Deputy Director for the Center for Environmental Health for the California Department of Public Health.

Before the State's restructure of the Department of Health Services, he also served as Deputy Director for Prevention Services and oversaw a wide-range of service areas which (in part) included AIDS, Chronic Disease and Injury Control, Communicable Disease Control and Environmental and Occupational Disease Control. Dr. Reilly holds a Doctorate in Veterinary Medicine/Preventive Medicine and begins his new position at the Agency on January 25.



In his new role, Dr. Reilly will oversee the areas of Epidemiology and Assessment; Birth and Death Registration;

HIV Planning and Coordination; Special Disease Clinics which includes STD and HIV screening and treatment; Pulmonary Disease Services which includes tuberculosis screening, treatment and contact investigations; Refugee Health Services and Employee Health Services.



In a newly created position within HCA, Infection Control Manager Idamae Rolle, RN, MPH is responsible for planning, developing and implementing educational programs for Public Health employees to increase their specialized knowledge and skills regarding current infection control standards. She additionally conducts on-site reviews of HCA Public Health programs to review adherence to infection control standards and serves as the designated liaison between Public Health and the Association of Professionals in Infection Control and Epidemiology (APIC).

Prior to joining the Agency, Idamae served as Infection Control Manager for San Bernardino Community Hospital where she designed and implemented an infection prevention and control program. She received an MPH in Health

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## Local counties convene to discuss October fires

**O**ne of the largest regional after action group meetings, which included local Health Officers and Regional Disaster Medical/Health Specialists from several counties, was held on Dec. 19, 2007 in Riverside to review lessons learned and best practices regarding the recent October 2007 Southern California fire response.

The four-hour meeting hosted by Riverside County included representatives from the

State and the following counties/cities: Orange, Los Angeles, San Diego, Riverside, San Bernardino, Pasadena, Ventura, Santa Barbara, Imperial and Mono. A total of 30 individuals were in attendance including Public Health Officer Dr. Eric Handler, Greg Boswell, Erik Lowman, Debbie Chitty and Richard Sanchez who represented HCA. The group represented 60% of California's population.

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Public Health Officer Dr. Eric Handler is pictured alongside San Bernardino County Public Health Officer Dr. Margaret Beed during a meeting held on Dec. 19 to review lessons learned and best practices regarding the recent October 2007 fires.

# Epidemiology implements electronic disease reporting

**H**CA Public Health congratulates the Epidemiology & Assessment (E&A) team for successfully implementing electronic communicable disease reporting on December 31, 2007. By law, physicians, nurses, other health care providers and laboratories are required to report over 80 communicable diseases to the local Health Officer for the purpose of controlling their spread.

The information is provided in confidential morbidity reports (CMR's) which are currently filled out manually and faxed or mailed to E&A. Following approval by the Board of Supervisors in June 2007,

HCA began working to implement electronic communicable disease reporting (WebCMR) with the selected vendor, Atlas Development Corporation. Atlas WebCMR was already in use in Los Angeles, San Diego, Sacramento, and Monterey Counties, representing 40% of the population of California.

Epidemiologists, administrative professionals, public health nurses, and physicians worked together to configure, test and validate the system in order to meet the goal of implementation by year end. E&A now has an integrated system to track and report communicable disease cases and outbreaks. The Community

Reporting module will be implemented in 2008 to allow providers to report using a web-based solution.

Following this, the next step will be the implementation of the Laboratory Interface, which will enable electronic reporting of communicable disease test results from system wide laboratories. Atlas has an existing interface for electronic reporting to the State Department of Public Health, which is currently in the process of finalizing its plans to implement its own State web-based CMR system. The use of WebCMR will greatly improve the Agency's ability to collect disease surveillance data and information from healthcare providers and laboratories in a timely manner and provide easy accessibility to data for case management, planning, analysis, and decision-making.

The collective efforts of the E&A Program are recognized as an excellent example of teamwork in action!



*The Epidemiology & Assessment "Atlas Team" pictured (back row, left to right) are Maureen Cruz, Joanne Fierro, Fran Miller, Gowri Sankaran, Michael Carson, Dr. Hildy Meyers, Dr. Michelle Cheung, Annette Banuelos, Eileen O'Malley and Carolyn Marr. Pictured (front row, left to right) are Joey Vo, Prudy Darley, Sheila Gill, Mary McDonald, Steve Klish, Liz Gonzalez, Pam Roa-Hipp, Alina Burgi, Florida Cabale, Clarissa Cruikshank and Erika De Anda. Not pictured are Suvas Patel, Billy Huynh and Rachaline Napier.*



## 2008 Annual Compliance Training reminders

**H**CA Annual Compliance Training started on Dec. 26, 2007. You should have received an announcement from Chief Compliance Officer, Jeff Nagel, detailing how to link to the training. The revised Code of Conduct is available in hard copy and on-line at <http://balsam/intranet/compliance/code.asp>.

The Annual Compliance Training is available online at <http://ohealthinfo.com/training/>. If you do not have access to a computer, please contact the Office of Compliance at (714) 568-5614. Annual training is mandatory for HCA's regular, extra-help and contract employees.

This year's training focuses on (1) HCA's integrity agreement, (2) Elements of the Compliance Program, (3) the revised Code of Conduct, and (4) HIPAA Privacy and Security.

### **Supervisors and Managers should make sure that**

- Staff have time to complete Annual Compliance Training
- Employees that are on leave or unavailable during the training period complete Compliance Training as soon as they

- return to work
  - They verify that all employees complete Annual Compliance Training
- If you have any questions about Compliance training, contact the HCA Office of Compliance at (714) 568-5614.

**COMPLIANCE**  
**866.260.5636**

**HOTLINE**



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 the number shown above.



# Health Promotion hosts educational class for Tongan women

**“M**alo ‘aupito! (Thank you in Tongan) We need this important information,” said a Tongan woman who just learned about early detection for breast and cervical cancer. On December 7, Rhonda Folsom, program supervisor for the Orange County Cancer Detection Partnership (OCCDP) in the Health Promotion Division, hosted the first ever breast and cervical health education class for Tongan women in Orange County. Pastors Alena Uhamaka and Josephine Liava’a, both respected leaders in the Tongan community, brought together a group of eight women to learn about the importance of mammograms and Pap tests at St. Mark’s United Methodist Church in Anaheim.

Tonga is a group of Polynesian islands in the South Pacific near New Zealand and Australia. About 5% of the Pacific Islanders in the US are Tongan. In a 1999 study assessing Tongan-American women’s breast cancer knowledge, attitudes, and screening behaviors, only 12.9% of the Tongan women had yearly clinical breast exams and 10.2% had yearly mammograms (Tanjasiiri, 2002). Also, the Tongan women held “many misperceptions about breast cancer causes, signs, and symptoms as well as the role of screening in detecting pre-symptomatic cancers.” The study concluded that “much emphasis needs to be placed on improving early breast cancer screenings among Tongan-American women, including comprehensive community education, culturally tailored and linguistically appropriate materials, and improved access to low-cost screening sites.” Low rates of breast and cervical cancer screening have been associated with low-income and lack of health insurance. The 2000 US Census indicates that the Tongan community is one of Orange County’s poorest racial and ethnic groups and most live in Anaheim, Garden Grove, and Santa Ana. Thus, the burden is even greater to educate Tongan women about the importance of annual clinical breast exams, mammograms, and Pap tests.

A significant element to culturally appropriate health education is establishing trust and rapport. The Pacific Islander Health Partnership (PIHP), one of the OCCDP’s community partners, provided traditional Pacific Islander food to establish a welcoming environment of socializing and dining together before discussing sensitive health topics. Additionally, the OCCDP PowerPoint presentation was tailored for Pacific Islander women. The background, colors,



Tongan women who participated in the breast and cervical health education class pictured (back row, left to right) are Pastor Alena, Pastor Josephine, Koleti and Ofa. Pictured (front row, left to right) are Linda, Alisi, and Hifo.

artwork, and photos of local Pacific Islander women personalized the information and made it more relevant and attractive to the women. Afterward, the class participants agreed to be photographed for the PowerPoint presentation to demonstrate their support for other Tongan women learning about life-saving screening.

As a result of the culturally appropriate presentation, attendees dramatically improved their breast and cervical cancer knowledge, moving from 31% correct at pretest to 100% correct at post-test. Approximately 75% of women who were previously “unsure” they would get a mammogram or Pap test in the next year reported they were “very likely” to after the presentation.

The OCCDP will continue its mission to improve access to breast and cervical health education and screening through the Cancer Detection Programs: Every Woman Counts, especially for unserved women. For more information about the Orange County Cancer Detection Partnership, contact Rhonda Folsom at (714) 834-7635 or [rfolsom@ochca.com](mailto:rfolsom@ochca.com).

*Tanjasiiri, Sora P., et al. Tongan-American Women’s Breast Cancer Knowledge, Attitudes, and Screening Behaviors. Ethnicity & Disease, pp. 284–290, May 2002.*

## October fires

*continued from page 1*

During the meeting, each jurisdiction presented what they did well and what could have been better coordinated. Nine issues were identified and a designated lead and subcommittee were organized to work on developing action items to address these concerns. Some issues included a Region I and VI medical mutual aid agreement, real time communication between counties and shelter operations, to name a few. The group plans to reconvene again in June and have the subcommittees present their recommendations. In addition to the group discussions, members in attendance had the opportunity to recognize and give kudos to San Diego County for their outstanding contributions in the handling of the fire emergency in their county.

For more information regarding the regional meeting, contact Erik Lowman from HCA Health Disaster Management at [elowman@ochca.com](mailto:elowman@ochca.com).



Emergency Medical Services (EMS) Program Manager Greg Boswell (pictured far left) participated in a group discussion regarding what each jurisdiction did well and what could have been better coordinated during the Dec. 19 meeting held in Riverside.





# Get SMART in setting your 2008 goals for losing those extra pounds

**Resolution #1:** I'm going to lose 50 lbs. this year!

**Resolution #2:** I'm going to run 5 miles every day!

**Resolution #3:** I'm never going to eat again!

These "resolutions" won't help you reach your goals, because they aren't goal oriented. Since it's the New Year, you probably have some resolutions of your own. Did you know that the County's Performance Incentive Program (PIP) provides you with the tools to reach those goals?

The training we received regarding **S**pecific, **M**easurable, **A**ction-oriented, **R**ealistic and **T**ime bound (**SMART**) goal writing can be used in all goal-setting efforts including getting a jump start to healthy New Year's resolutions. By following SMART, goals will be realistic and attainable.

### Here's a quick refresher course:

**Example:** Let's use June 30, 2008 as a 6-month benchmark

**Not SMART:** I will lose 50 lbs. by June

**SMART:** By June 30, 2008, I will add and maintain 6 healthy action changes per month. *(Suggestion: In January, take a walk for your mid-morning break. In February, add one fruit per day.)*

**Not SMART:** I will be more active

**SMART:** By June 30, 2008, I will get at least 30 minutes of activity at least three days a week. *(Suggestion: Break the activity into three 10-minute sessions.)*

**Not SMART:** I will never drink another soda.

**SMART:** By June 30, 2008 I will drink 1½ liters of water each day. *(Suggestion: Get a liter-size water bottle to carry with you.)*

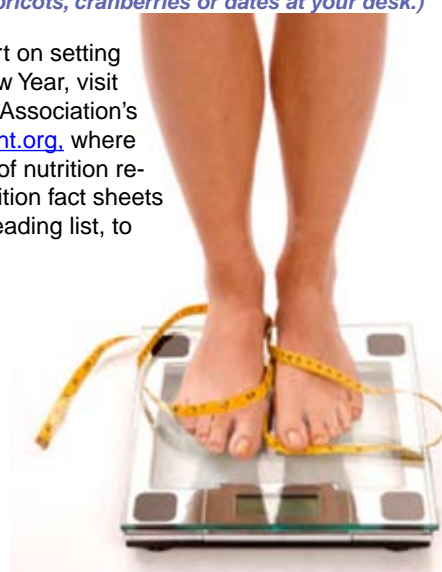
**Not SMART:** I will eat more vegetables.

**SMART:** By June 30, 2008, I will eat a salad for at least one meal every day. *(Suggestion: Mark your calendar with a smiley face every day that you do to track your progress.)*

**Not Smart:** I will eat more fruits.

**SMART:** By June 30, 2008, I will eat 3-5 servings of fruit every day by adding them into my breakfast lunch and snacks. *(Suggestion: Blend applesauce into oatmeal or try something exotic like guava, kumquats or star fruit. Keep dried apricots, cranberries or dates at your desk.)*

To get a jump start on setting goals for a healthy New Year, visit the American Dietetic Association's website at [www.eatright.org](http://www.eatright.org), where you can find a variety of nutrition resources including nutrition fact sheets and a good nutrition reading list, to name a few.



## FEBRUARY HEALTH OBSERVANCES

- American Heart Month
- AMD/Low Vision Awareness Month
- International Prenatal Infection Prevention Month
- National Children's Dental Health Month

- Give Kids a Smile Day . . . . . 1
- National Wear Red Day 2008 . . . . . 3
- National Burn Awareness Week . . . . . 3-9
- Congenital Heart Defect Awareness Week . . . . . 7-14
- National Donor Day . . . . . 14

*Simplicity of character is the result of profound thought.*  
—William Hazlitt

# HCA hosts Welcome Reception for UCI Program Nursing Director Olshansky

The University of California at Irvine (UCI) has initiated a new baccalaureate nursing program, which is the only program of its kind in Orange County. Ellen Olshansky has been named the director of the nursing program at UCI. In honor of this action, HCA Director Julie Poulson hosted a welcome reception for Ellen Olshansky and other UCI faculty on December 13, 2007. HCA Management escorted UCI guests on a tour of HCA clinics including Immunization, HIV/STD, and Disease Control and Epidemiology/Pulmonary Disease Services before attending the reception.

Deborah Chitty, HCA Division Manager for Public Health Nursing, invited nurse representatives from programs throughout the agency to present an overview of the services they provide and the broad spectrum of areas and expertise that characterize their role in the Health Care Agency. Nurses from Maternal, Child



Reception attendees had the opportunity to hear comprehensive descriptions from HCA nurses from programs throughout the Agency, as well as view several exhibits on display.



Agency Director Julie Poulson and Public Health Nursing Division Manager Debbie Chitty welcomed Ellen Olshansky (pictured in center) during a reception held on December 13.

and Adolescent Health, Epidemiology, Public Health Nursing, Behavioral Health, California Children's Services, Correctional Medical Services, and Health Disaster Management/Bioterrorism Planning gave inspiring, comprehensive descriptions of the scope of their work and their dedication to serving clients. After the formal program, guests from UCI were able to view table top posters of program descriptions for individual programs and talk with program staff.

Dr. Olshansky was presented with a gift and introduction to the attendees by Julie Poulson. Dr. Olshansky expressed her appreciation for the warm welcome and support and her commitment to mutually beneficial collaborative partnerships that will expand opportunities for nursing students and their future contribution to the nursing profession the will serve the community's health needs.

## County food drive begins February 1st

The Annual County of Orange Employee Food Drive officially begins on Feb. 1 and continues through to the end of the month on Feb. 29. The County in collaboration with the Community Action Partnership of Orange County and the Second Harvest Food Bank are hoping to collect thousands of pounds of food to feed the poor and destitute throughout the County.

During last year's food drive, County employees contributed more than 6 ½ tons of food that provided over 26,262 meals to the hungry. This year, County employees will join Federal, State and City of Santa Ana employees to expand food drive efforts.

Keep an eye out for food drive barrels which will be located in various worksite locations throughout the County. Some suggested items to donate include:

- High protein foods such as canned meat, tuna, beef stew, peanut butter, macaroni and cheese, beans, and lentils
- Staple dry goods such as rice, pastas, and dry cereals

- Canned goods including fruit, juices, vegetables, soups and spaghetti sauce
- Baby food, formula, cereal, diapers and other baby care products
- Ready to eat items for the homeless such as individually packed products
- Personal care items such as sunscreen, toothpaste, toothbrushes, toilet tissue, and deodorant

For more information, please contact Kelly Lupro, Housing and Community Services Department Homeless Prevention Coordinator, at (714) 567-5162 or by e-mail at [kelly.lupro@hcs.ocgov.com](mailto:kelly.lupro@hcs.ocgov.com).

*Learning from experience is a faculty*

*almost never practiced.*

—Barbara Tuchman



# 2008 mileage reimbursement rates and codes

**E**ffective January 1, 2008, the Internal Revenue Service standard rate for mileage reimbursement increases from 48.5 cents to 50.5 cents per mile. On your mileage claim, Rate Code 505 should be used for miles traveled beginning January 1, 2008. Rate Code 485 should be used on the mileage claim form for miles traveled during the period January 1, 2007 through December 31, 2007.

For employees covered by an MOU who are eligible to receive the increased rate for traveling two hundred-fifty (250) or more miles per month:

In 2008, the new reimbursement rate is 60.5 cents per mile, Rate Code 250 Rate Code 585 should be used for the 250+ miles per month traveled during 2007 calendar year.

Travel During	Rate/Code	Miles Traveled	Eligibility
2008	505	Less than 250	All Employees
2008	250	250 +	All except OCMA, extra help or contract employees
2007	485	Less than 250	All Employees
2007	585	250 +	All except OCMA, extra help or contract employees

An employee who is required by the County to furnish a privately-owned vehicle for the performance of his/her duties may claim minimum reimbursement of ten (\$10) dollars in any calendar month in which the employee actually worked eighty (80) hours and the employee's actual mileage reimbursement would otherwise be less than ten dollars. The Department/Agency must certify that the employee was required to use his/her privately-owned vehicle on County business. Use the Pay Code MIFL on the mileage claim form.

The rate code for the applicable year will be automatically populated on the new Mileage and Other Expense Claim form depending on the total mileage you entered in the summary section. The new form is located on the HCA employee intranet under Form, Payroll, and Mileage Claim Form, when the miles traveled was entered on the summary section.

For your convenience, visit <http://balsam/intranet/payroll/forms/Mileage-Claim-form-electronic.xls> to access the 2007 Mileage Claim Form. Instructions for accessing the mileage claim form are available at <http://balsam/intranet/payroll/forms/HCA-Instructions.pdf>. The 2008 Mileage Claim Form will be available by the end of January 2008.

For questions related to the mileage claim forms, please contact Payroll either by e-mail at [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com) or by telephone at (714) 834-5744 between the hours of 7:30 a.m. to 5:00 p.m. Monday-Friday.

## New PH additions

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Administration from Loma Linda University and a BS in Nursing from Southwestern Adventist University.



As the new Quality Improvement and Program Compliance Coordinator for Public Health, Lynn Fiorica, RN, MS is responsible for assisting Public Health Services with compliance with all applicable federal and state regulations and to promote quality of services and effective and efficient operation of services. She is additionally responsible for helping to support on-site audits of Public Health programs to identify areas of deficiency and risk and help develop strategies for correction, as well as providing technical assistance in monitoring patient records for compliance with standards of clinical care, professional practice standards and evaluation of patient outcomes.

Lynn formerly served as Director of Performance Improvement, Accreditation & Risk Management for Scripps Green Hospital in La Jolla prior to joining HCA. In her position at Scripps, she designed and managed the process for implementation of hospital and medical staff performance improvement programs, as well as oversaw multiple databases and the process for monitoring performance measures. She received an MS in Healthcare Management from Samuel Merritt College and a BS in Psychology from San Diego State University.

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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*Through imagination, we can visualize the uncreated worlds of potential that lie within us.*  
—Stephen R. Covey



## Nutrition Services and local business owner receive recognition

On Feb. 4, City of Santa Ana council members presented HCA Nutrition Services/ Network for a Healthy California Program and local grocery store owner David Jobran of C&C Market with a certificate in recognition of a public/private partnership to promote a healthy Orange County.

Network for a Healthy California Program staff worked with the Santa Ana grocery store owner to promote healthy eating by removing alcohol-related posters and replacing them with those featuring fruits and vegetables, as well as educating him about the benefits of displaying produce sold in his store in a more prominent, visible area.

After speaking with program staff, Jobran realized that he was in a position to make a positive impact in his surrounding Santa Ana community by making these simple changes. He soon moved his fruits and vegetables to the front entrance and placed several Network for a Healthy California posters throughout his store. He also asked his staff to wear Network t-shirts and aprons while working to give the store a more professional look, as typically seen in larger grocery stores.

Additionally, Jobran's front store window which was originally emblazoned with alcohol-related advertisements, now features a mural inspired by the Latino Network for a Healthy Program Campaign. Through time, Jobran continued to enlarge his produce section and line his shelves with more groceries.

For more information about HCA Nutrition Services and the Network for a Healthy California Program, visit [www.ochalthinfo.com/public/nutrition/nupac](http://www.ochalthinfo.com/public/nutrition/nupac).



C&C Market owner David Jobran replaced his front store window with a mural inspired by the Latino Network for a Healthy Program Campaign to promote healthy eating in his Santa Ana community. On Feb. 2, Nutrition Services staff Elsa Amezcua, Anna Luciano-Acenas, Maridet Ibanez and C&C Market owner David Jobran received recognition from City of Santa Ana Council members.

## Behavioral Health introduces new unit

As part of its ongoing efforts to improve the quality of its services and enhance the diversity of its workforce, HCA's Behavioral Health Services (BHS) has established a new unit, the Office of the Consumer-Employee Advocate.

This project, funded by the Mental Health Services Act (MHSA) and operated through BHS' MHSA Training Program, is being spearheaded by Richard Krzyzanowski, who recently joined HCA specifically to design and implement

ways to support and advocate for current and former consumers of mental health services who are also service providers with BHS and its contracted agencies.

Krzyzanowski came from Los Angeles County, where he worked for many years as a Patients' Rights Advocate in their Department of Mental Health, and also served as a member and officer of the County's Commission on Disabilities, the first person with a background in mental health to do so.

According to its Mission Statement, the Consumer-Employee Advocate works to support consumer-employees through: "Individual and systems advocacy dedicated to their effective integration into the workforce and education of the entire workforce about the value of consumer-employee contributions to the BHS mission."

"Consumers who decide to become mental health professionals usually do so out of a deep-seated desire to

... continued on page 3



# Meet the HCA Compliance Committee

## What is it?

While primary responsibility for the Compliance Program rests with the Office of Compliance, the Compliance Committee is an important part of the Agency compliance program, assisting in the maintenance of a strong program. The Compliance Committee meets quarterly and includes the Chief Compliance Officer and other members of senior management from Behavioral Health, Public Health, Institutional Health, Administration, Human Resources and HCA Accounting.

## What does it do?

- The Compliance Committee advises the Compliance Officer regarding compliance issues and areas of potential compliance risk
- Coordinates compliance activities for each service area
- Provides input on Compliance P&Ps, annual plans and reports, training, information line, risk assessments, corrective actions, system improvements, best practices, interpretation of new laws and regulations
- Participates in Compliance investigations
- Committee members are advocates for the compliance program

## Who is on the Compliance Committee?

- **Jeffrey A. Nagel, Ph.D., CHC**, Chief Compliance Officer, Office of Compliance
- **Thea Bullock, CHC**, Assistant Compliance Officer, Office of Compliance
- **Lisa Bauer, Manager**, Human Resources
- **Nancy Bowen, M.D.**, Chief Medical Officer, Public Health Services
- **Alan Edwards, M.D.**, Medical Director, Behavioral Health Services
- **David Horner, Ph.D.**, Division Manager, Behavioral Health Quality Improvement & Program Compliance
- **Deborah Lynn Fiorica, Manager**, Public Health Quality Improvement & Program Compliance
- **Alice Moore**, Division Manager, Contract Development & Management Services
- **Maureen Robles**, Division Manager, Institutional Health Services
- **Richard Sanchez**, Director, Environmental Health
- **Teri Schultz**, Chief Information Officer, Information Technology
- **Howard Sutter**, Public Information & Communications Specialist, Office of Quality Management/PIO
- **Alice Sworder**, Manager, HCA/Accounting

A link to the Compliance Committee web page can be found at: [http://balsam/intranet/compliance/committee\\_members.asp](http://balsam/intranet/compliance/committee_members.asp)



# Pay stub explanation

## Why is there more than one retirement deduction on my pay stub?

Many employees have two retirement deductions on their pay stubs. One is for the normal retirement deduction calculated by a rate set by the Orange County Employees Retirement System (OCERS) and is based on the employee's age at the time of entry into the system. For detailed information on this deduction visit the OCERS website at [www.ocers.org](http://www.ocers.org), or call OCERS at (714) 558-6200 or (888) 570-6277.

The second retirement deduction ("PCKUP") is a rate negotiated between the County and labor unions that employees pay to enhance their retirement benefits. For more information on this deduction, refer to your particular memorandum of understanding (MOU) or contact your labor organization.

For other questions related to payroll deductions, please visit the **County Intranet** website at <http://ocintranet.ocgov.com/>. Under **Reference Information**, click on **Claims & Disbursing**. Under **Payroll FAQ**, click on **Deduction/Withholding**.

For general payroll questions, please contact HCA Payroll either by e-mail at [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com), or by telephone at (714) 834-5744 between the hours of 7:30 a.m. to 5:00 p.m., Monday-Friday.

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The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles.

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# CHDP: Providing a gateway to care

**T**he Child Health and Disability Prevention (CHDP) program is a health promotion and disease prevention program serving California's infants, children, and teens. Each local health department in the State of California has a CHDP program. The Orange County CHDP Program is located at the 17<sup>th</sup> St. Clinic in Santa Ana and has a wonderful and dedicated team of CHDP nurse consultants/public health nurses administering the program on a day-to-day basis.

CHDP nurse consultants acquire and maintain complex knowledge of federal, state and local health laws, HIPAA, Medi-Cal regulations, policies and procedures. The nurse consultants certify and recertify 254 CHDP medical practices incorporating more than 1,103 practitioners in Orange County who currently provides approximately 70,975 comprehensive health assessments to low-income children.

CHDP public health nurses are responsible for the development and implementation of standards and guidelines for the provision of quality preventive health services to eligible children in the County of Orange as follows:

- Licensure credentialing: Recruitment, enrollment, disenrollment
- Quality assurance: Facility and medical record review audits of providers' offices, desktop reviews, performance measures, client surveys
- Trainings: CHDP, BMI (Body Mass Index), Dental, Vision, Audiometric, Asthma
- Consultation: Billing, Health Assessment Guidelines, State Program Manuals
- Care coordination/Referral/Follow-up: Collaborate with Medi-Cal managed care networks, Child Treatment Unit (CTU), California Children Services (CCS), Pulmonary Disease Services (PDS), Newborn Hearing Screening Program (NHSP), Childhood Lead Poisoning Prevention Program (CLPPP), Regional Center, and Children and Youth Services (CYS) to ensure eligible children receive health services in a timely manner
- Policy enforcement: Assess, develop and revise CHDP policies and procedures

Since the CHDP program is not clinically based, CHDP public health nurses do not provide direct patient care. Instead, the public health nurses are administratively responsible and ensure providers are meeting the Early Periodic Screening, Diagnosis and Treatment (EPSDT) requirements. Community partners, providers, and clients of Orange County can definitely depend on CHDP public health nurses' commitment to building a better and healthier community.



## Behavioral Health

*continued from page 1*

contribute their insights and experience to the common project of building a healthier community," Krzyzanowski said. "Those of us who received help when we most needed it are motivated to give back and help others, and those of us who didn't get good help want to make sure no one else falls through the cracks."

A major project Krzyzanowski is working on involves the creation of a "Consumer-Provider Association" for Orange County, an organization that will give consumer-employees a mechanism for mutual support, a forum for an ex-

change of ideas, and a way to advocate with one voice, when needed.

"I believe in empowerment," he said. "We consumer-professionals need to roll up our sleeves and build some of our own structures, so we can show everybody we are capable of working with our colleagues as equals."

For information about the Office of the Consumer-Employee Advocate or the Consumer-Provider Association, contact Richard Krzyzanowski at (714) 796-0138 or by e-mail at [krzyzanowski@ochca.com](mailto:krzyzanowski@ochca.com).

*Life is for most of us a continuous process of getting used to things we hadn't expected.*  
— Martha Lupton



# Wagner Award nominations due March 3

**W**ith the deadline of March 3 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 (OCCHE) to celebrate Public Health Week during April 7-13, with this year's theme "Climate Change: Our Health in the Balance."



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 on page 5. Nominations are due Monday, March 3 and can be sent to:

**Amy Buch**

Orange County Coalition for Health Education  
12 Civic Center Plaza, Ste.127  
Pony Mail: Bldg. 12HP  
Santa Ana, CA 92701  
E-mail: [ABuch@ochca.com](mailto:ABuch@ochca.com)  
Fax: (714) 834-3492

For more information about National Public Health Week, visit the American Public Health Association's website at [www.nphw.org](http://www.nphw.org).



## Naku receives OCNAACP 2008 Citizen of Distinction Award

**C**ongratulations to Mubula Naku of HCA's Health Promotion/Tobacco Use Prevention Program (TUPP). On February 2, 2008 Mubula was recognized by the Orange County Branch of the National Association for the Advancement of Colored People (OCNAACP) with their 2008 Health Care & Community Citizen of Distinction Award.

Mubula is a Senior Public Health Educator and co-founder of the Orange County Coalition for Health Educators. He is responsible for planning, implementing, and evaluating public health programs that focus on work-site analysis and coordination of access to tobacco cessation services at health care sites in Orange County.

Early in his career in the field of public health Mubula worked for the U.S. Centers for Disease Control and Prevention in the 1980's. He contributed to work in promoting ways to curb HIV/AIDS infections rates in the United States. Over the past 20 years, Mubula has become a nationally recognized expert in public health programs for the prevention of communicable diseases and tobacco use cessation. Mubula has written a self-help guide to smoking cessation, which is available through the Tobacco Education Clearinghouse of California.

The OCNAACP has been reaching out, and giving back to the diverse community of Orange County for 62 years. The Mission of the OCNAACP is "to improve the political, educational, social, and economic status of minority groups; to eliminate racial prejudice; to keep the public aware of the adverse effects of racial discrimination; and to take lawful action to secure its elimination."



*You can't have a better tomorrow if you are thinking about yesterday all the time.*

— Charles F. Kettering



Year 2008  
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: \_\_\_\_\_

May we inform your nominee of your nomination after the selection?

no    yes    yes, if I remain anonymous

**Health Education Responsibilities**

- I. Assess Individual and Community Needs for Health Education
- II. Plan Health Education Strategies, Interventions, and Programs
- III. Implement Health Education Strategies, Interventions, and Programs
- IV. Conduct Evaluation and Research Related to Health Education
- V. Administer Health Education Strategies, Interventions, and Programs
- VI. Serve as a Health Education Resource Person
- VII. Communicate and Advocate for Health and Health Education

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

A) Based on the Health Education Responsibilities, 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?

C) Please explain how this nominee, using the Health Education Responsibilities, has made a difference in your life and/or the lives of others. (Please give specific examples)

My RD says ...

“It’s a matter of fact!”

**T**he National Nutrition Month® March 2008 theme “It’s a Matter of Fact!” urges consumers to look beyond the myths of nutrition and focus on scientific based facts like:

- Think nutrition-rich rather than “good” or “bad” foods
- Prepare, handle and store food properly to prevent food-borne illnesses
- Don’t fall prey to food myths and misinformation – they may harm you
- Read food labels to make smart food choices
- Get your food and nutrition facts from the expert: a Registered Dietitian

Sponsored by the American Dietetic Association (ADA), the largest organization of more than 67,000 members, a majority of whom are Registered Dietitians and dietetic interns, promotes this annual campaign focusing on the importance of good nutrition and healthy lifestyles in March.

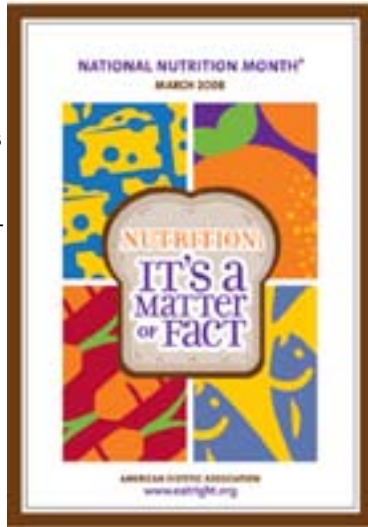
This year ADA proudly announces the first-ever Registered Dietitian Day on March 10, 2008! This day will commemorate the dedication of Registered Dietitians (RDs) as advocates for advancing the nutritional status of Americans and people around the world. As the nation’s food and nutrition experts, Registered Dietitians are committed to improving the health of their patients, community and yes, their co-workers, too.

Did you know the County and HCA have many RDs through out its various programs? Learn more about what it takes to become a Registered Dietitian. How can RDs help? And why you might need an RD on your side? Join us in the celebration of RD Day on Monday, March 10 at the Hall of Administration entrance where you can learn the answers to these questions and much more about National Nutrition Month®.

HCA Nutrition Services has other National Nutrition Month® activities planned for March, which include:

- An interactive nutrition education display board at the entrance of the 17<sup>th</sup> St Clinic and in the lunch area
- Informative posters by the entrance at the Hall of Administration with pamphlets and handouts
- Displays, classes and pamphlets on National Nutrition Month® in WIC clinics throughout the County
- Healthy recipe contest for HCA Nutrition Services staff
- Special luncheon to celebrate and honor RD Day

For more information about HCA Nutrition Services and “National Nutrition Month® March 2008,” please call (714) 834-7986.



## Workplace Wellness

### Can fruits and veggies help you lose weight?

We all know that eating fruits and vegetables are essential for good health. They provide vitamins, minerals, and fiber, and can even reduce risks for many chronic diseases. However, did you know that current research shows that eating fruits and vegetables may actually help us lose weight?

Since fruits and vegetables are high in fiber and water content, they increase the volume of foods and help make us feel fuller. When we feel full, we are less likely to nibble on empty calorie foods (low nutrient dense, high calorie foods, like processed snacks and candy).

### Here are some ideas for “bulking up” your meals by adding fruits and vegetables while also cutting calories.

- Replace spinach, onions, or mushrooms for one of the eggs or half of the cheese in your morning omelet. The vegetables will add volume and flavor to the dish with fewer calories than the egg or cheese.
- Cut back on the amount of cereal in your bowl to make room for some cut-up bananas, peaches, or strawberries. You can still eat a full bowl, but with fewer calories and more taste.
- Substitute vegetables such as dark lettuce, tomatoes, cucumbers, or onions for one slice of cheese and one ounce of meat in your sandwich, wrap, or burrito. This new version will fill you up with fewer calories than the original.
- Add in 1 cup of chopped vegetables such as broccoli, tomatoes, squash, onions, or peppers, while removing 1 cup of the rice or pasta in your favorite dish. The dish with the vegetables will be just as satisfying but have fewer calories than the same amount of the original version.

For more ideas on using fruits and vegetables to help you lose weight, visit the online brochure at [www.cdc.gov/nccdphp/dnpa/nutrition/pdf/CDC\\_5-A-Day.pdf](http://www.cdc.gov/nccdphp/dnpa/nutrition/pdf/CDC_5-A-Day.pdf)

Source: [www.cdc.gov/nccdphp/dnpa/nutrition/pdf/rtp\\_practitioner\\_10\\_07.pdf](http://www.cdc.gov/nccdphp/dnpa/nutrition/pdf/rtp_practitioner_10_07.pdf)

### MARCH HEALTH OBSERVANCES

- National Brain Injury Awareness Month
- National Colorectal Cancer Awareness Month
- National Endometriosis Awareness Month
- National Multiple Sclerosis Education and Awareness Month
- National Nutrition Month®
- Save Your Vision Month
- National Patient Safety Awareness Week . . . . . 2-8
- National School Breakfast Week . . . . . 3-7
- National Sleep Awareness Week® . . . . . 3-9
- National Inhalants and Poisons Awareness Week . . . 6-23
- World Kidney Day . . . . . 13
- American Diabetes Alert Day . . . . . 25



# Leadership graduates celebrate achievements

**T**he Health Care Agency's Leadership Development Program celebrated an important milestone on January 31<sup>st</sup>, as the first graduates of the program received certificates of completion saluting their accomplishments in the new program.

HCA's Leadership Development Program is designed to provide staff with ongoing leadership training opportunities that contribute to an individual's professional growth and development, while also ensuring that HCA remains a strong and vibrant organization through a well-trained and capable workforce. The graduation ceremony was held at California State University, Fullerton's Garden Grove campus and featured remarks by several of the graduates, including Sue Beck, the first to complete the coursework in the Level II Advanced Leadership curriculum.



Assistant Director Dave Riley and Agency Director Julie Poulson are pictured with Sue Beck (center) who is the first individual to complete the Level II Advanced Leadership curriculum.

*Leadership graduates pose for a group photo during a Jan. 31 event held at California State University, Fullerton's Garden Grove campus where they received certificates of completion saluting their accomplishments in the new program. The event featured remarks by several graduates and also congratulated Sue Beck on being the first to complete the Level II Advanced Leadership curriculum.*



## Celebrating American Heart Month

**C**elebrate American Heart Month during February by taking steps to prevent and control factors that could put you at greater risk for coronary heart disease, the leading cause of death in the United States and a major cause of disability.

Other conditions that affect your heart or increase your risk of death or disability include arrhythmia, heart failure and peripheral artery disease (PAD). High cholesterol, high blood pressure, obesity, diabetes, tobacco and second-hand smoke are also risk factors associated with heart disease.

Participating in a healthy diet and active lifestyle are the best weapons you have to fight heart disease. It's important to remember that it is the overall pattern of choices you make that count. The American Heart Association offers the following daily food choices to help you get a

start on a healthy heart:

- Choose lean meats and poultry without skin and prepare them without saturated and trans fat.
- Select fat-free, 1% fat and low-fat dairy products.
- Cut back on foods containing partially hydrogenated vegetable oils to reduce trans fat in your diet.
- Cut back on foods high in dietary cholesterol. Aim to eat less than 300 mg of cholesterol each day.
- Cut back on beverages and foods with added sugars.
- Choose and prepare foods with little or no salt. Aim to eat less than 2,300 mg of sodium per day (or less than 1,500 mg if you are in a higher risk



group for high blood pressure).

If you drink alcohol, drink in moderation. That means no more than one drink per day if you're a woman and two drinks per day if you're a man.

When eating out, keep track of your portion sizes.

Physical activity in your daily life is also an important step in preventing heart disease. Incorporate a few simple steps at home, at work and at play to increase the amount of physical activity in your life.

For more information about American Heart Month or coronary heart disease, visit the American Heart Association's website at [www.americanheart.org](http://www.americanheart.org) or the Center for Disease Control's website at [www.cdc.gov](http://www.cdc.gov).

# Employees recognized at Awards Ceremony

**II** CA employees received recognition for their years of dedicated service at an Employee Recognition Awards ceremony held on Feb. 7 at the County Hall of Administration. The following is a list of service awards presented:

5 Years of Service . . . . . 20  
20 Years of Service . . . . . 11

10 Years of Service . . . . . 32  
25 Years of Service . . . . . 4

15 Years of Service . . . . . 14  
30 Years of Service . . . . . 5

## 30 YEARS



*Thuyet Nguyen from Public Health Services celebrated 30 years of service to the County and was recognized by Agency Director Julie Poulson and Public Health Services Deputy Agency Director David Souleles.*



*Lisa Martin from Animal Care Services celebrated 30 years of County service and received a certificate and pin from Agency Director Julie Poulson and Public Health Services Deputy Agency Director David Souleles during the Feb. 7 Employee Recognition Awards.*



*Agency Director Julie Poulson and Chief of Behavioral Health Operations Mary Hale congratulated Alan Albright on celebrating 30 years of County service and presented him with a certificate and pin to commemorate the occasion.*

## 25 YEARS



*Celebrating 25 years of County service, Mark McDorman from Medical and Institutional Health Services received recognition from Agency Director Julie Poulson and Institutional Health Services Division Manager Maureen Robles during the Employee Recognition Awards held on Feb. 7.*



*Celebrating 20 years of County service, Linda Price from Medical and Institutional Health Services received a certificate and pin from Agency Director Julie Poulson and Institutional Health Services Division Manager Maureen Robles during the Feb. 7 Employee Recognition Awards.*



*Julie Koga of Public Health Services received recognition from Agency Director Julie Poulson and Public Health Services Deputy Agency Director David Souleles for 20 years of County service.*



*Public Health Services staff member Loralee Page-Ortiz received a certificate and pin to commemorate 25 years of County service from Agency Director Julie Poulson and Public Health Services Deputy Agency Director David Souleles.*



*Assistant Environmental Health Director Denise Fennessy celebrated 20 years of County service and received recognition from Agency Director Julie Poulson and Public Health Services Deputy Agency Director David Souleles.*

Great crisis produce  
great men and great  
deeds of courage.  
— John F. Kennedy



## 15 YEARS



Celebrating 15 years of County service Vincent Sholl of Behavioral Health Services received recognition from Agency Director Julie Poulson and Chief of Behavioral Health Operations Mary Hale.



Celebrating 15 years of County service, Lorraine Marquez of Public Health Services received a certificate and pin from Agency Director Julie Poulson and Public Health Services Deputy Agency Director Dave Souleles.

## 10 YEARS



Behavioral Health Services staff Bernice Dunlap and Adrian Williams received a certificate and pin for their 10 years of service from Agency Director Julie Poulson and Chief of Behavioral Health Operations Mary Hale during an Employee Recognition Awards ceremony held on Feb. 7.



Medical & Institutional Health staff Theresa Moon and Ha Nguyen-Vazquez received recognition on their 10 years of County service from Agency Director Julie Poulson and Institutional Health Services Division Manager Maureen Robles.



Emergency Medical Services staff member Ginny Rowan received recognition for her 10 years of County service from Agency Director Julie Poulson and Emergency Medical Services Program Manager Greg Boswell.



Celebrating 10 years of County Service, Public Health staff pictured (left to right) Marlene Torres, Renee Jenkins and Karyn Doan received a certificate and pin from Agency Director Julie Poulson and Public Health Services Deputy Agency Director David Souleles.

## 5 YEARS



Public Health Services staff members pictured (left to right) Nellie Vasquez, Andrea Tierney, Susanna Ganey, Alicia Fuly and Debra Cross received recognition from Agency Director Julie Poulson and Public Health Services Deputy Agency Director David Souleles for their 5 years of County service.



Cynthia Aguirre and Andrew Inglis of Behavioral Health Services celebrated 5 years of County service and were recognized during the Feb. 7 Employee Recognition Awards by Agency Director Julie Poulson and Chief of Behavioral Health Operations Mary Hale.



Emergency Medical Services Program Manager Greg Boswell celebrated 5 years of County service and received a certificate and pin to commemorate the occasion from Agency Director Julie Poulson and Institutional Health Services Division Manager Maureen Robles.

## 10 & 5 YEARS



Financial and Administrative Services staff pictured (left to right) Bonnie Birnbaum, Ana Palma, David Kennedy and Jennifer Bernsen celebrated 5 and 10 years of County service and received recognition from Agency Director Julie Poulson and Quality Management Chief David Thiessen.

Life shrinks or expands in proportion to one's courage.  
— Arais Nin



# Cultural Competency Spotlight on Excellence

**B**ehavioral Health's Cultural Competency Program named John Kane of Older Adult Mental Health Recovery Services as the recipient of the January 2008 Spotlight on Excellence Award.

John currently serves as a Mental Health Specialist for Older Adult Services (OAS) and is recognized for his commitment and dedication to clients and co-workers alike. He often takes on extra work assignments each month in order to relieve his peers from their extra workload and is known for following the mantra of "it's never too late." John is also recognized for going the extra mile for patients under his care.

Prior to joining the County, John worked for the LA Times for 41 years. After retiring, he attended Saddleback College where he studied to become a certified Addiction Treatment Counselor. He then joined the OAS Substance Abuse Resources Team (START) Program as a Drug and Alcohol Counselor. During this time, he attended Cal State Fullerton and received a BS in Human Services and a MS in Gerontology.



Pictured (left to right) are Ronnie Kelley, John Kane, Dan Conditt and Rafael Canul.

## WE'RE ON-LINE!

You can check out the latest issues of the Health Care Agency's newsletters by using this URL:

[www.ochealthinfo.com/newsletters/](http://www.ochealthinfo.com/newsletters/)

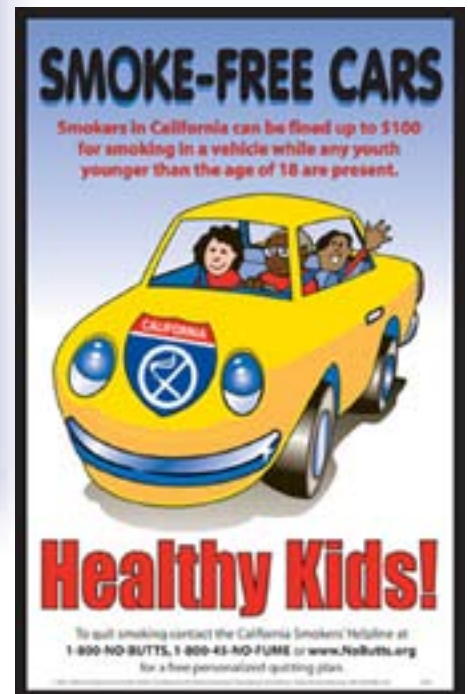
We will keep current issues on line for a year. Let us know how you like the convenience!

*Beautiful faces are those that wear whole-souled honesty printed there.*  
— Ellen P. Allerton

# New Smoke-Free Car Law takes effect

**E**ffective January 1, 2008, a new health and safety code law took effect which bans the smoking of any cigarette, pipe or cigar in a moving or parked vehicle while a youth younger than the age of 18 is present.

According to the California Department of Public Health, children are especially at risk to the harmful health effects caused by breathing secondhand smoke in confined spaces such as a car or truck.



The harmful chemicals in second-hand smoke can remain in the air and on surfaces in a car or truck for many hours, and even days, after a cigarette has been smoked. These chemicals stick to surfaces, such as a child's car seat, making it a potential hidden source of danger for children.

City Police Officers, Sheriff Deputies and California Highway Patrol Officers enforce the new safety code law and can fine smokers up to \$100 for smoking in vehicles when youth are present.

For more information about the new law, contact HCA's Tobacco Use Prevention Program at (714) 834-2904. For free smoking cessation assistance, call (866) NEW-LUNG.



## Thomas noted as "go to" Research Analyst



**A**s one of the newest Research Analysts in Quality Management's (QM) Planning and Research Unit, Taigy Thomas, DrPH, has quickly established herself as a "go-to" research analyst on a number of key research projects in support of several Health Care Agency programs and initiatives.

In her primary responsibilities, Taigy plays a key role in providing research, survey and program evaluation throughout HCA; designs and implements countywide health needs assessments, research programs and survey studies; analyzes health trends and disparities using statistical modeling via multiple database programs; and develops relational databases and analyzes health data from local and national sources.

Earlier this year, Taigy volunteered to assist the CEO's Strategic Focus efforts in analyzing and reporting on the 2<sup>nd</sup> Annual County of Orange Employee Survey. This survey of all 18,000 County employees inquired about their overall job satisfaction and asked for input on what they would improve at the individual, team, agency and county levels.

As a result of the survey, county employees provided more than 15,000 open-ended comments to classify and code into a meaningful way for the CEO, Board of Supervisors and County Agencies/Departments.

"Relying on her education and experience, Taigy did a little research and found software that would perform the analyses in a more automated and accurate way, thus avoiding having to code all of the information manually," said Curt Condon, QM Planning and Research Manager. "The resulting analysis that Taigy presented in the report to the CEO's Strategic Focus teams was well received and of much higher quality than what was produced last year by a consultant."

Prior to joining HCA, Taigy taught at UCLA for six years while completing her doctorate. She then joined HCA in 2007 to move away from academia and affect change in a more tangible sense.

When asked about pursuing a career in healthcare, Taigy notes that "as a young person, I saw a lack of connection in the way in which experts and lay persons conceptualized problems and identified solutions. This disjoint was hindering the public agenda to reduce health disparities

... continued on page 5

## Call for 2008 Team Excellence Award nominations

**T**he Health Care Agency/OCEA Labor Management Committee (LMC) is seeking nominations for its annual Steve Ambriz Team Excellence Award. The award was created to recognize teams that exemplify principles of Enlightened Leadership and Team Excellence, and to identify the qualities and characteristics of effective work teams. Please take this opportunity to nominate a team, program, or department within the Health Care Agency that demonstrates these characteristics.

This year, the deadline to submit nominations is May 1, 2008. Be sure to turn your nominations in early! Visit the LMC Intranet website at <http://balsam/intranet/lmc/team.asp> for nomination forms, details about previous winners, and additional information about what makes an excellent team.

Previous winners of this award include the San Onofre Nuclear Generating Station (SONGS) Offsite Dose Assessment Center (ODAC) team from Environmental Health, Public Health's Tobacco Use Prevention Program (TUPP), Children and Youth Services West Region program from Behavioral Health, and Environmental Health's Certified Unified Program Agency (CUPA) Used Oil Program.



**Team Excellence Award**

HCA & OCEA **LMC**  
LABOR MANAGEMENT COMMITTEE





# April rolls out annual Compliance Survey

**T**he annual compliance survey will roll out in April 2008. The survey is your opportunity to give input on how the Compliance Program works in your area. The on-line survey is anonymous, voluntary and easy to complete.

Compliance is part of the fabric of the Health Care Agency which supports an organizational culture that encourages ethical behavior and commitment to compliance with the law. Feedback from HCA employees is used by the HCA Compliance Program to refine the program and meet the needs of the agency. Your anonymous input is used to select training topics, revise processes and evaluate the communication efforts of the Compliance Program.

Please take the time to complete the on-line survey when it is distributed in April.

**COMPLIANCE**  
**866.260.5636** **HOTLINE**

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 the number shown above.

*There are two ways of spreading light: to be the candle or the mirror that reflects it.*  
—Edith Wharton

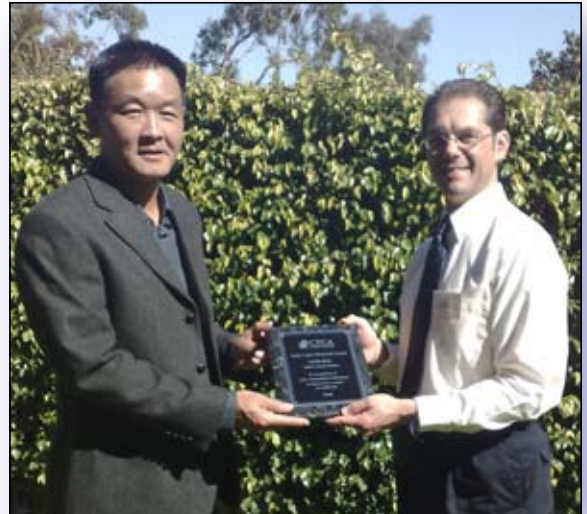


# Bui receives Lopez Memorial Award

**O**n February 27, 2008, at the California Tuberculosis (TB) Controllers Association (CTCA) 42<sup>nd</sup> Educational Conference in San Diego, Linh Bui, Senior Social Worker for HCA Pulmonary Disease Services, was awarded the Andy Lopez Memorial Award for Outstanding Allied Health Professional. The Andy Lopez Memorial Award is designed to: honor the contributions of allied health professionals for TB control efforts in California; honor the efforts of one outstanding allied health professional each year; and support the ongoing TB training and education of allied health professionals.

Linh was born in Southeast Asia and arrived in the United States in 1990 as a refugee. He began to work for Orange County in 1992. On his own initiative and with his own resources, he pursued higher education and obtained a degree in Psychology from California State University, Fullerton while working full-time and advancing up the County personnel ladder from Office Assistant to Community Worker to Social Worker Assistant to Social Worker and finally Senior Social Worker in 2003.

As a Senior Social Worker, Linh is an integral part of the TB case management team assisting Public Health Nurses in assessing social needs of patients and providing referrals for needed support. He goes above and beyond routine work responsibilities to assist clients with TB treatment adherence and completion.



*Pictured (left to right) are Linh Bui and Mike Carson, Communicable Disease Clinics Program Manager.*

# Behavioral Health nurses exemplify best!

**T**he leadership and vision of Behavioral Health has transformed community service to underserved communities. The interest in servicing homeless individuals, seniors, women with health needs, and homeless families with school-age children is not new to nursing. From the inception of modern nursing, nurses have collaborated with other nurses and health professionals to provide care to clients, families, and communities.

However, the environment in which nurses now provide care has changed and continues to change at a rapid pace. Mental health issues play a much more prominent role in the homeless community. Depression, substance abuse, and psychotic breaks are among the mental health problems nurses find themselves confronted with on a daily basis.

HCA Behavioral Health Services nurses including the Outreach and Engagement Nurse and the Outpatient Clinic Nurse both play key roles in providing health services to the community.

The Outreach and Engagement Nurse conducts outreach services to homeless, mentally ill members in the community. Many barriers to housing and/or placement issues present themselves for the medically compromised. The Outreach and Engagement Nurse helps with assessment of level of care needed from a medical perspective, as well as the member's capacity to survive in the streets should this be their choice. The role also requires extensive community networking and collaboration in order to serve the

*... continued on page 6*



# TUPP project recognizes youth cartoon winners

**H**CA's Tobacco Use Prevention Program (TUPP) "Tobacco and Hollywood" Project recently recognized several Orange County students for their winning cartoon artwork which aims to counter the presence of tobacco in movies and films.

The purpose of the project is to educate youth about the influence of tobacco in movies and the impact that it has on them. More than 100 cartoons produced by youth throughout Orange County were received and judged by community members, health professionals and youth.

The following students are among the winning top 10: Melissa Markowitz, Huntington Beach High School; Faith De La Cruz, Buena Park High School; Kristen Lee, Diane Negrete, Rocio Martinez and Megan Reyes, Sonora High School; Kayla Enos, Lilia Vega and James Fischer, Orange County High School for the Arts. The TUPP program congratulates all youth who participated in the "Tobacco and Hollywood" Project!



*Melissa Markowitz from Huntington Beach High School was among TUPP's "Tobacco and Hollywood" Project winning top 10.*



*Sonora High School students pictured (left to right) Kristen Lee, Diane Negrete, Rocio Martinez and Megan Reyes are all smiles as they display their winning cartoon artwork.*



*Faith De La Cruz from Buena Park High School displays her winning artwork which she submitted to the "Tobacco and Hollywood" Project which aims to counter the presence of tobacco in movies and films.*



**Climate Change:**  
Our Health in the Balance

**National Public Health Week**  
April 7-13, 2008  
[www.nphw.org](http://www.nphw.org)

*Test Your Knowledge*

## 2008 Public Health Week Quiz

**T**his year's focus of National Public Health Week from April 7-13, 2008 is "Climate Change: Our Health in the Balance." The American Public Health Association will highlight the week by inspiring the community to make the connection between the way we lead our lives, our impact on the planet and the planet's impact on our health.

To start your celebration of Public Health Week, take the following true-false quiz and answer the 14 questions to test your knowledge of public health facts and statistics

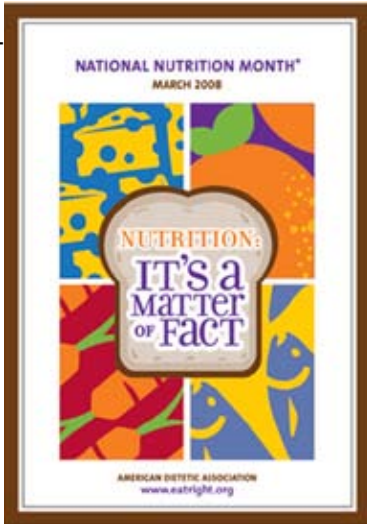
... continued on page 6

*I think the one lesson I have learned is that there is no substitute for paying attention.*  
—Diane Sawyer

# March is National Nutrition Month<sup>®</sup> and Registered Dietitian Day!

**M**arch is not over yet, so there's still time to participate in National Nutrition Month<sup>®</sup>! Check out the various activities that HCA Nutrition Services is highlighting this month for the celebration:

- Interactive nutrition education display board at the entrance of the 17<sup>th</sup> St. Clinic and in the lunch area
  - Informative posters by the entrance at the Hall of Administration with pamphlets and hand-outs
  - Displays, classes and pamphlets on National Nutrition Month<sup>®</sup> in Women, Infants and Children (WIC) clinics throughout the County
  - Healthy recipe contest for Nutrition Services staff
  - Special luncheon to celebrate and honor Registered Dietician (RD) Day
- Share your thoughts, have some fun and learn something nutritious!



Thank you to those that joined in the commemoration of Registered Dietician Day on March 10, 2008. We hope you learned at least one new thing about a Registered Dietitian you did not know before – how to become one, how we can help and/or why you'd want one on your side – and ways to create healthier lifestyles for you and your family. Your attendance at the Hall of Administration made the day particularly special!

For more information about HCA Nutrition Services and National Nutrition Month<sup>®</sup> please call (714) 834-7986.

# Celebrating National Social Work Month

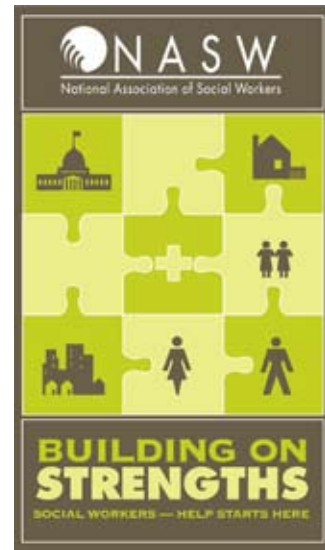
**E**ach year during the month of March, National Social Work Month is celebrated across the country to highlight the history of the profession, celebrate the important work that is currently being done and look toward a future of promise for the individuals, families and communities that social workers serve.

This year's theme "Building on Strengths," is based on the foundation for growth and change in an individual, family and community. According to the National Association of Social Workers (NASW), more than 600,000 social workers are educated in the "strengths perspective" which emphasizes working with client or community resources, capabilities, support systems and motivations to meet current challenges.

All individuals, families and communities have strengths. Understanding and utilizing these strengths are essential to improving emotional health and well-being.

As we celebrate National Social Work Month, HCA would like to thank the Agency's social workers for your dedication and commitment to the clients we serve.

For more information about National Social Work Month, visit the National Association of Social Workers website at [www.socialworkers.org](http://www.socialworkers.org).



*Kindness is the sunshine in which virtue grows.*  
—Robert G. Ingersoll

## APRIL HEALTH OBSERVANCES

- Alcohol Awareness Month
- Cancer Control Month
- Counseling Awareness Month
- Irritable Bowel Syndrome Awareness Month
- National Sarcoidosis Awareness Month
- Occupational Therapy Month
- STD Awareness Month

- National Public Health Week . . . . . 7-13
- National Infant Immunization Week . . . . . 19-16
- March for Babies 2008 . . . . . 26-27

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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## World TB Day is March 24

 n March 24, 2008, the World Health Organization (WHO) and the Stop TB Partnership observes World TB Day, which this year follows the theme "I am stopping TB."

Tuberculosis remains a major public health concern, with an estimated one third of the world's population infected with the TB bacteria and more than one million-and-a-half deaths annually. In the United States, California still has one of the highest TB case rates in the nation.

In 2007, 217 active cases of TB were diagnosed in Orange County, down from 226 cases in 2006. In addition, thousands of people living in our County may be carrying the TB germ but have not become ill, which is known as latent TB infection. The Health Care Agency's Pulmonary Disease Services Program is doing its part to stop TB through efforts such as universal Directly Observed Therapy and expanded contact investigation.

**I AM Stopping TB**  
**WORLD TB DAY**  
**March 24, 2008**

According to the WHO, "I am stopping TB" is more than just a slogan. "I am stopping TB" is a message of empowerment. Everyone can do something to stop TB and every individual's action counts. Patients can do their part to stop TB by becoming active participants in their own care and taking all their anti-TB drugs as prescribed. Health workers can stop TB by staying alert to the symptoms of the disease and providing prompt diagnosis and treatment. Communities can stop TB by sharing information to help prevent the spread of the disease and get treatment to those who need it.

As you go about your daily tasks on March 24, think how your life is or may be affected by TB and what you can do to stop the spread of this disease.

For more information about World TB Day, visit the Stop TB Partnership website at [www.stoptb.org](http://www.stoptb.org) or to learn more about HCA's Pulmonary Disease Services, visit the website [www.ocalhealthinfo.com/public/tb/](http://www.ocalhealthinfo.com/public/tb/).

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### Gold Star

*continued from page 1*

and consequently hurting the people and communities nearest to me."

"In my opinion, there was a need for individuals who understood both experts and lay persons that could mediate between the two groups effectively. At my core, I am just a lay person trying to inform other regular folk about health care data, while at the same time speak on behalf of the disenfranchised communities," said Taigy.

Taigy received a Doctorate in Public Health from UCLA, a Masters in Social Ecology from UCI and a BA in Social Sciences also from UCI. She enjoys spending her free time with family, traveling, and participating in community service activities with her church and the Orange County Chapter of Alpha Kappa Alpha Sorority, Inc.

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## Albright receives Resolution



*To recognize Children and Youth Services Division Manager Alan Albright on his upcoming retirement after more than 30 years of dedicated service to the County, Supervisor Janet Nguyen presented him with a resolution to commemorate the occasion during a Mental Health Board meeting held at the Hall of Administration on Feb. 27.*

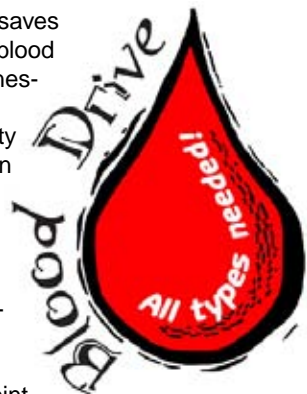
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## 2-day blood drive planned for March

**T**he American Red Cross saves lives and you can too! A blood drive is planned for Wednesday, March 26 and Thursday, March 27 from 8 a.m. to 2 p.m. at the County Hall of Administration, second floor in rooms 214-216.

To schedule an appointment or for more information, contact Sylvia Goldie at (714) 834-6620 or Amber Alford at (714) 834-4144 in HCA Volunteer Services or visit the website [www.givelife.org](http://www.givelife.org) and enter sponsor code OC1 when scheduling an appointment.

To learn more about the blood donation process and donor eligibility go to [www.HelpSaveALife.org](http://www.HelpSaveALife.org).





# Spotlight on Excellence

**B**ehavioral Health's Cultural Competency Program presented its February 2008

Spotlight on Excellence Award to Zanetta Moloi, Program Supervisor for Behavioral Health Services Mental Health Services Act (MHSA) Training Program.

Zanetta has been a County employee for 19 years and is noted by her peers as being highly productive, customer and community focused. She treats everyone with respect and is helpful to consumers and to staff equally. Zanetta is also courteous of everyone's unique ethnic and cultural differences and needs and is seen as a resource for both staff and the community.

Prior to her current position as Program Supervisor, Zanetta served as an Office Tech and Staff Specialist for HCA Children and Youth Services (CYS) Quality Review and Training (QRT) program.

## WE'RE ON-LINE!

You can check out the latest issues of the Health Care Agency's newsletters by using this URL:

[www.ohealthinfo.com/newsletters/](http://www.ohealthinfo.com/newsletters/)

We will keep current issues on line for a year. Let us know how you like the convenience!

## Behavioral Health Nurses

*continued from page 2*

many client needs. The collaboration of agencies to serve homeless individuals is a model in reducing health disparities within the underserved homeless community.

The Outpatient Clinic Nurse is responsible for health assessments, which includes client history, review of lab reports, maintaining medication supply, and administering medication injections. The Behavioral Health Nurse is additionally responsible for helping to support on-site clinicians with monitoring patients' medication compliance with standards of clinical care, professional practice standards, and patient outcomes.

Another new and exciting role for Behavioral Health nurses is developing and includes implementing specialized wellness groups to the bilingual/bicultural community.

Many congratulations and thanks to Behavioral Health nurses for their commitment and passion for nursing care. Behavioral Health nurses are exceptional representatives of nurses within the agency.



*Pictured (left to right) are Ronnie Kelley, Zanetta Moloi and Rafael Canul.*

## Public Health Week Quiz

*continued from page 3*

relating to this year's theme. Visit the Agency's Public Health Week webpage at [www.ohealthinfo.com/public/phweek/quiz.htm](http://www.ohealthinfo.com/public/phweek/quiz.htm) to submit your completed quiz online by Friday, March 28. Those who answer all questions correctly will be entered into a drawing to win fun prizes.

### True or False?

1. The prevalence of some diseases and other threats to human health depend largely on local climate.
2. Global warming does not make hurricanes worse.
3. The leading cause of air pollution related death in both industrialized and developing countries is particulate matter – soot and dirt particles that cause respiratory failure.
4. People can be exposed to pesticides in three following ways: inhalation, absorption through skin, and getting pesticides in their mouth or digestive tract.
5. There is a difference between post-consumer and recovered materials.
6. The largest man-made source of carcinogens is gasoline from fossil fuels.
7. Recycling aluminum saves 95% of the energy cost of processing new aluminum.
8. Warm temperatures can increase air and water pollution, which in turn can harm human health.
9. Methyl bromide, a highly toxic pesticide that depletes the ozone layer, is also used to treat tobacco.
10. Swimming in contaminated water can make people sick.
11. Replacing a refrigerator that is 10 years or older is a good step toward slowing climate change.
12. Compact fluorescent bulbs are detrimental to the environment.
13. Modest exposure to the ozone layer during warm temperatures can cause a healthy individual to experience chest pain, nausea, and pulmonary congestion.
14. Planting trees does not remove carbon from the atmosphere.

*Home, in one form or another,  
is the great object of life.*  
—Josiah G. Holland

## Additional MSI funding saluted by BOS

**D**uring their March 11 meeting, the Board of Supervisors recognized the efforts of a committed group of Orange County health care organizations to the Health Care Agency's successful effort to expand funding for the county's Medical Services Initiative (MSI) program.

Board Chairman John M.W. Moorlach presented Certificates of Appreciation

to members of the Coverage Initiative Committee including Ed Kacic of the Irvine Health Foundation; Julie Puentes of the Hospital Association of Southern California; Isabel Becerra of the Coalition of Orange County Community Clinics; Nancy Rimsha of the Health Consumer Action Center; Ruth Kurisu of the Health Funders Partnership of Orange County; and Barbara Shipnuck of the Kaiser Foun-

ation. Also recognized by the Board but unable to attend the meeting were Dr. Gwyn Parry of the Hoag Hospital Community Foundation; Chris Leo of St. Joseph Health System and Michele Revelle of the Orange County Medical Association.

The Coverage Initiative Committee provided the funding, guidance and support needed to obtain an additional \$50 million in Federal funding over the next three years that will boost the number of Orange County adults served by MSI, as well as provide expanded primary and preventive care services to those already enrolled in the program. MSI currently serves about 14,000 low-income adults between the ages of 18-64. Under the Coverage Initiative, an additional 3,300 people will be enrolled in the program and work is already underway to enroll those participants. MSI clients will be linked to a community clinic or primary care physician to provide a "medical home" where they can receive health care services in a medically appropriate, cost effective setting. Disease management services will also be available for those with chronic health conditions, designed to improve their overall health while decreasing health care costs.



Members of the Coverage Initiative Committee receive recognition from Board Chairman John M.W. Moorlach during the March 11 Board meeting for their successful effort to expand funding for the County's MSI program.



Team Excellence Award

HCA & OCEA LMC  
LABOR MANAGEMENT COMMITTEE

## LMC Team Excellence Award May 1st deadline nears

**T**he deadline for the 2008 Steve Ambriz Team Excellence Award is fast approaching on May 1. The HCA/OCEA Labor Management Committee (LMC) is seeking nominations for the Award and encourages you to submit a nomination before the deadline.

Last year's nominations were very competitive. Nominations for teams that were previously not selected for the award may be resubmitted this year. Be sure to revise the application that was formerly submitted so that it is current and confirm that it contains a clear portrayal of each of the individual criteria.

The Award was created to recognize teams that exemplify principles of Enlightened Leadership and Team Excellence, and to identify the qualities and characteristics of effective work teams.

This is an excellent opportunity to nominate a team of individuals, program, or department within HCA that demonstrates these characteristics.

Visit the LMC Intranet website at <http://balsam.intranet/lmc/team.asp> for nomination forms, details about previous winners, and additional information about what makes an excellent team.





# A primer on Sanction Screening

The Health Care Agency does not hire, contract or use volunteers/interns currently under sanction or exclusion. We screen all employees, volunteers, interns, contractors and vendors against Federal exclusion lists. Anyone on these lists would be an “ineligible person.”

## Why is this important?

If we employ, contract with or use anyone on a Federal exclusion list to provide services, HCA could face fines of \$2,500 a day. If a person becomes ineligible after hire, any service provided by that employee would not be reimbursable by federal or state health care programs. If claims for services are submitted and paid, they are considered false claims, and HCA could be subject to civil monetary penalties if the claims are not identified and backed out. This is why HCA screens all employees prior to hire and twice a year for the existing workforce.

## How do people get on these lists?

While a number of different reasons may lead to exclusion, the primary reason for being on the exclusion list is due to a conviction related to health care or other fraud. Some other examples include license revocation or suspension, defaulting on student loans or convictions related to patient abuse 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 searching the Health and Human Services/Office of Inspector General List of Excluded individuals/Entities (<http://exclusions.oig.hhs.gov/search.aspx>) and the General Services Administration’s list of Parties Excluded from Federal Programs (<http://epls.gov>) by the following HCA units:

- ◆ Purchasing
- ◆ Contract Development and Management (CDM)
- ◆ Human Resources
- ◆ Volunteer Services
- ◆ Medical Services Initiative
- ◆ 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 that the applicants complete and return all of the forms to Volunteer Services before the start date to allow Volunteer Services 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.



# BH staff receive Goodwill Award

Congratulations to Behavioral Health (BH) Cultural Competency Program staff members Ronnie Kelley, Rafael Canul, Hanh Truong and Sergio Ventura, as well as Adult Mental Health Services Chief Barbara Greenfield on receiving the “Working for Independence” Award from Goodwill Industries for their positive contributions and



Adult Mental Health Services Chief Barbara Greenfield is pictured with the award she received from Goodwill.

commitment to Goodwill’s Employment WORKS program.

The Employment Works Program provides a positive, supportive environment where individuals from diverse backgrounds can access resources and gain the knowledge and skills to conduct independent job searches, build self-esteem and achieve a successful, productive, self-sufficient lifestyle.

... continued on page 3



# OC Volunteer Mutual Aid Drill a success

In Feb. 26, 2008 the Orange County Board of Supervisors recognized local leaders for the success of a Volunteer Mutual Aid Drill held during Sept. 2007 and presented each with a Board resolution. Among those recognized included HCA's Health Disaster Management Division Medical Reserve Corps (MRC).

The Drill was a full scale exercise designed at the direction of the Orange County Sheriff's Department and the Orange County California Citizen Corps Council. Representatives from Community Emergency Response Teams (CERT), Medical Reserve Corps, Neighborhood Watch, Volunteers in Police Services (VIPS), Fire Corps and Operational Area planning partners including the Radio Amateur Civil Engineering Services (RACES), American Red Cross and the Volunteer Center of Orange County comprise the council.

The planning team included 18 people who represented 13 jurisdictions/organizations. The coordination required to plan, develop, organize and implement a volunteer drill of this caliber was a large undertaking and a first of its kind in Orange County.

The planning team designated seven objectives to be evaluated: the Incident Command System, Communications, Team Organization, Personal Safety, Victim Safety and Recovery, Fire Safety and Search and Rescue/Damage Assessment.

The drill was designed to train volunteers in the Incident Command System, combine all volunteer programs into a mutual aid environment and simulate a realistic catastrophic earthquake with

hands on training. In order to accomplish a lifelike and challenging exercise environment, multiple scenarios were developed that tested various volunteer programs which have different roles and missions.

Volunteers from 26 different local jurisdictions and several volunteer programs were combined into one drill. This required support and dedication on both days to coordinate 480 volunteers, 55 staff members and 40 observers.

The success of the 2007 Volunteer Mutual Aid Drill was dependent upon multiple agencies working together as a seamless unit and proved to be an accomplished model for how volunteer organizations will respond in support of emergency first responders in Orange County. Congratulations to the following individuals who received recognition during the Feb. 26 Board meeting:

- Ken Bourne, OC RACES
- Stephen Bowles, Seal Beach PD
- Vicki Bowman, HCA
- Christian Caswell, Santa Ana FD
- Paul Catsimanes, City of Mission Viejo
- Tammy Descoteaux, OCSD



MRC Coordinator Peggy McCormick is pictured with Agency Director Julie Poulson and a resolution which was presented to the Health Disaster Management Division Medical Reserve Corps during the Feb. 26 Board meeting.

- Todd DeVoe, City of Dana Point
- Elizabeth Eddlemon, City of Costa Mesa
- Brenda Emrick, Costa Mesa FD
- Katrina Faulkner, OCSD
- Peggy McCormick, HCA
- Victoria Osborn, OCSD
- Nilda Patino de Berndt, City of Placentia
- Thomas Slayton, OCSD
- Steve Stempniak, Anaheim PD
- Bette Weinberg, Volunteer Center of Orange County

Character is the architecture of the being  
—Louise Nevelson

## Goodwill Award

*continued from page 2*

Barbara Greenfield was instrumental to the implementation and development of the Employment WORKS program. Through her leadership and guidance, Employment WORKS has been able to excel as a premier employment program serving more than 100 individuals with serious and chronic mental illness. Her diligence and commitment to her clients and Goodwill's mission has made it possible for mutual clients to obtain and maintain successful community employment and integration.

HCA's Cultural Competency program supported a series of Goodwill's Employment WORKS events and played an instrumental role in guiding and assisting the program by delivering a new level of access

of services within the local Orange County Vietnamese and Latino communities.

The Working for Independence Award annually recognizes employers, sub-contractors, vendors and professionals who share and reflect the vision, values, commitments and mission of the Goodwill Industries organization.



Cultural Competency staff pictured (left to right) are Ronnie Kelley, Hanh Truong and Rafael Canul. Not pictured is Sergio Ventura.

# CMH Nurses make a difference every day

**A**fter many years of planning, Correctional Mental Health opened a new Lanterman-Petris Short Act (LPS) designated 10-bed unit called the Crisis Stabilization Unit (CSU) on Oct. 10, 2006 which is located within the Intake and Release Center of the Orange County Central Jail Complex. This 10-bed unit is the fourth of its kind in a county jail system in California.

The nurses who work in the CSU area are highly skilled and diversified. This unit is similar to a psychiatric hospital, but with jail setting constraints. The CSU nurse is designated to initiate legal holds and is required to follow all legal aspects of detention.

"The gratifications of working in the CSU are actually witnessing how much our patients improve in response to treatment therapies," said Jill Savage, RNC. "Teamwork here is really very effective."

Inmates are referred to the unit based on several factors that are determined by recommendations from case management nurses and the treatment team.

When asked about her nursing responsibilities, Suzann Pearsall, RN, states "I discuss treatment plans with the psychiatrist and treatment team and assess the patient's response to medication."

The inmate may be placed on a 5150 hold, which consists of being a danger to themselves or others, or gravely disabled as a result of a mental disorder before they can be detained in the unit. The inmate may also sign-in as a voluntary patient if they agree to participate in treatment.

"It's interesting to see the knowledge that the patients have for music appreciation," said Jim Trimmer, RN.

The nurses serve as the backbone of the CSU unit and monitor patients from the time they are admitted until they are discharged.

"This unit has been very helpful for the same inmates we have taken care of for years and now are hopefully more manageable and predictable with the extra level of care we are now allowed to provide," said Cindy Soruco, RNC and CSU Nursing Supervisor.

All CSU nurses agree that working for the unit is a difficult, but rewarding experience and that it recognizes the notion that nurses are "making a difference every day."



*Crisis Stabilization Unit nurses pictured (left to right) are Suzanne Pearsall, RN; Katie Blair, LVN; Jim Trimmer, RN; Cindy Soruco, RNC, Nursing Supervisor; and Jim Macklin, RN.*



*Pictured (left to right) are Erica Garcia, MA and Jill Savage, RNC.*



*Pictured (left to right) are Florinda Carbajal, MA/LVN Candidate and Robin Clawson, LVN.*

## Nurse Recognition Event Next Month

### Save the Date for May 8

An event to recognize HCA nurses will be held on May 8, 2008 from 11:30 a.m. to 1:30 p.m. at the Santa Ana Police Department Community Room located at 60 Civic Center Plaza in Santa Ana.

The event will recognize HCA nurses during National Nurses Week from May 6-12, 2008 and highlight the diversity of roles in the nursing profession, as well as the dedication and commitment of nurses to patient safety and well-being.

Featuring guest speaker Agency Director Julie Poulson, the event will also include notes of nurse recognition from clients, as well as a presentation depicting how HCA nurses from various programs within the Agency work together to make a difference every day.

## MAY HEALTH OBSERVANCES

American Stroke Month

Hepatitis Awareness Month

Lupus Awareness Month

Melanoma/Skin Cancer Detection and Prevention Month

Mental Health Month

National Physical Fitness and Sports Month

National Nurses Week . . . . .	6-12
National Women's Health Week . . . . .	11-17
National Emergency Medical Services Week . . . . .	18-24
National HIV Vaccine Awareness Day. . . . .	18
World No Tobacco Day . . . . .	31



# CMS quick response saves inmate

**T**he observations of an alert Sheriff's Deputy and a quick response by staff from HCA Correctional Medical Services helped to save the life of an inmate at the Men's Central Jail on March 2.

The man, who is in his 20's, had been incarcerated for several months without major medical problems when Sheriff's Deputies found him in distress while making routine rounds. The man was reportedly having difficulty breathing, so Sheriff's personnel started CPR while notifying paramedics and staff from Correctional Medical Services (CMS). According to Institutional Health Services Division Manager Maureen Robles, two Registered Nurses and a Licensed Vocation Nurse responded to the medical emergency and deployed an Automated External Defibrillator (AED) to check the man's heart. The AED determined that a shock should be delivered to return the man's heart to a normal rhythm and, in fact, delivered two shocks during the course of the emergency medical response. By the time paramedics arrived, the man was breathing and had an improved pulse. The inmate was transported to an area hospital for additional medical treatment.

"Working as a team, CMS nurses and Sheriff's Deputies quickly took the actions needed to save this individual's life," said Mrs. Robles. "This inmate had no previous major medical problems, so the emergency was totally unexpected. This is a great example of how the partnership between the Health Care Agency and the Sheriff's Deputy works to provide life-saving care to those who are in county custody."



# National Nutrition Month activities wrap-up

**T**hroughout March 2008, HCA's Nutrition Services Program and other County Public Health Nutritionists celebrated the American Dietetic Association (ADA) sponsored annual **National Nutrition Month®** (NNM), which featured this year's theme of "**Nutrition: It's a Matter of Fact!**"

## **Activities celebrating National Nutrition Month® 2008 included:**

- A special Women, Infants & Children (WIC) Supplemental Nutrition Program full staff meeting on March 3 to launch the NNM® celebration.
- A Healthy Recipe contest for WIC staff. WIC clinic teams each created, prepared and served a healthy recipe at the March 3 staff meeting to a panel of Maternal, Child and Adolescent Health (MCAH) managers who tasted and judged the entries. The Westminster/Beach WIC Clinic was selected as the winning team.
- Month-long displays at the County Hall of Administration (HOA) and the HCA 17<sup>th</sup> St. Clinic lobbies. These displays were created entirely by Cal Poly Pomona and Cal State Long Beach dietetic interns during their assigned community service rotations at HCA Nutrition Services.
- Countywide, the WIC Class of the Month for March/April featured displays and activities that helped WIC participants learn how to tell the difference between nutrition facts and myths.
- On **March 10, 2008** County Public Health Nutritionists/Registered Dieticians (RD) and WIC Clinic Supervisors proudly celebrated the first-ever ADA sponsored **Registered Dietitian Day**.



*Cal Poly Pomona Dietetic Interns Judith Dunaway (pictured) and Stephanie Hemmings co-created this year's National Nutrition Month display, which was showcased at the Hall Of Administration in March.*

## **Activities that celebrated RD Day included:**

- The HOA NNM® lobby display prominently featured County RDs and their numerous roles in County agencies.
  - County RDs and WIC Clinic Supervisors attended a special staff meeting/luncheon to celebrate RD Day and to learn more about the various job activities of Orange County RDs working outside of the WIC program.
  - On RD Day, WIC RDs staffed the two NNM® month lobby displays at the HOA and 17<sup>th</sup> Street Clinic, to answer questions and inform County staff and the public about the messages of this year's NNM® campaign.
  - Also on RD Day, County Public Health Nutritionists/RDs acknowledged one another with special ADA created e-mail messages.
- For more information about HCA Nutrition Services and National Nutrition Month®, please call (714) 834-7986.

## **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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A thankful heart is the parent of all virtues.  
Cicero

# HCA physicians receive recognition

To honor HCA's physicians for their contributions and dedication to the health and well-being of the clients served by the Agency, an event was held on March 27 at the 405 W. 5<sup>th</sup> Street building in Santa Ana.

Agency Director Julie Poulson welcomed attendees and highlighted the commitment by physicians to the health of the community. Deputy Agency Directors and Medical Directors from each service area provided brief overviews of how their programs and services assist the community and also acknowledged physicians that were present.

Refreshments were served and those present at the event had the opportunity to meet and greet other physicians from each Agency division.

A total of 124 regular/full-time and contract/extra-help HCA Physicians from the following service areas received commemorative certificates: 63 Behavioral Health, 35 Medical & Institutional Health and 26 from Public Health.



Those in attendance at the March 27 event included (pictured standing in back, left to right) Lisa Bauer, John Van Sky, Dr. Samuel Stratton, Maureen Robles and Dr. Ernest Williams.



During the Physician Recognition event, Dr. Alan Edwards, Behavioral Health Services Medical Director, acknowledged Behavioral Health physicians for their dedication and commitment to the clients served by HCA.



Agency Director Julie Poulson welcomes attendees to the 2008 Physicians Recognition event held on March 27.



County Health Officer Dr. Eric Handler recognized Public Health Chief Medical Officer Dr. Nancy Bowen during the annual Physicians Recognition ceremony held at the 405 W. 5<sup>th</sup> Street building.

# County recognizes Social Worker Month

March is Professional Social Workers Month and a special event to recognize the contributions of social workers to the County of Orange was held March 12<sup>th</sup> at the Social Services Agency's Grand Avenue facility in Santa Ana.

The Health Care Agency has well over 200 social workers providing services to clients in Behavioral Health and Public Health Services. From each of the programs employing social workers, one person was selected to represent their colleagues at the annual recognition event. The reception followed the theme "Champions 2008" recognizing the accomplishments of social workers as well as their efforts to ensure that clients receive needed services from the County and other organizations.

Representing HCA at this year's event were Cynthia Cassil of Alcohol and Drug Abuse Services; Ronnie Kelly

of Behavioral Health Central Programs; Rodrigo Sigala of Adult Mental Health Services; Karen Marks of Children and Youth Services; Alicia Armstrong of Family Health Services; Genoveva Monreal of California Children's Services; Linh Bui of Disease Control and Epidemiology; and Vanessa Nunez of Public Health Nursing.

A resolution from the Board of Supervisors declaring the month of March to be Social Worker Recognition Month was presented by Sergio Prince, Executive Director of Public Affairs for Fifth District Supervisor Pat Bates.

Donna Fleming, Chief of Public Health Operations, introduced HCA's representatives and shared her thoughts about the professional of social work.



Public Health Services Chief Donna Fleming and Family Health Division Manager Tony Edmonds are pictured alongside HCA social workers who received recognition during the March 12 event held at the Social Services Agency.



## County reorg presents new opportunities

A recent reorganization approved by the County Board of Supervisors has created new professional opportunities, with the Health Care Agency's Deputy Agency Director for Financial and Administrative Services selected to lead one of the new County entities.

The appointment of Steve Franks to serve as the first Director of OC Community Resources was announced April 8 by County Executive Officer Tom Mauk. In his new role, Steve will be responsible for overseeing several County departments including OC Community Services (formerly Housing and Community Services), OC Public Libraries, OC Parks and OC Animal Care. "While we will miss Steve here at the Health Care Agency, we are thrilled about this exciting opportunity for him and wish him the best in his new position," said Agency Director Julie Poulson. "Steve has made tremendous contributions to the Health Care Agency and we know he will be equally as successful with OC Community Resources."

Stepping into the role of Deputy Agency Director for Financial and Administrative Services is Bob Wilson, who joins HCA after serving most recently in a management capacity with OC Facilities. There, he was responsible for overseeing a number of essential County operations including transportation, facility operations, property management and real estate. Bob has almost 34 years experience with the County of Orange, beginning his career in 1974 as a Systems Analyst with the County Administrative Office. During the county bankruptcy, he served as an Assistant CEO for two years, and has also served with the county's waste management and housing programs. "I'm very happy to be here and look forward to this learning experience," Wilson stated, noting that the health care field presents a new challenge. "I like change and I'm very interested in learning more about the Health Care Agency's programs and services." Wilson has also been impressed with what he has seen from the Health Care Agency over the years. "There are a . . . continued on page 2



Pictured (left to right) Steve Franks, Julie Poulson, Bob Wilson, Dave Riley

## 2008 Gerald A. Wagner Award presented to Pope

Congratulations to Ana Maria Pope, RN, MSN, a Nurse Practitioner in HCA's Special Disease Services/HIV Program on receiving the 2008 Gerald A. Wagner Excellence in Health Education Award.

Ana is noted for the role she plays as an advocate for her clients by showing initiative, leadership and clinical competence in extraordinarily complicated cases of HIV management and care. She is especially helpful to HCA's HIV positive Latino patients who often have limited English speaking capabilities.

She additionally provides safe, quality care and extensive patient education, case management and counseling skills for HCA's HIV pregnant women and transgender patients.

Ana has also enhanced her development as a professional nurse practitioner in the . . . continued on page 2



Dr. Gerald Wagner presents the Gerald A. Wagner Excellence in Health Education Award to Ana Maria Pope, a Nurse Practitioner in HCA's Special Disease Services/HIV Program.



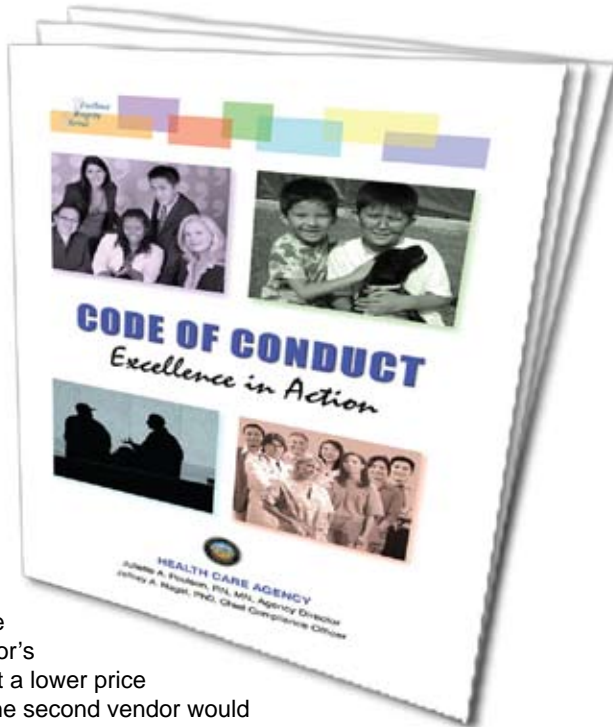
# Pay attention to potential conflict of interests

**A**s members of the Health Care Agency (HCA) team, we should always try to 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 the 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 might inappropriately 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 available on the HCA Intranet at <http://balsam/intranet/compliance/code.asp> or contact the Office of Compliance at (714) 568-5614.



**COMPLIANCE**  
**866.260.5636** **HOTLINE**

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 the number shown above.

## County reorg

*continued from page 1*

lot of people here who are very dedicated to the human services side of public programs. I see that enthusiasm and dedication to the job as what public service is all about." Away from the office, Bob enjoys gardening, golf and playing softball, but his dedication to serving the public shines through. "While there will be some challenges ahead, hopefully my experience in almost 34 years with the County will help us to meet those challenges."

HCA also extends its best wishes to all of the staff of OC Animal Care, formerly Orange County Animal Care Services, in their new role as part of OC Community Resources. While the name may have been changed, we know the dedicated staff at Animal Care will continue to do their best for the people, pets and other animals that call Orange County home!

## Wagner Award

*continued from page 1*

field of HIV by attending medical lectures and conferences, and often encourages and notifies other staff of upcoming educational opportunities or informs them on the new skills and practices she has learned.

As noted by her colleagues, Ana is a master at multitasking and is a devoted nursing professional who is willing to assist the Agency's clients in any way she can. She often contacts patients outside of clinic hours to make sure they receive important laboratory testing results, as well as medication information.

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.

*People who fight fire  
with fire usually end up  
with ashes.*  
—Abigail Van Buren



# Family Health Clinics' Reach Out and Read Program

**A**n innovative program developed by a group of individuals from Public Health's Family Health Division is helping to address some of the very real challenges facing many Orange County residents who struggle to read.

The idea to create and implement a literacy program for the Family Health Clinics started with a brainstorming session to select a PIP goal and was the brainchild of Cathy Smith, a nurse practitioner who realized that reading aloud is one of the most important things that parents can do to help their children develop early literacy skills. Working with Dr. Connie DelMundo, Public Health Medical Officer and Acting Family Health Medical Director, Cathy selected something that would have a positive impact on the children who come to the clinic for medical care.

Cathy contacted Reach Out and Read, a national non-profit that promotes early literacy, and then worked with local partners to set up an initiative within the Family Health Clinics. Through a wonderful example of collaboration, the Children and Families Commission of Orange County provides the funding for new books, the Early Literacy Program provides volunteer readers, and the Family Health Clinics provide the location and the staff to organize the books and reinforce the importance of reading.

The results have been incredible. Children gather around the readers in the clinic waiting areas, listening attentively to stories, and parents who cannot read are encouraged to interact with their children by looking at the pictures—thus fostering a parent-child bond. The nurses, medical assistants, and nurse practitioners use their clinical exam time to talk to parents about the importance of reading to their children, and just as routinely as giving shots, they give every child a book.

In the last 6 months, volunteer readers provided over 300 hours of reading to the children in the Buena Park and Santa Ana Family Health Clinics, and in 2007, the clinical team gave out over 5,500 books. For some children, these are the first books they have ever received. One family who recently moved here from Africa said they were so happy to get the book, sharing that it was their first present they had gotten since arriving in the United States.

Many parents have thanked the clinic staff for the added service now offered. They are pleased, and even surprised, to see their children listening to the reader—it's as though the program has created a calming effect in the waiting room. Parents have told clinic staff that they've been won over by the way readers make the stories in the books 'come alive' and that it has inspired



*Family Health's reading program has been a great addition to the waiting room at the 17<sup>th</sup> Street facility. Gathered around the reading table are (l-r): Ken Cheong, Family Health Clinic Program Manager; Estela Alvarado, Volunteer Reader (holding red book); Lilliana Dominguez, Medical Assistant; Genny Ceballos, Medical Assistant; Feve Rios, Medical Assistant; Cathy Smith, Nurse Practitioner; Connie DelMundo MD, Family Health Acting Medical Director; and Maria Vega, Volunteer Reader, (seated with book in hand).*

them to make time at home to start reading to their own children.

Although a book may seem like such an ordinary gift, the Family Health Clinic's Reach Out and Read Program staff are extraordinary individuals. With every book they give, and with every teaching moment they have with their clients, they're providing the foundation that is needed to help build a stronger Orange County and ensure improved literacy for our families. A special thanks to Cathy Smith, NP; Shirley Halbur, NP; Lyvia Villegas, NP; Lily Dominguez, MA; Genny Ceballos, MA; Sandra Alvarez, MA; Feve Rios, MA; Connie del Mundo, MD; Quynh Gredig, SPHN II; and Ken Cheong, Program Manager, for making this program a success. Also essential to the success of the program are the contributions of the volunteer readers: Minerva Garcia, Estela Alvarado, Maria del Carmen Vega and Kimberly Duran.

## **JUNE HEALTH OBSERVANCES**

- Home Safety Month**
- Myasthenia Gravis Awareness Month**
- National Aphasia Awareness Month**
- National Scoliosis Awareness Month**
- National Scleroderma Awareness Month**
- Vision Research Month**

- National Cancer Survivors Day . . . . . 1**
- National Headache Awareness Week. . . . . 1-7**
- Sun Safety Week . . . . . 8-14**

- National Men's Health Week . . . . . 9-15**
- Helen Keller Deaf-Blind Awareness Week 22-28**
- National HIV Testing Day. . . . . 27**

# Awards Ceremony recognizes employees

**H**CA employees received recognition for their years of dedicated service at an Employee Recognition Awards ceremony held on May 1 at the County Hall of Administration. The following is a list of service awards presented:

5 Years of Service .....	6
10 Years of Service .....	47
15 Years of Service .....	26
20 Years of Service .....	11
25 Years of Service .....	4

## 20 YEARS



Celebrating 20 years of County service, Jeannette Granados and Shannon Vecchione from Medical and Institutional Health Services received recognition from Agency Director Julie Poulson and Institutional Health Services Division Manager Maureen Robles during the Employee Recognition Awards held on May 1<sup>st</sup>.



Mitch Chernes and Lucille Cardwell of Behavioral Health Services received recognition from Agency Director Julie Poulson and Chief of Behavioral Health Operations Mary Hale for 20 years of County service.

## 25 YEARS



Public Health Services Program Manager Larry Honeybourne celebrated 25 years of County service and received a certificate and pin to commemorate the occasion from Agency Director Julie Poulson and Public Health Services Division Manager Tony Edmonds.

## 15 YEARS



Agency Director Julie Poulson and Chief of Quality Management David Thiessen congratulated Alaka Nafday on celebrating 15 years of County service and presented her with a certificate and pin to commemorate the occasion.



Carl Funke of HCA Information Technology received recognition for 10 years of County service from Agency Director Julie Poulson and Chief Information Officer Teri Schultz.

Home is not where you love, but where they understand you.  
 —Christian Morgenstern



15 YEARS



Behavioral Health Services staff members Aida Sanchez-Nunez and Steven Johnson received a certificate and pin to commemorate 15 years of County service from Agency Director Julie Poulson and Chief of Behavioral Health Operations Mary Hale.



Medical and Institutional Health Services staff pictured (left to right) Jasminka Depovic, Kelly Paulson, George Stupecky, and Janet Snow celebrated 15 years of County service and received recognition from Agency Director Julie Poulson and Institutional Health Services Division Manager Maureen Robles.



Public Health Services staff pictured (left to right) Dora Ponce, Gloria Trejo, Emma Chavez-Valle, Elizabeth Arroyo and Martha Dominguez celebrated 15 years of County service and were recognized during the May 1st Employee Recognition Awards by Agency Director Julie Poulson and Public Health Services Division Manager Tony Edmonds.

A problem well stated is a problem half solved.  
—Charles F. Kettering

10 YEARS



Celebrating 10 years of County service, Curtis Condon of Quality Management received recognition from Agency Director Julie Poulson and Chief of Quality Management David Thiessen.



Celebrating 10 years of County service, Senior Comprehensive Care Nurse Samuel Stephens received a certificate and pin from Agency Director Julie Poulson and Institutional Health Services Division Manager Maureen Robles.



10 YEARS



(Left) Public Health Services staff members pictured (left to right) Lorena Bogarin, Herm Perlmutter, Jocelyn Garduno and Hsien Rung T. Tseng received recognition from Agency Director Julie Poulson and Public Health Services Division Manager Tony Edmonds for their 10 years of County service.



(Left) Financial and Administrative Services Staff Specialist Adrienne Newman celebrated 10 years of County service and received a certificate and pin to commemorate the occasion from Agency Director Julie Poulson and Deputy Agency Director Bob Wilson.



(Left) Behavioral Health staff pictured (left to right) Cheryl Pitts, Diane McDowell, Valerie Soppet, Dorothy Hendrickson, Kevin Litfin, and Richard Gardea celebrated 10 years of County service and received a certificate and pin from Agency Director Julie Poulson and Chief of Behavioral Health Operations Mary Hale.

5 YEARS



(Left) Celebrating 5 years of County service, California Children's Services Division Manager Mary Davis received a certificate and pin from Agency Director Julie Poulson and Public Health Services Division Manager Tony Edmonds.



Alfredo Valle of Health Disaster Management celebrated 10 years of County service and received recognition from Agency Director Julie Poulson and Health Disaster Management Division Manager Terre Duensing.



Celebrating 5 years of County service, Tuan Q. Tang from HCA Information Technology received a certificate and pin from Agency Director Julie Poulson and Chief Information Officer Teri Schultz during the May 1<sup>st</sup> Employee Recognition Awards.



Orange County Board of Supervisors Chairman John M.W. Moorlach presented a resolution recognizing Public Health Week 2008 to Agency Director Julie Poulson.

... more photos from Public Health Week



Public Health Nurses Sandy Asche, Marilyn Geller, Jane Hannah and Judy Ogan were among the HCA staff recognized as Public Health Everyday Heroes.



# TECH TALK

## IT serves up new way to help yourself

**T**he HCA Service Desk has recently embarked on a new service program called "Self Help." This new program is designed to let HCA staff solve many of the easier technical issues themselves without calling the Service Desk. The program is actually twofold, explained John Crane, Manager of IT Support Services. "Not only does this get folks on their way quickly, but it also frees up the phone lines for our staff to stay on the line longer to dig deeper into complex technical issues. It has taken a lot of preparation up front but it will be worth it in the end."

The first of the tools to be implemented is the **Self Help Video**. These step by step tutorial videos will walk customers through things like setting up their E-mail and adding a Network printer. These videos can be watched repeatedly and the video tutorial can be performed simultaneously with the actual task. See these videos at <http://balsam/intranet/it/videos>.

Coming this summer is the introduction of a second tool in our Self Help support strategy, the **"Self Password Reset Tool."** With this new tool, the Service Desk will now offer every customer the ability to reset their own password, which is pretty handy if you forget your password after a long vacation, and who hasn't done that? Stay tuned for more information as the rollout gets closer.

### 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.

Editors . . . . . Tricia Landquist  
Howard Sutter  
Anne Fialcowitz

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Pony. . . Bldg. 38-S, 4th Floor

## Behavioral Health staff recognized for service

**S**taff members from HCA Behavioral Health's Centralized Assessment Team (CAT) and Psychiatric Emergency Response Team (PERT) were recently honored by two local agencies for the outstanding services they provide to

the community in partnership with local law enforcement. The staff members selected for recognition, Jim Dempsey and Lance Lindgren, were among those saluted for their roles with programs that provide emergency psychiatric evaluation services, as well as assisting individuals in accessing needed community services through linkage and referral.

Jim Dempsey was acknowledged this month by the Orange Police Department. Jim is a Licensed Clinical Social Worker who rides with the Orange Police Department two days per week. He was recognized by Orange Police Lieutenant Patrick

Thayer for his efforts in providing crisis intervention services to those individuals with a mental illness. Jim's ability to help the disabled get needed services has directly resulted in fewer calls for service and disturbances in the community of Orange.

Lance Lindgren is a Mental Health Specialist who rides with the Westminster Police Department four days per week. He was recognized during the annual OC Human Relations Commission Awards event along with staff from the Westminster Police Department and Adult Mental Health Services for their "Ride-A-Long" partnership of police officer and mental health clinician. The Westminster PERT program was the first of its kind in Orange County and has resulted in an improved, collaborative response to the needs of those in the community with mental illness.



Lance Lindgren (lower right), a Behavioral Health Services mental health specialist, was among those honored at the annual OC Human Relations Commission Awards. Others in the picture include (front row) Annette Mugrditchian, Adult Mental Health Services Division Manager, and (back row l-r) Andy Hall, Westminster Police Chief; Mike Chapman, Police Lieutenant; Dave Bridgewater, Master Police Officer; and Greg Masters, Behavioral Health Service Chief.

## On the Move

**T**wo Health Care Agency programs recently announced their move to a new location in Downtown Santa Ana. Both the County's Employee Health Services and the Mental Health Services Act (MHSA) Office have moved to 600 W. Santa Ana Boulevard from their former location in the 405 W. 5<sup>th</sup> Street Building.

Employee Health Services is located at 600 W. Santa Ana Blvd., Suite 405 and has a new phone number, (714) 565-3780. The MHSA office is located in Suite 510 of the same building and can be reached by telephone at (714) 667-5620. The 600 W. Santa Ana Blvd. building is located on the south side of Santa Ana Boulevard between Ross and Parton St.





# Your 15-Minute Break! What will you do with it?

**D**own through the ages, the demand on our bodies for daily survival has steadily decreased; we have no lions to run from, we have no hunting to do ... just an occasional stroll to the coffee pot or the printer as we spend our days in office spaces (see the table below). At home, our routine errands and activities don't always get our heart rate up either. As our daily caloric expenditures continue to decrease, we must find ways to keep our activity levels steady so that those extra calories don't add up.

What can we do to burn more energy? Two times a day, every day, we are given the opportunity to fit some fitness in:

## Use your 15-minute breaks

Here are three great ideas for increasing the energy you expend during your workday breaks:

### ✓ Start a Walking Club

Get your co-workers together to start your own walking club! It's a great way to add some fitness minutes to your daily activity goals.

### ✓ LIFT OFF! 10-Minute Physical Activity Breaks

The [UCLA School of Public Health Center to Eliminate Health Disparities](#) has created a project designed to "integrate physical activity into the workplace and other organizational settings, requiring minimal disruption of routine. ...Activities include a series of basic exercises that can be easily performed by individuals of varied fitness levels at varying levels of intensity, with minimal risk of injury."

Lift Off! is a great way to increase productivity, burn some calories and have some fun! If you are interested in becoming a HCA Lift Off! Leader, contact Health Promotion at (714) 834-2572.

### ✓ Climb Some Stairs

Taking the stairs is one way to put a "lift" in your physical routine. The [Centers for Disease Control and Prevention](#) notes, "repetitive stair climbing is a muscle strengthening activity that doesn't cost anything. So when you use your 15 minute break to climb the stairs,\* it is possible to expend (burn) 100 calories\*\* without spending a dime. That is a much better deal than the price of a super grande frozen mocha coffee drink.

\* Based on continuous, moderate movement of a 150 lb person for 15 minutes

\*\* Refer to [www.nutribase.com/exercala.htm](http://www.nutribase.com/exercala.htm) for more information

Average daily energy EXPENDITURE estimates		
1 million years ago	Hunters-gatherers	5000 calories
10,000 years ago	Agriculture	6000 calories
1915	Laborers	3000 calories
NOW	Office workers	1800 calories

[UCLA School of Public Health](#)



# Payroll Direct Deposit FAQs

## Where do I get direct deposit forms?

The forms are available on the County Intranet website. Under *Reference Information*, click on *Claims & Disbursing*. Under *Payroll*, find *Payroll Forms* and click either on [Payroll Direct Deposit Authorization](#) or [Payroll Direct Deposit Cancellation](#).

## How do I change my Direct Deposit?

If you currently have direct deposit and need to change financial institutions or account numbers, you will need to submit both forms: the Payroll Direct Deposit Cancellation form to cancel your old account, and the Payroll Direct Deposit Authorization form to set up your new one.

You must submit the cancellation form to Central Payroll as soon as you close your bank account. If your payroll funds have already been transferred to your old institution or account, Central Payroll must wait for the funds to be returned to the County's bank before issuing a paper paycheck to you.

## Where do I send the completed forms?

Do **not** fax or send forms to HCA Payroll. Submit the appropriate form either through the County's pony mail to *Central Payroll, Building 12, Room 304*, or by US mail to *Auditor-Controller/Disbursing Unit, P.O. 567, Santa Ana, 92702*.

## Can I have multiple bank accounts on my direct deposit?

No, the current system only supports one bank account for direct deposit.

## How long will it take for my direct deposit changes to become effective?

Once Central Payroll receives your completed authorization form, it will take about **two complete pay periods** before you see your funds deposited directly into your account.

In the meantime, you will receive a paper paycheck while your account information is validated. Unless you notify and request HCA Payroll in advance to mail your paycheck to your home address, or for HCA Payroll to hold your paycheck for you to pick up, your paycheck will be delivered to you by the Time-keeper at your pay location.

For all questions related to direct deposit, please email [askdisbursing@ac.ocgov.com](mailto:askdisbursing@ac.ocgov.com).

For general payroll questions, please contact HCA Payroll either by email at [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com) or by telephone at 714-834-5744 (7:30 a.m. to 5:00 p.m. Monday-Friday).

# May 26<sup>th</sup> is Memorial Day—Did You Know ...?

**M**emorial Day was originally known as Decoration Day because it was a time set aside to honor the nation's Civil War dead by decorating their graves. It was first widely observed on May 30, 1868. In 1971, Congress declared Memorial Day a national holiday to be celebrated the last Monday in May. (Veterans Day, a day set aside to honor all veterans, living and dead, is celebrated each year on November 11.)



## Seeing life from both sides of the fence

**C**ommencement exercises during the month of May are a special time for graduates and their families, marking a passage to a new chapter in the graduate's life. But few graduates have come as far as Robin Keeble, a Program Supervisor with the Health Care Agency's Risk Reduction, Education and Community Health Program (REACH), and the recipient of this month's Gold Star recognition for service to the Agency and the community.

While some graduates are introduced to their future employer at a career fair or perhaps through an internship, Robin's introduction to the Health Care Agency came in a much different fashion. It was in October 1995 when Robin was first introduced to the Health Care Agency at La Palma Park, not as a student intern but as a homeless individual in need of the Agency's services. And that introduction made an impression on Robin that continues to change her life today in ways that just 12 years ago she could not have imagined. "I

was homeless, living in a park. I had no self esteem or self respect, but the members of the outreach team made such a difference," Robin remembered. "They cared about me having something to eat and a safe place to sleep. They treated me like a human being and saw me as a part of the community even when I didn't."

What also made a difference was the persistence of the HCA outreach workers. "They came back and checked on me and followed up when they said they would." Part of that concern centered on Robin and her HIV status, because she learned that month that she was HIV positive. But Robin was determined that she would not become her disease. "I really liked what they did and I wanted to



Robin Keeble is pictured during the hooding ceremony at Cal State Fullerton, where she received her Master's in Public Health.

help out." After a year in residential substance abuse treatment, Robin's life had

... continued on page 3

## Back Bay Science Center in the spotlight

**T**he long awaited opening of the Back Bay Science Center on Shellmaker Island in Newport Beach was celebrated May 30<sup>th</sup> with a ribbon cutting ceremony attended by more than 100 people.



Dr. Douglas Moore (second from left) and Mario Mainero (second from right), Chief of Staff for Supervisor John M. W. Moorlach, represented the County of Orange in the Back Bay Science Center Ribbon Cutting ceremony.

The \$8 million facility provides a permanent home for the Health Care Agency's Public Health Water Quality Laboratory, which has been located for several years in temporary trailers. Other organizations calling the Science Center home are the California Department of Fish and Game, which conducts research and teaching programs at the site, as well as the University of California, Irvine and the City of Newport Beach.

Douglas Moore, PhD, Director of the Public Health Laboratory, was among those who spoke at the ribbon cutting ceremony, touting the protection of the public's health through the science of water quality testing and research. The lab has conducted numerous research projects and will continue to look at the causes of pollution, as well as improved testing methods that may more accurately reflect the risk to the public's health.

Major funding for the center was provided by a settlement from the 1990 American Trader tanker oil spill off the coast of Huntington Beach. Additional funding was provided by some of the key partners, such as the City of Newport Beach, as well as environmental organizations including the California Coastal Conservancy, the Miocean Foundation and the Newport Bay Naturalists and Friends. The public had an opportunity to tour the Science Center during an Open House held on May 31.

... more photos on page 6



# Compliance Team Update

**T**he Office of Compliance is pleased to announce that Linda Le is our new HCA HIPAA Coordinator. Linda joined the HCA Compliance Team about four years ago from the District Attorney's Office.

She has a Bachelor's Degree in Information Technology/ Database Management and previously worked with elected officials, community leaders, and victims of domestic and sexual assault.

Most recently, she tackled the duties of the Compliance Analyst. If you had a question about Compliance training, sanction screening, or HIPAA, Linda helped you out. Linda is always ready to help anyone in HCA with a compliance or HIPAA question. She recently became a Certified HIPAA Professional after completing training and a national exam.

Linda Le will be your contact for questions, concerns and advice on HIPAA requirements such as Privacy, Security, Transactions and Code Sets, etc. Her contact information is:

Linda Le, HCA HIPAA Coordinator, Bldg. 38-T  
405 W. 5<sup>th</sup> Street, Room 676  
Santa Ana  
(714) 834-4082  
[lile@ochca.com](mailto:lile@ochca.com)



The whole compliance team including Jeff Nagel, Chief Compliance Officer and Thea Bullock, Assistant Compliance Officer, are available to answer any compliance-related questions. Stop by, call us, or send us an e-mail at [officeofcompliance@ochca.com](mailto:officeofcompliance@ochca.com).

The Office of Compliance is recruiting for the position of Compliance Analyst, who will be responsible for coordinating Compliance Training, preparing reports, auditing and monitoring sanction screening procedures, documenting compliance findings and corrective actions, and providing assistance with compliance questions or concerns. Interested parties should look for the announcement on NEO GOV.

**COMPLIANCE**  
**866.260.5636** **HOTLINE**

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You may call the hotline 24 hours a day, 7 days a week at the number shown above.

# TECH TALK

## Simplifying IT

**H**ave you ever come back from your vacation and forgotten your password? Tried typing in your password too many times and locked yourself out of your own PC?

These are just a couple of scenarios that are presented to the Service Desk every day. HCA Information Technology will be making it possible for customers to reset their password with the new Password Management Solution. "The Password Management Solution is a great tool that will allow our customers the ability to reset their password based on a series of questions, states Jimmy Castellanos, Service Desk Supervisor. "Customers will no longer have to call or wait for a live person to assist with a password reset when trying to log into their computer. We look forward to bringing this new technology to HCA."

Customers using online banking websites might already be familiar with this technology. The Password Management Solution is scheduled for implementation later this year.

**Simplifying IT**

Looking for a way to save time?

- Reset your password through your computer.
- No waiting for a live person.
- No calls to the Service Desk.
- Self-Service.

**INFORMATION TECHNOLOGY SOLUTIONS THAT WORK FOR YOUR BUSINESS**

HCA Information Technology presents a new password management solution that enables users to reset their own password.

Coming soon to a PC near you

### JULY HEALTH OBSERVANCES

- Eye Injury Prevention Month
- Hemochromatosis Awareness Month
- International Group B Strep Awareness Month
- UV Safety Month

- National Youth Sports Week . . . . . 7-11
- National Therapeutic Recreation Week . . . . . 13-19

*The secret of joy in work is contained in one word—excellence. To know how to do something well is to enjoy it.*  
—Pearl Buck





# Here's to your health!

**H**ealth Care Agency staff joined with partners from the Network for a Healthy California–Orange County Region in a special May 28<sup>th</sup> event at a Santa Ana supermarket to drink a “Toast to Health” and show that better nutrition begins with better food choices while shopping.

The Fruit and Veggie Fest acknowledged the Network’s countywide efforts to help low-income families become Champions for Change through nutrition education activities in schools, worksites, markets and community events. Dr. Nancy Bowen, Public Health Chief Medical Officer, was one of those participating in the ceremonial toast, using orange juice in acknowledgement of the local efforts. “By working together, we’ve been able to reinforce to shoppers the importance of making healthy changes in a fun and memorable way,” said Dr. Bowen. “We’re here to show people how they can make better nutrition-related decisions every time they shop, prepare and cook meals at home. These changes will help create a healthier community and a healthier Orange County.”



Participating in the Toast to Health Ceremony were (l-r) Teresa Vazquez, Public Health Chief Medical Officer Dr. Nancy Bowen, Dr. Antonio Carbayo, and Rita Roman.

In Orange County, over 30% of low-income children younger than 19 years old are overweight or obese, according to the 2006 OC childhood obesity statistics. “Parents need to take charge of their children’s health,” said Teresa Vazquez, *Network for a Healthy California “Champion Mom.”* “Too many of our kids are becoming overweight and are getting diabetes and other problems.”

The Fruit and Veggie Fest started with employees of the grocery store learning about worksite wellness, followed by in-store food demonstrations and taste tests, an “Ask the Dietitian” session, and a physical activity demonstration and finished with fun and games for all.

## Gold Star

*continued from page 1*

gained the stability she needed to begin volunteering with the Health Care Agency, something she did for almost two years before being hired as a REACH community worker in 1998. She has also worked as a community health assistant and a mental health specialist with HCA while pursuing her education. First came an Associate’s Degree in 2002, followed by a Bachelor’s Degree in Human Services in 2005. This year, Robin proudly received her Master’s in Public Health from Cal State Fullerton, which also named her Human Services Alumnus of the Year in 2007.

Robin admits that pursuing her college education while working full-time has been challenging, but her support system has made it possible for her to achieve what at one time she thought was impossible. “I have felt so supported by the people I work with, my family and my friends. When things became challenging, my support system helped me get through.”

Mary Hale, Chief of Behavioral Health Operations, says Robin has a unique ability to connect with the program’s clients because she has been there herself. “Robin is compassionate, exceptionally bright and resourceful. She is more passionate and dedicated to helping the homeless population and those who are addicted than anyone I have ever worked with. Robin recognizes that the road to recovery is different for everyone. She unconditionally accepts people where they are and helps them.” Robin’s educational achievements and her work with the Health Care Agency also set her apart. “What she has done is amazing,” Mrs. Hale stated. “She is an outstanding role model for her coworkers and every individual she comes into contact with. Few people ‘walk the walk’ all of the time – Robin does.”

Outside of work, Robin’s commitment shows through her participation on the Inmate Family Council at the California Institution for Women in Chino, where she recently attended a graduation ceremony for those receiving their GED’s. She also serves as the prisoner advocate on the University of California, Irvine Institutional Review Board and participates in the OC Reentry Partnership. And while it might be easy to focus on the past, Robin is focused on the future, which may include seeking a Doctorate degree in criminology, sociology or public health. As she thinks about where she has been, Robin is able to sum it up simply and succinctly – “It’s a great life.”

## Workplace Wellness

**A**re you always on the go? No time to eat right? Does a balanced meal mean keeping the Styrofoam container from falling off your lap? The human body handles stress better with a healthy diet, so it is even more important to make healthy food choices when you are trying to keep up with a hectic schedule.

The truth is a lack of time is one reason many people give up on healthy eating choices. While you hustle through your day, you’re probably not thinking about making your next meal a healthy one. Sometimes a fast-serve restaurant or drive-through dining is the only option for a meal-on-the-run. But eating on the go doesn’t mean health has to go out the window.

The American Dietetic Association notes many fast/casual restaurants are making it easier for customers to keep their health in mind when they are on the run. Numerous quick-serve restaurants are offering smaller portion sizes and making nutritional information readily available. The American Dietetic Association website, [www.eatright.org](http://www.eatright.org), suggests that you look for menus and vending machines that display a special symbol or logo on food items with lower fat, salt or sugar content.

Here are some more suggestions to help make healthy food choices when you’re on the run:



... continued on page 5

# Smoking in media targeted by TUPP

Unveiling is nothing new for Hollywood, unless the unveiling is for artwork that is designed to educate the public about the impact that smoking in movies has on our youth. During May and June, the Health Care Agency's Tobacco Use Prevention Program (TUPP) unveiled six winners in the "Tobacco and Hollywood" student art competition, with the winning designs featured on bus shelters around Orange County.

The winning cartoons were selected from more than 100 entries in the competition that offers youth ages 11-17 the opportunity to make a positive impact in the community through the development of their artwork. The artworks selected to appear on bus shelters were submitted by:

- Faith Dela Cruz from Buena Park High School
- Melissa Markowitz from Huntington Beach High School
- Kayla Enos from Orange County High School for the Arts
- Lilia Vega from Orange County High School for the Arts
- Diane Negrete and Rocio Martinez from Sonora High School, and
- Kristen Lee from Sonora High School

The Centers for Disease Control and Prevention (CDC) has repeatedly cited exposure to tobacco use in media as a major factor in youth smoking. Youth who see smoking on television and other media are more likely to start smoking than youth who are not exposed to smoking in media.



Faith Dela Cruz, Buena Park High School, and her bus panel ad in the City of Buena Park on the corner of Knott Ave. and Orangethorpe Ave.



Kristen Lee, Sonora High School, points out her bus panel in the City of La Habra on the corner of Harbor Blvd. and Lambert Rd.



Diane Negrete (left) and Rocio Martinez (right), Sonora High School, display their bus panel in the City of La Habra on the corner of La Habra Blvd. and Palm St.

## HCA nurses thanked for making a difference

The Health Care Agency's annual Nurse Recognition Event was held May 8<sup>th</sup> at the Santa Ana Police Department Community Room and followed the theme "Making a Difference Every Day." A selection of foods and refreshments were provided to those in attendance, including a large contingent from Institutional Health Services who were able to attend because of the proximity of the event to the Central Jail Complex.

Debbie Chitty, RN, Division Manager for Public Health Nursing, led off the program and introduced other speakers including Agency Director Julie Poulson, RN, MN, and Sheryl Curl, RN, MFT of Correctional Mental Health Services. A special guest was Mario Mainero, Chief of Staff for Second District Supervisor John M. W. Moorlach, who presented the Nurse Recognition Week resolution signed by the Board of Supervisors. Presentations

focused on the wide variety of settings in which Agency nurses practice, as well as the types of issues and challenges they face in caring for our clients. Examples of nursing excellence recognized the many



Public Health Nursing Division Manager Debbie Chitty, RN, accepts the Nurse Recognition Week resolution from Mario Mainero, Chief of Staff for Second District Supervisor John M. W. Moorlach.

accomplishments of the Agency's nurses. Numerous HCA Manager and Administrative staff attended the recognition event to show their appreciation for the contributions of all of the Agency's nurses.



# Your Life is Our Mission

**E**mergency Medical Services (EMS) Week is a national observance that brings together local communities and medical personnel to publicize safety and honor the dedication of those who provide the day-to-day lifesaving services of medicine's "front line." The Health Care Agency's Emergency Medical Services team, in collaboration with the Orange County fire departments, ambulance companies, law enforcement agencies, hospitals and community organizations, celebrated EMS Week through outreach and education activities throughout the month of May.

More than twenty individual EMS Week activities were scheduled, including CPR certification classes; free blood pressure screenings; drunken driving awareness programs at local high schools; free child safety seat installation checks; and beach, boating and fire safety events. The focus of EMS Week activities is education and prevention, and most events were free and open to the public.

The official kick-off event for EMS Week 2008 was EMS Appreciation Day at Irvine Regional Park on Sunday, May 18<sup>th</sup>, cosponsored by the Health Care Agency and OC Parks. EMS Appreciation Day featured free parking for the day at Irvine Regional Park, live music, emergency vehicle displays, interactive emergency radio demonstrations, a magic show, games and activities, and free refreshments. This event was organized and staffed by volunteers from the Health Care Agency and our EMS system partners, and was attended by hundreds of Orange County residents.

The highlight of EMS Week was the presentation of the EMS Awards on Wednesday, May 21<sup>st</sup>, held at UCI Medical Center. The EMS Awards recognize the contributions of EMS providers who demonstrate exceptional performance, compassion, teamwork, courage, leadership and vision, while fulfilling a critical need in the delivery of health care to our community. The awards ceremony was followed by a luncheon reception sponsored by UCI Medical Center.

Thanks to the EMS Team and our EMS System providers for organizing another year of successful community outreach, education and prevention activities in support of EMS Week.



*A Sheriff's Explorer volunteer watches an attendee get a "Royal Flush" in the dunk tank at EMS Appreciation Day in Irvine Regional Park.*

## Workplace Wellness

*continued from page 3*

### **Make Careful Menu Selections**

- Choose grilled, baked or steamed items. They are lower in fat and salt than fried foods. They also bring out all the flavor of the food.
- Order soft corn tortilla tacos and burritos; add salsa and leave out the cheese.
- Give your pizza a protein and flavor boost with chicken and lots of veggies.
- Choose skim milk rather than a soda or milk shake.

### **Don't be Afraid to ask for a Special Order**

- Ask for your main dishes or veggies without a sauce.
- Ask for your salad with the dressing on the side and then dip the tines of your fork in the dressing instead of pouring the dressing over the salad. You will probably use less and still get all of the flavor.
- Most restaurants will be happy to substitute more veggies for fries.
- Ask for omelets made with egg whites or egg substitute rather than the whole egg.

### **Portion Control**

- You don't have to clean your plate in a restaurant. Offer to split an order with a friend.
- Order the kid's portion or a regular size. Super-sized items are often more than you need.
- Pile up on dark green leafy vegetables at the salad bar.



## HCA volunteer wins Presidential Award

**R**egina Brian, a psychology intern working in the Behavioral Health Children and Youth Services East Region, has received the President's Volunteer Service Award for her hours of service.


The certificate and gold pin were recently presented to Regina by HCA Volunteer Services. Since beginning her internship in October 2006, Regina has completed 1,503 hours of service and is still volunteering her time. The gold level award is presented for serving 500 or more hours over a twelve month period.

The President's Council on Service and Civic Participation created the President's Volunteer Service Award as a way to thank and honor Americans who, by their demonstrated commitment and example, inspire others to engage in volunteer service.





# HCA staff participate in 2008 AIDS Walk

 In May 10<sup>th</sup> 2008, over 8,000 people joined at Angel Stadium of Anaheim to participate in the 22<sup>nd</sup> annual Orange County AIDS Walk.

Staff from the Health Care Agency's (HCA) HIV Planning and Coordination unit, which administers federal and state funds for the provision of HIV services in Orange County, along with staff from HCA's Contract Development and Management unit and the HCA Special Diseases Clinic, formed the "Walk with CARE" team and joined numerous other organizations, agencies, and private teams in a combined effort to raise funds and to provide support to the growing HIV/AIDS community in Orange County.

The 5K walk, one of the largest local events to raise funds for HIV/AIDS in Orange County, raised over \$700,000 that will be distributed to local community based organizations to provide services for people living with HIV/AIDS. The walk kicked off with a drill from local ROTC cadets and ended with a lap around the field at Angel Stadium. The walk was followed by a resource fair, which included live music and entertainment, and concluded with a pie-eating contest.

As of December 2007, an estimated 3,662 Orange County residents were living with AIDS and an additional 2,912 are estimated to be living with HIV. Between 2006 and 2007, the number



Members of HCA's "Walk with Care" Team are shown at Angel Stadium of Anaheim, the site of the 2008 AIDS Walk Orange County. The event raised over \$700,000 for local community based organizations providing services for people living with HIV/AIDS.

of people living with AIDS in the County increased by 4.6%.

Due to the continual increase of local HIV/AIDS prevalence and potential cuts to publicly-funded HIV programs, fund raising is becoming increasingly critical to maintaining needed services for people living with HIV/AIDS in Orange County.

To learn more about the Orange County AIDS Walk, please visit [www.aidswalk.org/oc](http://www.aidswalk.org/oc).



The Back Bay Science Center graces the shores of Newport Bay on Shellmaker Island and provides a scenic location for education and research programs.



HCA Director Julie Poulson joins with other Agency and County staff for a photo opportunity inside the new Water Quality Laboratory at the Back Bay Science Center.



Dr. Douglas Moore is interviewed by Susan Valot of KPCC Radio about the Water Quality Laboratory's research efforts.

## ... more Back Bay Science Center photos

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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## Beverly Nicholas has a career that spans the generations

**H**ow many nurses can say they started practicing before the development of penicillin, the polio vaccine, and intravenous (IVs) systems of replacing fluids? Beverly Nicholas, RN, BA, M.ED, can! Beverly, a staff nurse working in the Family Health Clinics, recently celebrated her 84<sup>th</sup> birthday on July 3, 2008. She proudly recalls the many changes that have taken place in nursing since she graduated in 1945.

In the early 1940's, World War II was still going strong. Women had very few career options at that time. As Beverly didn't want to be a teacher or a secretary, she signed up to get her Diploma in Nursing in 1942. Nursing training at the time was very different from the training required now. Although tuition was free, the hospital still got their money's worth. Beverly, like all the nursing students, lived on-site and worked eight hour-days, seven days a week in the hospital. That's not counting the nursing classes she had to attend.

While in training, Beverly joined the Naval Cadet Corp and spent six months working in the Oak Knoll Naval Hospital in Oakland. The hospital was the receiving agency for injured soldiers coming home from the South Pacific during World War II. Beverly remembered caring for many infected, gangrene bedsores. There was just not enough staff to turn them and certainly not the technology we have now to help manage those wounds. Working before the IV system, Beverly recalls giving patients their "IV" fluids through the thigh muscle. The nurses would have to frequently stop the drips and apply heat to the thigh muscle long enough to reduce the swelling caused by the treatment. No PICC lines, normal saline flushes, or IV pumps/tubing in stock!

She graduated from the Presentation School of Nursing in Aberdeen, South Dakota in 1945 and worked in South Dakota in public health, administration, and as a private duty nurse for almost twelve



years. In 1956 she and her family left South Dakota and headed for California where she worked as a surgical, emergency, and school nurse. She worked for the Anaheim Union High School District until her retirement in 1986. Along the way, she received her Bachelor of Arts Degree in Nursing in 1963 from California State University, Long Beach and a Masters in Education in 1976 from Pepperdine University. As a school nurse, Beverly remembers working on vaccination campaigns: lining up all the students, putting droplets of the oral polio vaccine on sugar cubes, and passing them to the students. Syringes, medical records, or other documents not required!

... continued on page 2

## Miller appointed to FEMA Advisory Council

**O**range County Emergency Medical Services Assistant Medical Director Dr. Ken Miller has been appointed to a three-year term on the National Advisory Council for the Federal Emergency Management Agency (FEMA).

The National Advisory Council was established to ensure effective and ongoing coordination of Federal preparedness, protection, response, recovery, and mitigation for natural disasters, acts of terrorism, and other man-made disasters. The Council assists FEMA in carrying out its missions

by providing advice and recommendations in the development and revision of the national preparedness goal, the national preparedness system, the National Incident Management System, the National Response Framework, and other related plans and strategies. Dr. Miller serves on the Council's Special Populations subcommittee, which complements his work with the Health Care Agency on important issues including special populations shelters, alternative care sites and care and reception sites opened for evacuees.





## Anh Nguyen

**H**at's off to Anh Nguyen, a research analyst in HCA's Office of Quality Management, on the publishing of two more books in the Vietnamese language. The books are entitled *Kiếp Người* (the human fate) and *Ngọn Đèn Chưa Thắp* (the lamp is not lit yet), which she co-authored with a friend, Ngô Tịnh Yên. Anh has published five books and also contributes her writings to several well known Vietnamese magazines.

health care agency  
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## Valentine Kamara

**V**alentine Kamara was recently promoted to a Senior Analyst position with HCA Information Technology (IT). Val has been with the County of Orange Health Care Agency since 2001. Starting out as a contract Desktop Technician, Val quickly became a valuable member of the team and was brought on as a full time County employee. Before coming to the County, Val was a Math and Applied Science teacher for the Pasadena Unified School District. With a degree in Production/Mechanical Engineering, Val says his education and background has served him well in the field of Information Technology.

In his new role, Val's current focus is strategic planning, including IT Policies and Procedures, disaster recovery, and business continuity planning. Though we won't see him out and about in the programs fixing desktops, HCA will benefit from his planning and long range efforts. Recently, Val received a certification in ITIL, a certification that is a foundation for best practices in IT service and is recognized worldwide.

**COMPLIANCE**  
**866.260.5636** **HOTLINE**

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 the number shown above.

## Opportunity for new name

**T**he planned relocation of the Special Diseases Sexually Transmitted Disease (STD) and HIV Screening Clinics, and expansion of the HIV Ambulatory Care Clinic at the 17<sup>th</sup> Street facility later this year, provides Public Health Services with a new opportunity and a challenge—finding the right names for the program's STD/HIV Testing and HIV Ambulatory Care clinics that promote a safe, discreet environment for care and testing services.

According to Program Manager Irene Magana, clients have expressed concerns about the current name and are uncomfortable entering a clinic that by its very name discloses the reason for their visit. At the clinic's entrance in the main hallway, a sign over the door reads *Special Diseases Clinic (STD/HIV)*. "The current name has been seen as a barrier to service within the community," says Ms. Magana. "We are looking for a name that will welcome clients in a safe and discrete way, and will establish a stronger community connection."

Ideally, the new names would be finalized in the coming months before the STD/HIV screening services move to their new space across the hall and the HIV Ambulatory Care Clinic is expanded in the current area. "We want to tap into the creative talents of HCA's staff to come up with a new name that is descriptive of the services we provide and at the same time is sensitive to our clients. We strive to provide services in a confidential, culturally competent and nonjudgmental environment," Ms. Magana stated.

If you have an idea on new names for the Special Diseases STD Screening and Treatment Clinic, or the HIV Ambulatory Care Clinic, please e-mail your suggestion to Natalie Silva at [nsilva@ochca.com](mailto:nsilva@ochca.com).

## Gold Star

*continued from page 1*

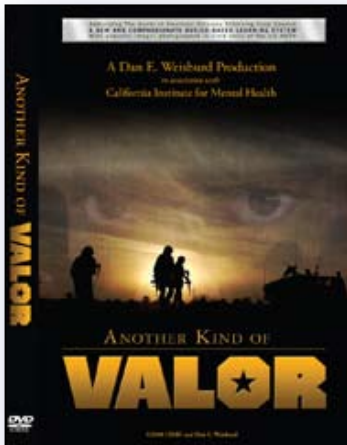
Before she retired from Anaheim Union High School District, Beverly started working part-time with the Health Care Agency (HCA) to give immunizations. That was back in 1981 and she is now observing her 27<sup>th</sup> year with the County. These days, Beverly works two days a week at the Buena Park clinic.

Away from work, Beverly stays busy with her family, including her two children and two grandchildren. She is very handy with needlework and has made funeral shrouds to donate to families with stillborn babies. She also makes dolls and blankets and donates them to hospitals.



# Meeting the needs of our returning veterans

**T**he mental health issues being experienced by American soldiers who have served in Iraq and Afghanistan, as well as the impact on their families, have been widely covered in the media and the subject of much discussion in Congress. Now, a new project involving HCA Behavioral Health Services is designed to give mental health and community service providers the tools and resources they need to effectively care for veterans and their families.



*Another Kind of Valor* is an integrated DVD/CD learning system that utilizes dramatic vignettes to launch the user into a CD based learning experience. It is also designed for group interaction that utilizes the experience and expertise of the participants in combination with the materials and interviews featuring subject matter experts. Behavioral Health Services Deputy Agency Director Mark Refowitz committed the Agency's resources for the project and HCA's involvement has been coordinated by Kevin Smith, Division Manager for Adult Mental Health Services. He has worked closely with producer/director Dan E. Weisburd, who has an extensive film and television resume, as well as over 25 years of experience as an advocate for the mentally ill and his own experience serving as a Captain in the Air Force during the 1950's. Smith and Weisburd also collaborated several years ago on another CD based project called *On Your Watch*, which deals with the issue of

... continued on page 4



## Time to *Lift Off!*

**H**ave you ever had that mid morning need to wiggle your feet? Shake out your hands? Get up from your desk, and move to a jazzy beat? Well, an estimated 50 of your HCA coworkers felt that same urge to move and groove, so they were trained on July 10 to serve as **Lift Off!** Facilitators. Now, they are coming back to their worksites to lead their office mates in **Lift Off!** physical activity breaks.

What is **Lift Off!**, you ask? **Lift Off!** is a 10-minute physical activity break designed to integrate daily physical activity into the workplace setting. Activities include a series of basic exercises that can be easily performed by individuals of varied fitness levels at varying levels of intensity, with minimal risk of injury. Music is an important part of these exercises since it helps maintain rhythm, promotes group interaction and makes the activity fun!

Over a year ago, more than 50 other HCA staff became facilitators of **Lift Off!** As a result, interest in **Lift Off!** grew and now **Lift Off!** is implemented in numerous programs throughout the Agency.

In partnership with UCLA's School of Public Health Center to Eliminate Health Disparities (CEHD), Public Health, Health Promotion sponsored two Facilitator Trainings. The approximately 50 staff members, pictured at the HCA Learning Center, discovered that **Lift Off!** helps create a positive work environment and supports the health and well being of their coworkers. In fact, physical activity as brief as 10 minutes can be beneficial and can be combined with additional physical activity to satisfy the recommended amounts of daily physical activity. In other words, it's not just fun, it's good for you too!

If becoming a **Lift Off!** Facilitator sounds interesting to you, contact Frank Hernandez at 714-796-8022 or [fernandez@ochca.com](mailto:fernandez@ochca.com) for future **Lift Off!** Trainings.



# Don't forget that area code!

**B**ig changes are in store beginning August 23 when you dial a '714' telephone number, because that's the day that the new 657 area code makes its debut.



The California Public Utilities Commission approved the so-called area code overlay because we were running out of available phone numbers within the 714 area code. The new area code, 657, will serve the same cities that are within the 714 area code, providing enough new phone numbers to meet the growing demand. What this all means is that beginning August 23, you will have to dial 1 plus 714 plus the seven digit telephone number to call a number in the 714 area code (for example, 1+714+834-XXXX). Depending on your location, you may also need to dial '9' first for an outside line.

While this all seems confusing, there are a few important things to remember:

- The cost for a local telephone call will not change
- The local calling area will not change
- You should still call 9-1-1 for emergencies.

The Public Utilities Commission slogan also provides guidance for those with questions about the change – *When in Doubt, Dial it Out!*

## Veterans

*continued from page 3*  
jail suicide prevention.

While the Veterans Administration provides mental health services to returning veterans, many are seeking help from community mental health providers, who may not have the background and experience to effectively provide needed assistance. According to Smith, the *Another Kind of Valor* project went into high gear in October 2007 and involved conducting interviews with experts from around the country. These materials and interviews cover challenging issues including Post Traumatic Stress Disorder (PTSD), depression, suicide, and domestic violence, as well as helping community providers connect returning veterans with the benefits and services they need to re-integrate into society. The *Another Kind of Valor* project was made possible by State funding and was produced in association with the California Department of Mental Health and the California Institute for Mental Health. *Another Kind of Valor* is intended as a resource for mental health professionals as well as professionals from a number of other disciplines, including police officers, emergency responders, judges, teachers, doctors and veterans who help other veterans.

# Teens target Hollywood



Public Health's Tobacco Use Prevention Program (TUPP) unveiled three additional winning entries in the "Tobacco and Hollywood" student art contest during the month of June. The winning entries were submitted by (clockwise) Kayla Enos from the Orange County High School for the Arts, Melissa Markowitz of Huntington Beach High School and Lilia Vega, also from the Orange County High School for the Arts. The contest educates students and the public about the impact that smoking in movies has on tobacco use by youth. Winning entrants are rewarded with the display of their artwork on bus shelters around Orange County.

*It's not enough that we do our best, sometimes we have to do what's required.*  
—Sir Winston Churchill



## AUGUST HEALTH OBSERVANCES

- Breast Cancer Awareness Month
- Breastfeeding Awareness Month
- Cataract Awareness Month
- Children's Eye Health and Safety Month
- National Immunization Awareness Month
- Psoriasis Awareness Month

National Minority Donor Awareness Day . . . . . 1



## 2008 Team Excellence Award winners

**C**ongratulations to the Crisis Stabilization Unit (CSU) team in the Orange County Jail, consisting of staff from Correctional Mental Health Services and the Sheriff's Department, on their selection as the 2008 winners of the Steve Ambriz Team Excellence Award. This award, presented annually by the HCA/OCEA Labor Management Committee, was created to identify the qualities and characteristics of effective work teams, and to encourage HCA teams to exemplify the principles of Enlightened Leadership and Team Excellence in creative and collaborative action.

The CSU is a large multi-disciplinary team that requires ongoing cooperation between Correctional Mental Health, Correctional Medical Services, and the Sheriff's Department in order to achieve their goal of providing "accessible, quality, acute mental health care to the severely and chronically mentally ill, within the Orange County Central Jail Complex." Orange County's CSU is only the fourth of its kind in the state of California, and has been in the works for the past seven years. Their success is indicated by the number of inmates who now voluntarily admit themselves to the unit.

In interviews with CSU team members, several factors emerged as critical to their success, including:

... continued on page 2



Members of the Team Excellence Award winning staff from the Crisis Stabilization Unit include (front row l-r): Dr. David Vu; Dr. Jasna Depovic; Jocelyn Esquerro, RN; Dr. Teresa Farjalla; Suzanne Pearsall, RN; Dr. Theresa Moon; Cynthia Soruco, Supervising CCRN; Linda Dwyer, MFT; Sheryl Curl, Manager; Jim Macklin, RN; and (back row l-r) Jim Trimmer, RN; Mark Johnson, PhD; Cary Clevenger, Service Chief II; and Erica Garcia, MA.

## New Safety Officer trades taxes for healthcare

**T**he HCA Safety Program is pleased to announce their new HCA Safety and Training Officer, April Kearney. April comes to HCA from the OC Treasurer/Tax Collector Agency where she has spent the last eight years gaining experience in tax compliance as well as creating and implementing the Treasure/Tax Collector's Safety/Security/Disaster Program. April has participated in the OC Business Continuity Steering Committee, OC Business Continuity Work Group, and the Emergency Management Sub-Committee. Her educational background includes Hazwopper and PCII certification along with an Associate Degree in Business Administration. Her current educational goal includes attending California State University Fullerton, where she is pursuing a major in Public Administration. With her education and experience, April is committed to bringing insight into her new and important role with HCA.

In her spare time, April enjoys spending time with her family; her husband, Jeff, and two children, Ian and Autumn. Her hobbies include biking, yoga, watching football (huge Arizona Cardinals fan) and cooking. April loves to exercise. You may even spot her biking to work some days.

The HCA Safety Program is located at 405 W. 5<sup>th</sup> Street, Building 38. April's office is on the 6<sup>th</sup> floor, Room 663. If you need assistance, please do not hesitate to contact April at 834-4359 or HCA's Safety Manager, Elsa Davis, at 834-3657. Correspondence for the Safety Program should be directed to Building 38W.

Thank you for welcoming April into our HCA family.





# 2008 Compliance Survey results

The Office of Compliance, in collaboration with the Office of Quality Management, conducted the fifth online survey of Health Care Agency (HCA) staff from April 2-30, 2008. During the month-long survey period, 1,207 employees responded to the survey, a 42% response rate. We appreciate your candid responses. The results identify areas for improvement, as well as areas of strength.

## Here are some results:

- 96% said that you would report a Compliance concern to a supervisor or manager. This is very good news. This is consistent with the National Government Ethics Survey that found misconduct is most commonly reported to leaders in close proximity. Since supervisors and program managers have expertise in your program area, they can promptly address issues at the local level. If you don't feel comfortable reporting to a supervisor, you can report confidentially through the Compliance Hotline at 866-260-5636.
- 19% of survey respondents reported feeling pressure to compromise ethics to get the job done. This type of pressure creates a tough environment for compliance and ethics. HCA employees and leaders are encouraged to identify these pressure points and make changes within your sphere of influence to reduce the pressure to compromise ethics.
- Consistent with national compliance and ethics surveys, fear of retaliation is identified as the number one factor that would deter employees from reporting a compliance concern. While this reluctance to report is present across the healthcare in-

dustry, HCA established a non-retaliation policy to encourage employees to bring forward compliance issues and to protect employees that do report from retaliation. Every employee, supervisor and manager contributes to the work environment. Each one of us needs to actively contribute to a culture where retaliation or retaliatory conduct is not tolerated. Each HCA employee, volunteer, or contractor should feel completely safe in bringing attention to a compliance concern.

- 90% of you indicated that your peers and supervisors encourage ethical behavior. This is good news, because it shows that we have people committed to doing the right thing. A recent Ethics Resource Center study found the following activities have an especially large impact on ethics and compliance outcomes:
  - ◆ Setting a good example;
  - ◆ Keeping promises and commitments; and
  - ◆ Supporting others in adhering to ethics standards.

Thanks to all of you who took time to respond. Together we can focus on activities to promote an ethical environment in HCA.

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## Team Excellence Awards

*continued from page 1*

- making all decisions together as a team of equals
- learning to develop trust in each other and to communicate clearly with one another
- maintaining flexibility and a good sense of humor
- having patience with the inmates and with one another.

Team members noted the tremendous pride they take in helping inmates who are severely mentally ill and who may also be physically ill with diseases as serious as HIV, may abuse drugs and alcohol, and are caught up in the criminal justice system. They recognize that these inmates deserve the most intensive help of any mental health clients, and feel that they succeed in providing them with hope of flourishing outside the jail setting.

Establishing this unit required collaboration among many agencies including the Public Defender, County Counsel, Behavioral Health, Public Administrator/ Public Guardian, Behavioral Health Patients' Rights, the Mental Health Association, Superior Court and the Sheriff's Department. The team includes psychiatrists, nurses, vocational nurses, psychi-



*Representatives of the Orange County Sheriff's Department and Correctional Mental Health Services join HCA Director Julie Poulson and Labor Management Committee representative Susan Berg for the presentation of the 2008 Steve Ambriz Team Excellence Award to the Orange County Jail's Crisis Stabilization Unit.*

atric technicians, psychologists, clinical social workers, marriage and family therapists and sheriff's deputies. That all these disciplines and agencies have been able to work so well together to provide safe,

effective treatment to severely mentally ill inmates is a remarkable testament to the power and value of teamwork. Congratulations CSU!



# Public Health nurses receive scholarships

**C**ongratulations to Pam Henry and Melanie Meton for being awarded the Health Professions Education Foundation Scholarship. They are currently pursuing their Bachelor of Science in Nursing (BSN) at the University of Phoenix. In May, both applied for and were two of only 13 students in the entire state of California to receive the \$10,000 scholarship awarded to professional students who are committed to providing services to underserved populations. They are both staff nurses in Public Health's Family Health Clinics.

Pam Henry embodies the characteristics of the population she works for at the Family Health Clinic. Having grown up in Santa Ana, Pam's diverse family represented the cultural melting pot of this city. Although Pam always wanted to be a nurse, this didn't happen until she became a single parent to two young daughters. At that time, she realized she needed to pick a



career that would provide the stable income necessary to care for her family. With the support of her family, she moved back home and began her journey to become a nurse. She obtained her Vocational Nursing license and then her Associate Degree in Nursing. It took her four years of working full-time, going to school full-time and raising her young daughters to accomplish this goal. She graduated in 1997 with a 4.0 grade point average!

Pam is yet again working full-time and going to school full-time to get her BSN. She hopes to use her education to continue working in the public health arena, specifically with the older adult population. Her vision is to be an integral part of assisting elders in maintaining their health for as long as they possibly can. She wants to foster independence, teach health maintenance, and encourage family participation within this very important population.

Melanie Meton, RN, also always wanted to be a nurse, but the road to nursing had many twists and turns for her. As immigrants from Thailand, her parents came to the U.S. with, literally, one suitcase of belongings. Like all immigrant families, they struggled to learn the language, obtain skills for employment, and find stable careers to support the family. Melanie's life changed drastically when she became a parent as a teenager. Her experience as a teenage mother gave her the desire to give back to her community and to educate teens about pregnancy and parenting. She returned to the continuation high school she attended to speak to teen moms about making good life choices for themselves and for their babies. As a college graduate, she wanted to inspire teens to pursue their goals and become a success story.

Melanie finds nursing rewarding when she makes a difference in someone's life. At the HCA Family Health Clinics where she currently works, Melanie counsels men and women in the Family Planning Clinic on their reproductive health, educates them on ways to prevent infectious diseases, and promotes healthy lifestyles. She educates and administers vaccinations to children and adults and teaches parents about ways to improve their family's health.

The Health Professions Education Foundation aims to improve healthcare by providing scholarships and loan repayments to health professional students and graduates who are dedicated to providing direct patient care in underserved areas of California. The Foundation was established in 1987 as a nonprofit corporation within the Office of Statewide Health Planning and Development. Since 1990, the Foundation has awarded over \$16 million in scholarships and loan repayments to over 2,300 students and graduates. More information is available on-line at [www.oshpd.ca.gov/HPEF](http://www.oshpd.ca.gov/HPEF).

# HDM Division recognized for POD plans

**H**CA's Health Disaster Management (HDM) Division was recently recognized by the National Association of County and City Health Officials (NACCHO) for its efforts in assisting local cities and agencies in the development of their Point of Dispensing (POD) sites.

During a health emergency, HCA could activate more than 70 POD sites throughout the County in order to dispense medication, vaccines or other supplies to the population. Planning for such an operation requires coordination with multiple private and public partners. The HCA POD program was selected as a *promising practice*, indicating that it has the potential of becoming a federally recognized model practice.

A NACCHO model practice is an initiative or program that demonstrates exemplary and replicable qualities in planning for, and responding to, a local public health need or emergency. Model practices address all areas of public health including infectious disease, emergency preparedness, community health, environmental health, and infrastructure.



# New digs for Custodian of Records

**T**he Health Care Agency's Custodian of Records has moved to a new location in the Park Tower Building in Santa Ana, just a short distance from their previous location. While the new address for the Custodian of Records is 200 W. Santa Ana Boulevard, Suite 125, the entrance to their office is on Sycamore and is directly across the street from their old location. The telephone and fax numbers for the Custodian of Records remain the same, but the Pony Mail address is now Bldg. 51-D.

# Employees celebrate service recognition

The achievements of HCA employees were recognized August 7<sup>th</sup> at the Quarterly Employee Recognition Ceremony held at the County Hall of Administration. In addition to the service awards, winning members of the Steve Ambriz Team Excellence Award were honored during the ceremony. A total of 110 employees who recently reached service year milestones were eligible to participate in the recognition event. Together, they total over 1,300 years of service to the County of Orange and Health Care Agency.

5 years of service . . . . .	37	10 years of service	39	15 years of service . . . . .	17
20 years of service . . . . .	21	25 years of service	4	30 years of service . . . . .	1

## 30 YEARS



William Courter was presented his award for 30 years of service by Mark Refowitz of HCA Behavioral Health.

## 20 YEARS



Mark Refowitz presented 20 year service awards to Behavioral Health Services recipients who included (in alphabetical order): Veronica Benitez, Dee Green, Merida Hughes, Luis Martinez, Greg Masters and Chip Pope.

## 25 YEARS



Kevin Smith of Behavioral Health receives his award for 25 years of service from Mark Refowitz, Deputy Agency Director.



An award for 25 years of service was presented to Lupe Moreno of Public Health, who is pictured with Richard Sanchez.

The greatest discovery of my generation is that a human being can alter his life by altering his attitudes of mind.

—William James



20 YEARS



Estela Ortiz receives her certificate recognizing 20 years of service to the County of Orange from Health Care Agency Director Julie Poulson.



Pamela Ickes of Public Health was presented a 20 year service award by Richard Sanchez.

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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 Pony. . . Bldg. 38-S, 4th Floor

Sheila Gill and Saba Fattaleh received their 15 year service awards from Environmental Health Director Richard Sanchez, who represented Public Health.

15 YEARS



Veronica Ramirez and Nancy Robins of Behavioral Health received their 15 year service awards from Deputy Agency Director Mark Refowitz.



Awards recognizing 15 years of service were presented to Medical and Institutional Health Services employees Florinda Carbajal and Jessie Davis by Maureen Robles, Division Manager for Institutional Health Services.





## 10 YEARS



Awards for ten years of service were presented by Mark Refowitz to (in alphabetical order): Alan Edwards, Chandara Lee, Stephen Lownes, Among Nhim, Eva Perez, Debra Poulalion and Brenda Tobar, all of Behavioral Health Services.



Chief Information Officer Teri Schultz presented ten year service awards to James Hanger and Virgilio Fermin.



Recipients of ten year service awards in Public Health were (in alphabetical order): Mike Carson, Jody Nguyen and Nancy Pfaff, pictured with Richard Sanchez of Environmental Health.

## 5 YEARS



Five year service awards were presented to (in alphabetical order): Lisa Alford, Robert Cormier, Alma Davis and Maria Torrez by Behavioral Health Services Director Mark Refowitz.

## 5 YEARS



Receiving five year service awards from Teri Schultz of Information Technology were (in alphabetical order): David Castellanos, Jaime Castellanos, Richard Hassan, Valentine Kamara, Richard King, Rene Larios and Joanne Yang.



Also receiving a five year service award from Richard Sanchez was Beverly Nicholas of Public Health Services.





Richard Sanchez of Environmental Health represented Public Health Services in presenting awards for five years of service to (in alphabetical order): Anabel Garcia, Jacqueline Ochoa, Tazia Reyna, Gabriel Rodriguez and Maria Sesma.

# Magnificent Chargers pump up the volume at 2008 MS Walk



The Magnificent Chargers, led by Team Captain Shehrnaz Irani, once again participated in the annual MS Walk on April 12 at UCI Medical Center. This year the team raised a total of \$3,304.00 for the Multiple Sclerosis Society, surpassing last year's team collection and earning a Gold Top Fundraising Team Award. Pictured from left to right: Shehrnaz Irani, April Newland, Kathy Clark, and Christina Hernandez. Team members not pictured: Denise Westrick and Jim Oka

## SEPTEMBER HEALTH OBSERVANCES

America On the Move's September Campaign

Craniofacial Acceptance Month

Fruit and Veggies—More Matters Month

Healthy Aging® Month

National Alcohol and Drug  
Addiction Recovery Month

National Cholesterol Education Month

National Infant Mortality Awareness Month

National Pediculosis Prevention Month/  
Head Lice Prevention Month

National Yoga Month

Ovarian Cancer Awareness Month

Prostate Cancer Awareness Month

Reye's Syndrome Awareness Month

Sports and Home Eye Safety Month

Whole Grains Month

- National Suicide Prevention Week. . . . . 7-13
- National Celiac Disease Awareness Day . . . . .13
- Reye's Syndrome Awareness Week . . . . . 15-23
- Get Ready Day . . . . .16
- National Farm Safety & Health Week . . . 21-27
- Nat'l Rehabilitation Awareness Celebration 21-27
- World Alzheimer's Day . . . . .21
- Hearing Aid Awareness Week. . . . .28-Oct 4
- World Heart Day . . . . . 30

Nearly all men can stand adversity, but if you want to test a man's character, give him power.  
—Abraham Lincoln

# CMS-CMH kick off accreditation process

**C**orrectional Medical Services (CMS) and Correctional Mental Health (CMH) Services hosted a Kick-Off event on July 24<sup>th</sup> to launch their effort to obtain accreditation through the Institute for Medical Quality (IMQ) in 2009. IMQ accreditation provides additional assurance that our Correctional Medical and Correctional Mental Health programs deliver quality

health care services. Achieving accreditation will be a team effort, requiring support and participation from CMS, CMH and OC Sheriff's Department staff. At the end of the process, working in an accredited correctional health care program will provide CMS and CMH staff with a well-deserved sense of accomplishment and pride.



## Where's my mileage claim?

**U**nfortunately, this is an all-too common question that HCA Payroll receives every payday. The answer? Well, there are several possible answers. First of all, claims must be received by HCA Payroll no later than payday in order for the employee to receive reimbursement by the following payday.

When an employee fills out a claim form, it's important to make sure it's filled out completely and accurately. Any missing or incorrect information may result in a claim being returned by their supervisor or Payroll for correction. One way to minimize returned claims is to use the online mileage claim form located on HCA's Intranet (click on Forms, Payroll, and then the appropriate mileage claim form for the month you are claiming). When using the online form, make sure all error messages in the right margin have been addressed and no longer appear before printing. If you cannot resolve an error message, please contact HCA Payroll for assistance.

Timing is also important. HCA Payroll generally receives about 50 claims each day. Many employees will save their claims until summer or near the holidays causing a huge increase in the number of claims received. For example, at the height of this summer's claim submission, Payroll was receiving 150 claims each day! As hard as Payroll tried to process these in a timely manner, the sheer volume delayed several claims until the following pay period. If you want to be reimbursed in a timely manner, avoid the rush and submit your claims monthly.

Once an employee submits a mileage claim to his/her supervisor, it's up to the supervisor to carefully review, return for corrections (if needed), sign, and promptly forward the claim to an authorized signer. An authorized signer should then sign and forward the claim to Payroll in a timely manner. Payroll frequently receives claims that had been signed by employees one to three months before the supervisor and/or authorized signer signed them! If a supervisor is also an authorized signer, rather than sign both places, the supervisor only has to sign as the authorized signer (if this field is left blank, the claim will be returned for signature).

Before submitting a claim to Payroll, a copy of the fully signed claim should be made (including supplemental pages, if any). Any receipts smaller than a full sheet of paper should be taped onto blank sheets of paper (multiple receipts may be taped to one page if they fit) and copies made. The complete set of originals and a complete set of copies of the claim and receipts should then be submitted to Payroll. Without copies, processing the claim for reimbursement may be delayed.

For any questions related to mileage claims, please contact HCA Payroll either by email, [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com), or by telephone, 1-714-834-5744 (7:30 a.m. to 5:00 p.m. Monday-Friday).



The IMQ Accreditation Kick-Off celebration featured music, door prizes and refreshments.



Dr. Ernest Williams, Medical Director of Correctional Medical Services, talked about the importance of providing quality care to the inmates in Orange County jails, and the significance of being an accredited program.



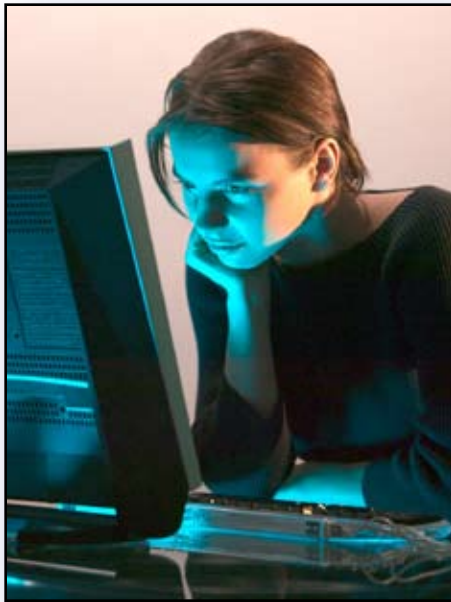
Agency Director Julie Poulson and Interim Administrative Manager Sandra Fair joined CMS, CMH and OC Sheriff's Department staff at the Kick-Off event.



## Get automated with Training Partner!

**T**raining Partner, the County's learning management system, is rolling out to all departments and agencies throughout the County as the former Online

Registration System is phased out. Given the many mandated and continuing education units required for our licensed staff, one of the key benefits of Training Partner is its capability to create a comprehensive transcript of classes for each employee. HCA introduced Training Partner in January 2008 through its use in course registration for HCA's Leadership Development Program and Training Partner will soon be added to other HCA program courses.



To ensure you receive automated enrollment, cancellation, and wait list clearance confirmation emails, make sure your correct email address is defined in the system. To do this, simply follow these steps:

### LOGIN and ADD EMAIL ADDRESS

- Open Internet Explorer <http://trainingpartner.ocgov.com>
- Click on "GO"
- Enter "User Name" — FIRSTNAMELASTNAME with NO spaces or middle initial, as your name appears on your pay stub
- Enter "password" in lower case, as the 1<sup>st</sup> time login password
- Click "OK"
- From the menu on the left, click on "LEARNER" down arrow
- Click on "CHANGE EMAIL"
- Enter your County email address
- Click "OK"

### SUPERVISOR / MANAGER DIRECT REPORTS DESIGNATION

**Supervisors and managers:** Are you receiving emails when your staff registers for classes? If not, you probably haven't assigned your employees to you in Training Partner. Please take one minute to do so now following these simple steps:

- After login, click on "REVIEW" down arrow from the menu on the left
- Click on "LEARNERS"
- Click on "FIND UNASSIGNED LEARNER"
- Find your employee and click "OK"

To learn more about creating a comprehensive online transcript, or for complete information and detailed instructions on more functionality of Training Partner, go to HCA's online tutorials at <http://balsam/intranet/hr/TSD/TP2000/default.asp>.

## Infection Prevention Fair set for October 8th

**I**n 1986, President Ronald Reagan proclaimed the third week in October as National Infection Control Week and called on all "federal, state, and local government agencies, health organizations, communications, media, and people" to take part in educational activities and programs during this designated week.

An Infection Prevention Fair is planned for Wednesday, October 8<sup>th</sup> from 9:00 am to 1:00 pm in observance of Infection Prevention and Control Week. The fair will be held in the Public Health Education Center, 1725 W. 17<sup>th</sup> Street, Santa Ana, in Training Building 1729E, behind the 17<sup>th</sup> Street Clinic. The goal of the fair is to increase health care worker safety through promotion of infection prevention practices and products. The latest infection prevention materials will be on display, including sharps safety equipment, hand sanitizers, disinfectants and cleaners and personal protective equipment. Free flu shots will be available to HCA employees during the fair.



The 2007 Infection Prevention Fair was a huge success.

... continued on page 2



# Compliance UPDATE

## Compliance Analyst picked

The HCA Office of Compliance is pleased to announce the appointment of Shelley Wallevand to the position of Compliance Analyst. Shelley was selected through a competitive process, which attracted over 180 applicants from within and outside the Health Care Agency. Shelley was chosen from among several strong finalists for the position, and will assume responsibility for coordinating Agency compliance training and sanction screening, as well as assisting in conducting compliance audits and reviews.

Shelley brings excellent credentials and experience to the Office of Compliance. Shelley graduated from California State University, Long Beach in 1997, where she majored in Physiology. She started with the Health Care Agency in Environmental Health in 1999 after some work in private industry. Shelley held several positions in Environmental Health, starting as a restaurant and pool inspector, and then working in the Illness Prevention Section, and most recently working as a supervisor for Environmental Health Plan Check. In her various positions and employment with HCA, Shelley has had the opportunity to conduct and track training for new



Environmental Health employees, research new legislation and regulations as they pertained to her job responsibilities, serve on the Labor Management Committee, and work as a Technical Administrator for the San Onofre Nuclear Generating Station.

We hope you will join the Compliance Program in welcoming the Agency's new Compliance Analyst. Shelley may be reached at (714) 568-5614.

## Hendrickson appointed to NAMI Board



Orange County Health Care Agency Administrative Manager Dorothy Hendrickson

was appointed to the National Alliance on Mental Illness, California (NAMI CA) Board of Directors at the 2008 Annual Conference held in Burlingame, California.



NAMI California is a grass roots organization of families and individuals whose lives have been affected by serious mental illness. It provides leadership in advocacy, legislation, and policy development on issues related to mental illness. The organization also provides education and support for individuals living with mental illness and their families throughout California.

Dorothy serves as the Health Disaster Management (HDM) Division's Outreach Manager for Communities and Special Populations. Her HDM responsibilities include serving on several committees to build collaborations with special populations to ensure that all Orange County groups are adequately prepared to respond effectively in case of health-related disasters and other emergencies.

**COMPLIANCE**  
**866.260.5636** **HOTLINE**



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 the number shown above.

### Infection Prevention Fair

*continued from page 1*

#### Infection Prevention Starts with You

Avoiding contagious diseases like the common cold, strep throat, and the flu is important to everyone. Here are five easy things you can do to fight the spread of infection.

- Wash your hands or use hand sanitiz-

ers if soap and water is not available.

- Make sure health care providers clean their hands.
- Cough or sneeze into your sleeves. If you use a tissue dispose of it in the trash and wash your hands.
- If you have flu like symptoms, avoid close contact with others.
- Make sure your vaccinations are current to avoid disease and fight the spread of infection.

## International Infection Prevention Week

October 19 - 25, 2008



**INFECTION PREVENTION**  
IS EVERYONE'S BUSINESS





# PHS has new Family Health Medical Director

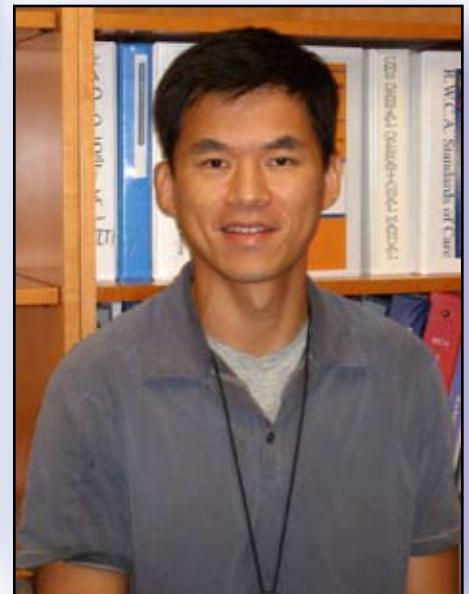
**D**r. Eric Walsh has joined Public Health Services as the Family Health Medical Director. He most recently served as the Medical Director of Urgent Care at the Loma Linda Family Medicine Group and provided clinical care to patients in a variety of settings. Dr. Walsh holds an MD from the University of Miami's School of Medicine and is board certified in Family Medicine. He has also completed a Preventive Medicine residency, holds an MPH from Loma Linda University School of Public Health, and is currently completing his Doctoral Degree in Global Health.

As the Medical Director for the Family Health Division, Dr. Walsh will serve as the Maternal, Child and Adolescent Health (MCAH) Director, the Childhood Health and Disability Prevention (CHDP) Program Director and the Immunization Director, with responsibility to plan, implement, evaluate, coordinate and medically manage MCAH services in Orange County. Please welcome Dr. Walsh to the HCA Team.



# Nguyen appointed new Dental Officer

**T**he HCA Family Health Dental Program is pleased to announce the appointment of Victor Nguyen, DDS to the position of Dental Officer.



Dr. Nguyen graduated from Baylor College of Dentistry in Dallas, Texas. As an undergraduate, he double majored in Biology and Psychology. He brings with him experience as a practicing dentist to both children and adults at city, county and community clinics, including the City of Austin Community Care Clinic and the Harris County Hospital District Dental Program.

In addition to being the Children's Dentist for the HCA Family Health Dental Program, in his role as Dental Officer Dr. Nguyen will provide oversight and direction of the professional standards and practice for the Adult Emergency, Children's, and Ryan White dental programs.

A recent "California transplant" from Houston, Dr. Nguyen's hobbies include music and tennis.

The HCA Family Health Dental Program is located at 1725 W. 17<sup>th</sup> Street, Building 50, Suite 101-L. Please join us in welcoming Dr. Nguyen to our HCA Family.



# Public Health Laboratory welcomes new Director

**T**he Public Health Laboratory welcomed its new Director this month. Rick Alexander, MS, MPH, was previously the Director of Public Health Laboratory Services in Contra Costa County for over 20 years. Prior to that he served the County of San Bernardino as the Public Health Laboratory Director and as Program Manager for TB Control and

Refugee Health, and some HCA staff may remember when he was a microbiologist and virologist with the Health Care Agency for 12 years.

Mr. Alexander brings a wealth of experience in management of labs, training and development of staff, and development and refinement of laboratory techniques. He holds an MS from Cal Poly Pomona in Biological Sciences and an MPH in Epidemiology from UCLA. In his new role, he will oversee the operations of Public Health Laboratory Services including full implementation of the new Water Quality Lab at Shellmaker Island.

# Mother Support: Going for the Gold!

**W**hile athletes from all over the world were going for the gold in Beijing, HCA staff from Public Health Community Nursing (PHCN) and Women's, Infant, and Children (WIC) Programs went for the gold as well, celebrating World Breastfeeding Week and Awareness Month in August. More than 120 countries around the globe joined this effort to raise awareness and promote the benefits of breastfeeding.

Opening ceremonies held on August 1<sup>st</sup> included a jointly sponsored in-service attended by over 100 program staff, partners and a local legislative representative. The PHCN and WIC Programs engaged in various activities throughout the month, including outreach to over 170 medical providers, and breastfeeding displays at Social Services Agency sites, HCA WIC sites, and county and city libraries, to provide up-to-date breastfeeding resources and information.

Data supports that breastfeeding is a major factor in the optimal growth and development of children. We encourage all moms to breastfeed. Who knows? Maybe their children will be the future Olympic athletes of America. For more information or to speak to either partner, you may call PHCN at (714) 834-7747 or WIC at (714) 834-7986.



## Jane Grametbaur

**H**ats off to Jane Grametbaur, Senior CCN with Correctional Medical Services, for achieving the status of Certified Correctional Health Professional – Advanced (CCHP-A) through the National Commission on Correctional Health Care. Advanced certification requires a detailed application and a four-hour proctored essay examination. Jane is now one of only approximately 40 people in the United States with CCHP-A status.

Jane also authored an article that was published in the Spring 2008 issue of *Correct Care*, the magazine of the National Commission on Correctional Healthcare. Her article is entitled "Into the Future: Skill and Competency Testing in Corrections." Way to go, Jane!

*Laws alone can not secure freedom of expression; in order that every man present his views without penalty there must be spirit of tolerance in the entire population.*  
—Albert Einstein



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# Earthquake exercise a success for Lestonnac Free Clinic of Orange

**I**n July 25, 2008 at 9:00 a.m., a magnitude 8.0 "earthquake" shook the Lestonnac Free Clinic in the City of Orange. This simulated earthquake drill was a planned exercise coordinated by the clinic staff to test their capabilities to respond to the emergency needs of their community during a large scale event. To assist in this realistic scenario, over 40 community members volunteered to simulate injured victims and to test the clinic's ability to use the newly learned incident command structure. Many other critical disaster systems were tested, including the effective use of mobile communication devices to direct supply requests and transportation of injured patients to ambulances. Local police and fire personnel also were present to

play active first-responder roles in the mock exercise. The exercise provided an opportunity for Lestonnac Clinic to partner with the Health Care Agency's Health Disaster Management team to exercise the set-up of surge tents and cots from the disaster preparedness equipment cache.

This successful event provided a valuable tool for capacity building for our local community clinics. Staff members were able to participate and provide simulated care for a large number of individuals in an emergency. In addition to practicing emergency plans, the drill also helped staff identify areas for improvement that will allow the clinic to better meet the needs of the public during an emergency. HCA's Health Disaster Management Division Manager Terre Duensing noted that "Lestonnac Free Clinic is to be commended for their outstanding leadership approach in local disaster planning for community clinics. We are proud of their exemplary commitment to plan for these emergencies in the community and look forward to working with other clinics in the future."

For further information please call Joe Vargas at (714) 667-8324.



*Lestonnac Clinic staff tested their ability to respond to a health care emergency.*



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# National Children's Study spotlights OC

**T**he National Children's Study is a federally funded 25 year study designed to follow 100,000 children in 105 communities throughout the country from before birth to age 21 in order to better understand how children's genes and their environments interact to affect their health and development.

Orange County, one of the first Study Centers selected for the nationwide study, will recruit 1,250 study participants from 15 neighborhoods with equal birth rates and diverse ethnic, socioeconomic status and family structures. One of the primary goals of the National Children's Study in Orange County is to work closely and to share information with local medical, social and public health practitioners to ensure that results from the study are shared with the community.

By tracking children through infancy, childhood, and early adulthood, the study hopes to determine the causes of many diseases including birth defects and pregnancy related problems; injuries; asthma; obesity; diabetes; and learning and mental health disorders. Findings from the study will benefit all Americans by providing researchers, health care providers, and public health officials with information to develop prevention strategies, health and safety guidelines, and possibly new treatments and cures for diseases.

Local partners involved in the National Children's Study include the University of California, Irvine, Children's Hospital of Orange County, the Children and Families Commission of Orange County and the Orange County Health Care Agency.



*Jumping at several small opportunities  
may get us there more quickly than  
waiting for one big one to come along.*  
~Hugh Allen

# HCA Exec Team cooks up some fun!

**G**et ready for the annual HCA Executive Team Lunch! This very popular outdoor event will feature woodfire-grilled hot dogs, live music, and more! Join the HCA Executive Team on Tuesday, September 30 from 11:30 am to 1:00 pm in the parking lot of the Old County Courthouse, at the corner of Civic Center and Broadway.

Each lunch ticket includes a Jerry's Signature Wood-fired Dog or Veggie Dog, a bag of chips, a cookie, an apple and a drink. HCA United Way Coordinators will pre-sell tickets for \$7 each from September 2 to September 23, and for \$8 each at the event. Live music will be provided by OC Community Resources' "The OC BAND" (formerly known as the Plum-bobs). The event is open to all County employees – see you there!

## OCTOBER HEALTH OBSERVANCES

- "Talk About Prescriptions" Month
- Eye Injury Prevention Month
- Halloween Safety Month
- Healthy Lung Month
- Let's Talk Month
- National Breast Cancer Awareness Month
- National Celiac Disease Awareness Month
- National Chiropractic Month
- National Dental Hygiene Month
- National Disability Employment Awareness Month
- National Domestic Violence Awareness Month
- National Down Syndrome Awareness Month
- National Medical Librarians Month
- National Physical Therapy Month
- National Spina Bifida Awareness Month
- Sudden Infant Death Syndrome Awareness Month

- Sarcoidosis Awareness Day . . . . .4
- Fire Prevention Week . . . . . 5-11
- Drive Safely Work Week . . . . .6-10
- Get Smart About Antibiotics Week . . . . .6-10
- National Child Health Day . . . . .6
- Stop America's Violence Everywhere Today . . . . .8
- World Mental Health Day . . . . . 10
- Bone and Joint Decade National Action Week . . . . .12-20
- National School Lunch Week . . . . . 13-17
- Metastatic Breast Cancer Awareness Day . . . . . 13
- National Mammography Day . . . . . 17
- National Lead Poisoning Prevention Week. . . . .19-25
- Respiratory Care Week. . . . .19-25
- Interstitial Cystitis Awareness Week . . . . . 20-26
- National Drug-Free Work Week . . . . . 20-26
- National Health Education Week. . . . . 20-24
- World Osteoporosis Day . . . . .20
- International Stuttering Awareness Day . . . . .22
- Lung Health Day . . . . .22
- Red Ribbon Week . . . . .23-31
- Interstitial Cystitis Awareness Day . . . . . 31

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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Pony. . . . Bldg. 38-S, 4th Floor



## Breen receives CCS McCarthy Therapist of the Year Award

**J**ennifer Breen, an Occupational Therapy Assistant with the California Children's Services (CCS) Medical Therapy Program, has been awarded the Kathy McCarthy Therapist of the Year Award. Jennifer has worked for the CCS program since 1999 and was nominated by her peers for her leadership and dedication to the CCS program. Jennifer is always enthusiastic about her job and continuously goes above and beyond her work requirements. She is a great team player and readily assists wherever she is needed. Her experience and expertise in pediatric therapy is outstanding and she is well liked by the children and families she serves.

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.

California Children's Services specializes in medical care, case management, and physical and occupational therapy for children with certain health care needs. The goals of CCS include preventing disabling conditions in children through early diagnosis and treatment and maximizing function and quality of life for children with severe physically disabling conditions.



*Left to Right: Jennifer Breen, OTAL, Lynn Einarsson, MS, OTR/L, Chief Therapist, California Children's Services*

## Executive Team boosts United Way effort

**T**he HCA Executive Team got the 2008 United Way campaign off to a lively start September 30 with a fund raising barbecue held in the parking lot of the old Orange County Courthouse.

While the temperatures were hot, the wood fired grill cooking the hot dogs added to the ambiance for the taste treats enjoyed by the hundreds who attended. Topped off with fresh fruit, sweets and cold beverages, the event again proved popular with HCA staff as well as with employees from other County Agencies. Board of Supervisors Chairman John Moorlach and County Treasurer-Tax Collector Chriss Street were among those spotted enjoying the barbecue and the company of their fellow county employees.

*... continued on page 3*



*Wood-fired hot dogs were on the menu for the Executive Team's September 30th United Way fundraiser. The event was also a great opportunity for HCA staff to network and share a laugh.*



# Sanction screening and Compliance

# October 2008 Safety Corner

**H**ello! My name is Shelley Wallevand and I am the newest member of the Office of Compliance Team. I started with HCA working at Environmental Health and made the leap to the Compliance Office recently, and the most common question I have been asked is "Why?" So, I'm here to give you some of what I consider interesting tidbits about our Compliance Program from the view of a rookie member of the Compliance Team.

One of the first things that I learned about was sanction screening. What, you may ask, is sanction screening?

Did you know that the Federal Government will not reimburse the Health Care Agency for certain services if the individuals we employ to perform those particular services are on an exclusion list created by the Federal Government?

For example, the Office of Inspector General, or OIG, has a list of "Excluded Individuals" which includes people who have been convicted of particular crimes including patient abuse, felony convictions related to healthcare fraud, felony convictions related to a controlled substance, and even defaulting on some types of student loans. Because hiring people from this list can have large financial ramifications, this list is checked, and rechecked, to ensure that we do not employ anyone from that list.

### **When do these checks happen?**

HCA 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

### **What does this mean to my program?**

Plan ahead when ordering goods or contracting for services to give Purchasing and Contracts 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 Contracts 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 for ensuring that the applicants complete all of the forms and return them to Volunteer Services before the start date in order to allow Volunteer Services time to complete the screening process before any work is initiated.

### **What could go wrong?**

Sanction screening is more than HCA policy. These are examples of organizations that got in trouble for using excluded parties:

In 2008, a Florida hospital agreed to pay \$119,838 and enter into a 3-year compliance agreement for allegedly employing an individual that they knew or should have known had been excluded from participation in Federal health care programs.

In 2007, a health care facility in New York agreed to pay **\$1 million** and enter into a 3-year compliance agreement for employing an individual that they knew or should have known had been excluded from participation in Federal health care programs.

If you have any questions about sanction screening or compliance, feel free to contact the Office of Compliance at (714) 568-5614.



**F**all has finally arrived and now it is back to school and work. Soon there will be pumpkins to carve and leaves to rake but something else is coming our way—our annual on-line General Safety Training!

The 2008 annual on-line General Safety Training is a very important part of HCA's effort to ensure that all employees are safe and productive. Cal/OSHA requires that all employees be trained annually on the four core subjects: Injury and Illness Prevention; Fire Prevention; Hazard Communication; and Emergency Evacuation. This training is a great refresher on the ways we can make our work environment safer and feel physically comfortable at our worksites (don't miss the exciting Ergonomic section). Please ensure that you complete your 2008 Annual Safety Training as soon as possible, and that you provide your Supervisor with a copy of your certificate.

Some of you may be wondering, "What exactly is an Injury and Illness Prevention Program?" That is a great question! The following are some quick and simple points to remember about this important part of our safety program:

- The Injury and Illness Prevention program may be referred to as the "IIPP."
- The law states all employers must provide their employees with a safe and healthful environment through their "IIPP."
- HCA's written "IIPP" document outlines 8 steps taken to comply with Cal/OSHA regulations in order to make your work environment safe.
- All programs are to have a copy of their "IIPP" at each work site.
- Each employee is to read their "IIPP" and work toward making their environment safe.

We all know safety is a top priority at HCA, and the HCA Safety Program is pleased and excited to let you know about all of the positive changes that are going on in the world of safety.

*Sticks in a bundle are unbreakable.*  
—Kenyan Proverb



# Exercises keep HCA staff on the move

A pair of field exercises during the month of September helped HCA staff prepare for the actual response needed during an emergency.

Staff from HCA Environmental Health tested their skills in an environmental sampling exercise associated with the Agency's preparations to respond to a BioWatch incident. BioWatch is a warning system that can detect trace amounts of biological materials in the air whether they are due to intentional release or due to minute quantities that may occur naturally in the environment. The system assists public health experts determine the presence and geographic extent of a biological agent, allowing federal, state, and local officials to more quickly determine emergency response and medical care needs. Environmental Health staff also helped County Health Officer Dr. Eric Handler gain a better understanding of the process by having him suit-up in the type of personal protective equipment used for environmental sampling of hazardous materials.

Health Disaster Management partnered with the U.S. Postal Service and the Santa Ana Fire Department for an annual drill at the Santa Ana Mail Processing Center associated with the Biohazard



Environmental Health Specialists Dave Dixon, Darwin Chang and Gary Zimmerman help County Health Officer Dr. Eric Handler suit up in personal protective equipment for a recent field testing exercise.



Santa Ana Fire Department personnel demonstrate decontamination of an individual who may have been exposed to a biological agent while final touches are completed for the Point of Dispensing (POD) site (below).

Detection System (BDS), which detects the presence of anthrax in the mail. Each year, the Health Care Agency exercises its ability to set up a Point of Distribution (POD) near the post office site and provide antibiotics to Postal Service employees who may have been exposed to anthrax. The exercise brought together staff from HCA Public Health Services and Health Disaster Management, as well as volunteers from the Medical Reserve Corps. The Santa Ana Fire Department demonstrated the type of decontamination that would be required in the event of a BDS alert and Postal Service employees experienced what it would be like to report to a POD site and receive medications.



## Kick Off

*continued from page 1*

The event helped set the stage for the October 8<sup>th</sup> kick-off of the Countywide campaign, which followed the theme "Pledge to Participate in 2008." The sports-themed event also drew its usual large crowd to the Civic Center area. The County of Orange raised more than \$700,000 last year to assist the United

Way's member agencies and this year's drive has a goal of raising even more to assist those who need essential services in our communities. If you'd like more information on other upcoming United Way events, visit <http://ocintranet.ocgov.com/unitedway/ongoing.asp>. More information about the programs and services supported by the United Way is available on their website at [www.unitedwayoc.org](http://www.unitedwayoc.org).



# Mobile clinic meets health needs of the homeless

**M**obile clinics from several local health care organizations joined forces during September to help deliver needed services to homeless residents of Orange County. The health and social service fair conducted in the parking lot of a Costa Mesa motel is part of the on-going effort by County agencies including the Health Care Agency, as well as community based organizations, private providers and others to care for families that are without a permanent place of residence.

During the September event, 45 individuals, including many families with children, took advantage of the opportunity to receive health care services, apply for on-going programs like Cal-Optima or the Medical Services Initiative, and learn about other programs available to serve them. Mobile units from Children's Hospital of Orange County, UC Irvine Medical Center and the Orange County Rescue Mission, staffed by Kaiser Permanente physicians, participated in the event. This was the second such event held in Costa Mesa, with other similar events held in Santa Ana and Westminster.

"These opportunities are essential to meeting the immediate health care needs of Orange County's homeless, while helping them access programs and services that will help with their needs on an on-going basis," said Dr. Eric G. Handler, County Health Officer. "Together with the efforts of the Comprehensive Health Assessment Team-Homeless Public Health Nurses (CHAT-H) and the efforts of other individuals,

groups and organizations, on-site health fairs can make a tremendous difference in the lives of homeless individuals."



County Health Officer Dr. Eric G. Handler joined staff from the UCI Medical Center mobile unit at a recent event to provide health care services to homeless individuals in Orange County.



A family meets with staff from the Children's Hospital of Orange County mobile health clinic prior to receiving services.



## CMS Nurse a Lifesaver!

**H**at's Off to Gene Pineda, a Registered Nurse with HCA Correctional Medical Services (CMS), who used his medical skills and training to help save a life during a recent trip to Los Angeles.

In early September, Gene was in a parking lot near Downtown Los Angeles when a passenger in a nearby vehicle experienced a medical emergency. Gene quickly assessed that the young man, a student at the University of Southern California, was in cardiac arrest and he performed CPR on the man until paramedics arrived. Gene's quick action made the difference in saving a life, with doctors at an area hospital determining the man suffered from a heart abnormality.

Gene, who has been with CMS since December 2006, went on his way after coming to the man's aid and did not know if the man had survived until local and national media ran stories about the event. It seemed that the young man's family was searching for Gene in order to say "Thank You!" for his actions. Correctional Medical Services staff members regularly respond to emergencies while on duty, but it is rare that we are called upon to respond as Good Samaritans while off duty. All of us at CMS & HCA are extremely proud of Gene and his willingness to help another, and we're glad to see the positive press he has received!



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

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# Radiology Techs honored during Radiologic Technology Week 2008

**N**ational Radiologic Technology Week is an annual event recognizing the contributions of Radiologic Technologists (RTs) across the nation. The celebration takes place each November to commemorate the anniversary of the X-ray's discovery on November 8, 1895. This year's theme, [Every Picture Tells a Story](#), reflects the significance of each and every image created by an RT.

At HCA, there are currently three Certified Radiologic Technologists within Public Health Services who perform radiology services focused primarily on pulmonary infectious diseases—tuberculosis. They perform from 7,000 to 10,000 exams per year and provide TB clearance for immigration/refugee clients and follow-up for patients being treated for TB. The chest X-ray is the most common procedure performed, but HCA technologists also participate in all general diagnostic radiographic procedures as requested by the referring physician.



HCA Radiologic Technologists pictured (left to right) are Duane Nielsen ARRT, CRT Program Supervisor; Norma Guillen, ARRT, CRT Staff Technologist at 17th St. Radiology; and Tuan Nguyen ARRT, CRT Staff Technologist at Westminster Radiology.

As radiological technology evolves, Public Health continues to implement upgrades to improve patient care and continue on the path to a paperless environment. Future enhancements include a Radiology Information System (RIS) that attaches transcribed reports directly to the image file, allowing simultaneous review by the referring physician and making comparisons of previous exams easier.

For more information about Radiologic Technology Week, visit the American Society of Radiologic Technologists website at [www.asrt.org](http://www.asrt.org).

## Flu season approaches

# Flu shots are here!

**T**he start of influenza season is just around the corner, and HCA Employee Health Services is again doing its part to keep County employees healthy by offering flu shots at numerous County locations.

The employee flu shot program began in early October and will continue through the influenza season at the Employee Health Services office, located at 600 W. Santa Ana Blvd., Suite 405, Santa Ana 92701. At the Employee Health Services clinic, flu shots are offered Monday-Friday from 10-11:30 a.m. Several employee flu shot clinics will also be held at county worksites through November 19<sup>th</sup>.



Flu shots are free for all HCA employees. Employee Health Services will also provide free flu shots to other County employees who are in the designated high-risk categories. County employees who do not fit into one of the high-risk groups can obtain a flu shot at a discounted rate of \$11.

The Centers for Disease Control and Prevention has updated its influenza vaccine guidelines to include even more people in the group for which flu shots are recommended. Most of these people are recommended for vaccination because they are at high risk of having serious flu complications or they live with or care for people at high risk for serious complications. Among those who should get a flu shot this season are:

- People 50 years of age and older
- Health care workers
- Women who will be pregnant during the flu season
- People of any age with certain chronic medical conditions
- People with a medical condition that suppresses their immune system
- People who live in nursing homes and other long-term care facilities
- People who live with or care for those at high risk for complications from flu,

... continued on page 6

## OCTOBER HEALTH OBSERVANCES

National Hospital & Health-System Pharmacy Week . . . . 19-25

## NOVEMBER HEALTH OBSERVANCES

American Diabetes Month

Diabetic Eye Disease Month

Jaw Joints - TMJ Awareness Month

Lung Cancer Awareness Month

National Alzheimer's Disease Awareness Month

National Family Caregivers Month

National Healthy Skin Month

National Hospice Palliative Care Month

Pancreatic Cancer Awareness Month

Prematurity Awareness Month

Pulmonary Hypertension Awareness Month

Prematurity Awareness Day . . . . .18

Great American Smokeout . . . . . 20

National Survivors of Suicide Day. . . . . 22

Gastroesophageal Reflux Disease Awareness Week . . . .25-Dec. 1

# Artistic talents on display at MHSA

**H**CA Behavioral Health's Mental Health Services Act (MHSA) Office held an Art Exhibit and Open House on Wednesday, September 24<sup>th</sup> at the MHSA offices, located at 600 W. Santa Ana Blvd.

This special occasion honored consumers who participated in the March 2008 Art Fair and provided an opportunity for the public to view the original art and writing of finalists. Many of the consumer entries were featured in MHSA's 2009 calendar. Paintings, sketches, photography, multi-media pieces, ceramics, and glassware were on display, as well as poems and inspirational thoughts by consumers. Mark Refowitz, Deputy Agency Director for Behavioral Health Services, conducted the awards ceremony and recognized the artists for their "museum quality work." This exhibit provided an opportunity to meet the artists and observe the talent and creative vision of artists who are living with mental illness.

The event also allowed HCA staff, consumers and visitors to tour the office location of the Mental Health Services Act and visit with MHSA staff.



Participants in the MHSA Office Art Fair pose following a presentation at the September 24<sup>th</sup> open house. Art works were also displayed for all to see.



# Health Preparedness Summit focuses on schools, businesses

**H**CA's Health Disaster Management Division successfully hosted the two-day 2008 Health Preparedness Summit on September 23-24, with over 165 individuals from Orange County schools and businesses participating in at least one day of the event.

Each day of the Summit had a different focus, with helping to prepare schools for response to a health emergency the theme for day one, and the unique needs of businesses addressed on day two. Day two also featured a special breakfast session for 30 representatives from some of Orange County's largest and most influential businesses, with Third District Supervisor Bill Campbell and County Executive Officer Tom Mauk among those in attendance.

Topics for the conference included an update on influenza, including pandemic influenza, developing a safe school plan, developing business and health partnerships and business response to disasters. On the afternoon of the first day, school representatives had the opportunity to participate in a tabletop exercise to simulate the notification process in the event of a public health emergency and the process of dismissing schools from regular operations in the event of an emergency.



More than 30 business people from throughout Orange County participated in a special breakfast meeting prior to day two of the 2008 Health Preparedness Summit. Among those in attendance were (l-r): Bill Campbell, Orange County Supervisor, Third District; Tom Mauk, County Executive Officer; Julie Poulson, HCA Director; David Souleles, Deputy Agency Director/Public Health Services; Dr. Eric G. Handler, County Health Officer.

## Flu shots

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including:

- ◆ Household contacts of persons at high risk for complications from the flu
- ◆ Household contacts and out of home caregivers of children less than 6 months of age (these children are too young to be vaccinated)

If you'd like more information on the flu shot program offered by County of Orange Employee Health Services, call (714) 565-3780. For more information on ways to prevent influenza, visit the CDC website at [www.cdc.gov/flu](http://www.cdc.gov/flu).



## HCA staff participate in 2008 APHA Annual Meeting and Exposition

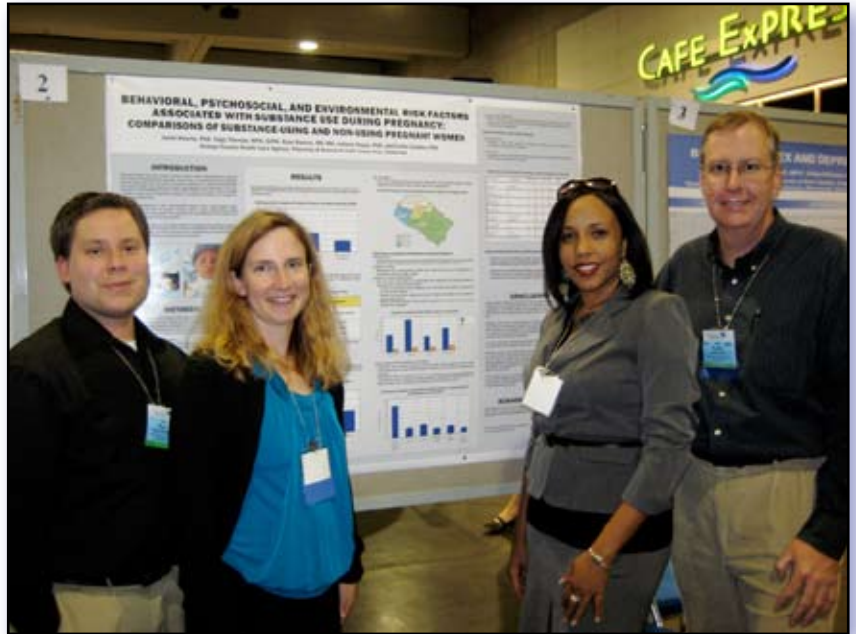
**T**his year, several Health Care Agency (HCA) staff participated in the annual 2008 American Public Health Association (APHA) Annual Meeting and Exposition which took place during the month of October in San Diego.

Staff presented their research and program findings through various poster presentations, highlighting HCA's efforts to help improve the health and well-being of the Orange County community and its residents. The following poster presentations were showcased at this year's conference:

- **“Behavioral, psychosocial, and environmental risk factors associated with substance use during pregnancy: Comparison of substance-using and non-using pregnant women.”** By Janel Alberts, Taigy Thomas, Ryan Ramos, Juliana Fuqua and Curtis Condon, Quality Management Research Unit.

Their research found that about 15% of babies born in Orange County each year, or about 6,800 babies, are exposed prenatally to such substances. The four-month study was conducted in collaboration with local hospitals and obstetricians. Alcohol (12.9%) was the most commonly reported substance used during pregnancy followed by tobacco (4.9%). The full report and a fact sheet are

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Quality Management Research Unit staff members pictured (left to right) Ryan Ramos, Juliana Fuqua, Taigy Thomas and Curt Condon (not pictured is Janel Alberts), presented a poster showing results of a four-month collaborative study of pregnant women's use of alcohol, tobacco and/or illicit drugs during the 2008 APHA conference in October.

## HCA programs garner CSAC awards

**T**he California State Association of Counties (CSAC) presents its annual CSAC Challenge Awards each year to recognize unique county programs. This year, CSAC received 255 entries for its competition, which spotlights the most innovative programs and services in county government.

Congratulations to the following HCA programs that received Honorable Mention this year:

### **Innovative Tobacco Cessation Program Utilizing Multiple Modalities**

HCA has been targeting smokers to provide free cessation services to all residents. This has been a challenge due to limited staffing, language and geographical barriers. An innovative Tobacco Cessation Program Utilizing Multiple Modalities was created to reduce adult and youth dependence on tobacco. Cessation services are offered in the three prominent languages in Orange County – English, Spanish and Vietnamese. To address

the issue of limited staffing, 25 bilingual and bicultural interns were part of this program and located throughout the county to reduce geographical barriers. With this project, 1,204 adults have received cessation services. Of these adults, 23 percent of them were tobacco free 90 days after they received treatment.

### **Points of Dispensing: Community Partnerships**

In compliance with the Center for Disease Control and Prevention suggestion to have a Point of Dispensing (POD) site capable of providing 45,000 people with lifesaving medication or vaccines within a 48-hour time frame, HCA realized that 72 PODs were needed in order to provide care to the Orange County population of 3.2 million people. Over the last two years, Orange County has worked aggressively to get these sites implemented by identifying project leadership, developing strategies, creating deployment procedures, and exercising full scale development.

... continued on page 3



# Compliance UPDATE

## Compliance ... in the news!

**I**n the Compliance Office we realize that sometimes it takes a well-publicized story to really drive home the importance of Compliance and adhering to the Code of Conduct. These stories were recently in the news.

### **First, in March 2008 from the LA Times...**

#### **They were warned and they didn't listen.**

Within days of being told of the legal perils of snooping into pop star Britney Spears' medical records, 13 employees of the UCLA Medical Center did just that, and are being fired. Six doctors also face disciplinary action, Charles Ornstein reports.

UCLA sent a memo warning staffers the morning Spears was hospitalized on Jan. 31 that they were not allowed to peruse records unless directly caring for a patient.

Those disciplined included both medical and non-medical personnel.

### **Then, in August, more trouble for UCLA Medical Center...**

Even after UCLA Medical Center warned employees that it was cracking down on unauthorized access to medical records, the privacy of a "well-known individual" was breached by two nurses and an emergency room technician who called up the patient's computerized records in mid-April, according to a critical state report released Monday.

### **AND...**

The latest findings detail how one employee – a former administrative specialist who faces federal criminal charges for violating Farrah Fawcett's privacy – looked at the records of 939 patients "without any legitimate reason" from April 2003 to May 2007. In previous reports, the state had linked her to viewing the records of about 60 patients. She also looked at other personal information, including Social Security numbers, the state now says.

### **On October 30, 2008, the final word from the State...**

Tally of improperly accessed UCLA patient records tops 1,000

The number of patients whose hospital records were improperly accessed by employees at the UCLA Hospital System

has topped 1,000, state officials said...The total number of UCLA workers who have been disciplined for breaching patient records now stands at 165, up from 127 since August.

...Wednesday's report was the sixth issued by the California Department of Public Health after articles ran in The Times this year about UCLA employees prying into the records of celebrities and prominent patients, including California First Lady Maria Shriver, actress Farrah Fawcett and singer Britney Spears.

...The hospital said it has taken measures to ensure patient confidentiality, including increasing audits of employees who can access patient files and requiring employees to identify reasons for accessing clinical records.

As a result of this incident, California has tightened the laws on the protection of individually identifiable information. Starting January 1, 2009, strict reporting requirements and monetary fines go into effect for unlawful or unauthorized access to individually identifiable health information. More information will be provided to the work force on the new requirements.

The HCA Code of Conduct requires all of us to comply with all laws governing the confidentiality of information. If you have questions about access, security or privacy, please talk to your supervisor or manager or contact Linda Le, HCA HIPAA Coordinator, at (714) 834-4082 or by e-mail at [lile@ochca.com](mailto:lile@ochca.com).

**COMPLIANCE**  
**866.260.5636**

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 the number shown above.

## Check out MHSA's Recovery Connections!

**R**ecoverly Connections is a quarterly newsletter published by the Health Care Agency Mental Health Services Act (MHSA) Office. The latest issue, "Fall 2008," was released in October.

**Recovery Connections** is posted on the MHSA website and is distributed throughout the County to staff, community partners, and persons in recovery, as well as their family members. It is a venue to share success stories, personal perspectives, writing, art, and other creative projects.


The newsletter is also a place to obtain information about MHSA planning and activities, community affairs and art events. Anyone who would like to submit items for publication can e-mail the MHSA program at [mhsa@ochca.com](mailto:mhsa@ochca.com) or call (714) 667-5620.

Current and past issues of **Recovery Connections** are available for viewing on the web at [www.ochealthinfo.com/mhsa](http://www.ochealthinfo.com/mhsa).



# Holiday Food Tips!

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# HDM participates in CESA Conference

Several staff members within HCA's Health Disaster Management (HDM) Division were invited to present information about their programs at the annual California Emergency Services Association (CESA) Southern Chapter Disaster Preparedness Conference which took place in Palm Springs during the month of October.

The annual conference brings more than 250 emergency planners together from all over California to participate in a four-day conference showcasing best practices in emergency management planning and response. The following HDM programs were presented at the 2008 CESA Conference:

- **Point of Dispensing (POD) Outreach Program**

HDM Pandemic Influenza Program Manager Keith Olenslager and HDM Cities Readiness Initiative and POD Program Coordinator Nicole McCarty demonstrated the POD program by setting up a meeting room to resemble an actual POD site. Participants were checked-in, provided a vest and screened to their designated seat based on their vest color. At the end of the event, participants were provided a first-aid kit in order to



HDM staff Nicole McCarty and Keith Olenslager presented information about the POD Outreach Program during the October 2008 CESA Conference in Palm Springs.



HDM staff set-up a meeting room to mimic an actual POD site in order for conference attendees to experience how the POD program works.

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Those who attended the POD Outreach Program presentation were able to learn first-hand about the POD program by participating in a mock POD site. They were checked-in, received a vest, screened and also experienced the dispensing process.

## CSAC

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Nine city-based POD plans were created which will provide medication to 405,000 residents.

### **Rapid Assessment Notification System—Protecting Public Health**

HCA recognized the need to quickly inform facilities of situations that could compromise food safety. They created the Rapid Assessment Notification System

(RANS). The agency expanded Environmental Health's Food Protection Program database to include facilities, types of food and the e-mail addresses of those responsible for the food. The benefit of this is immediate response time if there is a food recall. The facilities that are most likely to house that type of food can be contacted directly.

For more information about CSAC or the 2008 CSAC Challenge Awards, visit [www.csac.counties.org](http://www.csac.counties.org).

Wrinkles should merely indicate where smiles have been.  
—Mark Twain



# Holiday pay codes for timecards

**A**s the holiday season approaches, the following tips may help you determine which pay codes to use for holiday hours on your timecard.

**Holiday Hours (HH):** Use HH if a holiday falls on your regularly scheduled day to work. Post the number of HH hours that you are normally scheduled to work that day.

**Holiday Comp (HC):** Use HC if a holiday falls on your normal day off. If you are a full time employee, a maximum of 8 hours may be posted. If you are a part time employee, then post HC at the rate of 1 hour per each 5 hours that you are normally scheduled to work during that workweek (not pay period). For example, if you are normally scheduled to work 20 hours during a week in which a holiday falls, you would post 4 hours of HC.

## Working on a Holiday

If you work on a holiday that falls on your regularly scheduled day to work, the number of hours recorded on your timecard for the number of hours worked depends upon whether the holiday is designated as a Major or Minor Holiday. This will determine how Straight Time (ST) is recorded.

**Major Holidays.** Christmas Day, New Year's Day, Memorial Day, Independence Day, Labor Day, and Thanksgiving Day are major holidays. If you **work** on any of these holidays, multiply the hours actually worked by **time and a half** and record as ST. Also record HH for the number of normally scheduled work hours. For example, if you worked your normally scheduled 8 hours on a major holiday, you would post on your timecard **12** hours ST (8 hours at time and a half) **AND** 8 hours HH. If you also worked overtime (that is, any time worked **over** your normally scheduled hours), record overtime (OT) as you normally would.

**Minor Holidays.** Minor holidays include all other holidays not listed above. The day after Thanksgiving, therefore, is a minor holiday. If you **work** on a minor holiday, record ST for the number of hours actually worked. Also record HH for the number of normally scheduled work hours. For example, if you worked your normally scheduled 8 hours on a minor holiday, you would post on your timecard **8** hours ST **AND** 8 hours HH. If you also worked overtime (that is, any time worked **over** your normally scheduled hours), record overtime (OT) as you normally would.

For all payroll questions, please contact HCA Payroll at [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com), or by telephone at (714) 834-5744 (7:30 a.m. to 5:00 p.m. Monday-Friday).

# Safety Corner Seasonal safety tips!

**C**ongratulations to all HCA staff that have completed the 2008 Annual Safety Training!

The HCA Safety Program would like to recognize Cadiz Gonzalez and Susie Baker who were both instrumental in the implementation of *Training Partner* for the delivery of this year's Safety Training. Their relentless efforts and assistance they provided to many HCA staff with their first experiences in using *Training Partner* helped to make the 2008 training a success.

## Now, a few words on safety...

November is here and that means the holidays are right around the corner. Many programs at HCA enjoy decorating for the holidays and really getting into the holiday spirit. Although preparing for the holidays can boost our spirits enormously, it is also important to remember the holidays are one of the most accident prone times of the year.

To keep us safe (so we can enjoy more fruitcake and pumpkin pie...yummy), here are a few safety tips for decorating around the office:

- Please do not stand on any type of chair to hang decorations. Always use a step stool or ladder and have a buddy hold onto the ladder for extra support.
- Always check decorations for cracks or breaks; make sure they are UL certified (this means the lights or decorations will not get too hot when plugged into an outlet).
- Please do not use extension cords in your areas.
- Make sure decorations are not tripping hazards or impeding emergency exits.

Remember, the holidays can be the most wonderful time of the year. Let's all do our part to ensure it is also the safest!

# Holiday Hope

**H**oliday Hope is a Health Care Agency (HCA) holiday assistance program that began in 1985 to provide food for the agency's neediest clients during the holiday season. HCA staff work with a variety of clients, ranging in age from infants through senior citizens. Many have serious medical and nutritional problems. Each year, staff refer their most impoverished clients to Holiday Hope. The program is designed to provide these families with a holiday meal.

The Holiday Hope program is supported solely by County Employees. Find it in your heart and volunteer to feed-a-family by donating a grocery gift certificate or a cash donation to purchase grocery gift certificates.

Gift card and cash donations (made payable to Holiday Hope) can be mailed to:  
Holiday Hope – HCA Volunteer Services  
405 W. Fifth Street, Suite 300  
Santa Ana, CA 92701

Donations need to be received no later than December 22, 2008. For further information, contact Amber Alford, HCA Volunteer Services at (714) 834-4144 or by e-mail at [aalford@ochca.com](mailto:aalford@ochca.com).



*The great pleasure in life is doing what people say you cannot do.*

—Walter Bagehot





# IHS hosts Nursing Skills Fair

**I**nstitutional Health Services (IHS) held its 3<sup>rd</sup> annual Nursing Skills Fair from October 28-30 at the HCA Learning Center located next to the 17<sup>th</sup> Street Clinic in Santa Ana. Registered Nurses, Licensed Vocational Nurses, Medical Assistants and Psychiatric Technicians from Correctional Medical Services (CMS) and Correctional Mental Health (CMH) were given the opportunity to test important nursing skills. More than 150 IHS nursing staff completed a competence program and attended the Skills Fair.

Oxygen administration, emergency response medication administration, IV administration, narcotic overdose management, cervical collar application, and tuberculosis skin testing were among some of the skills tested at the fair. Attendees were also able to test their emergency response skills at stations that presented emergency scenarios typically seen in the correctional setting.

The newest CMS team member, "Mega Code Kelly," played a key role in the emergency response testing. "Kelly," a simulation mannequin, is an advanced patient simulator used for training purposes. "Kelly" provides simulation-based education to challenge and test clinical and decision making skills during realistic patient care scenarios.

Evaluators for the various stations included paramedics from the Santa Ana Fire Department, an HCA Emergency Medical Services team, and CMS Senior and staff nurses. Nurse Practitioners from CMH also provided Suicide Prevention training. This year's IHS Nursing Skills Fair also hosted management and staff from both San Diego and San Bernardino County correctional health programs to share training ideas and tools.



*A variety of nursing skills were tested at the fair including oxygen administration, narcotic overdose management, cervical collar application and TB skin testing to name a few.*



*(Left) The newest CMS team member "Mega Code Kelly" played a key role in emergency response testing which was available during the IHS Skills Fair.*



*This year's IHS Nursing Skills Fair organizers included (left to right) Lori Gordon, Erin Winger, Jennifer Broadwater, Scott Gordon and Irasema Orozco.*

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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# Supervisors recognize contributions of Mental Health facilities

The Orange County Board of Supervisors took time during its October 7<sup>th</sup> meeting to recognize eleven facilities in Orange County that are designated under State law to provide involuntary treatment to people with mental disorders.

Board Chairman John M.W. Moorlach requested the opportunity to recognize the facilities for their commitment to providing inpatient psychiatric treatment to individuals in crisis and for their efforts to treat each client with care and compassion. During 2007, these Designated Facilities served over 13,500 clients, including adults and older adults.

The facilities recognized at the Board meeting are:

- College Hospital Costa Mesa
- Western Medical Center – Anaheim
- St. Joseph Hospital
- UC Irvine Medical Center
- Royale Therapeutic Residential Center
- South Coast Medical Center
- Western Medical Center – Santa Ana
- Los Alamitos Medical Center
- Royale Mission Viejo Psychiatric Health Facility
- Chapman Medical Center, and
- Newport Bay Hospital



## CESA Conference

*continued from page 3*

demonstrate the dispensing process. Throughout the workshop, participants were provided insight on how the HDM planning team works with community partners to plan and exercise its POD sites.

- **Orange County Medical Reserve Corps (MRC)– September 2007 Two-Day Emergency Mutual Aid Drill**

OC MRC Coordinator Peggy McCormick and representatives from the Orange County California Citizen Corps and the Costa Mesa Community Emergency Response Team Coordinator educated conference attendees about the two-day September drill that took a year to plan which included 300 volunteers from Volunteers in Police (VIPS), Cities Emergency Response Teams (CERT), Radio Amateur Civil Emergency Services

(RACES), OC MRC, Neighborhood Watch, Fire Department, Law Enforcement and the Volunteer Center of Orange County.

They described planning committee assignments, check-in of volunteers, Incident Command System (ICS) training and the meaning of volunteer mutual aid in the county. The team additionally described how the exercise which involved many Orange County Citizen Corps Programs was more than just a drill. Based upon the extensive training and experience the volunteers gained from the exercise, they were ready to serve when called upon during the October 2007 fires.

Congratulations to HDM on also receiving an award of recognition by the CESA Southern Chapter for their "Outstanding Service to the Field of Emergency Management" for their POD planning and outreach program.





## APHA Conference

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available for viewing on HCA's website at [www.ochealthinfo.com/seb](http://www.ochealthinfo.com/seb).

- **“Tobacco-Free Communities: Theory to Practice.”** By Marilyn Pritchard, HCA TUPP Program Manager; Barbara Brasher, HCA TUPP Program Supervisor; Dr. Mohammed Forouzesh; Dr. Stafford Cox; and Toni Espinosa-Ferrel.

The focus of the poster presentation was to showcase the accomplishments of the Tobacco Free communities (TFC) Project from July 2005-June 2008. Some of the highlights included tobacco quit rates for adults and teens – 35% of adults and 62% of teens were tobacco free 90 days after receiving the County's free tobacco cessation services. Another success showed the decrease in illegal tobacco sales to minors at 120 tobacco retailers throughout Orange County, thanks to the educational interventions conducted with merchants and community members. Lastly, 814 health care providers collaborated with HCA's Tobacco Use Prevention Program (TUPP) in distributing 1-866-NEW-LUNG materials promoting the County's free quit smoking helpline, making them the primary referral source to the cessation line in the three years of the project.

- **“Using partnerships to build an effective educational tool for Listeriosis: A U.S./Mexico border health issue.”** By Joe Vargas, Health Promotion Division.

As a partner in the bi-national effort to address US/Mexico border health

issues such as Listeriosis, HCA collaborated with several local and state agencies to design and develop an educational brochure to address long held traditional beliefs about soft cheeses.

The brochure was created to educate the community about the dangerous health practices of purchasing fresh cheese from local street vendors or solicitors who make home visits to residents. It also included information on how many of these vendors do not use appropriate measures to ensure safety to the consumer including refrigeration, labeling and unhygienic methods of storing. The brochure has

since been requested by and used in several California counties, as well as in the states of Arizona, New Mexico and Texas.

The APHA aims to protect all Americans and their communities from preventable, serious health threats and strives to assure community-based health promotion and disease prevention activities and preventive health services are universally accessible in the United States. APHA represents a broad array of health professionals and others who care about their own health and the health of their communities. For more information, visit the APHA website at [www.apha.org](http://www.apha.org).



Joe Vargas is pictured alongside his poster presentation on Using partnerships to build an effective educational tool for Listeriosis: A U.S./Mexico border health issue.

## Do you know about COOS?

**I**f you are an HCA clerical supervisor, you may have heard about the County of Orange Office Supervisors (COOS) group. Formed in 1961, the organization is made up of clerical supervisors from throughout Orange County departments and agencies which comprise many of the key individuals who make county government function in its service to the people of Orange County.

If you are currently a clerical supervisor and are interested in joining or would like to learn more, you are invited to attend the organization's meetings which are held the second Wednesday of each month at 11:30 a.m. at the Country Garden Caterers located at 719 N. Main St. in Santa Ana.

COOS offers opportunities to make valuable contacts and gain insight into other areas of county operations. In addition to the programs that are offered, which usually feature a guest speaker from within the county, private industry, and/or colleges. It is also a chance for

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# Workplace Wellness

**T**he kids are back in school, nights are getting cooler, and autumn offers seasonal fruits and vegetables that taste great and are good for you. Here are some seasonal suggestions to help you find a new fall favorite.

## Brussels Sprouts

They may look like tiny cabbages but they are huge on nutrients. Brussels sprouts are cruciferous (cross shaped petals) vegetables from the cabbage family. They contain the phytonutrient (the bioactive compounds in plants) indoles and isothiocyanates that may protect against some cancers and heart disease. Generally the whole brussels sprout is steamed and served as a side dish. Try cutting them up and adding them to a salad.

## Pumpkins

Not just front porch decorations for Halloween, pumpkins are a super source of fiber, beta carotene (another phytonutrient) and potassium. Smaller pumpkins are perfect for cooking and are more flavorful and tender than their Jack-o'-lantern brothers. Be sure to bake the seeds for a tasty snack of healthy fats and minerals. Enjoy pumpkin in warm soups like the recipe below.

## Parsnips

Perfect partners in place of potatoes, parsnips add pungent flavor and potassium. Potassium may lessen the result of salt on blood pressure, which may reduce your risk of developing kidney stones and may even decrease bone loss.

## Green Beans

Autumn is the time to GO for green beans. Green beans add color and flavor to your fall harvest. Like the veggies above, green beans have vitamins C and K and folate, as well as two important phytonutrients called carotenoids. These carotenoids—lutein and zeaxanthin—may support the health of your eyes.

## Spicy Pumpkin Soup

### Ingredients:

- 2 cups reduced sodium vegetable broth
- 2 (15oz) cans pumpkin
- 2 tbsp brown sugar
- 1 ¼ tsp ground cumin
- 1 tsp chili powder
- 1 tsp ground coriander
- ¼ tsp nutmeg
- 1 cup fat free half and half
- ¼ cup chopped cilantro optional



### Preparation:

- Bring broth to a boil
- Whisk in canned pumpkin, brown sugar, cumin, chili powder, coriander and nutmeg
- Reduce heat to medium and simmer for 15 minutes to blend flavors
- Add half and half and heat until steaming
- Ladle soup into bowls
- Sprinkle with cilantro
- (Prepare this soup a day ahead and keep it in the refrigerator to allow the flavors to blend)

# Keep your holiday meals safe!

**F**or many of us, the word “holiday” is a synonym for a get-together usually involving many people and food. From Thanksgiving to New Year’s (and then Super Bowl Sunday), many of us will have more guests in our homes and participate in more cooking than any other time of the year. Make sure food safety is part of your holiday planning from start to finish—all the way from keeping produce, meat and eggs separate in your grocery carts to reheating leftover food.

Many people cook special foods during the holidays that they may not prepare the rest of the year. If you’re planning to make a crown roast, turkey, pot roast, pork loin, whole poultry or use raw ingredients like eggs to make holiday drinks such as egg nog, be sure to cook these items to proper temperature and prepare them accordingly.

The Partnership for Food Safety Education offers the following tips to help make your holiday meals safe:

### Clean Up

- Thoroughly wash your hands with soap and warm water for a full 20 seconds before and after handling raw products.
- Cutting boards should be run through the dishwasher, or washed with soap and hot water after each use.
- Store raw meat, poultry and seafood on a plate or tray in the refrigerator so raw juices don’t drip onto other foods.
- Use one cutting board for fresh produce and a separate one for raw meat, poultry and seafood.
- Never place cooked food on a plate that previously held raw meat, poultry or seafood unless the plate has been washed with hot soapy water.
- Don’t spread bacteria with dirty sponges, dishcloths or towels. Bacteria often thrive in the moist areas of these items where bits of food may also exist. Have a stock of paper towels or freshly cleaned sponges or cloths and soap and hot water to clean food preparation surfaces.



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Prep time 5 minutes; Cook time varies  
Serves 4 – 1½ cup servings

### Nutritional information per serving including optional items

Calories 210, Fat 4 g, Carbohydrate 31g, Fiber 7g, Sodium 360mg, Cholesterol 5 mg  
For more terrific recipes, visit [www.cachampionsforchange.net](http://www.cachampionsforchange.net).



## Holidays

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### Cook Safely

- For meat, poultry and other dishes, use a food thermometer to make sure foods are cooked to a safe internal temperature.
- When it comes to eggs, such as for brunch or egg nog, cook them until the yolks and whites are firm or reach 160°F on a food thermometer. Don't use recipes in which eggs remain raw or only partially cooked.
- Cook fish until it is opaque and flakes easily with a fork.
- When microwaving, make sure there are no cold spots in food (where bacteria can survive). For best results, cover, stir and rotate food for even cooking.
- When reheating sauces, soups and gravies, bring them to a boil. Heat other leftovers thoroughly to 165°F.



### Chill Completely

- Make sure the refrigerator temperature is 40°F or below and the freezer is 0°F or below.
- Refrigerate or freeze meat, poultry, eggs and other perishables as soon as you get them home from the store. Do not leave prepared foods and leftovers out for more than two hours.
- Never defrost food at room temperature. Use the refrigerator or you can also thaw foods in airtight packaging in cold water (but change the water every 30 minutes, so the food continues to thaw).
- Divide large amounts of leftovers into shallow containers for quick cooling in the refrigerator.
- Don't stuff the refrigerator. Cold air must circulate to keep food safe.



Be sure to also not let children (or adults) eat raw cookie dough or batter from mixer beaters if the recipe you've made contains raw eggs. Raw eggs could be contaminated with salmonella

– a leading cause of foodborne illness. Also, when it comes to buffets, the key is to keep hot foods hot, and cold foods cold, and not let food sit out for more than two hours.

For more tips on meat and poultry preparation, visit the U.S. Department of Agriculture Meat and Poultry website at [www.fsis.usda.gov](http://www.fsis.usda.gov). Additional food preparation tips and information on safe food handling can be found on the Partnership for Food Safety Education's "Fight BAC" (bacteria) website at [www.fightbac.org](http://www.fightbac.org).



# Vegetables greet Halloween visitors

"Is the tomato getting a flu shot too?" asked a young visitor at the Health Care Agency (HCA) clinic on 17<sup>th</sup> Street in Santa Ana. Staff members in tomato and corn stalk costumes brought smiles and health messages to clients who visited the clinic during Halloween.

"Seeing giant fruits and vegetables is fun for both adults and kids," said an unidentified tomato. "It's a great way to reinforce the importance of healthy eating. Fruits and vegetables are high in vitamins, minerals and fiber and low in calories. Studies have shown that an adequate intake of fruit and vegetable aids in weight management and helps reduce the risk for several chronic diseases."



Pictured (left to right) are Elizabeth Arroyo in the tomato costume and Gina Navarro as the corn stalk,

The HCA Supplemental Nutrition Program for Women, Infants and Children (WIC) supervisor donned a costume too when she introduced the State's new "Healthy Habits for Life" program at a staff meeting.

The fruit and vegetable costumes are part of the *Network for a Healthy California - Children's Power Play! Campaign* and can be used to add interest and fun to many events. HCA implements several *Network* programs and activities that provide nutrition education to low-income, Food Stamp eligible residents in many ways including the following:

- Power Play Campaign targets children 9-11 years old at schools and youth centers

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# Contributions of EMS staff member remembered

**T**he staff of HCA Emergency Medical Services (EMS) and individuals from throughout Orange County's emergency medical system have been remembering the contributions of Beverly Nighswonger, the EMS Facilities Coordinator, who died October 29 after a lengthy battle with cancer.

Beverly had a long career in the emergency medical services field including experience as a Certified Emergency Medical Technician, a trauma and ER technician and as a Registered Nurse. During her nursing career, she worked in the hospital emergency department, as a Mobile Intensive Care Nurse, as a research nurse and as a nurse educator. For the past three years, she served the Health Care Agency as the liaison between Emergency Medical Services and the hospitals, overseeing standards and quality assurance for the emergency departments, base hospitals, cardiac receiving centers, and trauma centers. She also contributed regularly to the efforts of the state EMS for Children committee. Last year, Beverly brought national recognition to Orange County's health care system by presenting information about the county's Cardiac Receiving Centers at the premier international meeting for cardiac facilities. An upcoming Orange County Board of Supervisors meeting is expected to be adjourned in her honor.



## Fleming is new chair for Basic Needs Committee



**D**onna Fleming, Chief of Public Health Operations, has been selected to serve as the Co-Chair of the Orange County United Way's Community Impact Council Basic Needs Committee. The Community Impact Council is a volunteer group that assists in making funding decisions for local programs supported by United Way.

The Council has three working groups, including basic needs, education and financial stability. The goals of the Community Impact Council are to identify the agencies that will be invited to apply for grant funding, determine which currently funded programs will be invited to continue as a United Way agency and identify programs that fill gaps in services. As Co-Chair, Donna will be working with Dr. Gwyn Parry, Director of Community Medicine for Hoag Memorial Hospital Presbyterian, who is the committee's Chairman.

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## HR Halloween hijinks!



*HCA Human Resources hosted a Halloween Haunted House in October to raise funds for this year's United Way campaign. HR's third floor offices at the 405 W. 5th Street Building in Santa Ana were converted into a makeshift spooky maze-like site, complete with ghouls in every corner to frighten visitors. Attendees loved the Haunted House so much they claimed it was a scream!*




# United Way 2008 Kicks-Off



HCA again hosted a booth at the annual Employees' United Way Kick-Off event held at the Old Orange County Courthouse on Oct. 8. This year, HCA served strawberry shortcakes and offered various other items for sale including kettle corn, emergency chocolate bars, OC logo coffee mugs & shirts, emergency kits, fleece blankets and handcrafted beaded lanyards to name a few. Other county agencies also participated in selling a variety of wares, as well as food items to help raise funds for the annual campaign. Pictured in left photo, (left to right) are Sandy Viernes from Quality Management's Desktop Publishing Unit and Eileen Endo from Emergency Medical Services. Pictured in right photo, (left to right) are Mia Delgado, Donnie LaPlante, Susanna Ganey, Elena Guzman.

# Disaster Preparedness Expo draws crowd




 In October 18, HCA's Health Disaster Management (HDM) Division participated in a South County Disaster Preparedness Expo hosted by Supervisor Pat Bates. The event held at the Norman P. Murphy Community and Senior Center in Mission Viejo took place in conjunction with the city's Annual Walk Against Drugs which draws more than 5,000 participants each year.

The event drew large crowds to the expo which was held at the Walk's finish line, allowing participants and interested community members the opportunity to interact and visit booths from various organizations responsible for emergency preparedness and response in Orange County including HCA, the Orange County Sheriff's Department and Orange County Fire Authority who provided interactive booths, educational games and impressive emergency response vehicle displays.

HDM and Medical Reserve Corps (MRC) volunteers were on hand to share information and answer questions regarding many of HDM's programs including pandemic influenza preparedness, MRC volunteer opportunities and general health emergency preparedness information. HCA's mobile command support vehicle was also on display to demonstrate the Agency's interoperable communication capabilities.



HDM hosted a booth at a Disaster Preparedness Expo held on October 18 at the Norman P. Murphy Community and Senior Center in Mission Viejo. Volunteers shared information about HDM programs.

 The hope, and not the fact, of advancement is the spur to industry.    
—Henry Taylor

# Students take to streets for Walk 2 School Day

The benefits of walking to school, and the issues that students face on their daily route, were discussed at schools throughout Orange County during the annual observance of Walk to School Day, an event championed by HCA Public Health-Health Promotion.

Walk to School Day is an international event, but the real focus is neighborhood by neighborhood, as students get involved in taking a look at improvements that would make it easier for them to walk to school. At Garfield Elementary in Santa Ana, several HCA representatives participated in a special ceremony encouraging children to walk to school. Prior to the event, students and parents used a checklist to identify barriers to a daily walk to school, and listed everything from trash and broken sidewalks to mean dogs and a lack of crosswalks. These checklists were presented to the City of Santa Ana with a request to look for ways to improve the routes that children take to school.

Health Promotion Division Manager Amy Buch was joined at the event by Dr. Eric Walsh, the Medical Director for Family Health, and David Souleles, Deputy Agency Director for Public Health Services, as well as other staff from the Health Promotion Division. Orange County Supervisor Janet Nguyen also participated, joining elected officials from the City of Santa Ana and the Santa Ana Unified School District. In addition to the health benefits of walking, school officials touted the improvements to air quality produced by fewer vehicle trips and safety improvements related to reducing the number of vehicles on the road. Walk to School Day is an important reminder that we should all slow down in school zones and be on the look-out for children as they walk to school.



## Vegetables

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- Latino Campaign brings nutrition education to adults
- Retail Program partners with grocery stores to promote fruits and vegetables
- Worksite Program brings wellness activities to businesses with low-wage earners
- General nutrition education – HCA Nutrition Services coordinates with Public Health Nursing, Health Promotion, SSA-Food Stamps, WIC, community partners and others to bring healthy eating and physical activity messages to all ages

For more information about nutrition and the *Network* programs, contact Mari-det Ibanez, Nutrition Services Program Manager, at [Mibanez@ochca.com](mailto:Mibanez@ochca.com).

## COOS

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members to exchange ideas, information and discuss issues of their own. Subjects covered include: leadership, human relations, employee relations, communication, planning, training, motivating employees, and interviewing applicants. The group emphasizes educational development.

Each year members are also encouraged to bring their bosses or superiors to the special December meeting, where the organization's officers for the coming year are introduced.

For more information, contact COOS 2008 President Robert Gomez, Assessor's Office at (714) 834-2186 or COOS 2<sup>nd</sup> Vice President Pamela Rainey, Assessor's Office at (714) 834-5031. To obtain a membership application, COOS Secretary Jean Brayer, Health Care Agency may be reached at (714) 834-7699.

## DECEMBER HEALTH OBSERVANCES

### Safe Toys and Gifts Month

- World AIDS Day . . . . . 1
- National Aplastic Anemia & MDS Awareness Week . . . 1-7
- National Handwashing Awareness Week . . . . . 7-13

*The ornament of a house is the friends who frequent it.*  
—Ralph Waldo Emerson



# November POD exercise draws crowd

**A**pproximately 1,512 adults and children received free flu shots as part of the County's annual Point of Distribution (POD) exercise held on November 7 at Irvine Valley College and Magnolia Baptist Church in Anaheim.

About 706 people were given a flu shot at Magnolia Baptist Church which included a drive-thru clinic, while 806 turned out at the Irvine Valley College POD site. The POD exercise involved many community partners making contributions essential to the yearly event's success.

Irvine Valley College Chief of Police, Will Glen commended HCA's Health Disaster Management (HDM) Division's implementation of the POD exercise and provided the following comment:

"I wanted to thank you for the opportunity to host the POD exercise on November 7. It was a great opportunity for the college, the college's police department and the City of Irvine. There were a number of accomplishments that were achieved by our partnership, the least of which was to help us meet the number of Standardized Emergency Management System (SEMS)/National Incident Management System (NIMS) objectives and develop improved cooperation between the Irvine Valley College Police Department and the Irvine Police Department. I think we established ourselves as players, although in a minor role, which was one my goals. The bottom line is that we couldn't have pulled it off without Keith Olenslager and Nicole McCarty. What a pair of knowledgeable



A child who attended the Irvine Valley Health Care Agency, we're in good College POD exercise received a flu shot hands." along with his mom.



*Irvine Mayor Sukhee Kang rolled up his sleeve to receive a free flu shot at the Irvine Valley College POD exercise.*

professionals! I want to commend them for their hard work and efforts toward making the exercise a true learning and worthwhile experience. If they are an example of the personnel who work for the

Health Care Agency, we're in good College POD exercise received a flu shot hands." along with his mom.



*Flu shots were provided via drive-thru, as well as a walk-thru clinic at Magnolia Baptist Church in Anaheim during the November 7 POD exercise.*



# Annual Compliance Training

The holidays have just about come and gone. Trick or treating is a distant memory, the turkey leftovers are finally gone, and shopping for presents is done (right?). This time of year also means that the 2009 Annual Compliance Training is right around the corner.

Very soon, you will be receiving a letter from HCA Director Julie Poulson which will provide details about the training. Compliance training will be provided on-line. Please contact your supervisor or the Office of Compliance if you do not have access to a computer that would allow you to take the training on-line. Those required to take this training are HCA's regular, extra-help, and contract employees.

The 2009 Annual Compliance Training will cover several topics, including Compliance Investigations and Organizational Culture, Cash Handling, Information Security, HIPAA, and New Privacy Laws. If you have any questions regarding the Annual Compliance Training, please call us at (714) 568-5614.

**COMPLIANCE**  
**866.260.5636** **HOTLINE**

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 the number shown above.

*No man is a failure who is enjoying life.*  
—William Feather

# Become Safety Certified!

Out with the Old and In with the New ... 2009 is fast approaching and after the 3,000 calorie cookie and tasty eggnog are finished, it is customary to reflect on the past year and make some new resolutions for the year that is approaching. So how about a new resolution this year ... becoming a Certified Departmental Safety Representative?

The Departmental Safety Representative (DSR) Certification Program is sponsored by CEO/Safety and Loss Prevention. This program allows HCA employees the opportunity to become certified in safety. The trainings through this program provide knowledge on various key topics regarding safety related issues. The certification process must be completed within a 12-month period. To become certified, follow the steps outlined below:

- Express your desire to become a certified DSR to your Supervisor or Manager and obtain their approval.
- Once approved, enroll and complete a minimum of five safety classes sponsored by the CEO/Safety and Loss Prevention Program within a 12-month period.
  - ◆ For a list of class schedules, dates, and times please visit the CEO/Risk Management website on the County Intranet [http://intra2k3.ocgov.com/ceo\\_risk\\_mgmt/index.html](http://intra2k3.ocgov.com/ceo_risk_mgmt/index.html)
- At your **first safety class** inform the trainer of your goal to become certified. The trainer will provide the appropriate paperwork.
- At the completion of the fifth class, notify CEO/Safety and Loss Prevention and the HCA Safety Program by submitting the completed documents.
- Receive your certificate and acknowledgement for your efforts.

It's that simple! Becoming certified will assist HCA's continuous efforts to become the Safety Leader in the County of Orange.

The HCA Safety Program would like to recognize the following employees that have recently become certified and have demonstrated outstanding effort and commitment to the HCA Safety Program.

- Melinda Flores** . . . . . Quality Review and Training Department
- Jena A. Mehta** . . . . . Correctional Medical Services
- Guadalupe Salazar** . . . . Pulmonary Disease Services
- Margarita Soto** . . . . . Correctional Medical Services

Congratulations and best of luck to our new Certified Departmental Safety Representatives!

# Rick Dale is 2008 OC Idol

Congratulations to Rick Dale from Behavioral Health Services on being named this year's United Way OC Idol winner. The final competition held on Nov. 5 narrowed the number of contestants down to two. Among them was Rick Dale who performed a Jason Mraz song and Isela Martinez from OC Engineering who sang her own rendition of an Alicia Keys tune.

After judges Eric Norby, Thea Bullock and Tony Edmonds provided their performance comments, the audience was left to select this year's winner. Thank you to all OC Idol participants for helping to make this year's OC Idol competition another success!



(Above) Rick Dale was named the 2008 United Way OC Idol winner during a finals performance on Nov. 5.



(Left) Isela Martinez fans showed their support with cheers and a poster during the 2008 OC Idol finals held on Nov. 5 at the Hall of Administration.



# Nurse Family Partnership celebrates 10<sup>th</sup> anniversary

**O**n November 10, the Orange County Nurse Family Partnership (NFP) marked its 10<sup>th</sup> anniversary with a celebratory event attended by program participants and their children, and local and national program representatives.

Held at the Neighborhood Community Center in Costa Mesa, the event featured a panel of clients who spoke about their experiences with the NFP program, as well as various guest speakers including California Department of Public Health Director Dr. Mark Horton; NFP Program Founder Dr. David Olds; and Mario Mainero from Supervisor Moorlach's office who presented Debbie Chitty with a 10<sup>th</sup> Anniversary NFP resolution.

The Orange County NFP program is a home visitation program that provides support, education and counseling on health, parenting and self-sufficiency issues to low income, first time teen mothers. The Program has also developed a model of "teaching boxes" for health education that is being adopted by several other programs in the nation. These "teaching boxes" provide clients with alternative learning methods and include such topics as birth control, STDs, breastfeeding, SIDS, post-partum care, nutrition, oral health and lead prevention.



Attendees at the 10<sup>th</sup> Anniversary NFP event included (pictured left to right) Debbie Chitty, Karen Munoz, David Souleles, Julie Poulson and Dr. Mark Horton.

Through the program, participants have demonstrated improved maternal and child health. For example, in Orange County, the rate of premature births for NFP clients is 5.6%, lower than all other NFP sites in California, and lower than the overall state average of 10.7%. Mothers involved in the program initiate breastfeeding at a rate of 88%, higher than the countywide breastfeeding initiation rate of 85%, and 100% of the infants participating in the program are fully immunized at age 24 months. Throughout the 10 years of the program in the County, 850 moms and 678 clients have been served.

*A Nurse Family Partnership client, pictured with her little boy, participated in the event's panel discussion to provide insight on her experiences with the program.*



Mario Mainero, Chief of Staff for Supervisor Moorlach's office presented Debbie Chitty with a 10<sup>th</sup> Anniversary Nurse Family Partnership resolution during the celebratory event held on Nov. 10 at the Neighborhood Community Center in Costa Mesa.



For more information about Nurse-Family Partnership programs in Orange County, contact Marcia Solomon at (714) 834-8218 or visit the Nurse Family Partnership website at [www.nursfamilypartnership.gov](http://www.nursfamilypartnership.gov).

*Pictured in back row (left to right) are Tom Jenkins, Heather Bell, Nichelle Flores, Katie Kromminga, Kelly Thue, LeeAnn Bailey, Tina Morell, Linda Oronoz and Dr. David Olds. Pictured front row (left to right) are Vinh Nguyen, Nenita Hernandez, April Anderson and Marcia Solomon. All of the women pictured are nurses for the Orange County Nurse-Family Partnership program.*



# Awards ceremony recognizes employees

**H**CA employees received recognition for their years of County service during an Employee Recognition Awards ceremony held on November 6 at the Hall of Administration. Assistant Director Dave Riley emceed the event, while division directors and managers presented awards to employees in their respective service areas. The following is a list of service awards presented:

5 Years.....19	10 Year .....29	15 Years.....20
20 Years.....8	25 Years .....6	30 Years.....1

## 25 YEARS



*Katherine Harvey and Marilyn Eldridge from Public Health Services both celebrated 25 years of service with the County and received a service award certificate and pin from Family Health Services Division Manager Tony Edmonds on Nov. 6.*



*For her 25 years of County service, Behavioral Health Services staff member Sandra Corder was recognized by Behavioral Health Services Deputy Agency Director Mark Refowitz at an Awards ceremony held on Nov. 6 where she also received a certificate and pin to commemorate the occasion.*

## 20 YEARS



*Institutional Health Services staff member Donna Hanson received a certificate and pin from DeeDee Franks to commemorate 20 years of service to the County.*

## SPECIAL AWARD



*Red Cross Representative Vanessa Van Mil recognized County staffers for their outstanding contributions to this year's County blood drives and presented them with plaques. Pictured (left to right) are Sheriff Deputy CD Vincent, Vanessa Van Mil, Amber Alford and Dee Acevedo.*



## 15 YEARS



Behavioral Health Services staff celebrating 15 years of County service received recognition from Behavioral Health Services Deputy Agency Director Mark Refowitz during an Awards ceremony held on Nov. 6. Pictured (left to right) are James Marquez, James Harte, Stacy Mitchell and Carolyn Pane.



Public Health Services staff members pictured (left to right) Valerie Brooks, Donna Lundgren and Melanie SandKamp celebrated 15 years of County service and received recognition from Family Health Services Division Manager Tony Edmonds during an Awards ceremony held on Nov. 6.

## 10 YEARS



Financial and Administrative Services Deputy Agency Director Bob Wilson presented Anh Nguyen from Quality Management with a 10-year certificate and pin to recognize her years of County service.

## 10 YEARS



Health Disaster Management Division Manager Terre Duensing recognized Kerry Fogh on her 10 years of County service and presented her with a certificate and pin during a Nov. 6 Awards ceremony held at the Hall of Administration.



Orange County Medical Reserve Corps (MRC) Coordinator Peggy McCormick celebrated 10 years of service to the County and received recognition during the awards ceremony from Financial and Administrative Services Deputy Agency Director Bob Wilson.



DeeDee Franks recognized Institutional Health Services employees celebrating 10 years of County Service during the Employee Recognition Awards ceremony and presented them with a certificate and pin. Pictured (left to right) are Jocelyn Esguerra, Sheryl Wamsley-Goldsmith, Leticia Verduzco and Loc Chu.



Family Health Services Division Manager Tony Edmonds recognized Public Health Services staff (pictured left to right) Carmen Stanish, Annabelle Mercado, Sharri Mahdavi, Maria Eaton, Evelyn Huezo and Simin Karimian for their 10 years of service to the county.



Behavioral Health Services Deputy Agency Director Mark Refowitz recognized employees celebrating 10 years of County service and presented them with certificates and pins. Pictured (left to right) are Dawn Smith, Frank Gonzalez, An Le and Laurie McCaslin.

*Finding ourselves takes time. It is hard work and is worth doing.*

—Anne Wilson Schaefer



Behavioral Health Services staff member Darlene Amaya-McDonald received recognition from Behavioral Health Services Deputy Agency Director Mark Refowitz and her supervisor Mitch Cherness for her 5 years of service to the County.



Celebrating 5 years of County service, Public Health Services staff members (pictured left to right) Dr. Hoda Kaddis, Sylvia Aguas and Larry Pritchett received a certificate and pin from Family Health Services Division Manager Tony Edmonds to commemorate the occasion during the Employee Recognition Awards ceremony held on Nov. 6.



## Henshaw receives Award

Congratulations to Patti Henshaw from HCA Environmental Health on receiving the 2008

California Integrated Waste Management Board (CIWMB) Local Enforcement Agency (LEA)/Enforcement Agencies (EA) Annual Ralph Hunter Memorial Award for her outstanding and commendable contributions to environmental health programs that have benefited the citizens of California.

Patti's comprehensive approach to solving problems and addressing complex regulatory issues has made her a valuable contributor to LEA/EA programs throughout the state. Her numerous accomplishments include participation on many CIWMB regulatory workgroups and abundant activities while on the Enforcement Advisory Council.

While too many to list, some of her accomplishments include: Initiated the LEA/CIWMB Partnership Conference by being a founding member of its steering committee; championed the continued need for promotion education as the primary strategy for successful operator compliance while developing CIWMB Enforcement Policy Compliance Strategies; and permitted numerous solid waste facilities while working closely with local planners and CIWMB permitting staff to ensure that environmentally sound projects are developed.

The memorial award was established by the Enforcement Advisory Council to recognize an individual who has made a major impact to the LEA/solid waste field by development of a special or new program, involvement with educational activities, involvement on committees and/or workgroups, involvement in the permitting and/or enforcement process, or any special achievement which enhances the delivery of protecting the public health and other environmental health principles through the LEA/EA program. For more information, visit the California Integrated Waste Management Board website at [www.ciwmb.ca.gov](http://www.ciwmb.ca.gov).

## BHS assists with disaster related events

In response to local, state and federal disasters, HCA's Behavioral Health Services (BHS) has a team of dedicated disaster first responders that are available to assist communities in the aftermath of critical incidents.

The team consists of clinical personnel from all areas of BHS that volunteer their assistance should such an event take place. Over the years, they have played a key role in helping community members make sense of the psychological impact of tragic events and to help begin the process of healing.

Team members do not hesitate to give of themselves and truly enjoy helping others. One member and first responder stated, "I'm always happy to help with disaster work. It's the time when you see the best in people and when the worst presents itself, it's a great opportunity to bind some wounds through presence, support and resources."

The Agency would like to acknowledge all BHS team members that assisted in all past disaster related events and critical incidents, as well as the more recent Freeway Complex Fire, for their dedication and support to the community. Thank you for all of your hard work, commitment to the community and above all, your kindness and generosity.



Photo of Freeway Complex Fire courtesy of Orange County Fire Authority.

*Nothing is more simple than greatness; indeed, to be simple is to be great.*

—Ralph Waldo Emerson



# MHSA Holiday Open House welcomes visitors

**H**CA staff and community members attended a holiday open house hosted by the Mental Health Services Act (MHSA) Office and the Mental Health Services Act Training Program on December 9 to visit and tour the programs' new location at 600 W. Santa Ana Blvd., Ste. 510 in Santa Ana, as well as learn about the various services available to the community.

Attendees also had the opportunity to enjoy light refreshments and visit with staff who were available to help answer questions about their programs, as well as offer a guided tour of their new space.

For more information about the MHSA program, visit [www.ochealthinfo.com/mhsa/](http://www.ochealthinfo.com/mhsa/).



Behavioral Health Services MHSA Office and Training Program hosted a holiday open house on December 9 and welcomed visitors to their new office location in Santa Ana. Anthony Perera is pictured along with some of the food and refreshments served that day.



## How to expedite your mileage claim **reimbursement!**

**Here are some pointers for getting that mileage claim paid as fast as possible:**

Use the claim forms available on the HCA Intranet to ensure correct rate codes are used. To access the forms, go online to <http://balsam/intranet/> and click the Forms and Payroll links.

- When using the online form, make sure all **Error Messages** on the right margin have been addressed before printing.
- Original receipts must be submitted with your claim for lodging, vehicle rentals, air transportation, registration fees, and fax/modem/personal cell phone charges. Paste the small receipt(s) on 8 x 11 paper.
- Travel Authorization Request forms must be submitted when required. Refer to the Countywide Filing and Preparation Instructions located on HCA's Intranet Forms under Payroll.
- The cost for meals that are required for meetings or seminars while in session within the County must have prior approval by the Agency Head (meals for outside the County are covered under the Travel Authorization Request form).
- Claims should be filed within 30 days after the end of each travel event.
- A **copy of the fully signed original claim and its support documents** must be submitted along with the original to HCA Payroll.
- Submit only **one** claim per calendar month. Claims received for a month in which a claim has already been submitted will be returned.
- Claims **received** by HCA Payroll no later than Wednesday before payday are normally paid by the following payday.

Missing or incorrect information of the following items are common reasons claims are returned, delaying reimbursement to you:

- Social security number
- Miles home to assigned office (even if you didn't drive from or to your home for miles claimed)
- Auto license number
- Legal authorization such as "Minute Order" or "Resolution" (only if applicable)
- Itemized expenses incurred by date
- Org or Job number
- Original receipts for travel-related expenses
- Travel Authorization Request forms (only if applicable)
- Representation Unit
- Authorized signer's signature

## Are you using the correct EPRP claim form?

**H**CA's Educational & Professional Reimbursement Program (EPRP) desk continues to receive paperwork for tuition reimbursement using the old version of the claim form.

Using the older version will delay reimbursement as new paperwork will need to be resubmitted on the correct, updated form.

The Auditor-Controller will **ONLY** accept claims completed on the new revised forms effective as of Dec. 13, 2007. Make sure you are using the latest Auditor-Controller Claim form by accessing it online at [http://balsam/intranet/hr/forms/F003-EPRBL\\_claim\\_form.pdf](http://balsam/intranet/hr/forms/F003-EPRBL_claim_form.pdf). The Claim Form can also be accessed at <http://balsam/intranet/hr/TSD/eprp.asp>, along with HCA's APPLICATION FORM needed for pre-approval of any tuition reimbursable expense. Thanks for helping us help you!

# Cultural Competency hosts symposium

In Nov. 18-19, Behavioral Health's Cultural Competency Program hosted a symposium "Recent Developments in the Treatment of Culturally Diverse Populations" at Bowers Museum of Cultural Art in Santa Ana. The event featured a variety of professional speakers well versed in the field of Cultural Competency, as well as presentations from County Supervisor Janet Nguyen and State Senator Lou Correa.



*Ethnic Services Manager Ronnie Kelley and Behavioral Health Services Operations Chief Mary Hale meet with attendees during the Cultural Competency Symposium.*

The two-day event featured a keynote address from Derald Su, Ph.D., who is known to be one of the most nationally cited multicultural authorities. His discussion on the topic of overcoming individual, professional, institutional and societal barriers engaged attendees, as well as provided insight on how cultural competency is lived every day. A DVD presentation created by Kerry Underwood from Quality Management which featured highlights of guest speaker presentations and an overview of how cultural competency has affected the community was also available

for viewing during the symposium.

The event further recognized the 10 years of positive contributions and dedication of Cultural Competency's Ethnic Services Manager, Veronica Kelley who received a certificate and plaque of recognition from Supervisor Janet Nguyen and State Senator Lou Correa.



*Cultural Competency staff members Rafael Canul and Ronnie Kelley chat with State Senator Lou Correa.*

Currently, HCA's Cultural Competency Program has hosted six statewide conferences, including a successful conference in 2004 featuring Tipper Gore; provided more than 100 trainings in cultural competence; and trained a total of 10,000 professionals, consumers and their family members, as well as support staff.

Cultural Competency & Multi-Ethnic Services is a program responsible for the undertaking of developing a training model that fosters an understanding and appreciation of all cultures. The program assists

HCA in providing culturally appropriate and competent services to all consumers and emphasizes the development and refinement of core skills to work with multicultural populations, as well as culture specific skills that are age appropriate.

For more information about HCA's Cultural Competency program, visit [www.ochalthinfo.com/cultural/](http://www.ochalthinfo.com/cultural/).



*State Senator Lou Correa presented Ronnie Kelley with a plaque to recognize her positive contributions in cultural competency.*



*Ethnic Services Manager Ronnie Kelley also receives recognition from Supervisor Janet Nguyen during the symposium held at the Bowers Museum in November.*

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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## 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 . . . . .18-24

Of the world seems cold to you, kindle fires to warm it.

—Lucy Larcom