



# Archived Document

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## ADEPT co-hosts forum on drunk driving

**S**ome surprising information about the problem of driving under the influence (DUI) was presented at the first Orange County Drinking and Driving Community forum, which was co-sponsored by the Health Care Agency's Alcohol and Drug Education and Prevention Team (ADEPT).

An analysis of drinking and driving data from 1998 to 2007 shows that the number of women drivers involved in fatal and injury causing alcohol-related crashes has more than doubled, rising by 116%. During the same time period, the number of accidents involving male drivers rose 39%. The increased involvement of women in alcohol-related accidents was just one focus of the event held December 10 at the Costa Mesa Community Center. ADEPT partnered with the Automobile Club of Southern California, the Costa Mesa DUI Task Force and the UCI Center for Trauma and Injury Prevention Research to stage the conference for law enforcement agencies, traffic safety experts, health care providers and those involved in alcohol service at bars and restaurants. The timing of the event during the holidays was not coincidental, since the holidays are tradi-

tionally a time when the number of alcohol related accidents and DUI arrests increase.

Auto Club traffic safety researcher Steven A. Bloch told conference attendees that more must be done to warn young adults about the dangers of drinking and driving. "Despite the \$13,500 to \$15,000 in fines, fees and penalties associated with a DUI conviction and the threat of death or serious injury, young women in particular are increasingly driving in a more risky fashion." Bloch also noted that differences in driving between women and men are narrowing. "The analysis shows that young women are rapidly catching up with men in terms of risk-taking behavior and incurring the consequences of risk-taking, such as alcohol involved motor vehicle crashes."



A DUI community forum was held on Dec. 10 in the city of Costa Mesa to present information about various DUI related research.

The Orange County Board of Supervisors approved a proclamation designating December 2008 as National Drunk and Drugged Driving Prevention Month in Orange County and the document was presented at the community forum by a representative of Second District Supervisor John M.W. Moorlach.

## HCA's Nutrition Network shares in grant

**T**his month, the California Department of Public Health's Network for a Healthy California received the "Healthy Youth for a Healthy Future Award" from Acting Surgeon General Rear Adm. Steven Galson. The award recognizes and showcases communities and programs across the nation that address childhood overweight and obesity prevention by helping kids stay active, encouraging healthy eating habits and promoting healthy choices.

The Network for a Healthy California program empowers low-income Californians and their families to live better by eating healthy and being physically active every day. In addition to being aimed at children, the program also targets mothers, who are enlisted to help teach other parents what their kids should be eating. Program objectives are designed to improve children's short-term health and reduce their long-term risk of chronic disease such as cancer, heart disease and obesity.

Locally, Orange County is one of 11 statewide regions that received  
... continued on page 4





*You Snoop, You Pay ...*

# California tightens medical privacy laws

**R**ecently, Governor Arnold Schwarzenegger signed into law two new health information privacy bills – AB 211 and SB 541 – that impose new obligations on health care providers and facilities and permit the Department of Public Health (DPH) to levy substantially increased administrative penalties. **These became effective on January 1, 2009.**

These companion bills are, in part, a legislative response to recent high profile medical information privacy breaches by an employee of a prominent teaching hospital. A hospital employee was charged with illegally accessing confidential medical records, and snooping into the medical information of thousands of individuals. The California Legislature has expanded the reach of privacy protections beyond improper “use” or “disclosure” to the prevention of “access” to medical information.

**AB 211** requires individual health care providers to protect the privacy of patient’s medical information and safeguard patient medical information from unauthorized or unlawful access, use or disclosure.

- This is more restrictive than HIPAA because the new law restricts access in addition to use and disclosure.
- Under the new law, an individual may bring action against a person that negligently released confidential information and receive damages.
- A new Office of Health Information Integrity (OHII) was created to enforce and impose administrative penalties.
- Non-licensed staff that violate this law face penalties of up to \$2,500 per violation.
- Licensed health care professionals who violate this law face penalties of up to \$25,000 per violation.

**SB 541** requires health facilities to prevent unlawful or unauthorized access, use or disclosure of a patient’s medical information.

- It also requires reporting of privacy breaches (including unlawful and unauthorized access) to the patient and the State within five days of detection.
- This law establishes fines and penalties for failing to report privacy breaches. The fines start at \$100/per day and can accrue up to \$250,000 maximum per report.

The HCA Compliance Committee is updating procedures, developing training and reviewing access controls throughout HCA programs to help the Agency meet these requirements. Everyone’s cooperation and vigilance is needed to make sure that we do our best to protect the privacy of our consumers, clients, and constituents. If you have any questions about AB 211 or SB 541, please 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.

# Fit tips for a healthy 2009

**I**t’s a new year and the perfect time to make lifestyle changes that will help you become more healthy and energized! To get a head start on your “healthy” year, the California Department of Health Services (DHS) has created monthly California **Fit Business Tips** to educate working Californians on the importance of fruit and vegetable consumption and physical activity.

**Fit Business Tips** features a fruit and vegetable of the month and provides practical suggestions for incorporating healthy eating and physical activity into the workday.

This month, mandarin oranges and sweet potatoes are the featured fruit and vegetable. Two mandarin oranges are equal to about one cup of fruit and are also a good source of fiber, which helps to keep your heart healthy and make you feel full so you eat less. Try eating these as an afternoon snack or toss into a salad for lunch.



One medium sized sweet potato is an excellent source of vitamin A, which helps maintain healthy skin and eyesight. To create



a healthy dessert, try baking chopped sweet potatoes with apples and cinnamon or sauté small sweet potato chunks

with chopped onions and bell peppers for a delicious and sweet potato hash.

Healthy alternatives don’t have to include bland and flavorless meals. So, kick start a healthier year by adding some of the featured fruits and vegetables into your diet. For more information about the monthly **Fit Business Tips** or to view past **Tips**, visit the DHS website at [www.cdph.ca.gov/programs/cpns/Pages/FitBusinessTips.aspx](http://www.cdph.ca.gov/programs/cpns/Pages/FitBusinessTips.aspx). More recipes and cooking tips can be viewed at [www.ca-championsforchange.net](http://www.ca-championsforchange.net).

*Sow good services and sweet remembrances will grow from them.*  
—Madame de Stae

# Let's not forget why we have Safety in the workplace

**A**s we wind down from the busy holiday season, it is time to prepare for a new work year. For many of you, it may mean helping new patients, preparing much needed paperwork, or maybe even moving to a new worksite. With all of the hustle and bustle it is important to keep safety in mind and take a minute to reflect upon the importance of a subject that at one time was not considered significant in the American workplace.

## Why do we need Safety in the workplace?

Believe it or not, safety and loss prevention programs were not common among the workforce in America. In fact, many American workers did not start seeing any type of significant safety programs until the 1930's. In addition, many employers had little regard for safety, and actually found it more cost effective to wait until accidents happened before identifying or addressing potentially hazardous situations. This is mainly because workers did not have the ability to hold their employers liable, and were forced to simply walk away from their jobs after suffering both financial and emotional damages.

As a result, these painful consequences helped spur a movement to form safety committees and programs during the industrial revolution. Though many employers protested, workers fought hard to demand a safer work environment; many of those early workers even lost their jobs in the beginning of the fight. The good news ... the plight of the early worker prevailed, and in 1970, President Nixon created the Occupational Safety and Health Act (OSHA) that set the standards for workplace safety that our Agency adheres to today.

This January, the Safety Program recognizes those individuals who suffered because of needless workplace accidents, and acknowledges them for bringing about the safer work environments that we have the opportunity to enjoy today. Please take a moment this month to thank your fellow Department Safety Representative (DSR). They are very important to our program because they help keep you safe, and your work site accident free.

From all of us at the Safety Program ... THANK YOU. We look forward to keeping you safe in 2009!



## Reimbursement rate changes for mileage in '09 reflect new rate code

**E**ffective January 1, 2009, the rates for mileage reimbursement were changed. To view the changes online, a PDF document is available by accessing the Claims & Disbursing intranet site at <http://intra2k3.ocgov.com/AC%20Intranet/CentralOperations/ClaimsDisbursing/Mileage%20Rates.pdf>. Please note that the Rate/Code for 250 or more miles for the period of July 1, 2008 through December 31, 2008 has been changed to MI685.

The new 2009 reimbursement claim form, as well as the revised 2008 Mileage Claim Form (July to Dec) which reflects the new Rate/Code for 250 or more miles are both available for download on the HCA Intranet at <http://balsam/intranet/forms.asp#Payroll>.

For questions related to mileage claim forms, or for any payroll-related question, please contact HCA Payroll either by e-mail 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).



# Influenza vaccination survey offers insights

**I**n Tuesday October 7, 2008, all HCA outlook users received an employee influenza survey to provide voluntary information consisting of their attitudes about the flu vaccine, social influences and the value placed on the consequences.

Overall, 800 employees responded; however the final count of employees totaled 767 due to incomplete responses. Of those respondents 79% were female, and most (42%) were between the ages of 35-49. Public Health Services accounted for 55% of the respondents; 46% of all respondents noted that they were clinicians; and 53% of clinicians and 10% of non-clinician respondents were involved in direct patient care for at least 50% or more of their professional responsibilities.

Overall, 65% (457) received the flu vaccine in 2007; 35% (242) who did not receive the flu vaccine selected several reasons for declining. The three main reasons in order of frequency were; did not want it (36%), did not believe it was effective (13%) and did not want to get sick (13%).

The responses of clinician and non-clinician participants were also compared. A total of 77% (537) of all respondents plan to receive the flu vaccine during the 2008-2009 flu season, while a statistically significant difference showed that 81% (283) of clinicians and 73% (254) of non-clinicians plan to receive the flu vaccine. Another difference showed that 40% (140) of the clinicians and 48% (162) believed that the flu vaccine causes the flu.

To increase influenza vaccination, interventions were noted as the most frequent reasons employees gave for getting vaccinated - protecting themselves and others from influenza and convenience of receiving the vaccine.

Thank you to all HCA employees that took the time to participate in the survey.

*Remembering the past gives power to the present.*  
—Faye Myenne Ng

## Nutrition Network

continued from page 1

one of the state's *Network* grants to implement this program in the community. The Health Care Agency plays an active role as a *Network* lead agency, responsible for coordinating and supporting *Network*-funded projects, developing partnerships and collaborating to help low-income populations adopt healthy eating and physical activity lifestyles in their communities.

To learn more about the local Network for Healthy CA campaign, visit the HCA website at [www.ochcahealthinfo.com/public/nutrition/nupac](http://www.ochcahealthinfo.com/public/nutrition/nupac). For more tips on how to eat more fruits and vegetables, be more physically active, and become a "Champion for Change" for a healthier neighborhood, visit [www.cachampions-forchange.net](http://www.cachampions-forchange.net).

## FEBRUARY HEALTH OBSERVANCES

AMD/Low Vision  
Awareness Month

American Heart Month

National Cancer  
Prevention Month

National Children's  
Dental Health Month

National Wise Health  
Consumer Month

Give Kids a Smile Day . . . . . 6

National Wear Red Day . . . . . 6

National Donor Day . . . . . 14

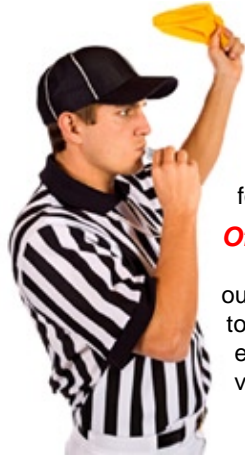
## health care agency WHAT'S UP keeping staff informed & current

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

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# Safe food handling during the football season



The months of January and February are popular times to get together and host parties to watch football...especially the Super Bowl! When preparing your favorite dishes from chip dips to chili, don't let a few food handling "fouls" ruin your football celebration. HCA's Environmental Health Division offers the following tips to help prevent foodborne illness from ruining your football tailgate parties.

### Offensive Holding Temperatures – 15 yard penalty

This mistake is the most common cause of foodborne illness outbreaks. Not holding foods at safe temperatures allows bacteria to grow and reproduce to dangerous numbers in food. Hamburgers, hot dogs, cheese, some chip dips and any cooked starch or vegetable-like baked potatoes need to be temperature controlled.

- Keep cold foods cold by keeping them at 41°F or below
- Keep hot foods hot by keeping them at 135°F or above

### Illegal Hands to the Food – 5 yard penalty

Disease-causing germs are easily transferred from one surface to another by unwashed hands, including on your food. Proper handwashing keeps your hands free of harmful pathogens so that you don't make yourself sick or spread bacteria to those around you. When handwashing, be sure to rub them vigorously together using soap and warm water for 10 to 15 seconds and dry them with a clean towel or paper towel.

### Personal Foul: Cross Contamination – 15 yard penalty

- Always make sure that you keep raw meats separated from other foods. The juices from raw meats contain harmful bacteria that may cause foodborne illness if they come into contact with other foods. Some helpful tips include:
  - ♦ Using separate plates and utensils for raw and cooked meats
  - ♦ Making sure that any surface that came in contact with raw meats or their juices has been sufficiently cleaned and sanitized before coming into contact with any other foods
  - ♦ Never storing other foods below raw meat inside the refrigerator. These juices may drip down onto the foods below and cause contamination.



### Incomplete Cooking – 10 yard penalty

Proper cooking of raw meats is necessary in order to kill any illness causing bacteria that may be in food. Bacteria such as Salmonella, E. coli and Campylobacter are commonly occurring bacteria in raw meats and are only killed with sufficient cooking temperatures. Having an accurate probe thermometer to take internal temperatures will also help to prevent incomplete cooking. The following should be cooked at certain temperatures for at least 15 seconds:

- Eggs, fish and single pieces of meat such as beef, veal, lamb and pork — 145°F
- Ground meats such as hamburger and sausage — 155°F
- Chicken, turkey and stuffed foods such as stuffed fish, meat and poultry — 165°F

For more information about safe food handling and preparation, visit HCA's Environmental Health website at [www.ocfoodinfo.com](http://www.ocfoodinfo.com). A helpful handout, "Pigskin Party Tips," is also available for download on the main page.



WHAT'S

keeping staff informed & current

# PH microbiologists chosen for grant-funded training

Six public health microbiologists, including five from HCA, are currently participating in a traineeship program funded through a Preparedness grant designed to provide future public health microbiologists with the training needed to work in the State's numerous public health laboratories.

The Orange County Public Health Laboratory located in Santa Ana is currently hosting the six trainees for the next six months. Their training consists of lectures, laboratory exercises, identification of unknown samples and written examinations. They will also be spending time in each section of the laboratory including bacteriology, virology, parasitology, mycology, molecular biology, food microbiology and water quality.

The five HCA lab assistants and a fellow from the National Centers for Infectious Diseases (NCID/CDC) /Association of Public Health Laboratories (APHL) Emerging Infectious Diseases fellowship program receive the training from HCA Supervising and Senior Public Health Microbiologists. All HCA lab staff have additionally been helpful by providing coverage in areas where staff has been temporarily reassigned to the training program.

The trainees were selected from among applicants who had college degrees in Microbiology and who met the qualifications set by the State Laboratory Field Services office. If they successfully complete the training program, trainees will be eligible to become certified by the State of California as Public Health Microbiologists.



Trainees spend time in each section of the Public Health Lab including the areas of bacteriology, virology, parasitology, mycology, molecular biology, food microbiology and water quality.



The six trainees are pictured with Senior Laboratory Assistant Aisling Morgan. Pictured (clockwise) are Sean Buono; Aisling Morgan; Angelica Andres; Cynthia Aye; Sophia Serrano; Cindy Wong; and Audrey Manalo.

# HCA Intranet has moved to new home

Effective January 28, the HCA Intranet (Balsam) moved to a new web address at <http://intranet.ochca.com>. Be sure to update your website links if you use the Intranet address as your home webpage when going online. The Intranet now resembles the look of the County Internet, but its content remains the same.

For any questions regarding the new web address or to report invalid/missing links to content, contact the Office of Quality Management via e-mail at [publicinfo@ochca.com](mailto:publicinfo@ochca.com).



No better relation than a prudent and faithful friend.  
—Benjamin Franklin



# Compliance Training Reminder

**H**ats off to the HCA workforce for completing Compliance Training at a record setting pace. More than 2,000 people have completed training so far.

March is just around the corner. Please make sure that everyone completes the 2009 Annual Employee Compliance Training by March 12, 2009.

This mandatory Employee Compliance training is required for all HCA regular, extra help, and Personal Service Contract employees. The 2009 Annual Compliance Training covers several topics including Compliance Investigations and Organizational Culture, Cash Handling, Information Security, HIPAA, and New Privacy Laws.

If you have not completed 2009 Annual Compliance Training, you can start by:

- Visiting one of the sites below:
  - ♦ <http://intranet.ochca.com/compliance/training> (HCA Intranet),
  - ♦ [www.ochealthinfo.com/training](http://www.ochealthinfo.com/training) (HCA Internet).
- Select the 2009 Annual Compliance Training link.
- Review the training, then complete the final test questions (all questions need to be answered in order to get credit for completion of training).
- Click on the certificate image.
- Fill out the questions on the linked page.
- Read the Annual Compliance Training acknowledgement statement in red and press certify.
- Print out the certificate, enter your information, sign, date it, and keep for your records. Make copies and provide to Supervisor/Manager if necessary.

If you have additional questions, call the Office of Compliance at (714) 568-5614.



# Creating a healthier Orange County

**T**he Orange County Nutrition and Physical Activity Collaborative (NuPAC) recently participated in a *Parents for Healthy Neighborhoods* Fall 2008 Workshop held in the city of Orange for local parents and community members to showcase how to turn parking lots into play areas, the benefits of family meals and how to give a nutrition class to other parents. Additionally, seven Orange County moms were honored as “Champions for Change” and received medals to recognize their efforts in encouraging their children, communities and other parents to make healthy choices and being physically active.

Parents need to take an active role in improving the health of their families and communities. In Orange County, it is estimated that almost 50% of adults and 40% of children are overweight or obese. Obesity can lead to serious disease like Type 2 diabetes, heart disease, and some cancers. Eating more fruits and vegetables, reducing calories and being active are critical to reversing the obesity epidemic.

“Too many of our kids are becoming overweight and getting diabetes and other health problems,” said Teresa Vazquez, 2007 “Champions for Change” mom. “Parents need to take charge of their children’s health.”

NuPAC is a community-based organization that provides leadership and coordination in the areas of nutrition, physical activity and food assistance. A component of NuPAC includes a Parent Empowerment Initiative that links with the Network for a Healthy California – Champions for Change public health campaign, led by the California Department of Public Health. Throughout the state, there is an effort to have everyday mothers educate their neighborhoods and communities about ways to eat healthier and be more active

For more information about the Network for a Healthy California – Orange Region, visit the HCA Nutrition Services website at [www.ochealthinfo.com/Public/nutrition/nupac/nupac.htm](http://www.ochealthinfo.com/Public/nutrition/nupac/nupac.htm) or contact Anna Luciano, Regional Project Director at (714) 834-8673 or by e-mail at [aluciano@ochca.com](mailto:aluciano@ochca.com).



Seven Orange County moms received the designation as a “Champion for Change” mom and received medals from Orange Unified School District Superintendent, Marsha Brown and 2007 “Champion for Change” mom Teresa Vazquez during a workshop held in November 2008. Those recognized were noted for their efforts in taking charge of their children’s health and encouraging other parents in their communities to do the same.

Great things are not something accidental,  
but must certainly be willed.  
—Vincent Van Gogh

# Wagner Award nominations due March 13

The deadline to submit applications for this year's Gerald A. Wagner Excellence in Health Education Award is Friday, March 13.

HCA is once again partnering with the Orange County Coalition for Health Education (OCCHE) to celebrate Public Health Week during April 6-12, 2009 with this year's theme "Building the Foundation for a Healthy America."

We invite you to nominate a health care professional who practices in Orange County and demonstrates exceptional commitment to health education responsibilities in their delivery of health services to the community.

Health care professional titles that would be considered for this award include: Medical Doctor, Dentist, Nurse Practitioner, Registered Nurse, Social Worker, Psychologist, Public Health Nurse, Registered Dietitian, Health Educator and 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 on Friday, March 13 and can be sent to:

**Elena Guzman** Orange County  
Coalition for Health Education  
630 North Broadway, Ste. 127  
Pony Mail: Bldg. 12HP  
Santa Ana, CA 92701  
E-mail: [EGuzman@ochca.com](mailto:EGuzman@ochca.com)  
Fax: (714) 834-6770

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

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

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

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# HCA contributes to huge success of '08 United Way!

The 2008 United Way Campaign was again a huge success thanks to contributions and donations from HCA employees. An estimated \$25,325.70 was raised by HCA which includes payroll deductions, donations and special events.

Two popular events held each year are the HCA Executive Team Basket Silent Auction and Executive Team Lunch which took place this time at the Old Orange County Courthouse and featured Jerry's Woodfired Dogs. The 2008 basket auction included many exciting day/weekend trips; dinner and lunch at popular restaurants; coffee, cooking and UCLA enthusiast themed items, as well as outings to dinner theatres and theme parks to name a few. Thanks to the assistance and coordination of Prity Thanki, Executive Team United Way Coordinator, the two events combined raised a total of \$5,683.

The OC Idol competition was also a hit again this past year and included several HCA employees who tried out as Idol hopefuls. The event held at the Hall of Administration Board Hearing Room, which consisted of the tryouts, semi-finals and finals, raised a total of \$1,818. HCA congratulates Rick Dale from Behavioral Health Services on being named the 2008 OC Idol.

HCA would like to thank the following division United Way Coordinators and Agency Representatives for helping to make the 2008 United Way Campaign a success:

- Elena Guzman and Veronica Ramirez – Agency Representatives
- Maria Corona
- Mia Delgado
- Thu Do
- Dorothy Hendrickson
- Dagmar Himmler
- Donnie LaPlante
- Rena Murillo
- Maggie Rawlins
- Martha Schlegel
- Prity Thanki
- Denise Westrick

Held annually, the United Way Campaign provides an opportunity for County employees to help offer solutions for the most critical human care service needs in the community. For more information about United Way, visit the organization's Orange County website at [www.unitedwayoc.org](http://www.unitedwayoc.org). Stay tuned for upcoming 2009 United Way Campaign events and fundraisers.



One of the popular events held again during the 2008 United Way Campaign included the OC Idol competition. Public Health Services Deputy Agency Director David Souleles emceed the event and congratulated HCA's Rick Dale on being named the 2008 Idol. Pictured (left to right) are David Souleles, Laura Sudlow and Rick Dale.



# New Emergency Response Training Program offered

**H**CA's Health Disaster Management Division has launched a new emergency response training program designed to help Agency staff respond to a disaster affecting a County building or worksite.

The Government Employee Response Team Training, or GERTT for short, is modeled after the Community Emergency Response Team (CERT) programs offered by many cities as a way to involve the public in preparing for and responding to a local emergency. Similar training programs are offered by the Red Cross for businesses and private worksites. HCA's program incorporates elements unique to the Agency's mission and responsibilities, such as Behavioral Health concepts and use of personal protective equipment.

Kerri Fogh, HDM's Health Strategic Operations Center (HSOC) Manager, says HCA is the only County agency they are aware of that is offering this type of a training program to its employees. Under this concept, employees are trained to be respon-



*Government Employee Response Team Training will help prepare Agency employees to care for their co-workers and the public in the event of an emergency at a County facility. The first group of Agency employees, representing the Behavioral Health Disaster Response Team, are currently participating in the program.*

sible for their co-workers and the public after an emergency at a County building or worksite until first responders arrive. One of the prerequisites for participants is CPR training, with the actual program featuring five training modules. Each of the modules takes about three hours to complete, with a class size of 25 to 30 participants. These modules instruct participants in building a team for disaster preparedness; triage and basic search and rescue skills, including the proper way to move an injured per-

son; fire safety and evacuation plan development; and disaster first aid and the behavioral health aspects of an emergency. The final module is a test of what participants have learned through participation in a hands-on exercise, featuring the simulation of injury victims using moulage techniques.

Members of HCA's Behavioral Health Disaster Response Team are the first individuals to participate in the GERTT program and bring to the class their experience assisting with real-life emergencies such as wildfires and earthquakes.

# February is American Heart Month

**E**ach year, the American Heart Association designates the month of February as American Heart Month. It's a time for learning about cardiovascular health, about risk factors and about warning signs of a heart attack or stroke. It's also a time to look at your lifestyle choices and determine whether you need to make changes for your own heart health.

Fifty percent of men and two-thirds of women die from a heart attack without having any previous symptoms.



Learn how to keep your heart healthy by leading a healthy lifestyle. Start by being physically active, developing good eating habits and taking advantage of preventive health screenings. Participating in these activities can significantly help to reduce the onset of heart disease.

Help spread the word about the effects of heart disease and encourage others about the benefits of leading healthy lifestyles. For more information about American Heart Month or for more helpful tips and resources in preventing cardiovascular disease and stroke, visit the American Heart Association website at [www.americanheart.org](http://www.americanheart.org).

## MARCH HEALTH OBSERVANCES

- National Brain Injury Awareness Month
- National Colorectal Cancer Awareness Month
- National Kidney Month
- National Multiple Sclerosis Education and Awareness Month
- National Nutrition Month
- Save Your Vision Month
- Social Worker Month
- National School Breakfast Week . . . . . 2-6
- National Inhalants and Poisons Awareness Week . . . 15-21
- American Diabetes Alert Day . . . . . 24
- World Tuberculosis Day . . . . . 24



**National Public Health Week**  
April 6-12, 2009 • [www.nphw.org](http://www.nphw.org)



Year 2009  
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)



Year 2009  
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: \_\_\_\_\_

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- 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)



## IHS nurses recognized for Hepatitis Project teamwork

**I**nstitutional Health Services (IHS) nurses Susana Rangel, RN; Lillian Mastergeorge, RN; Maria Reinzo, RN; Donna Hanson-Wilkins, RN and James Trimmer, RN teamed together to implement an Adult Hepatitis Vaccine Project (AHVP) in the Orange County jail system to provide free Hepatitis vaccine to individuals in correctional facilities who are considered at high risk.

The California Department of Public Health (CDPH) Immunization Branch, in collaboration with the Sexually Transmitted Diseases (STD) Prevention and Control Branch and the Office of AIDS started the AHVP, whose goal is the delivery of hepatitis vaccines to unvaccinated at risk adults.

Senior Nurse Susana Rangel was tasked with the responsibility of creating the project's procedures. She designed an educational script to be used when discussing the vaccines to inmates, worked on creating vaccine consent forms and provided the vaccine to inmates in the Central Jail Complex. She additionally spoke at the American Correctional Health Services Association Conference in September 2008 about her experiences in working on this special project.

Lillian Mastergeorge, Senior Nurse, assisted Susana Rangel in the project's implementation and helped to provide the Hepatitis vaccine to those housed at the Intake and Release Center (IRC). To keep track of when Hepatitis doses were given, Donna Hanson-Wilkins, RN served as the Correctional Health Assessment, Recording, and Tracking (CHART) Computer Administrator and set up a program within the IHS

... continued on page 4



*Pictured in front row (left to right) are Agency Director Julie Poulson; Pam Giese, Director of Nursing; Lillian Mastergeorge; Susana Rangel; Maria Rienzo and Dr. Erenia Perry, Director of Pharmacy Services. Pictured in back row (left to right) are James Trimmer; Erica Garcia, Medical Assistant; Donna Hanson-Wilkins; Terre Duensing, IHS Division Manager; and Sandra Rollins from GlaxoSmithKline.*



## Julie Poulson announces retirement this month

**A**fter more than 36 years of dedicated service to the County, Health Care Agency and Orange County community, Agency Director Julie Poulson has announced her retirement from the Agency this month and plans to enter a new chapter in her life.

"HCA has been an integral part of my life and I have greatly enjoyed serving the people of Orange County in many capacities. I have equally enjoyed getting to know the many talented, dedicated and caring HCA staff through the years," said Agency Director Julie Poulson. "I truly consider HCA staff to be part of my

extended family and I will miss the friendships and professional relationships developed through many years of working with all of you."

With a new opportunity to travel and spend more time with her family, Julie is also excited about the soon-to-be arrival of her second grandchild. HCA congratulates Julie and wishes her well as she embarks on her new journey into retirement.

A farewell event for Julie is planned to take place on Thursday, March 26 at the 405 W. 5th Street building in Santa Ana, 1st floor lobby, between 9 a.m. and 1 p.m. All are welcome to attend and offer congratulations to Julie.



# Compliance welcomes new staff member

**T**he HCA Office of Compliance is pleased to announce the addition of Thoa Tran to the Office Compliance Team. Thoa has been with the County since 1984, with the last 11 years in the Health Care Agency. Thoa has extensive experience within the County holding positions such as Deputy Probation Counselor at Juvenile Hall; Group Counselor I at Orange-wood Children's Home; Social Worker II and Senior Social Worker with the Social Services Agency; Clinical Social Worker I and II with HCA Children and Youth Services and Adult Mental Health; Regional Program Coordinator/Clinical Social Worker II with HCA Behavioral Health CalWORKS; and HCA Service Chief I in Alcohol and Drug Abuse Services (ADAS).

Thoa has a BA in Psychology from Chapman University and a Masters in Social Work from the University of Southern California. She is also a Licensed Clinical Social Worker (LCSW) and a Certified Medicare Reviewer.

As the Compliance Audit and Training Coordinator, Thoa will be coordinating Compliance Training, preparing reports, auditing and monitoring sanction screening procedures, documenting compliance findings and corrective actions, and providing assistance with any of your compliance questions or concerns. Please join us in welcoming her to her new role.

Thoa can be reached at:  
405 W. 5<sup>th</sup> Street,  
Suite 776, Bldg. 38 T  
Santa Ana, Ca. 92701  
(714) 568-5614  
[ThTran@ochca.com](mailto:ThTran@ochca.com)

Compliance team members including Dr. Jeff Nagel, Chief Compliance Officer; Thea Bullock, Assistant Compliance Officer; and Linda Le, HIPAA Coordinator, are available to answer any of your compliance-related questions. Stop by, call us, or send us an e-mail at [ceofcompliance@ochca.com](mailto:ceofcompliance@ochca.com).



# HR develops new Mission, Vision, Values

**H**CA's Human Resources (HR) Department recently finalized a new Mission, Vision and Values after input gathered at an HR retreat led by HCA's Training & Staff Development Department. As part of HCA's Leadership Development Program, HR/Volunteer Services Program Coordinator Sylvia Goldie's project was to assemble a cross-functional HCA HR committee to collaborate on the development of the new Mission, Vision and Values. The team from HR included Karen Hodel, Employee Relations; Donnie La Plante, Recruitment; and Jeremy Harris, Records Specialist.

The finished product embraces all that HR strives to be and is reflected in a framed display in HR's lobby located at the 405 W. 5<sup>th</sup> Street Building, 3<sup>rd</sup> Floor in Santa Ana and on the HR Intranet webpage at <http://intranet.ochca.com/hr>.

### Vision Statement

- Hire for excellence
- Promote integrity
- Serve with professionalism
- Educate for the future

### Mission Statement

- Health Care Agency Human Resources partners with Health Care Agency Administration and Programs by providing the expertise to recruit, develop, manage and retain dedicated professionals and volunteers to serve the community with excellence.

### Values

- Fairness
- Innovation
- Respect
- Service
- Teamwork

**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.

*You cannot do a kindness too soon, for you never know when it will be too late.*  
—Ralph Waldo Emerson

# Test Your Knowledge

## '09 Public Health Week quiz

This year's focus on National Public Health Week from April 6-12, 2009 is "Building the Foundation for a Healthy America." The American Public Health Association will highlight the week by ensuring that core public health principles such as preventing disease and promoting health are the foundation upon which our nation's current dialogue about health reform is built.



**National Public Health Week**  
April 6-12, 2009 • [www.nphw.org](http://www.nphw.org)

To start your celebration of Public Health Week, take the following true-false quiz and answer the 12 questions to test your knowledge of public health facts and statistics relating to this year's theme. Visit the Agency's Public Health Week webpage at [www.ocohealthinfo.com/public/phweek.quiz.htm](http://www.ocohealthinfo.com/public/phweek.quiz.htm) to submit your completed quiz online by Friday, March 27. Those who answer all questions correctly will be entered into a drawing to win fun prizes.

### True or False?

1. Every adult must do a minimum of 6 hours of intense aerobic activity a week.
2. You should take an antibiotic from a friend for a cough with a runny nose.
3. The Presidential Fitness Council was established by President Dwight D. Eisenhower on July 16, 1956.
4. The U.S. infant mortality rate is higher than those in most developed countries.
5. California has enacted a breastfeeding law that states "a mother who is breastfeeding a child may request that jury service be deferred for up to a year."
6. Cancer is the leading cause of death in the U.S.
7. The California Helmet Law states that only those under the age of 16 must wear a helmet while riding a bike, skateboard, scooter or skates.
8. Being physically active is one of the most important steps that Americans of all ages can take to improve their health.
9. Getting the family involved in meal time planning and preparation will help kids to eat healthier.
10. Potassium does not help to lower blood pressure.
11. Decline in dental decay over the past 60 years is recognized as an important public health achievement and can be largely attributed to an increase in the use of mouth wash.
12. A baby born to a woman who did not receive prenatal care is five times more likely to die than a baby born to a woman who did receive prenatal care.



# "Eat Right" for Nat'l Nutrition Month®

**"Eat right and stay fit ... no matter what your age,"** is a 2009 National Nutrition Month® (NNM) key message. This national campaign, created

annually by the American Dietetic Association, aims to offer nutrition education and information that promotes healthier choices and physical activities. During the month of March, HCA Nutrition Services' staff and clients celebrated National Nutrition Month®'s theme of "Eat Right" with the following activities:



- "Energize Your Body with Fruits and Vegetables" and "My Kitchen, My Rules" display at the 17<sup>th</sup> Street building,
- "My Kitchen, My Rules" empowerment pledges at Women Infants and Children (WIC) clinics,
- Children from Project Access and Second Harvest's after school programs created NNM cards that were sent to community partners thanking them for promoting good nutrition in Orange County,
- "Colors of the Rainbow, Healthy and Meatless" salad bar and most unique or unusual salad item contest at the Nutrition Services Full Staff Meeting
- National RD (Registered Dietitian) Day luncheon,
- Weekly tips and recipes to Nutrition Services staff in March on "Healthy Monday, Meatless Monday."

Don't forget to take advantage of the "Fit Business Tips" newsletter suggestions that come out monthly. For more information on National Nutrition Month®, or a healthier you, visit the American Dietetic Association website at [www.eatright.org](http://www.eatright.org). Eat right and stay active for a healthier you!



## HCA's IT Service Desk

**H**CA employees can contact the Service Desk at (714) 834-3128 and request technical help. In the end everything turns out fine and you are back at work. Sounds simple right? Do you ever wonder what goes on at the other end? How many folk does IT have at the Service Desk? How does my call get handled? Why do they ask me so many questions up front? Why do I have a service request number? You may have had these questions, thoughts and possibly answers; therefore, in this article we will look behind the scenes to help you realize the full picture of this very busy department and the challenges facing the team each time the phone rings.

Located at 515 N. Sycamore in the Civic Center area of Santa Ana, the HCA Service Desk is a department comprised of six staff members who answered over 30,000 incoming calls last year. Even though that in itself is an incredible feat, the team also solves 60% of all calls which enter our system during an initial contact period. The remainder is sent to different areas within IT for resolution.



So, let's look at the mechanics of an inbound call when a call is made to (714) 834-3128. You hear an initial upfront recorded message. This recording can help you identify if there is an outage affecting your system or your area. This message is intended to "alleviate or reduce" possible long wait times on the phone in the event of an outage. After you listen to the message you may choose to hang up or stay on the line for further assistance. Your call will then proceed to an Automatic Call Distribution system; we refer to this in IT as the "ACD." If there is an available phone line, you will be routed to the next available technician attending that line. Sounds

simple right? And for the most part it is, but there is still more behind the scenes.

Once you speak with a Service Desk Technician, we must capture the interaction in a Service Request Management tool. We use software called "TouchPaper." This software creates what you know as a "Service Request" and a corresponding sequential number is assigned. At the time of this article, we were at 191,305 Service Requests that have been processed through our system. According to IT policy, all interactions require a Service Request for future tracking and reference purposes of workloads.

So, why so many questions when you call in? When a customer calls in, we must first get all the contact information so our records are up to date and to ensure we can still find you. The next item on filling out a request is to ask a few qualifying questions so we can categorize and hopefully solve the call appropriately. Categorizing a request enables the Service Desk to accomplish a few things, one is this ensures the call is assigned an escalation priority correctly, and the other is to document for tracking, reporting and trend analysis. If you would like to see our reports please point your browser to <http://intranet.ochca.com/it/metrics>.

A large percentage of our requests are what we call "repeatable" requests like password resets, and many "how do I...?" requests. To address these types of needs we have introduced self help tools to let you reach a resolution faster and free up lines for the more serious stuff. To address password resets, we rolled out the Courier Password Management tool. This tool will enable you to reset your own password without ever calling the Service Desk. If you haven't been setup on this yet please point your browser to <http://intranet.ochca.com/it/reset>. In addition, we have also created self help videos. Please take some time to check them out as they are being created on a continual basis and now cover the latest Microsoft Office 2007.

The IT Department thanks you for the continued opportunity to serve you and all the great customers we encounter every day. In the next "What's Up" issue we will look at the Field Services group as they travel around keeping all HCA desktops and peripherals running smoothly.

### IHS Nurses

*continued from page 1*

computer system for electronic record keeping.

Registered Nurses Maria Rienzo and James Trimmer helped to immunize inmates at the James Musick jail facility in Irvine and in the IRC Crisis Stabilization Unit, respectively. Medical Assistant Erica Garcia also helped to keep track of an immunization schedule for each inmate and assisted James Trimmer in providing vaccine in one of the jails.

"Orange County's jail facilities house an average daily population of 6,571 (according to June 2007 data) with an average length of stay for many jail inmates at about six months or less," said Dr. Erenia Perry, Director of Pharmacy Services. "Providing the Hepatitis vaccine to inmates prior to their release assists in the continuum of health care for our community."

On February 5, 2009, these five nurses along with Dr. Erenia Perry were presented with Award of Achievement certificates for the successful implementation and completion of the 2008 State of California Adult Hepatitis Vaccine Program by Sandra Rollins, Senior Executive Immunization Account Manager for GlaxoSmith-Kline who represented the State Program.

The Correctional Medical Services (CMS) program was awarded this grant valued at more than \$69,000 in 2008 along with only two other jails, Los Angeles County and San Mateo County. Each participating entity must provide adequate equipment, personnel, needles, syringes and other vaccination supplies to support the project. A total of 1,068 doses of Hepatitis A and B vaccine were given during this project in Orange County.

"After this experience, the CMS program is now training additional nurses for the 2009 grant which was renewed," said Dr. Erenia Perry. "Many of our inmates expressed their gratitude for being able to obtain their immunizations at no cost."

*A friendly look, a kindly smile, one good act, and life's worthwhile.*

- Author Unknown



# He Huliau Cardiometabolic Conference a big success

**S**aturday, Feb. 7, 2009 was a day of change for the Pacific Islander community in Orange County, Hawai'i, and across the nation. More than 200 people gathered at the Hilton in Costa Mesa to network, gain knowledge, and learn new skills about improving their health regarding heart disease, obesity, and diabetes.

Rhonda Folsom, Program Supervisor from the Health Promotion Division, participated on the planning committee headed by the Pacific Islander Health Partnership. Rhonda assisted by facilitating breakout sessions, designing the conference brochure and event signage, and coordinating the continuing education for Certified Health Education Specialists (CHES) with help from Frank Hernandez of the Health Promotion Division, as well as four nurses and social workers through HCA Behavioral Health Services. In attendance were 35 CHES, four nurses, and one social worker. Rhonda also had the honor of joining in the traditional Hawaiian protocol and chanting in the native Hawaiian language to welcome University of Hawaii staff to present at the conference.

Hawaiian protocol is a code of correct conduct with a clear purpose and sequence in how a ceremony proceeds. The University of Hawai'i staff offered an oli káhea, a chant requesting to enter a sacred place, the He Huliau Conference location. The host community, represented by Pacific Islander Health Partnership (above), responded with an appropriate oli (chant) giving permission to enter and welcoming them with aloha, the spirit of affection, love, peace, compassion and mercy.

### Huliau (Hawaiian)

Aloha kukui pō'aha'aha  
'Aha piko i hīki'i a pa'a  
Pa'a i ka lālā kama hele  
Hele ke aloha i nā kānaka  
Nakaka 'ole nā alanui  
Nui ka hana kākou ola  
E ola Kāne a Kanaloa  
A noa nā kākou e huliau

### A Time of Change (English)

Greetings to the circle of kukui trees  
The umbilical cord tied fast  
Holding on to projecting branches  
Let the love ascend to our people  
The path shall not divide  
There is much work for us all  
May there be life from Kane and Kanaloa  
May it be made free for us all, a time of change



Conference speakers pictured with Rhonda Folsom from HCA's Health Promotion Division (far right) included (left to right) J. Keawe'aimoku Kaholokula, PhD Associate Chair, Dept. of Native Hawaiian Health, John A. Burns School of Medicine, University of Hawai'i; Jane Ka'ala Pang and Victor Kaiwi Pang, Pacific Islander Health Partnership; and R. Kekuni Blaisdell, MD, Professor Emeritus, Dept. of Medicine, John A. Burns School of Medicine, University of Hawai'i.



Rhonda Folsom (center) is pictured along with Jane Ka'ala Pang and Victor Kaiwi Pang from the Pacific Islander Health Partnership.



Members of the Pacific Islander Partnership participate in a traditional Hawaiian protocol and chant in the native Hawaiian language to welcome University of Hawaii staff who were present at the conference.



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

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## Being safe can save money

**I**t has been noticeable in the last few months that the California financial crisis has affected the County of Orange. It is important for all of us at HCA to work together to find ways to conserve resources

for the Agency. Small changes in our work habits such as double-sided printing, or making sure that supplies are ordered sparingly (there goes the cute little colored paper clips) can go a long way in making sure this Agency stays within its tightening budget. With that said, there is another way that we can all work together to ensure we are expanding resources effectively. "What could that possibly be?"... Making sure the Agency follows Cal/OSHA rules and regulations to avoid wasteful fines.

### **Who is Cal/OSHA?**

Cal/OSHA or the California Occupational Safety and Health Program is part of the California Department of Industrial Relations. The OSHA act was created in 1970 by the federal government to prevent work-related injuries, illnesses, and deaths. California has adopted these federal standards and has also enacted their own regulations (some of these are even tougher than the federal guidelines) to ensure all employees working in California are given the opportunity to work in the safest environment possible.

### **How much could a Cal/OSHA fine really affect the Health Care Agency?**

A Cal/OSHA visit to any of our worksites usually means a serious complaint has been filed. Many people may not know this, but Cal/OSHA has been known to catch serious violations by simply driving by a facility and witnessing an offense. If this happens an inspector will stop his car, record video for evidence, and walk in immediately to an unsuspecting work area questioning all those involved (they also like to write fines at the same time). With that said, the fines vary in amounts depending on the violation, and if it has been repeated within a specific timeframe. Here are some examples of original citation amounts that have occurred within the County...

In 2003, an employee accidentally dropped his work issued phone and climbed into a dangerous piece of equipment to retrieve the lost item. Unfortunately, the employee failed to alert other employees of his intentions and another staff member turned on the equipment to perform a duty. When he did, the employee jumped off the equipment falling through a hatch 18 feet deep. He suffered numerous bone fractures.

♦ Cal/OSHA Citation ..... **\$18,000**

In 2004, another County agency had a new employee operating a heavy piece of equipment which resulted in a serious injury. When Cal/OSHA went to investigate the serious injury, the Agency was unable to provide proper documentation demonstrating that the employee had been successfully trained on the use of heavy equipment (this is why the HCA Safety Program asks for sign in sheets).

♦ Cal/OSHA Citation..... **\$18,000**

Many of these fines were paid out needlessly and others were reduced or eliminated because of time and research (which also costs money) by Agency staff and County Counsel. In addition to citation fees, agencies incur many other costs related to employee injuries. Besides the obvious medical expenses, many citations result in significant time expended by Safety Program staff investigating the loss. Also included are significant efforts from County Counsel in their involvement throughout the legal process including Cal/OSHA hearings and procedures.

### **So how can HCA avoid these wasteful fines?**

We as staff can work together to ensure that all safety rules and regulations are upheld and observed throughout HCA. This can be done by learning how to recognize potential safety hazards and notifying the appropriate Supervisor, Departmental Safety Representative or Safety Program staff immediately to ensure timely correction. Another way to assist is by attending safety trainings and meetings, as well as ensuring that all training documentation is accurate and retained for a minimum of five years.

For information regarding ways you can help reduce workplace hazards, or for safety related training please contact the HCA Safety program at (714) 834-4359, or your unit's Departmental Safety Representative.

Remember, **Time** spent now on prevention will save **money** spent in the future.

## MHSA arts exhibit to be featured in April

**T**he Mental Health Services Act (MHSA) Recovery Arts Program will be providing a visual arts exhibit and lunchtime interactive art presentation during a MHSA Regional Coordinator's Meeting scheduled to take place on Thursday, April 16, 2009 in Laguna Beach.

Meeting attendees will include representatives from the California Institute of Mental Health, the Department of Mental Health and HCA MHSA coordinators, staff and consumers from Southern California. Each will have the opportunity to view artwork from consumer artists which include poetry, songs, glassware, photography and airbrush art. A discussion will also



take place to explain the inspiration and creative process involved in their work.

One of the artists, Theresa Boyd, will describe how her passion for photography was reignited and how art has played a vital role in her recovery and in developing her identity as an artist. Two of her photography pieces are pictured here.



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# HR celebrates Leadership graduation



HCA HR staff are pictured with HCA Leadership Development Program Level I and Level II graduates who include (alphabetical) Karla Amezquita, Luis Arevalo, Jeffery Barrett, Pamela Berg, Verona Borba, Irma Chavando, Patrick Clark, Janice Coniglio, Blanca Rosa Craig, Debra Cross, Jane Elder, Laura Esquivel, Hilda Garcia, Jocelyn Garduno, Cadiz Gonzalez, David Guerrero, Jeremy Harris, Nancy Hesketh, Kelly Higdson, Chi Lam, Anna Liu, Nathan Lopez, Patricia Morales, Hilary Peralta, Gustavo Plasencia, Tazia Reyna, Michael Rillera, Tina Sampson, Douglas Schan, Suzanne Stein, Rhonda Suite, Cecelia Vasquez and Dan Yokoyama. Those not pictured are Irene Adams, Irma Calata, Maria DeLosReyes, Nikoo Tabesh and Tamra Townsend.



(Above) Financial and Administrative Services Deputy Agency Director Bob Wilson acknowledges HCA Leadership Development Program graduates during a ceremony held on March 3 at the Cal State Fullerton University Extended Education Garden Grove campus.



(Left) HCA staff and Leadership Program graduates network and enjoy light refreshments prior to the start of the graduation ceremony held on March 3.

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# HCA/SSA Social Workers honored by BOS



The Orange County Board of Supervisors presented social workers from the Health Care Agency and Social Services Agency (SSA) with a resolution declaring March to be Social Workers Recognition Month. Joining Board Chair Pat Bates and SSA representatives at the podium for the presentation were Barbara Rocha of Behavioral Health Services and Carmen Ybarra of Public Health Services (pictured at right).

# Spotlight on Excellence

**B**ehavioral Health's Cultural Competency Program presented its February 2009 Spotlight on Excellence Award to Linda Hartung, Service Chief for the Westminster Alcohol and Drug Abuse Services (ADAS) clinic.

Linda joined the County in 1992 after she graduated with a Masters in Social Work from USC. Her first assignment was at the Health Care Agency's Mission Viejo ADAS clinic, which soon moved to Aliso Viejo. While there, she was involved with the development of Drug Court in the South County region. She soon promoted to Service Chief in 2001 and began working on the Prop. 36 Program. In 1994, she then transitioned into her current position where she oversees the adult ADAS and Adolescent & Perinatal Programs in Westminster.

She is noted by her colleagues for her solid commitment to cultural competency and staff resource development. Her willingness to provide cultural competency trainings on pertinent issues for staff defines her commitment to cultural competency and the community she serves.



*Pictured (left to right) are Ronnie Kelley, Linda Hartung and Rafael Canul.*

## APRIL HEALTH OBSERVANCES

Alcohol Awareness Month

Cancer Control Month

Counseling Awareness Month

National Autism Awareness Month

Occupational Therapy Month

STD Awareness Month

National Public Health Week . . . . .6-12

World Health Day . . . . .7

National Infant Immunization Week. . . . .25 thru May 2

Safe Kids Week . . . . .26 thru May 3

# Super CPR Day planned for April 18<sup>th</sup>

**D**on't give excuses. Give life. Take advantage of the opportunity to learn Cardio Pulmonary Resuscitation (CPR) and first aid at an event planned to take place on April



18, 2009 at Angels Stadium, Exhibition Center located at 2000 Gene

Autry Way in Anaheim. The event is open to all County of Orange employees, their families and friends.

Those interested in learning CPR and/or First Aid can pre-register and pay \$5 for each training. RSVP today as space is limited by calling (714) 481-5351 or online at [www.oc-redcross.org](http://www.oc-redcross.org).

For more information about Super CPR Day, contact Patrick Powers in HCA's Health Disaster Management Division at (714) 834-6233 or by e-mail at [Ppowers@ochca.com](mailto:Ppowers@ochca.com).

The event's training schedule is as follows:

**Adult/Child CPR Training & Certification\***

- 8 am, 9 am, 10 am, 11 am & 12 noon
- 8:30 am & 10:30 am—Vietnamese  
12:30 pm—Spanish

Each session will last approximately 2 hours

**First Aid Training & Certification\***

- 8 am, 10 am & 12 noon—English only

Session will last approximately 1 hour

**Automatic External Defibrillator (AED) Orientation (Non-certification) Infant CPR not included.**

Special discount for Infant CPR scheduled on 4/23/09 or 5/3/09

*\*Certification available upon successful completion of both written and skills testing.*

## HCA bids farewell to Julie Poulson

A retirement event was held on March 26<sup>th</sup> at the Old Orange County Courthouse followed by a reception at the 405 W. 5<sup>th</sup> Street building in Santa Ana to bid farewell to Agency Director Julie Poulson after 37 years of dedicated service.

Members of the Board of Supervisors, County CEO Tom Mauk, community leaders, county staff and members of the HCA family all were present at the front steps of the Old Orange County Courthouse to take part in a program for Julie which included resolution and memento presentations, reminiscent remarks from her daughter Alleah Gogley, the induction of Julie into the HCA Hall of Fame and retirement of her #1 UCLA jersey, as well as a perfor-

mance by Bambi and the Pom Poms to highlight Julie's 37 years with HCA. Members of Julie's family including husband Randy, daughter Alleah Gogley, granddaughter Shayne Gogley and sister Jacque Koehler were present during the day's festivities.

A reception for "fans and alumni" was held at HCA headquarters following the courthouse program where attendees could congratulate Julie one-on-one, enjoy refreshments and view a video of HCA Executive Team staff wishing Julie well.

HCA congratulates Julie and wishes her well as she embarks on a new journey into retirement. Dave Riley is acting as Interim Agency Director pending selection of a permanent Agency Director.





compliance  
UPDATE

# Compliance update on Exclusion Lists

**A** March 21, 2009 article from the Sacramento Bee reported, "The city of Sacramento likely is barred from getting federal money—including tens of millions the city is expecting from the new stimulus package—because Mayor Kevin Johnson is on a list of individuals forbidden from receiving federal funds, according to a leading attorney the city commissioned to look into the issue.

Federal authorities placed Johnson and the nonprofit Hood Corps organization he founded on the federal list last year—before he was elected mayor—following a preliminary investigation into allegations that the urban Peace Corps-style program had misused federal funds. Federal officials said the allegations were so serious the funding suspension was warranted."

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

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

Sanction screening is completed by:

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

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 applicant completes all of the forms and returns them to Volunteer Services before the start date to allow Volunteer Services to complete the screening process before any work is initiated.

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



## Staff recognized by City of Anaheim

**C**ongratulations to Public Health staff members Anita DuPlessis and Della Lisi-Kerr on being recognized as "Volunteers for the City of Anaheim" for their work with the Anaheim collaborative for Motel and Homeless Families.

The collaborative provides information and networking opportunities for human and social service providers who assist motel residents in Anaheim. The group meets to share information, resources, and coordinate solutions to the needs of homeless motel residents of Anaheim. The mission of the Collaborative is to help meet the needs of families in Anaheim-area motels by providing services and tools necessary for the families to achieve self-sufficiency.

Nearly 150 individuals and organizations have participated in the Collaborative since its inception in 1998. For more information, visit the City of Anaheim website at [www.anaheim.net/article.asp?id=1344](http://www.anaheim.net/article.asp?id=1344).

**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.

Anita DuPlessis (pictured far left) and Della Lisi-Kerr (pictured far right) received recognition from the City of Anaheim for their work with the city's Collaborative for Motel and Homeless Families.



# Nutrition Services showcases displays

**H**CA's Nutrition Services Program was proud to display four nutrition education projects at the *Network for a Healthy California Annual Conference Poster Session* in March. More than 1,000 health and nutrition professionals attended the 2-day conference held in Sacramento.

"The event allowed us to share the excellent work done by our staff and sub-contractors with a statewide audience," said Maridet Ibañez, Program Manager for HCA Nutrition Services.

The projects highlighted local efforts to improve the health of Orange County residents by encouraging fruit and vegetable consumption and physical activity. The displays were titled:

- Bringing Nutrition Education to a Food Pantry Site
- Creating "Champions for Change" Through Parent Workshops
- Neighborhood Walk Creates "Champions for Change"
- Effective Implementation of Worksite Wellness at Thrift Stores

For more information or copies of the abstracts, contact Maridet Ibañez at [mibanez@ochca.com](mailto:mibanez@ochca.com).



Anna Luciano from HCA Nutrition Services is pictured next to her display on "Creating Champions for Change through Parent Workshops," during a *Network for Healthy California Conference* held in Sacramento last month.



## "Stairway to a Healthy Lifestyle"

**T**he average employed American spends the majority of his or her waking hours in the workplace. Many of us consume at LEAST one meal at work plus several snacks and beverages while getting little to no exercise. Taking the stairs is an effective and convenient way to increase your daily physical activity. Climbing a few flights of stairs daily will strengthen your heart, muscles and bones. An important motivator in encouraging people to take the stairs is making stairwells more inviting. The Health Promotion Division staff gave our stairs a makeover to promote stairwell usage.

Thanks to the California Endowment's Healthy Eating Active Communities (HEAC) initiative, stairwells were transformed to encourage employee wellness. Two are located in Building 12 and one is in Building 38. Modeled after the Centers for Disease Control and Prevention's "StairWELL to Better Health" project, the stairs were painted with vibrant colors. Baseboards were replaced and directional signs were also posted. Motivational prints were hung in the stairwells in Building 12 and motivational quotations were painted in the stairwell areas in Building 38.



After the transformation, the stairwell walls in Building 38 have color. Laurent Repass from Emergency Medical Services is pictured taking the stairs.

The transformation of the stairwells has already inspired many to use the stairs. Laurent Repass, Emergency Medical Services, stated "These stairs are energizing and encouraging. It makes you want to be here. I'll use this stairwell rather than the other one even though it is closer to my office. My boss likes them too. He says taking the stairs is the only opportunity he has to exercise."

Cynthia Schafer from Health Promotion takes the stairs all the time: She says "I've noticed that people stopped littering in this stairwell." Gerry Heard-Rodriguez, Human Resources, usually didn't take the stairs. Since the remodel, she is taking them more often. Gerry said "The messages are encouraging. The walls are bright and energizing."

Now that the stairwell project is complete, you may want to team up with colleagues to start a "Stairwell Club or Challenge." Encourage the club to take the stairs during breaks or lunch as a way of fitting in physical activity at work. Use your imagination to "climb a virtual mountain" or a favorite landmark (Mt. Whitney, Mt. Everest, or the Empire State Building). For more ideas, visit [www.cdph.ca.gov/programs/cpns/Pages/WorksiteFitBusinessKit.aspx](http://www.cdph.ca.gov/programs/cpns/Pages/WorksiteFitBusinessKit.aspx).

*It gives me a deep, comforting sense that things seen are temporal and things unseen are eternal.*

—Helen Keller



# Preventing workplace injuries is everyone's job

**M**any California employers have already realized that the costs of workplace injuries can be substantial. Most recently, the impact is greater with loss of income throughout public and private industries. The County of Orange and HCA is no exception. During these tough economic times, it is important to look at all aspects of cost savings. Preventing workplace injury and illnesses can be an important tool in fighting unnecessary spending. In an ongoing effort to work together to expand the Agency's resources, it is reasonable to look at one of the most significant ways that we as individual employees can lower costs for the County.



Workplace injuries and illnesses impact financial budgets with direct and indirect costs. Some examples of direct costs are medical expenses, compensation for all or part of the injured employee's wages, and legal obligations. Although each injury has specific costs and there is no typical amount that is related to each particular injury, there are always both direct and indirect costs to consider.

According to a cost study done by Liberty Mutual, the figures below represent the top three injuries and amounts US employers paid out for one year of workplace injuries and illnesses.

1. Overexertion (pushing, pulling, carrying or throwing of objects) . . . . . \$9.8 billion

2. Falls at same level . . . . . \$4.4 billion

3. Bodily reaction (resulting from bending, loss of balance and slipping) . . . . . \$3.6 billion

Of course, these are direct costs and are easily recordable.

However, the indirect and hidden costs associated with an injury increase the amount of the claim considerably and can have a direct effect on a company's operation as a whole.

**Production:** Operations stop when there is an injured worker. This could be directly related to the accident, or the suspension of a major function due to the loss of the experienced worker who is no longer there to provide expertise.

**Time:** Investigating the accident, documenting the occurrence, recruiting personnel, and providing training for new or alternate staff are all factors that contribute to the costs related to a workplace injury.

**Employee Morale:** Many employees are indirectly affected by a workplace injury in terms of the company morale. They often suffer from negative impacts on morale resulting in lower efficiency. This can be associated with the additional assignments or workloads now deferred to the remaining employees. Additionally, staff is also impacted by the sadness of losing a valued co-worker or friend for the duration of their absence.

So how can each HCA employee ensure that these costs are reduced or eliminated for the Agency? First, get to know the HCA Safety Program and the resources it has to offer. Information

about the Safety Program and plans are available on the HCA intranet at <http://intranet.ochca.com/safety>. Secondly, recognize and contact your program's Department Safety Representative (DSR). Your program DSR works hard to identify potential hazards, inspect your work areas, and train staff on safety related topics. Lastly, be a safe and responsible employee. Take the time to note your surroundings, (this includes off-site work areas), notify safety staff of potential hazards, and attend all required trainings. By working together to avoid workplace injuries, we can reduce costs and contribute to the well being of our fellow employees.

## Amber Alford recognized by BOS



*Amber Alford from HCA Volunteer Services received recognition from Supervisor Pat Bates during the March 10 Board Meeting for her contributions to the 2007/08 County of Orange Employee's "Food from the Heart" Food Drive. The Agency was also congratulated for being the #3 food collecting agency who participated in the food drive. Not pictured is Sylvia Valles from HCA Volunteer Services who also received recognition during the Board meeting.*

# HCA staff recognized as "Women Making a Difference" at awards ceremony

In March 13, Senator Lou Correa hosted an awards ceremony, "Women Making a Difference," to recognize 100 women who have contributed to the well-being of the community by helping to improve the overall quality of life of Orange County residents by making significant impacts in the areas of business, education, health, government and community service.

Among those recognized were included HCA staff members Rhonda Folsom, Cancer Detection Program; Zahra Heydari, Behavioral Health; Veronica Kelly, Cultural Competency and Multi-Ethnic Services; Belinda McCleese, Cultural Competency and Multi-Ethnic Services; and Annie Tran-Luong, Cancer Detection Program.

Held at the Rancho Santiago Community District Building in Santa Ana, the event also recognized Kieu Chinh as the 2009 Woman of the Year. She is best known for her role in the movie The Joy Luck Club and for being active in philanthropic work, as well as a sought after speaker throughout the Country.

Congratulations to all HCA staff who received recognition as a 2009 Women Making a Difference by Senator Lou Correa.



Cultural Competency and Multi-Ethnic Services staff members (left to right) Belinda McCleese and Veronica Kelly are pictured with Lucy Brimbuela and Janice DeLoof who were all recognized as 2009 "Women of the Year" during a recognition event hosted by Senator Lou Correa on March 13.



Annie Tran-Luong (pictured left) from Health Promotion's Cancer Detection Program received recognition by Senator Lou Correa during an awards ceremony held on March 13 to highlight "Women Making a Difference."



Senator Lou Correa is pictured with the following individuals who received recognition as "Women Making a Difference." Pictured (left to right) are Adela Montanez, Claudia Ellano, Lucy Brimbuela, Rhonda Folsom, Charlotte DeVaul, Eleanor Forrest, Carol Hamelberg, Janice DeLoof, Trang Huynh, Veronica Kelley and Belinda McCleese

*Too many people miss the silver lining because they're expecting gold.*  
 ~Maurice Setter



# Awards ceremony recognizes employees

**H**CA employees received recognition for their years of dedicated service at an Employee Recognition Awards ceremony held on March 5 at the Hall of Administration. The following is a list of service awards presented:

5 Years .....	20	10 Years .....	42	15 Years .....	24
20 Years .....	14	25 Years .....	4	30 Years .....	7
35 Years .....	2				

## 30 YEARS



*Celebrating 30 years of service to the County, Phung Pham received a certificate and pin from County Health Officer Dr. Eric Handler and Chief of Public Health Operations Donna Fleming during the March 5 Awards ceremony.*



*Corwin Brown from Environmental Health received recognition for 30 years of dedicated County service from County Health Officer Dr. Eric Handler and Chief of Public Health Operations Donna Fleming.*



*Joe Churchin from Behavioral Health Services received recognition from Behavioral Health Services Deputy Agency Director Mark Refowitz for 25 years of dedicated County service.*

## 25 YEARS



*For 30 years of service to the County, Hoa Ho received a certificate and pin from Behavioral Health Services Deputy Agency Director Mark Refowitz during the March 5 Employee Recognition Awards ceremony.*

## 20 YEARS



*Public Health Services staff member Asuncion Garcia celebrated 20 years of County service and received a certificate and pin from County Health Officer Dr. Eric Handler and Chief of Public Health Operations Donna Fleming.*



*For 20 years of service to the County, Ruth Strickland was congratulated by County Health Officer Dr. Eric Handler and Chief of Public Health Operations Donna Fleming and received a certificate and pin.*

## 20 YEARS



*(Left) Aurora Chavez received recognition during the March 5 Awards ceremony from County Health Officer Dr. Eric Handler and Chief of Public Health Operations Donna Fleming for her 20 years of County service.*



*(Right) Lance Malis from Environmental Health celebrated 20 years of service to the county and received a certificate and pin from County Health Officer Dr. Eric Handler and Chief of Public Health Operations Donna Fleming to commemorate the occasion.*

**20 YEARS**



*Behavioral Health Services Deputy Agency Director Mark Refowitz congratulated Refugio Rivera for her 20 years of service to the County and presented her with a certificate and pin.*



*Celebrating 20 years of service to the County, Diane Gipson received a certificate and pin to commemorate the occasion from Behavioral Health Services Deputy Agency Director Mark Refowitz.*



*Kim Phan celebrated 20 years of service to the County and received recognition from Behavioral Health Services Deputy Agency Director Mark Refowitz during the March 5 Employee Recognition Awards ceremony.*



*Celebrating 20 years of County service, (Right) Pamela Vellen received recognition from Administrative Services Deputy Agency Director Bob Wilson during the Employee Recognition Awards ceremony held on March 5.*

**15 YEARS**



*Behavioral Health Services staff member Dave Horner celebrated 15 years of service to the County and received a certificate and pin from Behavioral Health Services Deputy Agency Director Mark Refowitz.*



*Valerie Terry received recognition from Medical and Institutional Health Services Deputy Agency Director Bob Gates for 15 years of dedicated service to the County.*



*Behavioral Health Services Deputy Agency Director Mark Refowitz congratulated Sandra Sagarnaga for her 15 years of dedicated County service and presented her with a certificate and pin.*



*Gus Llevanos from Behavioral Health Services received a 15-year certificate and pin from Behavioral Health Services Deputy Agency Director during the March 5 Employee Recognition Awards.*



*Behavioral Health Services Deputy Agency Director Mark Refowitz presented Barbara Rocha with a certificate and pin to commemorate 15 years of service to the County.*



*Kristen Clevenger from Medical and Institutional Health Services celebrated 15 years of service to the County and received a certificate and pin from MIHS Deputy Agency Director Bob Gates.*



*For 15 years of dedicated county service, Mario Gutierrez from Behavioral Health Services received recognition from Behavioral Health Services Deputy Agency Director Mark Refowitz at the awards ceremony.*



*Celebrating 15 years of service with the County, IT's Mike Franco received recognition from Chief Information Officer Teri Schultz at the March 5 Employee Recognition ceremony.*

**15 YEARS**



Alma Gomez celebrated 15 years of service to the County and received recognition from Public Health Officer Dr. Eric Handler and Chief of Public Health Operations Donna Fleming.



My-Thuc Crisanto celebrated 15 years of service to the County and received a certificate and pin to commemorate the occasion from County Health Officer Dr. Eric Handler and Chief of Public Health Operations Donna Fleming.



Eugene Corral received recognition from County Health Officer Dr. Eric Handler and Chief of Public Health Operations Donna Fleming for his 15 years of continued County service.



Celebrating 15 Years of dedicated County service, Sandra Chapman received a certificate and pin from County Health Officer Dr. Eric Handler and Chief of Public Health Operations Donna Fleming during the March 5 Awards ceremony.

**10 YEARS**



Behavioral Health Services staff (left to right) Jeff Hernandez, Veronica Kelley, James Dempsey, Anthony Perera, Leslie Robison, Dixie Terrones-Granado and Suzy Yasol celebrated 10 years of service to the County and received recognition from Behavioral Health Services Deputy Agency Director Mark Refowitz.

**10 YEARS**



Chief Information Officer Teri Schultz presented Information Technology staff who celebrated 10 years of service to the County with certificates and pins. Pictured (left to right) are John Crane and Rena Murillo.



Public Health Services Officer Dr. Eric Handler and Chief of Public Health Operations Donna Fleming presented Public Health staff who celebrated 10 years of service to the County with certificates and pins. Pictured (left to right) are Lorraine Marquez, Kristen Jones, Deborah Torres and Susan Hall.



(Left) Administrative Services Deputy Agency Director Bob Wilson congratulated Paul Wright for his 10 years of service to the County and presented him with a certificate and pin.

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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5 & 10 YEARS



Medical and Institutional Health Services staff celebrating 5 and 10 years of service who are pictured (left to right) Irene Fink, Gustavo Plasencia and Hien Nguyen, received recognition from Medical and Institutional Health Services Deputy Agency Director Bob Gates during the March 5 Employee Recognition Awards.

5 YEARS



Public Health Services staff pictured (left to right) Minh Tam T Luong, Elizabeth Martinez and Linda Scott celebrated 5 years of service to the County and received recognition from County Health Officer Dr. Eric Handler and Chief of Public Health Operations Donna Fleming.

5 YEARS



Assistant Director Dave Riley congratulated Behavioral Health Services Deputy Agency Director Mark Refowitz during the March 5 Employee Recognition Awards ceremony for 5 years of service to the County.



IT's Ricardo Rivera received a certificate and pin for 5 years of service to the County from Chief Information Officer Teri Schultz.



Celebrating 5 years of service to the County, Tatiana Tretiakova received a certificate and pin from Behavioral Health Services Deputy Agency Director Mark Refowitz.

An ounce of action is worth a ton of theory. —Friedrich Engels

# Call for 2009 Team Excellence Award nominations due by May 22<sup>nd</sup>

The Health Care Agency/OCEA Labor Management Committee (LMC) is seeking nominations for the annual Steve Ambriz Team Excellence Award. The award is designed to identify the qualities and characteristics of effective work teams and emphasizes key elements of the Leadership Development Program.

Please take this opportunity to nominate a team, program, or department within the Health Care Agency that excels as a unit. Visit the LMC Intranet website at <http://balsam/intranet/lmc/team.asp> for application criteria, nomination forms, details about previous winners, and additional information about what makes an excellent team.

The deadline to submit nominations is Friday, May 22, 2009. The members of the LMC look forward to receiving your team's nomination!

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



**Team Excellence Award**  
HCA & OCEA LMC  
LABOR MANAGEMENT COMMITTEE



# Payroll tips for supervisors

**I**f an employee changes pay locations or is assigned to a new org., notify HCA Human Resources immediately of the change. This will help avoid errors or delays when paychecks or W-2 forms are distributed.

Adding a note to an employee's timecard explaining why it was filled out in a peculiar way is not only good documentation, it may help you avoid getting a call from Payroll!

How do you add a note? While viewing a timecard, simply click on **note** (found at the far right side of the timecard), enter a message, and click **Save**.

Here are a few good reasons to add a **note**:

- When a full-time employee records less than 80 hours on his/her VTI timecard, add a brief **note** stating the reason and the date(s) when the employee worked less than his/her scheduled time. For example, if the employee was sick and did not have enough balances available to cover the time, a note can simply state, "Employee unable to post ALUP on 4/28/09 due to insufficient balances." Otherwise, Payroll must call you to get that same information.
- If an Extra Help (EH) employee is not reporting any hours worked, please leave the entire timecard blank, but add a **note** stating, "No hours worked." Otherwise, Payroll must call you to find out why no time was reported.
- For a separated employee, add a **note** stating, "Employee separated. Last day worked was xx/xx/xx." It may take up to four pay periods before the separated employee's timecards stop appearing in VTI, so you will need to insert the same note in *each* pay period's timecard until they do stop.

## MAY HEALTH OBSERVANCES

Asthma and Allergy Awareness Month  
Clean Air Month

Hepatitis Awareness Month

Melanoma/Skin Cancer Detection Month  
Mental Health Month

National Cancer Research Month

National High Blood Pressure Education Month

National Physical Fitness and Sports Month

North American Occupational

Safety and Health Week. . . . . 3-9

National Nurses Week . . . . . 6-12

National Women's Health Week . . . . . 10-16

National Emergency Medical Services Week  
17-23

HIV Vaccine Awareness Day . . . . . 18

World No Tobacco Day. . . . . 31



# BH staff graduate CiMH-LI

**C**ongratulations to Behavioral Health Services staff Casey Dorman, Ken Grebel, Gail Laporte and John Martino on graduating from the California Institute for Mental Health's (CiMH) Leadership Institute (LI). The group now joins the ranks of several other HCA Behavioral Health Services managers that have also graduated from the program.

The LI Program aims to reflect county mental health departments' recognition of the critical importance of leadership effectiveness in managing and transforming our local mental health systems. It draws on highly sought after private/public sector teachers affiliated with the USC School of Business, as well as respected policy administrators and leaders and is a partnership between CiMH and the USC Capital Center.

For more information about the California Institute for Mental Health, visit [www.cimh.org](http://www.cimh.org) or for more details about the Leadership Institute (LI) Program, e-mail Gale Bataille, CiMH LI Principal Consultant at [gale.bataille@mac.com](mailto:gale.bataille@mac.com).

# HCA staff attend Town Hall Meeting



Cultural Competency and Multi-Ethnic Services staff members pictured (left to right) Veronica (Ronnie) Kelley, My-Dung Tran, Hanh Truong, Rehanna Eaton, and Christy Castiglione attended "A Town Hall meeting with President Barack Obama" at the Orange County Fairgrounds in Costa Mesa on March 18.

*Being defeated is often a temporary condition. Giving up is what makes it permanent.*  
—Marilyn vos Savant

## Curtis receives 2009 Wagner Award

**C**ongratulations to Robert Curtis, Food Safety Coordinator for HCA's Environmental Health (EH) Division, on receiving the 2009 Gerald A. Wagner Excellence in Health Education Award.

A new Food Safety Coordinator position within EH was created a little over a year ago to concentrate on food safety education and to assist food workers, as well as food facility operators to come into better compliance with food handling requirements and ultimately to reduce the risk of foodborne illness.

As a skilled senior field inspector and with a passion for food safety, Robert was selected for this new position. He has since developed a new operator's guide to food safety available in English, Spanish, Chinese, Korean and Vietnamese which is currently being distributed to various food establishments within the County.

Robert has also developed a tailor-made food safety class for food operators and their staff to participate in. His course is designed to address the individual deficiencies located at a particular establishment for the purpose of correcting that specific deficiency. He also developed a pre and post-test to establish a baseline for food safety knowledge prior to his course, as well as to see how effective his course was in increasing food safety knowledge.

"Over the past year, we have seen a dramatic increase of food safety knowledge and improved inspection results, as well as a drop in the number of food facilities closed due to 'imminent health hazards,' ones recognized as

*Health Promotion Division Manager Amy Buch presented Robert Curtis of Environmental Health with the 2009 Gerald A. Wagner Excellence in Health Education Award during a Public Health Week event held at the patio area located at the 17<sup>th</sup> Street Clinic on April 8.*

... continued on page 6



## Nagel appointed new HCA Chief of Staff

**E**ffective April 10, 2009, Dr. Jeffrey Nagel was appointed to a new role of HCA Chief of Staff. The appointment will continue until a permanent HCA Director is selected. Dr. Nagel will also continue in his role as HCA Chief Compliance Officer with the support from Thea Bullock, Assistant Compliance Officer.

Dr. Nagel will be responsible for coordinating assignments, managing special projects and providing senior level support in the Director's Office.

Dr. Nagel is a licensed clinical psychologist who is a veteran HCA administrator. He began his career with the Agency in 1990 and rose through the ranks of Behavioral Health to become Program Manager of Children's System of Care. Since 2003, Dr. Nagel has served as the HCA Chief Compliance Officer where he has developed an exemplary program that is recognized statewide. He has also played a key leadership role in a number of high visibility and complex Agency projects.

Dr. Nagel's office is located at 405 W. 5<sup>th</sup> Street, Room 721 in Santa Ana and he can be reached at (714) 834-6254.

# Public Health Week 2009 a big success!

**I**n celebration of Public Health Week from April 6-12, several events were held during the week to highlight public health programs within the agency, as well as honor the efforts and dedication of public health professionals.

The week started with a kick-off event held at Bldg. 50 which showcased HCA's various public health programs and services offered. Visitors to the 17<sup>th</sup> Street Clinic were able to stop by several booths to obtain information and learn more about HCA. A display was also placed at the County Hall of Administration building which depicted the various public health services offered by the agency.

On Tuesday, April 7, the Board of Supervisors presented HCA staff with a resolution declaring April 6-12, 2009 as Public Health Week in Orange County. Following the Board presentation, a World's Biggest LiftOff event was held at the Hall of Administration outdoor quad area where Health Promotion staff led attendees on a 10-minute physical activity. Those who attended were able to get in 10 of their daily recommended physical activity minutes.

The annual Gerald A. Wagner Excellence in Health Educa-

tion Award was presented to Robert Curtis of Environmental Health during a recognition event held at the 17<sup>th</sup> Street Clinic patio area on April 8. Attendees were also able to learn about and celebrate how public health services have improved the quality of life for many Orange County residents.

The week-long events culminated with a StairWell ribbon cutting ceremony held on April 9 at the 405 W. 5<sup>th</sup> Street Building in Santa Ana. Thanks to the California Endowment's Healthy Eating Active Communities (HEAC) initiative, stairwells were transformed to encourage employee wellness. Two are located in Building 12 and one in Building 38. Modeled after the Centers for Disease Control and Prevention's "StairWell to Better Health" project, the stairs were painted with vibrant colors. Baseboards were replaced and directional signs were also posted to show building staff and visitors where the stairs were located. Motivational prints were hung in the stairwells in Building 12 and motivational quotations were painted in the stairwell areas in Building 38.

For more information about Public Health Week 2009, visit the HCA webpage at [www.ochealthinfo.com/public/phweek/index.htm](http://www.ochealthinfo.com/public/phweek/index.htm) or the American Public Health Association's website at [www.nphw.org](http://www.nphw.org).



A variety of events took place during the week of April 6-12, 2009 to celebrate Public Health Week this year. Events included a resolution presentation by the Board of Supervisors, a World's Biggest LiftOff event and the presentation of the 2009 Gerald A. Wagner Award to name a few.

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## Last call for 2009 Team Excellence Award nominations

The May 22<sup>nd</sup> deadline for the 2009 Steve Ambriz Team Excellence Award is fast approaching. The HCA/OCEA Labor Management Committee (LMC) is seeking nominations for the Award and encourages you to submit an application. This is an excellent opportunity to identify a team of individuals within HCA so that they receive the recognition they deserve.

The most competitive nominations are typically represented by applications that address the specific evaluation criteria and demonstrate the characteristics highlighted in the Leadership Development Program. Visit the LMC Intranet website at <http://intranet.ochca.com/lmc/team> for nomination forms, details about previous winners, and additional information about what makes an excellent team.

Last year's nominations were very competitive. Teams that were nominated, but not selected in previous years, are encouraged to try again. Just be sure to revise the previously submitted application so that it is current and confirm that it contains a clear portrayal of each of the evaluation criteria.



Team Excellence Award

HCA & OCEA LMC  
LABOR MANAGEMENT COMMITTEE

## MHSA's Diamond Apartment Homes opens its doors

The first new construction project built in Orange County using Mental Health Services Act (MHSA) monies as part of its funding held its grand opening ceremony on April 14. Diamond Apartment Homes located in the City of Anaheim, was developed with a collaboration of funding and development partners which also included Jamboree Housing, HOMES, Inc., the Governor's Homeless Initiative and the City of Anaheim.

The project provides 15 one-bedroom and 9 two-bedroom apartments for qualifying clients who are receiving services from the Telecare and Orange (TAO) Full Service Partnership program. This innovative project provides permanent supportive housing for formerly homeless individuals, as well as for families, in which the adult or parent has a severe and persistent mental illness.

Residents receive services both on and off site to support this step into permanent housing. There is both community space and private office space on site to accommodate group activities and individual consultation as needed. Consistent with the Mental Health Services Act philosophy, services are available 24/7 and include "whatever it takes" to ensure success in housing and the process of recovery.

Diamond Apartment Homes assists families to remain together, and individuals to rebuild their lives after having experienced extended or multiple periods of homelessness.

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## CAST recognized by BOS for service



Supervisor Bill Campbell presented a resolution to the Child Abuse Services Team (CAST) during the April 7 Board meeting to recognize the Team's celebration of 20 years of service. HCA staff members pictured (in back, far right) include Holly Magana and Debbie Chitty.





## Mileage claim changes are coming!

**T**he mileage claim form is being changed as a result of the July 1 CAPS+ implementation. The change, however, will take effect *before* July 1.

Therefore, all claims prepared on the old claim form must be *received* by HCA Payroll by **June 9** from authorized signers. Any claims received after that must be on the new form. For example, if you are preparing a claim for October 2008, and you are submitting it June 15, the claim must be on the new form. Any claims received by June 9 or earlier that were prepared on the *new* form will not be paid until July 10.

What are the changes? The current 3-digit ORG coding is converting to a 4-digit UNIT. Additionally, HCA Payroll is also making edits to the claim form to help you complete your claim with minimal errors.

You will be notified when the new claim forms are available for use, as well as provided with a crosswalk of ORGs to UNITS. In the meantime, to expedite reimbursement, please submit any claims as soon as possible that were prepared on the old claim form.

For questions related to mileage claim forms, or for any payroll-related question, please contact 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).



## Anonymous survey set for June

**T**he annual compliance survey will start in June 2009. The survey is your opportunity to tell us how the Compliance Program impacts your work. The on-line survey is anonymous, voluntary and easy to complete.

Compliance is achieved when each member of the HCA team has the information and tools to make ethical decisions and accomplish their assigned job. Feedback from HCA employees is used by the HCA Compliance Program to refocus the program and adjust our processes to 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 June.

## Mental Health Awareness Art Fair and Calendar Contest set for May 21<sup>st</sup>

**T**he Mental Health Services Act (MHSA) Recovery Arts program is a method for persons in recovery to demonstrate their unique talents that have aided them in their personal recovery process. Currently, the Recovery Arts Program consists of several components: the Recovery Connections newsletter, Online Art Gallery and the MHSA Consumer Art Calendar.

The MHSA office published its first Consumer Art Calendar in 2009, and this year an Art Fair and a Calendar Contest will be held on May 21, 2009. The event will take place on the lawn at the Old Orange County Courthouse located at 211 West Santa Ana Blvd., in Santa Ana from 10 a.m. to 3 p.m.

The winners of this writing and art contest will be featured in the 2010 MHSA Consumer Art Calendar. The contest is open to all persons in recovery receiving MHSA services, as well as their family members. Anyone is welcome to attend this event and experience the wide range of talent our mental health art community has to offer.

For individuals who are interested in participating in this event, applications are available by visiting the MHSA Office website at [www.ochealthinfo.com/mhsa](http://www.ochealthinfo.com/mhsa) and clicking on the MHSA Recovery Arts Program link or by contacting the office at (714) 667-5620 or sending an e-mail to [mhsa@ochca.com](mailto:mhsa@ochca.com).



**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 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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# Safety inspections coming to HCA

**A**s temperatures begin to rise in Orane County, there is no doubt that summer is fast approaching and with it comes hot weather and fun outdoor activities. The onset of summer also means something to the HCA Safety Program; it is time for all Department Safety Representatives (DSRs) to sharpen their faithful #2 pencils and perform their Annual Safety Inspections for their programs.

During May and June, it will be quite common to find your DSR peeking under desks, staring at ceilings, or checking break room appliances. Contrary to what you are thinking, they are not looking for loose change; they are identifying potential hazards in your area so that all may continue to enjoy a safe and healthy work environment.

With that said, here are a few tips you can follow in order to assist the DSR in performing one of their most important duties for the Agency and the HCA Safety Program.

- **Tidy up your work area**—Keeping your workstation clutter free will allow your DSR to inspect your work area thoroughly and make it easier to observe critical hazards.
- **Cooperate during the inspection and correction process**—Remember the DSR is providing a service that is required by all County Agencies, please allow them the time to inspect and answer any questions they may have about your specific work area.

Remember ... safety takes teamwork, and assisting the DSR during this impor-



Close to 100 HCA Department Safety Representatives (DSRs) attended the 2nd quarterly DSR meeting held on April 23, which provided discussions and training on safety inspections, corrections, evacuation drill requirements, and the hazard communication process.

tant time will ensure a more productive and safer area for all HCA staff.

### **What's New at HCA Safety...**

On April 23, the HCA Safety Program hosted the 2<sup>nd</sup> quarterly DSR meeting for 2009. Almost 100 dedicated DSRs attended this informative meeting that provided discussions and training on safety inspections, corrections, evacuation drill requirements, and the hazard communication process.

As a special treat the DSRs were provided with countywide safety updates by Craig Loyd from the CEO/Risk Management Office.

At the Quarterly meeting, the HCA Safety Program also distributed awards to all DSRs who recently became Certi-

fied Safety Representatives (CSRs). The following is a list of HCA employees that have recently become certified and have demonstrated outstanding effort and commitment to the HCA Safety Program:

- Annette Banuelos  
Epidemiology & Assessment
- Clarissa Cruikshank  
Epidemiology & Assessment
- Tina Dean  
Residential Care & Housing
- Ana Palma  
Facilities
- Kenneth Pickering  
Mental Health Service Act

Congratulations and best of luck to our new Certified Departmental Safety Representatives!



Craig Loyd, Safety and Training Officer for the CEO/Safety and Loss Prevention Program, shared safety updates at the HCA quarterly DSR meeting held on April 23.

## **JUNE HEALTH OBSERVANCES**

Home Safety Month

National Scleroderma Awareness Month

National Scoliosis Month

Vision Research Month

Sun Safety Week . . . . .	1-7
National Headache Awareness Week . . . . .	7-13
National Men's Health Week . . . . .	15-21
National ASK Day . . . . .	21
National HIV Testing Day . . . . .	27

# Biggest Loser Challenge yields positive results

**H**CA's Birth & Death Registration's Healthier Lifestyle started with a two-month long "Biggest Loser" type challenge, which kicked off just after New Year's Day this year. Interested participants met in early January to discuss rules for the competition. Health tips and links to informative web sites were shared throughout the challenge. Each staff member set realistic goals for a healthy weight loss between 1-2 pounds per week. By the end of the second month, each had lost between 3 and 12 pounds, and improved his or her level of fitness.

Staff reported that participating in the "Challenge" made them mindful of what they consume and how they can incorporate physical activity throughout the day. Although the Challenge has ended, the group still conducts bi-weekly weigh-ins for accountability. They also continue to gather during breaks and lunches for activities such as stair climbing in their nine-story building, power-walking in downtown Santa Ana, and strength training through core exercises in the conference room.

They have all shared successes and struggles, and motivate one other by being part of a group that shares a desire to feel and look their best. Group member Casey Cross has been Birth and Death's toughest trainer. Casey's colleagues agree that she talks and walks inspiration.

This group demonstrates that nutrition and fitness are not just short term "fixes," but also can be life-long habits. Hats off to the Birth and Death Registration Unit's Biggest Winners!



The Birth and Death Registration Healthier Lifestyle Team pictured (back row, left to right) are Eugene Corral, Karina Vasquez, and Rita Redding. Pictured (front row, left to right) are Viviana Arevalo, Casey Cross -Mendez and Marilyn Garcia. Not pictured are Adriana Bermudez and Susie Flores.

*It is not how much we have, but how much we enjoy, that makes happiness.*  
—Charles H. Spurgeon

# Celebrating National Nurses Week

**N**ational Nurses Week is celebrated annually from May 6, also known as National Nurses Day, through May 12, the birthday of Florence Nightingale. This year's theme, "Building a Healthy America," reflects the commitment nurses make every day for their patients and the compassion and quality of care they provide for their community.



Often described as an art and science, nursing is a profession that embraces dedicated people with varied interests, strengths and passions because of the many opportunities the profession offers. Nurses work in a variety of settings including emergency rooms, school based clinics and homeless shelters to name a few. Nurses also have many roles—from staff nurse to educator to nurse practitioner and nurse researcher.

For more information on National Nurses Week, visit the American Nurses Association website at [www.nursingworld.org](http://www.nursingworld.org).

## Wagner Award

*continued from page 1*

Centers for Disease Control (CDC) Risk Factors," said Mike Haller, Food Protection Program Manager. "We can contribute these positive results to Robert's ongoing educationally based outreach that he performs everyday here in the Food Protection Program."

Robert also attends various community related events including career days at local colleges, fairs such as the yearly OC Fair and community town hall meetings to provide information and education regarding food safety. He also volunteers to teach food safety classes at the Second Harvest Food Bank and serves as the Radiation Monitoring Team Supervisor for the San Onofre Nuclear Generating Station (SONGS).

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.

**Gold Star** Sanchez goes above & beyond call of duty

**A**s a Senior Communicable Disease Investigator (SCDI) with HCA Pulmonary Disease Services (PDS), Abe Sanchez is noted for his compassion and for going above and beyond the call of duty in his role to assist patients in receiving treatment and needed care.

Abe has more than 12 years of experience working with tuberculosis (TB) control in Orange County. He joined PDS in 1996 after serving eight years as the HIV Testing Coordinator for the HCA HIV Clinic. In his current role, Abe is an integral part of the TB case management team assisting Public Health Nurse case managers with patient interviewing, contact investigation and follow-up, serving legal orders, and locating patients. He also provides in-service trainings to nursing, outreach, and support staff on topics such as medical interpretation and cultural sensitivity.

"The empathy Abe shows to HCA's patients allows him to gain their trust and confidence," said Mike Carson, TB Control and Refugee Health Services Program Manager. "He is well deserving of recognition for the professional competency, resourcefulness and diligence he consistently exhibits in his work."

An example of Abe's resourcefulness was demonstrated through his involvement with an infectious, homeless TB patient who was brought in by paramedics to a local hospital after being found unconscious near a park. Abe was determined to locate

... continued on page 6



**HCA responds to pandemic outbreak**



Participants during H1N1 activities included HEOC responders (left to right) John Van Sky, Patrick Powers and Keith Olenzslager.

**Years of preparation pay off when outbreak of the H1N1 Influenza A strain appears.**

**T**he Orange County Health Care Agency has been preparing for years for a pandemic. So, when the H1N1 Influenza A virus was identified in San Diego in late April, HCA staff sprung into action.

HCA's Epidemiology & Assessment and Public Health Lab activated their Department Operations Centers (DOC) to coordinate surveillance, detection and laboratory testing of probable H1N1 cases in Orange County. They updated the Health Care Agency website on a daily basis, allowing local and community stakeholders to access the most recent information. Toolkits for schools and businesses (developed by our Public Information Officer) were also posted, and daily updates were provided to the Board of Supervisors and the Orange County Operational Area.

Orange County proclaimed a local emergency on April 30<sup>th</sup> to expedite resource requests and the Agency activated the Health Emergency Operations Center (HEOC) for the first time. The Health Disaster Management (HDM) Division's warehouse took delivery of antiviral medications from the state with the help of partners from Environmental Health, the Orange County Sheriff's Department, and the Orange County Medical Reserve Corps. HDM effectively pre-positioned some of the cache to all our county's hospitals and community clinics. It was a great effort and an opportunity to test our plans. And, this summer we'll be using our lessons learned to improve them.

Although the Agency H1N1 response has now transitioned back to normal day to day activities, this is the time for all of us to look at our own level of preparedness. Need help? You can find information and planning tools online through our Epidemiology and Assessment website: [www.ochealthinfo.com/epi](http://www.ochealthinfo.com/epi) or through the Health Disaster Management website: [www.healthdisasteroc.org](http://www.healthdisasteroc.org).



# Try your luck with a Word Search!

**HOW TO PLAY:** All the words listed appear in the puzzle—horizontally, vertically, sideways, even backwards!



HOTLINE, CODE OF CONDUCT, COMPLIANCE, TRAINING, ETHICS, AUDIT, INTEGRITY, HIPAA, NPP, PRIVACY, SECURITY, REPORT, OIG, SANCTION, RISK, CMS, NAGEL, ISSUE, DOCUMENTATION

## 2009 MHSA Art Fair draws crowd



The second annual Mental Health Services Act (MHSA) Art Fair and Calendar Contest held on May 21, 2009 at the Old Orange County Courthouse attracted many attendees who were able to enjoy visual arts, crafts, writing and music by members of the mental health community.

The sun was shining and the jacaranda trees were in bloom, as visitors enjoyed being outdoors. The lawn was filled with bright blue canopies, artists networking with their peers, proud family members, community providers, and county staff. Musicians offered live entertainment with music ranging from hip-hop and acoustic guitar to an a cappella song in Vietnamese.

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## Smoking in television and film media targeted

CA's Tobacco Use Prevention Program (TUPP) joined community leaders, educators and students for a series of special events to unveil youth-created "Tobacco and Hollywood" bus shelter posters on June 3 and 4 in the cities of La Habra and Santa Ana.

The youth-created artwork/posters counter the exposure to tobacco use that is often portrayed on television and movies. The winning posters were selected from several 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 posters selected to appear on bus shelters were submitted by:

- Sara Paek, Christina Rodriguez and Jeanette Salmeron from Sonora High School
- Cindy Gonzales from Sonora High School
- Brianna Flores from Sonora High School
- Lilian Jan from Orange County High School of the Arts
- Sasha Kedzie from Orange County High School of the Arts
- Letisha Suyanto from Orange County High School of the Arts
- Anna Nguyen from Orange County High School of the Arts
- Kelsey Byrne from Orange County High School of the Arts

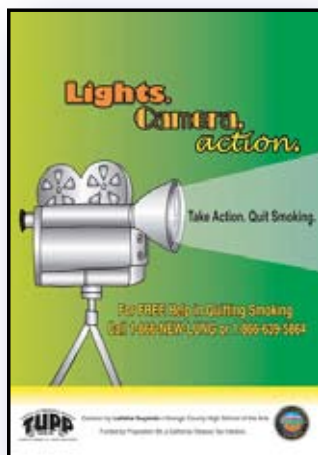
The Centers for Disease Control and Prevention (CDC) has repeatedly cited exposure to tobacco use in media as a major factor in youth smoking. Youth who see smoking on television and other media are more likely

... continued on page 8

Winning artwork submitted by Letisha Suyanto from Orange County High School of the Arts in Santa Ana. The poster is displayed on a bus shelter on the corner of Bristol St. and 17<sup>th</sup> St.



Winning artwork submitted by Sara Paek, Christina Rodriguez and Jeanette Salmeron from Sonora High School in La Habra. The poster is currently displayed on a bus shelter on the corner of La Habra Blvd. and Palm St.





# Preparing for a successful evacuation

**W**here were you on Sunday, May 17 at 8:39 p.m.? Like most of us here in Orange County, you were probably under a table feeling helpless as the earth shook. The Los Angeles earthquake that jolted us that evening is now a familiar reminder of why it is important to be prepared for all emergencies. And that includes being prepared at work! HCA Safety would like to encourage all programs throughout the Agency to review their current Emergency Action Plans this month.

## Why is this important?

This year many staffing changes have occurred due to the various Health Care Agency (HCA) programs that have restructured to conserve costs. As a result, many lists of designated emergency personnel may have changed significantly and must now be updated. This is important to ensure successful evacuations for drills and real emergency situations.

## Are drills really necessary?

Evacuation exercise/drills are mandatory, and required by CEO/Risk Management and the HCA Safety Program. HCA requires that two evacuation exercises be performed annually, and that they be documented for recordkeeping purposes. To better prepare programs for successful evacuation exercises, the following are tips to ensure a safe and quick process:

During the review of your Emergency Evacuation Plan, ensure that all emergency personnel roles are back filled with at least one alternate. The following are positions that are important, but are often overlooked during an evacuation:

- **Stair Monitors** – Stairwells must have designated staff assigned to maintain that the doors are open for employees to exit safely and quickly. Stair monitors also communicate vital information regarding their areas to other emergency personnel in the stairwells.
- **Liaison for the Public** – Departments that deal with the public must designate an employee to assist the public in exiting the building.
- **Door Monitors** – A staff member needs to be posted at all entrances to the building. This will prevent stray members of the public or unaware employees from returning into the building that has been evacuated.
- If possible, meet with all designated emergency personnel prior to each evacuation exercise. These meetings should consist of a brief description of the evacuation process, as well as training regarding the responsibilities of each emergency evacuation personnel role.
- After an evacuation exercise is performed (or a real emergency evacuation), complete the safety evacuation form. This form can be found on the HCA Safety Program website at <http://intranet.ochca.com/safety/forms>. Completion and review of this form will assist programs in identifying the areas of weakness that would pose a challenge during a real emergency. Follow-up in remediation of these identified weaknesses is essential for the next event to be successful.

Keep in mind that during a real emergency many decisions must be made quickly and often times under very stressful conditions. This is why preparation and practice are essential so that appropriate decisions and choices are made automatically and without hesitation. For information regarding drills and the roles of emergency evacuation personnel, please contact your program Departmental Safety Representative or the HCA Safety program at (714) 834-4359.

Remember, **preparation** is the key to a **successful** evacuation.



# Raul Sobero named to Komen Board



**H**at's Off to Raul Sobero from HCA's Health Promotion Division on being named to the 2009-2010 Susan G. Koman Orange County Affiliate Board of Directors. The organization announced its new Board of Directors on April 16 and includes individuals who are recognized as outstanding individuals in the Orange County community and in the area of advancements in breast health.

Raul has spent more than 10 years working with the Komen Orange County Affiliate, including serving as a member of the Grants Committee, the UCI Komen Data Project Advisory Committee and the Grants Review Panel. Raul is currently with HCA Disease Control and Epidemiology as a Program Supervisor for HIV Planning and Coordination.

Raul's goal on the Board is to contribute to the elimination of the disparities that exist in mortality and late stage diagnosis rates for certain populations. He has more than 22 years of experience working

... continued on page 5

# EMS hosts 2009 Awards Ceremony

In observance of Emergency Medical Services (EMS) Week May 17-23, 2009, HCA's EMS program hosted the 2009 EMS Awards Ceremony on May 19 which took place at Bash Auditorium at Western Medical Center Santa Ana to honor and recognize individual EMS system participants who take exemplary action.

One specific honoree included Metro Cities Fire Authority Dispatcher John Delgado who helped to deliver HCA employee Kelly Gendry's daughter Emily. With her child near term, Kelly awoke one August morning only to realize that 'today was going to be the day' and made plans to head to the hospital for delivery. However, little Emily was on her way before Kelly and her husband made it out the door. 9-1-1 Dispatcher John Delgado provided clear and concise instructions to Kelly's husband Tom to help him safely deliver Emily. She was born before paramedics arrived on scene.



HCA EMS staff member Kelly Gendry, her husband Tom and baby Emily were present during the 2009 EMS Awards Ceremony at Bash Auditorium to offer their thanks to Metro Cities Fire 9-1-1 Dispatcher John Delgado for helping to deliver baby Emily via telephone. Pictured in foreground (left to right) are John Delgado, Kelly Gendry, baby Emily and her husband Tom.

Along with John Delgado, additional EMS personnel received recognition for several award categories including Great Saves; Courage Under Fire; EMS System Advocacy; Exceptional Performance; and Compassion in EMS. The following individuals were noted for special recognition during the ceremony:

• Anne Stratton, RN from the Huntington Beach Fire Department. She received the *Richard L. Hoech* award for leadership, mentorship and dedication to the field of EMS. Retiring after 24 years of service, Anne also received a Board proclamation and a special award for her contributions to the Fire Chief's EMS Committee.

• Steven C. Cramer, MD from UCI Medical Center was presented with the *Vision in EMS* award for his work in providing improved care to stroke victims. As a result of his efforts, Orange County EMS developed and

implemented Stroke-Neurology Receiving Centers where suspected stroke patients are transported for specialized treatment.

- Orange County Fire Authority Fire Chief Chip Prather was awarded the *Leadership in EMS* award for his many years of professional leadership within the EMS community.

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# CCS opens new Irvine Medical Therapy Unit

California Children's Services (CCS) hosted an open house on June 10 to celebrate the opening of the new Irvine Medical Therapy Unit (MTU) located at 4771 Campus Drive. The new facility will provide physical and occupational therapy services to physically disabled children who are served by the Medical Therapy Program.

The event drew many visitors including staff from the Orange County Department of Education, Irvine Unified School District and HCA, as well as members of the community. MTU staff members were on-hand to provide attendees with tours allowing them to learn more about the program and view available physical and occupational therapy equipment.

CCS is a statewide program of specialized medical care providing medical case management, physical and occupational therapy services, and financial assistance for children with qualified health conditions. For more information about CCS, call the program at (714) 347-0300 or visit [www.ochealthinfo.com/public/ccs](http://www.ochealthinfo.com/public/ccs).



Pictured (left to right) are Lynn Einarsson, David Souleles and Mary Davis

...more photos on page 8

# MSI hosts PCMH forum

On Thursday, May 14,

2009, the County of Orange's Medical Services Initiative (MSI) Program sponsored a Community Provider Forum for its newly developed patient-centered medical home (PCMH) program.

Nearly 50 primary care providers throughout the County convened at the Dehli Community Center in Santa Ana to hear presentations by Dan Castillo, MSI's Administrator; Dr. Himmet Dajee and Dr. Richard Sax, MSI Medical Directors; Matt Pirritano, MSI Research



HCA MSI Administrator Dan Castillo is pictured with (left to right) Rama Meka and Anabelle Laroza, staff members from Dr. Ajay Meka's office. Dr. Meka received an award for outstanding service to MSI members among his private sector medical home peers in the 07-08 fiscal year.

Analyst; and Dr. Craig Stern, MSI's pharmacy consultant. Topics included an overview of the MSI Program and how much it has changed since it was awarded the Coverage Initiative through Senate Bill 1448 which began on September 1, 2007.

The three-year demonstration project expands the scope of coverage to cover primary and preventive measures to all MSI members. It also allowed for an additional 4,000 uninsured Orange County residents to be covered who otherwise would not have been qualified. Each member is provided with a PCMH, and each medical home will be provided with an electronic portal—called "Community Connect"—giving access to their assigned patients and their historical clinical information in the form of a continuity of care record summary. Once fully deployed, the provider homes will also be able to risk stratify their patient population and have the ability to meet Healthcare Effectiveness Data and Information Set (HEDIS) criteria through an "opportunity" window within the web-based application. HEDIS is a tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service.

MSI representatives also discussed the role of the PCMH and how they can access specialty care services and formulary guidelines for their assigned patients. The forum concluded with a presentation by MSI to Dr. Ajay Meka for outstanding service to MSI members among his private sector medical home peers in the 07-08 fiscal year.

## TECH TALK

### Field Support

## A journey into the field

Taking up where we left off last time with our article on the HCA Service Desk, we now continue into the heart of HCA programs, taking a look into the day-to-day duties of the HCA Field techs. Possessing all the talents of a seasoned mediator, counselor, salesman, and technical advisor, our technicians go out into the Agency to tackle every conceivable issue. Home based at 515 N. Sycamore in the Civic Center area of Santa Ana, the HCA Field Support group consists of seven staff, supporting approx. 140 sites. Each technician has about 400 customers under their care.

As mentioned in our last article, some issues are solved right over the phone but what if we can't? What if the issue is hardware? Or worse, a complete rebuild of the operating system? In these cases we definitely need to send out a technician to be on site. To cover such a large amount of geographical area and to serve everyone in a controlled and timely manner, we take a "territorial" approach. Each technician is assigned a specific area of the county. Currently, the areas are divided into Central, North, South, East, and West. Within these territories, each technician has his/her list of buildings. Beginning each day, they report to home base in preparation for the day, answering e-mails, looking up the latest technology, sharing recent fixes and most importantly checking their service request queues.

Once on site, they must come prepared for just about anything! As a tech, some days just flow and they are able to move throughout the day fixing everything and bringing dead PC's back to life. Other days however, the first call could set you

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### JULY HEALTH OBSERVANCES

Hemochromatosis Awareness Month

Juvenile Arthritis Awareness Month

National Group B Strep Awareness Month

UV Safety Month

National Youth Sports Week . . . . . 20-24

Phelan-McDermid Syndrome Week . . . . 27 thru August 2

### Raul Sobero

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in public health, including 12 years as coordinator and manager of the HCA Orange County Detection Partnership.

To learn more about the Orange County Affiliate of Susan G. Komen for the Cure, visit [www.komenoc.org](http://www.komenoc.org) or call (714) 957-9157.



## Gold Star

*continued from page 1*

any close contacts of this individual, specifically one friend that the patient mentioned. The patient's recollection of information prior to being at the hospital was vague, but Abe spent days driving the patient near the vicinity of the park and talked with regular visitors to see if the "friend" could be located.

After several attempts, Abe was unable to locate the patient's friend. Then one day, PDS received a report from another local hospital about a patient who was brought into the emergency room by local police after finding him unconscious. Abe immediately went to the hospital, only to find out later that this individual was the missing friend.

Abe believes in the importance of a healthy physical and mental lifestyle. This mantra motivated him to pursue a career in the healthcare field. He received a Bachelor's degree in Health Education from Chico State University and also has experience with the Peace Corps.

"I enjoy working with the diversity of ethnicity that now makes up the demographics of Orange County," said Abe. "The more years that I'm involved with my current role as a SCDI, the more knowledge I gain in understanding human behavior when it comes to dealing with and responding to a communicable disease."

For his positive contributions and dedication to the community, Abe was also recently named the California Tuberculosis Controllers Association Allied Health Professional of the Year on April 30, 2009.

In his spare time, Abe enjoys reviving Native American Southern California basketry, foods and culture, and is dedicated to the preservation of indigenous cultures and the arts.

# How can HCA Desktop Publishing help?

Since 1992, HCA's Desktop Publishing (DTP) unit has provided creative design support to Agency programs. The unit includes experienced and talented designers who can provide necessary resources to assist you and your program. The cost of using our design services is included in the operating budget of the Agency and, in most cases, is not directly applied to your program.

## What We Do

Graphic design is the art of visualizing an idea onto paper. Your program logo, flyer, brochure or newsletter should communicate your message. It must address the target audience clearly and create interest and excitement.

HCA Desktop Publishing is located with the Quality Management Office in Bldg. 38. It has the primary responsibility of assisting HCA programs with the development, design and creation of informational materials to promote community awareness of the services HCA programs provide. These include:

- Ads
- Brochures
- Conference materials
- Flyers
- Invitations
- Illustrations
- Logos
- Newsletters
- Posters
- Manuals and reports
- Photography
- Promotional materials



HCA Desktop Publishing staff are pictured (left to right) David Samarin, Sandy Viernes and Chris Moreno.

## How to Contact Us

For more information about DTP or to discuss the details of your project directly, contact HCA Desktop Publishing at (714) 834-3166.

health care agency **UP**  
**WHAT'S** 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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## Field Support

*continued from page 5*

back as much as a week. A technician wears many hats, and once on the scene the investigation starts. Questions like "what is the last thing you did?" "Did you install anything?" "Did you see any errors?" "What did the error say?" will help to identify the cause of the problem.

Armed with education, certifications, and years of experience, the technician must also have an intimate knowledge of over 60 software types supported. Not to mention all the hardware they must know! Desktops, laptops, tablets, printers, cameras, scanners and thin clients. In our next article we will look at the Security Group and their work dedicated to keeping us Virus free and our data safe.

# June is Refugee Awareness Month

**J**une 2009 is recognized as Refugee Awareness Month throughout California. The County of Orange Health Care Agency, Refugee Preventive Health Services (RPHS) program provides required health assessments to newly arriving refugees, asylees, parolees, and victims of trafficking at the Westminster Clinic, 14120 Beach Blvd, Suite 104, Westminster, CA 92683. As part of the health assessment, a nurse evaluates and a physician screens clients for tuberculosis, hepatitis, parasitic infections, and other health conditions. Clients are referred to appropriate care in the community and the linkages are confirmed by a Public Health Nurse.

For many years, refugees from Vietnam dominated our arrival numbers. However, this past fiscal year, refugee arrivals from the Middle East increased considerably in number, particularly arrivals from Iraq and Iran. We also saw increasing numbers of Burmese (Burma is now known as Myanmar) refugees from Thailand refugee camps. RPHS provided health assessments to 406 arrivals last fiscal year; the top five countries represented were Vietnam (123), Iraq (119), Iran (95), Myanmar (23), and Kenya (17). As a member of the Orange County Refugee Forum, RPHS has developed relationships with six local volunteer agencies (VOLAGS) to ensure the timely provision of health assessments.

RPHS is fortunate to have bicultural, bilingual staff in the program. However, the increase in new populations, particularly Iraqi, Iranian and Burmese, has provided communication challenges. RPHS does not have staff able to speak Arabic, Farsi or Burmese. VOLAGS and family members are able to assist with Arabic and Farsi interpretation during the health assessments and, the Program has entered into a contract with an interpretation service to communicate with Burmese arrivals.

Despite the many challenges faced in serving newly arriving populations, RPHS staff are dedicated and committed to ensuring that new arrivals begin their stay in the United States in the healthiest manner possible.



Refugee Health Services staff pictured (left to right) include Loann Phan, Ha Nguyen, Anna Marie Ponce, Benjamin Nguyen, Dr. Sophia Tran and Randee Bautista.

## HookUp ... New text messaging service for CA youth

**T**he California Department of Public Health (CDPH), STD Control Branch along with Orange County's local Sexually Transmitted Disease Intervention Program (SCIP) has recently launched a statewide text messaging program for youth. The service, called **Hookup**, provides young people with accurate and relevant sexual health information plus a geo-targeted search for free and low-cost STD testing and reproductive health clinics throughout the State.

Locally, Orange County Health Care Agency's SCIP is promoting the text messaging service by incorporating the text information into trainings for staff at organizations that serve youth including health teachers. SCIP is a health education program that promotes awareness and prevention of STD's among youth and young adults, groups that



suffer the highest STD rates in California, by supporting local youth serving providers. Wallet size cards and posters with text information were developed and are being distributed to community partners.

California is the first state with a text-messaging program that connects high-risk teens and young adults to available sexual and reproductive health services. To use the service, youth text the word 'hookup' to phone number 365247 and are signed up for weekly health tips. Each tip contains a prompt to text the word 'clinic' plus a zip code to get contact information for two local clinics.

For more information about the new program, contact Joe Vargas at (714) 796-0251 or by e-mail at [jvargas@ochca.com](mailto:jvargas@ochca.com).

*The greatest mistake you can make in life is to continually fear you will make one.*  
- Elbert Hubbard



# Timecard changes are coming!

The new County-wide Accounting and Personnel System, known as CAPS+, is going live as of July 1, 2009. As a result, there will be some changes that will affect your VTI timecard effective Pay Period 14, which starts **June 19, 2009**:

- Three-digit **Org** codes will be changing to four-digit **Unit** codes. On your timecard you will see your assigned **Org** code, located just to the left of your Pay Location, change to **Unit** code.
- The left-hand column **Override Org** will change to **Override Unit**. The procedure for using override units is the same as override orgs: override units are only to be used when you record time for work performed for a unit that is different from your assigned unit; otherwise, simply leave it blank.
- **RepCat** (short for Reporting Category) is changing to **Department Object**. If you are not currently using this field, continue to leave it blank.
- Job numbers remain the same.

The above changes will occur during the afternoon of June 19, 2009. Please do **NOT** enter anything into your timecard prior to Saturday, June 20. Also, be aware that your leave balances (for example, AL – Annual Leave) will not be updated until June 29.

Please ask your supervisor if you are unsure what **Unit** code or **Department Object** to use. Supervisors, if you are not sure, ask your Program Support Analyst.

If you experience any problems with your VTI timecard, please contact HCA Payroll either by e-mail, [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com), or by telephone, 714.834.5744 (7:30 a.m. to 5:00 p.m. Monday-Friday).

## EMS Awards Ceremony

*continued from page 4*

- Jane Elder, RN, Advanced Life Support (ALS) Program Coordinator for HCA EMS, was honored with the award for *EMS System Advocacy* for her many years of pursuing excellence in the delivery of pre-hospital care to Orange County residents.

HCA's EMS program also received a Board of Supervisors resolution declaring May 17-23, 2009 as Emergency Medical Services Week in Orange County.

EMS Week is celebrated annually to recognize the efforts of dedicated physicians, nurses, paramedics, firefighters, emergency medical technicians, law enforcement officers, lifeguards, communications personnel, educators, and volunteers for their contributions and dedication to the Orange County community. To learn more about EMS Week, visit [www.emsweek.org](http://www.emsweek.org).



*During the EMS Awards Ceremony on May 19, HCA EMS staff members were presented with a Board of Supervisors resolution which declared May 17-23, 2009 as EMS Week in Orange County. Pictured (left to right) are Greg Boswell, Laurent Repass, Jane Elder, Patrick Powers and Dr. Sam Stratton.*



*...more CCS photos*

*Irvine MTU staff pictured (left to right) are Barbara Bradley, Shirin Ihani, Cynthia Hernandez, Idha Ibasco and Madhavi Yarlagadda.*



*Pictured (left to right) are Lynn Einarsson, Medical Therapy Program Administrative Manager; Mary Davis, CCS Division Manager; Steve Dunivent, Deputy CEO; and Carolyn McInerney, Irvine Unified School District Board Member.*

## "Tobacco and Hollywood"

*continued from page 2*

to start smoking than youth who are not exposed to smoking in media. Each year an estimated 390,000 teens start smoking because of exposure to smoking in movies and 120,000 will die prematurely as a result, according to a national study published in the Journal of Pediatrics.

The "Tobacco and Hollywood" project is a community outreach project committed to reducing youth exposure to tobacco in Hollywood movies. The goal of the project is to educate youth and community organizations about the influence that tobacco use in the movies has on youth. The poster contest is one of the many educational activities that are part of the program. For more information about the TUPP Program, visit [www.ochealthinfo.com/tupp](http://www.ochealthinfo.com/tupp).

## MHSA Art Fair

*continued from page 2*

Winners of the calendar contest will be featured in the 2010 MHSA Art Calendar and at an art exhibit to be held in October. The MHSA Office sponsored the event to highlight mental health awareness and to support the use of art in the recovery process. MHSA congratulates the exhibiting artists and thanks them for sharing their extraordinary gifts with the public.

Please visit the MHSA homepage at [www.ochealthinfo.com/mhsa](http://www.ochealthinfo.com/mhsa) for more information on the MHSA Recovery Arts Program, the MHSA online art gallery and to learn about upcoming events.

## Arts Festival celebrates Mental Health Awareness

**F**rom July 11 through August 23, 2009, "Erase Stigma: A Mental Health Awareness Arts Festival and Exhibition" will be held at the Cal State Fullerton Grand Central Art Center (GCAC) located at 125 N. Broadway in the Artist's Village in downtown Santa Ana. The Arts Festival and Exhibition is free and open to the public.

The event features gallery exhibitions, art workshops, writing seminars, plays, movie screenings, and music performances to raise awareness about stigmas associated with mental illness.

The Rental and Sales Gallery and Artist in Residence Studio of the GCAC features work submitted by consumers, family members, caregivers and physicians who are living or working with the complexities of mental illness.

The festivities will also include the premier of "Third Tree From The Left," directed by Don Laffoon, founder of the Stop Gap Theater Company. The play was written in collaboration with people with psychiatric disabilities and their family members, many of whom perform in the production.

The *Erase Stigma* Arts Festival is the result of a collaboration between Cal State University Fullerton's Grand Central Art Center, Orange County Health Care Agency Behavioral Health Services, Orange County Mental Health Board Arts Committee, Orange County Stigma Elimination Task Force, Stop Gap Theater Company and Rat Powered Films. Many events and workshops were partially funded through California's Mental Health Services Act (MHSA).

For more information, call the Grand Central Art Center at (714) 567-7233, or visit their website at [www.grandcentral-artcenter.com](http://www.grandcentral-artcenter.com). For workshop information, call the Health Care Agency's MHSA Workforce Education Training (WET) office at (714) 667-5607 or visit [www.ocohealthinfo.com/mhsa/arts-program.htm](http://www.ocohealthinfo.com/mhsa/arts-program.htm).



Artwork by Judy Adams

## HCA hosts Town Hall Meetings

**A** series of town hall meetings hosted by Agency Director Dave Riley and the HCA Executive Team are planned to take place quarterly to share the latest information with HCA staff regarding the state, county and HCA budget, as well as to answer any questions about the Agency.

The first Town Hall meetings took place on July 2 and drew a crowd of more than 300 employees to both afternoon sessions. Agency Director Dave Riley and the HCA Executive Team were on-hand to answer some of the most frequently asked questions regarding furloughs and layoffs, as well as how the current state/county budget affects HCA.

The town hall meetings are an opportunity to come share your thoughts and ask the questions that are important to you. Stay tuned for information regarding the next planned quarterly town hall meeting.

## Infection Prevention Fair planned for October 14th

**S**ave the date for the 2009 HCA Infection Prevention Fair planned to take place on Wednesday, October 14, 2009 from 8:30 a.m. to 12:30 p.m. at the HCA Public Health Education Center located at 1725 W. 17<sup>th</sup> Street in Santa Ana.

The fair will feature the latest infection prevention materials including sharps safety equipment and disposals; hand sanitizers; disinfection and cleaners; personal protective equipment (respirators, gloves, etc.); and infection prevention training videos. Free seasonal influenza vaccine will also be available for HCA employees.

The HCA Public Health Training Building (#1729E) is located in the back parking lot at the 17<sup>th</sup> Street Clinic. Parking is limited and carpooling is recommended. For more information about the 2009 Infection Prevention Fair, please call Employee Health Services at (714) 565-3780.



# Are you ready to have HCA Desktop Publishing help?

**D**oes your program need a brochure, flier or newsletter for an upcoming event, new program or service? If so, HCA Desktop Publishing (DTP) is ready to help. The following steps will help guide you in seeking the assistance you need to create your marketing piece.

## Step 1:

**Gather your information** – Collect the information you want to include in your finished product and submit it to DTP. There is no need to lay out the document. Organizing information and laying it out to create an efficient, user-friendly format can be a very challenging and time consuming task. It is faster and easier to simply provide your document text to DTP, along with any ideas you may have on how the document should look finished, and allow us to create the document based on your input.



**Meeting or Mail** – You will need to decide whether you would like to bring your information in person to DTP (located in Quality Management at the 405 W. 5<sup>th</sup> Street building in room 458) or send it via Pony Mail to Desktop Publishing, Bldg. 38-S. If you would like to come in person, please call (714) 834-3166 to schedule an appointment.

**Paperwork** – To begin processing your project, please download and print the “Desktop Publishing Work Request” form which is available on the HCA Intranet at <http://balsam/intranet/qm/forms/workrequest.pdf>. Fill in the appropriate shaded areas, attach any samples, provide specific instructions and

include disks, photos or other materials that DTP would need to create the document.

**Send in Materials** – Now, you should be ready to send your project to DTP or bring it in with you to your appointment.

## Step 2:

After DTP receives your project, we will review it and begin working on a design based on your specifications. We work closely with you to ensure that we are on the same track. This may require either a phone consultation or an in-person meeting if we have questions about your project.

**Photographs and Graphics** – If you have photographs taken by your program, we'll be happy to include them in your project provided that they meet established criteria. If clients are included in the photo, please be sure that a release is signed allowing HCA to use their image. Clip art must be licensed for use by DTP which could be an issue if the graphic was found from a non-subscription source. If you are in need of images and/or artwork, DTP also has a resource library available to assist with your project.

**Completion Times** – In general, you can expect an initial working proof within two weeks of submitting your completed work request. A finished product will depend on any revisions you may request. We will make every effort to work with your requested deadline and often can complete projects ahead of schedule. A good rule of thumb is to plan on submitting your project to DTP at least a month and a half before the actual date you need the finished material.

## Step 3:

**The Approval Process** – Once your project is completed, you will be given a “Final Proof Approval Form” which will need to be completed and signed. Review your project to ensure it includes all of the information requested, as well as edits. This must be signed and returned to DTP before your project can be released for printing.

Additionally, all Agency-produced material must first be approved by the HCA Public Information Office (PIO) prior to production or distribution. Because the material is distributed to the public, certain criteria must be maintained. This includes proper identification of the program involved; inclusion of the County seal; proper usage of grammar and punctuation; and sensitivity to the various cultures who will be viewing the publication. You may contact the Public Information Office at (714) 834-2178 for more information.

... continued on page 4



## July's Fit Business Tip

**D**uring the month of July, temperatures begin to sizzle. As you try to beat the heat, be sure to stay hydrated by drinking at least 8 to 10 glasses of water a day. Grapes and zucchini, the featured fruit and vegetable of the month, have high water content and are also a great way to keep your body hydrated.

The CA Department of Public Health Worksite Program offers the following quick and simple tips to beat the heat this month:

**Cool Off in the Pool** – Swimming is a great way to have fun in the summer and also get in some much needed physical activity. You can swim laps, race your family or friends, or simply have fun splashing around. Always be sure to wear sunscreen with enough SPF to protect yourself from the sun's rays. A lip balm with SPF will also protect your lips from burning. To find a local pool in your area, check with the local Parks and Recreation Department in your city or the YMCA.

**Eat Healthy to Stay Refreshed** – The warm weather is a perfect time for outdoor eating and picnics. While planning your outdoor meals, try to incorporate some fruits and vegetables in your festivities. This will help you feel more energized and refreshed. Try eating grapes and watermelon when you are feeling dehydrated. Have a fruit smoothie to cool off on a hot summer day. Zucchini, tomatoes, and carrots are always a wonderful addition



to a salad. If you're having a summer barbecue you can also throw some vegetables on the grill.

Monthly Fit Business Tips are created by the CA Department of Public Health and feature a fruit and vegetable of the month and simple tips for healthy eating and physical activity. Each monthly tip also includes several ways to incorporate the featured produce into your daily meals. To view past monthly Fit Business Tips, visit [www.cdph.ca.gov/programs/cpns/Pages/FitBusinessTips.aspx](http://www.cdph.ca.gov/programs/cpns/Pages/FitBusinessTips.aspx).



# From the Desk of the CCO

## Dear HCA Team:

The Office of Compliance was established in 2000, and has become part of the fabric of the Health Care Agency. I would like to acknowledge your contribution to the HCA Compliance Program. Each of you contributes to maintaining a work environment that encourages employees to practice the highest ethical standards in performing our daily tasks. Compliance is everyone's responsibility, not just the Office of Compliance.

In 2008, the Office of Compliance investigated and closed 62 compliance issues. These issues were investigated with help from supervisors, managers, Human Resources, HCA Accounting and other partners. Twenty-nine of those issues were substantiated. Your reports and cooperation resulted in corrective actions that improved our business practices, addressed personnel issues, and clarified policies.

Annual Compliance training was completed at a record rate this year. This accomplishment reflects commitment from every employee, supervisor and manager to make sure that we meet our compliance obligations.

We recently concluded our annual Compliance survey on June 30, 2009 with a total of 1,415 responses which represents a 55% response rate. Thank you for taking the time to give us feedback. We will report the results of the survey in a future What's Up article.

The HCA Compliance Program can succeed only through the efforts of dedicated employees who conduct themselves with honesty and integrity and in compliance with all laws and regulations. I encourage your continued participation in promoting compliance and ethics in HCA.

If you have any questions or concerns, you may reach me at (714) 834-6254 or [jnagel@ochca.com](mailto:jnagel@ochca.com). Those that wish to remain anonymous may contact the Compliance Telephone Hotline at (866) 260-5636.

Jeffrey A. Nagel, PhD, CHC  
Chief Compliance Officer



# TECH TALK

## IT Security Group is tech watchdog

In past articles, we chronicled the lifecycle of the Service Desk and Field Support groups who are on the forefront of IT. In this article we will look at the efforts of a team that is somewhat behind the scenes. The HCA Information Technology (IT) Security Group is stationed at the HCA Data Center and is charged with keeping a watchful eye on all things destructive in the technology world.

All around the world, people with great skills, but bad intentions can create viruses and malware and hack into every type of computer system or application. Constantly on guard, the IT Security team was formed in 2004 and has been at the forefront of protecting HCA since its inception.

The Security Team consists of 3 analysts led by David Castellanos. They employ the latest technology, from the simple desktop solutions to intricate hardware and software that sits on the HCA network. Attacks may come in the form of a virus or a person trying to access the network through an unprotected backdoor. Every day is a possible threat and fortunately to date, the Agency has been safe. The team also performs many other tasks including periodic audits to ensure HIPAA compliance; responds to security incidents; guides programs on the importance of data security; and analyzes new systems to ensure they are secure before they are introduced to the workplace. With technology ever changing, this is one busy group!

The Security Team's main focus recently has been to secure HCA's data, which sometimes contains sensitive patient information. E-mail can also be a real risk. To address this, the Agency will soon undergo a change in the way E-mail is used to allow the encryption of messages containing sensitive and/or confidential information. Stay tuned for more information regarding this in the coming months.

The IT Team will also be releasing security bulletins designed to educate employees about current and future

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**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.

## Make a difference ...

### Donate blood

A County of Orange Blood Drive is planned to take place on August 12 & 13, 2009 from 9 a.m. to 3 p.m. at the Civic Center Plaza located at 333 W. Santa Ana Blvd. in Santa Ana. Look for the American Red Cross Bloodmobile.

To schedule a blood donation appointment, go to [www.givelife.org](http://www.givelife.org) and use the sponsor code OC1 or call Amber Hannigan in HCA Volunteer Services at (714) 834-4144. All participants will receive a coupon for a \$5 gift certificate from Daphne's Greek Café.

To be eligible to donate, you must be healthy, at least 17 years old, weigh at least 110 pounds, and may have not donated whole blood in the past 56 days or a double red cell donation in the last 112 days. You may also not give blood if you have received a Red Cross notification asking you not to do so. Donors must provide ID prior to donating.





# Work safely during hot weather ....

Summer is here, and with it comes the warm weather that allows us to plan the fun outdoor activities that we enjoy such as going to the beach for a swim or the lake for an afternoon picnic. Most everyone is aware that they must have plenty of water and sunscreen when they enjoy their various outside activities. However, according to Cal/OSHA, many California employees still suffer from heat related illnesses during the summer months while working outdoors. Though many HCA employees work indoors, there may be times when HCA staff are exposed to extreme heat during a work day. This is due to the fact that HCA has a diverse workforce that often participates in health fairs, handles public emergencies, and drives to many facilities or even patient's homes.

It is important to keep in mind that heat illness can occur at anytime regardless if you are playing all day at the beach, or handing out prevention flyers at a health fair. With that said, HCA Safety would like to provide some helpful tips (courtesy of Cal/OSHA) to all HCA employees who may become exposed to extreme heat on the job.

- **Develop a habit of checking the weather forecast regularly**—By anticipating heat waves, you can be best prepared. For the latest information regarding heat indexes please go to [www.nws.noaa.gov/om/heat/index.shtml](http://www.nws.noaa.gov/om/heat/index.shtml).
- **Drink plenty of water**—It is essential to keep water nearby when working outdoors. Increasing the number of water breaks is also beneficial.
- **Avoid direct sun exposure for long periods of time**—Most health fairs will provide umbrellas or canopies for shade, but make sure you are utilizing the shade throughout the day (or at least use it for frequent water breaks). If you must stand directly in the sun, make sure you rotate frequently with other employees and wear plenty of sunscreen. If you are in a limited space area due to a disaster emergency, use anything that will give you temporary shelter such as awnings or trees.
- **Wear loose fitting and light colored clothing**—If you are able to plan ahead for field work outdoors, it is beneficial to wear wide brim hats and clothing that will keep you cool on that specific work day.

For more tips regarding heat illness prevention, please go to the following site: [www.dir.ca.gov/DOSH/guidanceforworkers.pdf](http://www.dir.ca.gov/DOSH/guidanceforworkers.pdf). These tips are sponsored by Cal/OSHA and provide good advice to keep us healthy and safe when working outdoors during hot weather. For more information regarding on the job heat exposure please contact the HCA Safety program at (714) 834-4359, or your unit Departmental Safety Representative.

## Tech Talk

*continued from page 3*

threats, as well as provide tips on how to stay secure. When these tips reach you by e-mail, please take the time to review them as they may give you a heads up of the latest threats.

Some other ways to help the HCA network stay safe and secure include:

- Saving Protected Health Information (PHI) to a shared network.

- Shutting down your PC every evening at the end of your shift. This shut-down will assist IT in patching your system and saving energy.
  - Never sharing passwords.
  - Never opening unsolicited e-mails.
  - Never sharing your personal information over the Web.
- Together we can keep our systems and data safe.

## AUGUST HEALTH OBSERVANCES

Cataract Awareness Month

Children's Eye Health and Safety Month

National Immunization Awareness Month

Psoriasis Awareness Month

National Minority Donor Awareness Day. . . . .1

World Breastfeeding Week . . . . .1-7

## Desktop Publishing

*continued from page 2*

**Printing** – When the approval process is completed, the project is ready to go to Publishing Services or converted to a PDF file for your program to print in-house. To begin the process for printing through Publishing Services, you will need to complete the online printing requisition at [www.ocrdmd.com/psar/](http://www.ocrdmd.com/psar/). DTP can assist in selecting output size, color and paper specifications for your project if needed. Publishing Services also offers a sample book to view available paper stock.

DTP will provide you with a review copy, but does not handle mass quantity printing. Printing of materials created by HCA Desktop Publishing is usually handled by the County printing office, Publishing Services located at 1300 S. Grand Ave., Bldg. A in Santa Ana. You may contact them at (714) 567-7444.

There are two options for getting your project to Publishing Services: 1) DTP can provide a disk with all the needed files and you may hand carry it to their offices, or 2) DTP can upload the necessary files to the Publishing Services' website where they can access it immediately. Be sure to request a proof before approving a print run. This will ensure that the product prints as expected. DTP can assist with any additional adjustments that might be necessary to insure the final product is as specified.

### Once completed, will I be able to make changes on my own?

All revisions must be done through HCA Desktop Publishing to maintain adherence to established standards and to avoid possibility of outdated multiple versions being distributed. Keeping your project centralized in DTP also allows it to be properly archived.

For any additional questions regarding the steps listed or the overall process on getting your project started, please call a member of the HCA Desktop Publishing team at (714) 834-3166.

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

## TUPP recognizes youth artist winner

**H**CA's Tobacco Use Prevention Program (TUPP) recently recognized Jocelyn Romero, youth artist of a winning cartoon poster for the program's "Tobacco and Hollywood Project." Youth from the Boys and Girls Club of Garden Grove participated in this project during May 2009. TUPP Program Supervisor Barbara Brashear presented Jocelyn with an award to recognize her for a job well-done.

The "Tobacco and Hollywood Project" provides youth participants with an educational awareness presentation about the influence of tobacco in movies and the impact it has on youth. The participants have the opportunity to create cartoons that help counter the presence of tobacco in movies and films. More than 100 cartoons produced by youth throughout Orange County were received and judged by community members, health professionals and youth. Jocelyn is one of the Top 8 Winners. Other winners include students from Buena Park High School, La Vista High School, Loara High School, and San Clemente High School. Congratulations to all youth who participated.



*Pictured (left to right) are Jow Marroquin, Youth Coordinator; Jocelyn Romero, Youth Artist; Mikayla Curtis, Director of High School Assets Program; and Barbara Brashear, TUPP Program Supervisor.*



## August's Fit Business Tip

**A**ugust marks the end of summer heat, but that doesn't mean the end of summer's delicious produce! This month's fruit and vegetable, plums and bell peppers, are two great choices for keeping your vitamin C levels up. Get outside and enjoy these healthy and tasty treats.

The CA Department of Public Health Worksite Program offers the following quick and simple tips for the month of August:

### Drink Water

Replace sugary drinks with water. Your body needs 8 to 10 glasses of water per day to stay hydrated. Too often we forget about drinking water, so grab a water bottle and drink at work, in the car, or while relaxing. Sugary drinks are nice treats, but water is the healthiest drink of choice. Water can also make you feel fuller while enjoying lunch or dinner. Your body will feel

refreshed and you will feel healthier and happier.

### Exercise and Relax

Summer months offer nice weather for outdoor activities, but be careful in the heat. The morning and evening are great times to head outside because the temperatures are coolest. If you must exercise in the afternoon, the hottest part of the day, then try to find shade. Before going outside, make sure you drink enough water. If you feel light headed, take a break inside and rehydrate before continuing. The summer has great weather, but use caution and listen to your body.

### Health and Nutrition Go Hand-in-Hand

Eating a variety of fruits and vegetables and getting daily physical activity can help your family stay healthy and may prevent serious health problems like obesity, type 2 diabetes, heart disease and cer-

... continued on page 5







# Self-Assessment Tool could prevent HIPAA audit

As part of HCA's Compliance Work Plan, the 2009 Bi-Annual HIPAA Self-Assessment Tool was launched in May 2009. The 2009 Assessment Tool was distributed to all 162 clinics and administrative sites that are covered by HIPAA. The purpose of this review is to determine HCA's overall compliance with HIPAA Privacy and Security Rules and to identify opportunities for improvement throughout the Agency.

The 2009 Assessment Tool is designed to review areas that are at highest risk for an external HIPAA audit. The Department of Health and Human Services may conduct site visits, reviews of HIPAA P&Ps and interview staff regarding our HIPAA training and policies. It is also an opportunity to identify the changes to all the programs – names, addresses, locations, closures, functions, etc.

The tool is a four part assessment which includes:

1. A site/observation review – The program supervisor or service chief conducts a physical walkthrough of the program/site while answering a series of questions.
2. Knowledge of HIPAA Policies & Procedures and forms – HIPAA covered workforce members must have knowledge of the HIPAA P&Ps and forms.
3. Medical file/chart review – For programs with medical file/charts, five random charts are reviewed for appropriate HIPAA forms and completion of these forms.
4. Findings/Mitigation Plan – Programs will complete a corrective action/mitigation plan for any assessment findings.

### What's next?

All the data will be entered to get a statistical report on each of the program areas – Administration, Behavioral Health Services, Public Health Services, and Medical & Institutional Health Services' strengths and weaknesses. A report will be presented to the Executive Team. Next year, an unannounced audit will be conducted by the Office of Compliance on selected programs based on risk analysis.

### Want to know more about HIPAA?

- Visit our HIPAA Website: [www.ocgov.com/hipaa/](http://www.ocgov.com/hipaa/) or <http://ocintranet.ocgov.com/hipaa/>
- Join us at our next OC HIPAA Workgroup
- Call Linda Le, HCA HIPAA Coordinator, at (714) 834-4082 or e-mail at [lile@ochca.com](mailto:lile@ochca.com)

**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 first deaf training for providers

In June 24, Health Educator Laura Buscemi-Beebe from HCA's Health Promotion Division presented a new training *Public Health, the Deaf and You* to 62 HCA providers.

As one of the first ever deaf community awareness trainings, the program provided an overview of **deaf culture** (the basics and Dos and Don'ts); education on **cultural competence** (the ability to work effectively with deaf and hard of hearing individuals, i.e., materials development, arranging for interpreters); **cultural sensitivity** (awareness of the factors that affect interactions with deaf clients) and even some lessons in sign language.

Participants also had the opportunity to meet Belinda McCleese, MFTI, the new Deaf Services Coordinator for Behavioral Health's Cultural Competency Program and a deaf individual. Belinda provides trainings, referrals and consultation to support the goals of increasing effective communication in the mental health system and increasing awareness of mental illness in the deaf community.

Some myths and misperceptions addressed during the training included the following:

- Deaf people are not mute. Deafness does not preclude vocal capacity, only the ability to hear oneself talk and thus, to develop speech. Use of voice is a personal choice based on comfort and training.
- The Deaf do not see themselves as handicapped, impaired or disabled or having lost something. Thus, using the term "deaf" is preferred to "hearing impaired."
- More than 70% of deaf people consider American Sign Language (ASL) as their first language and English their second (Friess, 1998). Many deaf people then, although intelligent, do not have good command of written English making materials presented in English often inaccessible to the deaf.
- Research indicates that the average prelingually deaf (deafened before the acquisition of spoken language) person reads at 4<sup>th</sup> grade level (Woodroffe, Meador, Gorenflo, & Zazove, 1998) and health education information is generally presented via print ads, brochures and television (if captioned) in English at an educational level equivalent to the 10<sup>th</sup>-13<sup>th</sup> grades.

### Did you know?

- American Sign Language (ASL) is not just English in the hands; ASL is its own distinct language.
- Most deaf do not read lips.

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# Davis serves as chair for CCS Executive Committee



**C**ongratulations to Mary Davis, RN, BS, Division Manager for HCA's California Children's Services (CCS) Program on being selected to serve as Chair of the statewide CCS Executive Committee, which began on July 1, 2009.

The CCS Executive Committee membership includes 18 regional representatives for 58 County CCS programs throughout the State, and works closely with the Department of Health Care Service and Children's Medical Services Branch to strengthen the state and county partnership in the provision of high quality comprehensive medical care and case management to children who are eligible for CCS.

The Committee meets quarterly in Sacramento and as needed throughout the year. Activities include review and advisement on financial and policy matters, monitoring and responding to legislation affecting the program, recommendation of program changes and collaboration with Branch staff on issues affecting CCS.

CCS is a statewide program that provides medical case management for children with special health care needs and medically necessary physical and occupational therapy through the Medical Therapy Program. The program provides services to more than 174,000 children from birth to 21 years with qualifying medical conditions. The goals of the CCS program are to promote a child's optimum health potential, increase the level of functional independence and improve the quality of life for the child and their family. For more information, visit the CCS webpage at <http://ochealthinfo.com/public/ccs/>.



## Record Tip of the Month

**D**id you know that all records held by the Health Care Agency are legal documents?

That includes all medical records which are private and confidential, of course. In addition, all the program information you have

on paper or on your computer and the e-mails you

send and receive every day are public records and could be requested by the public!



Stay tuned for more information on how you can be a smart record keeper during your busy day. More updates and record management tips will be in upcoming issues of the HCA "What's Up" newsletter.

If your program has a special question about your records, e-mail Custodian of Records staff Sue Warnke at [swarnke@ochca.com](mailto:swarnke@ochca.com) or Mary Maicki at [mmaicki@ochca.com](mailto:mmaicki@ochca.com).

### Deaf Training

*continued from page 2*

- No facial expression in sign language is like monotone speech.
- A capitalized 'Deaf' indicates membership in the deaf community (deafness is sufficient but not necessary).

Health Educator Laura Buscemi-Beebe holds an Associate Degree in American Sign Language Interpreting and came to HCA Public Health after a 10-year career as a sign language interpreter. Her experience in working with the deaf community and graduate studies research illuminated a simple reality: that the deaf and hard of hearing are not receiving equal exposure to fundamental health messages as compared to their hearing counterparts and experience a heightened burden of risk and disease as a consequence.

In her role at HCA, Laura developed this training to first, offer explanations for

the causes of this disparity, and second, to encourage other programs within the HCA to reach out to this population.

*Public Health, the Deaf, and You* demystified the community of the deaf, and was fun, informative and interactive. If

you haven't yet, add deaf serving agencies to your databases so that they can receive your announcements for events! For more information about the training, please contact Laura Buscemi-Beebe via e-mail at [lbuscemi@ochca](mailto:lbuscemi@ochca).

### SEPTEMBER HEALTH OBSERVANCES

Childhood Cancer Month

Fruit and Veggies – More Matters™ Month

Healthy Aging® Month

National Alcohol and Drug Addiction Recovery Month

National Preparedness Month

Ovarian Cancer Awareness Month

Prostate Cancer Awareness Month

National Celiac Disease Awareness Day . . . . . 13

World Alzheimer's Day . . . . . 21

World Heart Day . . . . . 30



# Mileage claims and authorized signatures

**I**n addition to a supervisor, a mileage claim must also be signed by an authorized signer within the employee's UNIT code (formerly, ORG). **Who is authorized to sign?** Each UNIT normally has a couple of authorized signers, usually the unit manager or the division head. However, signers vary from UNIT to UNIT and may change from time to time.

The HCA Budget/Technical Unit (BTU) is responsible for maintaining the list of authorized signers. Any request to change or add a signer must be sent to your program support staff in the BTU. Once approved, BTU will send Payroll an updated list. This process takes approximately one to two weeks.



If you are unsure who is an authorized signer, please contact HCA Payroll. Frequently, a new signature is in the process of being added to the existing authorized signature list. If a supervisor already submitted a claim with the new signature, Payroll may not yet be aware of it. *The*

*supervisor may want to contact HCA Payroll to see if the claim can be held until the new signature takes effect. Otherwise, the claim may be returned to the employee, which may delay reimbursement.*

In addition, the UNIT and JOB numbers used on a claim should be consistent with when the event being claimed took place. Accordingly, the authorized signer for that particular UNIT should be used.

For authorized signature questions, or any payroll-related questions, please call HCA Payroll at (714) 834-5744, or e-mail your questions to [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com).

# HCA at the OC Super Fair



*HCA's Health Promotion Division joined in the festivities at the 2009 OC Super Fair "Think Big" and hosted an informational booth for fairgoers. Visitors were able to learn more about the Agency and receive information about HCA's services and programs. Pictured is a newly redesigned display used by Health Promotion which showcased some of the services the Agency provides to the community.*

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# Change in payroll retirement deduction

**Y**our payroll retirement deduction has changed effective July 1, 2009. Your July 24, 2009 paycheck should have reflected this change. To inquire about the change, you may visit the Orange County Employees Retirement System (OCERS) website at [www.OCERS.org](http://www.OCERS.org) to view an updated list of employee retirement contribution rates posted as of July 24, or call the HCA representative at OCERS at (714) 569-4827 for more information. As a reminder, Payroll cannot provide any retirement related information as these deduction amounts are strictly negotiated by OCERS.

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

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# BHS P&Ps go electronic

**E**ffective immediately, Behavioral Health Services (BHS) Policies and Procedures (P&Ps) will be available online only. To access the P&Ps, visit the following Health Care Agency Intranet link at <http://intranet.ochca.com/bhs/pap>. A few of the P&Ps have had minor revisions since the last distribution. A summary of these changes was recently circulated through BHS program managers. Look for a second distribution to be circulated soon.

The old hard copy burgundy notebooks have now become historical references only. For any questions, please contact Quality Improvement & Program Compliance (QIPC) Division Manager David Horner at (714) 834-2439.



## DSRs work to keep you & your workplace injury free

**A**s many of you are aware, safety is a top priority at HCA. This is why the HCA Safety Program was established some years ago. The main goals of the HCA Safety Program are to increase safety awareness, comply with applicable regulations, and minimize work related injuries. At this time the HCA Safety program consists of three dedicated individuals that work hard to ensure these goals are accomplished throughout the year. Now, you may be asking, how do three people take care of the needs of such a large Agency? The answer is ... with the dedication and support of all the Departmental Safety Representatives (DSRs) at HCA. If you are still wondering what a DSR is, the following will give you a better understanding of their responsibilities and how they work within the HCA Safety Program to accomplish our safety goals.

### **What is a DSR?**

DSR stands for Departmental Safety Representative. DSRs are designated by HCA program managers to serve as coordinators for their program and are responsible for implementation of workplace safety objectives within their program.

### **What does the DSR do for the Safety Program?**

The DSR is essentially the front line for the HCA Safety Program. They assist program level staff with basic safety needs and answer questions that may arise during the work day. The DSR also provides further assistance to the Safety Program by performing the following duties throughout the year:

- Inspection of individual program worksites annually, quarterly, and as needed, to identify safety hazards
- Completion of corrective actions in response to hazards identified upon inspection
- Coordination of safety meetings and trainings within their individual programs
- Maintenance of safety related records at their program worksite (The Red Safety Binder)
- Ensuring there is consistent open communication and that safety related matters are reported to the HCA Safety Program

... continued on page 8

### **Fit Business Tip** *continued from page 1*

tain types of cancer. One plum is a good source of vitamin C, which helps your body heal cuts and wounds and maintain healthy gums. One medium bell pepper is also a good source of vitamin C, as well as vitamin B6 which helps your body build healthy blood cells. The amount of fruits and vegetables you need depends on your age, gender, and the amount of physical activity you get every day. Eat a variety of colorful fruits and vegetables with meals and snacks throughout the day to reach your total daily needs.



**Monthly Fit Business Tips** are created by the CA Department of Public Health and feature a fruit and vegetable of the month and simple tips for healthy eating and physical activity. Each monthly tip also includes several ways to incorporate the featured produce into your daily meals. To view past monthly Fit Business Tips, visit [www.cdph.ca.gov/programs/cpns/Pages/FitBusinessTips.aspx](http://www.cdph.ca.gov/programs/cpns/Pages/FitBusinessTips.aspx).



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

# Employees recognized for service years

**H**CA employees received recognition for their years of dedicated service at an Employee Recognition Awards ceremony held on July 23 at the County Hall of Administration. The 2009 Labor Management Committee (LMC) Steve Ambriz Team Excellence Award winners were also announced. The following is a list of service awards presented:

5 Years of Service . . . . .	10 Years of Service . . . . .	15 years of Service . . . . .
20 Years of Service . . . . .	25 Years of Service . . . . .	30 Years of Service . . . . .
35 Years of Service . . . . .	40 Years of Service . . . . .	
10	52	29
17	5	3
3	1	

## 40 YEARS



Public Health Services Deputy Agency Director David Souleles and Agency Director Dave Riley congratulated Charlotte Egan on her 40 years of County service and presented her with a certificate and pin to commemorate the occasion.

## 35 YEARS



Charlyn Barton from Public Health Services received a 35-year certificate and pin to recognize her dedicated service to the County from Public Health Services Deputy Agency Director David Souleles and Agency Director Dave Riley.



Celebrating 35 years of service to the County, Paul Hannah received a certificate and pin to commemorate the occasion during the Employee Recognition ceremony from Public Health Services Deputy Agency Director David Souleles and Agency Director Dave Riley.

## 25 YEARS



Carmen Ybarra and Caroline Cordova from Public Health Services celebrated 25 years of service to the County and received recognition from Public Health Services Deputy Agency Director David Souleles and Agency Director Dave Riley.

## 20 YEARS



Behavioral Health Services staff members who celebrated 20 years with the County received recognition from Agency Director Dave Riley and Adult Mental Health Services Division Manager Annette Mugrditchian. Pictured (left to right) include Jack Wasserman, Janice Davis and Victor Cota.

## SPECIAL RECOGNITION



Selected as the 2009 Labor Management Committee (LMC) Steve Ambriz Team Excellence Award Winners, the Behavioral Health Anaheim Adult Mental Health Services Clinic staff received recognition from Susan Berg and Annette Mugrditchian during the July 23 HCA Employee Recognition ceremony. The team listed (alphabetically) includes Ken Alma, Robert Cormier, Lisa Chau, Kevin Flynn, Kelly Higdon, Patricia Hikida, Lori Horwitz, Marco Ibarra, Sherie King, Liz Lopez, Mauricio Mairena, Diane Martin, Tony Medina, Tracy Rick, Sandy Rosen, Rodrigo Sigala, Gerald Rogers, Bruce Scott and Linda Tran.

**20 YEARS**



Public Health Services Deputy Agency Director David Souleles and Agency Director Dave Riley congratulated Public Health Services employees who celebrated 20 years of service to the County. Pictured (left to right) are Anthony Martinez, Luis Lodrigueza, Eleanor Forrest, Anthony Britton, Pearl Boelter and Alice Apodaca.



Celebrating 20 years of dedicated service to the County, Gina VanQuest received a certificate and pin from Agency Director Dave Riley and Financial and Administrative Services Deputy Agency Director Bob Wilson during the July 23 Awards ceremony.

**15 YEARS**



Agency Director Dave Riley and Adult Mental Health Services Division Manager Annette Mugrditchian presented Behavioral Health staff celebrating 15 years of service to the County with certificates and pins to commemorate the occasion. Pictured (left to right) are Jane Camacho, Jacqueline Williams and Suzanne Stein.

(Right) Celebrating 15 years of County service, Public Health Services employees pictured (left to right) Maria Tomas, Guillermina Olivares, Alan Reynolds, Be Nguyen, Alice Armstrong-Sadjadi and Susan Agulera received a certificate and pin from Public Health Services Deputy Agency Director David Souleles and Agency Director Dave Riley.



(Right) Medical and Institutional Health staff who celebrated 15 years of service to the County received a certificate and pin to commemorate the occasion from Institutional Health Services Division Manager Terre Duensing and Agency Director Dave Riley. Pictured (left to right) are Lorraine Olson and Stacey Northcutt.



**10 YEARS**



Celebrating 10 years of County service, Public Health Services employees pictured (left to right) Lisa Specht, Myrna Ricarte, Martha Pacheco Deconcepcion, Maria Aparicio, John Banoczi, Lucia Salinas and Glenda Papa, received recognition from Public Health Services Deputy Agency Director David Soules and Agency Director Dave Riley.

**10 YEARS**



Behavioral Health Services staff members celebrating 10 years of service to the County received recognition from Agency Director Dave Riley and Adult Mental Health Services Division Manager Annette Mugrditchian during the July 23 Awards ceremony. Pictured (left to right) are Silvana Boroukhim, Nicole Ramirez, Keunho Keefe, James Earnest, Jessee Newman and Farah Zaidi.



Agency Director Dave Riley and Financial and Administrative Services Deputy Agency Director Bob Wilson presented Geraldine Heard, Sue Warnke, Sakina Shah, Patrick Breslin and Jose Quintanilla with a 10-year certificate and pin to recognize their 10 years of service to the County.

**5 YEARS**



Public Health Services employees pictured (left to right) Howard Mayo, Kira Durham and Alexandra Vecchio celebrated 5 years of service to the County and received a certificate and pin from Public Health Services Deputy Agency Director David Souleles and Agency Director Dave Riley.



Medical and Institutional Health Services employee Bobby Kendrick celebrated 5 years of service to the County and received recognition from Institutional Health Services Division Manager Terre Duensing and Agency Director Dave Riley.

**DSRs**

*continued from page 5*

As you can see, DSRs are instrumental in maintaining an injury free worksite and keeping program staff in compliance with Cal/OSHA standards and regulations.



**Who is my Program DSR?**

Each program has at least one dedicated individual who is responsible for carrying out safety responsibilities. Please check with your Manager/ Supervisor, or the HCA Safety Program to identify your designated program DSR. Ask your DSR how you can assist in maintaining your workplace safe and injury free.

Lastly, the HCA Safety Program has been successful due to the outstanding contributions of our DSRs. There are over one hundred designated DSRs that work hard to keep all of us here at HCA safe and in compliance with Cal/OSHA standards. For more information regarding the HCA Safety Program, or to volunteer as a DSR, please contact the HCA Safety Program at (714) 834-4359 .

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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Give a person your friendship and you will have given him more than gold.  
Sally Huss

## Kodaira receives Therapist of the Year Award

**C**ongratulations to Susan Kodaira, Physical Therapist with HCA California Children's Services (CCS) Medical Therapy Program on receiving the 2009 Kathy McCarthy Therapist of the Year Award. Susan has worked for the CCS program since 1988 and was nominated by her peers for her leadership and dedication to CCS. Her easy going manner and approachability make her well liked by her patients and their families. She is also noted as being an expert clinician who readily shares her knowledge with her peers. Susan is a true asset to the CCS Medical Therapy Program.

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 with CCS who passed away in 1992. She held 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.

## Walsh picked as Interim CMS Medical Director

**H**CA is pleased to announce that Dr. Eric Walsh will serve as Interim Correctional Medical Services (CMS) Medical Director while a nation-wide recruitment for a permanent CMS Medical Director is conducted.

As the Interim CMS Medical Director, Dr. Walsh oversees the jail medical care delivery system and evaluates operations



Pictured (left to right) are Lynn Einarsson, MS, OTR/L, CCS Chief Therapist and Susan Kodaira, P.T.



to ensure that the County meets the Title 15 mandated requirements to provide basic health care and emergency medical response to more than 6,000 inmates daily and over 65,000 inmates annually within the five Orange County adult correctional facilities. He also has oversight for the medical services provided to children who reside in the County's six residential juvenile facilities.

He is a graduate of Oakwood University, University of Miami Miller School

... continued on page 5





# Watch out for those potential conflicts!

**C**onflict of interest arises when an employee's duty to HCA clashes with duties, obligations or interests that lie elsewhere.

## Here are some examples of conflict of interest:

- A manager could be tempted to give interview questions to a friend who is seeking County employment.
- Doctors might write a prescription for one drug versus another because every day they see the name of the drug on a notepad that a vendor gave them.
- A staff person could take a shortcut on completing a task that could result in reporting inaccurate information.

## Strategies for avoiding conflicts of interest are:

- **Detect It:** Be aware of what conflicts of interest could arise within the context of your own job responsibilities.
- **Avoid It:** You can avoid conflicts of interest by keeping your compliance training in mind, and by following HCA policies and procedures. Report any issues or concerns so corrective action can be taken sooner rather than later.



Despite employees' best intentions, they may one day find themselves exposed to a conflict of interest. Employees need to try to avoid even the perception of potential conflict. For further information on this subject see the HCA Compliance Program P&P "I – 15.01 Gift Ban & Conflict of Interest" and HCA Administrative P&P "III-1.03 Incompatible Activities Relating to Outside Employment or Other Affiliations." Please contact the Office of Compliance at [officeofcompliance@ochca.com](mailto:officeofcompliance@ochca.com) or 714-568-5614 with any questions or comments you may have regarding this article.

# Patient medical records requests

**C**opies of patient medical records are released with a valid authorization and must be released in a timely manner. California law and HIPAA regulate the time to release copies of medical records. These laws include:

- **California Health and Safety Code 123110** – This section states that copies of the medical record will be provided within 15 days. If the patient requests a summary of their records, this will be provided within 10 days. If the patient wants to review their record, this will be permitted within 5 days with the care coordinator or therapist.
- **Evidence Code 1158** – When an attorney is requesting copies of the medical record and presents a valid signed authorization from the individual, the attorney may require the records within 5 business days if so requested.
- **HIPAA 164.524 (b)** – This section states that the covered entity (HCA) must allow access to inspect or obtain copies of the medical record within 30 days. Since California law allows greater access for the patient, HCA complies with the California law which is allowed by HIPAA.

HCA follows all of these regulations. When you receive a medical records request from the Custodian of Records (COR) office, review the due date. Be sure to get those copies made and sent back to the COR. You'll be a winner and will be providing excellent customer service.

If your program has a special question about your records, e-mail Custodian of Records staff Sue Warnke at [swarnke@ochca.com](mailto:swarnke@ochca.com) or Mary Maicki at [mmaicki@ochca.com](mailto:mmaicki@ochca.com).

**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.

# Providers/First Responders H1N1 training

**W**hat do health care providers, first responders, local fire and law enforcement agencies, and community non-profits have in common? In August and September, these groups were the target of the Health Care Agency's (HCA) 2009 H1N1 outreach and information sharing effort. In fact, partnership efforts with these groups have been ongoing since the outbreak began in April.

HCA's Health Disaster Management Division and the Disease Control and Epidemiology program have hosted a series of discipline-specific tabletop exercises, workshops and presentations across the county. In late October, these folks will come together at a county-wide summit designed specifically for the health care provider and first responder communities. Exercise participants have included representatives from local hospitals, community clinics, ambulance companies, long term care providers, city emergency management, fire agencies, law enforcement, businesses and schools.

Among the discussion topics:

- How their organization responded in April to the H1N1 incident, contrasted with their current planning activities
- How to deal with potential patient surge and workforce shortages
- Best practices for workforce protection
- Effective public and employee messaging

Most significant was the conversation about where these groups might assist and what they need from HCA to ensure their response in the fall is effective and the needs of the community are met.



*Dr. Michele Cheung, Deputy Medical Director for HCA's Epidemiology and Assessment program, answers influenza related questions.*



*Participants discuss current planning initiatives related to influenza preparedness.*

## **Common Questions about H1N1 (Swine) Influenza**

**Q.** What is H1N1 2009 Influenza (swine flu) and how is it transmitted?

**A:** H1N1 influenza is a respiratory illness that is spread in the same way that seasonal influenza is spread. It spreads from person-to-person when an infected person sneezes, coughs or touches surfaces (such as a door knob); then another person inhales the virus or touches a contaminated surface and then touches their mouth, eyes, or nose.

**Q.** How can I avoid getting infected?

**A:** You can protect yourself from any influenza by washing your hands frequently with soap and warm water or by using an alcohol-based hand sanitizer. You should avoid touching your eyes, nose, or mouth and limit time around people who are sick (especially if they have fever and cough or a sore throat).

Most importantly, people who are considered high-risk for getting the flu or complications from the flu should receive an H1N1 vaccination when it is available. It is important to note that a vaccination for H1N1 will not provide protection from the seasonal flu—a seasonal flu vaccination is required for that.

**Q.** Who is considered high-risk for complications of the H1N1 influenza?

**A:** The following groups of people are at greater risk of complications from H1N1 influenza:

- Children younger than 5 years old
- Pregnant women
- Adults and children with certain chronic medical conditions or who are immuno-suppressed.

**Q.** When will the H1N1 2009 influenza vaccine be available and who should get it?

**A:** Vaccine for the H1N1 influenza will be available in limited supply in mid October, with wide availability anticipated by mid November. In addition to being recommended for individuals at high risk of complications mentioned above, it is recommended for those who are at high risk for getting the flu (children and young adults ages 5-24), health care workers, and caregivers of those under 6 months of age.

# Flu shot program begins

**T**he start of influenza season is just around the corner. Annually, epidemics of influenza occur in the late fall, winter and early spring seasons. HCA Employee Health Services is again doing its part to keep County employees healthy by offering flu shots at several County locations.

This year, there is an additional strain of influenza virus, the pandemic H1N1 influenza (swine flu) virus. Both the seasonal and pandemic H1N1 influenza can cause serious illness and even death, especially in young children, pregnant women, the elderly, and persons of any age who have medical conditions that place them at increased risk.

Influenza vaccination can help to prevent influenza virus infection. This year, due to the H1N1 pandemic, some staff may need to get multiple shots: one for the seasonal influenza and for most individuals one dose for the H1N1 influenza.

The following are several options for County employees to obtain both seasonal and H1N1 influenza vaccinations:

## **Private Sector and Community Influenza Resources**

Some County health plans provide seasonal influenza vaccinations free of charge to plan members. Please check with your health plan to obtain information. Vaccinations are also available at physicians' offices and in some pharmacies. Contact your physician for availability of seasonal and H1N1 influenza vaccines. You can also check online at [www.findaflushot.com](http://www.findaflushot.com) for listings.

## **Public Health Influenza Program for High-Risk Populations**

The Public Health Immunization Program is providing **free influenza vaccinations** at the Family Health Clinic in Santa Ana. In the Public Health Program, **seasonal influenza vaccine** is free to the following target groups:

- 50 years of age or older
- Health care workers
- Women who will be pregnant during influenza season
- Persons diagnosed with a chronic condition like heart (except hypertension), pulmonary (including asthma), kidney, or liver disease; diabetes; hematologic or metabolic disorders
- Persons diagnosed with a health condition that suppresses your immune system (e.g., HIV), or taking medication that causes



*County Health Officer Dr. Eric Handler rolled up his sleeve to receive a seasonal flu shot at the HCA 17<sup>th</sup> Street clinic.*

*... continued on page 6*

## Updates to HCA website

**A**lmost the entire 5,000+ pages of the HCA Website at [www.ohealth-info.com](http://www.ohealth-info.com) is currently being updated to match the County's "eGov" look. The content inside the pages will not change, just the outer appearance. Board-approved templates for this new look were provided by County CEO IT. Work will be completed by HCA Quality Management with the approval of Bob Wilson, HCA Deputy Agency Director of Financial and Administrative Services.

In the coming months, HCA IT will be installing a new server to host these pages and HCA Quality Management will maintain administrative control over the HCA Website. This structure will allow for quicker response times for site editing including the flexibility to assign webpage authoring rights to programs within HCA. Editing will be browser-based with no additional expense passed on to Programs for hardware or software. Visit [www.ohealthinfo.com](http://www.ohealthinfo.com) to view some of the changes already in progress.



## October's Fit Business Tip

**O**ctober is the season of change, from the colors of leaves to the foods we eat. Change up your diet and take advantage of the fall harvest. This month's fruit and vegetable, kiwifruit and winter squash, are great choices to add to your meals this fall. Both are known for being good sources of vitamin C, potassium, and fiber and are sure to add flavor to any meal.

The CA Department of Public Health Worksite Program offers the following quick and simple tips for the month of October:

### **Keep Moving**

Staying fit and active doesn't only mean hard workouts or activities. Take advantage of the cool breeze and enjoy the fall weather by walking or biking instead of driving. Try taking the stairs at work instead of the elevator for added energy. Get off the bus one stop farther away from your office and walk the rest of the way. Take a quick walk during your lunch break to help stay energized after lunch. Exercising your body can make you feel better, feel more confident about yourself, and can help release stress and tension.

### **Fruits and Veggies**

Halloween candy may be all you see during the start of the holiday season, but keep eating your fruits and vegetables! Fruits and veggies can help you keep a healthy body weight and may lower your risk of serious health problems like obesity, type 2 diabetes, heart disease, and certain types of cancer. Try a variety of colorful fruits and vegetables in your diet for all the important nutrients like vitamins, minerals, and fiber to help keep you healthy. Fruits and vegetables are a smart choice because they are low in calories, are all natural, and keep you full longer. Grab a kiwifruit, some carrots, or an apple and stay energized while you are on the go.

### **Kiwifruit and Winter Squash**

One medium kiwifruit is an excellent source of vitamin C, which helps the body heal cuts and wounds and helps lower risk of infection. It is also an excel-

*... continued on page 5*

## Eric Walsh

continued from page 1

of Medicine and Loma Linda School of Public Health. Prior to joining the Agency, Dr. Walsh served as Medical Director of Urgent Care at the Loma Linda Family Medicine Group and provided clinical care to patients in a variety of settings. He has served on various medical advisory boards, and is currently on the President's Advisory Council for HIV/AIDS in Washington DC.

Since joining CMS in September, Dr. Walsh helped maintain the momentum of the team by implementing in-house specialty clinics in the jail facilities. The clinics are intended to improve the efficiency of scheduled appointments, reduce transportation costs, and reduce security risks. Dr. Walsh brings a great deal of leadership, medical oversight expertise and a new perspective to CMS.

## Business Tip

continued from page 4

lent source of vitamin K, which helps the body stop cuts and scrapes from bleeding out too much and also helps to begin the healing process.

One cup of cubed butternut or acorn squash is also a good source of vitamin C, fiber, and potassium. Fiber helps keep you regular, prevents constipation, and helps you to feel full. Potassium helps the brain tell muscles when to contract and relax. Potassium also helps maintain healthy blood pressure.

**Monthly Fit Business Tips** are created by the CA Department of Public Health and feature a fruit and vegetable of the month and simple tips for healthy eating and physical activity. Each monthly tip also includes ways to incorporate the featured produce into your daily meals. To view past monthly Fit Business Tips, visit [www.cdph.ca.gov/programs/cpns/Pages/FitBusinessTips.aspx](http://www.cdph.ca.gov/programs/cpns/Pages/FitBusinessTips.aspx).

## WHAT'S UP

health care agency  
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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# Avoiding common office injuries

It is generally accepted in heavy industry that there are dangerous work environments that expose employees to potential injury. However, many of us fail to recognize the potential risks found in everyday office environments. Office work can certainly lead to injuries if appropriate safe work practices are not followed.

With that said, here are a few tips from the CEO/Risk Management Office that can assist you in following general safe work practices around the office.

- For a task that requires a staff member to walk and carry an object, make sure the object is carried in a way that avoids blocking vision.
- Never lift objects that are too heavy to handle comfortably. Don't hesitate to ask for assistance.
- Arrange desks or work stations so arms, wrists, legs, back and neck can be maintained in a comfortable "neutral" position, with proper back support.
- Never run in the office. If liquids are spilled on tile or linoleum floors, clean them up immediately.
- Use a letter opener when opening envelopes, and a staple remover when detaching staples from documents.

Although offices are not considered to be "high hazard" work environments, injuries happen when risks are not controlled, or when people are careless. To help control the risks, remember to practice safe work habits at all times. Also, be familiar with the location of the office first aid kit, and know who is trained to administer first aid. Lastly, by working together to identify and avoid hazards, we can reduce costs and contribute to the well being of our fellow employees.

## HCA Safety Recognizes the Business Office

The HCA Safety Program would like to recognize the HCA Business Office located at 1725 W. 17th Street (building 50) for its outstanding commitment to safety. In June of 2009, all staff at the Business Office completed their training to become Certified Safety Representatives (CSRs). The Business Office staff have continuously demonstrated outstanding effort and commitment to the HCA Safety Program.

- Jeremy Harris (supervisor) Leticia Hernandez
- Luis Armenta Rosa Cortez

Congratulations and best of luck to our new Certified Departmental Safety Representatives!



Congratulations to Bldg. 50's Business Office staff on becoming Certified Departmental Safety Representatives. Pictured (left to right) are Jeremy Harris, Luis Armenta, Leticia Hernandez and Rosa Cortez.

## Flu Shots

continued from page 4

immune suppression

- Household contacts or caregivers for a child 5 years and younger, an adult aged 50 and older, or persons with medical conditions placing them at increased risk for severe complications from influenza

### H1N1 (swine flu) Influenza Vaccine

is free to the following target groups:

- Pregnant women
- People who live with or care for children younger than 6 months of age
- Healthcare and emergency medical services personnel
- Persons between the ages of 6 months through 24 years of age, and
- People from ages 25 through 64 years who are at higher risk for pandemic H1N1 because of chronic health disorders or compromised immune systems

For additional information, call the HCA Health Referral Line at (800) 564-8448.

### Employee Health Services Influenza Prevention Program

Employee Health Services provides free influenza vaccinations to County employees meeting the high-risk categories and **all HCA employees**. Other County employees are offered influenza vaccine at a discounted rate of \$11. Seasonal influenza vaccinations will be offered at Employee Health Services located at 600 W. Santa Ana Blvd., Ste. 405 in Santa Ana from 9 to 11 a.m. Monday thru Friday. For eligible employees, there will be no cost for the H1N1 vaccine. For availability and additional information, please call (714) 565-3780.

To prevent the spread of influenza, it is essential to use good hygiene. Wash hands frequently with soap and water or use an alcohol-based hand cleaner; cover your mouth and nose with a tissue when you cough or sneeze, or cough into your upper arm; put used tissues in a wastebasket; wash your hands after coughing or sneezing; and stay home if you are sick. Visit [www.cdc.gov/flu/protect/cover-cough.htm](http://www.cdc.gov/flu/protect/cover-cough.htm) for more information. Current H1N1 information is also available on the HCA Website at [www.ochealthinfo.com](http://www.ochealthinfo.com).

# Healthy Halloween Treats

**T**his Halloween, consider sending trick-o'-treaters home with some healthy Halloween treats as an alternative to candy and sugar-filled sweets. By encouraging kids to practice healthy eating habits, as well as participate in daily physical activity, children can learn the importance of proper nutrition and be on their way to leading healthy lifestyles.

Instead of giving away that bag of various sugar-filled candy, mix up the bowl with a variety of goodies like the following:

### Healthy Food Alternatives:

- Wrapped fruit
- Pretzels
- Fruit cups
- Animal crackers
- Applesauce cups
- Mini boxes of raisins
- Pudding cups
- 100% fruit juice boxes
- Granola bars

### Other non-edible items:

- Crayons
- Yo-Yo's
- Coloring books
- Pinwheels
- Toothbrushes
- Bubbles
- Pencils
- Paddle balls
- Mini frisbees
- Jump ropes
- Jacks
- Puzzles
- Trading cards

No matter what your kids bring home in their Halloween bags, help them ration their treats and remind them to brush their teeth after they enjoy their snacks.



## NOVEMBER HEALTH OBSERVANCES

American Diabetes Month

Lung Cancer Awareness Month

National Alzheimer's Disease Awareness Month

National Family Caregivers Month

Pancreatic Cancer Awareness Month

Pulmonary Hypertension Awareness Month

Great American Smokeout . . . . . 19

Public Health Thank You Day . . . . . 23

National Nurse Practitioner Week . . . . . 8-14

National Radiological Technology Week . . . . . 8-14

Gastroesophageal Reflux Disease Awareness Week 22-28

*It's not the years in your life that count. It's the life in your years.*  
—Abraham Lincoln

## Mobile clinics for the homeless receive 2009 CSAC Merit Award

**A** community collaborative which includes members of the HCA Public Health Nursing's Comprehensive Health Assessment Team for the Homeless (CHAT-H), Behavioral Health Services, Social Services, and the Medical Services Initiative (MSI), as well as various community providers, came together to create an innovative mobile clinic to provide health and social services to the homeless population in Orange County. This unique endeavor received the 2009 California State Association of Counties (CSAC) Merit Award for innovation in county government.

Providing care to the homeless population is challenging as they have multiple problems. Housing and food take priority over health care and maintaining a medical home. Homeless individuals are most often adults 21-64 for whom funding resources are scarce. Many have co-existing mental illness and drug/alcohol addiction issues. The lack of income, transportation, safe storage of belongings, communication tools and a supportive social network hinders their ability to obtain health care funding, keep medical appointments and be compliant with medications. This is also true for homeless families with children, who experience unique needs.

To solve this challenge, Public Health Community Nursing (PHCN), with the assistance and leadership of County Health Officer Dr. Eric Handler, researched problems and potential solutions among public and private entities. Overarching Public Health goals were then defined: link clients to a medical home and to a means to pay for care (health insurance).

Kaiser Permanente provided volunteer physicians to conduct clinics in the winter shelters, and along with Public Health Com-

munity Nursing (PHCN) support, evening clinics were initiated. Public Health Nurses provided assessment, education, linkages and case management while Behavioral Health Services and MSI provided immediate linkage and insurance application assistance. A private non-profit organization provided the funding for medications and prescriptions. In June of 2008, mobile medical vans from Orange County Rescue Mission, UCI Healthcare and Children's Hospital of Orange County joined the collaborative. The project was managed from PHCN by Paul Leon, PHN; Becky Stone, SPHN; Lennette Schnur-Rubel, Sr. PHN; and Ivy Yen,



*Paul McIntosh, CSAC Executive Director presented the Mobile Clinics for the Homeless team with a CSAC Merit Award during the Board of Supervisors meeting on October 27. Pictured (back row, left to right) are Paul McIntosh; Supervisor Moorlach; Supervisor Bates; HCA Director Dave Riley; and Paul Leon, Illumination Foundation Executive Director. Pictured (front row, left to right) are Emily Hersch-Burdick; UC Irvine Medical Student and Lead Volunteer for the Medical Initiative Against Homeless Club at UCI; Ivy Yen, PHN, Comprehensive Health Assessment Team-Homeless (CHAT-H); Lennette Schur-Rubel, Sr. PHN, CHAT-H; Elisa Bueno, SSA Social Worker Adult Services Assistance Programs; Becky Stone, SPHN, CHAT-H; Dr. Pamela Honsberger, Kaiser Permanente; and Dr. Eric Handler, Public Health Officer.*



*Mobile clinics for the homeless provides medical care, prescription assistance and public health nursing services, as well as other services including MSI applications, mental health counseling and social services referrals to name a few.*

PHN. Behavioral Health was represented by Dr. Clayton Chau, Jeff Hernandez, Hector Varela, Jennifer Romo, Alfred Tijerina, and Pierre Tran. Additional County employees in this public-private collaborative included Dan Castillo, MSI Program Manager, and Elisa Bueno and Jeanette Orozco, SSA social workers.

From February 2008 through May 2009, 49 clinics were held at 12 different locations, 2-6 times per month and 1,140 individuals received services. Every clinic provided medical care, prescription assistance and public health nursing services. During the fall and winter months, flu vaccines were also provided.

... continued on page 3



# No peeking!

**P**erhaps you've heard about the new state laws that went into effect this year regarding the privacy of medical information. Yet, because previous laws already protected medical privacy, it makes one wonder, "What's so new about the new laws?"

In the past, anyone who had access to patients' medical records was considered authorized to view the records without being challenged as to why they were looking at them or when. That is no longer the case. Now, all viewing of a patients' records must have a legitimate purpose. Also, new California laws and changes to the federal Health Information Portability and Accountability Act (HIPAA) regulations allow for penalties to be levied against the *individuals* who are doing the looking—not just to the hospital or agency that employs that individual.

The U.S. Department of Justice reported three cases of HIPAA violations that took place in the State of Arkansas just a few months ago. These violations were not related to the *use* or *disclosure* of medical records, but to the *access* of medical records for no reason other than mere curiosity.

A doctor and two clerical workers pleaded guilty to the misdemeanor violations in the Arkansas case and faced a maximum penalty of one year imprisonment, a fine of no more than \$50,000 or both. These are examples of the federal government's willingness to prosecute privacy violations.

Even if you are a medical worker with every right to access a patient's records in the performance of your job—the minute you are not doing your job and accessing and viewing records for no legitimate purpose—is when you will be in violation of state and federal laws. Remember one point from this article: **No Peeking!**

If you have any questions or comments regarding this article, please contact the Office of Compliance at [officeofcompliance@ochca.com](mailto:officeofcompliance@ochca.com) or (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.

# You can avoid penalties by checking for valid authorization elements

**S**ince the Health Insurance Portability and Accountability Act (HIPAA) became effective in April 2003, the authorization form to disclose protected health information (PHI) or medical records has become very detailed and must contain all of the elements to be a valid authorization as described by this federal regulation.

If the authorization does not contain all of the elements, it is not valid and cannot be used to disclose the protected health information for the client. Because there are penalties for improperly releasing patient information, it is important to have all the required elements on any authorization.

The elements for a valid authorization include:

- Name of the person/program authorized to release PHI
- Name of the person/entity to whom the PHI may be disclosed
- Description of the PHI to be disclosed
- Purpose of disclosure
- Expiration date or event
- Dated signature of the individual
- Statement regarding the ability or inability to condition treatment, payment, enrollment or eligibility for benefits
- Statement that PHI may be subject to re-disclosure
- Statement that the individual has the right to revoke authorization in writing
- Statement that a copy of the authorization must be provided to the individual who signs the authorization
- The individual who completes the form must be the same individual who signs the form
- The language on the form must be separate from other language on the form and clearly executed for the purpose of the authorization only – not a "compound authorization"



The authorization form used by HCA is available online at [www.ochealthinfo.com/docs/admin/Custodian/F346-531.doc](http://www.ochealthinfo.com/docs/admin/Custodian/F346-531.doc). As you can see by viewing the form, Custodian of Records and Clinic staff have a detailed job to screen all authorizations for each of these elements. HCA clients can trust the Agency to keep their PHI private as defined by HIPAA.

If your program has a special question about your records or a Records Management Tip you would like to see in an upcoming issue of the What's Up newsletter, e-mail Custodian of Records staff Sue Warnke at [swarnke@ochca.com](mailto:swarnke@ochca.com) or Mary Maicki at [mmaicki@ochca.com](mailto:mmaicki@ochca.com).

## DECEMBER HEALTH OBSERVANCES

### Safe Toys and Gifts Month

- World AIDS Day . . . . . 1
- National Handwashing Awareness Week . . . . . 6-12

# HCA staff collaborate on CSUF/UAT project

In a partnership grant between Cal State Fullerton (CSUF) and the Universidad Autónoma de Tlaxcala, Mexico (UAT), a project was funded by the United States Agency for International Development (USAID) to address diabetes prevention efforts through training of health professionals.

Several HCA staff from Health Promotion actively collaborated in the advisory group that provided input and feedback leading to the development of the training and lesson materials.

Recently, on September 24-25, 2009, HCA Health Educator Veronica Ramirez attended a Bi-National Conference "Forming Healthy Communities" that was inaugurated in Tlaxcala, Mexico and hosted by UAT students and faculty members to demonstrate their gratitude for the training they received.

During the conference project participants presented their research findings and recommendations to improve programs that address diabetes related issues. The conference was officially inaugurated by the Mexican Secretary of Health from the State of Tlaxcala and the Rector of the UAT. The project initiated communication and collaboration not only between the two universities and public health staffs, but also served as an open forum for State and Federal officials to present Mexico's 2007-12 National Plan for Health and discuss other Nationwide Diabetes projects.



HCA Health Educator Veronica Ramirez (pictured bottom row, 4<sup>th</sup> from right) attended the Bi-National Conference "Forming Healthy Communities" in Tlaxcala, Mexico from Sept. 24-25.

## Mobile Clinics

*continued from page 1*

Other services included MSI applications, Medi-Cal applications, CalOPTIMA assistance, mental health counseling, social services referrals, legal consultation, and linkages to local Community Clinics and Family Resource Centers. Essential to the smooth functioning of every clinic were medical students, nursing students, and other volunteers.

A by-product of this effort was to get families with children out of the cold weather shelters. Through several different programs, families with children

entered into structured programming, including shelter and wrap-around services, or they were diverted to temporary housing. Quite simply, the mobile unit program helped remove families with children from the cold weather armories and put them into safe shelters with services structured to meet their needs.

During the 2009 Award competition, CSAC received nearly 200 entries from throughout California and awarded the most innovative and cost-effective programs in four population categories. For more information about the annual CSAC Challenge Awards, visit the CSAC website at [www.csac.counties.org](http://www.csac.counties.org).

# IHS hosts Annual Skills Fair

Institutional Health Services (IHS) held its 4<sup>th</sup> annual Skills Fair from September 29 – October 1 at the HCA Learning Center located next to the 17<sup>th</sup> Street Clinic in Santa Ana.

With more than 150 in attendance, Registered Nurses, Licensed Vocational Nurses, Medical Assistants, Psychiatric Technicians, Mental Health Workers and Dental Staff from Correctional Medical Services (CMS) and Correctional Mental Health (CMH) were given the opportunity to test important skills.



Joanne Lim, RN evaluated IHS staff at the "Emergency Response Bag Scavenger Hunt" station.

Oxygen administration, emergency response medication administration, IV administration, 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 the emergency response station.

Mega Code Kelly, a simulation mannequin, provided a simulation-based scenario 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, HCA Emergency Medical Services, Health Disaster

*... continued on page 10*

Once you choose hope, anything is possible.  
—Christopher Reeve



# Awards ceremony recognizes employees

**H**CA employees received recognition for their years of dedicated County service at an Employee Recognition Awards ceremony held on November 5 at the Hall of Administration. The following is a list of service awards presented:

5 Years .....	2	10 Years .....	53	15 Years .....	25
20 Years .....	22	25 Years .....	6	30 Years .....	6
35 Years .....	1				

## 35 YEARS



*Celebrating 35 years of dedicated service to the County, Financial and Administrative Services Deputy Agency Director Bob Wilson received recognition from Agency Director Dave Riley during the Nov. 5 Employee Recognition Awards.*

## MRC AWARD



*Agency Director Dave Riley presented Medical Reserve Corps (MRC) Coordinator Peggy McCormick with a 2009 Excellence in Volunteering Award during the Nov. 5 Employee Recognition Awards. Also pictured are two MRC volunteers Kathy Diganci and R.J. Hansen. The MRC volunteers recently assisted HCA in staffing the yearly seasonal flu point of distribution (POD) exercise, as well as H1N1 vaccination clinics held during several weekends.*

## 30 YEARS

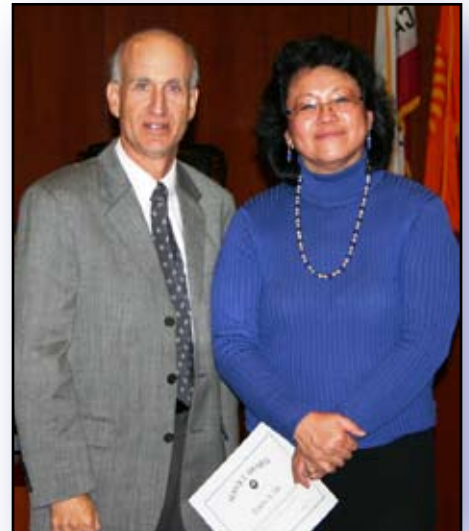


*Isabel Munoz from Public Health Services celebrated 30 years of service to the County and received a certificate and pin from Environmental Health Services Director Richard Sanchez and County Health Officer Dr. Eric Handler during the Employee Recognition Awards ceremony on Nov. 5.*



*Behavioral Health Services (BHS) staff member Bill Hunt celebrated 30 years of service to the County and received recognition from both BHS Deputy Agency Director Mark Refowitz and Financial and Administrative Services Deputy Agency Director Bob Wilson.*

## 25 YEARS



*Celebrating 25 years of County service, Karen Jue received a certificate and pin from Behavioral Health Services Deputy Agency Director Mark Refowitz during the Nov. 5 Employee Recognition Awards ceremony.*

20 YEARS



Medical and Institutional Health Services (MIHS) staff pictured (left to right) Elizabeth Bausman and Grace Eskander celebrated 20 years of service to the County and received a certificate and pin from MIHS Deputy Agency Director Bob Gates.



Environmental Health Director Richard Sanchez and County Health Officer Dr. Eric Handler congratulated Public Health Services staff members for 20 years of service to the County. Pictured (left to right) are Brenda Puepke, Irma Olmis and Molly Meza.

15 YEARS



Jackie Tran from Public Health Services received a 15-year certificate and pin from Environmental Health Director Richard Sanchez and County Health Officer Dr. Eric Handler during the Nov. 5 Employee Recognition Awards ceremony.



Celebrating 15 years of service to the County, Medical and Institutional Health Services (MIHS) staff members pictured (left to right) Dagmar Himmler, Lori Gordon and Mark Johnson received a certificate and pin from MIHS Deputy Agency Director Bob Gates.



Celebrating 15 years of service, Elsa Davis received recognition from Financial and Administrative Services Deputy Agency Director Bob Wilson during the Employee Recognition Awards held on Nov. 5.



Linda Tran and Annette Malijen from Behavioral Health Services (BHS) received a certificate and pin to commemorate 15 years of service to the County from BHS Deputy Agency Director Mark Refowitz.



Environmental Health Director Richard Sanchez and County Health Officer Dr. Eric Handler congratulated Public Health Services staff members for 15 years of service to the County. Pictured (left to right) are Suzanne Volkas, Jeanine Mumford, Juan Altamirano and Heather Luna.

**10 YEARS**



Behavioral Health Services (BHS) staff pictured (left to right) Gregory Manning, Kim Ta, Gladys Yanez, Thomas Shaw, Celia Ochoa and Lilia Blanco received recognition from BHS Deputy Agency Director Mark Refowitz for their 10 years of service to the County.



Celebrating 10 years of service to the County, Veronica Llamas received a certificate and pin from Chief Information Officer Terri Schultz and Financial and Administrative Services Deputy Agency Director Bob Wilson.



Public Health Services staff members pictured (left to right) Viera Hillis, Richard Kite, Joan McDonald and Jennifer Sarin celebrated 10 years of service to the County and received recognition from Environmental Health Director Richard Sanchez and County Health Officer Dr. Eric Handler.

Karen Shifflett from Behavioral Health Services (BHS) celebrated 10 years of service to the County and received recognition from BHS Deputy Agency Director Mark Refowitz.



Medical and Institutional Health Services Deputy Agency Director Bob Gates presented Jane Elder from Emergency Medical Services with a 10-year certificate and pin to commemorate her years of County service.



Financial and Administrative Services Deputy Agency Director Bob Wilson presented David Valadez with a certificate and pin to commemorate 10 years of County service.

**5 YEARS**



Environmental Health Director Richard Sanchez and County Health Officer Dr. Eric Handler congratulated Public Health Services staff members for 5 years of service to the County and presented them with a certificate and pin. Pictured (left to right) are April Anderson, Sharon Bonutto-Smith and Wendy Yen.

*We are taught by great actions that the universe is the property of every individual in it.*  
 —Ralph Waldo Emerson



Behavioral Health Services (BHS) staff members Araceli Garcia-Rocha and Melvin Navarro celebrated 5 years of service to the County and received a certificate and pin from BHS Deputy Agency Director Mark Refowitz.



# HCA Safety "Exceeds"!

The HCA Safety program celebrated the results of the 2009 CEO/Risk Management annual audit with almost 100 Departmental Safety

Representatives (DSRs) during their last quarterly meeting on October 22. This year HCA Safety was able to commemorate their "exceeds" rating with plenty of delicious cake and the company of many of their dedicated DSRs who assisted in making the 2009 safety year a great success.

### The Great ShakeOut Drill Update

During the last quarterly meeting many of the DSRs provided feedback on their experiences during the Great ShakeOut Drill which took place on October 15. The drill was marked by high participation throughout the Agency. During the feedback discussion it was estimated that 95% of all HCA programs participated in the Great ShakeOut - outstanding! Much of the information gathered during the discussion will be utilized to provide better earthquake preparedness here at HCA. The HCA Safety Program would like to recognize and thank all the DSRs who assisted in making this drill extremely successful.

### It's That Time Again...Seasonal Safety Tips!

November is here and that means the holidays are right around the corner. With all the hustle and bustle at this time of year, it is important to keep in mind that the holidays can also be a very accident prone time. In fact, one of the most hazardous activities during the holidays is putting up holiday decorations! With that said, it is a known fact that many HCA programs really enjoy holiday festivities and decorations can often be found at most of our worksites. Here are a few safety tips for decorating around the office.



Celebrating the "Exceeds" Rating during the 4th Quarterly DSR Meeting, pictured (left to right) are HCA Safety and Training Officer April Kearney, Melinda Flores (BHS, AMHS/QRTR), and Gillian TanTardini(Contracts DSR).

- Avoid standing on chairs to hang decorations.
- Always use a step stool or ladder and have a staff member provide assistance for extra support.
- Always check decorations for cracks or breaks.
- Ensure the decorations are UL certified (this means that lights or decorations will not get too hot when plugged into an outlet).
- Avoid the use of extension cords in your area.
- Ensure decorations are not tripping hazards or impeding emergency exits.

## Annual leave payoffs reminder



The suspension of annual leave payoffs is still in effect. All annual leave payoff requests for emergency or unusual circumstances must have prior approval from the Director's Office.

Talk to your supervisor or Human Resources Analyst for more information on how to submit a request when needed. Please do not post hours for a payout on your timecard until approval is granted. For more information on annual leave payoffs, call HCA Payroll at (714) 834-5744.



### 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

## Keep Your Holidays Safe

# Tips for proper food handling & cooking

**F**or many of us, the word “holiday” is a synonym for a get-together involving many people and food. From Thanksgiving to New Year’s (and then Super Bowl Sunday), many of us will have more guests and participate in more cooking than at any other time of the year. Make sure that 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 cart 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. Bac-



teria 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.

### 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, 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’s opaque



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## November’s Fit Business Tip

**N**ovember is the season of Thanksgiving, a time to connect with family and friends. Preparing and eating healthy foods together is a great way to spend time with your loved ones. Persimmons and cooked greens, November’s fruit and vegetable of the month, are great choices to add to your table. Both are good sources of vitamin A & C, as well as fiber.

### Vitamin D

Vitamin D is known as the ‘sunshine vitamin.’ It is sunlight that gives us our daily allowance of vitamin D and it is needed to build strong, healthy bones and teeth. Without it, bones can turn brittle, soft and become misshapen. Make sure to eat foods that have lots of vitamin D, such as lowfat yogurt with berries and lowfat milk. During the winter months there is less sun, which means less vitamin D. So dress warm and go for short walks outside to keep in shape and get some sunlight. All you need is 10-15 minutes of sunshine a day. Higher levels of vitamin D will keep you healthier and happier!

### Don’t Overeat

The holidays are near and that means lots of food! It’s good to treat yourself to your favorite foods now and then. However, the trick is to never make it a habit. Try to eat a fruit or vegetable half an hour before you eat a meal to keep from overeating. The brain doesn’t register being full for at least half an hour, meaning your body may be full but your mind doesn’t know it. Fruit and vegetables are loaded with fiber, which will keep you full longer.

### Persimmon and Cooked Greens

One medium Fuyu persimmon is equal to about one cup of fruit. One cup of Fuyu persimmon is an excellent source of vitamin C, fiber and vitamin A. One cup of cooked collard greens, kale, bok choy, or Swiss chard is also an excellent source of vitamin A.

Vitamin C helps the body heal cuts and wounds and lowers the risk of infection. Fiber helps keep you regular, prevent constipation and feel full. Vitamin A helps maintain good vision, fight infection, support growth and keep skin healthy.

### Health and Nutrition Go Hand-in-Hand

Eating a variety of colorful fruits and vegetables and getting daily physical activity can help your family stay healthy, feel good and may lower the risk of serious health problems like obesity, type 2 diabetes, heart disease and certain types of cancer.

Fall is a great time to set fitness goals. Spend some time to figure out how you can add 10-20 minutes of activity to each day and give it a try for at least three weeks. Once you accomplish that goal, set a goal to increase the intensity of your activity.

### How Much Do I Need?

The amount of fruits and vegetables you need depends on your age, gender, and the amount of physical activity you get every day.

Monthly Fit Business Tips are created by the CA Department of Health and feature a fruit and vegetable of the month and simple tips for healthy eating and physical activity. Each monthly tip also includes ways to incorporate the featured produce into your daily meals. To view past monthly Fit Business Tips, visit [www.cdph.ca.gov/programs/cpms/Pages/Fit-BusinessTips.aspx](http://www.cdph.ca.gov/programs/cpms/Pages/Fit-BusinessTips.aspx).

# HP participates at OCC Health Fair

**A**s part of Health Promotion's STD Education/Sexually Transmitted Disease Community Intervention Project, staff member Laura Buscemi-Beebe hosted a table at Orange Coast College's Health Fair held on October 13 at the campus.

Students were able to receive information on clinic services, STDs, and a new testing service called Hookup, which texts its users free STD clinic information based on the zip code they provide, as well as offers the ability to subscribe to receive HookupWeekly-Tips on sexual health.

Additionally, through a collaborative effort, Health Promotion and HCA Clinic staff at the 17<sup>th</sup> Street Testing & Treatment Clinic (formerly Special Diseases) sponsored 100 free Chlamydia tests for the event.



HCA's Health Promotion Division and 17<sup>th</sup> Street Testing & Treatment Clinic participated in OCC's Health Fair held on October 13 and provided students with information on STDs and a new service called Hookup. Pictured (left to right) are Dr. Felicia Young and Laura Buscemi-Beebe.

# Holiday Hope

**H**oliday Hope is an HCA holiday assistance program that provides 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.

Find it in your heart to volunteer to feed-a-family by donating a grocery gift certificate or a cash donation to purchase grocery gift certificates. Gift card and cash/check donations (made payable to Holiday Hope) can be mailed to:

Holiday Hope – HCA Volunteer Services  
405 W. 5th Street, Suite 300  
Santa Ana, CA 92701

Donations need to be received no later than December 22, 2009. For more information, contact Amber Alford, HCA Volunteer Services at (714) 834-4144 or by e-mail at [aalford@ochca.com](mailto:aalford@ochca.com).



# Blood Drive Planned

**T**he American Red Cross saves lives and you can too! A blood drive is planned for Wednesday, December 9 and Thursday, December 10 from 9 a.m. to 3 p.m. The Red Cross Bloodmobile will be at the County Hall of Administration, Civic Center Plaza for the event.

To schedule an appointment or for more information, contact Amber Alford, HCA Volunteer Services at (714) 834-4144 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, visit [www.HelpSaveALife.org](http://www.HelpSaveALife.org).

## Food Tips

*continued from page 8*

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. 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 not to let children (or adults) eat raw cookie dough or batter from mixer beaters if the recipe you've made



*... continued on page 10*



Pictured (top row, left to right) are Maggie Rawlins, Shelley Vrungos, Thu Do, Ramon Sanchez and Amber Alford. Pictured (front row, left to right) are Gina Quiroz and Sarina Lopez.

## HCA at 2009 United Way Kick-off

The Health Care Agency participated in the County's annual 2009 United Way Kick-Off event held at the Civic Center Plaza on Wednesday, October 7. Booth visitors had the opportunity to purchase ice cream brownie sundaes, County logo printed polo shirts, Halloween balloon themed animals and characters, handmade pens, and various other items.

### Food Tips

*continued from page 9*

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).



### Skills Fair

*continued from page 1*

Management staff and CMS senior and staff nurses. Nurse practitioners from CMH also provided suicide prevention training.



Tamara Spataro, LVN is pictured at the "Oxygen Administration" station with Santa Ana Fire Department personnel.



Dianna Mohrhoff, RN provided educational information to attendees at the "Tuberculosis Skin Testing" station.

Leadership is a potent combination of strategy and character. But if you must be without one, be without strategy.

—H. Norman Schwarzkopf

## Orange County's H1N1 activities

Since Pandemic Influenza (H1N1) 2009 was first identified in California in April of 2009, HCA staff including Public Health Nursing, Disease Control & Epidemiology (DC&E), Family Health, and Health Disaster Management (HDM) have been actively involved in coordinating local H1N1 surveillance and response activities with the California Department of Public Health (CDPH), according to guidance from the Centers for Disease Control and Prevention (CDC).

Public Health staff has been closely collaborating with private practices, hospitals, community clinics, other providers, the Orange County Department of Education, and schools throughout the community to assure effective public and clinical educational guidance, vaccine and disease prevention, and management.

Disease Control and Epidemiology and the Public Health Lab are actively involved in H1N1 surveillance. Surveillance includes obtaining disease reports, testing lab specimens, and analyzing information to determine the best ways to prevent and treat H1N1. Changes in the virulence and epidemiology of the H1N1 virus are determined and the relative contribution of H1N1 and seasonal influenza strains in severe respiratory illness in the community is assessed.

Staff from Family Health, Public Health Nursing, HDM, and many other programs across HCA were joined by Medical Reserve Corps volunteers to assist in scheduling appointments, supporting vaccination clinics and distributing vaccines to community providers.

HCA held several mass Public Health H1N1 Vaccination Clinics for certain target groups. These groups were identified to receive vaccination first as they are at risk for severe complications. The clinics held on October 31 and November 7th in the cities of Santa Ana, Fullerton, Rancho Santa Margarita, Cypress and Irvine, provided approximately 9,059 vaccinations.

Starting on October 30th, the 17th Street Clinic began appointment-only clinics for the same target groups. Appointments are scheduled through the HCA Health Referral Line (HRL), and call volume has been steadily high; at the peak, 19 lines were being answered. With an increase in vaccine availability and the lifting of the CDC H1N1 identified target group restrictions, calls to make H1N1 vaccination appointments through the HRL line are expected to remain high throughout December. A total of 19,663 calls have been received since September, and to date, 9,517 vaccines have been provided through the appointment-only clinic.

HCA staff helped coordinate the distribution of close to



*Crowds gathered early to get in line to receive an H1N1 vaccination during a clinic held on November 7 at Cox Communications in Rancho Santa Margarita.*



*On October 31, one of HCA's first H1N1 vaccination clinics was held at Irvine Valley College for a select target group, which included only healthy children 2 through 9 years of age and close contacts of infants younger than 6 months of age.*

714,000 doses of H1N1 influenza vaccine which were shipped from CDPH to Orange County providers. A further 144,000 doses are expected by early January, and an additional 7 million doses are anticipated to be distributed throughout the state by February.

All Orange County residents who do not have access to H1N1 vaccinations through their medical provider can schedule an ap-

... continued on page 4





# 2010 Annual Compliance Training

**H**eliz Año Nuevo! Prosit Neujahr! Bonne Année! There are different ways to say Happy New Year all around the world—and here at the Office of Compliance, we like to say it with Annual Compliance Training! Annual Compliance training for 2010 will begin in mid-January.

Soon you will receive a letter from HCA Director Dave Riley that will provide you with details about the training. Compliance training will be provided online. 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 online training. Those required to take this training are HCA's regular, extra-help, and contract employees.

The 2010 Annual Compliance Training will cover the following topics: Quality of Care, Conflict of Interest, Breach Response Protocol, and Information Security and Privacy. If you have any questions regarding the Annual Compliance Training, please call the Compliance Office 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.

*If the world seems cold to you, kindle fires to warm it.*  
—Lucy Larcom

# CLPPP paints the County during "Lead Week 2009"

**H**CA's Childhood Lead Poisoning Prevention Program (CLPPP) received proclamations to formally recognize October 18-24, 2009 as "Childhood Lead Poisoning Prevention Week" from the County of Orange and the Cities of Anaheim, Fullerton, La Habra, Orange, Placentia and Santa Ana. Dr. Nancy Bowen, HCA Public Health Chief Medical Officer, accepted the proclamations on behalf of HCA and took the opportunity to raise awareness about childhood lead poisoning, its adverse health effects, and common sources of lead during the proclamation presentations at the City Council meetings.

During "Lead Week," the HCA CLPPP team conducted outreach in the Building Departments of those participating Cities and



*City of Fullerton Mayor Don Bankhead presents Dr. Nancy Bowen with a proclamation to commemorate October 18-24, 2009 as "Childhood Lead Poisoning Prevention Week."*



*The HCA Childhood Lead Poisoning Prevention team receives a proclamation from the City of Anaheim. Pictured back row (left to right) are Dr. Nancy Bowen, Jeff Lane and Jenafer Forester. Pictured middle row (left to right) are Karen Newe, Larry Pritchett and Jan Shoda. Pictured front row (left to right) are Mozghan Mofidi and Fred Chung.*

provided colorful posters and educational materials regarding the U.S. Environmental Protection Agency's (EPA) new lead rule for renovations, repairs and painting activities on pre-1978 buildings. The Consumer Product Safety Commission banned residential lead-based paint in 1978.

The CLPPP team also participated in a week-long forum hosted by National Econ, an environmental organization that provides training on the assessment, mitigation, removal, transport and disposal of hazardous wastes. The focus of the forum was to gather government agencies, trade associations and unions, contractors, as well as other entities that would be

affected by the EPA's new lead rules and hold question and answer sessions.

CLPPP additionally hosted an information booth at the 17<sup>th</sup> Street Public Health where clients were able to receive valuable information on lead poisoning prevention.

Lead poisoning is the number one environmental disease for children under the age of six, causing delayed development, behavior problems, reduced IQ, and many other clinical  
... continued on page 3

## JANUARY HEALTH OBSERVANCES

Cervical Cancer Awareness Month

National Birth Defects Prevention Month

National Blood Donor Month

National Glaucoma Awareness Month

Thyroid Awareness Month

Healthy Weight Week . . . . .17-23



# Medical Records and Contractors

**H**CA Contracts with several clinics in the community. Medical records, which are the legal documents to show treatment of a patient, are held separately for contract clinics and are not held as an HCA medical record.

As defined by the Health Information Portability and Accountability Act (HIPAA), each contractor is responsible to maintain their own records because they are a separate covered entity from HCA.

If an HCA client is referred to a contract clinic, pertinent parts of the HCA medical record are sent with the referral to the contact clinic to be used for continuity of care. This is done directly by HCA clinics.

After the referral has been made, if more patient information is requested by the contract clinic, a signed and valid authorization is required. The authorization is sent to the Custodian of Records office for processing. There is no charge to copy the records for another provider who is treating the client.

If your program has a special question about your records or a records management tip you would like to see in an upcoming issue of the "What's Up" newsletter, e-mail Custodian of Records staff Sue Warnke at [swarnke@ochca.com](mailto:swarnke@ochca.com) or Mary Maicki at [mmaicki@ochca.com](mailto:mmaicki@ochca.com).

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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# New CA law to increase public pool safety

**O**range County Environmental Health's Recreational Health Program is responsible for inspecting 7,300 public pools in Orange County. Public pools include swimming pools, spa pools, wade pools, and special use pools at locations including apartments, condominiums, townhouses, hotels, motels, schools, community parks, commercial sites, health clubs, mobile home parks, and resorts. The goal of the pool inspection program is to minimize safety hazards and the risk of communicable diseases at these pools.



In 2002, seven-year-old Virginia Graeme Baker tragically died after she became trapped on the main drain of a spa pool during a graduation party. This type of suction entrapment occurs when a swimmer, usually a small child, is trapped by the suction forces created by the drain at the bottom of a pool. The Consumer Product Safety Commission (CPSC) reports that from 1999 to 2007 there were 74 cases of pool and/or spa drain suction entrapment incidents, with nine resulting in death. The Virginia Graeme Baker Act (VGBA) took effect in December 2008 and is intended to protect users of public pools and spas in the Nation from these entrapment risks. Effective January 1, 2010 a similar California law becomes effective that is expected to also increase the safety of public pools.

With the recent adoption of a similar State law, HCA's Environmental Health Division will now have enforcement authority to require main drain upgrades. In order to meet the increased workload created by the new standards Environmental Health implemented an abbreviated permitting process specifically for licensed pool contractors who make minor drain cover upgrades. In many cases, construction approval may be obtained over-the-counter with no need for project review or inspections. Although most pool owners, operators, and contractors have taken this avenue, others have opted to also resurface or otherwise upgrade their older pools. When this is the case, full project review and inspections are required.

At this time, approximately half of the public pools in Orange County have submitted paperwork or plans for compliance with the VGBA. The new State law will require owners to submit additional documentation to ensure compliance with the new standards and all work must be completed by June 30, 2010. For more information, visit <http://ochealthinfo.com/regulatory/pool>.

## CLIPP

*continued from page 2*

symptoms. High levels of lead in the body can cause seizures, coma and death. Lead-based paint in the form of loose chips and dust are the most common source of exposure. Other sources of lead exposure include traditional home health remedies, imported candies, toys, jewelry, pottery, cosmetics, hobbies, and take-home exposure from various occupations.

Lead Week highlights the year-round efforts of HCA's CLPPP team to reduce the incidence of lead poisoning in our County through outreach, partnerships with Cities, community based organizations, and businesses, and increasing community awareness. For more information, visit the



HCA's new informational lead retractable posters are used for outreach at various events in the community.

HCA CLPPP website at <http://ochealthinfo.com/lead/>.

# Speeding up mileage claims

**H**CA Payroll strives to process your mileage claims as efficiently as possible in order for you to receive reimbursement as quickly as possible. A mileage claim typically takes two to three pay periods to be paid.

Why so long? As you know, errors on the claim itself along with unauthorized signers can cause claims to be returned for correction. Additionally, Payroll receives many duplicate mileage claims each pay period for various reasons (for example, employees may believe their claims were lost). Duplicate claims require Payroll staff to take time to determine whether a claim is in fact a duplicate, if it has already been paid, or where the original is in the payment process.



Before submitting a duplicate claim, please call (714) 834-7614 and ask if your original claim has been received. As a reminder, only one claim per calendar month should be submitted.

If you have any 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).

# Emergency Shelter Program seeks volunteers

**T**he winter months are upon us once again. Given the current economic conditions, there are many homeless individuals and families in Orange County who are in need of assistance. During the winter months, the County of Orange coordinates an Emergency Shelter Program at the Santa Ana and Fullerton National Guard Armories



which are both tentatively scheduled to remain open seven days a week from December 1, 2009 through April 15, 2009.

While the program is operated by Mercy House, volunteer opportunities are available for County employees. Last year 40,972 bed nights were provided to more than 1,948 homeless individuals at the National Guard Armories. The program offers hot meals, showers, clothing, blankets, a safe place to sleep and shelter from the winter weather, as well as other supportive services.

The success of the program is largely due to the collaborative efforts of County agencies, churches, nonprofit organizations and individuals who generously volunteer their time. Volunteer opportunities include helping the homeless sign-in, distributing blankets or clothing, serving food, and set-up/clean-up.

If you are interested in volunteering, please contact Ashleigh Anderson Camba of Mercy House at [ashleigha@mercyhouse.net](mailto:ashleigha@mercyhouse.net).



# 2010 Safety Trainings

**T**he HCA Safety Program has been preparing throughout this holiday season to ensure that in January, new and important upcoming safety trainings are ready and available for HCA employees.

In 2010, the HCA Safety Program will be offering two additional in-house trainings: Defensive Driving and Supervisor Safety Training. Previously, these required trainings were only offered by the CEO/Risk Management Office. However, to improve efficiency and assist in reducing travel costs associated with trainings, the HCA Safety Program will be offering these classes at various HCA work locations. Announcements regarding the upcoming classes will be made in future newsletter articles and via Departmental Safety Representative communications.



## Upcoming Classes in January

As we look ahead toward January, we will all be preparing for the posting of the Cal/OSHA Summary Log of Injuries and Illnesses for 2009. Cal/OSHA requires all employers to post their Cal/OSHA Form 300A on February 1<sup>st</sup>. To assist with providing a basic understanding of Cal/OSHA and our reporting requirements, the HCA Safety Program is providing Cal/OSHA Log 300 training throughout the month of January. The following training dates and times are available:

- Thursday, January 7<sup>th</sup> from 1:00 p.m.– 2:30 p.m.
- Wednesday, January 13<sup>th</sup> from 2:30 p.m.– 4:00 p.m.
- Tuesday, January 26<sup>th</sup> from 9:00 a.m.– 10:30 a.m.

For further information or to enroll in one of the above classes please call April Kearney at (714) 834-4359.

From all of us here at the HCA Safety Program, have a safe and joyous holiday. See you next year!

## H1N1

*continued from page 1*

pointment to receive vaccine at the HCA 17th Street Clinic in Santa Ana by calling the HCA Health Referral Line at (800) 564-8448.

As the holidays approach and even with the increased availability of H1N1 vaccine, it continues to be important to take simple steps to reduce transmission and illness:

- Cover your cough and sneeze with tissue, your sleeve or your elbow
- Wash hands frequently and use alcohol-based hand sanitizers
- Stay home if you are ill

Individuals at risk of medical complications should notify their health care provider if they become ill and seek treatment early if directed.

The most current local information for the public is available online at <http://ochealthinfo.com/h1n1/> or by calling HCA's Health Referral Line at (800) 564-8448.

# Julie Poulson retires with 37 years of outstanding service

**A**fter 37 years of dedicated service to the County, Health Care Agency and the Orange County community, Agency Director Julie Poulson retires from the Agency this month and plans to enter a new chapter in her life.

"HCA has been an integral part of my life and I have greatly enjoyed serving the people of Orange County in many capacities. I have equally enjoyed getting to know the many talented, dedicated and caring HCA staff through the years," said Agency Director Julie Poulson. "I truly consider HCA staff to be part of my extended family and I will miss the friendships developed working with all of you."

With a new opportunity to travel and spend more time with her family, Julie is also excited about the soon-to-be arrival of her second grandchild. HCA congratulates Julie and wishes her well as she embarks on her new journey into retirement.



## JULIE THROUGH THE YEARS



### Welcome

David L. Riley, Assistant Director, Health Care Agency

### Introduction of Family

Randy Poulson, Alleah, Ben, & Shayne Gogley,  
Creed Poulson, Jacque Koehler

### Presentation of Resolution and Remarks

Supervisor Bill Campbell, Third District

### Remarks

Tom Mauk, CEO, County of Orange

### Remarks

Mike Ruane, CEO, Children and Families Commission

### Presentation of Resolution and Remarks

Bill Habermehl, Superintendent, Orange County Dept. of Education

### Reminiscing

Alleah Gogley, daughter

David L. Riley, Assistant Director, Health Care Agency

### Retirement of Jersey and Induction into the HCA Hall of Fame

David L. Riley, Assistant Director, Health Care Agency

### Team HCA Cheer

Bambi & the Pom Poms

### Closing

JULIE THROUGH THE YEARS



Julie, have a wonderful retirement and I hope you find some new hobbies to fill your days. After all, the past 37 years working at HCA was just a hobby that you happened to get paid for! Congratulations!  
—Prity Thanki



LEADING CAN BE FUN!



*Thank you Julie, for your encouragement, leadership and legacy, your dedication and service, and thanks for how much you have blessed me.*  
—Kevin Smith



*Julie is a wonderful leader, colleague, and friend. Julie's intellect, determination, courage, professionalism, and compassion have set the tone for the entire Health Care Agency throughout the last decade.*  
—Dave Riley

WORKS WELL WITH OTHERS



“
 Julie, on behalf of the nurses in the public health nursing division, we would all like to thank you for being an example of what nurses can achieve and as you have said on many occasions, that nurses truly can do anything. We will all miss our #1 nurse.
 ”

—Debbie Chitty



WORKS WELL WITH OTHERS



Julie is the matriarch of the HCA family. She is a committed public servant and a true leader who has inspired tremendous loyalty amongst her staff (both current and former). Once you have been a part of the HCA family, you always feel that you are still a member, even if you have left the nest. Julie has also reinforced the value of a work/life balance for her staff and has encouraged team building activities such as United Way and OC Idol events. I am thankful that she encouraged me to work hard and play hard. I will always appreciate all that she taught me and the professional growth opportunities she allowed me.

—Dori Malloy





66

Special thanks, Julie, for bringing me into the HCA family. I've learned so much from your example. Congrats on your retirement and being able to finally spend time with your grandbabies. I'll be waiting to hear all your new "grandma" tips!

—Holly Veale



66

Julie, Congratulations on your retirement. Thank you for the opportunities that you have given me, as well as the opportunity to work for you. We will miss the "nurse in charge." Enjoy your retirement.

—Jeff Nagel



REMEMBERING OLD FRIENDS AND COLLEAGUES

You have always been a supporter of communication and working together. Under your leadership, the divergent parts of the Agency have come together as a team, and we have developed many partnerships in the community. Your legacy will be that of the "Great Collaborator." We will miss you. Best wishes in your retirement and have fun with the grandchildren. There is incredible joy to be had in developing the next generation.

—David Thiessen



Wishing you the best in your retirement. I know you will enjoy the time spent with your family, especially your grandchildren, as well as traveling to new places. You will be missed and fondly remembered by many.

—With much appreciation, Estela Ortiz



MEMORABLE ACHIEVEMENTS



*Julie, I hope you have a wonderful retirement. I'll join you there soon. GO BRUINS!*  
 —Alice Sworder

