



# Archived Document

**Archive Disclaimer:** The following Health Care Agency document is for historical purposes only. The information provided was accurate at the time it was originally presented. The Health Care Agency does not review past postings to determine whether they remain accurate, and information contained in such postings may have been superseded. We accept no responsibility and specifically disclaim any liability for readers' use of information contained in any archived document. By viewing these archived materials, you acknowledge that you understand this cautionary statement.

## JHS receives State accreditation

**T**he Health Care Agency's Juvenile Health Services (JHS) recently received a two-year Accreditation for three of its juvenile facilities. The three facilities in Orange County are among 15 accredited facilities in the state of California.

Accreditation status indicates that JHS has met standards set by the California Medical Services Association Institute for Medical Quality (IMQ), in addition to those set by State law, that are focused on improving medical care and health services in the juvenile setting.

"The Health Care Agency believes that providing quality health care for minors housed within the Probation Institutions is of high priority, and is proud of staff efforts toward achieving this accomplishment," said Terre Duensing, Division Manager for HCA's Institutional Health Services Division. "This achievement is the result of months of planning and collaboration between HCA and the Probation Department."

The formal two-day survey by IMQ was conducted last July and covered the full spectrum of medical, psychiatric and dental care. Standards must be met in six areas: Administration, Personnel, Care and Treatment, Pharmaceuticals, Health Records and Medical/Legal Issues. Implementing and maintaining health care practices commensurate with the IMQ

Standards assures that JHS is meeting or exceeding a level of care widely accepted by the medical community as constituting quality health care.

Juvenile Health Services provides medical, dental, nursing, and pharmaceutical services at a community standard of care for children housed at Juvenile Hall, Youth Leadership Academy, Joplin Center and the Youth Guidance Center facilities operated by the Probation Department and contracts with hospitals for inpatient specialty care. For more information, visit HCA's Medical and

Institutional Health Services webpage at [www.ochealthinfo.com/medical/about.htm](http://www.ochealthinfo.com/medical/about.htm).



To commemorate the occasion, an event was held in December at Juvenile Hall where accreditation certificates were presented. Pictured (left to right) are Terre Duensing, IHS Division Manager; Dave Riley, HCA Director; Bob Gates, MIHS Deputy Agency Director; Colleen Preciado, Chief Probation Officer; and Mark McDorman, Juvenile Health Services Program Manager.

## Soto named IHS Employee of the Quarter

**C**ongratulations to Margarita Soto, Institutional Health Services (IHS) Pharmacy Technician, on receiving the first IHS Employee of the Quarter Award. IHS Division Manager Terre Duensing, Medical & Institutional Health Services (MIHS) Deputy Agency Director Bob Gates and various division administrative managers presented Margarita with the award on December 8.

Margarita is noted as a hardworking and reliable employee. She takes full ownership of her position within Correctional Medical Services and has made employee safety a personal concern. After completing the required five safety certification classes to become a Certified Safety Representative, she is now the Designated Safety Representative for the Men's Jail. Her first project was to ensure ergonomic safety for pharmacy staff. She reviewed



Pictured (left to right) are Sean Berry, Chief Deputy Probation Officer and Mark McDorman, Juvenile Health Services Program Manager.

... continued on page 4



# For the Good of the People

For many years the United States Congress has worked diligently to protect the health and welfare benefits of the nation's elderly and poor by implementing legislation to remove opportunities for fraud, waste and abuse of these taxpayer funded programs. To this end, certain individuals and businesses are prohibited from participating in Federally-funded health care programs. The Office of Inspector General (OIG) established a program to exclude (or sanction) individuals and entities affected by these various legal authorities.

The effect on HCA of an exclusion/sanction is:

- No payment will be made by any Federal health care program (e.g., Medicare and Medi-Cal) for any items or services furnished, ordered, or prescribed by an excluded/sanctioned individual or entity.
- No program payment will be made for anything that an excluded person furnishes, orders, or prescribes. This payment prohibition applies to the excluded person, anyone who employs or contracts with the excluded person, any hospital or other provider where the excluded person provides services, and anyone else.

The Health Care Agency conducts Sanction Screening to follow through with the government's mandates. Bases for exclusion or sanction include convictions for program-related fraud and patient abuse, licensing board actions and default on Health Education Assistance Loans.

HCA sanction screening checks must be completed *before*:

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

In October 2009, a Kansas Hospital had to pay \$33,187 in penalties for allegedly employing an individual that it should have known was excluded from participation in Federal health care programs. Let's make sure that this does not happen to the Health Care Agency.

Portions of this article were obtained from the OIG website. For further information on this subject you may go to <http://oig.hhs.gov/fraud/exclusions.asp> or contact the Office of Compliance at [officeofcompliance@ochca.com](mailto:officeofcompliance@ochca.com) or (714) 568-5614.

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

Editors . . . . . Tricia Landquist  
Deanne Thompson  
Anne Fialcowitz

Phone . . (714) 834-6644  
E-mail . . tlandquist@ochca.com  
FAX . . . . (714) 834-7644  
Pony . . . Bldg. 38-S, 4th Floor

Age is an issue of  
mind over matter.  
If you don't mind,  
it doesn't matter.  
—Mark Twain

# County sets 2010 Census goals

Orange County is joining with many other local governments and community organizations to encourage complete participation in the 2010 Census as a great deal is at stake for those who live and work in the County.

The Census is a count of the nation's population that determines how more than \$4 trillion will be allocated to local and state governments over the next 10 years. To make sure that funding is fairly and accurately distributed, it is important to count everybody, count them only once, and count them in the right place. Census information also helps to shape decisions about public health, housing, transportation, education, senior services and much more. Finally, the Census helps to determine which states gain or lose representation in Congress and the information is used for redistricting of local and state elected offices, like the Board of Supervisors and the California Legislature.

The goal of the 2010 Census is to count all residents living in the United States on April 1, 2010. The U.S. Census Bureau does not ask about legal status of respondents in any of its surveys. To help ensure our increasingly diverse population can answer the questionnaire accurately and completely, about 13 million bilingual Spanish/English forms will be mailed to house units in neighborhoods identified as having higher levels of Spanish speaking residents. Census forms in Spanish, Chinese, Korean, Vietnamese and Russian, as well as language guides in 59 languages, will be available on request.

With one of the shortest questionnaires in history, the 2010 Census asks for name, gender, age, race, ethnicity, relationship information, and whether you own or rent your home. The form takes 10 minutes for the average household to complete. Responses to the 2010 Census are used for statistical purposes only and are strictly confidential.

As the 2010 Census grows near, encourage your co-workers, family, friends, and clients to accurately complete and promptly return their Census forms. We're counting on them being counted so that Orange County gets its fair share of funding and is properly represented at the state and national levels.



## Ringling in a Safe 2010

**A**s many of you are aware, safety is a top priority at HCA. The main goals of the HCA Safety Program are to increase safety awareness, comply with applicable Cal/OSHA regulations, and minimize work related injuries. To assist the Safety Program in accomplishing the goals of the Agency, the program has established designated safety personnel at each program location. These program safety personnel are known as Departmental Safety Representatives (DSRs) and can be found at all worksites throughout HCA. If you are unsure of what a DSR does, 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?**

Departmental Safety Representatives (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 duties throughout the year such as facility inspections, maintaining safety records, and communicating with the HCA Safety Program regarding safety related matters.

### **What resources are available to assist and support the DSR?**

The Certified Safety Representative Program has been established by CEO Safety and Loss Prevention to provide DSRs, or any County employee, further knowledge on key topics regarding safety related issues. This program also allows HCA employees the opportunity to become certified in safety. To obtain cer-

## **New process for HCA**

# Scanning/storage of inactive medical records

**T**his year brings exciting new improvements to the HCA records management process. Inactive medical records are now scanned and stored electronically through HCA's new vendor, Matrix. Custodian of Records (COR) will coordinate this process with the vendor and manage the multiuser contracts.

This process will improve productivity and enhance security at HCA. In the past, inactive medical records were transferred to microfiche which proved to be cumbersome in terms of storage and retrieval. Digital records allow quick, efficient processing by staff through a secured server. This will improve the Agency's ability to comply with patient record request turnaround time guidelines.

When your closed charts are ready to be scanned, contact Jackie Bernard at COR 714-834-3536 to receive a Scan Job Number which will refer to the grouping of records. Records must be prepared for scanning and the boxes should be properly labeled. A list of records must be placed inside each box with the Medical Record Number (MRN) or (OCN) field from IRIS. Watch for updated Scan Job instructions on the Custodian of Records (COR) intranet webpage.

Only mental health charts with a (MRN) may be sent for scanning. Management Information System (MIS) charts will not be stored using the new scanning process. These records should be sent to the Records Retention Center with the approval of program management, as applicable. Please keep in mind that each clinic is responsible for keeping track of their record locations.

For Record Retention Center instructions, go to <http://ocintranet.ocgov.com/rc/index.asp>.

Stay tuned for new updates on this new and exciting project for HCA. If you have questions, contact HCA Records Manager, Mary Maicki at [mmaicki@ochca.com](mailto:mmaicki@ochca.com).

tification, all trainings must be completed within a 12-month period. The steps below outline the simple process to follow to obtain safety certification:

- Discuss your interest in becoming safety certified with your Supervisor or Manager. Obtain your supervisor's approval for participation.
- Register and complete at least five (5) safety classes sponsored by the CEO/Risk Management Office or the HCA Safety Program within a 12-month period.
  - ♦ For a list of class schedules visit the CEO/Risk Management web site on the County Intranet [http://intra2k3.ocgov.com/ceo\\_risk\\_mgmt/index.htm](http://intra2k3.ocgov.com/ceo_risk_mgmt/index.htm)
  - ♦ To obtain the HCA Safety Program class schedule, or for further information, please contact the HCA Safety and

Training Officer, April Kearney at (714) 834-4359.

- At the **first safety class** attended, inform the trainer of your goal to become certified. The trainer will provide the appropriate paperwork to be submitted upon the completion of the fifth and final class.
- Once all classes are completed, submit the proper paperwork and notify the trainer and the HCA Safety Program that all classes have been successfully completed.
- You will receive your certification at the following HCA Quarterly DSR Meeting.

It's that simple! Becoming certified will support HCA's continuous effort toward becoming the safety leader throughout the County of Orange in 2010 and beyond.

# Operation Santa Claus huge success

**H**CA Volunteer Services would like to thank all the employees who donated to the successful Operation Santa Claus Toy Drive for 2009. HCA had four drop-off locations and saw an increase in donor response from last year. The donations were sent to the Operation Santa Claus warehouse where HCA staff shopped for approximately 2,800 gifts and stuffed animals. Thank you to all the donors who helped to make sure there were enough toys on the shelves for its recipients.



*Pictured (left to right) are Sylvia Goldie, Ramon Sanchez, Julie Ontiveros and Amber Alford who assisted shoppers at the Operation Santa Claus warehouse during HCA shopping days.*

## Soto

*continued from page 1*

current workstations for pharmacists and pharmacy technicians and researched opportunities to provide ergonomic equipment at no cost by recycling adjustable keyboard trays from another program. In addition, she volunteered to be a N-95 Respirator 'fit tester' for the Pharmacy staff and other departments.

As a recipient, Margarita's name has been engraved on a perpetual plaque which is displayed in the Pharmacy Department until the next quarter's award is presented. The plaque reads "County of Orange Health Care Agency Institutional Health Services hereby honors and recognizes Employee-of-the Quarter for the Exemplary Performance of Providing Medical Care, Mental Health Care, Dentistry, Pharmacy, Medical Records, Medical Supplies, CONREP Oversight and Support Services for the Adult and Juvenile Population within Orange County Institutional Facilities; Significant Professional or Educational Accomplishments, Leadership, or for other Achievements that Reflect Honor and Distinction on the County of Orange and the Health Care Agency, Institutional Health Services Division."

## FEBRUARY HEALTH OBSERVANCES

AMD/Low Vision Awareness Month

American Heart Month

National Cancer Prevention Month

National Children's Health Month

National Wear Red Day . . . . . 5

National Donor Day . . . . . 13



# 2010 Withholdings

**I**f your filing status, exemption allowance, or exempt status needs to be changed, you will need to file an amended Form W4/DE4, Employee's Withholding Allowance Certificate. A filing status and number of withholding allowances on Form W4/DE4 must be specified (you cannot simply specify a dollar amount of withholding).

Employees must file an amended form within 10 days if allowances decrease due to a divorce, separation, etc. If there are no changes, no action is necessary. If filing exempt, employees must file a new form no later than February 16, 2010. Withholding schedules and W4/DE4 forms can be found on the HCA Employee Intranet under the Payroll section at <http://intranet.ochca.com/payroll>.

The State Franchise Tax Board (FTB) requires employers to send a copy of the W4/DE4 certificate if any of the following conditions are met: claiming 10 or more withholding allowances; claiming exemption from State or Federal income tax withholdings; making major changes to the form; or admission that a form contains false information. The County will continue to treat the current certificate on record as valid unless notified in writing by FTB of the proper marital status and number of allowances to use for California withholding purposes. (See DE35, Notice to Employees by visiting EDD Web site at [www.edd.ca.gov](http://www.edd.ca.gov).)

Please forward the completed Employee's Withholding Allowance Certificate Form W4/DE4 to **Auditor-Controller, Central Payroll**:

**Pony Mail:** Building 12, Room 304

**In Person:** 12 Civic Center Plaza, Room 304, Santa Ana

**USPS Mail:** P.O. Box 567, Santa Ana, CA 92702-0567

**Central P/R Fax:** (714) 796-0147

**Do NOT forward the completed form to hca payroll** as it may delay processing. For any other payroll questions, including the use of VTI, 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).

## Rates to change

**E**ffective January 1, 2010, the rates for mileage reimbursement were changed. To view the changes, visit the County Intranet website at <http://intra2k3.ocgov.com/AC%20Intranet/CentralOperations/ClaimsDisbursing/Mileage%20Rates.pdf>. Please note the Rate/Code for 250 or more miles for the period of January 1, 2009 through December 31, 2009 has been changed to MI65.

The online 2009 Mileage Claim Form will be modified to reflect the new Rate/Code for 250 or more miles. This and the new 2010 Mileage Claim Form will be available online by the end of January 2010.

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

## Mobile Unit serves Civic Center homeless

The newly expanded Mobile Multi Service Center visited the downtown Santa Ana Civic Center area on Tuesday, January 12<sup>th</sup> to provide flu vaccinations to the homeless people in the area. The mobile unit strives to reach homeless families and individuals with medical needs and helps to overcome some of the barriers that prevent the homeless from receiving adequate services.

The Orange County Board of Supervisors; HCA Director Dave Riley; County Health Officer Dr. Eric Handler; OC Community Services Director Karen Roper; and Paul Leon from the Illumination Foundation were among several in attendance.

The Mobile Multi Service Center is a one-stop hub that acts as a point of entry for homeless individuals and families to receive supportive services from nearly 60 agencies ranging from housing and employment to education and medical services. The service center's expanded services are offered through funding made available by the Orange County Board of Supervisors and the U.S. Department of Housing & Urban Development.

After the event, the Board of Supervisors approved the County's draft Ten-Year Plan to End Homelessness during the scheduled board of supervisors meeting.



*Pictured (left to right) are Bernie DeMarkey, Giving Children Hope Board Member; John Ditty, Giving Children Hope Co-Founder, President & CEO; Paul Leon, Illumination Foundation; Dr. Eric Handler, County Health Officer; and Dave Riley, HCA Director.*

Approval of the draft Ten-Year Plan will establish regional goals and strategies necessary for ending homelessness over the next decade and enables Orange County to remain competitive for Federal Homeless Assistance funding.

The Ten-Year Plan to End Homelessness is available online at [http://egov.ocgov.com/vgnfiles/ocgov/OCCS%20-%20Housing/Docs/10YrPlan\\_Homeless\\_Prevention.pdf](http://egov.ocgov.com/vgnfiles/ocgov/OCCS%20-%20Housing/Docs/10YrPlan_Homeless_Prevention.pdf).

*... more photos on page 6*

## HCA staff suggest budget savers to CEO

In December 2008, County Executive Officer Thomas Mauk provided County employees with the opportunity to become part of the budget balancing solution. A special website was created to solicit suggestions from County Employees that would yield cost savings or revenue generation.

The employees have responded! More than 2,000 suggestions were received, with approximately 150 of those coming from the Health Care Agency. The potential value is estimated at over \$6,000,000!

Some of the most profitable or easily executed ideas have already been or are in the process of being implemented. Revenue

is being generated or saved through:

- Alterations to clinic operating hours
- Warehouse consolidation
- Contract review
- Program consolidation
- Staffing and schedule modifications
- Unused phone line termination
- Increased use of generic medications

Suggestions were received from many service areas and reviewed by the CEO's Office. Further evaluation was conducted by other departments and organizations, including the HCA Labor Management Committee. Some of the

ideas were not implemented because of compliance requirements, program mandates, and labor agreements.

Everyone is encouraged to continue seeking opportunities to "step-up" and help with the budget crisis. Look for cost saving or revenue-generating opportunities that can be applied to your service area, or areas with which you are familiar. Consider measures being taken in the public and private sectors, suggestions from fellow employees, and ideas from family and friends. If you have an idea that has the potential to save or generate funds, the County wants to hear from you!

Please submit your suggestions online at <http://budgetsavers.ocgov.com>.

# Third class graduates from leadership program



**O**n January 20, 2010, HCA's Leadership Development Program honored its third class of graduates, adding to the alumni 26 more graduates; 24 from Level I and 2 from Level II. HCA Director Dave Riley spoke at the graduation and encouraged graduates to apply their new knowledge. HCA's Executive Team, managers and supervisors, Cal State Fullerton and Public Service Institute (PSI) partners were in attendance and were treated to inspirational presentations made by two of the graduates, Vida Mofidi from the Public Health Lab and Sakina Shah from Purchasing. For more information on the HCA Leadership Program and how you can participate, please visit the HCA intranet site at <http://intranet.ochca.com/hr/tsd>.

## Dealing with Subpoenas

**A** subpoena is a legal notice in a court matter that involves the production of records and/or the appearance of a witness to give testimony in that legal matter.

A subpoena is regulated by various State and Federal laws. These laws mandate that the subpoena must be served properly, must have a proper response, the due date must be met, the correct documents must be certified and the appearance of a witness may be required.

The HCA Custodian of Records (COR) office is the designated office to receive the service of all subpoenas for the Agency. Because of the stringent regulations regarding subpoenas, the COR office ensures that HCA is not in contempt of court for non-response or improper response to a subpoena.

Privacy regulations must be reviewed for all records and testimony that are responsive to a subpoena. Sometimes, records or testimony cannot be released because a signed authorization is

... continued on page 4



*Pictured (back row, left to right) are Sakina Shah, Della Lisi, Perla Peralta, Paula Beau, Sujata Swaroop, Sandra Banuelos, Elizabeth Curtiss and Christine Caudill. Pictured (middle row, left to right) are Rebecca Robinson, Mari Tafoya, Vida Mofidi, Claudia Garcia, Myra Kanter, Martha Veronica Ramirez and Virginia Fernandez. Pictured (front row, left to right) are Jessica Warren, Rita Gore, Lorealee Page-Ortiz and Cadiz Gonzalez.*



*HCA Director Dave Riley congratulated HCA's third class of Leadership Program graduates during an event held on January 20<sup>th</sup>.*

### The 2010 Census:

## Just 10 simple questions!

**I**f you participated in the 2000 Census, you may notice big changes when the 2010 Census form arrives in March. For the first time since 1930, all addresses in the U.S. will receive a census short form.

In recent census surveys, most addresses received one of two forms: either the short form, which focused on the population count and demographics; or the long form, which included additional questions on socioeconomic and housing characteristics. In 2000, about one-in-six addresses received the long form.

After a decade of testing and development, the U.S. Census Bureau launched the American Community Survey (ACS) in January 2005. The ACS is officially part of the decennial census and includes essentially the same questions as the old long form. Rather than once a decade, the ACS is sent to a sample of addresses every month to provide current data for all geographic areas of the country.

The 2010 Census form has just 10 questions, asking for name, gender, age, race, ethnicity, relationship, and whether you own or rent your home. It will take only about 10 minutes for the average household to complete. When the Census form arrives in March, fill it out and return it as soon as possible to help ensure a complete count!



# MRC Program Manager steps down

**T**he Orange County Health Care Agency expresses sincere thanks for a “job well done!” to Peggy McCormick as she steps down as the Medical Reserve Corps (MRC) Program Manager to explore a new career path with HCA Human Resources. Peggy has spearheaded the MRC program for the past five years and made Orange County’s MRC program a national model.

The Orange County Medical Reserve Corps has over 1,000 medical and non-medical professionals who are willing to assist when the call for help is sent out in an emergency or disaster. MRC volunteers were activated during the 2007 and 2008 Fires and helped in early 2009 in the middle of the night to receive anti-viral inventories in response to H1N1. Late in 2009, they were once again called into action to help support the Public Health H1N1 and seasonal flu vaccination clinics. A major highlight was helping school district nurses with flu clinics and continuing Public Health Clinics into 2010.

Peggy’s impressive work has earned her seats on several local, state, and national advisory committees such as a division of the Office of the Governor’s Medical Reserve Corps Council, the National Association of City and County Health Officials, and the National Medical Reserve Corps Leadership Conference.

Peggy’s move will be felt far and wide, but we wish her all the best in her new role with HCA. We welcome Tuoi Tran as she assumes the role of MRC Coordinator, carrying on Peggy’s good work to the next phase of the program.



# Avoid additional paperwork by double-checking codes *before* clicking “Submit”

**H**CA Payroll receives, at times, a notification that Regular Hours (RH) were posted on an employee’s timecard on a normally scheduled workday when the employee was



actually absent. More often than not, these timecards were retrieved by supervisors (by using the “Get” button), completed, and certified on behalf of absent employees. A correction must then be made to transfer RH hours to a leave

balance, such as Annual Leave.

“What’s the big deal?” some may ask. Normally, it’s not a big deal; but at times it IS, and causes unnecessary difficulties for employees and the loss of several productive hours by Human Resources, Payroll, and Central Payroll:

- If an error is caught in time before timecards are uploaded

into the system on a non-payday Friday morning, Payroll will contact the supervisor and return the timecard for correction and resubmission.

- If discovered after the upload, then the supervisor must complete and submit a Timecard Adjustment Form to Payroll. Depending upon the circumstances, Payroll must research to confirm available employee balances and either directly input a prior period adjustment or submit the correction to Central Payroll for input. The correction may or may not be reflected in the employee’s next paycheck, depending on when the error was discovered.
- However, the REAL problem occurs when the employee has insufficient or no leave balances to cover the error.

Payroll must first calculate what the employee owes the County. Human Resources then works with the employee to develop a repayment agreement, which must be approved by Central Payroll before the employee can sign it. Payroll then tracks the repayment(s) for the duration of the agreement, sometimes lasting several months or more. The process is further exacerbated if the employee had terminated before the error could be addressed.

Remember, timecards are considered legal documents. Please help employees and the County avoid unnecessary costs and hardships by simply taking the time to ensure that the proper pay codes are posted to your employees’ timecards. If you have any doubt, contact HCA Payroll 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).





**Don't forget!**

# Complete your Compliance Training by March 31!

**T**hank you to the HCA Workforce for completing Compliance Training at a record setting pace. If you haven't had a chance to complete Compliance Training, March is just around the corner. Please make sure that everyone completes the 2010 Annual Employee Compliance Training by March 31, 2010.

This mandatory Employee Compliance Training is required for all HCA regular, extra help, and Personal Service Contract employees. The 2010 Compliance Training focuses on (1) how to identify, prevent and correct potential conflicts of interest, (2), how to respond to a security or privacy breach, and (3) the procedures the HCA Information Security team has in place to protect our data systems.

If you have not completed 2010 Annual Compliance Training, you can start by

- Clicking on this link: [www.ochealthinfo.com/training](http://www.ochealthinfo.com/training) (HCA Internet)
- Select the 2010 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.

**COMPLIANCE**  
**866.260.5636**

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



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

## Subpoenas

*continued from page 2*

required even with the subpoena. Or an order of the court may be necessary. The Custodian of Records is responsible to assist the Agency staff in these matters.

HCA is served with approximately 700 to 800 subpoenas every year. The following guidelines are in place to ensure all subpoenas are processed correctly:

- Refer any inquires about a subpoena to the COR
- If a subpoena is mailed or faxed directly to an employee, contact the COR office immediately
- Do not contact the attorney about a subpoena unless directed by the COR office
- Records must be provided by the correct due date
- Instructions are provided to each witness by the COR office before appearance in court

For additional questions, contact:

Custodian of Records  
Sue Warnke at (714) 834-3079  
200 W. Santa Ana Blvd., #125  
(Park Towers Bldg.)  
Santa Ana, CA 92701  
Fax (714) 835-9312

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

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

Editors . . . . . Tricia Landquist  
Deanne Thompson  
Anne Fialcowitz

Phone . . (714) 834-6644  
E-mail . . tlandquist@ochca.com  
FAX . . . (714) 834-7644  
Pony . . . Bldg. 38-S, 4th Floor

## MARCH HEALTH OBSERVANCES

- National Brain Injury Awareness Month
- National Colorectal Cancer Awareness Month
- National Nutrition Month®
- Save Your Vision Month

- National Patient Safety Awareness Week . . . . .7-13
- National School Breakfast Week . . . . .8-12
- National Poison Prevention Week . . . . .14-20
- World Tuberculosis Day . . . . .24

*The fundamental job  
of a toddler is to  
rule the universe.*  
—Author Unknown



# HCA Workplace Accident Reporting Procedures

**A**ccidents in the workplace can occur at any time. For employees, injuries can cause physical, emotional, and sometimes financial damage. Employers are also affected by workplace injuries, due to substantial costs, loss of production and lost time. It is important for both employees and employers to take prevention of occupational accidents seriously.

Unfortunately, accidents may happen even when the best prevention policies and procedures are in place. It is important to remember that California law requires employers to take prompt, specific action in every instance of occupational injury or illness. Supervisors are an important part of the reporting process and are responsible to ensure timely and accurate documentation and reporting of workplace injuries.

To ensure that all injuries are reported in a consistent and timely manner, please review the following steps for reporting workplace injuries:

1. Employees who are involved in a workplace injury must be provided the following documents within 24 hours:
  - ◆ Worker's Compensation Claim Form (DWC-1)

- ◆ Medical Service Authorization Form signed by a Supervisor
  - ◆ Other forms as indicated in the Worker's Compensation packet located on the HCA Safety Program intranet web page
2. Supervisors must complete the following forms available on the HCA Safety Program intranet web page.
    - ◆ Employer Report of Occupational Injury (Form 5020); this form must be completed and submitted online within 24 hours of employer's knowledge of injury
    - ◆ Special Incident Report
    - ◆ Supervisor's Investigation of Injury Form
  3. Supervisors must forward copies of the completed Form 5020, Special Incident Report, and Supervisor's Investigation of Injury Form to the HCA Safety Program

This information and additional information found on the HCA Safety Program intranet web page will provide basic direction regarding the injury and illness reporting process and which forms are required if a workplace injury should occur at your worksite. For



further information regarding workplace accidents an reporting procedures, please contact April Kearney, HCA Safety and Training Officer, at (714) 834)4359.

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

On January 27, the HCA Safety Program hosted the first quarterly Departmental Safety Representative (DSR) meeting for 2010. Almost 100 dedicated DSRs attended this informative meeting that provided discussions and training on Cal/OSHA logs, DSR responsibilities, and other safety related matters.

In addition, the DSRs were provided countywide safety updates by the new County Safety Manager, Mark Carleson from the CEO/Safety and Loss Prevention Program.

At the Quarterly meeting, the HCA Safety Program also awarded certificates to all DSRs who recently became Certified Safety Representatives (CSRs). Below is a list of HCA employees who have recently become certified and have demonstrated outstanding effort and commitment to the HCA Safety Program.

- Lisa Specht . . . . . California Children Services
- Tina Aguilar . . . . . Children & Youth Services
- Kathy Jenkins . . . . . QIPC/Children & Youth Services
- Maria Avalos . . . . . DCE/Pulmonary Disease
- Yaneli Monge . . . . . Adult Mental Health
- Maria Lopez . . . . . Pulmonary Disease
- Irma Anthony. . . . . Public Health Nursing
- Prudence Darley . . . . . Epidemiology

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

*... additional photo on page 6*



*Mark Carleson the new County Safety Manager for the CEO/Safety and Loss Prevention Program shares safety updates at the HCA Quarterly DSR Meeting.*

... additional Safety photo



Pictured (left to right) are Prudence Darley; Maria Lopez; April Orozco (for Irma Anthony); April Kearney, HCA Safety and Training Officer; Maria Avalos; Kathy Jenkins; Yaneli Monge; and Roxanna Osborn (for Lisa Specht).

... additional Mobile Unit photos



The Mobile Multi Service Center visited the Santa Ana Civic Center area on Jan. 12 to provide flu vaccinations to the homeless. The Board of Supervisors and County staff were also on hand to discuss the County's draft Ten-Year Plan to End Homelessness.



Pictured (left to right) are Dr. Clayton Chau and Dr. Eric Handler.

# February is American Heart Month



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

Learn how to keep your heart healthy by leading a healthy lifestyle. The American Heart Association has designed "Life's Simple 7," which are steps on how to best live to keep your heart healthy. These measures have one unique thing in common—any person can make these changes, the steps are not extensive to take and even modest improvements to your heart



will make a big difference. Start with one or two:

- Get Active
- Eat Better
- Lose Weight
- Stop Smoking
- Control Cholesterol
- Manage Blood Pressure
- Reduce Blood Sugar

Help spread the word about the effects of heart disease and encourage others to learn more about the benefits of leading a healthy lifestyle. 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).

*You can't help getting older,  
but you don't have to get old.*  
—George Burns

# Mobile Multi-Service Center brings vision and medical care to San Juan Capistrano

**W**hat do you do when you advertise an event and hundreds show up an hour ahead of time? You smile and find a way to serve as many as you can. On Wednesday, February 17<sup>th</sup>, the Health Care Agency participated in an overwhelmingly successful Mobile Multi-Service Center Clinic (MMSC) in San Juan Capistrano.

The clinic featured the launch of free vision care services, offered by a consortium of ophthalmologists, optometrists, opticians, technicians, students and ancillary staff. HCA partnered with SSA, the Illumination Foundation partners and other private organizations to bring free medical care, health education and referrals, H1N1 vaccines, and linkages to health insurance, housing, employment, legal and social services in a one-stop service center model, the MMSC Clinic. A total of 130 individuals received vision services over the 5-hour period.

Additionally, volunteer nurses gave 115 H1N1 vaccines, 31 people were seen by Kaiser Permanente physicians, and over 40 wrap around services were provided. Clinic hours were extended because physicians did not want to turn

*Many stood in line to receive medical services during a Mobile Multi-Service Center Clinic (MMSC) held in San Juan Capistrano on February 17.*

anyone away.

People of all ages had their vision tested and eyes examined, and more than 100 received free glasses which were primarily prescription glasses. Ophthalmologists diagnosed glaucoma, cataracts, and other medical conditions in about a dozen individuals, and HCA's Public Health Community Nursing is following up to link them to care. Kudos to HCA's Comprehensive Health Assessment Team—Homeless (CHAT-H) program for partnering with the Illumination Foundation to coordinate this remarkable multi-agency, multi-disciplinary, public-private partnership that meets tremendous health needs in Orange County.



# Thomas receives MADD recognition

**C**ongratulations to Kathleen Thomas, Courtroom Services/Courtroom Liaison Manager from HCA Behavioral Health Services on receiving an Individual Diamond Service Award from the Orange County Chapter of Mothers Against Drunk Driving (MADD). The award is given annually to the person/people that MADD feels has contributed in a significant way to keeping the community safe.

Kathleen was selected as a recipient for this recognition for the work she has done to help make the MADD Victim Impact

Panels more efficient. A Victim Impact Panel is a meeting of drivers convicted of alcohol-related violations and/or crashes and is hosted by victims of alcohol related incidents (people whose lives have been significantly affected by drunk driving crashes). Volun-



... continued on page 3



# COR crossword brain teaser

**H**ow much do you know about the HCA Custodian of Records (COR)? Can you guess the answers?

### ACROSS

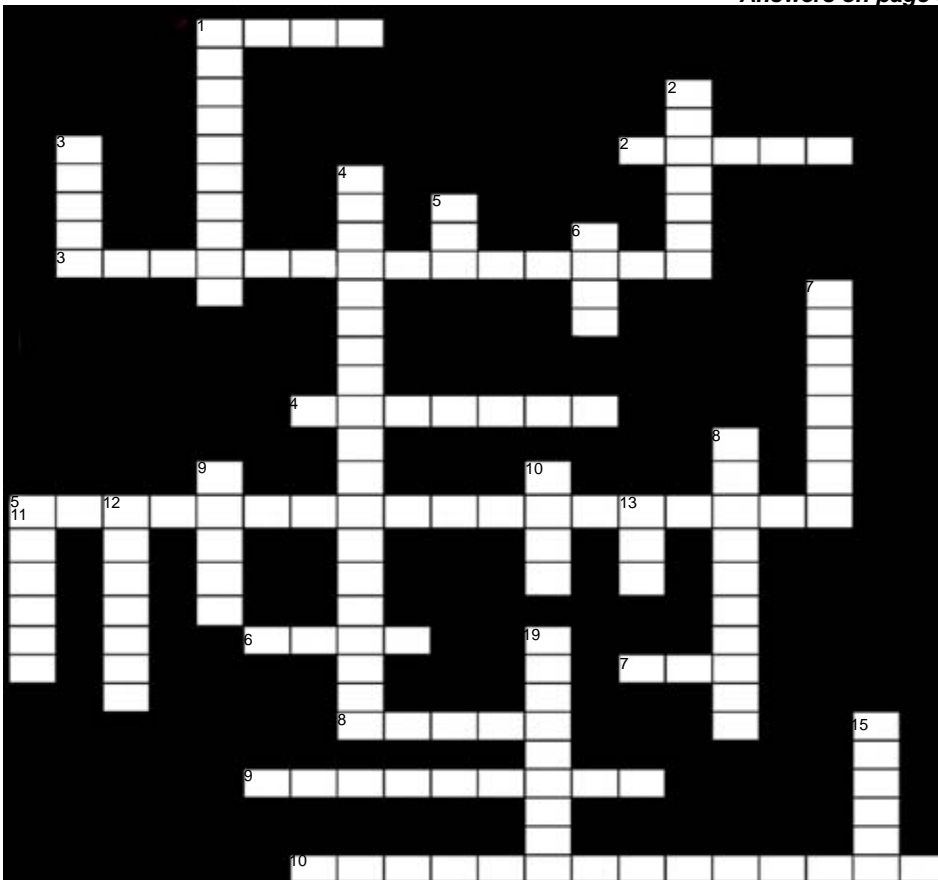
- The Records Manager is \_\_\_\_\_ Maicki (4 letters)
- Director of HCA is Dave \_\_\_\_\_ (5 letters)
- Forms used by COR for PHI (14 letters)
- COR is the Agency's clearinghouse for \_\_\_\_\_ (7 letters)
- COR is an acronym for (18 letters)
- COR staff works as a \_\_\_\_\_ processing patient requests (4 letters)
- Protected Health Information acronym (3 letters)
- Privacy Law (5 letters)
- COR accepts "service" for \_\_\_\_\_ (9 letters)
- HCA Administrative office associated with COR (14 letters)

### DOWN

- Older records not on paper stored at COR (10 letters)
- Sandwich shop near COR (7 letters)
- Public Records requested by the OC Register are referred to as \_\_\_\_\_ requests (5 letters)
- Records regarding a restaurant food

- borne illness are collected from two Public Health Departments; Epidemiology and \_\_\_\_\_ (18 letters)
- Public Record Act acronym (3 letters)
- COR processes over \_\_\_\_\_ thousand patient requests per year (4 letters)
- For legal matters COR refers to County Council's \_\_\_\_\_ (7 letters)
- HCA Department that previously shared office with COR (10 letters)
- COR has a public \_\_\_\_\_ to assist customers (5 letters)
- HCA program that shares the first floor of Park Tower with COR (4 letters)
- COR releases copies or original records? (6 letters)
- COR has a paperless filing system and requests are \_\_\_\_\_ into the computer (7 letters)
- The other HCA program in Park Tower (3 letters)
- How information is entered into the COR database \_\_\_\_\_ (9 letters)
- The Custodian of Records is Sue \_\_\_\_\_ (6 letters)

Answers on page 6



## TECH TALK

# IT Project Management Office

**C**ontinuing with an in depth look into the departments that make up HCA Information Technology (IT), let's review the tight knit group of professionals that make up the Health Care Project Management Office (PMO). With literally several decades of experience in both Information Technology and Project Management, the team weeds through requirements, fact-finding meetings, quotes, tough deadlines, marketing, and last but not least, team building. Project Management is the application of knowledge, skills, tools and techniques to project activities to meet project requirements and is accomplished through the application and integration of the project management processes of initiating, planning, executing, monitoring and controlling and closing.

The HCA/IT PMO consists of five individuals who work on taking concepts and ideas and turning them into technology reality. Starting seasonally in September, PMO requests proposals from HCA programs for the next fiscal year. This is when a lot of up-front research takes place. Typically, the Project Managers review the requests, prepare cost estimates, provide the HCA Budget Technical Unit with cost estimates, and an Executive Summary including recommendations for moving forward. Once projects have had executive and financial approvals they begin the much-defined process known as Project Management.

Once a project has been selected to move forward, IT determines if the technology solution currently exists in-house or if outside resources are needed. Simply put, IT will look at purchasing a product from the outside. To effectively choose

... continued on page 3

**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.

## Tech Talk

continued from page 2

the right product IT needs to create a set of "requirements," or what is it that we want? Will it work in our environment? Will it add value to our business?

After the requirements documentation has been completed IT begins to seek outside parties that closely match what they are looking for in a solution. To look for the correct fit, vendors supply demonstrations, meetings and or documentation. IT also looks at particulars such as experience in the industry, references, cost and ease of use.

Once a solution has been selected and approved, IT starts what they call the "implementation phase." Basically, they begin the project plan, designate team members and begin to align everything that needs to be in place. The Project Manager holds the first "kick off meeting" and schedules periodic status meetings throughout the project. For a while it may appear to the customer that not much is going on, but it is just the opposite. In the majority of cases during this time many things are going on behind the scenes, such as purchasing, configuring and installing a server, testing and documentation, and test users taking the solution through the paces. If everything goes as planned, then IT slides into the finish line with go-live and yet another successful project is completed.

For more information or to see the people that manage HCA IT projects, visit the new IT PMO Intranet page at <http://intranet.ochca.com/it/project>. Or to learn more about the IT submittal process, visit <http://intranet.ochca.com/it/project/process>.

## Thomas

continued from page 1

teen speakers attend to educate possible repeat offenders.

The award was presented to Kathleen during the 23<sup>rd</sup> MADD Annual Law Enforcement and Prosecutors Recognition Luncheon held at the Richard Nixon Library on March 11. For more information about the Orange County Chapter of MADD, visit [www.maddorangecounty.org/](http://www.maddorangecounty.org/).

*Change is the process  
by which the future in-  
vades our lives.*

—Alvin Toffler



# We all play a role in recordkeeping

**T**he Injury and Illness Prevention Program, commonly referred to as the "IIPP," is a Cal/OSHA requirement to ensure that employers meet their responsibility of providing a safe and healthy workplace for all employees. There are eight elements in HCA's IIPP. These elements include: responsibility, compliance, hazard assessment, hazard correction, communication, training, record-keeping and accident investigation.

Throughout 2010, HCA Safety will be providing monthly articles highlighting tips that can assist in compliance with each element of the Agency's IIPP. Last Month, HCA Safety focused on Accident Investigation. This month HCA Safety would like to bring focus to another key element of the IIPP... *Record-keeping*.

One of the major responsibilities for those involved in any type of safety program is recordkeeping. There are many reasons why HCA Safety requires specific records from HCA programs; however, the major reason is that Cal/OSHA routinely requests many documents while conducting inspections and/or investigations. For this reason, all required documents should be easily accessible for Cal/OSHA inspectors within a very short timeframe.

Many HCA employees have periodically brought forth questions regarding records and recordkeeping procedures. HCA Safety would like to address some of those questions to help provide further understanding of the record-keeping process.

### **What is the best way to retain safety records?**

HCA Safety recommends that all safety records be retained in a dedicated binder, commonly known as the "Red Safety Binder." This binder should be kept up to date and in a location that is easily available to all employees. In addition to the Red Safety Binder, HCA programs are encouraged to develop an electronic storage method for their documents. This may be easily achieved by simply scanning records into a common share drive that is accessible to at least the program manager, supervisor, and departmental representative. This back up system of retaining records may become very valuable in ensuring that prior year's documents are not misplaced or unavailable when requested at a moment's notice.



### **What records need to be stored by each program, and how long do records need to be retained?**

Safety records pertaining to each program location must be available at all times. Many of these safety documents include facility inspections with their corresponding confirmations of corrective actions, annual program plans, and safety training presentations including the sign in sheets. Some examples of safety trainings include program specific trainings such as Bloodborne Pathogens training and Respiratory Protection training. Additional safety documents that must be retained include Cal/OSHA Employee Injury Logs, evacuation exercises, and special incident reports. Safety records should be retained by each program for at least five years. For this reason, it is important that HCA employees do their part by providing documents such as training certificates to their program DSRs or supervisors in a timely manner. This can help ensure that records are available at any time and under any circumstances.

### **Remember! If you didn't document it, it didn't happen!**

For further information regarding safety records and record techniques please contact April Kearney, HCA Safety and Training Officer at (714) 834-4359.



# March is National Nutrition Month®

**N**utrition Month® is a nutrition education and information campaign celebrated annually in March by the American Dietetic Association (ADA). The campaign focuses attention on the importance of making informed food choices and developing sound eating and physical activity habits.

To get the most nutrition out of your calories, the ADA offers the following tips to enjoy more fruits, vegetables, whole grains and dairy.

- Variety abounds when using vegetables as pizza topping. Try broccoli, spinach, green peppers, tomatoes, mushrooms and zucchini.
- Get saucy with fruit: Puree berries, apples, peaches, or pears for a thick, sweet sauce on grilled or broiled seafood or poultry, or on pancakes, French toast or waffles.
- Mix up a breakfast smoothie made with low-fat milk, frozen strawberries and a banana.
- Heat leftover whole-grain rice with chopped apple, nuts and cinnamon.
- Make a veggie wrap with roasted vegetables and low-fat cheese rolled in a whole-wheat tortilla.
- Try crunchy vegetables instead of chips with your favorite dip or low-fat salad dressing.
- Grill colorful vegetable kabobs packed with tomatoes, green and red bell peppers, mushrooms and onions.
- Banana split: top a sliced banana with a scoop of low-fat frozen yogurt. Sprinkle with a tablespoon of chopped nuts.
- Add color to salads with baby carrots, grape tomatoes, spinach leaves or mandarin oranges.
- Prepare instant oatmeal with low-fat or fat-free milk in place of water. Top with dried cranberries and almonds.

For more informational tips about eating healthy and staying active, visit the American Dietetic Association website at [www.eatright.org](http://www.eatright.org).



# Fit Business Tips of the Season

**I**t's a great time to make lifestyle changes to keep your New Year's resolutions. What better way than to continue the New Year then by getting into shape and eating healthy? Know what you eat. Don't just eat foods that look healthy. Make sure they have vitamins and minerals to keep good health. Grapefruit and cabbages are great choices to make part of your diet this New Year. They both have a high amount of vitamin C and potassium that will help boost your immune system.

## Quick and Simple Tips

- **Develop Healthy Habits** – In order to avoid getting sick, it is good to start healthy habits. Washing your hands often will help stop the spread of germs. Studies have shown that a healthy adult needs 8 cups of water each day. As the featured produce of the season, grapefruit and cabbage are great cold-fighters. So be sure to add these fruits and vegetables to your meal. After staying indoors for a while, it is important to go outside and get fresh air. Continue the New Year right by getting enough sleep, eating healthy and participating in enough daily physical activity.
- **Kick-Off a New Exercise Plan for You** – With the holiday season over, there is no better time than now to start eating healthy and getting daily physical activity. There's no need to go to a gym to get fit. A simple pair of athletic shoes and a little drive are all you need. Start off slow so you don't wear yourself out. It is easier to make exercise a habit if you do it every day. All it takes is 30 minutes! Pick things you enjoy doing such as biking, running, basketball, dancing or walking. Any activity is better than none. Remember to drink lots of water and stay hydrated.
- **Grapefruit and Cabbage** – One grapefruit is equivalent to about one cup of fruit. It is an excellent source of vitamin C, which helps the body heal from cuts and wounds and helps lower the risk

... continued on page 5

## APRIL HEALTH OBSERVANCES

Alcohol Awareness Month

National Autism Awareness Month

National Cancer Control Month

National Minority Health Awareness Month

Occupational Therapy Month

Women's Eye Health and Safety Month

National Public Health Week . . . . . 5-11

World Health Day . . . . . 7

March for Babies 2010. . . . . 24-25

National Infant Immunization Week. . . . April 24 – May 1

## Nurse recognition event planned for May 6<sup>th</sup>

Save the date to attend an event to celebrate nurses during this year's National Nurses Week 2010. A breakfast is planned to take place on Thursday, May 6, 2010 from 7:30 to 9:30 a.m. at the Phoenix Club located at 1340 South Anderson Ave., in Anaheim. Cost is \$20 to attend. Keep an eye out for more details...



NATIONAL NURSES WEEK—MAY 6-12, 2010

## Agency Director Dave Riley hosts Town Hall Meetings



On February 23<sup>rd</sup>, HCA Director Dave Riley hosted two Town Hall Meetings to discuss the latest information on H1N1, Balanced Scorecard and current budget overview. More than 250 attended the meetings and had the opportunity to share thoughts and ask questions. The next Town Hall Meetings are planned to take place on June 23 at 1 p.m. and June 24 at 8:30 a.m. Stay tuned for more details.

## April blood drive planned

The American Red Cross saves lives and you can too! A blood drive is planned for Wednesday, April 7 and Thursday, April 8 from 9 a.m. to 3 p.m. at the County Hall of Administration, Civic Center Plaza. Look for the Red Cross Blood-mobile.

To schedule an appointment, visit the website [www.givelife.org](http://www.givelife.org) and enter the sponsor code OC1. To learn more about the blood donation process and donor eligibility, visit [www.helpsavealife.org](http://www.helpsavealife.org) or for more information about the event, contact Amber Alford from HCA Volunteer Services at (714) 834-4144.



## Fit Business Tips

*continued from page 4*

of infection. Try a plain grapefruit for breakfast or add some citrus to your salad by topping them with grapefruit segments. One cup of shredded green or red cabbage is an excellent source of vitamins C and K. Vitamin K helps the body stop cuts and scrapes from bleeding too much and begins the healing process. It is also a good source of Vitamin A, which helps maintain good vision, fight infection and keep skin healthy. Add cabbage to stews and soups or use green and purple cabbage to create a rainbow coleslaw.

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.

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).



# Public Health Week 2010

This year's focus on National Public Health (PH) Week from April 5-11, 2010 is "A Healthier America: One Community at a Time." The American Public Health Association (APHA) will highlight the week by focusing on activities that show how the community can work together to build a healthier nation – in neighborhoods big and small, one community at a time.

Locally, HCA's Health Promotion Division has planned a series of events to take place during the week beginning with a Kick-Off event scheduled to take place on Monday, April 5 at 10 a.m. at the PH Learning Center located at 1725 W. 17<sup>th</sup> Street in Santa Ana. The event will feature a "Healthiest Nation in 1 Generation" video, a presentation by Public Health Services Deputy Agency Director David Souleles and a PH Week "speed dating" activity to learn more about other HCA programs. An exhibit showcasing various services that HCA provides will also be displayed in the lobby area at the County Hall of Administration building.

If every one of us commits to promoting good health in our communities, we can create a ripple effect from coast to coast. Through just one neighborhood that makes its public parks accessible, one municipality that launches a bike-helmet safety program, one group of people who join together to bring fresh foods to schools, or one health center that offers a vaccination program, we can create a collage of public health successes across the country.

More events hosted by HCA's Health Promotion Division are planned for the week. Stay tuned for more information or visit HCA's Public Health Week web page at [www.ochcahealthinfo.com/public/phweek](http://www.ochcahealthinfo.com/public/phweek) for the latest updates. To learn more about Public Health Week, visit the APHA website at [www.nphw.org](http://www.nphw.org).



# The 2010 Census – Everyone Counts!

Did you know that California is home to 12% of the U.S. population but has more than 30% of the "Hard-to-Count" population in the nation? That gives you an idea of the challenge presented by the 2010 Census in Orange County and throughout California.



The term "Hard-to-Count" refers to people and communities that have been shown to be most at risk of being missed in the Census. The Census Bureau identifies hard to count communities according to twelve different factors, including but not limited to housing status, poverty, population mobility, and language spoken at home. Based on those factors, Orange County has one of the ten largest totals of hard-to-count individuals in California.

In order to get a full and accurate count, Census representatives have been working with community groups and organizations, both small and large, to reach as many individuals as possible. From schools to senior centers and from churches to city halls, the message of the importance of the Census is being spread far and wide. Here are a few key messages to remember:

- The 2010 Census is just ten questions and will take about 10 minutes to complete
- One person can complete the form for everyone who lives at the address
- The Census form has space to list up to twelve individuals
- Everyone should be counted, including infants and children
- Information provided on the Census form is confidential

Recognizing the importance of each individual, the slogan adopted by the California Complete Count Committee is "Be Californian. Be Counted." Census forms will begin arriving at local addresses in mid-March, so watch for your form in the mail. Every form that is promptly completed and returned saves money and helps to ensure that Orange County is closer to achieving a complete and accurate count of our population.

## ANSWER KEY

### DOWN

1. Mary
2. Riley
3. Authorizations
4. Records
5. Custodian of Records
6. Team
7. PHI
8. HIPAA
9. Subpoenas
10. Agency Services

### ACROSS

1. Microfiche
2. Quiznos
3. Media
4. Environmental Health
5. PRA
6. Four
7. Opinions
8. Purchasing
9. Lobby
10. IRIS
11. Copies
12. Scanned
13. CCS
14. Data Entry
15. Warnke



**WHAT'S UP**  
keeping staff informed & current

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

Editors . . . . . Tricia Landquist  
Deanne Thompson  
Anne Fialcowitz

Phone . . (714) 834-6644  
E-mail . . tlandquist@ochca.com  
FAX . . . . (714) 834-7644  
Pony . . . Bldg. 38-S, 4th Floor

## EH staff receive Environmental Justice Achievement Award

**H**CA's Environmental Health (EH) Division is implementing a Federal Grant to ensure that Orange County residents are protected from the consumption of contaminated fish. From 1943 through 1983, the Montrose Chemical Company dumped 100 tons of DDT (a pesticide) into the Pacific Ocean via the sewer system. During this time, other businesses also dumped PCBs using the same route and these two hardy chemicals found their way to the ocean floor. The contamination deposited in the ocean on the Palos Verdes Shelf where fish feed. Bottom-feeding fish that we humans eat manage to get these chemicals in their tissues. Unfortunately, DDT and PCBs have been found to be extremely detrimental to our health.

Environmental Health collaborated with the Fish Contamination Education Collaborative (FCEC) to help ensure that residents and visitors of Orange County do not accidentally consume DDT or PCB-contaminated fish, specifically the white croaker species. EH staff have learned how to identify these fish. Staff visit markets in Orange County where white croaker may be sold under different names and help ensure that none are being sold in Orange County. More information on white croaker can be found at <http://ocfoodinfo.com/>.

On February 10, 2010, the FCEC along with its partners, including HCA Environmental Health, received the Environmental Justice Achievement Award from the Environmental Protection Agency (EPA) for their hard work in this area.



Pictured (left to right) are Keith Takata, EPA; Wida Rahimi, OC EH; Karen Newe, OC EH; Mozghan Mofidi, OC EH; Mike Haller, OC EH; Robert Curtis, OC EH; and Enrique Manzanilla, EPA.

*A good laugh and a long sleep are the best cures in the doctor's book.*

—Irish Proverb

## Program rename is dedicated to adults' health

**T**he HCA program formerly known as Preventive Health Care for Adults (PHCA) is now named Adult Public Health Nursing Services (APHNS). The new name was selected to be more representative of the adult population using this program.

The goal of APHNS is for public health nurses to provide free health assessments, screenings, health education, counseling, case management and referrals. These free services can lead to the early detection of risk factors that contribute to chronic disease and help link participants with service providers and community resources.

Providing this type of support helps participants change their habits and behaviors so they may live healthier, more fulfilling lives and avoid the costs associated with chronic diseases. For more information about the Adult Public Health Nursing Services program or to schedule an appointment, please call (714) 972-3745.

## Team Excellence Award Nominations now open!

**T**he 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

... continued on page 4

# Irvine loses almost 300 pounds ... in OTC/Rx drugs!

**F**rom February 22-28, 2010, the Irvine Police Department, DARE and Rx for Prevention (the new name for the HCA ADEPT program that reduces the risk of prescription and over the counter drug abuse in Orange County) teamed together to help the City of Irvine to lose nearly 300 pounds of unused or outdated prescription (Rx) and over the counter (OTC) drugs during the Irvine RxOTC Take Back Event.

The OC Prescription and Over the Counter Drug Abuse Comprehensive Report (OCCR) ([www.ochealthinfo.com/adept](http://www.ochealthinfo.com/adept)) identified the need for effective, efficient medical waste disposal as a safety measure against the nonmedical use of these substances. When asked where they (teens) would get these drugs, the most common source noted was in the home according to the report.

HCA Health Educator Stacey Zapanta helped to develop a Medical Waste Disposal

committee to address the need for effective and efficient medical waste disposal. Committee members include representatives from the health care industry, law enforcement, the OC Waste Management Division, OC Water District, and private industry. The committee teamed together to create the weeklong event in Irvine which covered the four corners of the city and featured a different site each day.

"We chose multiple sites to get the greatest bang for our buck, said Lt Rick Handfield of the Irvine PD. "Of the more than 125 people who surrendered medications at the events, most seem pleased to know that they were 'doing the right thing' and that there were drop sites in the County for future disposal."

The event was a tiny slice of the pie that is the prescription and over the counter drug abuse issue. Nonetheless, it helped raise awareness of the need for standardized medical waste disposal and secure drop sites in all cities of Orange County. To know where and how to dispose of your medical waste, please click on the medical waste tab on the [www.oilandfills.com](http://www.oilandfills.com) website.



*Officer Scott Crones, parent Rick Grant, HCA Health Education Associate Della Kerr and several Irvine residents hand in unused or outdated medications during the week long RxOTC Take Back Event held from February 22-28.*



## Incompatible Activities Policy

**L**ast fall, HCA implemented a new policy that asked employees to report any external affiliations and outside employment. The purpose of this policy was to identify real or potential conflicts of interest. As expected, many of you had questions and this month we would like to provide some clarification to some common questions. In the vast majority of situations reviewed, outside employment did not create a conflict and the outside employment was allowed.

### Who has to fill out a form?

- Every County employee working for or on behalf of HCA needs to fill out the form. Updates are in the works to include HCA Accounting. All of us need to complete the form at least once a year or if circumstances change.
- If you transfer to a new position with new duties, you should fill out a new form. The new duties could introduce a conflict when there wasn't one before.
- When you get promoted, update your form. Sometimes the added responsibility also adds chances for conflicts.
- If you start a new business or accept a new job, it will be necessary to update that form and send it through management for review.

### What gets reported on the form?

Any job that you have in addition to your County position should be reported on the form. The purpose is to prevent

... continued on page 11

### MAY HEALTH OBSERVANCES

American Stroke Month

Clean Air Month

Hepatitis Awareness Month

Melanoma/Skin Cancer Detection and Prevention Month

Mental Health Month

National Asthma and Allergy Awareness Month

National High Blood Pressure Education Month

Older Americans Month

National Nurses Week . . . . .6-12

National Emergency Medical Services Week . . . . .16-22

**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.

# TECH TALK

## Securing e-mail

**D**uring the 2010 Compliance Training HCA Information Technology (HCA/IT) introduced Secure E-mail, the County's e-mail encryption solution. Secure E-mail allows users to securely transmit Protected Health Information (PHI) and/or Personally Identifiable Information (PII) to authorized individuals outside of HCA. While standard, non-sensitive e-mails can still be transmitted through normal methods, the use of the Secure e-mail solution is mandatory when sending PHI and PII. E-mails sent to a recipient within the same agency will not be encrypted by Secure e-mail. Therefore, it is still mandatory to password protect all attachments containing PHI, PII and or sensitive information (i.e., Word, Excel, PDF, ZIP files). Please review our Administrative Policies and Procedures IV-7.02 on Privacy of Protected Health Information and Transmission Security V-6.06.



While the changes may take a little getting used to, there are benefits to using the Secure E-mail system:

- It allows for the secure transmission of sensitive information via e-mail

... continued on page 10

## HCA device management

**Y**ou may have a legitimate business need to transfer Protected Health Information (PHI) via a CD-ROM, USB thumb drive, or any other form of removable media. If the removable media containing PHI data is lost, how does this impact the agency?

If the data is un-encrypted or not secured through the use of technology or methodology that renders the data unusable, unreadable or indecipherable to unauthorized individuals, then a breach notification is required. HCA will notify clients and appropriate authorities of the breach as required by law. Depending on the size of the breach HCA may also be required to inform local media outlets. This can have a significant impact on the agency.

What is HCA doing to mitigate this risk? The answer is, Device Management. The Device Management solution allows HCA/IT to better manage devices that connect to HCA systems thereby allowing approved users the ability to write data to removable media. "Approved users" refers to individuals who provided justification through the approval process regarding the

... continued on page 11



## Try something new and unusual for this year's National Nutrition Month®

**E**very March, the American Dietetic Association sponsors National Nutrition Month®, an education campaign highlighting the importance of making informed food choices, developing sound eating habits and incorporating physical activity into our daily lives. This movement started as a week-long initiative in 1973, and became a national month-long observance in 1980.



Nutrition Services staff member Pat Chang took part in a pot luck luncheon where dishes featured in the new WIC cookbook were served.

This year's theme "Nutrition from the Ground Up," emphasized the concept that the soil can provide an abundance of fruits, vegetables and herbs, which contain natural sources of vitamins, minerals, antioxidants, and fiber. Adequate daily consumption of a wide variety of these foods creates a dietary foundation to help prevent many of the chronic health problems that plague modern Americans.

At the HCA Nutrition Services full staff meeting on March 1, Marisela Barcenas, MS RD, Nutrition Services Public Health Nutritionist, presented an overview on National Nutrition Month®, highlighting this year's theme. The following week, in recognition of National Registered Dietitian (RD) Day on Wednesday, March 10, county RDs and nutritionists from HCA and the OC Sheriff's Department celebrated with a pot luck luncheon. Each RD/nutritionist prepared a dish featured in the new Women Infants and Children (WIC) cookbook currently being given statewide to WIC participants.

This beautiful, full-color book features easy, low cost recipes that incorporate new WIC package foods items such as whole grains, tofu, and fresh or frozen fruits and vegetables.



... continued on page 10

# SurgeOC — Planning for the Big One!

**T**he recent events in Haiti, Chile, the 2004 Sumatra Earthquake, and hurricane Katrina underscore the need for communities to prepare for large numbers of ill and injured. On March 22, HCA's Health Disaster Management (HDM) Division launched a ground-breaking initiative called **SurgeOC**. The town hall style event at Irvine Valley College attracted a standing room only crowd of more than 130 community partners from various sectors of the healthcare system, and city, county and state emergency planners.

**SurgeOC's** #1 goal is to increase the capacity of our local health system to care for the injured during a catastrophic earthquake. It will bring hospitals, long term care facilities, surgical and specialty centers together to plan at the most local level and to develop realistic operational plans.

County Health Officer Dr. Eric Handler kicked off the meeting with hard questions designed to get participants thinking realistically about their emergency planning. Dr. Ken Miller, CFA Medical Director and Assistant OCEMS Medical Director, used his experience in Haiti, Katrina, and at the Twin Towers to illustrate how a catastrophic earthquake could disrupt the health care system. Greg Boswell, OCEMS Program Manager, and Donna Boston, OCSD Emergency Management Bureau Manager, provided a reality check on what local responders would be doing in the minutes immediately after shaking stops, the likely delay in receiving outside assistance, and how providers within the health care system need to forge relationships to be self-sufficient.

*Peter Bastone discusses the need to establish pre-incident partnerships during the SurgeOC event held at Irvine Valley College on March 22.*

Peter Bastone, the President and Chief Executive Officer for Mission Hospital, highlighted his experience during the Los Angeles riots to emphasize the need to plan at the most local level – with large local vendors, for instance, for food and pharmaceuticals. The meeting wrapped up with a first-hand account of the effects of the Freeway Complex Fire on long term care facilities (Glen Goldsmith from Brighton Gardens, Yorba Linda), on community clinics (Karen L. McGlenn, Share Our Selves), and on medical centers (Shannon McDougall, Saint Judes Medical Center). They made a compelling case for an integrated system.

Enthusiastic support for the **SurgeOC** planning model has come from every sector.



*Health Disaster Management Division Manager Holly Veale describes the core components that make up SurgeOC.*

## Nominations

*continued from page 1*

as a unit. Visit the LMC Intranet website at <http://intranet.ochca.com/lmc/team> 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 21, 2010. 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, Children and Youth Services West Region program from Behavioral Health, Public Health's Certified Unified Program Agency (CUPA) Used Oil Program, and Adult Mental Health Services/ Anaheim Clinic.



**Team Excellence Award**

HCA & OCEA **LMC**  
LABOR MANAGEMENT COMMITTEE



# Good communication is necessary to ensure workplace safety

**T**here are many ways in which Health Care Agency employees communicate to obtain the results needed to accomplish their goals. Some employees may use their phone, others prefer e-mail, and there are those who may still enjoy a nice conversation with face-to-face interaction. Regardless of how we communicate, it is important to convey a clear message in order to assist in accomplishing objectives here at HCA. Communication is extremely important for Safety. In fact, one of the major elements of the Health Care Agency's Injury and Illness Prevention Program (IIPP) is to allow and encourage effective communication concerning health and safety matters between employees and management. In our ongoing effort to continue our series of highlighting tips that may assist in compliance with the IIPP, HCA Safety would like to focus on one of the most important elements ... **Communication**.

Communication is always a main component for any organization and their Safety Program. In the context of the IIPP, the employer has an obligation to ensure specific safety related information is available and easily accessed by employees. One of the key roles of the HCA Safety Program is to ensure that employees are provided with current and frequent reminders that will ensure a safe and healthy work environment. With that said, there are two different types of safety communication at HCA: required and educational. The following will give you a better understanding of these types of communication, and how they assist the HCA Safety Program to accomplish safety goals.

Required communications are provided through the use of materials such as forms and documents that are required by external entities such as Cal/OSHA or our own CEO/Risk Management Safety Loss and Prevention Program. This type of information usually pertains to laws or policies that are distributed and mandated to all employees. These materials allow HCA Safety to provide current information regarding labor and safety laws to ensure that HCA remains in full compliance with these entities. One example of required communication is the Cal/OSHA postings that are found in break rooms or common areas. These include the Cal/OSHA poster, current Worker's Compensation poster, and Cal/OSHA 300A Summary of work injuries.

The second type of safety communication is educational. Educational communications provide employees current safety information regarding personal protective equipment, chemical safety, workplace safety conditions and implementation of new programs.

One example of educational communication is the monthly "Safety Corner" article that you are reading right now in the What's Up Newsletter. Through this newsletter each month the HCA Safety Program provides valuable information to help keep you safe and hazard free.

### **The Role of the HCA Employee**

Lastly, it is important to remember that HCA employees play an important role in safety communication. Hazards and unsafe conditions should be reported in a timely manner to managers, supervisors, or departmental safety representatives. It is also important to remember HCA Safety during events that may involve injuries or workplace emergencies. The following is a list of events that require immediate notification to the HCA Safety Program:

- When 911 has been called and an employee is taken by ambulance



(whether the injury was work related or not).

- Anytime there is notification that an employee has been admitted to the hospital after a workplace injury.
- After a vehicle accident involving a workplace injury.
- When there has been major flooding, or a serious disaster such as a fire at a worksite.
- When Cal/OSHA has contacted your worksite by phone, mail, or has arrived in person.

Providing the HCA Safety Program with critical information in a timely manner assists HCA by ensuring assistance during the actual occurrence and by potentially eliminating hefty fines due to lack of reporting...Remember if we don't know what's happening, we can't help!

For further information regarding safety communication, to report a safety concern, workplace injury, or for any other safety related matter please contact April Kearney, HCA Safety and Training Officer 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.

Editors . . . . . Tricia Landquist  
Deanne Thompson  
Anne Fialcowitz

Phone . . (714) 834-6644  
E-mail . . tlandquist@ochca.com  
FAX . . . . (714) 834-7644  
Pony . . . Bldg. 38-S, 4th Floor

# 2010 Nurses Week recognizes HCA nurses

**H**CA nurses are the personification of the 2010 Nurse Recognition theme, **“Caring Today for a Healthier Tomorrow.”** Interviewing several nurses who have worked at the County for more than 20 years, several themes emerge. Each nurse shared their vast knowledge of the evolution of health care services the county has provided through the years and how their roles as nurses has contributed to the health of the clients they have served.

Over the decades, the nurses have seen many changes – in information technology and increased documentation requirements that have



changed some work processes. Increased complexity of clients and acuity of illness was noted by several nurses. Jo Ann Calder, PHN, comments that, “20 years ago, a 36-week newborn was a problem. Now we see 24 weekers!” Kathy Brown, PHN, a 30 year veteran stated

that because hospitals discharge people faster, “the complexity of the health issues being addressed in the home are much more involved. ... An apnea monitor used to be a rarity; now there are all kinds of medical equipment in the homes.” These changes have required nurses to continue to be creative in meeting the needs of clients.

Their daily devotion to providing help to their clients reflects their “caring for today.” When asked what their “best day” was, each one of them expressed memories of clients they helped in a unique and sometimes life-saving way. Jo Ann recalls a day when a four-year-old, severe Down Syndrome boy crawled over to her and used her pant legs to pull himself up to stand and smile at her. When she first took the case, he did not walk, crawl, or bear weight and had many hospitalizations for life-threatening physical problems. Judy Ogan, PHN, says her best day was a visit from a client she referred to a doctor for low hemoglobin. The anemia was due to colon cancer. The client had surgery and told her on a subsequent visit that he was cancer-free. Kathy Brown stated the “a-ha” moment when a client understands how to resolve their health issues is “always a good feeling.” The recognition of the high quality services provided to clients was noted by Donna Breker, RN. The medical, infection control, mental health and dental services provided by Correctional Medical Services was recognized by the Institute of Medical Quality Health Care was a high point in her 20 plus years with the County. Both Jo Ann and Donna expressed they “absolutely love what they do.”

The dedication and support of colleagues and supervisors was also noted by the nurses. Cecile Truong, PHN, remembers a crisis at a homeless shelter to hold a prophylaxis clinic for suspected pertussis. It was Dec. 23 and there was very little staff on duty, she asked for assistance from others. She says the collaboration she received from Community Nursing, Mike Carson and Jenna Sarin, was “amazing.” Karen Adams, PHN, says that when she works with other caring, skilled professionals of all disciplines who are committed to health advancement, accomplishments increase exponentially. Opportunities to learn, independence and professional opportunities for growth were all keys to longevity with the county.

Nga Huynh, PHN, sums up best what was expressed by these dedicated nurses. Nga stated “on the day the client tells me “you have made a difference in my life,” that’s the day that makes up for those challenging days.”


As these nurses have demonstrated, their efforts each day and those by all of the HCA nurses have and will continue to make for a healthier tomorrow.

Be sure to save the date to attend an event to celebrate HCA’s nurses during this year’s National Nurses Week 2010. A breakfast is planned to take place on Thursday, May 6, 2010 from 7:30 to 9:30 a.m. at the Phoenix Club located at 1340 South Anderson Ave. in Anaheim. Cost is \$20 to attend.



*No winter lasts forever; no  
spring skips its turn.*  
—Hal Borland

# Employees recognized for service years

 In March 4, the first Employee Recognition Awards of 2010 was held at the Hall of Administration to recognize the years of dedicated service for HCA employees. The following is a list of service awards presented:

5 Years .....	44	10 Years .....	40
15 Years .....	7	20 Years .....	26
25 Years .....	7	30 Years .....	7

## RED CROSS BLOOD DRIVE

HCA Chief of Staff/Chief Compliance Officer Jeff Nagel joined the Orange County Red Cross in recognizing several employees for their outstanding contributions to the County blood drives and presented them with plaques. Pictured (left to right) are; Jose Rodriguez, Red Cross representative; Sheriff Deputy Vincent, Sheriff's Department Blood Drive Coordinator; Amber Alford, HCA Blood Drive Coordinator; and Vanessa Van Mil, Red Cross representative.



## PH 25 YEARS


Celebrating 25 years of County service, Public Health Services staff pictured (left to right) Mohamed Ibrahim and Judith Waddell received a certificate and pin from HCA Chief of Staff/Chief Compliance Officer Jeff Nagel and Family Health Services Division Manager Tony Edmonds during the March 4<sup>th</sup> Employee Recognition Awards held at the Hall of Admin.



## ADMIN 20 YEARS CHRISTINE ALDEN

HCA Chief of Staff/Chief Compliance Officer Jeff Nagel and Financial and Administrative Services Deputy Agency Director Bob Wilson presented Christine Alden with a 20-year certificate and pin to commemorate her years of service to the County during the March 4<sup>th</sup> Employee Recognition Awards.



 Life expectancy would grow by leaps and bounds if green vegetables smelled as good as bacon.

—Doug Larson 



## BH 20 YEARS

Behavioral Health Services staff pictured (left to right) Daniel Rivers, Jeffrey Nottke, Carlos Andrade and Mary Hale celebrated 20 years of County service and received a certificate and pin to commemorate from HCA Chief of Staff/Chief Compliance Officer Jeff Nagel and Behavioral Health Services Deputy Agency Director Mark Refowitz.



## PH 20 YEARS

Celebrating 20 years of County service, Public Health Services staff pictured (left to right) Giselle Rocha, Tamara Halle, Nga Huynh and Mozghan Mofidi received recognition from HCA Chief of Staff/Chief Compliance Officer Jeff Nagel and Family Health Services Division Manager Tony Edmonds.



## MIH 15 & 20

HCA Chief of Staff/Chief Compliance Officer Jeff Nagel and Medical and Institutional Health Services (MIHS) Deputy Agency Director Bob Gates recognized staff for their years of County service during the Employee Recognition Awards held at the Hall of Admin on March 4<sup>th</sup>. Pictured (left to right) are Holly Veale, 15 years and Mia Delgado, 20 years.



## BH 15 YEARS

Behavioral Health Services staff member Laura Esquivel celebrated 15 years of County service and received recognition from HCA Chief of Staff/Chief Compliance Officer Jeff Nagel and Behavioral Health Services Deputy Agency Director Mark Refowitz during the March 4<sup>th</sup> Employee Recognition Awards.



*Even if happiness forgets you a little bit, never completely forget about it.*  
—Jacques Prévert

## PH 10 YEARS

Public Health Services staff members pictured (left to right) Cherry Quiambao, Ken Nguyen, Steve Klish and Agnes Im received recognition during the March 4<sup>th</sup> Employee Recognition Awards for their 10 years of County service from HCA Chief of Staff/Chief Compliance Officer Jeff Nagel and Family Health Services Division Manager Tony Edmonds.



## ADMIN 10 YEARS

HCA Chief of Staff/Chief Compliance Officer Jeff Nagel, Financial and Administrative Services Deputy Agency Director Bob Wilson and Chief Information Officer Terri Schultz recognized staff for their 10 years of dedicated service and presented them with a certificate and pin to commemorate the occasion. Pictured (left to right) are Angelo Lugo, Georgina Quiroz and Walter Dietiker.



## BH 10 YEARS

HCA Chief of Staff/Chief Compliance Officer Jeff Nagel and Behavioral Health Services (BHS) Deputy Agency Director Mark Refowitz presented BHS staff with certificates and pins to commemorate their 10 years of service to the County. Pictured (left to right) are Dana Schultz, Michele Fike, Nancy Cortez, Clayton Chau and Gail Laporte.



## ADMIN 5 YEARS

HCA Chief of Staff/Chief Compliance Officer Jeff Nagel, Financial and Administrative Services Deputy Agency Director Bob Wilson and Chief Information Officer Terri Schultz congratulated IT and HR staff on their 5 years of service to the County. Pictured (left to right) are Ted Hazelwood, Marivel Capulong and Cadiz Gonzalez.



---

## PH 5 YEARS

HCA Chief of Staff/Chief Compliance Officer Jeff Nagel and Family Health Services Division Manager Tony Edmonds recognized Public Health staff for their 5 years of service to the County during the March 4<sup>th</sup> Employee Recognition Awards. Pictured (left to right) are Lionel Brunton, Scott Price, Prudence Darley, Rowena Stanfield, David Shepas, Jennifer Maxwell and Arturo Guzman.



---

## BH 5 YEARS

Behavioral Health Services staff celebrating 5 years of County service received recognition from HCA Chief of Staff/Chief Compliance Officer Jeff Nagel and Behavioral Health Services Deputy Agency Director Mark Refowitz. Pictured (left to right) are Cristina Rupp, Boris Nieto, Maria Mandujano, Vianka Inigo, Karla Amezcuita, Barbara Wood-Tipton, Teresa Renteria and Roslyn Walton.



---

## MIH 5 & 10 YEARS

HCA Chief of Staff/Chief Compliance Officer Jeff Nagel and Medical and Institutional Health Services (MIHS) Deputy Agency Director Bob Gates recognized MIHS staff for their years of service during the March 4<sup>th</sup> Employee Recognition Awards. Pictured (left to right) are Jennifer Jones, 5 years of service and Stacey Bernardino, 10 years of service.



---

## E-mail

*continued from page 3*

- It provides a higher level of assurance that only the intended recipient of a message will be able to read its contents
- It minimizes the risk of non-compliance with Federal and State privacy laws

Please visit our encryption webpage viewable at <http://intranet.ochca.com/it/security/encrypt>. The webpage provides instructional videos on how to send, receive, and access a secure e-mail. Since the steps for sending and accessing are different we strongly urge all HCA users to review all documentation to ensure their understanding of the technology. Remember, Secure E-mail is an additional step and does not replace our traditional method of password protecting attachments.

Should you have any questions or concerns regarding e-mail security or the Secure E-mail system, please contact the HCA Service Desk at (714)834-3128.


---

## Nutrition

*continued from page 3*

HCA Family Health Division manager, Tony Edmonds, joined in the celebration and sampled a variety of delicious new recipes. Everyone enjoyed trying new foods, and all felt confident recommending these recipes to HCA WIC clients.

# HCA staff recognized at *Women Making a Difference* Awards Ceremony

 On March 18, Senator Lou Correa hosted an awards ceremony, *Women Making a Difference*, to recognize 101 women who have contributed to the well-being of the community and 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.



Noshin Kohzad receives a 2010 Women Making a Difference Award from Senator Lou Correa.

Among those recognized were HCA staff members Noshin Kohzad, Behavioral Health Services Training Facilitator and Zanetta Moloi, Behavioral Health Services Community Liaison.

Held at the Rancho Santiago Community District Building in Santa Ana, the event also recognized Maria T. Solis Martinez as the 2010 Woman of the Year. For more than 35 years she has been encouraging Orange County kids to pursue education, to strive for something more.

Congratulations to HCA staff who received recognition as one of the 2010 Women Making a Difference by Senator Lou Correa.



On March 18, Senator Lou Correa presented Zanetta Moloi with a 2010 Women Making a Difference Award.

## Incompatible activities

*continued from page 2*  
conflicts of interest.

Things that should be reported include:

- Part time jobs or second jobs
- Personal businesses like selling real estate on weekends
- Working for a temporary employment agency or registry
- Consulting work
- Teaching engagements
- Affiliations that are related to your county duties that could present potential conflicts

Affiliations that do not need to be reported include:

- Any positions on Boards or Commissions required for your County position
- Membership in Professional Associations such as (CHEAC, CMHDA, CCDEH, etc.)
- Personal religious affiliations
- Personal recreational or social affiliations such as PTA, Little League, Boy Scouts, Lions Club, etc.

Make sure to include a description of your County duties and work hours in addition to describing the additional job(s) or affiliations. The reviewers need that information to complete the waiver review process. If you have questions, please contact the Office of Compliance at (714) 834-3154.



## Device Management

*continued from page 3*

need to copy data to removable media. Device Management additionally forces the encryption of our removable devices.

Let's take a step back and review the solution above. An encrypted USB thumb drive or encrypted CD-DVD is lost. What is the impact to HCA? Remember the data is secured (encrypted), therefore notification is not required. Device Management maintains data integrity, and prevents unauthorized use, access and disclosure of our sensitive data. This helps HCA stay compliant with both Federal and State privacy laws.

In the upcoming months HCA/IT will rollout Device Management to all HCA systems. In addition to encrypting removable media, Device Management also protects HCA's network by ensuring that unauthorized devices cannot be connected to

HCA systems. More information on the authorization process will become available as HCA IT rolls this solution out to you. Please remember that only authorized, County-purchased

devices will be approved as per HCA Personal Information Technology Devices policy available on the Intranet at <http://intranet.ochca.com/docs/p&p/05-511.doc>. For more information on this new technology, please visit <http://intranet.ochca.com/it/security/encrypt>.



# OC Idol brings out talent!



This year's OC Idol judges are pictured (left to right) Ryan Drabek, Animal Care Services Interim Director; Thea Bullock, HCA Assistant Compliance Officer; and Tony Edmonds, HCA Family Health Services Division Manager.



Dr. Eric Walsh served as this year's OC Idol emcee and greeted guests during the March 17 competition.



## Have your Family Leave hours maxed out?

Once HCA Human Resources determines that a specific employee is eligible to post Family Leave hours (FMLV), a maximum of 480 hours of FMLV can be posted each calendar year, beginning January 1 and ending December 31.

Be aware, however, that VTI counts FMLV hours starting with the first day of Pay Period 1, which for this year was December 18, 2009! Until this programming error is corrected, when you or your employee attempt to submit a timecard, a VTI error message may appear stating that the FMLV maximum has been reached when in fact it has not.

Therefore, you should manually track FMLV hours starting from January 1. For each pay period that you receive this VTI error message, after ensuring that you or your employee have not reached the 480 hour FMLV maximum for the calendar year, click Override in VTI to submit the timecard.

At the end of each pay period in which an employee posts FMLV hours, a notice is sent to the employee via US mail stating how many hours were posted during the pay period as well as the number of hours posted calendar year-to-date. This notice correctly reports FMLV hours (that is, it reports FMLV hours starting from January 1st through the end of each pay period).

Because FMLV hours cannot be posted retroactively and can affect employee benefits, it is especially important that these hours are posted correctly before a timecard is submitted and approved.

For VTI questions related to FMLV, or for any questions you may have, please call Payroll Monday through Friday from 7:30 a.m. to 5 p.m. at (714) 834-5744.



HCA staff member Dena Lee performs during this year's OC Idol competition.



Lizbeth Reynoso from HCA participated in the first round of the 2010 OC Idol competition held on March 17.

## New CMS Medical Director announced

**H**CA is pleased to announce the appointment of Dr. Kinji Hawthorne as Correctional Medical Services (CMS) Medical Director. Dr. Hawthorne's previous experience includes Chief Physician and Surgeon/Chief Medical Officer for the California Department of Corrections and Assistant Medical Director for the Los Angeles County Department of Corrections.

"Dr. Hawthorne possesses the clinical experience for this important position due to his background with correctional medicine, TB and HIV control and infectious diseases," said Terre Duensing, Institutional Health Services Division Manager. "He is an experienced manager with leadership qualities necessary for the position and has demonstrated profound passion for correctional/public health services and the underserved population."

Dr. Hawthorne received a B.S. from Auburn University, a Medical Degree from Emory University School of Medicine and earned a Master of Public Health from the University of Washington. He completed his Internship and Residency at Harbor-UCLA Medical Center/St. Mary's Medical Center in Internal Medicine and Emergency Medicine, and completed a Fellowship at the University of Washington School of Medicine with an Infectious Disease subspecialty.

"I would like to commend Dr. Eric Walsh, Family Health Services Medical Director for serving as Interim IHS Director and for assuming additional responsibilities during the CMS Medical Director recruitment process," said Terre Duensing. "These selfless acts as demonstrated by Dr. Walsh during critical times are what make HCA a strong and successful agency."



## Refowitz receives 2010 Exemplar Award

**H**CA's Behavioral Health Services Deputy Agency Director Mark Refowitz recently received a 2010 Exemplar Award from the National Network of Social Work Managers. An event was held in New York during the month of April where the award was presented.

In his current position at the Health Care Agency, Mark is responsible for the quality, accessibility, evaluation and cost effectiveness of a comprehensive community system of care for behavioral health services in a county with more than 3 million residents and a budget of over \$300 million per year along with approximately 1,000 clinical and Para-professional staff.

In the various positions he has held both on the east and west coast, Mark has combined fiscal and budgetary expertise with strong adherence to social work values



... continued on page 3

## EH staff wins Golden Can Award

**E**nvironmental Health (EH) staff recently received recognition for their volunteer contributions during the Second Harvest Food Bank of Orange County annual volunteer's luncheon held on April 10 in Irvine. Staff received the Golden Can Award for volunteering their time and skills to help ensure the success of Second Harvest's Food Rescue Program which brings food to those in the county who are most in need.

Estimates show that more than 456,000 people are at-risk of going hungry sometime every month in Orange County. Those at risk include children, seniors on fixed incomes, single parents, the working poor, the disabled, temporarily unemployed and the homeless.

... continued on page 10



# Is this a Compliance issue?

**E**very member of the Compliance Office gets this question from time to time. Our typical response is...it depends, but we are glad that you brought it up. The purpose of the compliance hotline and the reporting system is to give you a way to raise questions and obtain advice. You do not have to have an earth shattering case of misconduct to contact us and seek assistance.

Let's go behind the scenes in the Compliance Program to see how issues get resolved.

1. **Reporting:** We accept issues from any source; you do not have to use the hotline to report an issue. We get reports from in-person contacts, E-mail, Compliance Hotline, letters, Internal Audit Fraud Hotline, audit findings, exit surveys, etc.
2. **Review:** The first thing we do is analyze the information and determine if we have a compliance issue or inquiry.
  - a. **Inquiries** are usually questions like:
    - Can I do this?
    - Is this a conflict of interest?
    - Are there any rules that prohibit this?
    - These questions are seeking advice or assistance. We sit down with the program staff and discuss the rules, policies and guidelines to consider in each instance. Most of the time we can come up with a plan to achieve the goal while complying with the rules; however, some activities are prohibited and the compliance office will inform you of those situations.
  - b. **Issues** usually include some allegation or report of misconduct or error.
    - Issues require an investigation. Depending on the issue, we partner with Human Resources, IT, program staff and others to investigate.
    - We need to know who, what, when, where and how. Anonymous reports are the most difficult to investigate because we do not have a chance to ask the reporting party for additional information or clarification that may be crucial for proving the issue. Please consider that when you report an issue.
    - Once an investigation is complete the issue is either substantiated or unsubstantiated.
3. **Resolution:** Unsubstantiated issues are documented and closed. Substantiated issues require corrective actions before they can be closed. We will also review all substantiated issues in the following calendar year to make sure that the corrections remained in place.

In most cases, we provide feedback to the reporting party when an issue is closed to let you know if it was substantiated and corrected. Sometimes we cannot give you all the details of the investigation because it is confidential.

Hopefully, a better understanding of Compliance issues will make it easier for you to decide when to contact us for assistance. Employees, who report concerns in good faith, should not experience retaliation. Anyone who commits or condones any form of retaliation is subject to discipline.

If you have any questions, please contact any member of the Compliance Team:

- Jeffrey A. Nagel**, PhD, CHC  
Chief of Staff/Chief Compliance Officer .....(714) 834-6254
- Thea Bullock**, MPA, CHC  
Assistant Compliance Officer .....(714) 834-3154
- Linda Le**, CHP  
HCA HIPAA Coordinator .....(714) 834-4082
- Adriana Quintana**  
Compliance Coordinator .....(714) 568-5614
- Compliance Hotline** .....(866) 260-5636



# COR focuses on Customer Service

**T**he Custodian of Records (COR) office partners with all HCA clinics and departments to provide excellence in customer service to clients. The records management function of COR touches every area, department, division and facility of HCA.

The COR office is open from 8 a.m. – 5 p.m. Monday through Friday. Customer service is a priority for the COR staff since they are the face of the Agency for many clients of HCA and the community.



A wide variety of calls are received daily at COR. Inquiries come from the media, community members requesting public records, clients, attorneys, copy services, insurance companies, investigators, police, sheriffs, court representatives, disability offices, doctors' offices, correctional institutions, health departments, other Orange County departments, and staff throughout HCA facilities.

The COR office is served with Subpoenas along with search warrants, court orders, and other legal notices. COR also provides support to all employees who appear as witnesses in legal hearings. COR provides each witness with a packet of informational instructions and assists in preparation for court appearances.

Clients visit the Custodian of Records lobby with a wide variety of questions. Along with requesting copies of records,

... continued on page 3



## Scott honored with Award

**C**ongratulations to Linda Scott, HCA Immunization Coordinator on receiving the 2010 Natalie J. Smith Immunization Champion Award. Linda is noted for making significant contributions to immunization at the state/local level and for her involvement in developing partnerships, innovative programs, philanthropic support, leadership in public health and advances in service delivery.



HCA Immunization Coordinator Linda Scott is pictured with the 2009 Natalie J. Smith Immunization recipient Steve Barnov from South Los Angeles Health Projects. Photo courtesy of Jae L. Hansen.

Linda has had a profound influence on immunizations in California, specifically in Orange County. In addition to her full-time role at HCA, she is also the Coordinator for the Orange County Immunization Coalition. She has also held several leadership roles in the California Coalition for Childhood Immunizations (CIC), including Communication Committee Chair, Vice President and President. She is an advocate, leader and mentor and is noted by her colleagues as having positive enthusiasm, a collaborative spirit and tenacity.

The Natalie J. Smith Immunization

Champion Award was established in 2003 to honor a remarkable woman. Natalie was the Deputy Director of the National Immunization Program, formerly the Chief of the California Department of Health Services Immunization Branch, a member of ACIP, and the founder of the California Coalition for Childhood Immunizations.

For more information about the Award, visit the Association of Immunization Managers (AIM) website at [www.immunizationmanagers.org](http://www.immunizationmanagers.org).

## Hernandez will be missed

**D**avid Hernandez, HCA Social Worker II for the Adolescent Family Life Program (AFLP) recently received recognition as one of the 2009 Latino OC 100 Honorees. David was noted for making a difference in Orange County's Latino communities. Hosted by Stay Connected OC, more than 300 people were in attendance at an event held on April 6 at the Delhi Center in Santa Ana to recognize the honorees.



David additionally received recognition on April 24, 2010 during a CHOC Hospital event for his contributions and social work activities on behalf of children and families of Orange County by the Tustin Kiwanis group.

Sadly, David, who had been battling pancreatic cancer while at the same time continuing to work up until May 6, passed away on May 12, 2010. He had told his supervisor that he wanted to work a little longer before taking time off so that he could make sure that all his cases were in good order. He will be greatly missed by his colleagues and his commitment to champion the welfare of the families that he served will not be forgotten.

## Exemplar Award

*continued from page 1*

and principles. He has been credited with advancing peer and family-driven recovery, cultural competence, co-occurring (mental health and alcohol and drug) best practices, technology development, and forging stronger partnerships with the criminal justice system.

Mark additionally serves as President of the California Mental Health Directors Association where he helped to keep the state's Mental Health Directors focused on promoting consensus so that together they created a roadmap for local control.

HCA congratulates Mark Refowitz on receiving this distinguished award. To learn more about the National Network of Social Work Managers or the Exemplar Award, visit [www.socialworkmanager.org](http://www.socialworkmanager.org).

## Customer Service

*continued from page 2*

COR staff are often asked: Where can I get a birth certificate? Where is the Housing Office? How do I get Disability? How do I make an appointment to see a provider? Where can I get immunizations? COR staff provide excellent customer service by answering questions and, when appropriate, directing inquiries to other sources for further specific assistance.

Our most important customer service is in the area of patient access to their medical records. Patient access is a strong focus of HIPAA. To be in compliance with these federal regulations, HCA must meet the set turnaround time when providing copies of client records.

To prevent barriers for patient access, clients may come to the COR lobby to complete the appropriate authorization form, or receive their form via US Mail or FAX. Clients may find the appropriate authorization form to request PHI on the COR website. The COR website is located at [www.ochealthinfo.com/records](http://www.ochealthinfo.com/records). It is important that each treating clinic provide authorization forms to their clients onsite and that they assist clients in completing the authorization form when they request their records.

The COR staff are dedicated, knowledgeable and an integral part of HCA. COR staff are busy bees ready to assist with all records requests.

COR is located at:  
BLDG 51 D  
200 W. Santa Ana Blvd # 125 (Park Towers Bldg.—entrance on Sycamore)  
Santa Ana, CA 92701  
(714) 834-3536  
FAX: (714) 835-9312



# HCA social workers inspire others

To celebrate National Professional Social Work Month in March, a special event was held on March 31 to honor all Orange County Social Workers for the tremendous work they do and the positive actions they inspire in their clients and in the community.

Held at the Social Services Agency, Supervisor Janet Nguyen was on hand to present a Board Resolution recognizing March as Social Work Month in Orange County. Several HCA social workers including Allen Baker, Micaela Madrigal, Erika Punched, Elizabeth Row, and Raquel Tellez, received certificates of recognition from Chief of Public Health Operations Donna Fleming and Family Health Division Manager Tony Edmonds.

Since its inception, the social work profession has worked to improve life for millions every day. Social workers operate from values that recognize

each person as relevant to society and believe that, when needed, society should help each person achieve his or her fullest potential. To learn more about Social Work Month, visit the National Association of Social Workers website at <http://www.socialworkers.org>.



Chief of Public Health Operations Donna Fleming and Family Health Division Manager Tony Edmonds recognized HCA social workers during an event held on March 31. Pictured (alphabetically) are Allen Baker, CSW II; Micaela Madrigal, Senior Social Worker; Erika Punched, CSW I; Elizabeth Row, CSW I; and Raquel Tellez, CSW II.

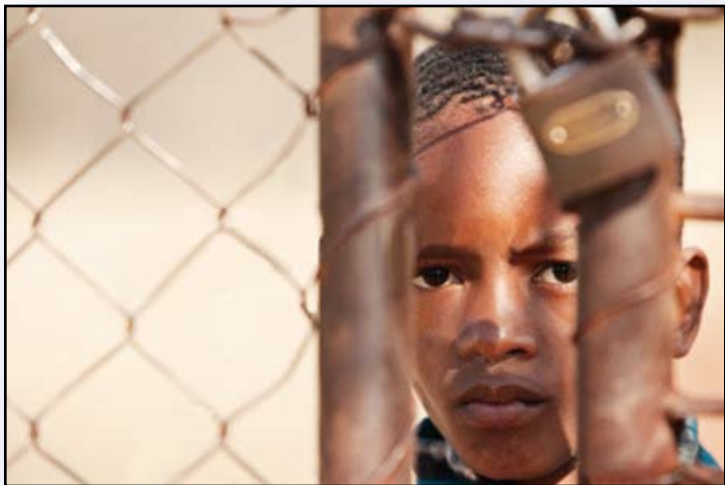
## June is Refugee Awareness Month

During the month of June, Refugee Awareness month will be recognized throughout California. The purpose of this campaign is to celebrate and recognize the achievements and contributions to refugee communities in the state and to promote statewide awareness of refugee programs and resettlement efforts.

The Health Care Agency's Refugee Preventive Health Services (RPHS) program provides required health assessments to newly arriving refugees, asylees, parolees, and victims of trafficking at the Westminster Clinic located at 14120 Beach Blvd., Ste. 104 in Westminster. 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 more information about HCA RPHS, call (714) 896-7390.



### JUNE HEALTH OBSERVANCES

Home Safety Month

National Aphasia Awareness Month

National Scoliosis Awareness Month

Fireworks Safety Month  
June 1 – July 4

Sun Safety Week  
June 6-12

National HIV Testing Day  
June 27

Eye Safety Awareness Week  
June 27 – July 5

# The Children's Support and Parenting Program



Last year, the Prevention and Intervention (P&I) Division was a welcome addition to Behavioral Health Services. Among the goals of the P&I Division is to develop prevention and early intervention programs to help prevent the development of serious emotional and/or behavioral disorders and mental illness. The first of the new P&I programs to be implemented was the Children's Support and Parenting Program (CSPP).

CSPP is a 10-week series for families recovering from mental health and/or addiction disorders. The program's goal is to reduce the impact on children who are being raised in families exposed to, or recovering from, these disorders. The program includes an eight week group series for caregivers to build effective parenting skills and a concurrent six-week age-appropriate group series for children to build resiliency and strengthen life skills. At the completion of these core sessions, parents and children are brought together for two multi-family sessions. These multi-family group sessions bring the generations together reuniting them in a directed learning activity and helping each other to practice some of their new knowledge and skills.

The program has been offered at transitional living shelters, motels, substance abuse treatment programs, family placement programs and various behavioral health providers throughout Orange County. The program is, for the most part, offered at locations that are already housing families that have recently experienced multiple traumas such as alcohol or drug addiction, family breakup, homelessness, domestic violence or other problems that resulted from or contributed to mental health problems. In the past year the program has been conducted at 15 different locations with a total of 108 caregivers and 55 children having attended or completed the program.

A celebratory event was held on Saturday, May 15, to bring all the families who have participated in the CSPP together. This event included a picnic and family friendly activities, creating a carnival atmosphere. Events like these are designed to further support family growth and will be held annually to offer recognition for families' achievement. For more information regarding CSPP and/or suggestions for future sites for offering this program, please call (714) 480-4678.

## NuPAC targets low-income families

It is hard to make healthy choices, but it's harder to watch family members bear the emotional consequences and health risks associated with obesity, such as Type 2 diabetes. Resonating with local moms, a new "What's Harder?" statewide ad campaign aims to improve the health of low-income families who are at greater risk of obesity and diet-related chronic diseases.

"Eating healthy foods, especially for families with limited incomes, can be a struggle. I try to cook healthy meals at home, but food prices can be high and it's hard to get my kids to stay away from the snacks they see on TV," said Yazmin, a Santa Ana mom.

Families who face everyday dilemmas to model and teach sensible eating habits are getting support. The statewide ads seen on local TV channels and billboards, help give parents strength to make tough decisions in the kitchen.

Yazmin is one of 20 "Champions for Change" Orange County moms who received recognition from 2007 to 2009 for her positive efforts in making



*Every day is Earth Day.*  
—Author Unknown

... continued on page 6

# Youth-created poster unveiled by TUPP

**H**CA's Tobacco Use Prevention Program (TUPP) joined with community leaders, educators and students for a special event on April 23 to unveil a poster created by youth-artist Alexandra Gerrain from San Clemente High School. Her "Tobacco and Hollywood" poster is currently featured at the Krikorian Theatre located at 641-B Camino De Los Mares in the City of San Clemente.

Smoking in movies has been shown in research studies to increase the likelihood that youth will start smoking. The Centers for Disease Control and Prevention (CDC) has repeatedly cited exposure to tobacco use in media as a major factor in youth smoking. Youth who see smoking on television and other media are more likely to start smoking than youth who are not exposed to smoking in media.

TUPP offers tobacco education for youth and adults, as well as free tobacco cessation and prevention services. Information about cessation services for adults and teens is available by calling (866) NEW-LUNG or (866) 639-5864. More information about TUPP can be found online at [www.ochealthinfo.com/tupp](http://www.ochealthinfo.com/tupp).

*Sabrina Ross from Supervisor Bates' Office presented youth artist Alexandra Gerrain with a certificate of recognition for her winning artwork pictured at the Krikorian Theatre in San Clemente. Pictured (left to right) are Sabrina Ross; Amy Buch, Health Promotion Division Manager; and Alexandra Gerrain.*



## NuPAC

*continued from page 5*

healthy changes for her family. These everyday moms face many obstacles when it comes to improving the health of their families, from the cost of fruits and vegetables, to the lack of support from some family members.

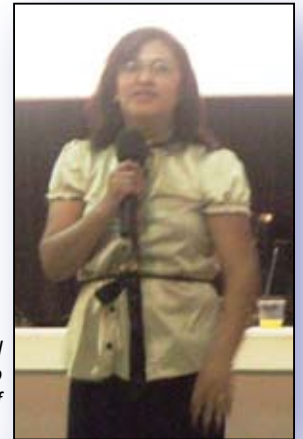
Still, they have the courage to take small steps to make big improvements in their health. They inspire other moms to overcome challenges and make healthy changes for their families and neighborhoods.

Thanks to the Orange County Nutrition and Physical Activity Collaborative (NuPAC), more than 20 agencies actively support the Parent "Champions for Change" Nutrition Education Initiative which has successfully engaged and mentored parent leaders to be part of the public health solution.

For more information, visit [www.ochealthinfo.com/nupac/nupac.htm](http://www.ochealthinfo.com/nupac/nupac.htm) or e-mail Anna Luciano-Acenas at [aluciano@ochca.com](mailto:aluciano@ochca.com) to learn

more about the *Network for a Healthy California* activities in Orange County.

*Champion Mom Yazmin proudly shared her story, the struggles and successes, to raise a healthy and well-balanced family of 5 children with her husband.*



*OC Champion moms recognized by Sen. Lou Correa at the "Stars of Orange County" parent recognition event in April.*

# Nurses recognized during breakfast event



In May 6, 2010, approximately 100 HCA staff celebrated nursing at a breakfast held at the Phoenix Club in Anaheim as part of this year's Nurse Recognition Week "Caring Today for a Healthier Tomorrow."

Celebrated annually each year during the month of May, Nurse Recognition Week acknowledges the unique contributions nurses make to support the health of the nation.

At the event, HCA Director Dave Riley thanked nursing staff across the agency for their many efforts to support clients in various settings where they are served. County Health Officer Dr. Eric Handler noted the work of all HCA nurses and specifically acknowledged two nurses who are examples of nursing excellence.

Family Health nurse Pam Henry received recognition for her work during the H1N1 response and ACT Program nurse Linda Lopez was noted for her work to ensure safe and healthy placement for babies born to women who are incarcerated at the time of delivery.

Guest speaker Margaret Avila inspired attendees to recall the roots of their nursing career calling and how it relates to social justice. She additionally emphasized the role of nurses as advocates to help support healthy communities.

HCA is proud of its nurses and recognizes their efforts and contributions to the HCA team.



Julie Koga received a basket donated by Lynn Fiorica during the Nurse Recognition Breakfast held on May 6.



Pictured (left to right) are Agnes Im, Larry Pritchett, Public Health Services Deputy Agency Director David Souleles and Family Health Services Division Manager Tony Edmonds.



Pictured (left to right) are Debbie Seeley, Public Health Nursing Division Manager Debbie Chitty and Justine Dinh.



Karen Munoz greets HCA Director Dave Riley and County Health Officer Dr. Eric Handler during the 2010 Nurse Recognition breakfast event held at the Phoenix Club in Anaheim.

# PH Week 2010 celebrated

**I**n celebration of Public Health Week from April 5-11, 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 began with a kick-off event held at the HCA 17<sup>th</sup> Street Learning Center where Supervisor Janet Nguyen greeted attendees and acknowledged the dedication of HCA staff. A 2010 Public Health Week Board Resolution was also presented to

*Agency Director Dave Riley greeted attendees at the April 5 Kick-Off event and thanked public health staff for their contributions and commitments to the clients and communities HCA serves.*

County Health Officer Dr. Eric Handler. Agency Director Dave Riley and Public Health Services Deputy Agency Director David Soules also thanked Public Health staff for their positive contributions and commitment to the clients and communities that

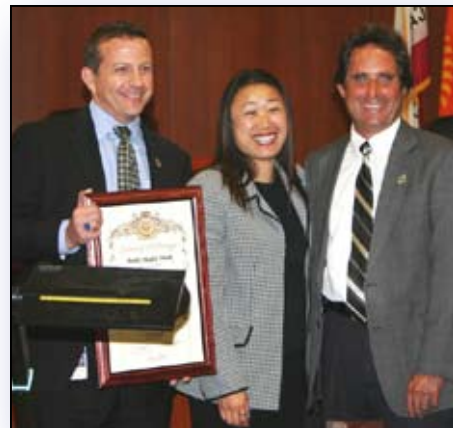
HCA serves. Attendees were also able to view the 2010 National Public Health Week video "What If You Made Just 1 Change Today."

A series of Lunch and Learn seminars were held the

remainder of the week to provide information on topics including Urban Myths and Legends of Public Health, Healthy Living Tips, and Healthy Aging. For those unable to attend the seminars, notes and presentations from the events are posted on the HCA Public Health Week webpage at [www.ochalthinfo.com/public/phweek/events.htm](http://www.ochalthinfo.com/public/phweek/events.htm).

A display was also placed at the County Hall of Administration building which depicted the various public health services offered by the agency. Daily tips featuring several health related topics from HCA public health programs were also sent to all HCA staff.

For more information about Public Health Week 2010, visit the HCA webpage at [www.ochalthinfo.com/public/phweek/index.htm](http://www.ochalthinfo.com/public/phweek/index.htm) or the American Public Health Association's website at [www.nphw.org](http://www.nphw.org).



*Supervisor Nguyen presented Public Health Services Deputy Agency Director David Soules and County Health Officer Dr. Eric Handler with a 2010 Public Health Resolution during the March 30 Board meeting.*



*During the April 5 Kick-Off event, Public Health Services Deputy Agency Director David Soules asked staff in attendance who have 20 or more years of County service to share with the group when they started with the Agency and with what program.*

*Worrying does not empty tomorrow of its trouble,  
It empties today of its strength.*  
—Author Unknown

Health Care Agency  
**WHAT'S UP** keeping staff informed & current

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

Editors . . . . . Tricia Landquist  
 Deanne Thompson  
 Anne Fialcowitz

Phone . . . (714) 834-6644  
 E-mail . . . tlandquist@ochca.com  
 FAX . . . . (714) 834-7644  
 Pony . . . . Bldg. 38-S, 4th Floor



# What's New at HCA Safety...

**H**CA Safety is pleased to announce a new and more effective method of communication with the HCA Safety Program. Beginning April 20, HCA employees are now able to access one e-mail address, [HCA\\_SafetyProgram@ochca.com](mailto:HCA_SafetyProgram@ochca.com) to contact the Safety Office. This new e-mail address will assist in centralizing safety requests, questions, and injury notifications, in addition to any other safety related information. Please update your contact list to reflect this new resource. For further information regarding the new mailbox for the HCA Safety Program, or for any other safety related matters please contact April Kearney, HCA Safety and Training Officer at (714) 834-4359.

### Update: Quarterly DSR Meeting

On April 28, the HCA Safety Program hosted the second quarterly Departmental Safety Representative (DSR) meeting for 2010. Nearly 100 dedicated DSRs attended this informative meeting that provided discussions and training on safety communication, safety inspections, corrections, and evacuation drill requirements.

In addition, the HCA Safety Office recognized four outstanding individuals who demonstrated timeliness in regard to safety document requests. This immediate attention to safety assists the Safety Program because it ensures hazards, chemical information, program plans, and injuries are reported in a timely manner compliant with Cal/ OSHA requirements. The HCA Safety Office commends the individuals below for their exceptional effort in making safety a priority at their worksite.

- Alfredo Valle** ..... **Strategic Operation Center (SOC)**
- Jackie Bernard** ..... **Custodian of Records**
- Jeanette Besagar-Salvador** ... **Public Health Lab**
- Jeremy Harris** ..... **17<sup>th</sup> Street Business Office**

At the Quarterly meeting, the HCA Safety Program also awarded certificates to the DSRs who recently became



*Pictured (left to right) are Michelle Spitaleri, Jessica Ayala, JoAnn Bowland, Estela Ortiz, Lee Boon, Roxanna Osborn, and Sherine Costa.*



*HCA Safety and Training Officer April Kearney, discusses communication at the 2<sup>nd</sup> quarter DSR Meeting.*

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

- Eric Vander Kallen** ..... **California Children Services**
- Estela Ortiz** ..... **HCA Safety Program**
- Esther (Veronica) Viramontes** . **California Children Services**
- Karyn Doan** ..... **California Children Services**
- Jessica Ayala** ..... **Adult Mental Health Services/Specialized Services**
- Joann Bowland** ..... **HCA Safety Program**
- Lee Boon** ..... **Public Health Community Nursing**
- Michelle Spitaleri** ..... **Behavioral Health Prevention/Intervention**
- Roxanna Osborn** ..... **California Children Services**
- Sharon Simmons** ..... **LPS Mental Health Services**
- Sherine Costa** ..... **LPS Mental Health Services**

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

*I would not waste my life in friction when it could be turned into momentum.*  
*—Frances Willard*

## Golden Can Award

continued from page 1

The Food Rescue Program arranges for the pick-up of excess prepared food from restaurants, caterers, hotels and amusement parks and delivers it to member charities in specially equipped vehicles. For the last 19 years, EH staff have been providing valuable safe food handling training to these member charities to help ensure the safety of these foods being distributed to the County's most vulnerable populations.

Today's volunteer health educators being honored are working under the banner of the recently formed organization known as Community HealthComm. The organization is made up of professional health educators and health communicators who partner with community organizations such as the Second Harvest Food Bank of Orange County by volunteering their expertise to worthwhile programs such as Food Rescue. More information about the organization can be obtained by sending an e-mail to [communityhealthcomm@gmail.com](mailto:communityhealthcomm@gmail.com).



Environmental Health staff present during the April 10 luncheon included (left to right) Corwin Brown, Erasmo Jacinto, John Ralls, Alexandra Vecchio and Matthew Reighter. Also pictured is Bob Wright of the Second Harvest Food Bank. EH staff unable to attend the event were Robert Curtis, Gerrit Kovach and Ron Bennett.

## Time to spring clean your website

**S**pring clean your web pages! Review the information on your program's website:

- Is the information current?
- Is it accurate?
- Is it complete?

If not, it may be time for an update. A few tips for updating information on your website:

- Ensure that service locations and addresses, telephone numbers, hours of service and all other contact information are accurate and easy to find
- Eligibility criteria for your program or service should be easy to find, with a contact number for more information
- A complete description of services and/or resources is very helpful
- Include links to other County agencies or service areas that offer complementary services (i.e., Social Services)

To make updates to your web pages, send an E-mail to HCA Web Developers at [publicinfo@ochca.com](mailto:publicinfo@ochca.com) for prompt service.



*Enjoy when you can, and endure when you must.*  
—Johann Wolfgang von Goethe

# WHAT'S

keeping staff informed & current

## Peg Jones inspires excellence in others

**A**s one of the eldest, active employees of the County at 89 years-old, Margaret "Peg" Jones is noted for her eagerness to take on new challenges and her calm, professional, can-do approach.

Peg is currently a Senior Office Supervisor D with Behavioral Health Children and Youth Services Program where she is responsible for overall office support operations at multiple clinic locations throughout the County. She also has responsibilities that go beyond supervision of staff and utilizes skills in analysis, report preparation and project coordination.

When Peg first came to the County at 59½ years old, it was originally for a temporary, part-time position when her husband retired. She had been a traditional homemaker and thought it might be fun to be a career woman for a "little while." Thirty years later, Peg is still having fun! She moved from part-time typist to a full-time word processor on swing shift, and within seven years progressed to the top of the supervisor series.

Some of Peg's achievements include receiving the 2010 Working and Involved Senior of Excellence (WISE) Award, which raises awareness and acknowledges the contributions older individuals make in today's work and community environment. She was also selected by the County of Orange as a Woman of Achievement in 1986 for outstanding leadership as a supervisor.

Peg served on the County of Orange Supervisory Group Executive Board for more than eight years and eventually rose to the position of Board President. Peg would consider her greatest achievement to be the appreciation she receives from her managers and the success that she has witnessed when new staff, whom she has mentored, have gone on to do well at higher levels.

Peg's motivation to continue working comes from a three-fold purpose: a general love of public service, wanting to help staff realize their full potential, and finding at least one way each day to make her manager's job a little easier.



## New Records Manager announced

**C**ongratulations to Rey Montoya who began his new role as HCA Records Manager in the Custodian of Records Office on May 10. Rey will provide leadership and oversight to the Custodian of Records (COR) Office which is the clearing house for the release of all medical and public records held by HCA. COR also processes all subpoenas for records, witness appearances, and works as a liaison between attorneys and HCA staff.



Rey began a second career with the Health Care Agency in September 2006. As manager, Rey has held positions with both the HCA Safety Program and Facilities Operations. Prior to coming to HCA, Rey held key managerial positions with the City Of Orange Fire Department where he achieved increasingly responsible administrative and professional experience, and provided leadership and direction in a career that spanned 30 years. During the H1N1 outbreak, Rey's prior fire service planning and coordination background were put to work to help coordinate HCA's response and activation of the HCA Emergency Operations Center.

Rey received his Juris Doctorate Degree from California

Southern College of Law, and his Bachelor of Science in Fire Administration and Technology from California State University Los Angeles.

One of Rey's new and exciting assignments is to lead and oversee the conversion of inactive medical records to electronic storage. He is currently working with Matrix Imaging Products, Inc. to transfer hard copy inactive medical charts to digital format. This project is currently in its initial phases, but



... continued on page 3



---

# Dr. Cohen picked as IHS Employee of the Quarter for first quarter of 2010

**H**at's off to Dr. Isadora Cohen from HCA Correctional Mental Health Services on being recognized as the Institutional Health Services (IHS) Employee of the Quarter for the first quarter of 2010. Dr. Cohen was recently presented with the perpetual plaque surrounded by IHS Management, peers, and HCA Director Dave Riley.

Dr. Cohen, PhD, is a psychologist working in Correctional Mental Health at the Theo Lacy Jail. She received recognition for her untiring work ethic and conscientiousness. From the time she comes to work until she leaves the office at the end of the day, she is constantly busy at work. While the average caseload in the office is approximately 50 cases, her caseload is at 58 cases. She

continually manages to keep her caseload high and picks up more cases whenever she perceives the need.

Dr. C., as she prefers to be called, is very meticulous in her charting. She is sure to include what is required by the charting Policies and Procedures and one gets the sense of the work she is doing when reading her notes. In her notes you will see the effort she puts in to identify the nature of the client's problems and to come up with a plan of therapy. It is clear that she is working very hard to help her clients overcome their problems. Some of her clients have sent letters expressing gratitude for the help she has given them.

Dr. C. has also been willing to serve in the role of Acting Service Chief when called upon and helps to orient new staff. She was chosen for these assignments due to her high level of professionalism, careful judgment, and ability to remain calm under pressure.

She continues to seek to expand her knowledge base and keep up

with developments in her field. She attends trainings offered through the Mental Health Services Act (MHSA) training program, as well as through outside providers. She has completed

a core course in HCA's Leadership Development Program and has demonstrated her commitment to a leadership role in the Correctional Mental Health program.



*Pictured (left to right) are Frank Miscione, Service Chief II at Theo Lacy Jail; Dr. Isadora Cohen; Institutional Health Services Division Manager Terre Duensing; and HCA Director Dave Riley.*

---

## Mission Statement created for Balanced Scorecard

**E**arlier this year, the Health Care Agency joined several other County departments and initiated the process for creating a Balanced Scorecard. The Balanced Scorecard ensures that the Agency's services align with the County's strategic goals. It also provides HCA with tools to measure progress and communicate the Agency's successes.

The first step in developing an effective Balanced Scorecard was to determine the vital services that HCA provides to the community. These are: Assessment & Planning, Prevention & Education, and Treatment & Care. Also recognizing the importance of HCA employees and the Agency's internal processes, it was determined that a fourth area of focus in the Balanced Scorecard should be Administration & Workforce. The HCA Executive Team then revised the Agency's mission statement to include HCA's essential services:

*In partnership with the community, protect and promote the health & safety of individuals and families in Orange County through assessment & planning; prevention & education; and treatment & care.*

To determine what the agency would like to accomplish in the community and related measures of success, stakeholder groups met during the month of April to examine and identify measures for each key service area. The next step is to finalize the performance measures and determine outcome targets. Some of the measures being evaluated include the two-year old vaccination rate, percent of youth using alcohol

... continued on page 4

# Hanh Truong recognized for community work

Congratulations to Hanh Truong from Behavioral Health's Cultural Competency Program on receiving recognition during an Asian Pacific Islander Heritage Month Celebration for his positive contributions to the Asian Pacific Islander community.

An event hosted by State Senator Lou Correa and the Orange County Asian and Pacific Islander Community Alliance (OCAPICA) was held on May 20 at the Delhi Center in Santa Ana to recognize individuals and organizations for their outstanding leadership and contributions.

During the festivities, Hanh received several awards from Sen. Correa, Sen. Loretta Sanchez and OCAPICA Director Mary Anne Foo. He received the Emerging Leaders Award which honors up-and-coming leaders who have devoted their valuable time to serving the API community in the areas of education, business, and civic participation; and a Certificate of Congressional Recognition from Sen. Sanchez for his numerous years of community service.

For more information about OCAPICA, visit [www.ocapica.org](http://www.ocapica.org).



*Pictured (left to right) are OCAPICA Director Mary Anne Foo, Hanh Truong, and Sen. Lou Correa.*

# Newly automated EPRP application process!

In July 1<sup>st</sup> the Health Care Agency will introduce the future of Tuition Reimbursement. The Educational and Professional Reimbursement Program (EPRP) application will now be submitted electronically. This will be the first step in heading toward a paperless reimbursement process.

This new application process will allow HCA employees to;

- Submit a Reimbursement Application at the touch of a button
- Attach documents to the application electronically
- E-mail application to their supervisor for approval instead of getting a signature
- Automatically receive notification of the application's status at all times
- View all EPRP applications submitted online

With the implementation of the new and improved application process, HCA will no longer be accepting paper applications. (If you do not have electronic copies of supporting documents or access to a scanner, hard copies of supporting documents can still be submitted via pony at Bldg. 38AE or by fax at 714-834-4445.) This new application will be available through the HCA's intranet website under the application form link starting July 1, 2010.

For more information please visit the EPRP intranet homepage at <http://intranet/eprp>.



## Records Manager

*continued from page 1*

is expected to expand to offer electronic storage options to many programs throughout HCA. This comprehensive project will improve productivity and enhance security not only within the Custodian of Records office, but throughout the Health Care Agency.

Rey's office is located within HCA Custodian of Records at 200 W. Santa Ana Blvd., Ste. 125 and he can be reached at (714) 834-2044.



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

Editors . . . . . Tricia Landquist  
Deanne Thompson  
Anne Fialcowitz

Phone . . (714) 834-6644  
E-mail . . [tlandquist@ochca.com](mailto:tlandquist@ochca.com)  
FAX . . . (714) 834-7644  
Pony . . . Bldg. 38-S, 4th Floor

# Provider receives MSI Award

In March 31, 2010, the Medical Services Initiative (MSI) Program held its second annual Community Provider Forum attended by nearly 70 primary care providers. The MSI team discussed a wide range of topics from healthcare reform to information technology enhancements.

The session was principally geared toward MSI's Patient-Centered Medical Home (PCMH) network. The MSI Program defines a PCMH as one that meets, or is on track to meeting, all of the following criteria:

- **Quality and Safety** – Physicians engage in performance measures for continual improvement and accountability;
- **Physician Directed Medical Practice** – The personal physician leads a team of individuals at the practice level who collectively take responsibility for the ongoing care of patients;
- **Whole Person Orientation** – The whole person approach tackles issues dealing with the mind and body; while integrated care blends family and healthcare services to meet cultural and language needs;
- **Enhanced Access** – Open scheduling and improved communication between patients and the healthcare delivery system;
- **Payment Reform** – Open to reform practices designed to reduce waste and inefficiency and enhance patient-centered care and accountability are promoted.
- **HIT Adoption** – Adopt and use health information technology to improve coordinated care across multiple levels by enhancing the communication and delivery of health information in a way that can improve quality, reduce costs, and advance the decision making capacity of the treating physician.

While not all of the above criteria have a specific measure, one way the MSI Program measures and rewards its PCMH providers is through a Quality and Outcomes Framework. The Framework uses established standards adopted from the Health Effectiveness and

Data Information Set (HEDIS) which are a widely used set of performance measures in the managed care industry and developed and maintained by the National Committee for Quality Assurance. For example, the program will look at a PCMH's group of assigned patients and determine based on demographic data whether their patients should be receiving certain preventive screenings (i.e., female patient between the ages of 24-64 should have an annual cervical cancer screening). We also look at how well the provider is managing their chronically ill population (i.e., are their diabetics getting regular Hba1c tests or are asthmatics on an asthma control medication). And finally, we'll look at the entire size of the provider's MSI patient panel and give extra credit for those that adopt our health information technology system.

Today, MSI has 247 PCMHs. One provider stood out from the pack as having the top Quality and Outcomes Framework score for the most recent completed year — Dr. Dean Ngo. Dr. Ngo managed the care of 201 assigned MSI patients during this time period and his participation in the Program is truly valued. In appreciation of his work, the MSI Program presented Dr. Ngo with a certificate and a \$4,381.36 bonus check out of a \$250,000 bonus pool. Thank you again Dr. Ngo and to all of the providers out there delivering an invaluable service to the County's underserved and uninsured population.



Dr. Dean Ngo is pictured with his staff and HCA MSI Administrator Dan Castillo.

## JULY HEALTH OBSERVANCES

International Group B Strep Awareness Month

Juvenile Arthritis Awareness Month

UV Safety Month

## Balanced Scorecard

*continued from page 2*

and/or tobacco, suicide and attempted suicide rate, exclusive breastfeeding rate, and client treatment completion rate/retention rate. These are just a few of the 29 performance measures currently under consideration.

The measures and targets will be finalized this summer, and the Balanced Scorecard is scheduled for implementation in 2011. Stay tuned for upcoming "What's Up" articles explaining more about the HCA Balanced Scorecard.

# MRC volunteers honored with award

**O**n April 15, 2010 the Volunteer Center Orange County held its 34<sup>th</sup> Annual Spirit of Volunteerism Awards to honor Orange County's outstanding volunteers. This year, 388 individuals, families, groups and corporate teams were honored for their exceptional volunteer contributions to our communities. Volunteer Center Orange County along with 132 community organizations and businesses sent their congratulations to each of the honorees.

The Orange County Health Care Agency (HCA) Health Disaster Management Division (HDM) and HCA Human Resources were very proud to congratulate 11 Orange County Medical Reserve Corps (OC MRC) Volunteers attending this year's ceremony for their outstanding contributions during the H1N1 clinics held during October, November and December 2009 and January 2010.

OC MRC Volunteers contributed hundreds of hours for several weeks during the H1N1 clinics administering 5,925 flu mist and seasonal flu injections for the Public Health Division. The volunteers cannot be thanked enough for their overwhelming support to HCA for staffing the H1N1 Information Hotlines during the weekends and for assisting Public Health's operation of Points of Dispensing Sites (PODS) in several cities, as well as weekly flu vaccinations clinics. These clinics

staffed by the volunteers eliminated large numbers of individuals arriving during normal clinic hours allowing daily operations to continue.

OC MRC Volunteers also offered assistance to the Orange County School District by providing licensed MRC nurses,

physicians, and clerical staff to assist local school nurses with their flu vaccination clinics.

HCA appreciates each and every one of its MRC Volunteers and is thankful to all for their service to the Agency and the County.



MRC Volunteers pictured include R.J. Hansen; Cathy Diganci; Laurel Perez, RN; Kelly Martinez, RN; George Tobin; Maria Doyle, LVN; Gary Moore; Stella Wisner, DDS; and Christina Branch, RN. MRC volunteers not pictured are Anita James, Pharmacist and Barry Cohen, Pharmacist. Hosting the MRC Table but not pictured was former MRC Manager, Peggy McCormick.

# Myra Kanter receives award for video

**M**yra Kanter from HCA Patients' Rights Advocacy Services Program recently received recognition for her participation in an anti-stigma video, "Profiles of Hope" created by the Los Angeles County Department of Mental Health. The 30-minute presentation highlights what people diagnosed with mental illness do in a typical day to promote their own recovery, as well as the wellness of those around them. For more information about the video, visit <http://dmh.lacounty.gov>.



# Health Officers gather at Shellmaker Island



Members of the California Conference of Local Health Officers (CCLHO) are pictured at HCA's Shellmaker Island Public Health Lab on Thursday, May 13 for their Semi-Annual Conference. The membership of CCLHO includes the 61 legally appointed physician Health Officers in California, one from each of the 58 counties and the three cities of Berkeley, Long Beach and Pasadena. CCLHO provides a state/local forum for the discussion of significant health issues in order to develop recommendations for appropriate health policy. More information on the CCLHO is available online at [www.cdph.ca.gov/programs/CCLHO/Pages/default.aspx](http://www.cdph.ca.gov/programs/CCLHO/Pages/default.aspx).

# HCA Safety to implement new training

**W**hen people think of job hazards at the Health Care Agency it is usually in reference to the health hazards that are often associated with working in the medical field and with the public.

However, HCA's greatest hazard has nothing to do with a medically related exposure. In fact, the hazard is often found in almost every department throughout the Agency. Still guessing what that hazard might be? The answer is driving a vehicle.



Surprisingly, driving a vehicle for HCA on County time is one of the greatest hazards that HCA employees are potentially exposed to. In fact, it can be such a serious hazard that CEO Risk Management Safety Loss and Prevention requires employees who drive as part of their job assignment to take a Defensive Driver course when they initially begin their assignment, and continue with a refresher course every two years thereafter. This requirement is for all employees who work for the County of Orange, not just HCA.

Previously, this required training was only offered by the CEO/Risk Management Office and only at their training facility in Santa Ana. However, to improve efficiency and assist in reducing travel costs associated with training, the HCA Safety Program is now offering this course at various HCA work locations. As an added bonus, CEO Risk Management has certified the HCA Defensive Driver Refresher course and will permit the certificate obtained from the class to be acknowledged as one of the five trainings required to obtain certification as a Safety Representative.

HCA Safety anticipates that this new training will be beneficial and utilized by many programs as an opportunity to efficiently train large groups of staff at one time. We look forward to working with programs to ensure that all employees remain in compliance by receiving their training within the required time period. For further information on how to arrange a class for your program at your specific HCA work location, please call April Kearney at (714) 834-4359 or contact us by E-mail at: [HCASafetyProgram@ochca.com](mailto:HCASafetyProgram@ochca.com).

**COMPLIANCE**  
**866.260.5636**

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



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

*Enjoy when you can, and endure when you must.*  
—Johann Wolfgang von Goethe

## Baitx recognized for contributions

**A**s a Lead Hazardous Waste Specialist for Environmental Health, Kevin Baitx is recognized for his outstanding investigative skills and his attention to detail, which helps to insure that appropriate evidence is properly acquired. In

his position, Kevin works closely with the District Attorney's Office to help them investigate and process cases related to hazardous waste.

Kevin has worked with Environmental Health in the Hazardous Materials Management Section (HMSS) for more than 21 years. In a recently settled case, he was called upon by the DA's Office to investigate a complaint they received regarding the illegal disposal of fertilizers at a Walmart store located in Foothill Ranch. Kevin expertly handled the investiga-



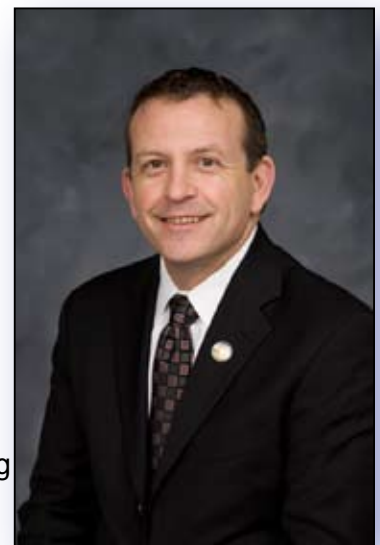
*Congratulations to Kevin Baitx on being recognized as the July 2010 Gold Star recipient.*

*... continued on page 2*

## Souleles receives "Community Champion" Award from CA Endowment

**D**avid Souleles, Deputy Agency Director for Public Health Services, was recently honored by the CA Endowment as a "Community Champion" for the Healthy Eating Active Communities (HEAC) Program. This multi-year initiative aims to increase opportunities for physical activity and healthy eating in Santa Ana. David was specifically recognized for his active, multi-level support of the Health Promotion Division's "Walk to School Day" Program. This program works with community partners to (a) highlight the positive health outcomes of walking, (b) encourage daily physical activity through walking to school, and (c) engage communities to work with stakeholders to make their neighborhoods more walkable.

For the past several years, David has taken part in Walk to School Day kick-off events by walking with the parade of students as they make their celebratory trek to their campuses. He has also participated as a speaker at the corresponding school media events, highlighting the connection between physical activity, walking, and overall health.



*... continued on page 5*



## Conflict of interest & gift ban ordinance policies

In past articles, the Office of Compliance has discussed the subject of conflict of interest—specifically that an employee’s personal interests or activities should not conflict with what is best for HCA. A conflict of interest is created by accepting benefits from business contacts connected with your assigned duties. The HCA Code of Conduct gives examples of benefits as:

- Gifts
  - Rewards
  - Meals
  - Refreshments
  - Transportation
  - Entertainment
  - Any item of monetary value
- The Office of Compliance

(OOC) Policy and Procedure

I.15.02 gives further information on this topic and references the Orange County Gift Ban Ordinance that all County employees must adhere to.

These documents are accessible via the following links:

- <http://intranet.ochca.com/docs/compliance/p&p/I-15.pdf>
- <http://egov.ocgov.com/vgnfiles/ocgov/TTC/doc/giftbanordinance.pdf>

These resources are just a click away, so please take a moment to read them and refresh your memory regarding the policies that apply to your work at HCA. Then, think of a few strategies that will work for you in preventing any type of conflict of interest within your work environment.



### Gold Star

*continued from page 1*

tion, which ultimately resulted in a landmark statewide case.

The Walmart enforcement case resulted in \$27.6 million in penalties. More importantly, the case resulted in compliance throughout all of Walmart’s stores.

“Kevin’s experience and knowledge continues to provide the HMSS with the ability to pursue and assist in the prosecution of complex enforcement cases,” said Pearl Boelter, Environmental Health Program Manager. “In addition, his communication style and team work facilitate the coordination that is required between the DA’s office, HMSS staff, and himself in these cases.”

Compliance is the goal, but sometimes enforcement actions are needed to reach it. Orange County Environmental Health HMSS regulates more than 8,000 businesses for hazardous materials and wastes generated, stored, and/or disposed of in the County. A small percentage of those businesses will have enforcement actions taken against them in order to promote the protection of the environment and ensure a fair playing field for all businesses.

## Edmonds says “Goodbye” after 25 years

After 25 years of service, a retirement celebration was held on June 30 for Family Health Services Division Manager Tony Edmonds. Held at HCA’s 17<sup>th</sup> Street Training Center, the event featured a fun, fiesta theme and was well attended by many HCA staff members who sent Tony well wishes on his retirement. Tony also received a Board Resolution to recognize his 25 years of dedicated service to the County.

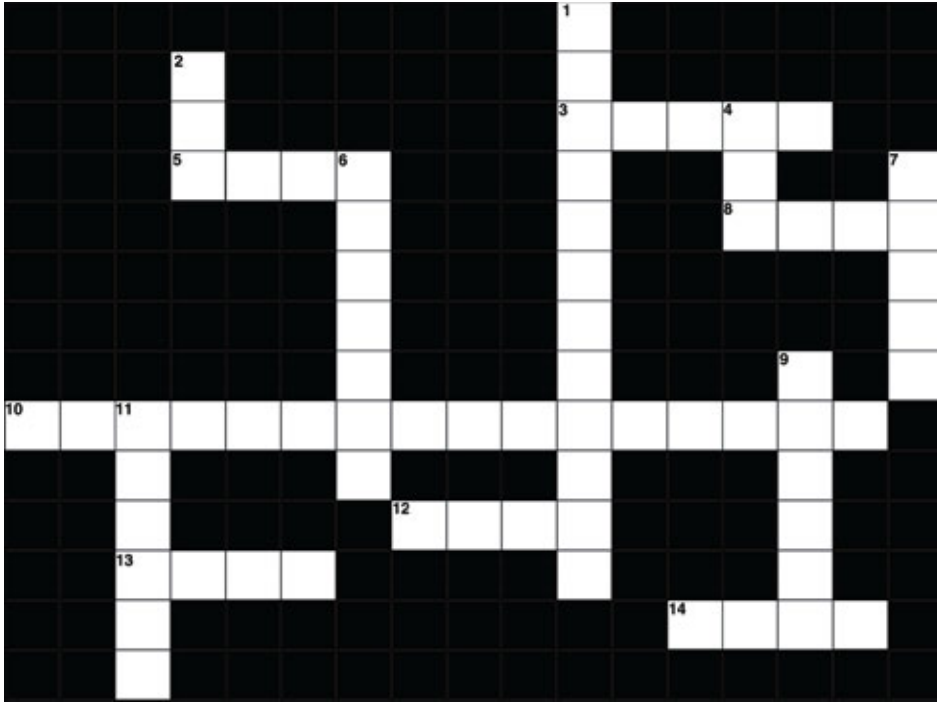
*Pictured (left to right) are HCA Director Dave Riley; Family Health Services Division Manager Tony Edmonds; Public Health Operations Chief Donna Fleming; and Public Health Services Deputy Agency Director David Souleles.*



... more photos on page 6



# Safety Crossword Puzzle for July



## Across

3. Location of HCA Safety Program 405 W. \_\_\_\_\_ St.
5. CEO \_\_\_\_\_ Management
8. Cal/\_\_\_\_\_ is the state agency that monitors an employer's safety program
10. \_\_\_\_\_@ochca.com, the HCA Safety email
12. The \_\_\_\_\_ Prevention Plan discusses smoke alarms and fire drills
13. Acronym for Injury, Illness, Prevention, Program
14. Acronym for Material Safety Data Sheets

## Down

1. Title of the monthly safety article in the What's Up newsletter
2. Acronym for Departmental Safety Representative
4. The number of annual evacuation drills required to be performed at HCA worksites
6. Last name of the HCA Safety and Training Officer
7. Last name of the Agency Services Manager
9. The \_\_\_\_\_ Communication Plan discusses chemical handling and labeling
11. The Emergency \_\_\_\_\_ Plan discusses bomb threats and earthquakes

(Answers on page 6)

*Happiness lies, first of all, in health.*  
—George William Curtis

## Supervisors: Are your backups current?

**W**hen you are unavailable to approve your staff's timecards, a backup supervisor must approve them in your absence. To ensure you have adequate backup, it is strongly recommended that you select at least three backup supervisors in VTI, one of which should be your own supervisor (unless otherwise directed). Here's how:



Once logged onto VTI, click the **ADMIN** tab and select **My Acting Roles** located on the left side of the screen. You will then see the **Acting Role Assignment** screen. Use the drop down arrow to select backup supervisors and to set expiration dates. To remove an acting supervisor's name, click **Delete**. When finished with all changes, click **Update**.

Make sure your backup supervisors:

- Are at the same position or higher.
- Know you have assigned them as a backup and that HCA Payroll may contact them for questions or issues in your absence.
- Are available on non-pay week Thursdays and Fridays to review timecards, make any needed changes, and submit them.
- Are familiar with your staff's work schedules and have a way to verify hours worked in a  
... continued on page 4





# Scanning & electronic storage of inactive medical records

**T**he Custodian of Records (COR) office is actively coordinating and monitoring the scanning of archived inactive medical records into digital format for electronic storage. To date, 86 jobs have been processed from three Programs, and approximately 2 million pages have been converted! This is just the beginning phase of the project that will eventually include the conversion of all archived inactive medical records.

In addition to paper medical records, the project also includes converting all microfiche medical records to digital format through an “on demand” process. In the past, COR staff would copy microfiche records from an archaic microfiche copy machine. Thanks to modern technology, the microfiche is being sent to the Agency’s scanning and digitizing vendor through an “on demand” process. The microfiche chart is scanned and the chart is saved to electronic storage via the secure hosted-site. The COR office can then provide either a hard copy or compact disc (CD) to the requestor.

Eventually, all microfiche records will be converted. This is a large and long range plan and will improve record keeping for the Agency. As inactive paper medical records are archived from the clinics, they will be included in the scanning project.

There is still time to include your archived clinic charts in the current contract. If you would like to be included in this process, please contact Jackie Bernard from the Custodian of Records office, at [jbernard@och-ca.com](mailto:jbernard@och-ca.com) or (714) 834-3446.

This comprehensive project will improve productivity and enhance security not only within the Custodian of Records office, but throughout the Health Care Agency.

## Payroll

*continued from page 3*

pay period.

- Are able to view your staff’s timecards. If they cannot, check to see if the expiration dates you set have expired. If any have expired, you will need to input new dates. **Backup supervisors with expired dates cannot access your staff’s timecards!**
- Are still relevant as backup supervisors. You should delete those who, for example, have moved to another position or have retired.

To see which supervisors have selected *you* as one of *their* backup supervisors, click the **Review** tab and then click the down arrow next to your name under **Supervisor**. The names listed indicate those supervisors who selected you and whose expiration dates for your name have not yet expired. To access a supervisor’s staff’s timecards, click on the supervisor’s name. A list of that supervisor’s staff will then appear, and you can review and approve timecards, when needed, as you normally do.

To remove your name from a supervisor’s backup list, contact that supervisor and request your name to be deleted (providing you first receive approval from your supervisor).

Updating the above information will help avoid unnecessary calls to the wrong people and will ensure the right people can access your employees’ timecards in a timely manner when needed. **Tip:** Set a reminder to yourself in Outlook to periodically review your backup list and to reset expiration dates *before* they expire!

Contact HCA Payroll at (714) 834-5549 Monday through Friday between 8 a.m. and 5 p.m. for help with VTI or other payroll-related issues.

## AUGUST HEALTH OBSERVANCES

Cataract Awareness Month

Children's Eye Health and Safety Month

National Immunization Awareness Month

Psoriasis Awareness Month

Spinal Muscular Atrophy Awareness Month

World Breastfeeding Week . . . . .1-7

# JHS receives 100% compliance rating

**J**uvenile Health Services (JHS) received a 100% compliance rating during their recent Title 15 inspection at each of the five facilities where JHS provides healthcare services. California Title 15 is the standard of care regulations for juveniles in detention facilities. The five facilities in Orange County are: Juvenile Hall, Youth Guidance Center, Joplin Youth Center, Youth Leadership Academy and Theo Lacy Juvenile Annex (at the Theo Lacy Annex, JHS coordinates with CMS for the health care of juveniles).

California Health and Safety Code states that the County Health Officer is to investigate the health and sanitary conditions in all detention facilities and report the findings to the California Corrections Authority, the Sheriff, the Chief Probation Officer and the Board of Supervisors. Over 200 specific care standards within the 31 regulations are examined to insure detained juveniles receive adequate health care. In each facility compliance was 100%. "This validates the outstanding quality of care and the hard work performed by JHS staff, 24 hours a day, 365 days a year. We take pride in what we do and are committed to providing quality health care to the kids in our care," said Mark McDorman, JHS Program Manager.



In collaboration with HCA/Behavioral Health's Court Evaluation Guidance Unit (CEGU) and the Orange County Probation Department, JHS insures all minors entering each of the facilities are pre-screened for health concerns, receive a full head-to-toe physical examination by a licensed clinician, receive a dental exam (and treatment if necessary), have their immunization status up-to-date, have access to specialty care if needed and receive ongoing care and treatment.

In Orange County's juvenile detention facilities, JHS has also gone the extra step and received a two-year accreditation from the California Medical Association Institute for Medical Quality (IMQ). Accreditation not only requires compliance with Title 15, but raises the bar even higher to insure a facility exceeds a level of care widely accepted by the medical community as constituting quality health care.

Congratulations to the JHS staff.

## Souleles

*continued from page 1*

David says "Walk to School Day is a great event because it encourages young people to take small steps to improve their lifelong health and quality of life."

In addition to supporting efforts at the program level, David is especially recognized for "lifting up" and sharing the Santa Ana Walk to School Day story with public health professionals throughout the state and the nation. At state-wide gatherings, he has used the work as a backdrop to talk about the link between public health, partnerships, and community engagement. Recently, he also participated in a 2009 American Public Health Association Conference panel to discuss successes from Santa Ana's Walk to School Day efforts.

Along with other "champions" throughout the state, David was honored at a "Community Champions Banquet." HCA and the Health Promotion Division continue to honor and appreciate David for his meaningful support and commitment to creating healthy, walkable communities.

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

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

Editors . . . . . Tricia Landquist  
Deanne Thompson  
Anne Fialcowitz

Phone . . (714) 834-6644  
E-mail . . [tlandquist@ochca.com](mailto:tlandquist@ochca.com)  
FAX . . . (714) 834-7644  
Pony . . . Bldg. 38-S, 4th Floor

*Hear your heart.  
Heart your health.*  
—Faith Sehill

**Tony Edmonds**  
continued from page 2



HCA staff members attended Tony Edmonds' retirement fiesta held on June 30 at the HCA 17<sup>th</sup> Street Training Center. Pictured (left to right) are Maria Corona, Elizabeth Corona, Larry Pritchett, Jan Shoda, Mauricio Prado, Colleen Nguyen and Tammy Nguyen.



Tony Edmonds and Larry Pritchett don their sombreros for Tony's fiesta themed retirement celebration held on June 30.

**Answers to  
Crossword  
Puzzle**



# Fit Tips for Summer

**W**ith warmer weather and longer days, it is a great time to head outdoors and be active. If you have not kept up with your health and fitness goals, now is the time to get back into a routine.



Think fresh and start with new activities you enjoy doing. Pick seasonal fruits and vegetables like strawberries and asparagus.

Eight large strawberries and six large asparagus spears are equal to about one cup of fruits and vegetables, respectively.



Strawberries are an excellent source of vitamin C, which helps the body heal cuts and wounds and helps lower the risk of infection. Asparagus is a great source of vitamin A, which helps to maintain good vision, fight infection and keep skin healthy.

Fit Business Tips are created by the CA Department of Health and features a fruit and vegetable of the month and simple tips for healthy eating and physical activity. 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).

## PHS team wins 2010 Ambriz Award

**C**ongratulations to HCA's Childhood Lead Poisoning Prevention Program (CLPPP) Team, winners of the 2010 Steve Ambriz Team Excellence Award. This award was created to identify qualities and characteristics of effective work teams, and to encourage teams to exemplify the principles of Enlightened Leadership and Team Excellence in creative collaborative action.

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 sub-clinical symptoms. High levels of lead in the body can cause seizures, coma and death.

CLPPP team members work together to educate community members and organizations; par-



*Winners of this year's Steve Ambriz Team Excellence Award, Childhood Lead Poisoning Prevention Program (CLPPP) team members received recognition during the HCA Employee Recognition Awards held at the Board Hearing Room on July 22. Charles Hart from the Labor Management Committee (LMC) and Agency Director Dave Riley presented the group with a certificate and plaque.*

ents; childcare and medical providers; students; and others about the dangers of lead poisoning and how to prevent exposure through health fairs, presentations, medical provider trainings, one-on-one trainings, meetings with other agencies, and other events.

The program also follows-up with every child in Orange County

who has an elevated blood lead level. Some of these children have a lead level high enough to require a home visit and environmental investigation by a public health nurse and registered environmental health specialist.

Because the team has staff from many disciplines within HCA

... continued on page 9

## Miller appointed to National EMS Council

**C**ongratulations to HCA Emergency Medical Services (EMS) Assistant Medical Director Ken Miller on being appointed to serve on the U.S. Department of Transportation's National Emergency Medical Services Advisory Council. Dr. Miller was among 23 other leaders selected to serve on the council.

The council, first chartered by the U.S. Department of Transportation in 2007, provides expert emergency medical services advice to the department and its federal partners. The Council makes recommendations on key issues in the EMS field, including recruitment and retention of emergency medical services personnel, quality assurance, federal grants for emergency services, and preparation for multi-casualty incidents.



# Balanced Scorecard finalizing new goals

The process to develop our new Balanced Scorecard continues in earnest this summer. The current step is to finalize goals for mission critical services in each of the four focus areas: (1) Assessment & Planning, (2) Prevention & Education, (3) Treatment & Care, and (4) Administration & Workforce.

## HCA Balanced Scorecard

### Focus Areas and Mission Critical Services

- Assessment & Planning
  - ◆ Disease Monitoring
  - ◆ Disaster Planning
  - ◆ Research & Planning
  - ◆ Water Quality
  - ◆ Emergency Medical Care
- Prevention & Education
  - ◆ Food Quality Inspections
  - ◆ Infectious Disease Prevention
- Alcohol, Tobacco & Other Drug Prevention
- Mental Health Prevention & Early Intervention
- Obesity Prevention
- Treatment & Care
  - ◆ Correctional Health Care
  - ◆ Indigent Health Care
  - ◆ Crisis Response & Intervention
  - ◆ Clinical Care
- Administration & Workforce
  - ◆ Fiscal Administration
  - ◆ Contract Management
  - ◆ Workforce Development & Satisfaction
  - ◆ Information Systems

Each of these focus areas was established to cut across all HCA Divisions and Programs. Correspondingly, the goals for the mission critical services in each area will have a common theme such as preventing or reducing disease and improving the health of Orange County residents. For each performance measure, a baseline will be determined which will help to set future outcome targets. Going forward into next year and beyond, the Agency will track ongoing progress at meeting our target goals. The Balanced Scorecard promises to provide a way to demonstrate the excellent services the HCA provides to the residents of Orange County.

Stay tuned for upcoming "What's Up" articles explaining more about the HCA Balanced Scorecard.

### HCA's Mission Statement

*In partnership with the community, protect and promote the health & safety of individuals and families in Orange County through assessment & planning; prevention & education; and treatment & care.*



Coming Soon to a Computer Near You!

## World Premier of 2010 Mid-Year Compliance Refresher

Yes it's true! The Office of Compliance is offering a Mid-Year Privacy Refresher to HCA Employees only. This short (19-slide) training reviews key privacy and security concepts using real HIPAA and Privacy incidents straight from the headlines. The training incorporates news stories to review HCA's practices for handling sensitive information entrusted to us at the Health Care Agency.

This Mid-Year Privacy Refresher is mandatory for HCA employees only. This training will be provided on the County of Orange Training Partner system, and Contractors, volunteers, and vendors will not have access.

Keep an eye out for the e-mail launch.



**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.

---

# OC Environmental Health staff are there for you at the 2010 Fair

**T**his year's OC Fair "The Beat Goes On" ran from July 16 to August 15.

Each year the fair attracts over 1 million visitors and a popular draw is the many delicious and amazing foods, such as BBQ turkey legs and deep fried ice cream bars. While Fair attendees are enjoying these delicious foods, county health inspectors are busy behind the scenes ensuring that the food is safe for consumption and will not cause illness. A team

of experienced inspectors from the Environmental Health Division are responsible for verifying that approximately 200 food vendors are in compliance with the State requirements and food safety rules.

Environmental Health staff are present on opening day and during the duration of the Fair to conduct inspections, issue health permits, respond to complaints, and ensure continued compliance with safety requirements. Some of these requirements include proper

food temperatures; fresh water and waste water connections; hot and cold running water; sanitization; refrigeration; safe food handling practices; food storage and approved food sources. Before the start of the Fair, staff also met with food vendors and Fair organizers to help ensure everyone understood all requirements and proper food handling. The entire team worked cohesively to help ensure a successful and safe 2010 Orange County Fair.



*Orange County Environmental Health staff are pictured just before starting inspections on the first day of the OC Fair. Seated (left to right) are Villia Simpkins, Taren Tseng, Jaime Brunton, and Linda Rodriguez. Standing (left to right) are Tom Wong, Kevin Do, Bruce Freeman, Lauren Hatch, Jenafer Forester, Johnny Velasco, Leslie Moffitt, Randy Dossett, Mary Jin, Gerrit Kovach, Jennifer Dingwall, Annice Guadan, Christina Valdez, Glenn Dimaano, Kiki Cason and Kevin Dugan. (Not pictured are Janene Bankson, Marty Friebert, John Banoczi, and Pieter Pijl of the Mesa Consolidated Water District)*

# Employees recognized for service

**A**n Employee Recognition Awards ceremony was held on July 22 to recognize the years of dedicated service for HCA employees. The following is a list of service awards presented:

5 Years . . . . .	49	10 Years . . . . .	50	15 Years . . . . .	19
20 Years . . . . .	27	25 Years . . . . .	10	30 Years . . . . .	3

## 30 YEARS



*Steve Dunivent from the County Executive Office congratulated Agency Director Dave Riley during the July 22 Employee Recognition Awards for his 30 years of dedicated County service.*



*Chief of Quality Management David Thiessen celebrated 30 years of County service and received recognition from Agency Director Dave Riley and Financial and Administrative Services Deputy Agency Director Bob Wilson.*

## 25 YEARS



*Institutional Health Services Division Manager Terry Duensing celebrated 25 years of County service and received recognition on July 22 from Agency Director Dave Riley and Medical and Institutional Health Services Deputy Agency Director Bob Gates.*



*Public Health Services employee Bob Newtown celebrated 25 years of County service and received a certificate and pin to commemorate the occasion from Agency Director Dave Riley and Public Health Services Deputy Agency Director David Souleles.*



*Karen Newe from Environmental Health Services celebrated 25 years of County service and received recognition on July 22 from Agency Director Dave Riley and Public Health Services Deputy Agency Director David Souleles.*

25 YEARS



*Celebrating 25 years of County service, Cheryl Lowes from Public Health Services received recognition from Agency Director Dave Riley and Public Health Services Deputy Agency Director David Souleles.*



*Nahed Girghis received a 25-year certificate and pin from Agency Director Dave Riley and Financial and Administrative Services Deputy Agency Director Bob Wilson.*



*Irma Anthony from Public Health Services received a 25-year certificate and pin from Agency Director Dave Riley and Public Health Services Deputy Agency Director David Souleles during the July 22 awards ceremony.*

20 YEARS



*Steven Clagett received a 20- year certificate and pin during the July 22 Employee Recognition Awards from Agency Director Dave Riley and Medical and Institutional Health Services Deputy Agency Director Bob Gates.*



*Celebrating 20 years of service, Linda Miles from Behavioral Health Services received a certificate and pin from Agency Director Dave Riley and Behavioral Health Services Deputy Agency Director Mark Refowitz.*



*Financial and Administrative Services employee Diana Perez received recognition from Agency Director Dave Riley and Financial and Administrative Services Deputy Agency Director Bob Wilson for her 20 years of County service.*



*Agency Director Dave Riley and Financial and Administrative Services Deputy Agency Director Bob Wilson presented Marilyn Pritchard with a 20-year certificate and pin during the July 22 Employee Recognition Awards.*



*Alcohol and Drug Abuse Services Division Manager Brett O'Brien received recognition for his 20 years of County service during the July 22 Employee Recognition Awards. Agency Director Dave Riley, Behavioral Health Services (BHS) Deputy Agency Director Mark Refowitz, and BHS Chief of Operations Mary Hale presented Brett with a certificate and 20-year pin to commemorate the occasion.*



---

## 20 YEARS



*Celebrating 20 years of service, Public Health Services staff members received recognition during the July 22 Employee Recognition Awards. Pictured (alphabetically) are Delia Baldi, Debbie Chitty, Christy Cooper, Julie Hobberlin and Christina Valdez.*

---

## 15 YEARS



*Agency Director Dave Riley and Medical and Institutional Health Services Deputy Agency Director Bob Gates congratulated Sheryl Curl on celebrating 15 years of service with the County during the July 22 Employee Recognition Awards.*



*Celebrating 15 years of County service, Behavioral Health Services employees received recognition from Agency Director Dave Riley and Behavioral Health Services Deputy Agency Director Mark Refowitz on July 22. Pictured (left to right) are Phyllis Crane, Tuan Nguyen, and Patrick Ton.*

*One doesn't know, till one is a bit at odds with the world, how much one's friends who believe in one rather generously, mean to one.*  
—D.H. Lawrence

**10 YEARS**



Agency Director Dave Riley and Behavioral Health Services Deputy Agency Director Mark Refowitz presented certificates and 10-year service pins to Behavioral Health Services employees. Pictured (alphabetically) are Cynthia Detweiler, Jose Marin, Mike Parisi, and Mari Tafoya.



Medical and Institutional Health Services staff celebrated 10 years of County service and received recognition from Agency Director Dave Riley and Medical and Institutional Health Services Deputy Agency Director Bob Gates on July 22. Pictured (alphabetically) are Anna Liu, Denise Patarello, Ronda Pe'a and Maria Zamora.



Public Health Services staff members who celebrated 10 years of service during the July 22 Employee Recognition Awards received a certificate and pin from Agency Director Dave Riley and Public Health Services Deputy Agency Director David Souleles. Pictured (alphabetically) are Florida Cabale, Kathryn Cross, Maria Dominguez-Wilson, Jesse Lopez, Sherryl Ramos, Guadalupe Salazar, and Denise Westrick.



Financial and Administrative staff pictured (left to right) Harvey Schuster, Amber Alford and Maria Corona celebrated 10 years of service with the County and received a certificate and pin from Agency Director Dave Riley and Financial and Administrative Services Deputy Agency Director Bob Wilson.



Benito Paredes from Behavioral Health Services received recognition from Agency Director Dave Riley and Behavioral Health Services Deputy Agency Director Mark Refowitz for his 10 years of service during the Employee Recognition Awards held on July 22.



Agency Director Dave Riley and Public Health Services Deputy Agency Director David Souleles congratulated Public Health staff celebrating 5 years of service and presented them with certificates and pins. Pictured (alphabetically) are Natalie Angelo, Genny Ceballos, Liliana Dominguez, Edgar Duarte, Billie Dean Freed II, Francisca Moreno Martinez, Martha Ramirez, Katherine Sanchez, and Laura Sudlow.



Behavioral Health Services employees celebrating 5 years of County services received recognition from Agency Director Dave Riley and Behavioral Health Services Deputy Agency Director Mark Refowitz on July 22. Pictured (alphabetically) are Charles Dewitt, Haya Farooqui, Bryan Nennessey, Dena Lee, Patricia Morales, Ruby Navarro, and Elzbieta Sliwa-Luce.



Kindra Dimitriadis celebrated 5 years of County service and received a certificate and pin from Agency Director Dave Riley and Financial and Administrative Services Bob Wilson during the July 22 awards ceremony.

The best vitamin to be  
a happy person is B1.  
—Author Unknown

## Ambriz Award

*continued from page 1*

– Nursing, Environmental Health, Health Education, and the Public Health Laboratory – each brings skills from these different fields to the program. Despite being housed in different HCA buildings within the county, the team is noted for their effective collaboration, communication and cooperation amongst team members.

CLPPP team members are also noted for going above and beyond when they provided assistance to a lead case's family whose child had never been retested for lead after previously testing at a high level. The child's family and five other families were living for six weeks in a home with no water. Team members helped the family register for Medi-Cal; provided directions to a clinic and laboratory for follow-up; and worked with the city to have the water turned back on.

Another accomplishment involved assisting the Orange County Register by providing data for their investigative story "Toxic Treats," several years ago which told the story of imported, Mexican candies which contain lead and can harm children. As a result of this piece, changes occurred in federal and state regulations regarding lead in imported candies.

To provide community outreach, the team also designed unique 7-foot tall retractable educational lead posters that were presented at cities, public presentations, health fairs and various other events. They were so popular that other counties in

the state have asked how to create and/or order them.

Even though the number of children with elevated blood lead levels is decreasing overall, Orange County has had more cases in 2009 than 2008, and is seeing more cases than usual this year. CLPPP team members continue to be diligent in teaching the community about the dangers of lead to prevent illness, and continually looks for any possible sources of lead poisoning.

CLPPP team members include:

- Jan Shoda, Supervising Public Health Nurse/Coordinator
- Larry Pritchett, Public Health Nurse
- Beatriz Hernandez, Staff Nurse
- Maria Aguilar, Information Processing Technician
- Mardee Jara-Meza, Health Education Associate
- Jeff Lane, Registered Environmental Health Specialist
- Fred Chung, Registered Environmental Health Specialist
- Jenafer Forester, Registered Environmental Health Specialist
- Mozghan Mofidi, Supervising Registered Environmental Health Specialist
- Manisha Sulakhe, Public Health Chemist

Behavioral Health Services Evaluation and Treatment Services (ETS) program team members

received recognition as an Honorable Mention for the 2010 Steve Ambriz Team Excellence Award. ETS provides emergency psychiatric evaluation and crisis stabilization treatment services to adults ages 18 and older on a 24-hour, 7-days per-week basis.

ETS team members include:

- Cristina Allanigue
- Elizabeth Alquisira
- Vincent Baca
- Jack Beau
- Nancy Bertoli
- Christopher Brown
- Vernon Castle
- Fina Cruz
- Cindy Cunningham
- Jason D' Amico
- Lynette Ewing
- Cecilia Fernandez
- Manual Fernandez
- Kenneth Guy
- Mari Hill
- Cirilo Hurtado
- Willis Jennings
- Marievel Jose
- Connery Lee
- Yesenia Luna
- Dolores Munoz
- Kiew Hanh Nguyen
- Patricia Owens
- Jenny Pruitt
- Carlos Rangel
- Barbara Richard
- Stanford Salter
- Lynh Tran
- Sarah Vu



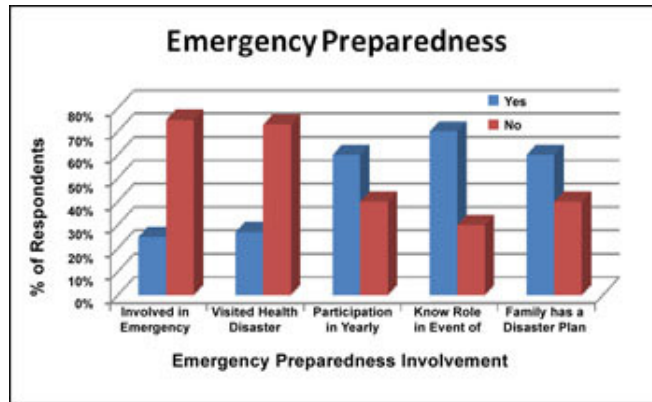
*Behavioral Health Services Adult Mental Health Evaluation and Treatment Services (ETS) team were recognized as Honorable Mentions for the 2010 Steve Ambriz Team Excellence Award. Agency Director Dave Riley and Behavioral Health Services Deputy Agency Director Mark Refowitz presented certificates to the group on July 22.*

# Nurse Skills Assessment Survey results analyzed

In March, 2010 a Nurse Skills Assessment Survey was distributed to 445 nurses employed by the Health Care Agency, as well as to 207 nurses who are part of the volunteer Medical Reserve Corps (MRC). The purpose of the survey was to assess nurse perception of their readiness to respond to a health emergency. In the event of a disaster, a prepared and dedicated team of health professionals is central to ensuring the health and safety of the public.

Several questions regarding nurses' disaster preparedness, as well as future training opportunities for disaster preparedness were assessed. Only 24.7% of nurses who responded to this survey have been involved with Disaster Medical Assistance Teams, American Red Cross, or other emergency response teams.

Of those nurses surveyed, approximately 60% participate in yearly disaster drills in their departments, and as many as 70% of nurses know their roles in the event of a disaster. About 60% of nurses have a family emergency disaster plan. These



statistics indicate that the majority of nurses are aware of and participate in emergency disaster preparedness at work and at home.

The results of this nurse skills survey indicate that HCA nurses (and MRC nurses) with a training update would be confident in their ability to perform most all of the skills included in this survey.

While only 26% of our nurses surveyed have previous experience with emergency preparedness teams, an overwhelming majority have a high level of interest in participating in emergency preparedness activities and training to improve their readiness to respond when called upon in a disaster or other emergency.

# Save the Date for Nursing Skills Week

Save the date to attend this year's Nursing Skills Week and a Disaster Shelter Exercise planned to take place on Sept. 28, 29 and 30. Learn to increase your awareness and proficiency during a disaster response; prepare for different disaster related roles/ assignments; and participate in hands on nursing skill testing and training.

Continuing education units will be provided. Space is limited, so sign up on Training Partner now. For more information, please contact Lori Gordon with Health Disaster Management via e-mail at [lgordon@ochca.com](mailto:lgordon@ochca.com) or call (714) 560-6194.



## SEPTEMBER HEALTH OBSERVANCES

Childhood Cancer Month

Fruit and Veggies – More Matters Month

Leukemia and Lymphoma Awareness Month

National Alcohol and Drug Addiction Recovery Month

National Cholesterol Education Month

National Preparedness Month

Family Health and Fitness Day USA . . . . .25

National Women's Health and Fitness Day . . . . .29

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.

Editors . . . . . Tricia Landquist  
 Deanne Thompson  
 Anne Fialcowitz

Phone . . (714) 834-6644  
 E-mail . . [tlandquist@ochca.com](mailto:tlandquist@ochca.com)  
 FAX . . . (714) 834-7644  
 Pony . . . Bldg. 38-S, 4th Floor

# Leadership in Safety

Often times skills we learn in the workplace are not always useful in our lives outside of work. However, for those who serve as Departmental Safety Representatives (DSRs) within the HCA Safety Program, the skills and knowledge gained can certainly be applied to many aspects of daily living. The following example demonstrates how Casey Cross-Mendez, one of our “stellar” DSRs within the Birth and Death Records Division, recently had the opportunity to apply her workplace skills at her local gym.



On June 5, Casey was participating in a group exercise class at her local gym. Casey heard the activation of a fire alarm. The class instructor ignored the alarm and continued with the class. It was not until Casey, who put her DSR skills into practice, mobilized the class and initiated an evacuation, that the class was led to a safe assembly area. Casey’s immediate response was prompted by her DSR training. As a DSR she has learned that when an alarm is activated, it is important to evacuate a building and wait until it has been deemed safe by the proper authorities before re-entering. The failure of her local gym to appropriately respond to the alarm also prompted Casey to notify the local Fire Marshal. In response, the Fire Marshal inspected the gym and discussed fire prevention and evacuation policies with the gym’s management. As a result, the gym has updated its evacuation plan, which included placing evacuation maps throughout the facility. All this was due to Casey’s outstanding public service. HCA Safety recognizes **Casey Cross-Mendez** as a true Leader in Safety!



Casey Cross-Mendez accepting her Leadership in Safety award during the 3<sup>rd</sup> Quarter DSR Meeting.

## Update: Quarterly DSR Meeting

On July 29, the HCA Safety Program hosted the third quarterly DSR meeting for 2010. More than 100 dedicated DSRs attended this informative meeting that provided discussion and training on how to complete a hazardous chemical inventory list, corrective action requirements for annual inspections, and performing monthly fire extinguisher inspections.



Estela Ortiz assists some of the DSRs during the distribution of the Cal/OSHA posters at the 3<sup>rd</sup> Quarter DSR meeting.

In addition, during the quarterly meeting the HCA Safety Office recognized an outstanding individual who demonstrated timeliness in regard to safety document submittals.

Immediate attention to requests for documentation assists the Safety Program by ensuring that hazards, chemical information, program plans,

... continued on page 12

# Simple fit tips

Be as well at work and on your days off. Adding fruits and vegetables to each meal or snack is one of the easiest ways to stay healthy. There are many tasty ways to enjoy fresh produce. Try grilling your fruits and vegetables, such as peaches and potatoes. Cooking on the grill adds flavor and reduces fat. You can also



cook fruit and vegetable kabobs for a healthy change. Serve foods that take the heat out of your kitchen. Add cool, fresh berries or peaches to salads, yogurt and desserts. Frozen juice pops are a favorite with kids of all ages. Eat a variety of fruits and vegetables every day for better health.

## Peaches and Nectarines

One large peach or nectarine is equal to about one cup of fruit. One nectarine is a source of fiber, which helps you feel full, keep normal blood sugar levels, and avoid constipation. One nectarine is also a source of vitamin C, which helps the body heal cuts and wounds and helps lower the risk of infection.

## Potato

One medium baked potato is an excellent source of potassium, which helps the brain tell muscles when to move. Potassium also helps keep a healthy blood pressure. A medium potato is also a good source of fiber.

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. For more information, visit [www.cdph.ca.gov/programs/cpns/Pages/FitBusinessTips.aspx](http://www.cdph.ca.gov/programs/cpns/Pages/FitBusinessTips.aspx).

# Annual County Employee Food Drive

**T**he Annual County of Orange Employee Food Drive *OC Can: Our Community, Our Commitment* will run Aug. 9 through Sept. 10. The County, in collaboration with the Community Action Partnership of Orange County and the Second Harvest Food Bank, are hoping to collect thousands of pounds of food to feed the poor and destitute throughout the County.

During last year's food drive, County employees contributed more than 6½ tons of food that provided over 10,301 meals to the hungry. HCA food drive barrels will be located at the following work-site locations.

- HCA Admin—Bldg. 38, 405 W. 5<sup>th</sup> St., Santa Ana, 2<sup>nd</sup> Floor Lobby
- California Children Services—Bldg. 51, 200 W. Santa Ana Blvd. Suite 100, Santa Ana
- Health Promotion—Bldg. 12-HP, 12 Civic Center Plaza, Ste. 127, Santa Ana
- Public Health—Bldg. 50, 1725 W. 17<sup>th</sup> Street, Santa Ana, Information Booth
- Environmental Health—Bldg. 39, 1241 E. Dyer Road, Santa Ana, 1<sup>st</sup> Floor Lobby
- Adult Mental Health Clinic—Bldg. 98, 2035 E. Ball Rd., Anaheim, Suite 200
- Adult Mental Health—Bldg. 95, 5 Mareblu, Aliso Viejo
- Children & Youth Services—Bldg. 20, 21632 Wesley Dr., Laguna Beach

Online donations can also be made at:

- Community Action Partnership <http://vad.aidmatrix.org/vadxml.cfm?driveid=3383> or
- Second Harvest Food Bank <http://vad.aidmatrix.org/vadxml.cfm?driveid=3341>

Please note, in order to track

employee donations online and to ensure proper credit to your agency for participation, please indicate your agency name in the donation form (ex: HCA, SSA, etc.) in the same box as your last name and select "County of Orange" in the drop down menu.

Some suggested items to donate include:

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

juices, vegetables, soups and spaghetti sauce

- Baby food, formula, cereal, diapers and other baby care products
- Ready to eat items for the homeless such as individually packed products
- Personal care items such as sunscreen, toothpaste, toothbrushes, toilet tissue, and deodorant

For more information, please contact Amber Alford, HCA Volunteer Services, at (714) 834-4144 or by e-mail at [aalford@ochca.com](mailto:aalford@ochca.com)

## Safety Corner

*continued from page 1*

and injuries are reported in a timely manner compliant with Cal/OSHA requirements. The HCA Safety Office commended **Carole Graf** from the Medical Services Initiative (MSI) Program for her exceptional effort in making safety a priority at her worksite.

At the Quarterly meeting, the HCA Safety Program also awarded certificates to the DSRs who recently became Certified 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.

**Diana Ramirez** . . . . . **Children Youth Services**  
**Eva Perez** . . . . . **Consumer and Family Affairs**  
**Janaina Valmorbida** . . . . **Consumer and Family Affairs**  
**Jason Colacchia** . . . . . **Adult Mental Health Services**  
**Melody Marler** . . . . . **Recovery Center North**

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



*April Kearney, HCA Safety and Training Officer, Melody Marler, Rose Ocampo (on behalf of Jason Colacchia), Janaina Valmorbida, and Eva Perez.*

## Norby appointed IHS Deputy Agency Director

**H**CA announces the appointment of Ronald B. Norby to the position of Deputy Agency Director for Institutional Health Services (IHS), effective September 1. He will serve as a key member of the HCA Executive Team in conjunction with the current IHS Team and will provide management support to Correctional Medical, Correctional Mental Health, Juvenile Health Services and CONREP programs.

Norby has more than 40 years of experience in nursing and hospital administration. He joins HCA from Veteran's Affairs (VA) Desert Pacific Healthcare Network, which is responsible for providing integrated healthcare services for approximately 1.8 million veterans who reside in Southern California and Nevada. He has extensive experience in the VA system, served on the VA's National Leadership Board, and chaired numerous national committees dealing with system-wide communications, customer service, and resource allocation. Norby is considered one of the foremost leaders in implementing programs of

... continued on page 3



Pictured (left to right) are Lynn Einnarsson Woods, CCS Administrative Manager and Debby Gallup, CCS Physical Therapist.

## Gallup receives CCS McCarthy Therapist of the Year Award

**D**ebby Gallup, a Physical Therapist with the California Children's Services (CCS) Medical Therapy Program, was awarded the Kathy McCarthy Therapist of the Year Award. Debby has worked for the CCS program for 24 years, and was nominated by her peers for her leadership and dedication to the CCS program. Debby is noted for her professionalism and for maintaining a high degree of integrity, caring and concern for her patients and families. Debby performs her job with enthusiasm and is always willing to help others out. Her experience and expertise in pediatric therapy is outstanding and she is well liked by the children and families she serves.

The CCS Kathy McCarthy Therapist of the Year Award was established in 1992 to recognize staff occupational and physical therapists who have demonstrated an outstanding commitment to their profession, and the children and families of the CCS Medical

... continued on page 3





Compliance UPDATE

# Compliance Scavenger Hunt

Compliance isn't all about training and reporting issues, it is also making sure that we know where to find answers. To encourage you to look at our resources, we are having a scavenger hunt.

Look around the Compliance web pages to find the answers. Send your answers to [officeofcompliance@ochca.com](mailto:officeofcompliance@ochca.com). Remember to include your name, telephone number and PONY address.

- The first completed response with all the correct answers will win a prize.
- Even if you are not first, look for the answers because all of the correct responses received by October 15, 2010 will be entered into a drawing for more prizes.



1. What phone number is listed for the Chief Compliance Officer on the Compliance Intranet page?
2. What is the last numbered page on the Code of Conduct?
3. Name the two Medical Doctors on the HCA Compliance Committee.
4. What is the phone number of the Orange County Privacy Officer?
5. What is the title of the last Compliance Policy listed under Compliance P&Ps?
6. What does the abbreviation NPP stand for?
7. What is the subject of Compliance Policy #11?
8. How many people are on the Compliance Committee?
9. What color is the title slide of the "Encrypting and Retrieving of Media" self help video on the IT intranet site?
10. Whose photo is at the bottom of the Compliance homepage?
11. What is the intranet address of the OC HIPAA Website?
12. Which Code of Conduct Standard refers to hazardous waste?
13. What is the Compliance Hotline telephone number?
14. Which Code of Conduct Standard refers to licenses?
15. What color is the cover of the Information Security handbook?

Don't forget to include your name, telephone number and PONY address.



## 2010 Annual Online Safety Training

Fall has finally arrived and with it the end of the long hot days of summer.

Soon there will be pumpkins to carve and leaves to rake, but something else is coming our way here at HCA ... the launching of our annual online safety training.

### **Why do we have safety training every year?**

The 2010 annual on-line safety training is a very important part of HCA's effort to ensure that all employees are safe and productive. Cal/OSHA requires that all employees be trained annually on the four core subjects: Injury and Illness Prevention (IIPP); Fire Prevention; Hazard Communication; and Emergency Evacuation. This year the Safety Program has added an additional training module to provide information regarding Slips, Trips, and Falls.

### **When and how do I access the training?**

Like last year, the on-line safety training will be accessed through Training Partner. All staff will log on to Training Partner with their user identification and password. A memo will be sent in the next few weeks which will announce the commencement of the annual training period. This

... continued on page 3

### **OCTOBER HEALTH OBSERVANCES**

National Breast Cancer Awareness Month

National Disability Employment Awareness Month

National Physical Therapy Month

Sudden Infant Death Syndrome Awareness Month

National Child Health Day . . . . . 4

International Walk to School Day . . . . . 6

National Hospital and Health System Pharmacy Week 17-23

National Lead Poisoning Prevention Week. . . . . 24-30



## Hat's Off to Joe Vargas

**T**hank you to Joe Vargas from HCA's Health Promotion Division for spending his vacation volunteering in a week-long Field Training Exercise from July 24-31. As a member of the California Disaster Medical Assistance Team (D-MAT CA 1), Joe participated in an exercise held at the Connecticut Air Force National Guard Base to practice how disaster teams would respond during an 8.5 magnitude earthquake in austere environments.

Teams from New York, Florida, Ohio, Colorado, Connecticut and California were tasked with coordinating and building a medical field treatment unit to process individuals seeking medical assistance affected by the mock earthquake disaster. Large medical tents for triage, critical, and primary care were erected by all team members along with pharmacy and medical supplies.

To add further effect to the exercise, a fire was simulated within one of the critical care tents to determine how the medical team would react while simultaneously treating patients in these conditions. Cool heads prevailed in the humid 97 degree heat as the chain of command diligently evacuated patients and staff in an orderly manner.

The training exercise also included daily morning classroom lectures on topics ranging from treating blunt force injuries to how to be culturally sensitive when working in foreign countries. More than 300 DMAT members participated in the successful field exercise.

Orange County DMAT is one of 29 level one teams within the National Disaster Medical System (NDMS) capable of providing emergency medical care during and after a disaster, either natural or



manmade or other event and be self-sustained for the first 72 hours. For more information, visit [www.ca1dmat.org](http://www.ca1dmat.org).

### Norby

*continued from page 1*

system redesign and patient-centered care.

He holds a Master of Science degree in nursing from the University of Washington and is known for his inclusive management style and quick and extraordinary grasp of complex issues. Norby is a firm believer in transparency and is committed to enhancing the medical services provided in Orange County's correctional facilities.

His office will be located at 405 W. 5<sup>th</sup> Street, Rm. 778 in Santa Ana and can be reached at (714) 834-4099.

### Gallup

*continued from page 1*

Therapy Program. Kathy McCarthy was an Occupational Therapist in the CCS program who passed away in 1992. She had a 25-year career with the Orange County CCS Program. The award was established in her name to honor her dedication to the children served by the program.

California Children's Services specializes in medical care, case management, and physical and occupational therapy for children with chronic disabling conditions. The goals of CCS include prevention and treatment of disabling conditions in children through early diagnosis and treatment, and maximizing functional skills and the quality of life for children with severe physically disabling conditions.

### Safety

*continued from page 2*

memo will provide the needed log in instructions for Training Partner.

It is our expectation that this training will be utilized as an opportunity to acquire new knowledge, as well as refreshing basic safety information.

*Don't look where you fall, but where you slipped.*  
—African Proverb

# PHL hosts UCI Cosmos Program students

**I**n July, approximately 30 students from the UCI Cosmos Program had the opportunity to view demonstrations and participate in hands on activities at the Orange County Public Health Laboratory (PHL), Water Quality Section located at the Back Bay Science Center in Newport Beach.

The Cosmos Program is for southern and northern California high school honor students who have an interest in participating in college level research in Coastal Ecology. Staff at the PHL demonstrated what they do every day to assure that Orange County beaches are safe for the public to swim in. The students were given a chance to experience some of the methods used in recreational water testing.

Students filtered sterile buffer through filtration manifolds to get an idea of testing methodology and incorporated bay water samples into a group project. At the end, the students put together a poster to represent their project and the outcome of their study.

For more information about the Cosmos program, visit [www.cosmos.uci.edu/about.html](http://www.cosmos.uci.edu/about.html).



*Laboratory Assistant Sara Zolfaghari watches as students get hands on experience by testing recreational water samples.*



*Allen Medina, Laboratory Assistant works with students to test recreational water samples.*



*(Left) Laboratory Assistant Allen Medina and Laboratory Supervisor Joe Guzman, demonstrate water testing procedures that are performed daily to monitor beaches along the Orange County coast.*

# HDM holds exercise

**H**CA's Health Disaster Management (HDM) Division held its first "Disaster Medical Shelter Exercise" on August 3, 2010 at the Health Strategic Operations Center in Santa Ana. Approximately 23 HCA healthcare professionals and Medical Reserve Corps (MRC) volunteers participated in the event.

The exercise consisted of a Medical Shelter overview class and nine stations which provided

just-in-time training of actual patient conditions that might present in a medical shelter. Trainers for the various stations were experts in their specialty fields. Stations were set-up to mimic actual shelter design and included oxygen administration; c-collar/backboard and SAM Splint training; diabetes care; G-tubes/Feeding tubes; Pic line care; a behavioral health



*At this station, an asthma nurse specialist provides training on the correct use of an Epi pen.*

component; and catherization and asthma education.

*... continued on page 8*

# OC jails start ICE program

**I**n July 20, 2010, the Orange County Board of Supervisors approved an agreement with the Federal Government to house 838 Federal Immigration Customs Enforcement (ICE) detainees in Orange County jails. Because the inmate population is currently below capacity and there are currently unused beds in the OC jail system, it is possible to accommodate the requested bed space.

Beginning August 9, 2010, the County began receiving the first detainees. Both the Orange County Sheriff's Department (OCSD) and HCA Institutional Health Services (IHS) have made operational changes to ensure federal standards due to differences between Title 15 (for inmates) and Performance Based National Detention Standards [PBNDS] (for ICE Detainees). As this program is the first in the nation to use PBNDS, OCSD and HCA/IHS have made many operational adaptations to ensure compliance with the new program. ICE is populating the jails with an average of 25 detainees per day until the 838 total is reached.

This new program is a partnership between HCA/IHS, OCSD and the Federal Government and requires constant communication and flexibility. The Correctional Medical Services (CMS) and Correctional Health (CMH) Services triage staff have identified operational challenges, and have worked on improvements on a daily basis.

"CMS and CMH staff are to be commended for their teamwork, professionalism and flexibility," said Terre Duensing, Institutional Health Services Division Manager. "Although the success of this program is a collaboration of all CMS and CMH staff, supervisors and management, there are some examples of individuals who have gone above and beyond to ensure the success."

CMS Nurse Practitioner Martha Carranza assumed responsibility for completing an extensive health appraisal on each ICE detainee within 14 days of admittance (PBNDS standard) into the OC jails. She is completing up to 24 health appraisals per day, as well as seeing detainees who submit daily sick call requests.

CMS CHART Program Supervisor Donna Hanson-Wilkins has made several updates into CHART, which have required hours of additional time to ensure the system was ready for this new program. CMS Supervising Nurse Donna Breker has provided leadership and oversight during the process for ICE arrivals.

The CMS Senior Nurses have been supportive in this process and have collaborated with OCSD Sergeants and Deputies on adapting the operational plan on a daily basis. Clinical Educator Erin Winger and

Licensed Vocational Nurse Pat Monroe developed a required Tool Control Inventory matrix to ensure compliance with Federal Standards, which was pivotal in HCA/IHS passing an ICE pre-occupancy inspection.

"These individuals along with all CMH and CMS staff, supervisors and managers are making this correctional challenge a success," said Terre Duensing.

# TB cases in jails well coordinated

**I**n August, the OC Jails have had ongoing Tuberculosis (TB) investigations. Due to the leadership of Institutional Health Services (IHS) Medical Director Kinji Hawthorne and the coordination efforts of Dr. Julie Low and her staff, the investigations were well coordinated and the cases were identified and contained in a timely manner.

This effort involved four cases over a brief period of time. Dr. Hawthorne's background in infectious diseases, as well as the internal coordination from Correctional Medical Services (CMS) Assistant Director of Nursing Kim Pearson, Clinical Educator Erin Winger and Licensed Vocational Nurse Pat Monroe, assisted in developing an action plan.

"Dr. Hawthorne provided detailed briefings to Orange County Sheriff's Department (OCSD) Executive Leadership and worked together with OCSD to restrict movement in order to perform necessary testing and monitoring," said Terre Duensing, Institutional Health Services Division Manager. "Public Information Officer Deanne Thompson worked with CMS and Pulmonary Disease Services to develop a communications plan for both HCA and OCSD staff."

The efforts of multiple HCA programs lead to a successful investigation and rapid response.

*Time you enjoy wasting,  
was not wasted.*  
—John Lennon

health care agency

**WHAT'S UP**  
keeping staff informed & current

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

Editors . . . . . Tricia Landquist  
Deanne Thompson  
Anne Fialcowitz

Phone . . (714) 834-6644  
E-mail . . [tlandquist@ochca.com](mailto:tlandquist@ochca.com)  
FAX . . . . (714) 834-7644  
Pony . . . Bldg. 38-S, 4th Floor

## Whose Got Your BAC?

# Environmental Health/ Health Promotion Team does

**F**or two weeks during the month of August, a giant 9 ft. macro-bacteria descended upon visitors at the Orange County Fair and the Discovery Science Center. The bacteria suit was on loan to Environmental Health from the nationally recognized *Fight Bac! Program*. The program was developed by *Partnership For Food Safety Education*, a non-profit organization sponsored by government and private organizations in a nationwide effort to promote food safety. The goal of the organization is to educate the public about safe food handling and preparation.

The *Fight Bac!* suit drew a lot of attention at the Public Health booth at the Orange County Fair during the first week of August where Environmental Health was the focus. Literally thousands of photos were taken of the giant bacteria



*Pictured as the Fight BAC! Character is Cedric Odom from Health Promotion, along with members of the "Clean Team" (Nhi Tu, Kristen Schroeder, Mike Haller and Robby Curtis from Environmental Health and Maisabel Curtis from the Social Services Agency) and "Grime Time" (Taren Tseng and Gerrit Kovack from Environmental Health).*

posing with children, families and friends as lines formed, removable tattoos were distributed and information regarding all of Environmental Health's programs was disseminated.

*Fight Bac!* and members of Environmental Health and Health Promotion took center stage at the Discovery Science Center on Saturday, August 14 as part of the Center's "Grossology" program that runs through September 12. The Center's mission is to educate young minds, assist teachers and increase public understanding of science, math and technology through interactive exhibits and programs. "The Clean Team," which included audience participation, battled *Fight Bac!* and its "Grime Time" assistants demonstrating effective hand washing techniques and proper use of hand sanitizer. This was the first time that Environmental Health and Health Promotion teamed up with the Discovery Science Center that outreaches to 400,000 members and visitors a year. It made for a wonderful opportunity to educate the residents and visitors of Orange County about some of the important environmental issues that appear in today's

*Fight Bac! at HCA's Public Health booth at the Orange County Fair where information regarding food safety, water quality and hazardous materials was provided.*



*A young fairgoer is eager to give Fight BAC! a hug during this year's Orange County Fair.*

headlines. It also made for a great opportunity to showcase the important programs that represent the HCA family.



*Lia Gountoumas and Christina Valdez from Environmental Health's Food Protection Program answer questions regarding Environmental Health's programs during the OC Fair.*



# CCS' Dr. Nguyen recalls Vietnam humanitarian trip

**F**rom July 9-26, 2010, Dr. Thanh-Tam Nguyen, Medical Consultant with HCA's California Children's Services (CCS) Program had the opportunity to visit Vietnam on a humanitarian trip with a group which included two Catholic priests from Orlando, Florida and Oakland, California; two seminarians; and four volunteers from Northern California. Their main goal was to provide medical and humanitarian assistance to several groups of underserved people in Southern and Northern Vietnam. "We took more than 100 lbs. of medicine with us, as well as almost 300 lbs. of dry goods, clothing, and school supplies," said Dr. Nguyen.

The group visited a convent in Bien Hoa, 20 miles east of Saigon in South Vietnam and served dinner to about 50 children and adults of special needs with minimally functional wheelchairs if available. "None had any physical or occupational therapy, any schooling, any adaptive equipment, or governmental assistance. Even in these people with special health care needs, it's the survival of the fittest still," said Dr. Nguyen. "I have seen superior care provided to patients with special health care needs at Orange County's Medical Therapy Units and by community providers. Yet, such stark deprivation was seen here in Vietnam."

In the six hours she spent at the convent, Dr. Nguyen examined about 50 nuns with complaints such as allergy, musculoskeletal pain, skin and stomach-related issues, hypertension, diabetes, and heart diseases. Dr. Nguyen also participated in two lecture presentations. One took place at a preschool in Thu-Duc, a suburban district northeast of Saigon, regarding child development and another during the National Youth Conference in Hai Phong, Northern Vietnam, on the topic of AIDS and its effects on young adults.

"We additionally distributed medications and supplies from the back of our van in remote rural areas of Northern Vietnam," said Dr. Nguyen. "Children and adults alike enjoyed what little we shared and we all had a wonderful time conversing, telling stories, laughing, and taking pictures."

Her group also visited Sapa, a mountainous frontier town close to China's border. Sapa is home to the ethnic minorities of H'mong and Dao whose mode of transportation is foot travel over rocks and creeks. Dr. Nguyen's group joined another humanitarian team called "Hello Viet Nam" to deliver clothes, gifts, and balloons to the children.

"My trip to Vietnam was a memorable, educational, and emotional experience – a once in a lifetime experience," said Dr. Nguyen. "In its poverty, we saw true appreciation of life's simple pleasures – a can of Coke, a piece of candy, a balloon, a self-image on a camera screen ... I wish that in the future, I can visit again and have more opportunity of sharing each other's life, in the best sense and meaning of life."



*According to Dr. Nguyen, this photo is of a 35-year old man whose mother indicated that he may have been afflicted with Agent Orange, a name used for herbicidal warfare during the Vietnam War.*



*Dr. Nguyen is pictured with a woman who is in the third trimester of her pregnancy. She indicated to Dr. Nguyen that she had no doctor visits. An ultrasound report later showed a growing baby with placenta previa.*

*(Left) The Montagnards dress in authentic tribal attire. Most children do not attend school, but help families by selling homemade jewelry and embroidered goods in markets frequented by tourists.*

# WIC holds Open House

**J**ust like the old Rosemary Clooney song that touches on a traditional Armenian custom of inviting relatives and friends over to a table of fruits, nuts, seeds and other foods, the HCA Women, Infants and Children (WIC) Program invited the community to an open house held Aug. 18 at seven of the following 12 WIC centers:

- Ball Road WIC – 2137 E. Ball Road in Anaheim
- Ponderosa Park WIC – 2100 S. Haster Street in Anaheim
- Buena Park WIC – 6301 Beach Boulevard in Buena Park
- Fountain Valley WIC – 8570 Warner Avenue in Fountain Valley
- 17<sup>th</sup> Street, Rm. 101 WIC – 1725 W. 17<sup>th</sup> Street in Santa Ana
- Hemlock WIC – 1220 Hemlock Way in Santa Ana
- West Beach WIC – 14120 Beach Boulevard in Westminster

Medical providers, community based organizations, clients and neighbors had the opportunity to see what is new at WIC – new foods, food demonstrations, education materials and more. In addition, celebration of Breastfeeding Awareness Month in August was promoted and showcased with a number of displays at each location. Attendees also had the chance to sample new foods, and receive new education materials and gifts, as well as the opportunity to enroll or make appointments to participate in the program.

WIC serves pregnant, breastfeeding and postpartum women, as well as infants and young children who meet nutritional need and income criteria. WIC's mission is to prevent health problems and to improve the health of program participants during critical times



WIC staff at the West/Beach site prepare food items for the Aug. 18 Open House. Pictured (left to right) are My Lien Nguyen, Supervisor; Nancy Wong, CHA II; Sarah Pham, CHA II; Luyen Bui, CHA I; and Tammy Nguyen, CHA I.

of growth and development.

For more information about the WIC program or how you or your friends and family may be able to participate, call (714) 834-8333.



During the Aug. 18 WIC Open House event, staff at the WIC Hemlock site in Santa Ana distributed various educational information and giveaway items. Pictured (left to right) are George Varela, CHA II; Gloria Long, CHA II; and Lorraine Marquez, CHA II.

## HDM

*continued from page 4*

The highlight of the event was the Obstetric (OB) simulator or "Noelle," Medical and Institutional Health's (MIH) newest team member. Noelle provides simulation based education to challenge, train and



A trainer provides diabetic education training at this particular station.

test clinicians during realistic birth scenarios.

Overall, the event was a huge success and the nurses received 4 continuing education units for attending.

Exercise participants take part in after action discussions.



17<sup>th</sup> Street Clinic WIC site staff members pictured (left to right) Christine Baun, Consulting Nutritionist and Delia Aponte, CHA II are pictured next to a healthy fruits and vegetables table display.

## HCA RTs recognized

Commemorated each year during the month of November, National Radiologic Technology Week from November 7-13, 2010 calls attention to the valuable work of Radiologic Technicians (RTs) in the health care field and the highly technical images that they make. These images play an integral role in the medical process and in the lives of millions of patients.

Health Care Agency (HCA) Radiology Services, currently provided at both the Santa Ana and Westminster clinics, are 100% digital. Images are readily available throughout the County network to HCA providers for review. In addition to the images, a transcribed report is attached to the image file for review simultaneously. Physicians are able to review and confer simultaneously in different areas of the county in order to expedite and provide care for the residents that HCA serves.

At HCA, there are currently three Certified Radiologic Technologists within Public Health Services who perform radiology services focused



Pictured (left to right) are Duane Nielsen ARRT, CRT Imaging Services Supervisor; Norma Guillen ARRT, CRT Technologist, Santa Ana; and Tuan Nguyen ARRT, CRT Technologist, Westminster.

primarily on pulmonary infectious diseases—tuberculosis. They perform from 7,000 to 10,000 exams per year and provide TB clearance for immigration/refugees and follow-up for patients

... continued on page 3

## MSI receives two awards in September

Congratulations to the Medical Services Initiative (MSI) Program on being recognized for their *MSI Connect* technology application by the California State Association of Counties as a Merit Award recipient and by InformationWeek 500 as one of the top 15 local government entities with technology solutions demonstrating vision, innovation and execution. The Medical Services Initiative (MSI) is a mandated, State and County funded safety-net program, responsible for the provision of medical care to Orange County's medically indigent adults, previously covered by the Medi-Cal program.

The technology application known as *MSI Connect* is a web-based electronic health record system designed to provide critical patient information at the point of care. It captures admission and discharge information from most regional hospitals within 24 hours of a patient visiting an emergency department. It also captures pharmacy data from over 500

pharmacies within the County, to lab and diagnostic imaging data from over 40 centers on a weekly basis, and daily specialty referral information, as well as diagnosis and procedure codes from more than 3,000 providers throughout the county.

The added value is the ability of an emergency department physician to refer an individual from the hospital back to their assigned primary care physician (known as a Patient-Centered Medical Home in MSI). This has led to improved continuity of care while freeing up capacity at over-crowded emergency departments that should be reserved for truly urgent and emergent patients.

Since early 2009, nearly 100% of 247 primary care Patient-Centered Medical Home providers have adopted the *MSI Connect* system in their offices to help them better manage their assigned patients. Some of these providers participate in community clinics, and others are anywhere from

... continued on page 4





## Goal setting and medical records

**C**lient treatment plans can include goals and objectives that involve the disclosure of medical records. These goals could include, for example, obtaining and maintaining public assistance such as SSA Disability, SSI, SSDI, staying sober, being in a court program, participation in group programs, continuing care, or any other goal set for the client while in treatment with HCA. Any part of the patient's treatment that requires a copy of the medical record to be disclosed should be fulfilled by the clinic staff at clinic locations.

If a copy of the client's medical record is needed by the client to meet treatment plan goals, the request for the records may be processed directly at the treating clinic. The client may sign an "Authorization to Disclose the Protected Health Information" form and clinic staff will provide the copies directly at the clinics. Please remember that it is important to document all disclosures and to file a copy of the authorization form in the medical record.

Providing records at treating clinics improves customer service for HCA clients by removing barriers for patient access to their medical records needed in order to fulfill treatment requirements.

These requests to disclose copies of medical records as part of the treatment plan do not have to be processed through the Custodian of Records office. However, if a client's HCA treatment has been terminated or the client's request for copies of the medical record falls out of the scope of the treatment plan, then the client should be referred to the Custodian of Records office.

It is also important that clinics maintain a supply of "Authorization to Disclose Protected Health Information" forms on hand to provide to clients who request their medical records be disclosed.

When referring clients to the Custodian of Records, customer service can be enhanced by making sure the "Authorization to Disclose Protected Health Information" form is provided to the client to complete before they contact the Custodian of Records.

... continued on page 4

## New resources at the HCA Safety Program

**T**he HCA Safety Program is pleased to announce two new resources for HCA employees that will streamline the process of contacting HCA Safety and reporting safety-related issues.

Employees are now able to access the HCA Safety Program by dialing one centralized phone number



**(714) 834-SAFE (7233)** to obtain immediate assistance on safety related issues. This new dedicated phone line will facilitate and expedite employee injury notifications, reporting safety emergencies,

answering questions, and fulfilling requests, in addition to providing other safety related information. Please update your contact list to reflect this new resource.

As we know, accidents occur in the workplace despite established prevention policies and procedures. It is important to note that California law requires employers to take prompt, specific action in every instance of occupational injury or illness. There are many reasons for this legal requirement including serious fines that can be issued by state regulatory agencies, such as Cal/OSHA, if any employer fails to report a serious injury. With that said, supervisors are an integral part of the reporting process and are responsible for ensuring timely and accurate documentation and reporting of workplace injuries. The HCA Safety Program recognizes the supervisors' need for assistance with the uncertainties sometimes encountered during the injury reporting process.

To assist in facilitating and expediting the injury reporting process, the HCA Safety Program has developed an **Injury and Illness Reporting Checklist** that provides step-by-step instructions and contact information that will assist during the time sensitive period surrounding a workplace injury. The checklist is currently available as a quick link on the main HCA intranet home page at <http://intranet/safety> for easy access. Supervisors are encouraged to visit the link to become familiar with the process.

For further information regarding the new HCA Safety Program phone number, or the new Injury and Illness Reporting Checklist please contact April Kearney, HCA Safety and Training Officer at (714) 834-4359 or use the Safety line at **(714) 834-SAFE**.

# TECH TALK

## HCA IT sets reporting standard

The State of California will be showcasing the Health Care Agency Information Technology (IT) report format as a standard for other California counties to follow. Carl Funke, a seasoned HCA IT software engineer, developed custom software that edits the mental health data extracted from HCA's IRIS enterprise system to create an audit report, which in turn allows the various Mental Health Programs at HCA to make corrections before the data is submitted to the California Department of Mental Health. The edit process points out errors in both billable and non-billable service data entry and allows Mental Health Services to make corrections to improve the overall quality of the data in our system.

The California Department of Mental Health, Client Service Information (CSI) unit collects the data from several counties and distributes it to State Agencies, and the Federal Government. The data is used to justify funding for various grants and also serves as the basis for statistical studies performed by various State and Federal Agencies. Many of the Mental Health programs provided by HCA rely upon State funding; along with this funding comes the responsibility to report how the funding was used. HCA's CSI reporting system has been in operation over 5 years. Each month, approximately 100,000

... continued on page 4

## Wolfe receives Award

Congratulations to Julia Wolfe, Supervising Public Health Microbiologist at the Orange County Public Health Laboratory on receiving the National Pulse Star Award from the Centers for Disease Control (CDC) and Prevention and the Association of Public Health Laboratories for her outstanding contributions to PulseNet, a national network of public health and regulatory agency laboratories coordinated by the CDC.



Julia was the 13<sup>th</sup> individual to receive this award and only the second individual from a local public health department to be honored. She was responsible for establishing the PulsNet testing at the Orange County Public Health Laboratory in 2005.

The PulseNet network consists of state health departments, local health departments, and federal agencies (CDC, USDA/FSIS, FDA). PulseNet participants perform standardized molecular subtyping (or "fingerprinting") of foodborne disease-causing bacteria by pulsed-field gel electrophoresis (PFGE). PFGE can be used to distinguish strains of organisms such as *Escherichia coli* O157:H7, *Salmonella*, *Shigella*, *Listeria*, or *Campylobacter* at the DNA level. DNA "fingerprints" or patterns are submitted electronically to a dynamic database at the CDC. These databases are available on-demand to participants – allowing for rapid comparison of the patterns.



Julia Wolfe (pictured in center), received the Pulse Star award from Kristy Kubota and Kara Watarida, Association of Public Health Laboratories and CDC, at the National PulseNet meeting in Chicago on September 2, 2010.

### HCA RTs

continued from page 1

being treated for TB. The chest X-ray is the most common procedure performed, but HCA technologists also participate in all general diagnostic radiographic procedures as requested by the referring physician.

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

**COMPLIANCE**  
**866.260.5636**

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

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

# Sandy summits Mt. Whitney



On September 20, seasoned hiker Sandy Viernes from HCA Quality Management's Desktop Publishing Unit summits Mt. Whitney for the second time.

## Medical Records

*continued from page 2*

You may check out the website for the Custodian of Records at [www.ochealthinfo.com/records](http://www.ochealthinfo.com/records).

Custodian of Records contact information is:  
200 W. Santa Ana Blvd # 125  
Park Tower Bldg. (entrance on Sycamore)  
Santa Ana, CA 92701  
714-834-3536  
FAX 714-835-9312

If you have any records management questions, please contact the Records Manager, Rey Montoya, at [rmontoya@ochca.com](mailto:rmontoya@ochca.com) 714-834-2044 or Sue Warnke, Custodian of Records at [swarnke@ochca.com](mailto:swarnke@ochca.com) 724-834--3079.

## NOVEMBER HEALTH OBSERVANCES

- American Diabetes Month
- Lung Cancer Awareness Month
- National Family Caregivers Month
- National Healthy Skin Month
- Pancreatic Cancer Awareness Month
- National Radiologic Technology Week . . . . . 7-13
- National Nurse Practitioner Week . . . . . 8-14
- Great American Smokeout . . . . . 19

## MSI Awards

*continued from page 1*

solo practitioners to large medical groups. This has improved the way care is delivered to Orange County's most vulnerable adult population. In fact, it has made patient records available to primary and emergency care providers anywhere within the county with the click of a button, and all that's needed is a web browser and an internet connection.

Every year, the California State Association of Counties (CSAC) honors innovation in county government across the state. This year, CSAC received nearly 250 entries, and an independent panel of judges with expertise in county programs and challenges selected the award recipients. The MSI Program was recognized as a Merit Award Recipient for its entry entitled: "Creating a Virtually Integrated Delivery System." An award will be presented at an upcoming Board of Supervisors meeting soon to be announced.

MSI was also recognized on September 14 at the 2010 InformationWeek 500 Conference and Awards Gala at the St. Regis in Monarch Beach. InformationWeek is a national publication read by Information Technology professionals and government officials. Each year InformationWeek analyzes and ranks the most innovative corporate users of information technology in both the public and private sectors, listing up to 500 companies nationwide and recognizing the top ranking companies in both the public and private sectors. This year, the County of Orange's MSI Program was recognized as one of the top 15 local government entities.

## HCA IT

*continued from page 3*

services are submitted to the State. Since its inception, the system has consistently achieved 100% overall accuracy. These results are attributed to Carl Funke and the Mental Health Services Team keeping an eye on the data.

health care agency

**WHAT'S UP**

keeping staff informed & current

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

Editors . . . . . Tricia Landquist  
Deanne Thompson  
Anne Fialcowitz

Phone . . (714) 834-6644  
E-mail . . [tlandquist@ochca.com](mailto:tlandquist@ochca.com)  
FAX . . . . (714) 834-7644  
Pony . . . Bldg. 38-S, 4th Floor

## Gordon helps others prepare for disasters

**C**ongratulations to Lori Gordon, Health Disaster Management (HDM) Supervising Nurse on being selected as the gold star recipient for November 2010. Lori is noted for her enthusiasm when it comes to the topic of preparing nurses for disaster response and is instrumental in moving HCA's preparedness forward.



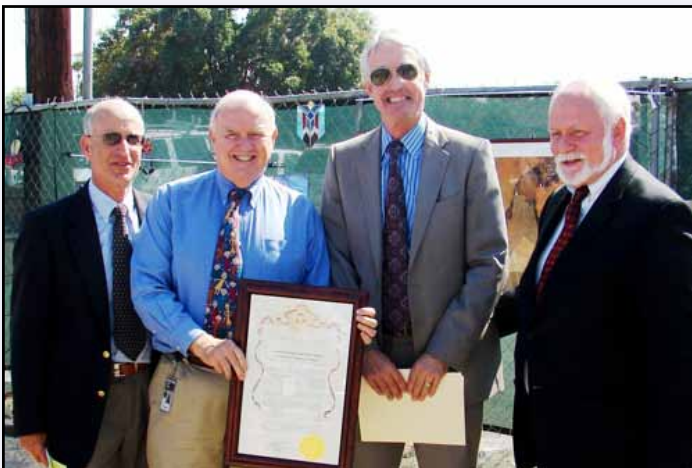
She is responsible for medical sheltering planning in HDM and is actively working to increase competencies of HCA nurses to respond in disasters. Lori is also collaborating with Public Health Chief Medical Officer Dr. Nancy Bowen, the Medical Reserve Corps (MRC), Home Health personnel, and the Red Cross to develop an operational plan for HCA.

Lori has researched plans from all over the U.S., spoken to nurses who have operated shelters, and is a member of a group to address issues related to medical shelters. She also attended the California Department of Social Services training



... continued on page 5

## New Orange MH campus breaks ground



*Pictured (left to right) are Health Care Agency Behavioral Health Services Deputy Agency Director Mark Refowitz; Supervisor Bill Campbell; Health Care Agency Director Dave Riley; and State Department of Mental Health Director Dr. Stephen Mayberg.*

**A** ground-breaking ceremony was held on October 12, 2010 for a new 2-acre Mental Health campus located at 401 S. Tustin Street in Orange. The campus will house 3 new buildings totaling nearly 25,000 square feet and will provide a Consumer-run Wellness Center and Peer Support Center, an Education and Training Center and a Crisis Residential Program. Funding for this project is provided by the Mental Health Services Act.

Guests and dignitaries including State Department of Mental Health Director Dr. Stephen Mayberg; OC Board of Supervisors Vice Chair Bill Campbell; HCA Director Dave Riley; HCA Behavioral Health Services Deputy Agency Director Mark Refowitz and Chair of the Orange County Mental Health Board Cecile Dillon were on hand to celebrate the ground-breaking of this unique facility.

During the event, OC Board of Supervisors Vice

... continued on page 2



# Payroll Tips and Tidbits!

**W**ith the holidays fast approaching, now is an excellent time for some reminders:

- Please take a moment to review your settings for your back up supervisors in VTI. This is an essential feature in VTI that allows those designated to access your staff's time sheets for approval in your absence. As the holiday season approaches and many will take time off during those weeks, it is especially important to ensure that at least one backup will be available to access your staff's time sheets for submittal or corrections.
- Also, note that the time sheet submittal date for the pay period ending 12/30/10 will be moved earlier to allow for processing over the holiday. A reminder notice with the actual date will be sent as the time approaches and a message will be posted on the VTI Information Board.

Also, we are excited to announce that on-line mileage claims are coming! HCA Payroll will be rolling out the new on-line mileage claim within the coming months. This is currently being implemented in SSA and is receiving rave reviews. This will be for mileage only and will remove the requirement for your SSN and notify you of the check date that will include your reimbursement. Look for more detailed information to follow over the next few months. For more information, please call HCA Payroll at 714-834-5744.

## United Way Kick-Off 2010



*Celebrating during the United Way kick-off event held on Oct. 6, 2010. HCA staff members pictured (left to right) are Michelle Garcia, Curt Condon and Kimari Phillips.*

### Ground-breaking

*continued from page 1*

Chair Bill Campbell presented Dave Riley and Mark Refowitz with a Board proclamation to commemorate the occasion. The Mental Health Campus is expected to be completed by late August to early September 2011.



*Pictured (left to right) are former Health Care Agency Director Julie Poulson; Health Care Agency Director Dave Riley; Supervisor Bill Campbell; Cecile Dillon, Ph.D., Orange County Mental Health Board Chair; Rob Richardson, Assistant County Executive Officer; and State Department of Mental Health Director Dr. Stephen Mayberg.*

**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

**WHAT'S UP** keeping staff informed & current

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

Editors . . . . . Tricia Landquist  
Deanne Thompson  
Anne Fialcowitz

Phone . . (714) 834-6644  
E-mail . . [tlandquist@ochca.com](mailto:tlandquist@ochca.com)  
FAX . . . (714) 834-7644  
Pony . . . Bldg. 38-S, 4th Floor



# Kathy Wild appointed IHS Deputy Agency Director

**D**ue to the expansion and increased complexity of the Health Care Agency's Institutional Health Services programs, it has become clear that a new organizational model and level of leadership would be beneficial. To support this structure, the position of Deputy Agency Director for Institutional Health Services was created to recognize the importance of the correctional healthcare programs at HCA. HCA is pleased to announce

the appointment of Kathy Wild, RN to this new role. Effective October 25, Kathy assumed executive responsibility to lead the dynamic correctional healthcare programs including Correctional Medical Services, Correctional Mental Health, Juvenile Health Services, and the Conditional Release Program.

Kathy has an outstanding background and credentials in county correctional healthcare programs. She comes from the position of Director of Health Services for the San Bernardino County adult correctional facilities where she has served for 15 years. In San Bernardino, she implemented a number of creative service delivery programs. She has also worked as a correctional healthcare consultant, and previously worked for HCA's Correctional Medical Services program as a senior nurse between 1985 and 1993.

During the past two months, Institutional Health Services Deputy Agency Director Ron Norby has provided exemplary executive leadership for the correctional health programs. On an interim basis to assure continuity, he will continue to be responsible for Institutional Health Services and also assume other increased executive responsibility within HCA for the Medical Services Initiative, Health Disaster Management, and other Agency programs on a phased basis over the next several months.

# New PH Division Manager announced

**C**ongratulations to Lydia Mikhail, currently the Public Health Laboratory Manager, on being selected to serve as the Division Manager for Disease Control and Epidemiology.


Lydia has shown extraordinary leadership in managing operations in the laboratory, particularly with the implementation of PathNet (the Cerner electronic laboratory information system) and with the management of the laboratory's activities around infectious disease outbreaks such as Pandemic H1N1. Lydia has worked closely with the Disease Control and Epidemiology Division for many years and her unique experience and collaborative management style will support the continued excellent work of the division. Lydia will assume her new responsibilities on November 19, 2010.



... continued on page 7

*Thanksgiving, after all, is a word of action.*  
—W. J. Cameron

# Nursing Skills Fair and Disaster Shelter Exercise hosted by HDM

 On Sept 28, 29 and 30, 2010, HCA's Health Disaster Management Division hosted a Nursing Skills Fair and Disaster Shelter Exercise at the Health Strategic Operations Center in Santa Ana with more than 350 healthcare professionals participating in this 3-day event.

This is the 5<sup>th</sup> year that the Medical and Institutional Health Services (MIHS) team has offered the educational experience and competency training for medical personnel working in corrections. This year, nurses from all county departments and Medical Reserve Corp (MRC) volunteers were invited to attend the event and participate as evaluators. While MIHS staff fulfilled their mandatory competency testing, other nurses received "Just-in-Time" training. Stations were geared toward first responder situations in a disaster. Human simulators and emergency medical equipment were utilized to hone their skills. MIHS also took this opportunity to provide staff with 100 doses of the seasonal flu vaccine.

A new addition to this event was the Disaster Shelter Exercise component. Healthcare professionals were able to attend an Incident Command System review class to clarify roles working in a medical shelter. There were also "hands on" exhibits, such as an actual medical shelter display, a decontamination tent, radiation monitor, the HCA command vehicle and an earthquake preparedness booth. Nurses completing this event received 4 hours of continuing education units.

Forty-one nursing students from Stanbridge College were also offered the opportunity to attend the event. This unique opportunity allowed them to learn about disaster medical response and correctional medicine. They were instructed by seasoned HCA nursing staff in a relaxed environment and utilized the time to ask questions of front line nursing staff. This opportunity was appreciated by the students and made them aware of nursing career opportunities.

This event demonstrated the partnership which exists within HCA programs. Utilizing the Health Emergency Operations Center as a training center expands the versatile use of the facility. By including disaster preparedness and response as part of the nursing skills fair curriculum HCA expands the number of its cadre of trained emergency response providers which strengthens Orange County's disaster response.

"This well coordinated multi-day event demonstrates the partnership and creativity which exists within the Health Care Agency," said Terre Duensing CMS Division Manager. "This is also a great opportunity to utilize the Health Emergency Operations Center and expand the participants understanding of emergency preparedness and response."

This event took a dedicated team to plan, coordinate, and execute. The team effort was led by Health Disaster Management Supervising Nurse  
... continued on page 7



*A splint and ace wrap demonstration took place at one of the stations during a Nursing Skills Fair and Disaster Shelter exercise held from Sept. 28-30, 2010.*



*Nursing Skills Fair and Disaster Shelter Exercise attendees had the opportunity to learn about the command tent station during the 3-day event held in September.*

# Great ShakeOut Drill update

**D**uring the last quarterly meeting many of the Departmental Safety Representatives (DSR) provided feedback on their experiences during the Great ShakeOut Drill which took place on October 21, 2010. The drill was marked by high participation throughout the Agency. During the feedback discussion it was estimated that 85% of all HCA programs participated in the Great ShakeOut. Some of the challenges observed during the earthquake drill included:

- Lack of, or volume issues related to the Public Address system in various locations
- Small modular furniture in some work areas offer no head protection for employees
- Providing accessible head protection for clients who are pregnant or for children in wheelchairs
- Specific Emergency Plan did not have a provision for the needs of the elderly clients
- Miscellaneous housekeeping challenges prevented access to some employees' desks

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.

## **Update: Quarterly DSR Meeting**

On October 21, the HCA Safety Program hosted the fourth quarterly DSR meeting for 2010. Many dedicated Departmental Safety Representatives attended this informative meeting that provided discussions and training on the Great ShakeOut, the HCA Emergency Action Plan, evacuation personnel, and HCA Safety communications and new available resources such as the program safety phone line (714) 834- SAFE.

In addition, the HCA Safety Office recognized outstanding individuals

... continued on page 12



Pictured (left to right) are Joe Guzman, Dagmar Himmler, Anita Vermund and Irma Calalta.

## **Gold Star**

*continued from page 1*

for Functional Access Services Teams to better understand the needs of people with access and functional needs in shelters. She has also reviewed HCA's disaster inventory and expanded it to prepare for up to 900 individuals who may need medical sheltering.

Prior to joining HDM in April 2009, Lori worked as a Supervising Nurse in Correctional Medical Services. After being with HDM for a few months, she took up the challenge to inform nurses about HDM by introducing the work of the division to Correctional Medical Services (CMS) through their 2009 skills fair.

On August 3, 2010, HCA conducted its first Disaster Medical Shelter Training exercise with the coordination efforts of Lori, Joanne Fierro and Jocelyn Argame. The skills fair was expanded to include disaster response and an Incident Command System overview. Lori tirelessly worked to develop disaster topics and locate evaluators and instructors to provide just-in-time training. Approximately 350 nurses received training at the fair that covered 3 days and 6 sessions. Nurses who participated in the skills fair included those from HCA, MRC volunteers, and instructors and students from Stanbridge College.

Lori is currently planning for a medical shelter exercise with community partners planned to take place in the spring of 2011, which is a first for the Health Care Agency.

*Gratitude is the sign  
of noble souls.*  
—Aesop



---

# Smoke Free 17<sup>th</sup> Street Facility



# Holiday Food Safety Tips

**T**he Health Care Agency's 17<sup>th</sup> Street Clinic has become the newest Orange County facility to offer a smoke free premises policy. This improvement is just in time for the Great American Smokeout on November 17 and the newly released Centers for Disease Control (CDC) report that lists Orange County among the top 10 in the nation (tied for 9<sup>th</sup> place out of 182 jurisdictions) with the lowest smoking prevalence rate (10.9%).

The new smoke free policy is consistent with HCA's goal of promoting healthy lifestyles, enhances workplace protection, and Orange County's national tobacco control leadership position. The voluntary policy applies to anywhere on the entire 17<sup>th</sup> Street property, including the parking lot and all open areas around the facility, as well as around the Public Health Lab, Epidemiology building, and the Education Center.

Secondhand smoke may cause and exacerbate numerous medical conditions such as asthma, emphysema, and heart disease. The new policy assists HCA employees, clients, and visitors (including children and the disabled) in reducing their possible exposure to secondhand smoke in or near the entrances, patios, and parking areas of the 17<sup>th</sup> Street Clinic.

Signs requesting no smoking on the entire property at the clinic have been posted. In the short time that this has been in effect, staff have reported excellent cooperation and a great improvement.

HCA's Labor Management Committee (LMC) led the smoke free policy effort, based on complaints raised by staff at the Clinic. The 3-year endeavor involved building upon discussions of a previous 17<sup>th</sup> Street Clinic Committee, ongoing discussion and planning by LMC Chairs, a survey of HCA building managers and County and Statewide health care facility policies regarding its feasibility.

This policy is also in keeping with a burgeoning trend of smoke free outdoor areas, including the majority of other Orange County medical facilities that are 100% smoke free outdoors such as Mission Hospital, Hoag Memorial Hospital Presbyterian, UCI Medical Center, and Kaiser Permanente. The HCA Headquarters buildings on 5<sup>th</sup> Street and Sycamore Street have been smoke free for years.

Secondhand tobacco smoke can cause cancer and respiratory distress, with no safe level

... continued on page 7

**T**he holidays are upon us once again. For many of us, the word "holiday" is a synonym for a get-together involving many people and food. When preparing foods this coming holiday, make sure that food safety is part of your planning. Environmental Health's Food Protection Program offers the following tips to help make your holiday meals safe.

## **Food Safety Tips When Shopping**

- Buy your turkey preferably 1-2 days before you cook it.
- Pick up the turkey, dairy, and eggs just before checking out.
- Bag the frozen turkey or keep it separate from fresh produce.
- Avoid buying fresh, stuffed turkeys.

## **Storing the Turkey/Perishable Foods**

- Store the turkey in the freezer if you bought it early in the month.
- Keep turkey in the refrigerator if cooking within 24-48 hours.
- Keep the turkey in its package in a pan to keep any juices from getting into fresh produce or food.
- Refrigerate pumpkin pie and other foods prepared ahead of time.

## **Thawing the Frozen Turkey Safely**

- Wash your hands with soap and water before handling the turkey or any food.
- There are 3 ways to defrost a frozen turkey safely:
  - ◆ Defrost turkey in the refrigerator (40°F) approximately 24 hours for every 4-5 pounds of turkey.
  - ◆ Submerge turkey in its original package in a pan of cold water deep enough to cover the turkey. Change the water every 30 minutes, and allow 30 minutes thawing for every pound. Cook the turkey immediately.
  - ◆ Thaw in the microwave oven. Remove any packaging and keep turkey in a microwave-safe pan to catch any juices. Cook the turkey immediately. Microwave ovens may vary so be sure to check the manual for the minutes per pound and power level to use for defrosting.
- Remove any giblets from the turkey cavity and cook separately.

## **Preparing Food Safely**

- Wash your hands with soap and water.

... continued on page 7

---

## Lydia Mikhail

*continued from page 3*

Lydia began her career with the Health Care Agency in 1990 as a microbiologist after graduating from Cal State Fullerton with a Bachelor's of Science degree in Biology/Chemistry. Lydia also earned a Master's Degree in Business Administration with a specialty in Health Care Management from the University of Phoenix in 2002.

---

## Smoke Free

*continued from page 6*

of exposure to humans. In 2006, The California Environmental Protection Agency, Air Resources Board named secondhand smoke a *toxic air contaminant*, which "may cause and/or contribute to death or serious illness." The U.S. Surgeon General also declared secondhand smoke an "alarming health hazard." Secondhand smoke contains over 4,000 chemicals, with over 60 being carcinogenic. Because it is heavier than air, the smoke does not rise harmlessly into the sky, but rather descends and swirls around closer to the ground, saturating the air, and exposing people to harm.

Questions concerning tobacco or secondhand smoke can be directed to HCA's Tobacco Use Prevention Program (TUPP) at (714) 541-1444. In addition, TUPP offers free smoking cessation assistance. The County of Orange Health Care Agency funds the 866-NEW LUNG Cessation Program (1-866-639-5864), available to County employees, family, and the general public which includes phone and in-person counseling, seminars and support groups.

---

## HDM

*continued from page 4*

Lori Gordon, Correctional Medical Services Clinical Educator Erin Winger, and Juvenile Health Services Supervising Nurse Stacey Northcutt. Health Officer Dr. Handler was among the many VIP visitors to the event. Dr. Handler was so impressed that he suggested two fairs should be held each year!

"This training exercise completed our 2010 staff training schedule, which also included disaster medical shelter and prophylaxis response training," said Health Disaster Management Division Manager Holly Veale. "These opportunities to learn new and important skills will be available throughout 2011 and we'll be recruiting HCA employees and MRC volunteers to join us in strengthening the Agency's ability to respond to a disaster or pandemic."

---

## Food Safety Tips

*continued from page 6*

- Make sure working areas and surfaces, utensils and plates are also clean.
- Use separate cutting or chopping boards for meats and for fruits/vegetables. Avoid putting cooked food on cutting boards that have touched raw food.
- Avoid wiping your hands that have touched raw food with dish towels.
- Keep raw food away from vegetables and side dishes that will not be cooked.

## Cooking Food Safely

- Stuffing the turkey is not recommended. Cook the stuffing separate.
- Use a food thermometer. You can't tell if the turkey is cooked simply by looking.
- Check to make sure every part of the turkey reaches a minimum internal temperature of 165°F, even if your turkey has a pop-up temperature indicator. Check the innermost part of the thigh and wing, and the thickest part of the breast.
- Let turkey stand for 20 minutes before carving to allow juices to set.
- Stuffing should also reach a minimum temperature of 165°F.
- Any dish containing eggs should be cooked to reach an internal temperature of 160°F.
- Use a separate clean spoon whenever tasting food from the pot. Do not use the same spoon for stirring to taste the food.

## Serving Food Safely

- Keep cold foods cold and hot foods hot.
- Keep the pumpkin pie and any cold dessert in the refrigerator at 40°F.
- Use clean serving spoons for each dish.
- Wash hands with soap and water before handling food or eating.
- Carve the turkey with a clean carving knife and fork.

## Storing Left-Overs Safely

- Store left-over food within two hours after serving, including pumpkin pie.
- Use several shallow storage containers to store left-over food.
- Store in the refrigerator if eating left-over food within 3 days.
- Keep in the freezer for longer storage time.
- Label and date all of your leftovers so you know how long they've been in there.

For more tips on food preparation, visit the following websites:

- Let's Talk Turkey – [www.fsis.usda.gov/PDF/Lets](http://www.fsis.usda.gov/PDF/Lets)

*... continued on page 12*

# Employees recognized for years of service

**H**CA employees received recognition for their years of dedicated service at an Employee Recognition Awards ceremony held on November 4 at the County Hall of Administration. The following is a list of service awards presented:

5 Years.....	62
10 Years.....	48
15 Years.....	8
20 Years.....	27
25 Years.....	4
30 Years.....	2

## 30 YEAR



*Celebrating 30 years of County service, Elvira Reyes from Public Health Services received a certificate and pin during the November 4 Employee Recognition Awards from Environmental Health Director Richard Sanchez and County Health Officer Dr. Eric Handler.*

## 25 YEAR



*Environmental Health Services staff member Mike Fennessy celebrated 25 years of County service and received recognition from Environmental Health Director Richard Sanchez and County Health Officer Dr. Eric Handler.*



*Human Resources staff members Tuyet Vuong and Christine Caudill received 25 year certificates and pins from Administrative Services Deputy Agency Director Bob Wilson and Chief of Staff/Chief Compliance Officer Jeff Nagel during the November 4 Employee Recognition Awards.*



*Celebrating 25 years of County service, Behavioral Health staff members pictured (left to right) Tuong Nguyen, Harry Cohen and Carl Kerckoff received a certificate and pin from Behavioral Health Operations Chief Mary Hale and Chief of Staff/Chief Compliance Officer Jeff Nagel.*

25 YEAR



Kathleen Hiller celebrated 25 years of service receiving a certificate and pin from HDM Division Manager Holly Veale and IHS Deputy Agency Director Ron Norby during the Employee Recognition Awards.

20 YEAR



BHS Division Manager Annette Mugrditchian celebrated 20 years of service and received a certificate and pin from BH Operations Chief Mary Hale and Chief of Staff/CCO Jeff Nagel.



Cecelia Varela from IT celebrated 20 years of service and received recognition from Chief Information Officer Teri Schultz.

20 YEAR



MIH staff members Lisa Howell and Stella Rodarte received 20-year service award pins from IHS Deputy Agency Director Ron Norby, Health Disaster Management Division Manager Holly Veale and Chief of Staff/CCO Jeff Nagel.



Celebrating 20 years of service, PH staff pictured (left to right) Elaine Papst, Dawn Unemoto and Micaela Madrigal received recognition from EH Director Richard Sanchez and County Health Officer Dr. Eric Handler.

Jo Ann Bowland and Becky Robinson celebrated 20 years of County service and received a certificate and pin to commemorate the occasion from Administrative Services Deputy Agency Director Bow Wilson and Chief of Staff/CCO Jeff Nagel.



Public Health Services staff member Virginia Nevares received recognition from Environmental Health Director Richard Sanchez and County Health Officer Dr. Eric Handler for her 20 years of County service.

**15 YEAR**



*Celebrating 15 years of service, MIH staff member Fidel Colin received recognition from IHS Deputy Agency Director Ron Norby, HDM Division Manager Holly Veale and Chief of Staff/CCO Jeff Nagel.*



*BHS staff member Maria Tenorio received recognition from BH Operations Chief Mary Hale and Chief of Staff/Chief CCO Jeff Nagel for her 15 years of service.*



*PHS staff member Luiza Cole (who is pictured with her daughter) received recognition from EH Director Richard Sanchez and Dr. Eric Handler for her 15 years of dedicated service.*

**10 YEAR**



*BHS staff pictured (left to right) Tina Howard, Denise Mercurio-Wasserman, Mary Harr, Deborah Lent and Mark Lum celebrated 10 years of service and received recognition from BH Operations Chief Mary Hale and Chief of Staff/CCO Jeff Nagel.*



*Diane Garcia from IT celebrated 10 years of service and received recognition from CIO Teri Schultz and Chief of Staff/CCO Jeff Nagel.*



*Celebrating 10 years of County service, PHS staff (pictured left to right) Vivian Nguyen, Blake Pickering, Ana Merk and Sandy Lopez received recognition during the Employee Recognition Awards from EH Director Richard Sanchez and County Health Officer Dr. Eric Handler.*



*Volunteer Services Coordinator Sylvia Goldie celebrated 10 years of service and received recognition from AS Deputy Agency Director Bob Wilson and Chief of Staff/CCO Jeff Nagel during the Employee Recognition Awards.*



*EH Director Richard Sanchez and County Health Officer Dr. Eric Handler presented PHS staff members Adriana Bermudez and Annette Banuelos with 10-year service pins and certificates.*

**5 YEAR**



*Administrative Services Deputy Agency Director Bob Wilson and Chief of Staff/Chief Compliance Officer Jeff Nagel congratulated James Robbins from Contracts & Development for celebrating his 5 years of County service.*



*PHS staff members pictured (alphabetically) Berenis Amezcua, Janette Cervantes, Christina Ithivongsuphakit, Zohreh Moghaddam, Michael Prado, Lizbeth Reynoso, Felisa Solis, Rosanne Mae Tayag, Yvette Tovar, Eric Vander Kallen and Linh Vo received recognition during the November 4 Employee Recognition Awards for their 5 years of County service from Environmental Health Director Richard Sanchez and County Health Officer Dr. Eric Handler.*



*Celebrating 5 years of service, Director's Office staff member Prity Thanki received recognition from Chief of Staff/CCO Jeff Nagel.*



*William Norsetter from Contracts & Development received his 5 year certificate and pin from Administrative Services Deputy Agency Director Bob Wilson and Chief of Staff/CCO Jeff Nagel.*



*EH Director Richard Sanchez celebrated 5 years of service and received recognition from Administrative Services Deputy Agency Director Bob Wilson and Chief of Staff/CCO Jeff Nagel.*



*Huy Vo from MIHS received a 5-year certificate and pin from IHS Deputy Agency Director Ron Norby, HDM Division Manager Holly Veale and Chief of Staff/CCO Jeff Nagel.*



*Behavioral Health Operations Chief Mary Hale and Chief of staff/Chief Compliance Officer Jeff Nagel recognized Behavioral Health Services staff for 5 years of County service. Pictured (left to right) are Kelly Higdon, Grace Lee, Robert Diaz and Vanessa Hackett.*

# Holiday programs help those in need



**Operation Santa Clause** provides gifts to children from newborns through 17 years of age and runs from November 12 through December 23. Gift suggestions for each age group will be listed on the reverse sides of an Angel Tag which can be found on Christmas trees located throughout various County buildings. Gifts are greatly needed for all age groups and should be unwrapped and not heavily taped.

Cash or check donations are also accepted to help purchase gifts and gift certificates for Operation Santa Claus and Senior Santa and Friends. Special requests for children and seniors with special needs are purchased with cash donations.

Gift certificates make excellent gifts for teens and seniors. Teens enjoy certificates from Target, WalMart, etc., while grocery store certificates are ideal for seniors. Drug store gift certificates can also help to pay for medications that may not be covered by Medi-Cal.

Please make checks payable to the program of your choice: Operation Santa Claus or Senior Santa and Friends. Designating either Operation Santa Claus or Senior Santa and Friends on gift certificates will also help volunteers when sorting gifts. Checks or certificates can be mailed to Operation Santa Claus, 1505 E. Warner Ave., Santa Ana, CA 92705

Gifts may be dropped off at the following HCA locations:

- HCA Admin Bldg. 38 located at 405 W. 5<sup>th</sup> Street, Santa Ana, 2<sup>nd</sup> Floor Lobby
- Public Health Bldg. 50 located at 1725 W. 17<sup>th</sup> Street, Santa Ana, 1<sup>st</sup> Floor Lobby
- Environmental Health Bldg. 39 located at 1241 E. Dyer Road, Santa Ana, 1<sup>st</sup> Floor Lobby

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

The **Holiday Hope** program is solely supported through the generosity of County employees. Volunteer to feed a family by making a cash donation to purchase grocery store gift certificates.

Cash donations (made payable to Holiday Hope)

## Great Shakeout

*continued from page 4*

who demonstrated timeliness in regards to safety document requests. Their immediate attention to safety assists the Safety Program by ensuring that hazards, chemical information, program plans, and injuries are reported in a timely manner compliant with Cal/OSHA regulations. The HCA Safety Office commends the following individuals for their exceptional effort in making safety a priority at their worksite.

- Irma Calata, WIC Independencia & WIC Ponderosa Clinics
- Joe Guzman, Public Health Lab
- Dagmar Himmler, Juvenile Health Dental
- Anita Vermund, YRC North and Central

At the Quarterly meeting, the HCA Safety Program also awarded certificates to the DSRs who recently became Certified Safety Representatives (CSRs). Congratulations to Karla Navia from Children Youth Services, who recently became certified and demonstrated outstanding effort and commitment to the HCA Safety Program.

## Food Safety Tips

*continued from page 7*

[Talk Turkey.pdf](#)

- Turkey: Alternate Routes to the Table – [www.fsis.usda.gov/PDF/Turkey\\_Alt\\_Routes.pdf](http://www.fsis.usda.gov/PDF/Turkey_Alt_Routes.pdf)
- Foodsafety.gov – [www.foodsafety.gov/index.html](http://www.foodsafety.gov/index.html)
- Ultimate Shelf Life Guide – [www.stilltasty.com/](http://www.stilltasty.com/)
- Shelf Life Advice – [www.shelflifeadvice.com/](http://www.shelflifeadvice.com/)
- Orange County Food Protection Program – [www.ocfoodinfo.com](http://www.ocfoodinfo.com)

## DECEMBER HEALTH OBSERVANCES

### Safe Toys and Gifts Month

**World AIDS Day** . . . . . 1

**National Aplastic Anemia & MDS Awareness Week** . . . . . 1-7

**National Handwashing Awareness Week** . . 5-11

can be mailed to Holiday Hope – HCA Volunteer Services, 405 W. 5<sup>th</sup> Street, Suite 300, Santa Ana, CA 92701. Donations must be received no later than December 23, 2010.

For more information about the holiday programs, please contact Sylvia Goldie at (714) 834-6620 or via e-mail at [sgoldie@ochca.com](mailto:sgoldie@ochca.com).

## MSI program receives CSAC award



**C**alifornia State Association of Counties (CSAC) Executive Director Paul McIntosh, along with Supervisors John Moorlach and Shawn Nelson presented the CSAC Merit Award to HCA's MSI Program for their *MSI Connect* technology

application during the November 23 Board meeting. HCA staff members pictured are MSI Administrator Dan Castillo, Shelley Vrungos, Matt Pirritano and Dr. Himmet Dajee.

## HCA completes major IRIS upgrade

**H**CA's Integrated Records Information Systems (IRIS) is a complex, Cerner-based enterprise system which operates 24/7 and offers the ability to register and schedule clients, manage and report results of laboratory tests, perform billing activities in compliance with all state and federal regulations, and interface with external entities for the exchange of health care information in a secure manner. Thus far, over 300,000 HCA patients and clients have been registered and served through Behavioral Health and Public Health programs using IRIS. The system supports approximately 1,200 users, including HCA and contract provider staff, at over 100 different locations. The Public Health Laboratory

runs over 14,000 tests per month through the system. Behavioral Health Services processes between 40,000 and 45,000 billing claims per month, representing over \$60 million in annual revenue to the County.

The enterprise system has not had a major upgrade for over six years and the hardware and network components had reached a normal end of lifecycle. Last year, HCA embarked on this upgrade to the hardware equipment, network infrastructure and the Cerner Millennium system. At a cost of over \$3 million dollars, the comprehensive Cerner application system upgrade performed by the IRIS and IT teams required an enormous level of analysis, planning, and

... continued on page 2





# Compliance news/updates

**H**ats Off to Linda Le, CHPC, HCA HIPAA Coordinator has met the requirements of the Compliance Certification Board for qualified healthcare privacy compliance professional by completing the required education, work experience and passing the Certified in Healthcare Privacy Compliance (CHPC) Examination.

This certification means that Linda has been tested on broad-based knowledge in healthcare privacy and completed studies in

- Management Practices for the Compliance Professional
- Personal and Business Ethics in Compliance
- Written Compliance Policies and Procedures
- Designation of Compliance Officers and Committees
- Compliance Training and Education
- Communication and Reporting Mechanisms in Compliance
- Enforcement of Compliance Standards and Discipline
- Auditing and Monitoring for Compliance
- Response to Compliance Violations and Corrective Actions
- HIPAA Privacy Implementation

Linda attended a 4-day Health Care Privacy Academy and is the first member of the HCA team to obtain this professional certification. Linda has been a valued member of the HCA Compliance Program since 2004. As a privacy professional, she will continue to assist the entire HCA team to address our obligations to protect the confidential and sensitive information entrusted to HCA.

If you have a privacy or HIPAA question, please contact Linda at (714) 834-4082 or [lile@ochca.com](mailto:lile@ochca.com).

Congratulations to Adriana Quintana, formerly the Compliance Coordinator, who was promoted in October to Staff Specialist for Prevention & Intervention.

The Compliance Program is pleased to have Cindy Cox from the Medical Billing Unit on temporary assignment to assist our program. Cindy is also continuing with her medical coding and chart reviews on a part time basis. Her contact information in the Compliance Program is (714) 568-5614 or [ccox@ochca.com](mailto:ccox@ochca.com).

If you have any questions regarding compliance training or sanction screening, please direct your questions to Thea Bullock, Assistant Compliance Officer at (714) 834-3154.

## Compliance Policy Updates

The most up to date HCA Compliance Policies can be found on the HCA intranet at <http://intranet/compliance/pap>. Policy #23 "Fraud Waste and Abuse Prevention" has been updated to include new requirements from the Federal Fraud Enforcement and Recovery Act of 2009 and the Patient Protection and Affordable Care Act of 2010.

The significant policy change is as follows, "HCA employees, contractors and other workforce members have an obligation to report and return any overpayments within 60 days after the overpayment was identified." More details about this new requirement will be provided in the 2011 Annual Compliance Training.

## IRIS

*continued from page 1*

collaboration amongst key internal agency program staff, as well as with the vendor technical staff, and included very detailed and iterative testing and validation, and overall exceptional risk management and execution. The project was completed within budget, achieved all of the necessary goals and objectives, and was implemented in early November 2010.

The upgraded system has provided new functionality that will allow improvements in registration, scheduling, lab, claiming, billing, reporting and other back-end system processes, and over time will demonstrate better system performance and improved user experience. It will also assure compliance with current and emerging HIPAA privacy and security laws, and any other Federal information technology standards that are required by the American Recovery and Reinvestment Act. With the new hardware and updated software, HCA will be in a position to move toward the development and implementation of a complete and interoperable agency-wide electronic health record system.

Special thanks goes out to all of the individuals from Behavioral Health QIPC and Liaison Office, Medical Billing Unit, Public Health Lab and other programs, and IRIS and IT staff who were key team members of the upgrade effort for their persistent focus and effort, and their availability to work

*... continued on page 4*

**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.

---

# Photography Tips

**T**he following tips will help your program take the best quality photos for use in Desktop Publishing jobs and/or submission for HCA's "What's Up" employee newsletter. When photographing any individuals, including clients, please be sure that an HCA Photography Release form available on the Intranet at [http://intranet/docs/qm/Photography\\_Release.pdf](http://intranet/docs/qm/Photography_Release.pdf), is completed and signed. The photo consent form is also available in Spanish and Vietnamese and can be found on the Intranet under Quality Management PI&C Forms at <http://intranet.ochca.com/forms>. For more information, contact HCA Public Information and Communications at (714) 834-2178.

1. Photos should be taken at a minimum resolution of 300 dpi (dots per inch, dpi value correlates with image resolution). Keep in mind that a higher dpi value will allow a photo to be enlarged without being distorted.
2. Minimum size of photos should be 4 inches in width.
3. Pay special attention to what is in the background – watch for things like flag poles or balloons rising behind an individual's head. If taking a photo against a wall, be sure that what is hanging or pictured on the wall is relevant and not distracting.
4. If possible, try to take action-related photos rather than static photos. People who are pictured doing something are more interesting than those who may all be lined up in a row. If you need to take a group photo, consider positioning them slightly turned inward to a center point (rather than facing directly forward).
5. Check that those who are being photographed do not have anything distracting about their clothing or hair (i.e., ties askew, hair inadvertently mussed up).
6. Lighting is always a top consideration – watch out for shadows or too much light which may wash out people's faces.
7. Try to keep the individuals you plan



to photograph close together – if someone is too far from the center of the action, they may look disconnected from what is occurring in the photo.

8. A tripod is the key ingredient to sharp photos. When you use your hands to take a shot, a little movement as you press the shutter affects the sharpness of your photos especially when taking shots at low light or night mode. If you don't have a tripod with you, try using the timer to minimize movement when taking the shot.
9. Best-composed photos do not have the subject placed dead center in the frame, a mistake a lot of amateur photographers make. "Rule of Thirds" involves mentally dividing the frame into thirds, both horizontally and vertically. You give added emphasis to your subject when you place them on these lines and intersection.
10. Do not take walk-by shots or shots taken at an angle that you see every day. Try something new...experiment and get down and dirty to get a better perspective shot.
11. You don't have to take full body shots all the time. Have the subject move closer to the camera and take the shot a little higher if you want to cover the background. Fill the frame as much as possible though, as a huge blank space can take attention away from your subject.
12. Using a flash is an essential part of photography. But for amateurs, using the flash in the wrong ambiance can take the color out of the image and make it look flat or washed out. Shots at night with flash usually show over-exposed faces while the background is all black. Settings for low light should be used along with slow shutter speed. Since there is no available light, the shutter should stay open longer. This means that both subject and camera also need to be still.
13. If possible, shoot in the morning and dawn where the light is just enough and well-suited for taking photos.
14. Avoid using digital zoom if possible, as it degrades the resolution of your image. FYI: digital zoom is different from optical zoom.
15. Use multi-shots or continuous shots when taking photos of moving

... continued on page 4

# New Supervisor Safety Refresher Workshop

The HCA Safety Program has been preparing throughout this holiday season to ensure that new and important upcoming safety trainings are ready and available for HCA employees in January.

In 2011, the HCA Safety Program will be offering an additional in-house training – the HCA Supervisor Safety Refresher Workshop. This training, **which is required every two years**, is specifically created for HCA Managers and Supervisors to assist in understanding and fulfilling their responsibilities regarding employee safety, loss prevention, and the process of injury and illness reporting.



The following training dates and times are available:

- Tuesday, January 11 from 1:30 p.m. – 4:00 p.m.
- Thursday, February 17 from 8:30 a.m. – 11:00 a.m.
- Thursday, March 17 from 1:30 p.m. – 4:00 p.m.

Cal/OSHA also requires all employers to post their Cal/OSHA Form 300A on February 1. To assist with providing a basic understanding of Cal/OSHA and our reporting requirements, the HCA Safety Program is

... continued on page 5

## IRIS

continued from page 2

odd and long hours. The level of collaboration and teamwork exhibited amongst this large group of individuals was exceptionally impressive. Cerner project leadership was provided by Adil Siddiqui with the IT network upgrade led by Teri Schultz, and individual functional areas were skillfully directed by Douglas Phan, John Moore, Kindra Dimitriadis, Kathleen Murray, Jeffrey Nottke, Leslie Sorrels, and Lydia Mikhail. Executive sponsorship and support, crucial to the overall success, was provided by HCA Director Dave Riley, Financial and Administrative Services Deputy Agency Director Bob Wilson and Behavioral Health Services Deputy Agency Director Mark Refowitz.



## Ried given Circle of Care Award

Congratulations to Dr. Christopher Ried, County of Orange STD Controller and Medical Director for HCA's 17<sup>th</sup> Street Testing, Treatment and Care on receiving CalOptima's Circle of Care Award.

The Circle of Care Award recognizes health care professionals, community groups or individuals that demonstrate excellence in the delivery of accessible and high quality health care services to CalOptima members. The award honors health care providers, community groups or individuals who go above and beyond in serving their profession and patients or clients.

Dr. Ried, a UCLA medical school graduate, has been a

... continued on page 5



## Photography Tips

continued from page 3

subjects.

16. Do not use a cell phone camera when planning to submit photos for use in Desktop Publishing and/or the What's Up newsletter. Resolution quality is usually low in cell phone cameras and may not be suitable for use. If your program is in need of borrowing a digital camera for an event, please contact HCA Public Information and Communications.

## JANUARY HEALTH OBSERVANCES

Cervical Health Awareness Month

National Birth Defects Prevention Month

National Glaucoma Awareness Month

Thyroid Awareness Month

Healthy Weight Week . . . .16-22



## Care staff receive Excellence Award

**I** 7<sup>th</sup> Street Care staff members Dora Ponce, Office Technician; Mercedes Madrid, Office Technician; and Rosa Palomarez, Medical Assistant received an Award of Excellence during a National Latino Day of HIV/AIDS ceremony hosted by the Delhi Community Center.



The award is given by clients to selected nominees for their excellence in providing quality service for individuals seeking care at clinic and supportive services in the community.

### Safety

*continued from page 4*

providing Cal/OSHA Log 300 training throughout the month of January.

The following training dates and times are available:

- Wednesday, January 12 from 1:30 p.m. – 3:30 p.m.
- Thursday, January 20 from 8:30 a.m. – 10:30 a.m.
- Tuesday, January 25 from 1:30 p.m. – 3:30 p.m.

For further information or to enroll in one of the above classes, please call the HCA Safety Program at (714) 834-SAFE.

From all of us here at the HCA Safety Program, have a safe and joyous holiday. See you next year!

## Salazar accepted into Fellowship

**C**ongratulations to Dr. Laura Camacho Salazar, 17<sup>th</sup> Street Care clinic physician on her recent acceptance into the California Health Care Foundation Leadership Program fellowship.



The goal of the program

is to prepare health care professionals to assume



significant roles in the improvement of California's health care system. The program seeks to enhance the leadership and management skills of health care professionals who have demonstrated leadership ability and to create a network of leaders who will provide mutual support for improving the health care system for all California residents.

This two-year program offers on-site learning experiences, interaction with colleagues, and exposure to nationally recognized faculty experienced in business, leadership, health care, and public policy.

Dr. Salazar graduated from Stanford University Medical School and completed her residency at San Francisco General Hospital. She has been practicing medicine for more than seven years and her specialty is in Internal Medicine and HIV care.

### Ried

*continued from page 4*

physician for 22 years. He began specializing in the management of HIV disease 19 years ago and has a deep understanding of how the disease has continued to evolve and change. He is an advocate for clients and a proponent for public health. Dr. Ried has served the County of Orange for the past 10 years and is very committed to providing quality care to all clients seeking STD/HIV screening, treatment and primary care.

# World AIDS Day 2010 raises awareness

**D**ecember 1, 2010 marked the 22<sup>nd</sup> annual World AIDS Day. World AIDS Day is an internationally recognized day to commemorate those that are living with and those that have lost their lives to HIV/AIDS. It is a day to increase awareness, fight prejudice, improve education and raise funds to continue to battle the disease. World AIDS Day is important in reminding people that HIV has not gone away, and that there are many things still to be done.

The Centers for Disease Control and Prevention (CDC) estimates that more than one million people are living with HIV in the United States. One in five (21%) of those people living with HIV is unaware of their infection (CDC, 2010). Despite increases in the total number of people living with HIV in the US in recent years, the annual number of new HIV infections has remained relatively stable. Orange County has the 4<sup>th</sup> highest prevalence of persons living with AIDS of all 58 counties in California (California Department of Public Health, 2008).

To honor this day and recognize the theme of this year's World AIDS Day "Universal Access and Human Rights," HCA's 17<sup>th</sup> Street Testing, Treatment and Care hosted two events. First, the movie "A Closer Walk" was shown to program staff and community providers. This movie depicts the global impact that HIV/AIDS is having on the world. After the movie the program hosted an open house reflection room for County employees, community providers and clients. On display were maps illustrating statistics of global HIV infection, individuals living with AIDS, and deaths attributed to AIDS. There were global statistics, a timeline of the epidemic which included key milestones for Orange County, and more than 1,000 hand cut butterflies to symbolize the deaths of patients at 17<sup>th</sup> Street Care since the beginning of the epidemic in the early '80s.

On World AIDS Day, 17<sup>th</sup> Street Testing, Treatment and Care partnered with various Walgreens locations to set up information tables in zip codes with the highest prevalence of individuals living with HIV. These tables were meant to raise awareness regarding World AIDS Day, decrease stigma and prejudice and educate the public on HIV facts. Staff handed out vouchers for free rapid HIV testing at 17<sup>th</sup> Street Testing and Treatment and they reminded people that the Centers for Disease Control (CDC) now recommends routine HIV testing for everyone. These tables were a big success and staff were overwhelmed by the positive response that they received from the community.

Please visit [www.aids.gov/world-aids-day/](http://www.aids.gov/world-aids-day/) for more information on World AIDS Day and/or contact the Health Care Agency at (714) 834-8711 for information about HIV services in Orange County. More information about HIV testing can be found by visiting [www.cdcnpin.org/ca/](http://www.cdcnpin.org/ca/).



*More than 1,000 hand cut butterflies symbolize the deaths of patients at 17<sup>th</sup> Street Care since the beginning of the epidemic in the early '80s.*



*HCA staff host an information table at a local Walgreens to increase HIV awareness in the community. Pictured (left to right) are Lydia Mikhail, Division Manager; Yvette Tovar, MFT, case manager; Irene Magana, Program Manager; Sandra Martin, Office Supervisor; Michael Zippwald, Service Chief; and Dr. Ried, Medical Director.*

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.

Editors . . . . . Tricia Landquist  
Deanne Thompson  
Anne Fialcowitz

Phone . . (714) 834-6644  
E-mail . . [tlandquist@ochca.com](mailto:tlandquist@ochca.com)  
FAX . . . (714) 834-7644  
Pony . . . Bldg. 38-S, 4th Floor