



Archived Document

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Everyday moms inspire each other to become agents of change

OC “Champions for Change” moms unite to address obesity epidemic

Nineteen moms from 8 different cities, recognized as role models for healthy eating and active living, attended the first ever “Champions for Change” Mom Convention in Santa Ana on Friday, November 19. The successful half-day event included a focus group where participants shared their experiences, the barriers faced as “Champions for Change” moms, and reactions to the statewide Network for a Healthy California TV ads and billboards.

Teresa Samaniego, Director of Public Affairs for ABC-7, also gave a motivational speech to encourage participants to continue speaking up for healthy changes in their neighborhood. “I am inspired by the passion and sincerity of the ‘Champions for Change’ moms. These are real moms coming forward with their personal message to inspire other parents to eat more fruits and vegetables and be physically active everyday. It’s a message that we probably have heard before, but these ladies speak from the heart,” said Samaniego.

The event ended with a family meal promotion, where HCA staff shared the benefits of eating together as a family, complemented by a healthy meal demonstration courtesy of Chef Jorge Ramirez from the American

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Chef George Ramirez worked with children to demonstrate healthy and easy to prepare recipes for the whole family to enjoy.

New year brings HCA reorg

In December, Agency Director Dave Riley announced a reorganization within the Health Care Agency. While this reorganization primarily affects Medical and Institutional Health Services and Financial Administrative Services, it is believed that these changes will have a significant positive impact across the Agency. These changes will bring additional executive leadership to key organizational areas of the Agency, and take advantage of specific management talent within new roles.

Medical and Institutional Health Services

The Medical and Institutional Health service area is being reorganized into two separate service areas: Correctional Health Services and Medical Services.

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Merryman named Advocate of the Year

Michael Merryman from Patients' Rights Advocacy Services was posthumously awarded the Patients' Rights Advocate of the Year Award in December 2010 from the California Association of Mental Health Patients' Rights Advocates.

Michael passed away on August 5, 2010 and was praised by his colleagues as supportive, encouraging and a believer that everyone could get better to some degree. He spent a great amount of time

working to improve access to care for the homeless mentally ill and served as the Patients' Rights liaison in the jails.



“He never gave up on anyone and he fought hard for appropriate linkages to move clients out of the jail system into treatment and safety,” said Barbara Rocha, LCSW, Patients' Rights Coordinator. “He was the spirit of ‘whatever it takes’ and he advocated for the mentally ill every minute of every day.”

HCA reorg

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Correctional Health Services: The in-custody programs continue to be highly-visible, politically sensitive divisions. New agreements with the federal government require expanded levels of service, and strict adherence to a different set of standards. This reorganization addresses the additional potential risks and liabilities that have come with the growth in size and complexity of the in-custody programs, and provides a higher level of focus and attention by HCA management. The name of this new service area, Correctional Health Services, also reflects a change in philosophy to create a fully integrated client-centered approach to health care provided in the correctional setting.

Recognizing its growing complexity, this new service area is being created with a new executive manager, Kathy Wild. Kathy will facilitate timely and effective issue identification and problem resolution, especially when such issues require interaction with Sheriff's command staff or employee union representatives. Correctional Health Services incorporates Adult Correctional Health Services (previously Correctional Medical and Correctional Mental Health) and Juvenile Health Services.

Medical Services: The remaining divisions from the current Medical and Institutional Health service area, Health Disaster Management (HDM) and Medical Services Initiative (MSI), plus the California Children's Services and Employee Health divisions that were formerly part of Public Health, will make up the new Medical Services service area. Emerging factors such as health care reform legislation and coverage initiative expansion have lead to a heightened level of visibility and additional funding in these programs.

The diversity of the programs involved in these changes, along with added risks associated with ensuring compliance with all policies, legal

requirements, and audit recommendations, has introduced management challenges that warrant executive leadership. Ron Norby will assume the executive management responsibilities for this new service area.

Holly Veale, who has led the Health Disaster Management program over the past two years, will assume the role of Medical Services Operations Chief. Terre Duensing, who was the architect responsible for creating Health Disaster Management until she was asked to lead the Institutional Health programs, will return as the Division Manager for HDM. Additionally, the Administrative Support unit for Medical and Institutional Health Services will be reassigned to Contracts Development and Management. This will allow management of the new Medical Services service area to focus more directly on the issues and responsibilities associated with the redesign of the Medical Services Initiative program.

Agency Administration

HCA has been operating without an Assistant Agency Director position for a year and a half. With great teamwork from the executive team, and in spite of operational difficulties and dwindling funding, the Agency has continued to provide quality services to the citizens of Orange County.

In order to better address and coordinate many of the changes that will need to be made in HCA operations as a result of the challenges mentioned above and the difficult fiscal environment that HCA will continue to face in the upcoming years, Bob Wilson will assume the role of Assistant Agency Director, and Jeff Nagel will assume the position of Deputy Agency Director for Financial and Administrative Services. Human Resources and Information Technology will report to the Assistant Agency Director; the remaining Financial and Administrative Service programs will continue to report to the Financial and Administrative Services Director.

Champions for Change

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Culinary Federation, Chef and Child Foundation. With the help of the participants' children, Chef Ramirez prepared healthy menu items using readily available ingredients that were also cost-effective.

The half-day event was sponsored by the Nutrition and Physical Activity Collaborative (NuPAC), a regional collaborative of more than 60 health-related organizations dedicated to empowering communities to make system and environmental changes to support better nutrition, physical activity and increased access to healthy foods. Its mission is



“Champions for Change” moms shared their opinions through a focus group during the November 19 event.

to lead coordinated efforts and maximize resources to decrease obesity and improve healthy eating and physical activity among Orange County families and communities.

Throughout the state, there are efforts to have everyday mothers educate their communities on ways to eat healthier and be more active through the Network for a Healthy California—Champions for Change public health campaign, led by the California Department of Public Health (www.cachampionsforchange.net).

In Orange County, NuPAC implements the Parent “Champions for Change” Initiative to increase the number of parents, especially low income parents, who participate in school and community nutrition education efforts and subsequently advocate for improved access to nutritious, affordable food and active neighborhoods. For more information, contact Anna Luciano-Acenas from HCA Nutrition Services at aluciano@ochca.com.

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

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

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Payroll announces new changes

HCA Payroll is excited to announce some changes that we believe will be a great benefit to all!

- W2's are coming! As a reminder, this year we will implement a new distribution process for all W2's where all will be mailed to your home address. Look for them to



arrive no later than Monday, January 31, 2011. If you do not receive yours by this time, or if you have any questions, please contact HCA Payroll at

(714) 834-5744 or via email at HCAPayroll@ochca.com.

- HCA will soon be accepting on-line mileage claims! This process was successfully piloted at the Social Services Agency (SSA) and we are excited to be next. Initially this will be limited to mileage-only claims until other fields, such as parking or meals, are made available. No more submitting multiple copies of your claims. No more including your social security number. Imagine an email that tells you when your mileage claim is approved and on which payday it will be paid. This is coming in the very near future!

As always, if you have any questions, HCA Payroll can be reached at (714) 834-5744 or via email at HCAPayroll@ochca.com.

Pigskin Party Tips

This time of year is popular for football fans everywhere to gather around the television and enjoy some of their favorite foods.

Whether you're watching the playoffs, bowl games or the big game, here are a few food handling "fouls" to avoid so that you and your friends aren't penalized after the game.

Offensive Holding Temperatures – 15 yard penalty

This mistake is the most common cause of foodborne illness outbreaks. Not holding foods at safe temperatures allows bacteria to grow and reproduce to dangerous numbers in food. Examples of food you want to make sure to temperature control include raw or cooked meats like hamburgers and hot dogs, dairy products like cheese and some chip dips, and any cooked starch or vegetable such as a baked potato.

- Make sure to keep your cold foods cold by keeping them at 41°F or below.
- Make sure to keep your hot foods hot by keeping them at 135°F or above.

Illegal Hands to the Food – 5 yard penalty

Disease causing germs are easily transferred from one surface to another by unwashed hands, including on your food. Proper handwashing keeps your hands free of harmful pathogens so that you don't make yourself sick or spread bacteria to those around you. Make sure to wash your hands before handling food any time you have:

- Used the restroom
- Touched raw meats like beef or chicken
- Sneezed or coughed
- Touched your hair or face
- Touched any other unsanitary surface

When washing your hands, rub them vigorously together using soap and warm water for 10 to 15 seconds, and then dry them with a clean towel or paper towel.

Personal Foul: Cross Contamination – 15 yard penalty

Always make sure that you keep raw meats separated from other foods. The juices from raw meats contain harmful bacteria that may cause a foodborne illness if they come into contact with other foods. Some ways to keep raw meats from contaminating your other foods include:

- Using separate plates for raw and cooked meats.
- Using separate utensils to handle raw meats and other foods.

- Making sure that any surface that contacted raw meats or their juices is sufficiently cleaned and sanitized before coming into contact with any other foods.

Never store other foods below raw meat in the refrigerator. Raw meat juices may drip down onto the foods below and contaminate them.

Incomplete Cooking – 10 yard penalty

Proper cooking of raw meats is necessary in order to kill any illness-causing bacteria that may be in the food. Bacteria such as Salmonella, E. coli, and Campylobacter are commonly occurring bacteria in raw meats and are only killed with sufficient cooking temperatures. To keep from getting sacked by these bacteria, cook your meats to the following minimum temperatures for at least 15 seconds:

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

Make sure you have an accurate probe thermometer handy to take internal temperatures of the meats.

For more information about safe food handling and preparation, visit HCA's Environmental Health website at www.ocfoodinfo.com.

FEBRUARY HEALTH OBSERVANCES

AMD/Low Vision Awareness Month

American Heart Month

National Children's Dental Health Month

Give Kids a Smile Day 4

National Wear Red Day 4

Congenital Heart Defect Awareness Week 7-14

National Donor Day14

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.



Program celebrates 4th graduating class

On January 19, 2011, HCA's Leadership Development Program honored its fourth class of graduating participants from HCA and our two partner agencies, Orange County Waste and Recycling and Orange County Public Works. Adding to the Leadership program's alumni were 35 more graduates; 29 from Level I and 6 from Level II. The Executive Teams, managers and supervisors of the graduates from all three agencies, as well as our

Cal State Fullerton partner, were in attendance and were treated to inspirational presentations made by five of the graduates; Frank Avalos/OCPW; David Atkins/HCA; Virginia Roma/OCWR; Rey Montoya/HCA; and Azahar Lopez/HCA.

This year's ceremony also included "Servant Leadership Awards" presented to 22 managers considered County "job knowledge experts" in their fields. Passing along institutional knowledge within their area of expertise for the sole benefit

of peers and colleagues, these managers designed, developed and delivered 6 mini modules in the Administrative Leadership Savvy Series which launched in 2010. Those modules included Budget Savvy, IT Savvy, Purchasing and Contracts, Risk Management and Facility Ops, Strategic Planning, and Employee-Labor Relations.

For more information on the Leadership program and how you can participate, please visit the website at intranet.ochca.com/hr/tsd.



The 4th class of graduates pose for a group photo after a graduation ceremony held on January 19. Pictured back row (left to right) are Francisco Avalos; David Atkins; Lance Jones; Jimmy Villalobos (OCPW); Benito Paredes; Barbara Greenfield; Linda Scott; Ana Palma; Rey Montoya; Katherine Boelts; Alex Ochoa; John Crump; Holly Pham (OCWR); and Lulu Goh (OCWR). Pictured front row (left to right) are Hien Nguyen; Valerie Oxford (OCPW); Malaquias Peralta (OCPW); Azahar Lopez; Cynthia Castro; Kristen Schroeder; Wida Rahimi; Linh Ly (OCWR); Elsa Davis; and Eugenia Arzaga. Graduates who were unable to attend included Lucy Cardwell; Bergit Englund Giri; Noemi Garcia-Mondragon; Asmeret Hagos; Christine Lane; Brenda Lassiter; and Lan Pham.

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See everything; overlook a great deal; correct a little.

—Pope John XXIII



2011 Compliance Update

This year, the Compliance Program is planning to increase opportunities for your participation. Compliance is everyone's responsibility not just the job of the Compliance team. We have the following opportunities coming up:

Code of Conduct Review Committee

It's time again for HCA to review and revise our Code of Conduct. Are you a regular HCA employee looking for a new project or growth opportunity? The Office of Compliance is seeking representatives to participate on the Code of Conduct Review Committee.

This opportunity is open to all levels and classifications and all service areas in HCA. The review project will start April 2011 and will require a commitment of about 2 hours per week. If you are interested in providing input on the Code of Conduct and contributing to the ethical standards of HCA, please contact the Compliance Committee representative for your area by **March 17, 2011** to be considered for the Code of Conduct Review Committee. Click on the link to find your [Compliance Committee](http://intranet.ochca.com/compliance/committee) representative or contact Thea Bullock, Assistant Compliance Officer at tbullock@ochca.com.

Annual Compliance Training

Annual Compliance Training is planned for summer 2011. Our workforce has many talented people with hidden skills. We are interested in finding volunteers with broadcasting or voice over talents to help make our training better. Anyone who would like to be a guest narrator for annual compliance training should contact Thea Bullock, Assistant Compliance Officer, at tbullock@ochca.com by **April 28, 2011**. Please include contact information for you and your supervisor.

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.



Online Mileage Claim!

As you read in last month's "What's Up" newsletter, HCA will be the next agency to implement the new online mileage claim! For now, the online mileage claim will be limited to mileage-only claims until other fields, such as parking or meals, are made available.

Similar to VTI, employees will be able to enter their mileage directly online. Supervisors will then approve the claims online. Claims approved as late as payweek Tuesday will be paid three days later on payday!

Stay tuned for more information as it's made available. For more information, please call HCA Payroll at (714) 834-5744.

MARCH HEALTH OBSERVANCES

National Brain Injury Awareness Month
National Nutrition Month®
Social Worker Month

National Patient Safety Week7-13
National School Breakfast Week8-12
National Poison Prevention Week14-20
American Diabetes Alert Day23
World Tuberculosis Day24

health care agency

WHAT'S UP
keeping staff informed & current

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A Toast to Health

Rethink Your Drink Forum stresses youth message

Local partners strive to combat obesity by helping Orange County residents make healthy beverage choices

Let's celebrate! More than 60 members of the Nutrition and Physical Activity Collaborative (NuPAC) attended a 6-hour forum in December 2010. The event featured diverse speakers sharing their accomplishments since the launch of the countywide Rethink Your Drink (RYD) initiative in Fall 2009. Participants discovered how beverages impact nutrition and current collaborative efforts in Orange County (OC). They reviewed lesson plans, explored beverage containers and teaching tools available from partners like the *Network for a Healthy California* contractors, Dairy Council of California, and Healthy For Life Program. A water taste test led by a Cal State Fullerton professor challenged the audience to increase tap water consumption. In addition, impact evaluation results from Fullerton Union High School and Westminster High School validated the importance of bringing RYD messages to targeted youth.

A special "thank you" to key partners such as "Champions for Change" moms, OC Department of Education, Kaiser Permanente and Canteen Vending Machine Services for supporting RYD messages by bringing them into homes, neighborhoods, school districts, hospitals, businesses and worksites throughout OC.

With the new 2011 Menu Labeling law, NuPAC partners will work on strategies to help consumers use the calorie information posted in restaurants. Be part of the RYD initiative, contact Anna Luciano-Acenas from HCA Nutrition Services via e-mail at aluciano@ochca.com.



Champion Mom Amelia hosts a Rethink Your Drink booth at a community health fair held in Santa Ana.

Live better with "Life's Simple 7"

Each year, the American Heart Association designates the month of February as American Heart month. It's 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.



The American Heart Association has designed "Life's Simple 7," which are seven steps on how best to live and keep your heart healthy:

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

These measures have one unique thing in common – any person can make these changes and even modest improvements will make a big difference. Start with one or two.

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 on helpful tips and resources in preventing cardiovascular disease and stroke, visit the American Heart Association website at www.americanheart.org.

Tobacco Control Advocate will be missed

Herm Perlmutter, Program Supervisor for HCA's Tobacco Use Prevention Program (TUPP) passed away during his sleep on January 29, 2011 at the age of 60.

Herm was a true hero in the tobacco control movement. During his 36 year career, he showed

“Herm was a true hero in the tobacco control movement. He was an inspiration and mentor to many, but more importantly, he was a friend.”

“Herm was such a strong member of our group and honestly we are going to have to fight hard to find someone who may some day, come close to filling Herm’s shoes.”

–Tobacco Control & Prevention Program Project Directors

dedication, and unwavering commitment to prevent people from being exposed to second hand smoke. Herm’s groundbreaking work paved the way for the many successes of

the tobacco movement today.

Herm got started in tobacco prevention when he was a waiter and found it difficult to breath at work when he was serving customers who smoked. Herm spoke with hundreds of individuals every year who called TUPP because they were being affected by second hand smoke and needed to know what to do.

During his time at TUPP, Herm was involved with the Labor Management Committee (LMC) and helped to create a smoke-free campus at HCA’s 17th Street facilities. Throughout the state, when hearing of the news of Herm’s death, many tobacco project directors have written to express their admiration of Herm.

While Herm is probably best known for his work in the tobacco



control movement, what staff will miss most was Herm’s sense of humor and his many puns. Herm was recently married in December. The Health Promotion Division was able to welcome Herm’s new bride, Nancy, into the HCA family just two short weeks ago. He will be remembered as an inspiration, a champion, and a friend.

Leadership Development Program

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Managers who worked with HCA’s Leadership Development Program in the Administrative Leadership Savvy series are pictured back row (left to right) Tony Bernard (OCPW); Steve Karakash; Fred Neroni (OCPW); Diane Dodson (OCWR); Brent Scarborough; and Teri Schultz. Pictured front row (left to right) are Mario Almaraz (OCWR); Tom Mason (OCPW); Dave Carlaw (OC Superior Courts); Rebecca Siddiqui; Yolanda Radig (OCPW); Vicki Wheeler; Debbie Miller; and Nahed Girgis. Individuals unable to attend included Alan Yuki (OCWR); Gina Denny; Babar Karim; Dana Schultz; Darren Smith (OCWR); April Kearney; Curt Condon; and Hang Nguyen.

Save the Date

Public Health Week 2011

Be sure to mark April 4-10, 2011 on your calendars for Public Health Week. This year’s theme “Safety is No Accident: Live Injury Free,” aims to help Americans live injury-free in all areas of life: at work, at home, at play, in your community and anywhere people are on the move. We all need to do our part to prevent injuries and violence in our communities. For more information, visit the American Public Health Association website at www.apha.org.

San Onofre's ODAC is on the job

The San Onofre Nuclear Generating Station (SONGS), generates almost 2.5 Megawatts of electricity daily, providing power to thousands of Orange County residents. The generation of this power occurs in two reactor vessels, units 2 & 3, which are contained in the big white domes near the San Diego/Orange County line, and can be seen by anyone who passes them while driving along Interstate 5.

The power generation from a nuclear reaction is actually quite simple; nuclear fission of Uranium 235 in the reactor releases heat that is transferred to make steam, which in turn rotates the utility's massive power turbines. The fission process of Uranium 235 is highly stable and is moderated through the use of control rods that can be quickly inserted into the reactor to slow or stop the




Dr. Handler observes ODAC Coordinator Robert Curtis as he discusses protective action recommendations with his team.

reaction, or pulled out to allow the reactor to operate at full power.

Safety at the plant and in the surrounding communities is a top priority for nuclear power generators in the United States, and SONGS employs the most cutting edge safety systems in the world to prevent a nuclear emergency. However, there is still a need for preparedness. Therefore, SONGS, Orange County, and the surrounding communities have worked together tirelessly to develop a robust radiological emergency response system to ensure the highest level of protection to the population surrounding the plant. Within this system, the Health Care Agency plays a crucial role, and the Health Officer is a central part of the decision making process. Environmental Health assists the Health Officer in this endeavor by deploying personnel to staff the Offsite Dose Assessment Center (ODAC).

At emergency level *Alert*, the ODAC team is deployed to the plant. Their mission is to gather information from the utility to independently assess



**Safety is NO Accident:
Live Injury-Free**

Public Health Week 2011
Save the date for April 4-10, 2011 in celebration of National Public Health Week. This year's theme "Safety is No Accident: Live Injury Free" focuses on taking steps to protect neighbors, families and communities from harm.

A series of 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 webpage at www.ochealthinfo.com/public/phweek.



HIPAA Tips

HIPAA Humor

- HIPAA-Ectomy – The removal of individual identifiable health information from records.
- HIPAA-Glycemia – The low level of understanding of HIPAA regulations.
- HIPAA-Phobia – Morbid fear of HIPAA regulations.
- HIPAA-Thermia – The unexplained chill that is running down the back of anyone associated with HIPAA.

From the North Dakota Department of Health

Breach Notification Requirements:

As of September 23, 2009, HCA and our business associates are required to notify both clients and the Department of Health and Human Services following a breach of unsecured protected health information (PHI). This federal requirement is contained in the Interim Final Rule for Breach Notification for Unsecured Protected Health Information.

California Security Breach Notification Law covers PII (personal identifiable information) in addition to PHI, so the scope of this law is broader than the federal law.

HIPAA in the News:

On February 15, 2011, New York City officials had to notify 1.7 million patients, staff, contractors and vendors that their information (PII and/or PHI) may have been compromised. An electronic medical records file was stolen from their contract vendor that specializes in secure transport and storage of sensitive data.

What should HCA do to prevent this same type of incident and becoming the latest news story? We need to protect all types of sensitive data under our care. Below are some HIPAA Hints to help you prevent breaches:

- Keep information private by discussing PHI only for work purposes and in appropriate places. (Not at the water cooler, elevators, stairwells, Starbucks, etc.)
- Minimum Necessary Rule – access, request or disclose the minimum necessary to do your job.
- Keep sensitive data secure – lock in cabinet or storage room when not in use or turned face down when you walk away from your desk.
- Properly dispose sensitive documents according to the retention schedule by using an approved shredding mechanism. Do not discard in trash or recycle bins.
- Create a desk procedure to assign someone to frequently check fax/copiers/printer machines for sensitive data and remove. In shared areas this will minimize the risk of losing the data or it being accessed by an unauthorized person.
- When faxing or mailing sensitive information, double check or triple check for accuracy of information and recipients.
- NEVER leave your password posted around your workstation.

For more information about HIPAA, please call Linda Le at (714) 834-4082 or via email at lile@ochca.com or HIPAA@ochca.com.

Timecards are due when?

Although submitting timecards too late to Payroll can create problems, submitting timecards too early frequently results in timecards having to be returned by Payroll when an employee calls in sick

or works hours other than those recorded on their timecard. Returning timecards in these instances takes needless time away from managers, supervisors, employees and Payroll.

As a reminder, timecards are due from supervisors to Payroll by 10 a.m. on Thursday, the last day of each pay period.

Online Mileage Claim Training

As you know, HCA will soon be rolling out the new online mileage claim. Rather than taking time out to attend training classes, you can learn how to use the new claim at your own convenience! Employees can simply watch a short 13-minute instructional video online, while supervisors can watch an additional 8-minute video to learn how to approve their employees' claims electronically. There will also be a workshop for those who desire further instruction face-to-face. Further details will be announced when these trainings and workshops are made available.

The new claim will be rolled out to HCA employees in phases once the initial implementation date is set. Stay tuned for more information!

For any questions, please call HCA Payroll at 714-834-5744 between the hours of 7:30 a.m. and 5 p.m., Monday – Friday.



“Gingerbread & Germs”

The combination of gingerbread and germs doesn't exactly evoke the same warm fuzzy holiday feelings that eggnog and cookies do. However, the team of HCA Health Promotion and Environmental Health are doing their best to change that. The same team that descended upon the Orange County Fair with a giant 9-foot macro-bacteria was at it again at the Discovery Science Center.

The “Clean Team” once again took center stage for two brief shows on Saturday, December 18 as part of the Discovery Science Center's program “The Science of Gingerbread” that ran November 26 through January 2. This time it was up to the Clean Team, consisting of Captain Clean (Robby Curtis, Environmental Health) and Auntie Septic (Della Lisi Kerr, Health Promotion), to help the well-intentioned yet tragically misguided bakers, Sam 'n Ella (Mike Haller, Environmental Health & Amy Buch, Health Promotion), in safely preparing some gingerbread cookies for the audience. Together they educated and entertained the crowd on how to correctly cover their cough and wash their hands. They also warned the visitors about the hazards of cross-contamination and eating undercooked foods, in this case raw cookie dough. Through the use of props, audience participation, a song, and even a little theatrics, important food safety handling tips were shared with the crowd. A good time was had by all.

This is the second time that Health Promotion and Environmental Health have teamed up with the Discovery Science Center. The Discovery Science Center is an Orange County icon and outreaches to 400,000 members and visitors a year. The partnership provides a wonderful opportunity to educate residents and visitors of Orange County about some of the important environmental health issues that are appearing in today's headlines with increasing regularity. It also allows the Agency to showcase some of the programs that represent the HCA family.



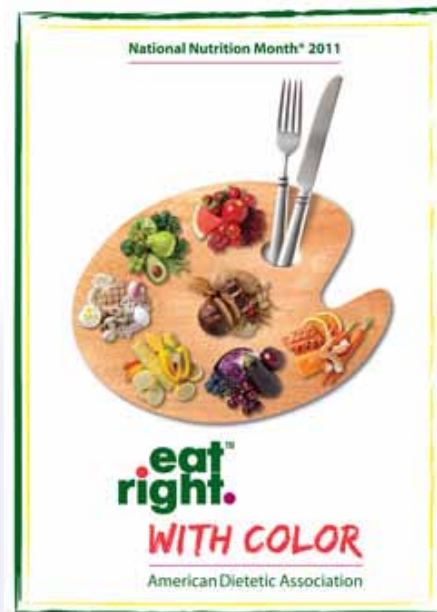
HCA's Clean Team took the stage at the Discovery Science Center on December 18, 2010. Pictured (left to right) are Amy Buch, Robby Curtis, Della Lisi Kerr and Mike Haller.



Eat right with color

With the arrival of spring, there are plenty of colorful and nutritious fruits and vegetables to choose from to fill your plate. During National Nutrition Month®, celebrated annually in March, the American Dietetic Association encourages everyone to add color and nutrients to your meals through this year's theme “Eat Right with Color.”

The following tips will help



brighten your plate in every season with this quick color guide:

Green produce indicates antioxidant potential and may help promote healthy vision and reduce cancer risks.

- Fruits – avocado, apples, grapes, honeydew melon, kiwi and lime

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Disaster preparedness lessons from the field

The California Disaster Medical Services Association in conjunction with the Medical Education Cooperation with Cuba (MEDICC) provided an opportunity for 17 fortunate health care professionals to be part of an exciting research team to examine Cuba's acclaimed public health system, including its renowned disaster preparedness and medical response systems.

Orange County Health Care Agency's Joe Vargas was privileged to have been selected as one of the health professionals to participate in the final research group that traveled to Havana, Cuba in December for 9 full days of lectures, educational presentations and interchange with Cuban medical professionals and public health response teams. Although the United States has not had diplomatic relations with Cuba



Health care professionals are led on a tour to examine Cuba's public health system.

and travel is restricted, the group was allowed special permission under the US treasury's general license for professional research that includes full-time health and emergency response professionals doing research in Cuba. During the visit, the group examined Cuba's elaborate yet unsophisticated system for population protection during disasters. Given their limited physical, technical and transportation resources, the Cuban people (including school children) are taught at an early age about their role and responsibility in a disaster. Cuba's hurricane-prone geographical location has necessitated an efficient and coordinated approach with an emphasis on accurate, early and frequent communication information.

These internationally recognized measures include prioritized evacuation procedures for vulnerable populations that include high-risk seniors, pregnant women, disabled persons and individuals living in remote areas where flooding occurs. Transportation is prearranged using city buses to evacuate large communities to safer ground until the storm diminishes. Other preparatory efforts include frequent meteorological reports and monitoring, and the shutdown of power and utilities days before the storm arrives.

Cuba is one of the few countries that offers early advisories and
... continued on page 6

Eat right

continued from page 3

- Vegetables – artichoke, asparagus, broccoli, green beans, green peppers, and leafy greens such as spinach

Orange and deep yellow fruits and vegetables contain nutrients that promote healthy vision and immunity, and reduce the risk of some cancers.

- Fruits – apricot, cantaloupe, grapefruit, mango, papaya, peach and pineapple
- Vegetables – carrots, yellow pepper, yellow corn and sweet potatoes

Purple and blue options may have antioxidant and anti-aging benefits and may help with memory, urinary tract health and reduced cancer risks.

- Fruits – blackberries, blueberries, plums and raisins
- Vegetables – eggplant, purple cabbage, purple-fleshed potatoes

Red indicates produce that may help maintain a healthy heart, vision, immunity and may reduce cancer risks.

- Fruits – cherries, cranberries, pomegranate, red/pink grapefruit, red grapes and watermelon
- Vegetables – beets, red onions, red peppers, red potatoes, rhubarb and tomatoes

White, tan and brown foods sometimes contain nutrients that

... continued on page 6

APRIL HEALTH OBSERVANCES

Alcohol Awareness Month

National Autism Awareness Month

National Donate Life Month

Occupational Therapy Month

Women's Eye Health and Safety Month

National Public Health Week 4-10

World Health Day 7

National Infant Immunization Week. 23-30

Safety Reminder...

HCA has recently experienced two incidents that have dealt with the handling of suspicious packages. In both of these instances the items in question were meant to be discarded as trash. Unfortunately, both of these incidents could have been avoided had the items been clearly marked as “trash” or provided another indication of their intent. As a safety reminder, please clearly mark items such as briefcases, packages, backpacks, etc., particularly if the item is to be left unattended.

For information regarding the handling of suspicious packages, refer to your HCA *Emergency Action Plan* or please contact the Safety Office at (714) 834-SAFE.



What's New at HCA Safety...

On January 18, the HCA Safety Program hosted the first quarterly Departmental Safety Representative (DSR) meeting for 2011. Approximately 100 dedicated DSRs attended this informative meeting that provided discussions and training on Cal/OSHA logs, DSR responsibilities, and other safety related matters.

At the Quarterly meeting, the HCA Safety Program also awarded certificates to all DSRs who recently became Certified Safety Representatives (CSRs). The Certified Safety Representative Program has been established by CEO Safety and Loss Prevention to provide DSRs or any interested County employee further knowledge on key topics regarding safety related issues. This program also allows HCA employees the opportunity to become certified in safety.



Certificates were presented to staff who recently became CSRs. Pictured are James Williams, Donna Nguyen, Debra (Casey) Cross-Mendez and Sheryl Ford for Antonio Larrea.

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

- Debra (Casey) Cross-Mendez** . . . Birth & Death Records Division
- James Williams** HIV Planning & Coordination
- Donna Nguyen** Quality Improvement & Program Compliance
- Antonio Larrea** Children Youth Services
- Karla Navia** Children Youth Services
- Reyna Brown Guillen** Children Youth Services

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

SONGS

continued from page 1

the emergency, determine the best protective action for the public, and relay a protective action recommendation to the County Health Officer and the County decision makers at the Operational Area Emergency Operations Center (EOC).

The ODAC team undergoes extensive training and works with local, state and federal organizations throughout the year to evaluate procedures, test equipment, aid in planning, and conduct drills. They participate in a biennial exercise that is evaluated by the Federal Emergency Management Agency (FEMA). It is part of the largest exercise that the Orange County Sheriff Department Emergency Management Bureau conducts on a regular basis. Passing the exercise is critical to maintaining the operational status of the plant. The next graded exercise is scheduled to take place next month.

During a recent practice drill at ODAC, the County Health Officer, Dr. Eric Handler was present to observe the team in action. For this drill, a scenario was played where a magnitude 6.8 earthquake occurred and created the conditions for a potential radiological release. During the drill, the ODAC staff demonstrated its integration with the plant, conducting plume assessment, coordination of radiation field monitoring teams, and protective action recommendation formulation, all while working around the aftermath of a major earthquake. It was challenging, but also only one of a litany of exercise scenarios the team has been faced with during its over decade-long service to SONGS and the people of Orange County.

Even though an emergency
. . . continued on page 6

Cuba

continued from page 4

information phases as preludes to the hurricane watch. Historically, very few deaths and injuries have occurred as a result of the many powerful hurricanes (Charlie, Wilma, Ivan) that have struck Cuba using this preparation approach.

The group also toured several medical facilities, including Havana's hospitals, polyclinics (neighborhood clinics), civil defense and emergency dispatch facilities. At these facilities, the research team was able to get a first hand account of Cuba's robust primary prevention-focused medical system and understand its critical ties to civil defense teams, meteorological and information sharing systems.

Highlights of the trip included meeting with grass roots organizations in disaster preparation, response and recovery, including neighborhood organizations and the neighborhood-based physician medical team. Members were also invited by the Cuban Red Cross to view a community evacuation extraction drill where children were evacuated from a "collapsed" three story residence balcony using a rope harness and gurney to lower the victims to the ground floor.

The Ministry of Public Health directs all health sectors to support a comprehensive system of healthcare specifically oriented to prevention activities and primary care. Family physicians work in residential neighborhoods where they are provided a home and a functional clinic. Working alongside a nurse, they are responsible for approximately 80-130 families in their community. This closeness allows healthcare professionals to provide immediate emergency and personal care to their neighbors. Physicians develop an overall understanding of their community's needs which contributes to their overall wellness and has resulted in population health indicators that are comparable to developed countries like the US and Canada.

The research team was also fortunate to meet and discuss their worldwide medical disaster experience with the Henry Reeves Brigade. The Brigade was named after a heroic American doctor who helped Cuba's independence movement. Conceived during Hurricane Katrina as a mobile team, it is staffed with doctors trained in disaster response and epidemic intervention. The 1,586 medical professionals each equipped with 50 pounds of medicines, pledge to serve anywhere in the world they are needed. Members of the Brigade collectively possess an average of 10 years clinical experience and service in 43 countries.

After a safe return to the US, research team members are currently reviewing and analyzing the information gathered to share with organizations and groups throughout the region. Mr. Vargas is presenting this information in a more detailed lecture about the Cuban healthcare system and disaster preparedness experiences throughout the State. For any questions regarding his experiences in Cuba, please contact Joe Vargas via email at jvargas@ochca.com.



One of several neighborhood clinics that health care professionals were able to tour.

SONGS

continued from page 5

at SONGS would very quickly become an incident of national significance causing the deployment of numerous state and federal resources, any emergency must be dealt with first by local responders. The efficacy of this initial response is a significant determining factor to how the event will ultimately be resolved and its total impact to the public. The ODAC team is a proud and integral part of a much larger process that insures that the people of Orange County benefit from this response.

Eat right

continued from page 4

may promote heart health and reduce cancer risks.

- Fruits – bananas, brown pears, dates and white peaches
- Vegetables – cauliflower, mushrooms, onions, parsnips, turnips, white-fleshed potatoes and white corn

For more information on how to "Eat Right with Color," visit the American Dietetic Association's National Nutrition Month® website at www.eatright.org for a variety of helpful tips and nutrition education resources.

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

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

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WHAT'S

keeping staff informed & current

HDM/EMS inspects ambulances

In February 15 and 16, HCA's Health Disaster Management (HDM) staff inspected 130 CARE ambulances during an inspection event held at Anaheim Stadium. Due to the volume of vehicles needing inspection, the stadium parking lot was used to stage and rotate the vehicles in service.

"This event was a true private-public partnership involving HCA Emergency Medical Services (EMS), the California Highway Patrol (CHP), CARE Ambulance and Anaheim Stadium," said Terre Duensing, HDM Division Manager. "Orange County is fortunate to have the rich emergency medical services resources that we do."

Inspecting medical equipment and supply stock is part of the ambulance inspection process as performed by Laurent Repass.

During the event, EMS inspection was coordinated by EMS Basic Life Support Coordinator Patrick Powers who was joined by staff Laurent Repass, Mike Steinkraus and Lori Gordon.



Every ambulance in Orange County is inspected



An inspection emblem designed by HDM/EMS is displayed on more than 400 ambulances licensed in Orange County.

each year by HDM/EMS staff to ensure medical supplies and equipment are in the vehicles, the equipment is in working order, and that medical supply stock is current. An emblem created by HDM/EMS is also displayed on more than 400 ambulances licensed in the County. This emblem helps to identify the inspection provided by HCA. A safety inspection seal is also provided to ambulances by the CHP after their inspection.

Call for 2011 Team Excellence Award nominations

The Health Care Agency/OCEA Labor Management Committee (LMC) is seeking nominations for the annual Steve Ambriz Team Excellence Award.

The award is designed to identify the qualities and characteristics of effective work teams and emphasizes key elements of the Leadership Development Program.

Please take this opportunity to nominate a team, program, or department within the Health Care Agency that excels as a unit. Visit the LMC Intranet website at intranet/lmc/team.asp for application



Team Excellence Award
HCA & OCEA LMC
LABOR MANAGEMENT COMMITTEE

More Photos on Page 10

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ADAS Employees of the Quarter

Hat's Off to Behavioral Health Alcohol and Drug Abuse Services (ADAS) employees on being recognized as Employees of the Quarter for the dedication and assistance they provide to HCA's clients. An event was held at the 405 W. 5th Street building on March 1 to honor staff and present certificates.



Pictured (left to right) are Program Manager Mitch Cherness, Jenny Nguyen, Service Chief Chi Lam and Program Manager Diane Holley.



Pictured (left to right) are Service Chief Thoa Tran and Lisa Mau.

Pictured (left to right) are Susan Pollard, Service Chief Jacqueline Williams and Program Manager Diane Holley.



Pictured (left to right) are Lina Klein, Service Chief Raquel Tellez and Program Manager Diane Holley.

Pictured (left to right) are Diane Gipson, Program Manager Terri Styner and Program Manager Diane Holley.



Pictured (left to right) are Program Manager Diane Holley and Service Chief Linda Hartung.



Pictured (left to right) are Program Manager Mitch Cherness and CalWORKS Service Chief Chi Lam.



HCA Social Workers honored for advocacy

Celebrated annually during the month of March, National Professional Social Work Month honors social workers who help to improve the fabric of society by being advocates for people who need help addressing serious life challenges and exploring their options.

Several of HCA's social workers from both Behavioral Health and Public Health Services received recognition for their outstanding dedication and contribution to the clients they serve, during a reception hosted by the Social Services Agency (SSA) on March 16.

Board Chairman Bill Campbell was on hand at the event to present SSA Director Michael Riley and Behavioral Health Services Deputy Agency Director Mark Refowitz with Board Resolutions recognizing the month of March 2011 as Social Work Month in Orange County. Several SSA and HCA social workers also discussed some success stories they have experienced with their clients.



Board Chairman Bill Campbell presented a Social Work Resolution to SSA Director Michael Riley and BHS Deputy Agency Director Mark Refowitz.



HCA social workers received a certificate during an appreciation event held on March 16 at SSA to recognize their dedication to the field of social work and the assistance they provide to their clients. Pictured (left to right) are Dawn Smith, Alice Apodaca, Micaela Madrigal, Hilda Rendon, Amalia Lam, Lisa Mau, Felicia Revers and Dan Rivers.

Riley receives CSUF alumni recognition

Congratulations to Health Care Agency Director Dave Riley on being selected as one of Cal State Fullerton's (CSUF) Distinguished Alumni in 2011. Dave will be honored at the annual Vision and Visionaries gala April 30 at the Anaheim Marriott.

Vision and Visionaries honors the achievements of outstanding CSUF alumni and community leaders. Dave is being recognized for his dedication to public service and leadership in County health care programs.

Team Excellence

continued from page 1

criteria, nomination forms, details about previous winners, and additional information about what makes an excellent team.

The deadline to submit nominations is Friday, May 20, 2011. 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 Correctional 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; Adult Mental Health Services/Anaheim Clinic; and Family Health Division's Childhood Lead Poisoning Prevention Program.

Employees recognized for service years

HCA employees received recognition for their years of dedicated service at an Employee Recognition Awards ceremony held on March 3 at the County Hall of Administration. The following is a list of service awards presented:

5 years. 62	10 Years 45	15 years..... 10
20 years..... 14	25 years..... 10	30 years..... 4

30 YEARS



Celebrating 30 years of County service, Bouaphan Channita received recognition during the March 3 Employee Recognition Awards from Public Health Operations Chief Donna Fleming, Mike Carson, Lydia Mikhail and Assistant Director Bob Wilson.



Public Health Services staff member Thanh-Minh Luyen celebrated 30 years of service to the County and received a certificate and pin to commemorate the occasion from Public Health Operations Chief Donna Fleming, Mike Carson, Lydia Mikhail, and Assistant Director Bob Wilson.

25 YEARS



Correctional Health Services staff member Jose Chay celebrated 25 years of County service and received recognition from Correctional Health Services Deputy Agency Director Kathy Wild and Assistant Director Bob Wilson.



Public Health Services staff members pictured (left to right) Mary Ruth Aguilar, John Hiramoto and Michael O'Donnell received recognition for their 25 years of County service from Public Health Operations Chief Donna Fleming and Assistant Director Bob Wilson.

No one can whistle a symphony. It takes a whole orchestra to play it.
—H.E. Luccock



Administrative and Financial Services Deputy Agency Director/Compliance Officer Jeff Nagel celebrated 20 years of County service and received recognition from HCA Director Dave Riley during the March 3 Employee Recognition ceremony.



Kathleen Murray and Janet Hinkston from Behavioral Health Services received a certificate and pin to commemorate their 20 years of County service from Behavioral Health Operations Chief Mary Hale and Assistant Director Bob Wilson.



Human Resources staff member Debbie Miller received recognition for her 20 years of County service from Assistant Director Bob Wilson and Human Resources Manager Lisa Bauer.



Jill Savage from Correctional Health Services received a 20-year certificate and pin from Correctional Health Services Deputy Agency Director Kathy Wild and Assistant Director Bob Wilson.



Correctional Health Services Deputy Agency Director Kathy Wild and Assistant Director Bob Wilson presented Kathleen Doan with a 20-year certificate and pin during the March 3 Employee Recognition ceremony.



Assistant Director Bob Wilson and Human Resources Manager Lisa Bauer recognized Susie Baker during the March 3 Employee Recognition ceremony for her 20 years of County service.



Public Health Services staff member Jane Beynart received a 20-year certificate and pin from Public Health Operations Chief Donna Fleming and Assistant Director Bob Wilson.



Maggie Rawlins celebrated 20 years of service to the County and received recognition from Administrative and Financial Services Deputy Agency Director/Compliance Officer Jeff Nagel and Assistant Director Bob Wilson.

Happiness is a form of courage. ~Hobbes Jackson

15 YEARS



Celebrating 15 years of service, Behavioral Health Services staff members Tan Vinh, Allie Shakouri and Becquie Venus received recognition from Behavioral Health Operations Chief Mary Hale and Assistant Director Bob Wilson.



Public Health Services staff members Karen Newe and Monica Lutfi celebrated 15 years of County service and received a certificate and pin from Public Health Operations Chief Donna Fleming and Assistant Director Bob Wilson.

10 YEARS



Celebrating 10 years of County service, Public Health staff members pictured (left to right) Randy Styner, Shyamala Kalyanasundaram, Bertha Hernandez, Tiffany Vong and Carolyn Wadsworth received recognition from Public Health Operations Chief Donna Fleming and Assistant Director Bob Wilson.

Many hands
make light work.
—John Heywood



Behavioral Health Operations Chief Mary Hale and Assistant Director Bob Wilson presented staff who celebrated 10 years of County service with certificates and pins. Pictured (alphabetically) are Lindy Barber, Johnnie Cooley, Sylvie Cote, and Blanca Rosa Craig.



Christine Byers celebrated 10 years of County service and received recognition from Medical Services Deputy Agency Director Ron Norby and Assistant Director Bob Wilson.

10 YEARS



Elizabeth Gianini from Purchasing received a 10-year certificate and pin from Administrative and Financial Services Deputy Agency Director/ Compliance Officer Jeff Nagel and Assistant Director Bob Wilson.



Janel Alberts from Quality Management's Planning and Research Unit celebrated 10 years of County service and received recognition from Administrative and Financial Services Deputy Agency Director/Compliance Officer Jeff Nagel and Assistant Director Bob Wilson.

5 & 10 YEARS



Behavioral Health Services staff members pictured (left to right) Christine Nguyen and Heather Berson received recognition from Behavioral Health Operations Chief Mary Hale and Assistant Director Bob Wilson.

5 YEARS



Celebrating 5 years of service, Behavioral Health Services staff members pictured (alphabetically) Cynthia Castro, Donald Haylock, Katherine Jenkins, Albert Mendoza and Perla Peralta received a certificate and pin from Behavioral Health Operations Chief Mary Hale and Assistant Director Bob Wilson.

**Public Health Week 2011
celebrated April 4-10**

Since 1995, when the first full week of April was declared as National Public Health Week (NPHW), communities across the country have celebrated NPHW to recognize the contributions of public health and highlight issues that are important to improving the

... continued on page 9

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.

Safety is No Accident:
LIVE INJURY-FREE
National Public Health Week
April 4-10, 2011



5 YEARS



Public Health Services staff members who celebrated 5 years of service received recognition from Public Health Service Operations Chief Donna Fleming and Assistant Director Bob Wilson. Pictured (alphabetically) are Elna Berg, ThanTrang Dinh, Veronica Garcia, Sandra Guillen, Luis Hinojosa, Kathryn Ramos, Marcia Salomon, Minerva Santivanez and Cythia Schafer.



Medical Services staff members pictured (left to right) Laura Celis, Yvonne Howard and Theresa Krutsinger received recognition for their 5 years of service from Medical Services Deputy Agency Director Ron Norby and Assistant Director Bob Wilson.



Celebrating 5 years of service, Human Resources staff member Thu Do received recognition from Administrative and Financial Services Deputy Agency Director/Compliance Officer Jeff Nagel and Assistant Director Bob Wilson.

MAY HEALTH OBSERVANCES

Healthy Vision Month

Hepatitis Awareness Month

Mental Health Month

National Emergency Medical Services Week

National High Blood Pressure Education Month

Ultraviolet Awareness Month

National Nurses Week6-12

National Women's Health Week8-14

World No Tobacco Day 31

If everyone is moving forward together, then success takes care of itself.
 —Henry Ford

Public Health staff recognized by Board



Board Chairman Bill Campbell and Supervisor Janet Nguyen recognized Public Health Services staff members during the March 22 Board meeting for their successful response to the 2010 Pertussis epidemic. Pictured (left to right) are Chairman Campbell, Dr. Hildy Meyers, Dr. Michele Cheung, Joanne Fierro, Steve Klish, Ken Cheong, Linda Scott, Jody Nguyen, Karen Munoz, Debbie Chitty, David Souleles, Supervisor Janet Nguyen, Dr. Eric Handler and HCA Director Dave Riley.

Public Health Week

continued from page 7
public's health.

National Public Health Week is sponsored by the American Public Health Association who develops a national campaign to educate the public about issues related to each year's theme. The theme for 2011 is "**Safety is NO Accident: Live Injury-Free,**" which was celebrated April 4-10, 2011.

This year's activities featured several events including a Public Health Week Kick-off, a Public Health Week Display in the County Hall of Administration, the presentation of a Board of Supervisor's Resolution recognizing Public Health Week and other fun and educational activities.

Public Health Week Kick-Off

Health Care Agency (HCA) staff recognized the start of Public Health Week 2011 at a kick-off event held at the HCA Clinic in Santa Ana on Monday April 4. Modeled on the successful Passport to Building 50 Showcase event last year, visitors to the Kick-Off event engaged with interactive booths from each of Public Health's Divisions and participated in an exciting scavenger hunt. The riddles could only be solved by visiting the booths. David Souleles, Deputy Agency Director for Public Health announced the week's events and awarded a \$25 Nordstrom Gift Card to the Scavenger Hunt winner.

Walking Wednesday

On Wednesday, April 6, HCA staff joined together in coordinated walking activities throughout the county. Participants tracked and recorded the amount of time they walk during this day. Visit the Public Health Week web page [here](#) to find out how far we collectively walked in one day to promote team building and good health.

Healthy Lunch Thursday

On Thursday, April 7 HCA staff joined their colleagues and gathered together to share a healthy lunch.

A Healthy Lunch Taste Off contest was held at the 17th Street Clinic where contestants had the opportunity to showcase favorite healthy lunch recipes and compete for the Best Healthy Lunch Recipe of 2011. Our team of celebrity judges, including Chief of Public Health Operations Donna Fleming, Environmental Health's Mike Haller, and Maridet Ibañez from Nutrition Services selected the healthiest and the tastiest recipe. Visit the Public Health Week website [here](#) to find out who won a **guest pass for four to Universal Studios Hollywood!** The recipes of the entries are there as well.

Flexible Friday

Several years ago the Health Care Agency spearheaded a project to promote increased physical activity for HCA Staff. This program, called Lift Off,

... continued on page 10



EMS Basic Life Support Coordinator Patrick Powers coordinates an inspection event of 130 ambulances at Anaheim Stadium.



Lori Gordon inspects one of the CARE ambulances during the February 14 and 15 inspection event at Anaheim Stadium.



Mike Steinkraus provides an inspection to one of the 130 CARE ambulances during the event at Anaheim Stadium.

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

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Patience is the companion of wisdom.
 —St. Augustine

Public Health Week

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promotes staff participation in morning and afternoon exercise breaks. For this year's Public Health Week, staff members were encouraged to flex their way to health and participate in a Lift Off Exercise Break in their work area. They learned that a little



exercise, whether just stretching at your workstation, or joining your colleagues for a Lift Off work out, adds that little spark of energy you need to get you through the



day. Who needs a sugary soda, or candy bar to kick you out of the afternoon blues? Flexing your way to health does the trick with a lot fewer side effects.

Appointment of Family Health Manager and Medical Director

HCA is pleased to announce that Mary Davis, R.N., B.S., has accepted the appointment to Division Manager for Family Health. Mary has been with Public Health since April 2004, initially as Public Health Quality Improvement and Compliance Program Manager and for the past five years as Division Manager for the California Children's Services Program. Mary's background in the clinical setting, administrative management and Public Health will enable her to provide leadership and direction to the Family Health Division.

Also, effective May 2, 2011, Dr. David L. Nunez has accepted the position of Family Health Medical Director. Dr. Nunez is a graduate of the University of California, San Diego School of Medicine and completed his pediatric residency there as well. He is Board certified in Pediatrics, holds a Master of Public Health from Harvard School of Public Health, Boston Massachusetts and also did a Fellowship in Minority Health Policy/Social Medicine at Harvard. Dr. Nunez' broad background in direct patient care, state public health program leadership and management, and experience in public/private collaboration for implementation of clinical and public health program models make him an excellent choice to fill the role of Family Health Medical Director and provide critical public health and medical direction.

A special thank you to Debbie Chitty for serving as Interim Family Health Division Manager, and Dr. Nancy Bowen for filling the role of interim Maternal, Child and Adolescent Health (MCAH) Medical Director, and the managers and supervisors in Family Health for providing coverage during this interim period.



HCA sets new goals

Last 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.

As a result of the Balanced Scorecard development process, the Agency identified a new Mission Statement and a set of seven new Agency-wide Goals:

New Mission Statement

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

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2011 Anonymous Compliance Survey

The Compliance Survey was launched earlier this month, and we have already received a number of responses. Thank you to those who have already completed the survey. If you haven't responded yet, this is your opportunity to tell us how the Compliance Program is doing. The on-line survey is anonymous, voluntary and easy to complete. If you are interested in completing the survey, be sure to submit your responses by June 3, 2011.

Compliance is achieved when each member of the HCA team has the support, information and tools to make ethical decisions and accomplish their assignments. Feedback from HCA employees is used by the HCA Compliance Program to refocus the program and adjust our processes to meet the needs of the Agency. Your anonymous input is used to select training topics, revise processes and evaluate the communication efforts of the Compliance Program.

Please take the time to complete the on-line survey. [Click here to begin the survey.](#)



JUNE HEALTH OBSERVANCES

Home Safety Month

National Aphasia Awareness Month

National Scoliosis Awareness Month

Vision Research Month

Fireworks Safety Month June 1 – July 4

National Sun Safety Week. 6 – 12

National Men's Safety Week 14 – 20

National HIV Testing Day. 27



Cox appointed to Advisory Board

Congratulations to Cindy Cox, from HCA's Medical Billing Unit (MBU) on being appointed to the American Academy of Professional Coders (AAPC) National Advisory Board (NAB) for the 2011-2013 session.

There are two NAB members for each of the eight regions of the United States. Cindy will represent Region 8 (California, Oregon, Washington, Alaska and Hawaii) and was the only coder selected from California.

The role of the National Advisory Board (NAB) is to advise AAPC leadership on coding issues, trends and member needs and enthusiastically promote and support the mission of AAPC and the coding profession.



The NAB works with the national office for the betterment of the entire membership and the medical coding community through active participation in nationally sponsored conferences, events, publications, educational programs and activities. The NAB writes articles, speaks at local chapters and conferences and speaks at other health care-related conferences on coding subjects. Each NAB representative becomes an ambassador for AAPC and its members.

Every survival kit should include a sense of humor.
—Author Unknown

“Champions for Change” moms celebrate March with month-long healthy eating

During the month of March, the American Dietetic Association invited consumers to make healthy choices by incorporating a colorful variety of fruits, vegetables, whole grains, lean proteins and dairy into every day meals.

In Orange County, recognized “Champions for Change” moms and other parent leaders engaged and educated local families to make overall health a top priority. During National Nutrition Month in March, these everyday moms came forward with their personal messages to inspire other parents to eat more fruits and vegetables and to be physically active everyday.

They worked in partnership with the Nutrition and Physical Activity Collaborative (NuPAC), a regional collaborative of more than 70 health-related organizations dedicated to empowering communities to make system and environmental changes to support better nutrition, physical activity and increased access to healthy foods. As community partners, “Champions for Change” moms support NuPAC’s mission to lead coordinated efforts and maximize resources to decrease obesity and improve healthy eating and physical activity among Orange County families and communities.

Highlights of March National Nutrition Month:



More than 30 parent leaders attended the “Champions for Change” workshop to help expand nutrition education messages throughout Orange County.

Four “Champions for Change Moms” participated in radio-web Spanish interviews on March 11 and 18. They were trained as media spokespersons for the *Network for a Healthy California*, a statewide initiative helping to improve the health of low-income families who are at greater risk of obesity and other serious health problems.



Champion Mom Rosario Galeana (pictured in middle) with Sen. Lou Correa and State Supt. of Public Instruction Tom Torlakson.

Five “Champions for Change Moms” received recognition at Senator Correa’s 2011 *Women Making a Difference* event:

Rosario Galeana is the PTA President of Mendez Fundamental Intermediate School. She regularly demonstrates the preparation of healthy recipes to parents and speaks about the importance of eating fruits and vegetables daily. In 2010, she was recognized as Santa Ana Unified School District Parent Ambassador of the Year.

Ana Leticia Hernandez is a diligent advocate for education, literacy and parent involvement in Buena Park. She is the President of the District English Learner Advisory Committee and has transformed a classroom at Buena Park High School into a Parent Resource Center.

Rosa Ramirez is the President of the English Language Advisory Committee and PTA Vice President. In 2008, she served as a “Champions for Change” mom due to her nutrition and anti-obesity advocacy efforts.

... continued on page 4

Cultivating PODs – HDM’s POD Program recognized

In the event of a health emergency a Point of Dispensing (POD) site will serve as a place for individuals to receive life saving medications, vaccines and medical supplies in order to prevent the onset of illness and or death.

The Health Care Agency’s (HCA) Health Disaster Management Division (HDM) has been working with community response partners and city emergency planners throughout Orange County to identify and plan POD sites since 2006. HDM’s goal is to identify and plan POD sites throughout Orange County to meet the needs of Orange County residents, employees, and visitors.



HDM Staff is pictured with the 78th POD case which contains the necessary POD site equipment provided to cities throughout Orange County. Pictured (left to right) are Erik Lowman, Preparedness Manager; Gus Plasencia, Storekeeper II; Alison Kellman-Lewis, POD Program Coordinator; Keith Olenslager, Program Manager; Elizabeth Daoust, Strategic National Stockpile Coordinator; Grace Baek, POD program intern; and Mark Chew, Lead HDM Pharmacist. Not Pictured are Kelly Gendry, POD Program Staff Assistant and Alfredo Valle, Storekeeper II.

To accomplish this goal, HDM targets the 34 incorporated cities in Orange County. Working with the cities ensures that each POD site is managed, coordinated, and staffed by city response personnel and that each POD site is coordinated through the city Emergency Operations Center (EOC). The number of POD sites each city is required to plan is based on the city’s population, and a planning assumption that each POD site can provide over 1,700 doses of medications per hour for 24 hours. In total, the number of POD sites needed in Orange County amongst the 34 cities totals 78 POD sites.

HDM’s strategic approach to planning was recognized in July 2010 by the National Association of County and City Health Officials

“Champions for Change”

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Amelia Ramos is a “Champions for Change” mom and a committed health advocate. She works diligently with parent groups and local agencies to address the childhood obesity epidemic by educating parents about how to read food labels, portion control and meal planning.

Teresa Vazquez is a passionate advocate for health and obesity prevention. She was recognized in Sacramento as a “Champions for Change” mom, served as Chair for the Willard Intermediate PTA, and campaigned for Prop 84 funds to build a playground in Willard.

More than 40 parent leaders attended the “Champions for Change” Nutrition Education Workshop on March 25. This half-day training in Spanish provided the “Champions for Change” moms and their selected guests the tools and resources needed to conduct nutrition education opportunities at home, in school and in the community. The four sessions included:

- *Harvest of the Month*
- *Rethink Your Drink*
- Fruit, Vegetable and Physical Activity Lessons
- Using *Network* materials: What’s available for “Champion” moms?

In Orange County, NuPAC implements the Parent “Champions for Change” Initiative to increase the number of parents, especially low income parents, who participate in school and community nutrition education efforts and subsequently advocate for improved access to nutritious, affordable food and active neighborhoods. For more information, contact Anna Luciano-Acenas aluciano@ochca.com.

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Veteran's Mental Health Conference well attended

The 1st annual Orange County Veteran's Mental Health Conference was held March 28-29 at the Crowne Plaza Hotel in Garden Grove.

HCA Director Dave Riley welcomed more than 359 attendees representing over 50 entities including various veterans organizations; the Orange County Social Services Agency; Orange County Probation; Orange County Public Defender; Orange County District Attorney's Office; Department of Corrections; Department of Rehabilitation; Superior Court of Orange County; the National Guard; California Military Reserve; Department of Veteran Affairs; and many other local organizations, departments and colleges.

Designed to provide a better understanding of the growing veteran population and the issues faced by returning veterans, attendees were able to visit various organization booths and hear a first-hand presentation from Vietnam Veteran Carlos Mendez who spoke about his experiences upon returning to civilian life.

Other keynote speakers included Medical Services Deputy Agency Director Ron Norby, who discussed the Veterans' Administration from a national viewpoint, and Dr. Stephen Wyman from the Long Beach VA who provided information on current behavioral health issues for veterans.



Pictured (left to right) are Mary Hale; HCA Director Dave Riley; and Dr. Stephen Wyman.



Pictured (left to right) are Dr. Clayton Chau; Vietnam Veteran Carlos Mendez; Senator Lou Correa; and Maureen Robles.

New Intranet Site for Employee Health

A new Employee Health (EH) Services Intranet site at intra2k3.ocgov.com/ehealth/ now provides County employees with topics such as information on returning to work; immunizations and vaccinations; and evaluations/examinations to name a few. For more information or to schedule an appointment,

please call Employee Health at (714) 565-3780.

Employee Health Services provides occupational health services for all Agencies and Departments for the County of Orange. These services are exclusively for County employees. All medical records and information on employees are kept strictly confidential unless there is a signed medical release.

They must often change, who would be constant in happiness or wisdom.
—Confucius

Celebrating HCA nurses

Nurse Recognition Week, May 6-12, 2011, celebrates the contributions of nurses to the health of the nation and community. This year's theme, "Nurses: Trusted to Care," is a reflection of Health Care Agency (HCA) nurses and their dedication to client services. More than 475 nurses in HCA serve clients every day.

The annual event to celebrate nurses was held on May 11 in the Board of Supervisor's Hearing Room. Supervisor Campbell presented a resolution honoring the nursing staff and Medical Services Deputy Agency Director Ron Norby thanked the many nurses who work to sustain and improve the health of Orange County residents. A few stories of nurses who provided excellent care to specific clients were shared as examples of services that are provided every day.

Dr. Clayton Chau from Behavioral Health Services also provided a presentation on "Coping with Grief and Loss: Techniques for Public Health Professionals," which provided valuable information for nursing staff when working with clients. Nurses had an opportunity following the presentation to celebrate their profession with



Supervisor Bill Campbell presented a resolution acknowledging Nurse Recognition Week in Orange County to Medical Services Deputy Agency Director Ron Norby and Public Health Nursing Division Manager Debbie Chitty.

colleagues during a small reception.

To learn more about Nurse Recognition Week, visit the American Nurses Association website at www.nursingworld.org/NationalNursesWeek.



Behavioral Health Services Associate Medical Director Dr. Clayton Chau is pictured with Debbie Chitty. Dr. Chau presented a training for attendees during the Nurse Recognition event.

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
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I think the next best thing to solving a problem is finding some humor in it.

—Frank A. Clark

Public Health Week 2011 celebrated

During Public Health Week from April 4-10, HCA's Health Promotion Division hosted a series of activities including a Kick-Off event at the 17th Street Clinic, a Healthy Lunch Taste Off contest and Walking Wednesday to name a few. This year's theme "Safety is No Accident: Live Injury Free," focused on taking steps to protect neighbors, families and communities from harm. More information and photos can be found on HCA's website at www.ohealthinfo.com/phweek.



HCA Goals

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New Agency-wide Goals

1. Be well prepared for any and all disease outbreaks or emergencies.
2. Publish major health care studies and implement best practices that will influence health policy across the country.
3. Achieve a steady reduction in preventable infections, episodic and chronic disease morbidity, injury and mortality in Orange County.
4. Promote health and wellness and improve overall quality of life for individuals and families in Orange County.
5. Deliver exceptional health care services that will improve the overall health of the people in Orange County.
6. Secure and efficiently provide and manage resources to address the health needs of Orange County individuals and families.
7. Become the employer of choice in Orange County.

PODs

continued from page 4

(NACCHO) as a Model Practice for their efforts in assisting local cities and agencies in the development of their POD sites. A NACCHO model practice is an initiative or program that demonstrates exemplary and replicable qualities in planning for, and responding to, a local public health need or emergency.

HDM has seen its POD program grow from two cities and three POD sites identified in 2006, to over 25 cities identified in 2011, and more than 55 POD sites planned. By July 2011, HDM expects to have worked with over 30 cities and have planned and provided equipment to over 75 POD sites.

For more information about the Health Disaster Management Division's POD program, please contact Alison Kellman-Lewis at akellman@ochca.com or visit HDM's website at www.healthdisasteroc.org.

HDM participates in 2011 Golden Guardian exercise

The annual statewide Golden Guardian 2011 disaster exercise was held on May 18 and featured a large scale flood in Northern California as the exercise scenario. HCA's Health Disaster Management (HDM) division participated in two separate events as part of the exercise, one which involved a medical shelter tabletop exercise and the other which included the activation of HCA's Emergency Medical Services

County receiving 300 patients from impacted hospitals in Northern California as a result of a flood. This scenario also included patients being flown to the military base at Los Alamitos, then transported by 100 Orange County ambulances to awaiting local hospitals. The EMS Operations Center coordinated pre-hospital transports with the participating OC hospitals. This exercise involved local, state and federal agencies.



Lori Gordon, RN, is pictured next to a medical shelter display.

Cross; OC Regional Center; OC Council on Aging; HCA Public Health and Behavioral Health Services; Anaheim Fire, Police, Public Works, and Emergency Management Departments; California Emergency Management Agency (CalEMA);



Raul Sobero and Elizabeth Dauost work in the Planning Section at the Health Emergency Operations Center.

(EMS) Operation Center and the Health Emergency Operations Center (HEOC).

EMS/HEOC Exercise

The scenario for the EMS/HEOC exercise involved Orange

Medical Shelter Exercise

The scenario for the medical shelter exercise involved the evacuation of 25 long term care residents to a shelter. Two key goals were achieved during the exercise. The first goal was to increase the knowledge of community healthcare partners about the role of city and county disaster response. The second was to provide a forum for care providers of patients with access functional and medical needs to provide input into planning.

Forty-three people attended the tabletop (standing room only). For some, it was their first experience participating in a disaster exercise. Participants included long term care facilities; Anaheim Union High School District; Centralia School District; OC Chapter of the Red



HDM staff are involved in a planning session meeting in the EMS Operations Center.

and the OC Social Services Agency.

Terre Duensing, Division Manager for Health Disaster Management, started the exercise off with an overview and an

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Teens take back the night; DEA takes back medications

Currently, 2,500 teens use prescription drugs to get high for the first time everyday in this nation (SAMSHA 2008). Reports from the National Survey on Drug Use and Health (2009) alarmingly show that the vast majority of these medications are obtained by teens from family or friends or stolen from the household medicine cabinet.

As a means of preventing this pill abuse and theft in Orange County, the Drug Enforcement Agency (DEA), and Orange County law enforcement agencies conducted the second National Take Back Day on April 30, 2011. This Take Back Event helped to rid Orange County homes of potentially dangerous expired, unused, and unwanted prescription drugs.

In South Orange County, the youth “took back the night” with an event held the same day from 4 p.m. to 8 p.m. at the Boys & Girls Clubs of Capistrano Valley Club One Teen Center located at 1 Via Positivita.



Professor Sara Bellum educates students about over the counter and prescription drugs.

HCA's Alcohol, Drug and Education Prevention Team (ADEPT) Youth Development Program (Mary Pham); the Boys & Girls Clubs of Capistrano Valley; Community Service Programs, Inc. Project Path (Camille Coronel); and Rx for Prevention (Della Kerr) helped to raise awareness of the issue at a youth sponsored Teens Take Back The Night event.

“We have motivated youth here in South Orange County. The Boys & Girls Clubs youth group developed a Merchant Education program for the pharmacists in the San Juan area which was very successful,” said Mary Pham. “So the youth wanted to follow it up by becoming involved in the National Take Back Event in their own way. They determined a location that was approved by the Orange County Sheriff’s Department at which the parents would drop off their medications.”



A room with 58 ribbons depicts teens who lost their lives to abusing medication.

The youth created toolkits with information for parents complete with resources and also decorated the Teen Center to include a science lab and game stations. They also helped to secure a band

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Remembering Tom Uram

Former Health Care Agency Director and Mental Health Director

Tom Uram, passed away over Memorial Day weekend on May 29, 2011.



Tom joined HCA in August 1985. From the very start, Tom exhibited outstanding leadership skills and a delightful

but wicked sense of humor. During his tenure at HCA he was instrumental in creating an innovative system to provide health care to the medically indigent residents of Orange County. On his watch, HCA developed the Indigent Medical Services program, and in so doing, established a public-private partnership to serve medically indigent adults through local hospitals, doctors and community clinics. Tom also played a key role in developing CalOPTIMA, which has become a nationally known model for providing managed care for residents receiving Medi-Cal.

In January 1995, the Board of Supervisors appointed Tom as Interim County Administrative Officer. This coincided with Tom serving as one of three members of the management team that helped guide the County through the aftermath of the December 1994 bankruptcy filing. Tom retired from the County in March of 1998.

Tom graduated from the University of Minnesota with a Bachelor’s Degree in Business

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AIDS Walk OC 2011

May 1, 2011 marked the 25th year of AIDS Walk Orange County. The 5k walk, one of the largest local events to raise funds for HIV/AIDS in Orange County, was held at the Disneyland Resort and raised thousands of dollars that will be distributed to local community based organizations to provide services for people living with HIV/AIDS. The walk kicked off on Disneyland's Main Street with a send off by Mickey Mouse and concluded in Downtown Disney where there was a resource fair, live entertainment, and free rapid HIV testing.

HCA staff, family, and friends joined together with other organizations, agencies, and private teams in a combined effort to raise funds, increase awareness, and to provide support to the HIV/AIDS community in Orange County.

As of December 2010, an estimated 6,591 Orange County residents were living with HIV/AIDS. Between 2009 and 2010, the number of people living with HIV/AIDS in the County increased by 3.6%. Due to the continual increase of local HIV/AIDS prevalence and significant cuts to publicly-funded HIV programs, fund raising continues to be



HCA Director Dave Riley is pictured with the Agency's 2011 AIDS Walk Team.

critical to maintain needed services for people living with HIV/AIDS in Orange County.

For more information about HIV programs and services available in Orange County, visit HCA's HIV Planning and Coordination website at www.ochealthinfo.com/hiv. To learn more about the Orange County AIDS walk, please visit www.aidswalk.org/oc.

HDM

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encouragement to think "outside the box." Included for viewing was an example of a medical shelter set up with a specialty cot and patient medical care kit. Lori



Medical Services Deputy Agency Director Ron Norby participates in the Golden Guardian exercise with HDM staff in the EMS Emergency Operations Center.

Gordon, RN was available to explain the necessity of the equipment available in the HCA medical supply cache.

Participants engaged in factual discussions regarding evacuation issues for the

medically fragile, shelter accommodations, and possible sources for supplies and equipment during a disaster. Planners developed an appreciation for the special needs of individuals in long term care facilities, while health care providers learned about the resources available in the city and county and how to request them, and the need to engage in pre-planning. Both


planners and community partners gained insight into the communication, planning, resource management, and training required to prepare for a disaster. The event was a tremendous success thanks to the leadership and coordination provided by HDM Planning Program Manager Debbie Morton and her staff.

MH Month honored with resolution



Supervisor Bill Campbell presented a Mental Health Month resolution to BHS Deputy Agency Director Mark Refowitz and MH Board Chair Cecille Dillon during May 17 Board meeting.

HDM/OCSD share presentation at CalOptima Community Alliances Forum

 On April 21, 2011, the Health Disaster Management (HDM) division presented emergency management and disaster preparedness information to attendees of the CalOptima Community Alliances Forum held at the Delhi Community Center in Santa Ana.

As part of the division's responsibility to plan, prepare, train, educate, and expand community partnerships/coalitions, HDM collaborated with the Orange County Sheriff's Department Operational Area, to share emergency management/disaster preparedness information with nearly 150 individuals representing more than 70 Orange County Community-Based Organizations (CBO's) who attended this event.

The program, "When Disaster Strikes: Will You Be Prepared?," included presentations by Donna Boston, Emergency Manager at the Orange County Sheriff's Department Operations Area; Terre Duensing, Division Manager and Erik Lowman, Program Manager, from the Orange County Health Care Agency's (HCA) HDM division.

Donna Boston discussed the roles and responsibilities of the Orange County Operational Area (OA), county agencies, and city jurisdictions; the countywide response structure; ReadyOC; and hazards that have occurred and potential hazards that exist in Orange County.



Pictured (left to right) are Terre Duensing, Donna Boston and Erik Lowman.

organizations and businesses; AlertOC; and the need for personal preparedness. Following the presentations, attendees participated in a facilitated networking activity to share information and connect community partners with resources.

The CalOPTIMA Community Alliances Forums provided HDM an excellent opportunity to share disaster preparedness concepts with CBOs that provide oversight for programs and services that serve people with access and functional needs in Orange County.

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

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Terre Duensing and Erik Lowman discussed the roles and responsibilities of HCA and HDM; the coordination between the OA and HCA; Surge OC Initiative; the role of community based

Tom Uram

continued from page 2

Administration in 1958; and earned a master's degree in Public Health Administration specializing in health care from the University of Southern California in 1973. He held a California teaching credential and graduated from the UC Irvine Executive Program in 1986. Tom was a college football quarterback, a retired Officer of the US Marine Corps, and a scratch golfer – shooting a hole-in-one at Newport Beach Country Club on the eighth hole in November 2006, and again on the same hole in November 2010. He married the love of his life, Donna, on June 28, 1958, and they spent 52 wonderful years together.

June is Refugee Awareness Month

June 2011 is recognized as Refugee Awareness Month throughout California. The Health Care Agency's Refugee Health Services (RHS) program provides required health assessments to newly arriving refugees, asylees, parolees, and victims of refugee trafficking at the Westminster Clinic located at 14120 Beach Blvd., Suite 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.

The trend in increased arrivals from the Middle East has continued for the past two fiscal years, particularly arrivals from Iraq and Iran. Among the arrivals were six victims of trafficking. RHS provided health assessments to 507 newly arrived refugees last fiscal year; the top three countries represented were Iraq, Iran, and Vietnam. As a member of the Orange County Refugee Forum, RHS has developed relationships with local volunteer agencies to ensure the timely provision of health assessments.



HCA RHS staff pictured (left to right) are Benjamin Nguyen, Ha Nguyen, Anna Marie Ponce, Randee Bautista, Loann Phan, and Dr. Quy Nguyen

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

For more information about RHS, visit www.ocalhealthinfo.com/public/refugee.



Safety inspections at HCA

In the next few weeks, it will be quite common to find Departmental Safety Representatives (DSRs) peeking under desks, staring at ceilings, or checking break room appliances. This is because June is when annual safety inspections are being conducted by all programs. This important inspection assists all HCA staff by identifying potential hazards and ensuring that areas continue to be safe and hazard free.

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

- **Tidy up your work area** – Keeping your workstation clutter free will allow your DSR to inspect your work area thoroughly and make it easier to observe any critical hazards.
- **Cooperate during the inspection and correction process** – Remember the DSR is fulfilling a responsibility that is required by all

County Agencies. Please allow them the time and opportunity to inspect and answer any questions they may have about your specific work area.

Remember ... Safety takes teamwork, and assisting the DSR during this important time will ensure a safe work area and more productive overall environment for HCA staff.

Update: Quarterly Safety Meeting

On April 13, the HCA Safety Program hosted a 2nd quarterly Departmental Safety Representative meeting for 2011. More than 100 dedicated DSRs attended this informative meeting that provided discussions and training on safety inspections, corrections, evacuation drill requirements, and the hazard communication process.

During this meeting, the HCA Safety Office recognized outstanding individuals who demonstrated timeliness in regard to safety document submissions. Their immediate attention to safety assists the

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Safety

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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 individuals below for their exceptional effort in making safety a priority at their worksite.

- Bobi-Jo RossChildren Youth Services
- James WilliamsHIV Planning, Coordination & Surveillance

At the Quarterly meeting, the HCA Safety Program also awarded certificates to DSRs who recently became Certified Safety Representatives (CSRs). The Certified Safety Representative Program has been established by CEO Safety and Loss Prevention to provide DSRs or any interested County employee further knowledge on key topics regarding safety related issues. This program also allows HCA employees the opportunity to become certified in safety.

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

- Lisa D. AndersonADAS Administration
- Jessica CortezChildren Youth Services
- Dagmar HimmlerJuvenile Hall Services
- Alex De Mayo.Facilities Operation
- Dominique J. Shellman. . .HCA Accounting



Congratulations and best of luck to HCA's new Certified Departmental Safety Representatives! Pictured (left to right) are Alex De Mayo, Tina Aguilar (for Jessica Cortez), and Ronda Pe'a (for Dagmar Himmler).

Once you choose hope, anything's possible.
—Christopher Reeve

Teens

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for attendees interested in dancing.

Last September, Americans turned in 242,000 pounds (121 tons) of prescription drugs at nearly



Health Promotion staff members Mary Pham and Pauline Stauder participate in the Take Back the Night event.

4,100 sites operated by the DEA and more than 3,000 state and local law enforcement partners, including eight City and Sheriff/Police drop sites here in Orange County.

To find a collection site in your community, visit the DEA website at www.dea.gov and click the "Got Drugs?" link and enter your zip code.

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.

JULY HEALTH OBSERVANCES

- International Group B Strep Awareness Month
- Juvenile Arthritis Awareness Month
- UV Safety Month

Wellness event brings services and resources to community

The Behavioral Health Mental Health Services Act (MHSA)/Prevention and Early Intervention program hosted a Linkage to Wellness event on May 13 from 11 a.m. to 3 p.m. to bring a variety of health-related services and resources to the community.

Held at HCA's 17th Street Clinic, the event offered free health screening for uninsured persons; and information and community resources on health and wellness, including behavioral health, mental health and substance abuse.

In addition to a variety of health resources, attendees enjoyed free food, a mariachi band, and family fun activities that featured kids' face painting and balloon making.

For more information about the MHSA/Prevention and Early Intervention program, visit www.ochealthinfo.com/mhsa/pei.



A well-attended Linkage to Wellness event held on May 13 from 11 a.m. to 3 p.m., brought a variety of health-related services and resources to the community.

OC HIV Planning Council commemorates 30 years of fight against HIV/AIDS



June 5, 1981 marked 30 years since the Centers for Disease Control and Prevention (CDC) reported the first case of what later came to be known as acquired immunodeficiency syndrome (AIDS). Since then, approximately 34 million individuals have been infected with HIV worldwide. As of June 5, 2011, a total of 10,929 individuals in Orange County have been diagnosed with HIV/AIDS. More than half, 6,627 individuals, are living today.

The Orange County HIV Planning Council commemorated this 30-year mark on June 8, 2011 by holding a special meeting in which individuals currently living with HIV/AIDS, HIV service providers and community members reflected on their personal experiences with this disease. Those who attended contributed to a shared timeline by posting moments that were significant to them in the fight against HIV/AIDS during these 30 years.

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Environmental Health receives award

Environmental Health's Rapid Methods Beach Water Quality Testing project was among 17 County of Orange programs that were selected to receive a 2011 Achievement Award by the National Association of Counties (NACo).

HCA's Water Quality Program took part in an 8-week study that demonstrated the use of new ocean water testing methods, which provided same day results of water status and notification to the public. This project was the first of its kind in the nation to use rapid methods technology for ocean water quality testing and public health notification purposes.

The new rapid method yields results in about four hours, compared to more than 24 hours required for currently-used methods. This technology enabled the Ocean Water Protection Program to provide beach water quality warnings and advisories on the same

day that samples are collected.

In addition to traditional public notification methods using beach signs, website and telephone hotline updates, the program used the demonstration project to unveil two new approaches to quickly inform people about current beach water quality.

One approach was issuing the results through a Twitter feed (www.Twitter.com/ocbeachinfo) providing instant notifications to email inboxes and cell phones when there was a change in



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Myra Kanter goes above and beyond

Myra Kanter is a Behavioral Health Nurse who currently works for HCA Patients' Rights Advocacy Services. Her duties include, but are not limited to, investigating and resolving complaints received from mental health consumers; educating patients about their legal rights under California Welfare and Institution Code; advocating for mental health recipients who are unable or are afraid to file a complaint; representing clients in an Administrative Fair Hearing or other meetings; and assisting clients with problems in the health care system.

Even with her extensive job duties, Myra is always thinking about what is best for the Agency. Recently, the 405 W. 5th Street building owners wanted to go green and provided big recycle boxes in the kitchen and copy/fax rooms. Due to the requirements of the Health Insurance Portability and Accountability Act (HIPAA) and other State Privacy Rules, Myra was concerned staff may inadvertently dispose of documents covered under HIPAA in these recycle boxes. She took the initiative and created a bulletin reminder to be placed near or on these recycle boxes, then submitted it to the Office of Compliance for approval.

The Office of Compliance would like to acknowledge Myra Kanter for going above and beyond her normal job duties and offering a solution to protect the Agency.

"We are proud to share her contribution to our motto that "Compliance is everyone's responsibility," said Jeff Nagel, HCA Chief Compliance Officer. "Myra is a shining example of someone who looks for opportunities to make things better, whether it is through working with her clients, or through improving her work environment. Hats off to you Myra."




REMINDERS! REMINDERS! REMINDERS! REMINDERS!

ALL COUNTY BUSINESS DOCUMENTS CONTAINING PII AND/OR PHI, MUST BE DISPOSED IN HCA APPROVED LOCKED SHREDDING BINS. LOCATED ON EACH FLOOR!

RECYCLE BINS MAY ONLY BE USED FOR COUNTY BUSINESS DOCUMENTS THAT DO NOT CONTAIN CONFIDENTIAL INFORMATION, PII AND/OR PHI.

405 BUILDING RECYCLE BOXES

What are acceptable items?

- Non-County business documents
- Junk Mails/Junk Faxes
- Telephone Books
- Newspaper/Magazines/Catalogs
- Gift Boxes/Flattened Cardboard
- Manila File Folders
- Post-its/Envelopes

****If you are unsure, please ask your Supervisors!**




2011 Training Takes Off

For all those who have contacted the Office of Compliance eagerly waiting to complete the training, we have great news, "It has launched!" HCA Annual Compliance Training had a late start this year, but it is here now. You should have received an announcement from HCA Director Dave Riley, and Chief Compliance Officer, Dr. Jeffrey Nagel, providing information about the training on July 15, 2011.

The 2011 Annual Compliance Training is available online at <http://ochealthinfo.com/training/>. If you do not have access to a computer, please contact the Office of Compliance at (714) 568-5614. Annual training is mandatory for HCA's regular, extra-help and contract employees.

This year's training focuses on (1) HCA Compliance Program, (2) Conflict of Interest, (3) Retention Schedules, (4) Information Security and Privacy, and (5) Case Studies.

Supervisors and Managers should:

- Ensure that staff have time to

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COMPLIANCE
866.260.5636 **HOTLINE**

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



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

HDM hosts Emergency Preparedness Summit



In June 14, 2011, HCA's Health Disaster Management (HDM) Division hosted an Emergency Preparedness Summit for 65 participants from Long Term Care Facilities in Orange County.

The session was designed to focus attention on the importance of pre-planning for disasters of all types in long term care facilities.

The morning session included a welcome by Terre Duensing, Health Disaster Management Division Manager, and Mark Uranga, President, Orange County Chapter of the California Association of Health Facilities. Jocelyn Montgomery, RN, State Emergency Planner, California Association of Health Facilities, discussed basic steps for emergency preparedness for facilities. Mike Dodge, Administrator for HyLond Home and a panel presented real experiences.

Dan Kotyk, California Department of Public Health, Licensing and Certification Program presented information on state regulations. He and Jocelyn Argame, RN, Health Disaster Management, put the group through a workshop and emergency plan evaluation and improvement.

In the afternoon, a tabletop exercise was conducted in which participants discussed how they would respond to a water disruption in their facilities. Discussion included impacts on patient care; communication for staff, patients, and families; and emergency preparedness supplies and procedures. Facilities shared some of their experiences with emergencies and workable ideas to improve readiness. This exercise is part of the ongoing SurgeOC initiative designed to improve overall coordinated emergency preparedness in the health care system in our County.



Attendees at an Emergency Preparedness Summit for Long Term Care Facilities held on June 14 had the opportunity to take part in a tabletop exercise which involved a water disruption scenario.

HIV Planning Council

continued from page 1

Medical providers spoke of the challenges they faced at the beginning of the epidemic, when providing care meant managing the pain of dying patients, and the hope that life-extending new treatments now bring. Those living with HIV spoke of when they first learned they were HIV positive, and the highlights and obstacles they have experienced as a result of their diagnosis.

During these 30 years, there have been significant advances in understanding, treating, and preventing HIV/AIDS. However, there is still no cure or vaccine. Each year, many still die of the disease while others become newly infected.

In Orange County it is estimated that close to 1,800 persons have HIV and are not aware of it, and another 300 people are newly diagnosed each year. The OC HIV Planning Council continues to guide HCA in its work to prevent the spread of this virus and ensure that those living with HIV have access to the medical care that they need.

To learn more about the OC HIV Planning Council, visit www.ochealthinfo.com/hiv/council.

Compliance Training

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complete Annual Compliance Training

- Have employees that are on leave or unavailable during the training period complete Compliance Training as soon as they return to work
- Verify that all employees complete Annual Compliance Training

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

ACHS reorg update

HCA Correctional Health Services (CHS) has recently gone through a reorganization and merging of programs in an effort to streamline reporting structures and improve communication within the adult correctional health system. The Adult Correctional Health Services (ACHS) program is under the joint leadership of the Chief of Operations and the CHS Medical Director.

HCA is pleased to announce the recent appointments of Kim Pearson, RN, MHA, MBA, Chief of Operations and Dr. C. Hsien Chiang in the position of CHS Medical Director.

Kim has been with HCA for a year and a half, after 30 years of healthcare experience in areas such as emergency medical services, trauma, critical care, flight nursing and ambulatory care, and a very solid background in management and administration. She came to this program as the Assistant Director of Nursing and quickly demonstrated a great deal of strength in pulling together strong teams and working collaboratively with a multidisciplinary group of interrelated service providers. Kim has been instrumental in successfully working through many operational issues as CHS took on the added health care responsibility for U.S. Immigration and Customs Enforcement (ICE) detainees being housed in the Orange County Jails.



Dr. C. Hsien Chiang has been with the correctional health program for the past five years as a physician and has experienced all aspects of the very demanding system of care. He has served as Interim Medical Director since March of this year, and in those short few months, he has made a positive difference in many of the issues that have challenged this program for many years.

Correctional Health Services is currently going through many changes in how services are delivered, and these changes require a clinical leader that has a proven track record in both delivering quality

New law requires TDAP vaccine

A new California state law requires all students entering 7th through 12th grades to provide proof of having immunization against pertussis before starting school. In Orange County, an estimated 280,000 children need a pertussis vaccine booster (TDAP) before the 2011-2012 school year.

This new law (AB 354) applies to all public and private schools. California's parents are being urged to not wait for the new school year, since there will be no grace period. Under the new law, these students will not be allowed to start school without proof of vaccination.

Pertussis (whooping cough) is a highly contagious bacterial illness spread by coughs and sneezes. People sick with pertussis have severe coughing attacks that can last for months. Infants, particularly those who have not received a primary vaccination series, are at risk for complications and death.

Parents should be aware that the protection from childhood immunization to pertussis wears off, and adolescents may be at risk for infection without a booster.

The TDAP vaccine is widely available from medical providers, including community clinics throughout the County. If a child does not have medical insurance, their medical providers do not have the vaccine, or their insurance does not cover the vaccine, they may obtain the vaccine free of charge from HCA. More information can be found by calling the HCA Health Referral Line at 800-564-8448 or visiting the HCA website at www.ochealthinfo.com/pertussis.

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HCA hosts Town Hall Meetings with programs



Over the past several months, HCA Director Dave Riley has hosted several program specific Town Hall meetings. These meetings provide an opportunity for Dave to visit HCA programs and talk to staff about issues that relate directly to them. They are informal and designed to encourage conversation between program staff, Deputy Agency Directors and the Director.

“Employees are valuable assets and it’s important for me to connect with staff directly. I encourage staff to participate in the conversation and share ideas with me” said Dave Riley.

The program specific Town Hall meetings are in addition to the agency-wide Town Hall meetings where Dave shares the latest news as it relates to the County and HCA. While Dave has visited many programs in each service area, he still has many more to visit and hopes to go to each program and HCA facility.

All HCA staff are invited to attend the bi-annual agency-wide Town Hall meetings held at the Hall of Administration located in the Santa Ana Civic Center. Stay tuned for more details about the next upcoming Town Hall.

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 Week1-7

ACHS Reorg
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care to those who rely on us. In Dr. Chiang, we have found just the leader for this position.

We would also like to extend our thanks to the many CHS employees who are the backbone of this program and are responsible for more than 60,000 clients that pass through the jails annually. On any given day this system admits and releases upwards of 200 individuals who require evaluation and assessment to determine any ongoing or potential health care needs while in our care. There are many medical and mental health professionals that make up this very dynamic and dedicated team.

Save the Date **Nursing Skills Fair set for Sept.**

Mark your calendars and plan to attend this year’s Nursing Skills Fair and Disaster Preparedness Exercise

Scheduled for Sept. 26, 27 and 28, 2011, attendees will:

- Experience working in a “Post Exposure Prophylactic” (PEP) Clinic
- Participate in hands on nursing skill testing and training
- Explore HCA’s disaster response capabilities

CEUs will be provided upon successful completion. Keep an eye out for more information on the Skills Fair. If you are a RN, NP or MD and are interested in becoming an evaluator for this event, please contact Lori Gordon at (714) 560-6193 or email at lgordon@ochca.com.

HDM holds GIS Mapping Training

HCA's Health Disaster Management Division (HDM), in collaboration with the Loma Linda School of Public Health, Geoinformatics Unit, conducted two week-long Geographic Information Systems (GIS) mapping training sessions for HCA and community partner agency staff.

The sessions, which were fully funded by the Public Health Emergency Response Extension Grant, were held on May 2-9 and June 6-10 at HCA's Health Strategic Operations Center (HSOC). More than 20 participants from HCA and other community organizations were trained on mapping techniques

using ArcInfo 10 software.

Staff from Quality Management, Health Promotion, Behavioral Health, Family Health, HDM, Care Ambulance, the California Endowment, and UCI Irvine attended the sessions. The training culminated with each participant developing an H1N1 risk assessment map of Orange County.

The sessions were very well received, and based on participant feedback, future trainings may include more in-depth coverage of ARC Spatial Analyst Extension and an introduction to ARC GIS Server. Stay tuned for announcements regarding future GIS mapping training opportunities.



May session attendees are pictured (left to right) Loma Linda University (LLU) Assistant Instructor Andrea Lenertz; Raúl Sobero; LLU Assistant Instructor Diane Garcia-Gonzales; Christina Weckerly-Ramirez; LLU Professor Seth Wiafe; Sheila Gill; Hang Nguyen; Alaka Nafday; and LLU Assistant Instructor Brandy Jones.



June session attendees are pictured (left to right) Raúl Sobero, Rhonda Folsom, Karina Pangan, Marianne Goodrich, LLU Professor Seth Wiafe, Christopher Wilson, Kathy Kendrick, Cindy Estrada, Curt Condon, Joelle Wolstein, Gloria Giraldo, Ryan Ramos, Girma Haimanot, Hilary Peralta, and Kimari Phillips.

Board Resolution recognizes EMS Week

Supervisor Bill Campbell presented Health Disaster Management (HDM) Division Manager Terre Duensing and Interim Emergency Medical Services (EMS) Program Manager Jane Elder with a Board Resolution declaring the week of May 15-21, 2011 as EMS Week in Orange County during the EMS Awards held on May 20 at the Doubletree Hotel in Orange.

This year's EMS Week theme, "EMS: Everyday Heroes" celebrated the exceptional service provided to countless persons every day, often under incredibly challenging circumstances. The award ceremony held on May 20, recognized 100 recipients for going above and beyond the call of duty. In some cases, many put their own lives in harm's way to save the life of another.

EMS Week was established in 1974 by the American College of Emergency Physicians to acknowledge and honor emergency medical personnel and the work they do. EMS providers are dedicated to saving lives and limiting suffering on a daily basis.



Pictured (left to right) are HDM Division Manager Terre Duensing, Supervisor Bill Campbell and Interim EMS Program Manager Jane Elder.

There shall be eternal summer
in the grateful heart. —Celia Thaxter

Environmental Health

continued from page 1

status in ocean water quality. Due to the positive public response, the program is continuing to utilize the social media network Twitter for this purpose. Secondly, in partnership with the Miocean Foundation, five large electronic display monitors were installed at heavily frequented beach locations showing current ocean water quality at sites where the rapid method samples were collected.

The US Environmental Protection Agency is currently working to develop rapid microbial monitoring methods nationally and is using the information and lessons-learned from the Rapid Methods Beach Water Quality Testing Project to develop a national rapid methods implementation strategy.

Begun in 1970, the annual NACo Achievement Award recognizes innovative county government programs. Awards are given in 21 different categories including children and youth; criminal justice; county administration; environmental protection; health and many more.

To learn more about the NACo awards, visit the National Association of Counties website at www.naco.org/programs/recognition/pages/achievementawards.aspx.

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

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

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HDM to host 2nd Annual Open House & Training Event in September

Save the date! From September 20-22, HCA's Health Disaster Management (HDM) Division will host its 2nd Annual Open House & Training Event which will offer trainings in specific disaster response areas.

Attendees at this year's event will have the opportunity to participate in trainings including Point of Dispensing (POD) Operations; Warehouse Operations; Health Emergency Operations Center (HEOC); Communication & Inventory Systems; Emergency Volunteer Center Operations and more.

Last year, HDM's event was designed specifically for HCA staff and Medical Reserve Corps (MRC) volunteers and focused on offering Agency employees and volunteers an opportunity to receive training in a myriad of response roles and functions

which they may be called upon to fill during a large scale health emergency. With more than 90 participants from HCA and the MRC, HDM

was able to train attendees in more than 270 courses (on average, 3 courses per person) in 2010.

For more information on the Open House & Training Event or to be added to HDM's distribution list to receive registration information directly, please send an e-mail to HDM at events@ochca.com.



HCA welcomes Dr. Helene Calvet

HCA is pleased to announce the appointment of Dr. Helene Calvet to the position of Deputy County Health Officer, starting August 26, 2011.

Dr. Calvet received her undergraduate degree from UC Riverside, and her medical degree from the UCLA School of Medicine in 1989. After completing internship and residency in Internal Medicine at University of Texas, Southwestern, in Dallas, TX, she took a one year break from training, during which time she attended the Centro Linguistico Maya, a Spanish immersion school in Antigua, Guatemala, and participated in 3 months of volunteer medical work in Chimaltenango, Guatemala. She then returned to Los Angeles from 1993 to 1995 for a fellowship in Infectious Diseases at Harbor-UCLA Medical Center in Torrance, CA. Dr. Calvet has maintained her board certification in both Internal Medicine and Infectious Diseases.

After fellowship, Dr. Calvet became a member of the Centers for Disease Control (CDC) Faculty Expansion Program (FEP) for STD Education and Research. Through this program, she was an Assistant Professor of Medicine at Charles Drew University/Martin Luther King Medical Center, where in addition to inpatient duties, she participated in clinical research assessing the effectiveness of partner-delivered



... continued on page 10

EMS welcomes new Program Manager

HCA's Health Disaster Management (HDM) welcomes Tammi McConnell as the new Emergency Medical Services (EMS) Program Manager.

Tammi is also a Public Health Nurse and Mobile Intensive Care Nurse (MICN) and has an extensive background in emergency medical services, working in both Los Angeles and Orange County hospitals.

She has been actively involved with policy development and implementation with Orange County Specialty Centers (Trauma, Cardiovascular Receiving and Stroke Neurology Centers); specialty center evaluations; MICN certification; emergency department compliance; and balanced scorecard measures for specialty centers; and most recently has facilitated two trauma center surveys with the American College of Surgeons and revised the Orange County Trauma Plan.



Tammi has eight years of independent legal nurse consulting experience as an expert witness, as well as a background consultant, collaborating with attorneys by reviewing and analyzing medical records with emphasis on adherence to or deviation from nursing standard of care.

Tammi published an article in 2010: "Standards for Nurse Expert Witnesses: A Recommendation. *Journal of Legal Nurse Consulting*" and has professional affiliations with the following: American Association of Legal Nurse Consultants, National and Orange County Association of California Nurse Leaders, Emergency Nurses Association and Sigma Theta Tau International, Honor Society of Nursing (STTI).

Tammi has a Bachelor of Science degree in Nursing from California State University, Long Beach and a Master of Science degree in Nursing Leadership from California State University, Fullerton.

How QR codes can benefit your program

What are Quick Response (QR) codes and how can they help your program and services? A QR code is a specific two-dimensional code that is readable by dedicated QR barcode readers, iPads, iPhones, Androids or other camera-enabled Smartphones. The code consists of black modules arranged in a square pattern on a white background.



When a QR code is scanned by a reader, you can link to digital content on the web; activate a number of phone functions including e-mail, instant messaging (IM) and short message service (SMS); or even connect the device to a web browser. This is a great way for individuals to have the information

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SEPTEMBER HEALTH OBSERVANCES

Childhood Cancer Month

Fruit and Veggies – More Matters Month

National Alcohol and Drug Addiction Recovery Month

National Cholesterol Education Month

National Preparedness Month

Family Health and Fitness Day USA25

World Heart Day26

World Rabies Day28

Tdap vaccine reminder

With the new school year approaching, it's important to remember that a new California state law requires all public and private school students entering 7th through 12th grades to provide proof of a pertussis booster ('Tdap') before starting the 2011-2012 school year.

In Orange County, an estimated 280,000 students will need proof of Tdap vaccination this school year and it is estimated that only 20% have been vaccinated as of late spring.

California recently passed an additional state law that allows schools the option of extending the Tdap vaccine requirement 30 days from the first day of school. Parents should check with their child's school for deadline details and submit immunization records as soon as possible to avoid missing any school.

The new law was established to reduce infections in at risk students because of reduced immunity to pertussis. As pertussis continues to occur in high levels in California, under-immunized adolescents remain at risk of becoming ill, missing school and spreading pertussis to their fellow students.

The Tdap vaccine is widely available from medical providers, including community clinics throughout Orange County. More information about Tdap, including where to get the vaccine is available on HCA's website at www.ochealthinfo.com/pertussis or by calling the HCA Health Referral Line at (800) 564-8448.

County Employee Health Services on the Intranet

County of Orange Employee Health Services is pleased to announce the launch of the department's new intranet site at <http://intra2k3.ocgov.com/ehealth>. The site features many forms available for download, as well as information about available services, directions, and hours of operation.

Employee Health Services provides occupational health services to all County of Orange Agencies and Departments. These services are exclusive for County employees only.

Some of the available services include:

- Medical evaluations for pre-placement, return to work, federal/state mandated medical surveillance, fitness for duty, and management physicals
- Federal/state recommended or mandated immunizations for employees at risk of exposure to communicable disease
- Annual TB screening for employees at risk
- Bloodborne Pathogen training resources and information
- Respirator medical clearance and fit testing
- Consultation on occupational health matters

For more information, please call Employee Health at (714) 565-3780 or visit the Employee Health Intranet site for detailed information on the services provided.

HCA holds down budget costs

HCA ended Fiscal Year (FY) 2010-11 using just over \$200K in budget reserves. Earlier projections ranged from the possibility of using all available reserves, and still coming in over our net County cost limit, down to use of no reserves. The final results were accomplished by efforts made throughout the Agency and County including:

- Cost containment efforts Agency-wide
- Savings related to the Board-imposed freeze on filling positions and deletion of long-term vacancies
- Medical Services was able to negotiate and obtain Board approval on the State agreement that allowed us to accrue FY 2010-11 Low Income Health Program (LIHP) funds
- Correctional Health Services worked with the Sheriff's Department to implement Federal detainee services, resulting in a new source of revenue
- The State adopted a legislative fix to compensate for the reduced vehicle license fees booked due to their delay in distributing vehicle registration bills
- The Auditor-Controller allowed a two-year change to the 60-day revenue accrual policy, to allow departments to accrue revenues expected within 90 days of year-end

During this difficult budget year along with a salary and hiring freeze hardship, the Agency would like to thank all HCA staff for working together in continuing to provide valuable services for the community and clients we serve.

Employees recognized for service years

HCA hosted their quarterly Employee Recognition Awards ceremony on July 28 to recognize the years of dedicated service employees have contributed to the Agency and County. Years of service and number of awards presented were:

35 Years.....	3	30 Years.....	6
25 Years.....	5	20 Years.....	18
15 Years.....	16	10 Years.....	67
5 Years.....	57		

35 YEARS



Celebrating 35 years of service to the County, Correctional Health Services (CHS) staff member Barbara Myers received recognition from Agency Director Dave Riley and CHS Deputy Agency Director Kathy Wild.

30 YEARS



Medical Services (MS) staff member Teresa Torres-Smutz celebrated 30 years of County service and received a certificate and pin from Agency Director Dave Riley and MS Deputy Agency Director Ron Norby.



Public Health Services (PHS) employee Diemdudc Quan celebrated 30 years of County service and received recognition from Agency Director Dave Riley and PHS Deputy Agency Director David Souleles.

30 YEARS



Laura Cole from Behavioral Health Services (BHS) celebrated 30 years of service to the County and received a certificate and pin from Agency Director Dave Riley and BHS Deputy Agency Director Mark Refowitz.

20 YEARS



Financial and Administrative Services staff member Cathy Chang celebrated 20 years of County service and received recognition from Agency Director Dave Riley and Assistant Agency Director Bob Wilson.



Kathy Hunter from Correctional Health Services (CHS) received a certificate and pin for her 20 years of County service from Agency Director Dave Riley and CHS Deputy Agency Director Kathy Wild.

Be content to act, and leave the talking to others. —Baltasar Gracian

20 YEARS



Chief Information Officer Teri Schultz celebrated 20 years of service to the County and received recognition from Agency Director Dave Riley and Assistant Agency Director Bob Wilson.



Celebrating 20 years of service to the County, Public Health Services (PHS) staff members pictured (left to right) Lydia Mikhail, Sandra Martin and Bruce Freeman received recognition from Agency Director Dave Riley and PHS Deputy Agency Director David Souleles.



Health Disaster Management staff member Raul Sobero celebrated 20 years of service to the County and received recognition from Agency Director Dave Riley and Medical Services Deputy Agency Director Ron Norby.



Celebrating 15 years of County service, Behavioral Health Services (BHS) staff members pictured (left to right) Cary Clevenger and Joseph Sanchez-Nunez received recognition from Agency Director Dave Riley and BHS Deputy Agency Director Mark Refowitz.

15 YEARS



Celebrating 15 years of County service, Public Health Services (PHS) staff members pictured (left to right) Steven Speer, Jeffrey Lane and Sarah Hoang received a certificate and pin from Agency Director Dave Riley and PHS Deputy Agency Director David Souleles.



Correctional Health Services (CHS) staff member Guadalupe Fowler received a certificate and pin to commemorate her 15 years of County service from Agency Director Dave Riley and CHS Deputy Agency Director Kathy Wild.



Behavioral Health Services (BHS) staff members received recognition for their 10 years of County service from Agency Director Dave Riley and BHS Deputy Agency Director Mark Refowitz. Pictured (left to right) are Kathleen Thomas, Hugo Lopez, Robert Balma, Lisa Anderson, Martha Lechuga, Nhung Nguyen, Veronica Ortiz and Sigifredo Tijerina Jr.



Celebrating 10 years of County service, Public Health Services (PHS) employees pictured (left to right) Andrea Portenier, Maria Delreal, Mariana Anderson, Elizabeth Corona, Susan Flores, Beatriz Hernandez, Michael Vena and Leticia Hernandez received recognition from Agency Director Dave Riley and PHS Deputy Agency Director David Souleles.



Correctional Health Services staff members pictured (left to right) Leah McLemore, Kim Phoung Nguyen and Maria Gonzalez-Mayo celebrated 10 years of service and received recognition from Agency Director Dave Riley and CHS Deputy Agency Director Kathy Wild.



Agency Director Dave Riley and Assistant Agency Director Bob Wilson recognized Financial and Administrative Services staff members for their 10 years of service to the County. Pictured (left to right) are Sandy Viernes, Rebecca Siddiqui and David Eckstein.

10 YEARS



Human Resources staff member Hilda Garcia celebrated 10 years of service to the County and received recognition from Agency Director Dave Riley and Assistant Agency Director Bob Wilson.



Patricia Brito from Medical Services (MS) celebrated 10 years of service to the County and received a certificate and pin from Agency Director Dave Riley and MS Deputy Agency Director Ron Norby.

5 YEARS



Financial and Administrative Services staff members pictured (left to right) Jose Santos, Gillian Martinez, Joseph Cook-Giles and Natalie Anastasi-Perea celebrated 5 years of service to the County and received recognition from Agency Director Dave Riley and Assistant Agency Director Bob Wilson.

Medical Services (MS) staff members pictured (left to right) Keith Olenslager and Anthony Patino received recognition from Agency Director Dave Riley and MS Deputy Agency Director Ron Norby for 5 years of County service.



Public Health Services (PHS) staff members Kimberley Marquez and Leslie Moffitt received a 5-year certificate and pin from Agency Director Dave Riley and PHS Deputy Agency Director David Soules.



Information Technology staff pictured (left to right) Martha Schlegel and Ken Koyabu received a certificate and pin for their 5 years of County service from Agency Director Dave Riley and Chief Information Officer Teri Schultz.



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
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Celebrating 5 years of County service, Behavioral Health Services (BHS) staff members received a certificate and pin from Agency Director Dave Riley and BHS Deputy Agency Director Mark Refowitz. Pictured (left to right) are Cheryl Sannebeck, Margaret Peterson, Dr. Voang Nguyen, Dr. Sue Beck, Cynthia Elliott, Alvin Ortin, and Margarethe Smith.



Martin Ortiz and Alkamalee Jabbar from Correctional Health Services (CHS) received recognition for 5 years of County service from Agency Director Dave Riley and CHS Deputy Agency Director Kathy Wild.

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.

HCA's Data Center relocation complete

When it's time to move a complex business unit such as the HCA data center, there is no room for error. Let's take a look behind the scenes for the full picture of this very busy program and the hard work and dedication that was associated with this critical project. HCA's data center has been in the same location on Sycamore since the early 1990s. The current building is antiquated and the cost to retrofit the building for a modern data center

is cost prohibitive.

The IT data center relocation team's goal for the move was to minimize impact to our customers and the public while moving the



HCA IT staff configuring servers, firewalls and security appliances.

data center's equipment and servers by the end of June 2011. This aggressive six-month project was difficult but not impossible to complete as a typical data center of our size would take a 12-18 months to plan, design and execute. In coordination with CEO/IT, vendors, and HCA programs such as Purchasing and Facilities, HCA IT was able to pull off one of its most complex projects to date.

Almost all of HCA facilities connect to our data center by circuits called T1s, ISDN lines, or fiber optic connections. The HCA Network Engineering team had to re-route all of these circuits (60) to the Orange County Data Center. Throughout the month of May and

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Data Center Relocation

continued from page 8

June HCA/IT, AT&T and CEO/IT staff re-routed these circuits while ensuring minimal business impact to our customers and to the public. The Network System Administration team was tasked with planning, designing and implementing how to move all the hardware, equipment and servers to the new location. The System Administrators worked with security staff, network engineers, Systems Support,



HCA servers installed in racks at the OC Data Center.

and Software Development staff to review each application thoroughly, ensuring all connections and dependencies were not overlooked. The Systems Support and Software Development teams were responsible for creating recovery documents and scenarios to ensure Business Impact Analysis (BIA) and business continuity requirements were met prior to the move.

The first phase of the move consisted of the IRIS system, Remote Access Portal and public facing websites. With the help of the IRIS team, HCA/IT staff moved 57 servers hosting the Integrated Records Information System (IRIS) and 12 of HCA's critical public out-facing websites on Friday, June 10 – Sunday morning, June 12. Staff worked around the clock to ensure services were available on Monday morning for the public and internal HCA customers. Once this milestone was accomplished, HCA/IT had to

continue planning for phase two which was to move the rest of the equipment and services.

The second phase from June 24 – 26 consisted of all other services including all of HCA's

critical databases, E-mail and applications which consisted of over 100 physical servers.

To put things into perspective, HCA/IT moved more than \$10 million worth of equipment and 70 terabytes of data. This amount of data is equivalent to 7 times the printed collection of the U.S. library of Congress.

The new Orange County Data Center is a 65,000 square foot facility. It's located in Santa Ana and is built to withstand a large earthquake. It has adequate air-conditioning and power requirements and will provide future technology growth for HCA for years to come.

The data center relocation project was completed ahead of schedule and under budget, and involved resources from all areas. HCA/IT would like to thank all the staff from IT Network Services, Security, Systems Support, Software Development, Project Management, Field Support, Service Desk, IRIS Team, Facilities, Purchasing and CEO/IT.

QR Codes

continued from page 2

readily available for viewing or saved on their mobile device for future reference.

Public Health's Family Health Division recently worked with Quality Management's Web Media Development (WMD) staff to create a QR code for a flier to showcase at the Health Care Agency's booth at this year's OC Fair. When scanned, the QR code directs individuals to HCA's web page with information on a new California state law that requires all students entering 7th-12th grades be immunized with a pertussis vaccine booster called Tdap. Information on where to obtain a vaccination, as well as links to other pertinent resources are also included on the web page.

Several free QR code reader applications are available for download on the iPad, iPhone, Android and other camera-enabled Smartphones. Try it out! Scan Family Health's "got Tdap?" flier featured on page 2. Or on your next shopping outing or grocery store trip, keep an eye out for QR codes. They're everywhere – on the backs of books, cereal boxes, magazine/newspaper ads and more.

If your program is interested in learning more about QR codes and how they can help promote your program and services, send an e-mail to HCA WMD staff at publicinfo@ochca.com.

Small deeds done are better than great deeds planned.

—Peter Marshall

MHSA event draws crowd

In an effort to use the arts to reduce the stigma of mental illness, HCA Behavioral Health Services, Mental Health Services (MHSA) Prevention and Intervention Division funded a “Multi-Ethnic Arts Festival – Drawing out Stigma” at the Bowers Museum Lee Court in Santa Ana on July 23.

Presented by the Multi-Ethnic Collaborative of Community Agencies (MECCA), the festival featured drawings of 78 multi-ethnic MECCA art workshop participants with 70 professional artists from Orange County mental health and multi-ethnic communities along with live international music and dance performances.

Artists shared the commonality of thoughts and feelings experienced by multiple ethnic participants, revealing how mental illness impacts all of us, causing the same human emotions of pain, frustration, anger, confusion and isolation.

National Alliance on Mental Illness (NAMI) OC member, artist and instructor Janice DeLoof led “Drawing out the Feelings of Stigma” workshops held at six MECCA agencies and assisted in the coordination of the Festival’s exhibits.

MECCA is an organization of local ethnic community-based service providers targeting the Arab, Iranian, Korean, Latino and Vietnamese communities. For more information about MECCA, visit <http://enddisparity.org/>.



Janice DeLoof (pictured in back) led “Drawing out the Feelings of Stigma” workshops at several MECCA agencies.



Dr. Calvet


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therapy for reducing Chlamydia re-infection in women. She also served as a faculty member for the CA STD/HIV Prevention Training Center (PTC) from 1999 - 2007, delivering trainings on STDs to practitioners throughout Region IX. Her work with the CA STD/HIV PTC gave her the opportunity to travel to several countries to deliver trainings on STDs, including Mexico, Guam, Vietnam, Micronesia, the Marshall Islands and the Northern Mariana Islands.

In 2000, she took a position as a Public Health Physician at the Long Beach Department of Health and Human Services, continuing her work in STDs, but also working in TB control, communicable disease control and public health emergency preparedness. In July 2007, she was named Long Beach City Health Officer. During her time in Long Beach, Dr. Calvet has co-authored several publications on outbreak investigations, served on two CDC expert panels and participated in the inaugural class (2009) of the California/Hawaii Public Health Leadership Institute (CHPHLI), a year-long program focusing on leadership in the area of health inequities. In 2010, she was recognized by the Southern California Public Health Association with the 2010 Public Health Leadership Award.

A “Multi-Ethnic Arts Festival – Drawing out Stigma” was held on July 23 at the Bowers Museum in Santa Ana and featured work from professional artists from Orange County mental health and multi-ethnic communities.

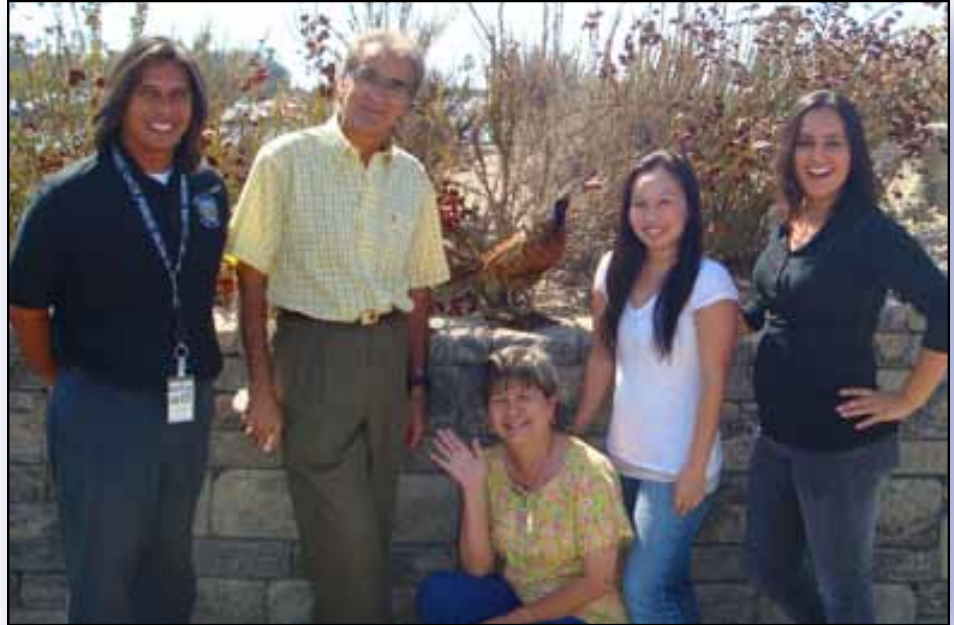
WQL garners NACo Achievement award

 long with HCA Environmental Health, the Agency's Public Health Water Quality Laboratory (WQL) in Newport Beach was a key participant in the Rapid Methods Beach Water Quality Testing project that received a 2011 National Association of Counties (NACo) Achievement Award.

The WQL's participation in the project started weeks before the actual 8-week demonstration period. Preliminary stages of the project included equipping the lab with instruments and supplies, training staff on the new procedure, and participation in a 4-week trial period to ensure the lab was proficient in performing the rapid test. The project was successful in demonstrating that same-day notification to the public of beach water quality was possible, but it also demonstrated successful transfer of knowledge for this fairly complex testing procedure.

The rapid testing methods are not yet approved for routine use, but data from the demonstration project and lessons learned will be used by the US Environmental Protection Agency (USEPA) to develop a standardized method. The WQL continues to perform rapid testing by participating in USEPA sponsored multi-laboratory validation studies of the rapid testing methods for recreational marine and fresh waters.

To learn more about the NACo awards, visit the National Association of Counties website at www.naco.org/programs/recognition/pages/achievementawards.aspx.



HCA Public Health Water Quality Laboratory staff are pictured (left to right) Joe Guzman, Reza Mahallati, Linda Granado, Audrey Manalo and Sara Zolfaghari.

EH checks out OC Fair



HCA Environmental Health inspectors are responsible for verifying that all OC Fair food vendors are in compliance with State requirements and food safety rules prior to operating and throughout the duration of the Fair. Pictured (back row, left to right) are Glenn Dimaano, Jennifer Dingwall, Bruce Freeman, Kevin Dugan and Karen Newe. Pictured (middle row, left to right) are Janis McBride, Janene Bankson, Marty Friebert, Gerrit Kovach, Lauren Hatch, Christina Valdez, Kevin Do, Jenafer Forester, Leslie Moffitt, Randy Dossett and Kiki Cason. Pictured (bottom row, left to right) are Valerie Kenekoo, Em Kiamzon, Karen Farin, Taren Tseng, Villia Simpkins, Julie Lam and Mary Jin. Not pictured is Lauren Marques.

Statewide exercise tests Reddinet® System

On July 20, HCA's Health Disaster Management (HDM) Emergency Medical Services (EMS) Department Operations Center was activated for participation in a statewide communications Reddinet® System exercise.

During exercises and emergencies through the use of Reddinet®, EMS can obtain a real time survey of Orange County hospital bed availability. This exercise resulted in the participation of 13 counties, 200 organizations and 410 Reddinet® online users.

Only 12% of Reddinet's® capacity was used during this exercise, which is an important evaluation as California continually measures its capability

and capacity for a large scale disaster.

Reddinet® is the online communication system linking hospitals, EMS agencies, first responders and public health officials. It is used for emergency medical communications, hospital diversion, and mass casualty incident management. More than 300 emergency response organizations throughout 17 California counties currently use Reddinet®.

The drill was a success and



EMS Staff participated in a Reddinet System exercise on July 20 to test the use of obtaining a real time survey of OC hospital bed availability.

HDM staff were trained and refreshed of their knowledge on the system.

October deadline set for 2011 Team Excellence Award nominations

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

Please take this opportunity to nominate a team, program, or department within the Health Care Agency that excels as a unit. Visit the LMC Intranet website at <http://intranet/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, October 14, 2011. 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 Off site Dose



Team Excellence Award

HCA & OCEA **LMC**
LABOR MANAGEMENT COMMITTEE

... continued on page 3



Compliance Survey results for 2011

The Office of Compliance, in collaboration with the Office of Quality Management, conducted an online survey of all Health Care Agency (HCA) staff from May 9, 2011 to June 3, 2011. This is the seventh compliance survey. During this survey period, 1,063 online responses were received, which represents about 44% of HCA employees.

In general, response rates for 2011 were similar to those compared to 2009 for those who responded "Yes" to a series of Yes/No questions.

Response	Frequency in 2011	Percent in 2011	Percent in 2009
I am familiar with the HCA Compliance Program	1,033	99%	99%
I have consulted or referred to the Code of Conduct	764	74%	73%
I know the name of the Chief Compliance Officer	899	86%	88%
I know how to contact the Chief Compliance Officer	969	93%	92%
I am aware of the Employee Compliance Hotline and how to access it	962	92%	92%
I am aware of the Compliance Program web site on the Intranet	974	92%	91%
I am aware of the HIPAA web site on the Intranet	954	91%	89%
I have felt pressured to compromise ethics to get the job done	191	18%	18%
I have encountered situations inviting misconduct	276	26%	24%

The results of this survey compare favorably to national surveys conducted by the Ethics Resource Center. Nevertheless, we still look for ways to improve the compliance program. The feedback provided during the survey is used by the Compliance Program to see how we are doing and identify areas for improvement. Based on these results we know that we need to update the Code of Conduct and make sure that it is still relevant to our agency. An updated Code of Conduct is under review and will be distributed soon.

The slight increase in encountered situations inviting misconduct are consistent with
... 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.

Online mileage claim program now live!

We are excited to announce that the new online mileage claim program goes live on September 19, 2011. As a result of using the online form,



your claims will now be processed and reimbursed much faster. Once approved, you will be notified of the check date that will

include your reimbursement. Training videos and other helpful tools will also be available to help you complete your online mileage claims quickly and correctly. Look for more detailed information to follow soon.

As this new online mileage claim program will use current VTI and CAPS+ HR data, it is a good idea to ensure that your information is accurate. If you notice that your home address or supervisor information needs updating, please do this as soon as possible by contacting HCA Human Resources at (714) 834-3101.

The online claim will be for mileage and parking fees only. Any fees related to items other than mileage or parking will still be processed using the manual mileage claim form located on the HCA Intranet under Payroll.

ETS celebrates 30th Anniversary

With services initiated in 1981, Evaluation and Treatment Services (ETS) has served as a critical component of the Orange County Behavioral Health Services system of care as the portal of access for inpatient psychiatric services for all Orange County clients.

ETS provides crisis intervention, emergency psychiatric evaluation, rapid stabilization and disposition to the appropriate level of care for adults in acute psychiatric distress.

The program works in tandem with county, county-contract, and community providers to meet the needs of those in psychiatric crisis, including Medi-cal beneficiaries and those who are unfunded,



Pictured (back row, left to right) are Willis Jennings, Yesenia Luna, Stan Salter, Lynette Ewing, Vernon Castle, Chris Brown, Pat Owens, Cirilo Hurtado, Jenny Pruitt, Dolores Munoz, Fina Cruz and Sarah Vu. Pictured (front row, left to right) are Lucy Cardwell, Linda Molina, Mari Hill and Dr. Marc Charles.

Compliance Survey

continued from page 2

other research showing employee misconduct increases when cost cutting measures such as hiring freezes, budget cuts and reductions are implemented. We will need to work together to find ways to reduce the pressure on employees that could lead to misconduct and compliance issues.

Thank you for providing candid feedback. If you have any questions, please contact Thea Bullock, Assistant Compliance Officer at (714) 834-3154 or tbullock@ochca.com. If you are interested in the details of the Compliance Survey, please see the entire report at <http://ochealthinfo.com/training/2011>.

on a 24/7 basis.

Additionally, ETS provides responsive consultation and guidance to community partners including law enforcement, hospital emergency rooms, private mobile psychiatric evaluation teams, county and county-contracted agencies, correctional services and others to expediently and effectively coordinate emergency psychiatric care.

Since 1981, ETS has assisted well over 100,000 Orange County residents during its 30 year history, serving as a significant resource for those affected by mental illness.

Thank you to all of the dedicated ETS staff who provide compassionate care to the clients they serve.



Pictured (back row, left to right) are Marievel Jose, Linda Molina, Connery Lee, Cristina Allanigue, Mark Refowitz, Mari Hill, Lynette Ewing, Vernon Castle, Lynn Tran and Chris Brown. Pictured (front row, left to right) are Dr. Marc Charles and Jason D'Amico. ETS staff not present include Barbra Richard, Nancy Bertoli, Vince Baca, Cecilia Adams, Hanh Nguyen, Jack Beau, Manuel Fernandez, Cindy Cunningham, and Ken Guy.

Team Excellence Award

continued from page 1

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; Adult Mental Health Services/Anaheim Clinic; and Family Health Division's Childhood Lead Poisoning Prevention Program.

Nothing is particularly hard if you divide it into small jobs.
—Henry Ford

Public Health staff receive CalOptima Award

Congratulations to County Health Officer Dr. Eric Handler and Public Health's Comprehensive Health Assessment Team – Homeless (CHAT-H) on receiving a 2011 CalOptima Circle of Care Award for demonstrating excellence in the delivery of high-quality services to CalOptima members.

Dr. Handler was on hand to address attendees at a Provider Recognition Luncheon and Ceremony held by CalOptima on August 31 at the Doubletree Hotel in Orange where the annual Circle of Care Award was presented to several healthcare professional honorees.

HCA's CHAT-H team received recognition for providing individual and case management services to those who are homeless or at risk of homelessness. The CHAT-H Public Health Nurses (PHNs) build trust and provide service by meeting clients wherever they can be found, which includes motels, shelters, parks, and soup kitchens.



Pictured (left to right) are Becky Stone, Pam Henry and Larry Pritchett.

CHAT-H focuses on reducing barriers to health care access and linking them to medical care and Medi-Cal or MSI insurance. They listen to the needs of their clients and attempt to meet their greatest perceived needs, either by direct service or linkage to other community providers. The "team" in CHAT-H includes all of the community partners who provide medical care, food, housing, counseling and other services to the homeless.

Ongoing case management helps their clients to receive the most benefit from other providers and to develop self-care skills. CHAT-H PHNs also sponsor seasonal flu vaccine administration at free clinics and homeless shelters. Preventing illness is a key public health role, and this also fosters trust and generates relationships where the PHN can promote access to medical care.

Over the past 12 months, the CHAT-H team has provided service to more than 2,500 homeless clients, both CalOptima members and other members. Thank you to the following current and former CHAT-H nurses for their dedication and commitment in providing healthcare service to the community: Pam Henry, Larry Pritchett, Becky Stone, Lennette Schnur-Rubel, Paula Beau, Ivy Yen and Paul Leon.

More information about the Circle of Care Award can be found on the CalOptima website at www.caloptima.org/en/Providers/ProviderEventsAndWorkshops/2011CircleofCareAward.aspx.



Newly remodeled HCA Safety Program website

The HCA Safety Program is pleased to announce that the HCA Safety website has been remodeled to allow employees faster and easier access to safety resources and information including:

- Contact resources for the HCA Safety Program which include phone numbers and addresses
- Information on when to call HCA Safety
- A comprehensive list of safety related forms in order by topic; for example, Ergonomic Requests
- Access to the Cal/OSHA required safety program plans such as the Injury and Illness Prevention Program (IIPP) Plan
- A new Departmental Safety Representative (DSR) Resource webpage which provides DSRs with quick access to items such as forms related to important safety duties like workplace hazard inspections, and trainings to assist DSRs in communicating safety information to employees during staff meetings.

These are just a few examples

... continued on page 5

Safety Program

continued from page 5

core subjects: Injury and Illness Prevention (IIPP); Hazard Communication; Fire Prevention; and Emergency Evacuation. This year the Safety Program has also added a new training module that will provide information regarding Ergonomics.

In the coming month, a memo will be sent out stating that the 2011 Annual Safety Training is available and can be accessed through Training Partner. All staff will be able to log into the program with their user identification and password. This annual training will provide new knowledge regarding safety topics, as well as refreshing basic safety information.

For further information regarding the new HCA Safety Program webpage, Injury and Illness Reporting Checklist or the Annual Safety Training, please contact the Safety line at (714) 834-SAFE.

Emergency Preparedness

continued from page 5

Management (HDM) Division was established in 2006. The program combined the existing Bioterrorism Program and Emergency Medical Services into one cohesive program focused on a mission to plan, prepare and ensure quality in health disaster and medical emergency response.

Since 9/11, HCA and HDM have wisely utilized multiple grant funding resources to establish a receiving and distribution center

called the Health Strategic Operations Center (HSOC), which receives emergency medications and supplies from the Federal Medical Counter Measure System. The HSOC contains a licensed pharmacy which stores emergency antibiotics, chemical antidotes and medications for first responders and the community; and also houses the Health Emergency Operations Center.

HCA has also partnered with Orange County's 34 cities to develop 64 robust specific site Points of Distribution (POD) plans. These POD sites enable cities to rapidly assemble systematic



predetermined locations for distribution of emergency medications and vaccines. These locations are exercised yearly and were used during the 2009 H1N1 Pandemic.

The month of September is also National Preparedness Month. Please take a moment to ensure you have a family emergency plan; emergency supplies at home, in your vehicle and at work; and as a County employee, revisit your role as a Disaster Service Worker. For more information on how to create an emergency plan and kit, visit www.ready.gov.

Don't compromise yourself. You're all you've got.
—Janis Joplin

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

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

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OCTOBER HEALTH OBSERVANCES

Eye Injury Prevention Month

National Breast Cancer Awareness Month

National Dental Hygiene Month

National Physical Therapy Month

Sudden Infant Death Syndrome Awareness Month

National Child Health Day 4

World Mental Health Day 10

Zahn appointed as Epi Medical Director

HCA welcomes Dr. Matt Zahn, who will join HCA in late November as the Agency's new Epidemiology Medical Director. Prior to joining HCA, Dr. Zahn served as the Medical Director for the Louisville Metro Department of Public Health and Wellness since 2004.

He also held the role of Acting Director for the department since 2010 where he supervised all divisions within Public Health and Wellness, including environmental, tuberculosis, sexually transmitted infections, communicable disease, immunizations, maternal and child health, mobile dental services, emergency preparedness, epidemiology, policy and planning, and the laboratory.

Dr. Zahn has also served as an Adjunct Professor at the University of Louisville School of Public Health and Information Sciences and as an Associate Professor at the University of Louisville School of Medicine – Department of Pediatrics.

Dr. Zahn received his undergraduate degree from Santa Clara University and his medical degree from the St. Louis School of Medicine in 1996. He completed his residency in Pediatrics and fellowship in Infections Disease.

HCA would also like to extend a "Thank You" to Dr. Michele Cheung for serving as Interim Medical Director and for her continued support and dedication to the clients and community that the Agency serves.



HDM receives CSAC award for Surge OC

Congratulations to HCA's Health Disaster Management Division (HDM) on receiving a 2011 California State Association of Counties (CSAC) Merit Award for its Surge OC program.

Surge OC aligns disparate federal public health preparedness and response grant requirements with hands-on, community-based planning at the city level to supercharge disaster planning in Orange County.

Recent disaster response efforts around the world have demonstrated that there are very specific, key challenges for public health's response in catastrophic circumstances: the need to create a system-wide coordinated response that must include all health care sectors, the local health care agency and city-based emergency managers; the necessity to communicate effectively between health facilities, the city and the county

response network; and the need for all facilities to understand how to obtain specialized resources, including supplies and personnel during a surge event.

HCA reached out to the Operational Area, the County's 34 city emergency planners, and first responder organizations to develop and clarify a response and resource request process for our health facility partners which would fit into the Operational

... continued on page 8

Souleles elected CHEAC President

Congratulations to Public Health Services Deputy Agency Director David Souleles on being elected President for the County Health Executives Association of California (CHEAC).

CHEAC is a statewide organization of county and city Health Department and Agency Directors, who are responsible for the administration, oversight, and delivery of a broad range of local public health and indigent health care services. Members represent a variety of administrative and health professional disciplines.

CHEAC is dedicated to the promotion, protection, and improvement of the health

of California's population. The organization's objective is to maximize local health departments' financial, organizational, and programmatic capacity to deliver local health services. To accomplish this, CHEAC:

- Promotes effective public policy through legislative, state budget, and administrative advocacy.
- Evaluates program structures, including administrative and fiscal elements, and educates policy makers on strategies to successfully deliver local health services.
- Collaborates with key health and professional organizations



... continued on page 4

Third level leadership program launched

In September 21, 2011, HCA along with partner agencies OC Waste and Recycling and OC Public Works launched the third level in the staff development and training Leadership Development Program. The three-tier Leadership Development Program was created to develop leadership talent from within our organization and represents a vital component of HCA's succession planning efforts.



Level 3 program participants take time during the event to acquaint themselves with their paired mentors.



A poster of HCA Director Dave Riley greeted guests at the Level 3 Leadership Development Program launch event held at the OC Waste and Recycling building in Santa Ana on September 21.

Daylight Savings Time ends Sunday, November 6, 2011. Remember to change your clocks and fall back 1 hour.

November 17 set for Great Disruption

Each November, the State of California performs a statewide medical and health training exercise to prepare for a disaster or terrorist attack. This year on November 17, 2011, a disruption in the public water supply is the focus of the scenario, put on by the Department of Public Health and the Emergency Medical Services Authority.

The mock medical exercise is nothing new for hospitals in Orange County, whose employees have been training and adopting new preparedness protocols in the years since 9/11. More recently, long term care facilities, community health centers, surgical centers and

dialysis centers have started participating in these trainings and learning more about developing plans and procedures for response to and recovery from disasters.

To set the foundation for the statewide training, HCA's Health Disaster Management (HDM) hosted a tabletop exercise on August 24, 2011 where participants discussed how they would



Attendees participate in a water disruption exercise hosted by HDM on August 24.

respond to a water disruption in their facilities. Representatives from 75 hospitals, long term care facilities, dialysis centers and community clinics met to review best practices and explore solutions to a disruption in the public water system that leads to a "Do Not Use" order. Discussion included impacts on patient care; communication for staff, patients and families; and emergency preparedness supplies and procedures. Facilities also shared some of their experiences with other emergencies and workable ideas to improve readiness.

The highly interactive tabletop exercise was facilitated by Mary Massey, RN from the California Hospital Association and included presentations from Kelly Hubbard from the Municipal Water District of Orange County and Larry Honeybourne from HCA's Environmental Health Division. The presenters discussed the basics of the public water system, possible threats, and emergency response actions of local and state agencies. County Health Officer Dr. Handler was also on hand to describe HCA's role in notifying the public if a "do not use" order is issued for the County.

HDM responds during power outage

On Thursday, September 1, 2011, parts of Southern California, Northern Mexico and Nevada experienced a major power disruption. HCA's Health Disaster Management (HDM) Division was quickly notified, evaluated the situation and made key notifications. The Orange County Operational Area Emergency Operations Center (EOC) at Loma Ridge was activated and mobilized, allowing representatives from key County agencies to manage the event and coordinate resource requests.

HDM has a 24/7 Duty Officer who has the responsibility to receive emergency notifications for large scale interruptions of daily operations, disasters, and requests from other counties for resources, and may be tasked with responding to the EOC at Loma Ridge.

Based upon the need for Emergency Medical Services (EMS) related coordination, EMS Program Manager Tammi McConnell responded to Loma Ridge the night of September 1, 2011 and coordinated EMS requests from three OC hospitals which were impacted by the power disruption. Throughout the night, Tammi monitored the EMS system and kept HCA apprised of situational reports, media releases and status of medical requests. She remained at Loma Ridge until the determination was made to deactivate at 4 a.m. when the power in South Orange County was restored.

The rapid and organized response by all County agencies and representatives is directly attributed to the high level of training, exercising and collaboration which exists in Orange County.

Fischer receives Therapist of the Year Award

Congratulations to Katie Fischer, a Physical Therapist with HCA's California Children's Services (CCS) Medical Therapy Program on receiving the Kathy McCarthy Therapist of the Year Award. Katie was nominated by her peers for her leadership and dedication to the CCS Program.

Katie is a natural leader and is always looking for ways to improve patient care and management within CCS. She is passionate about educating others as exemplified by her interactions with peers, clients, families, and through the classroom lectures she provides to physical therapy students at local universities.

For the past five years, Katie has helped organize the "Fun Fitness" booth at the yearly Summer Special Olympic Games held at Cal State Long Beach. This year, she worked with her peers at the Baden Powell Medical Therapy Unit (MTU) to provide a week of special activities to demonstrate to families how they can help their "special needs" child participate in activities such as kayaking, camping and fishing.



Pictured (left to right) are Katie Fischer and CCS Interim Chief Therapist Marilyn Eldridge.

physical therapists who have demonstrated an outstanding commitment to their profession and the children and families of the CCS Medical Therapy Program. Kathy McCarthy was an Occupational Therapist in the CCS Program who passed away in 1992. She had a 25-year career with the Orange County Health Care Agency 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.



Souleles

continued from page 2

to further our common health improvement goals.

For 2011-12 key issues that CHEAC will be tracking statewide include realignment funding changes; health care reform implementation and impact on county health services; federal financing for prevention and care; implementation of the California 1115 Medi-Cal waiver including the Low Income Health Program; and development of California Children's Services (CCS) pilot projects. In addition, CHEAC will continue to focus on a series of continuing priorities tied to strengthening local health departments and optimizing funding for county and city health services.

The CHEAC President is elected by the members of the organization and serves a one year term. The President Chairs the CHEAC Executive Committee and general membership meetings, and represents the organization in interactions with the California Departments of Public Health and Health Care Services, and with other statewide organizations including the California State Association of Counties, the California Association of Public Hospitals, the California Conference of Directors of Environmental Health, the California Mental Health Directors Association and the California Welfare Directors Association and other county affiliates and statewide health associations.

Clothes make a statement. Costumes tell a story.

Mason Cooley

Event trains staff/volunteers for disaster

One of the most important roles that a Health Care Agency (HCA) employee has is to serve as a Disaster Service Worker during a health emergency. Preparing staff for this role is the main charge of HCA's Health Disaster Management Division. With the backdrop of September as "National Preparedness Month," HDM hosted its 2nd Annual Open House and Training Event from September 20 through the 22.

This event is specifically designed for Agency staff and Medical Reserve Corps (MRC) volunteers, providing an opportunity to receive training in a myriad of response roles and functions which they may be called upon to fill during a large scale emergency.

Drawing more than 120 participants from HCA and MRC, HDM was able to train participants in more than 290 courses (on average that is over two courses per person), increase the working knowledge of those in attendance of their potential response roles as an Agency employee or volunteer, and increase the Agency's overall response capability. The training courses provided included:

- Point of Dispensing (POD) Operations and Management
- Local Distribution Center (LDC – aka Warehouse) Functions and Management
- Inventory Management System
- Health Emergency Operations Center (HEOC)
- Emergency Volunteer Center (EVC) Operations
- Pharmacy Management
- Communication Systems

HDM would like to thank all of those who attended and looks forward to providing future trainings to build upon this

event. For more information on HDM, please their website at www.healthdisasteroc.org.

Elizabeth Daoust leads participants through the Emergency Volunteer Center set-up.



Employees line-up for flu shot

With flu season upon us, Employee Health Services (EHS) held a seasonal flu shot clinic for staff at HCA's 405 W 5th Street building on October 13. If you missed the event, the vaccine is available daily at EHS located at 600 W. Santa Ana Blvd., Ste. 405 in Santa Ana from 9 a.m. to 11 a.m.

Pauline Stauder receives her vaccination from an Employee Health Services nurse during a flu shot event on October 13.



HCA staffers line-up and get ready to roll-up their sleeves to receive a seasonal flu shot.



WIC recognized for Worksite Wellness Program

HCA's Nutrition Services Women, Infant and Children (WIC) program is now officially Worksite Wellness certified by the California WIC Association (CWA). At an event held on August 17, Laurie True, CWA President, presented the WIC program with a plaque recognizing the program's accomplishments toward improving the overall health of HCA WIC staff.

HCA became 1 of only 21 WIC programs throughout the State to receive the certification. Established in 2008, WIC's Fun and Fit committee, made up of representatives from 8 teams, has been responsible for promoting the State WIC campaign of Healthy Habits 4 Life. WIC staff were challenged to improve their own nutritional and physical activity habits in order to be models for the families, colleagues and the

clients the program serves. The campaign promoted eating a variety of fruits and vegetables, drinking low fat milk, eating more whole grains and the idea of sometime, anytime foods. In addition, the importance of



Pictured (left to right) are Laurie True, May Nur, Maridet Ibañez and Mary Davis.

physical activity and general good health practices were encouraged. The Fun & Fit Committee incorporated these messages into their activities which resulted in the following:

- Healthy snacks at staff

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Laurie True, CWA President, addressed attendees at an event held on Aug. 17 to recognize the WIC Program's accomplishments toward improving the overall health of HCA WIC staff.

Pritchard bids HCA adieu!



A retirement event was held on September 29 to wish Marilyn Pritchard well as she retires from HCA. Pictured are Marilyn Pritchard and HCA Director Dave Riley.

WIC's new toll-free number

Effective November 1, 2011, the Women, Infant & Children's (WIC) program will have a new toll-free phone number for the public to call for information about the program. The new number is (888) YOUR WIC or (888) 968-7942. The previous (714) 834-8333 number will be kept active for a year during the transition to the new number.



WIC

continued from page 6

- meetings with taste tests and recipe cards
- Mini physical activity breaks at meetings
- Poster displays focusing on different health messages
- Participation in State sponsored Immunization Challenges to encourage staff to get the flu shot
- Friendly competitions amongst staff, and
- Re-think Your Drink where staff were encouraged to reduce their consumption of sugary drinks

The committee also made use of Employee Health seminars, the *Network for a Healthy California* Worksite Program toolbox kit and other resources in the community to promote healthy messages. Periodic surveys were conducted, allowing the committee to assess individual needs and measure progress.

Sylvia Aguas, a WIC counselor who participated in the wellness program's Biggest Loser Challenge reported, "Exercising with a friend and being accountable to being weighed every week helped me to see progress, and motivated me. I was drinking water and eating lots of veggies. I lost 10 pounds in 4 months and won the biggest loser award for my team at the Ponderosa WIC location."

With the positive feedback from staff and continued focus on wellness, the program will continue their efforts to support the health of the WIC staff and the clients they serve. For more information regarding this project and how to establish a worksite wellness campaign in your program, please contact May Nur at (714) 834-8046 or via e-mail at mnur@ochca.com.

United Way 2011 Kick-Off



Attendees braved the rain on October 5th to visit various County agency booths during the United Way Kick-Off event held at the Hall of Administration. From baked potatoes, funnel cakes and BBQ to books, CDs and movies, the event offered an array of items for purchase to raise funds for this year's United Way campaign. HCA's booth featured a Disney Cars theme and offered hot wings and celery sticks for purchase.

NOVEMBER HEALTH OBSERVANCES

- American Diabetes Month
- COPD Awareness Month
- Diabetic Eye Disease Month
- Foot Health Issues Related to Diabetes Awareness Month
- Lung Cancer Awareness Month
- National Family Caregivers Month
- National Healthy Skin Month
- National Hospice Palliative Care Month
- National Stomach Cancer Awareness Month
- Prematurity Awareness Month

- Drowsy Driving Prevention Week6-12
- Get Smart About Antibiotics Week14-20
- Gastroesophageal Reflux Disease Awareness Week 20-26
- Great American Smokeout. 17
- Prematurity Awareness Day. 17
- National Survivors of Suicide Day. 19

Shoot for the moon. Even if you miss, you'll land among the stars.
—Les Brown

State recognizes HDM

HCA's Health Disaster Management (HDM) Division staff received a recognition award in August from the State Department of Public Health Emergency Preparedness Office for excellence in strengthening intraregional and interregional preparedness with the Surge OC program during the CA Department of Health Training Conference held in September.

Surge OC is an integrated response framework linking the medical community (hospitals, long term care facilities, community clinics, specialty centers, dialysis centers) to their local jurisdiction/city and the OC Operational Area. The goals are preparedness, planning, information sharing, resource management, staffing and training. HDM has been conducting training and tabletop exercises which will culminate with a state-wide medical exercise in November.

Congratulations to HDM Staff Assistant and HCA California Health Alert Network (CAHAN) Administrator Marianne Goodrich on receiving a letter of commendation from the Deputy Director of Public Health Preparedness from the State of CA for completing enrollment of all general acute care hospitals within Orange County as part of the CAHAN Expansion Project.

Marianne was recognized for her personal contribution, both individually and in partnership with the CAHAN team, CA Hospital Association, and other public health and medical stakeholders to ensure that all general acute care hospitals in CA participate in CAHAN.

SurgeOC

continued from page 1

Area's Standardized Emergency Management System (SEMS).

Once the public sector response agencies were comfortable with the response framework, HCA identified every health care facility (hospitals, community/specialty clinics, long-term care and skilled nursing facilities) in the County of Orange and invited them to city-based planning meetings.

Partners left the meetings with contact lists, resource request protocols and an understanding of what resources would and would not be available in the community during a catastrophic event. This has led to an active regional collaboration of informed, trained and connected health care partners who represent the broad and diverse health care system and who are connected to and working with HCA and their city's emergency response staff.

Every year, the California Association of Counties (CSAC) honors innovation in county government across the state. This year, CSAC received nearly 250 Award entries, and an independent panel of judges with expertise in county programs and challenges selected the award recipients.

*Witch and ghost make merry on this
last of dear October's days.
—Author Unknown*



HCA Accounting on the move

Effective October 11, 2011, HCA Accounting's new office is located at 200 W. Santa Ana Blvd., 8th Floor, Santa Ana, 92701. County (Pony) mail can be sent to Bldg. 51F. This move will affect those picking up paychecks, dropping off items and sending documents through Pony mail. All phone numbers and E-mail addresses for staff will remain the same.

COMPLIANCE
866.260.5636 **HOTLINE**

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

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

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

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

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

Karen Lawson noted for contributions

Congratulations to Employee Health Services staff member Karen Lawson, RN on being recognized as the November Gold Star recipient. Karen is noted for her positive contributions and 'hands-on' effort in protecting the health of the County's workforce.



Karen's work at Employee Health Services over the past 10 years not only involves implementing and assisting with the County's annual flu shot program, but she also assists in managing the employee tuberculosis (TB) screening program.

Karen's other responsibilities include reviewing employee pre-placement medical clearance; return to work from injury or illness; and reviewing the annual medical evaluation questionnaire for respirator use, to name a few.

She is noted by her colleagues as a stellar healthcare professional who contributes "excellence, integrity and service" in all that she does. Thank you Karen for your dedication and positive contributions.



An HCA employee receives a flu shot from Karen Lawson during an October 13 flu shot clinic for staff held at HCA's 405 W. 5th Street building.

HCA CME receives accreditation

The Institute for Medical Quality/California Medical Association (IMQ/CMA) has awarded another four-year accreditation to the Health Care Agency's Continuing Medical Education (CME) program.

Kenneth (KC) Pickering, Psy.D., who serves as the CME Coordinator for the HCA CME program, played an instrumental role in obtaining this prestigious accreditation. The HCA CMA Committee, chaired by Dr. Donald Sharps also includes Dr. Alan Edwards, Dr. Clayton Chau, Dr. George Pascarzi, Dr. Eleni Hailemariam, Dr. Loretta Lee, Dr. Helene Calvet, and Rhena Carusillo, RN.

The HCA CME program provides high quality CME educational activities to physicians and allied health professionals within HCA and in the Orange County community. The goal is to provide

evidence-based and innovative approaches in the prevention, diagnosis, and treatment of physical and behavioral health disorders.

The CME program is a key component of the Workforce Education and Training (WET) program of the Center of Excellence. The Center of Excellence also provides continuing education credits for psychologists, marriage and family therapists,

licensed clinical social workers, and registered nurses. All of the WET program trainings are designed with due sensitivity and understanding of the cultural and linguistic needs of clients and practitioners. Trainings are provided not only for health care professionals but also for consumers, family members, and community partners.





Compliance
UPDATE

Compliance and HIPAA in the news

HDM ranks high in audit

A manager at WellPoint Companies, Inc. fired for failure to report a HIPAA violation.

An employee reported to the manager that another employee was permitting her daughter to staple invoices that contained PHI (protected health information) and thought this raised issues under HIPAA. The company policy requires individuals to report all known or suspected violations of the WellPoint Standards of Ethical and Business Conduct including privacy violations. The manager did not report the violation, and also told the employee to “keep quiet.” The employee proceeded to report the incident to Human Resources (HR) who investigated the matter and terminated the manager.

What can we learn from this story?

- The reporting party:
 - ◆ Did the right thing and reported a concern to the manager
 - ◆ When the manager said to “keep quiet,” the reporting party made a courageous choice to tell someone else
 - ◆ HCA’s Code of Conduct requires us to report and cooperate with investigation of possible violations. Another option is to use the Compliance Hotline at 866-260-5636
 - ◆ Should be protected from retaliation by the non-retaliation policy
- The manager:
 - ◆ Did not respond appropriately
 - ◆ Failed to follow the company standard of conduct

If you see something wrong, please report it so that we can correct the issue.

UCLA Health System Notifies 16,000 Patients of Stolen Hard Drive (from the California Healthline)

[UCLA Health System officials announced](#) that an external hard drive housing the personal information of 16,288 patients was stolen from a physician’s home, the [Los Angeles Times](#) reports (Gorman, *Los Angeles Times*, 11/5).

The burglary took place September 6, 2011. The affected individuals were patients at the health system from July 2007 to July 2011. The patient data on the lost hard drive were encrypted. However, a piece of paper that had the password to decode the information also is missing. The physician notified UCLA the day after the incident.

What can we learn from this story?

- The physician did the right thing and reported the theft promptly
- The laptop was encrypted but the password was also missing so UCLA notified patients
- We need to safeguard passwords – do not store passwords on or near the computer

If you have any Compliance or HIPAA related questions, please contact us at officeofcompliance@ochca.com, HIPAA@ochca.com or (714) 834-4082.



CA’s Health Disaster Management (HDM)

Division recently

received a personal best score of 95% this year, which is a 5% improvement from last year during a California Health Department (CDPH) extensive audit of the Health Operations Center.

The annual inspection reviews HDM’s ability to prepare for and respond to large scale emergencies and disasters. The 42-page evaluation consisted of 12 areas of review, which included developing plans for the Strategic National Stockpile, Incident Command System Training, Local Distribution Site, Public Information & Communications, and Controlling Inventory.

The CDPH report stated that “HCA’s medical countermeasures program has become one of the strongest in the State and this year’s score of 95% is a direct reflection of the continuous hard work and aggressive actions of the OCHCA planners and their close collaboration with other Orange County Agencies and departments to further public health preparedness.

OCHCA’s creative city engagement strategy for identifying and developing points of dispensing remains a National Association of City and County Health Officers (NACCHCO) promising practice and has been presented at numerous regional and national forums. Their local Receiving, Storage, and Staging warehouse is a model facility.”

HDM selected to present at summit

HCA's Health Disaster Management and the City of Anaheim have been selected to present at the 2012 Public Health Preparedness Summit in February on 'Case Study: City of Anaheim – Setting the Standard in Point of Dispensing (POD) Planning, Training, and Exercising.'

This annual Summit highlights all types of Public Health Preparedness Programs across the United States. The close work and collaboration between the City of Anaheim and HDM is a testament to the solid partnerships which have been forged. Congratulations to HDM's Alison Kellman, Cities Readiness Initiative coordinator and Program Manager Keith Olenlager.

Additionally, HDM's Surge OC: Integrating Health Care Response into Community Preparedness, has been accepted as a *Poster Session* for the 2012 Public Health Preparedness Summit. Poster



Dr. Stratton discusses the Orange County EMS Cardiovascular Designation Policy during the November 1 Cardiac Summit held at HCA Headquarters.

Sessions are used to display innovative practices, award winning programs, share documents, exchange ideas, and ask questions with the participating audience.

HDM/Emergency Medical Services (EMS) recently hosted a 2011 Cardiac Summit on November 1, 2011 at HCA Headquarters. More than 50 cardiovascular physicians and nurses from 12 of the 13 Orange County

... continued on page 4

OC MRC in the spotlight

The mission of the Orange County Medical Reserve Corps (MRC) is to enhance the emergency capabilities of Orange County through advance registration and organization and training of volunteer health professionals who can be readily mobilized to respond to an emergency event or disaster, whether man-made or natural, when the existing health care infrastructure is overwhelmed and unable to provide necessary medical care in a timely manner.

The OC MRC provides volunteer services to supplement the medical community during times of disaster and when additional medical resources are needed for unplanned events. The OC MRC is well established and has received

recognition at the local, state and federal level.

This year OC MRC volunteers assisted in administering state mandated Tdap vaccinations during the summer and fall for 7th through 12th grade students entering the new school year. From July 14 to October 7, 41 OC MRC volunteers provided 807 volunteer hours working with Public Health to conduct Tdap clinics. The MRC assisted Public Health with completing the vaccination clinics, supplementing Public Health staff while reducing overtime costs and allowing for extended clinic hours.

Last month, Orange County California's Citizen Corps groups gathered together at Beckman High school in Irvine to participate in a preparedness training exercise which tested the skills and knowledge of Citizen Corps volunteers. The Citizen Corps is made up of various community volunteers who help prepare, prevent and respond to emergency events. The exercise, which was centered on a catastrophic flood scenario, allowed different Citizen Corps teams to cross train and interact as if it were a real disaster.

During the exercise MRC members were given scenarios which tested their ability to assess, treat and stabilize victims during an emergency situation. The exercise also provided hands on trauma stabilization training to Licensed Vocational Nurse students. The exercise allowed MRC members to work in unison with other Citizen Corps members in preparation for a real emergency response event.

The OC MRC also participated in the Health Emergency Operations Center Open House

... continued on page 6

The 2011 Great ShakeOut Drill update

During 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 20. Although there were a few of concerns and challenges noted during the discussion, the exercise proved to be a very positive experience for the majority of programs and was marked by high staff participation throughout the Agency. During the feedback discussion it was estimated that 90% of all HCA programs participated in the Great ShakeOut. 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 27, the HCA Safety Program hosted the fourth quarterly DSR meeting for 2011. Many dedicated Departmental Safety Representatives attended this informative meeting that provided discussions and training on the HCA Emergency Action Plan, upcoming HCA Ergonomic Program, and the review of Bloodborne Pathogen written program requirements.

In addition, the HCA Safety Office recognized outstanding individuals who demonstrated timeliness in regard to submissions of 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.

Melinda Flores QRT Recovery Services

Jeanette Salvador Public Health Lab

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.

Laura Jijon WIC Program

Beatriz Baires Children & Youth Services

Consuelo Gonzales . . . Children & Youth Services

Maria Mandujano Children & Youth Services

Irma Andrade Prevention and Intervention

Priscilla Aguirre Children & Youth Services

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

HDM

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Cardiovascular Receiving Centers (CVCR) were in attendance.

EMS Medical Director Dr. Sam Stratton discussed the Orange County EMS Cardiovascular Center Designation policy (OCEMS # 630.00) and the need for potential revisions in the coming months. It was agreed by summit attendees that capability for therapeutic hypothermia should be considered for CVRC designation in Orange County. It was also recommended that victims of out-of-hospital cardiopulmonary arrest with return of spontaneous circulation (ROSC) during resuscitation should be triaged directly to a CVRC where advanced cardiac care is available.

EMS CVRC data for 2008-2010 was also presented at the summit. During the three year period, 37,935 field 12-lead ECGs were performed. Of these, 2,040 patients were triaged to a CVRC for possible emergency heart catheterization to reverse an apparent heart attack. System-wide in Orange County, the time taken for a person who arrived at a CVRC to have blocked coronary arteries opened in the heart catheter lab was an average of 66 minutes. National standards for this time are less than 90 minutes. An average time of 84 minutes is taken to obtain a 12-lead ECG in the field to the opening of blocked coronary arteries, which is well below national standards set by the American Heart Association.

The summit ended with discussion of how to further improve the CVRC system. Future plans are to develop digital transmission of field 12-lead ECGs to CVRCs while patients are being transported from the field to further improve treatment times and management of heart attack victims.

HCA RTs recognized

National Radiologic Technology Week from November 6-12, 2011, recognizes the vital work of Radiologic Technologists (RTs) across the nation. The celebration takes place each November to commemorate the anniversary of the x-ray's discovery by Wilhelm Conrad Roentgen on November 8, 1895. The week-long celebration calls attention to the important role medical imaging professionals play in patient care and health care safety.

The images taken by the Health Care Agency (HCA) Radiology Services RTs play an integral role in the medical process and in the lives of thousands of patients. Radiology Services are currently provided at both the Santa Ana and Westminster clinics. There are currently three Certified Radiologic Technologists within Public Health Services who perform radiology services focused primarily on pulmonary infectious diseases—tuberculosis. They perform over 6,000 exams per year and provide TB clearance for immigration/refugees and follow-up for patients being treated for TB. The chest X-ray is the most common procedure performed but HCA RTs also perform other general diagnostic radiographic procedures as ordered by the referring physician.



HCA Radiologic Technologists 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.

The medical imaging process is nearly paperless with the exception of the written physician order. The image, report and actual dictation voice file are all electronic and have been for over two-years, accomplished by utilizing technology developed specifically for the Radiology field. This innovative approach to medical imaging implemented by the HCA Radiology Services team and Administration has proven to be not only a very beneficial medical tool but also a fiscally responsible investment.

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

MRC members serve the community at local Tdap clinic

In July 1, 2011, the California State government enacted a law which mandated that all students entering 7th through 12th grades receive a Tdap booster before returning back for the 2011-2012 school year. The new law was in direct response to the recent Pertussis (whooping cough) epidemic that struck California in 2010. Whooping cough is a highly contagious bacterial disease that is spread through being in close contact with someone who has the disease.

Pertussis causes uncontrollable and violent coughing attacks and the symptoms can last up to several months. Whooping cough can also lead to many unpleasant and dangerous complications and is especially dangerous for infants. A single dose of the Tdap vaccination meets the state requirements and protects the individual from contracting whooping cough and spread of disease to others.

In response to the new law, HCA offered the Tdap vaccination for free at their immunization clinic in Santa Ana. Medical Reserve Corps (MRC) members assisted the Family Health Clinic nurses by administering Tdap vaccinations and supporting the staff due to the influx of patients. A total of 40 MRC members provided over 800 hours between mid-July to early October. During that time they administered more than 2,800 vaccinations.

... continued on page 6

3-Day Nursing Skills Fair well attended

HCA's Health Disaster Management Division (HDM) hosted a Nursing Skills Fair and Disaster Points of Dispensing (POD) Exercise at the Health Strategic Operations Center in Santa Ana September 26-28 with more than 260 healthcare professionals participating.

This is the second year HDM has collaborated with Correctional Health Services and offered this educational experience and competency training for HCA medical personnel. This year, nurses from all HCA programs and the Medical Reserve Corps (MRC) volunteers were invited to attend the event and participate as evaluators. While Correctional Health Services staff fulfilled their mandatory competency testing, other HCA program nurses received "Just-in-Time" training.

Stations featured emergency childbirth, IV administration, suicide prevention, wound care, emergency dental care, nasopharyngeal swab skills and



County Health Officer Dr. Eric Handler rolled up his sleeves to receive a flu shot during the HDM Skills Fair 3-day training event.

AED/CPR refresher. Additionally, stations were geared toward first responder situations in a disaster and a POD classroom session and footprint for mass vaccination/prophylaxis for a post exposure situation. Human simulators and emergency medical equipment were utilized to hone nursing skills. During the 3-day event 162 seasonal influenza vaccines were also given to HCA staff, including the Medical Directors from HCA programs. This event is an ongoing commitment to train HCA staff on roles and responsibilities for disaster preparedness and response, as well as provide the opportunity for instruction on nursing skills.

Training HCA staff for disaster response is a Balanced Scorecard Measure for HDM.

This year the POD concept was featured. Healthcare professionals were able to attend a classroom session and review Incident Command System functions for field operations and then walk through the POD in order to receive their seasonal influenza vaccine.

There were also exhibits such as the POD trailer with all supplies needed to mobilize for a rapid public emergency response, mobile medical equipment, pop-up tents, signage and the HCA command vehicle. Nurses completing this event received 4 hours of continuing education units.

MRC

continued from page 3

Training and Exercises, Skills Fair and Disaster Preparedness Training, and the Annual Points of Dispensing (POD) exercises in Placentia, Anaheim and Dana Point that were recently held.

Thank you MRC Volunteers for your time, efforts, and contribution to the well being of the residents and visitors of Orange County!

Tdap clinic

continued from page 5

The dedicated members of MRC give up their personal time so that they can utilize their unique skills and help support their community. MRC members play a vital role in the community and are a lifeline during emergent and non-emergent public health situations.



Deputy County Health Officer Dr. Helene Calvet participated in the HDM Skills Fair training which allowed attendees to simulate walking through a POD to receive a flu shot.

Employee Health provides flu vaccine

In 2003, the County employee flu shot program was initiated to decrease influenza illnesses in the community and work place. Once again this year, the Employee Health team is spearheading a successful flu shot effort. They have conducted 15 on-site clinics and coordinated three additional clinics, staged at work locations including HCA, District Attorney, Probation, Social Services, Sheriff and Public Works. To date, 1,474 employees have taken advantage of this service.

One of the largest turn-outs was at the Orange County Employees Association (OCEA) Health Fair where more than 200 employees received their flu shots. Without exception, staff expressed their appreciation for the work of Employee Health Services in bringing flu shots to their location.

The Employee Health office still has flu shots available and will be providing them daily from 9 a.m. –11 a.m. on a walk-in basis at 600 W. Santa Ana Blvd., Ste. 405 in Santa Ana.

Getting a flu shot is a great way to protect you and your loved ones from influenza. If you still have not received your flu shot for this year, please protect yourself – and get one! For more information, visit Employee Health's Intranet site at <http://intra2k3.ocgov.com/ehealth/>.



An OCEA Health Fair attendee received a flu shot from Employee Health Services Registered Nurse Karen Lawson during the event held on October 4.



Employee Health Registered Nurses Arthur Thompson, Terri Williams and Marian Duthie were available to provide flu shots to attendees during the October 4 OCEA Health Fair.

New Chief Compliance Officer announced

HCA announces the appointment of Thea Bullock to the position of Chief Compliance Officer. Thea will direct the Office of Compliance and assume full responsibility for the Agency Compliance Program and will report to the Agency Director and join the Agency Executive Team.

Thea brings excellent credentials to the role of Chief Compliance Officer. She received her bachelor's degree in Molecular Biology from UC Berkeley, and her master's degree in Public Administration from Cal State Fullerton. Thea is a graduate of the Orange County Leadership Academy, and maintains a national certification in healthcare compliance (CHC). Most recently, she has served as the Assistant Compliance Officer for the Health Care Agency (HCA) since 2005.



Thea joined HCA in 1992 as an Environmental Health Specialist, and has held many different positions throughout the agency during her tenure with HCA.

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

Make sure your online mileage claim goes to the right supervisor!

What happens if for whatever reason you temporarily change your supervisor to another supervisor in VTI? It is important to remember that when you submit an online mileage claim, the system captures the supervisor of record in VTI at the moment you submit your claim. Once that happens, only that supervisor (or that supervisor's supervisor) will be able to access, approve or decline your claim, even if you switch back to your actual supervisor in VTI.



If you want your actual supervisor to review/approve your claim that was sent to the temporary supervisor, change back to your actual supervisor in VTI and ask the temporary supervisor to decline your claim. You will then have to delete the claim and input your mileage/parking into a new claim. Your new claim will then be routed to your actual supervisor for review/ approval.

To see where your claim is in the process or who has access to it, use the Captaris Workflow link on the Payroll webpage of the HCA Intranet. For further assistance, HCA Payroll is available Monday through Friday from 7:30 a.m. to 5 p.m. at (714) 834-5744 or via e-mail at HCAPayroll@ochca.com.

TECH TALK

HCA disk encryption

As part of HCA Information Security's Data Loss Prevention efforts, we are pleased to announce the upcoming release of HCA Disk Encryption which should be deployed to all laptops agency-wide during the 3rd & 4th quarters of this year.

For those who are not familiar with the term, encryption is the coding or scrambling of information so that it can only be decoded and read by someone who has the correct decoding key such as a password. In other words, the data can only be decoded by an authorized individual.

Time and time again, there are examples in the news regarding loss of sensitive data through the loss of unencrypted equipment which often leads to fines where healthcare information is involved and always leads to a loss in reputation.

As a solution to this issue, HCA's Disk Encryption fully encrypts the hard drive of a workstation or laptop so that in the event that the device is lost or stolen, the data stored within that system wouldn't be accessible. Not only does the implementation of this product benefit HCA's security posture and reduce the risk related to potential fines and reputational loss, more importantly it helps to protect the information of those people who count on HCA's services for their well-being.

Implementation of the product will begin over the next several months. If you are a current laptop user, you can review the deployment schedule for your building at http://intranet.ochca.com/docs/it/security/disk_encryption_schedule.pdf.

In the meantime, we encourage everyone to learn more about this solution by visiting <http://intranet.ochca.com/it/security/encrypt>, our training videos and FAQs will provide a better understanding of the solution before its deployment.

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

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

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DECEMBER HEALTH OBSERVANCES

Safe Toys and Gifts Month

- World AIDS Day 1
- National Aplastic Anemia and MDS Awareness Week . . 1-7
- National Handwashing Awareness Week 5-11

Keep your holiday foods safe!

Let's Talk Turkey and a whole lot of other foods prepared and served during this time of year. We want you to gobble up all of our important food safety tips so the only thing you need to worry about when cooking for your crowd is becoming over-stuffed. The rest will be gravy. Make sure food safety is part of your holiday planning from start to finish – all the way from keeping produce, meat and eggs separate in your grocery carts to reheating leftover food.

Many people cook special foods during the holidays that they may not prepare the rest of the year. If you're planning to make a crown roast, turkey, pot roast, pork loin, whole poultry or use raw ingredients like eggs to make holiday drinks such as egg nog, be sure to cook these items to proper temperature and prepare them accordingly.

Here are some tips to help make sure your holiday meals don't leave your guests crying foul:

Clean Up

- Thoroughly wash your hands with soap and warm water for a full 20 seconds before and after handling raw products.
- Cutting boards should be run through the dishwasher, or washed with soap and hot water after each use.
- Store raw meat, poultry and seafood on a plate or tray in the refrigerator so raw juices don't drip onto other foods.
- Use one cutting board for fresh produce and a separate one for raw meat, poultry and seafood.
- Never place cooked food on a plate that previously held raw meat, poultry or seafood unless the plate has been washed with hot soapy water.
- Don't spread bacteria with dirty sponges, dishcloths or towels. Bacteria often thrive in the moist areas of these items where bits of food may also exist. Have a stock of paper towels or freshly cleaned sponges or cloths and soap and hot water to clean food preparation surfaces.

Cook Safely

- For meat, poultry and other dishes, use a food thermometer to make sure foods are cooked

to a safe internal temperature.

- When it comes to eggs, such as for brunch or egg nog, cook them until the yolks and whites are firm or reach 160°F on a food thermometer. If you must use recipes in which eggs remain raw or only partially cooked be sure to use pasteurized eggs.
- Cook fish until its opaque and flakes easily with a fork.
- When microwaving, make sure there are no cold spots in food (where bacteria can survive). For best results, cover, stir and rotate food for even cooking.
- When reheating sauces, soups and gravies, bring them to a boil. Heat other leftovers thoroughly to 165°F.

Chill Completely

- Make sure the refrigerator temperature is 40°F or below and the freezer is 0°F or below.
- Refrigerate or freeze meat, poultry, eggs and other perishables as soon as you get them home from the store. Do not leave prepared foods and leftovers out for more than two hours.
- Never defrost food at room temperature. Use the refrigerator to thaw foods safely overnight. If you are in a hurry and that is not an option, you can also thaw foods in airtight packaging in cold water (but change the water every 30 minutes so the food continues to thaw without sitting at unsafe temperatures).
- Divide large amounts of leftovers into shallow containers for quick cooling in the refrigerator.
- Don't stuff the refrigerator. Cold air must circulate to keep food safe.

Be sure to also not let anyone eat raw cookie dough or batter from mixer beaters if the recipe you've made contains raw eggs. Raw eggs could be contaminated with salmonella – a leading cause of foodborne illness. Also, when it comes to buffets, the key is to keep hot foods hot, and cold foods cold, and not let food sit out for more than two hours.

For more tips on meat and poultry preparation, visit the Partnership for Food Safety Education's safe food handling for the Holidays website at www.holidayfoodsafety.org/. Additional food preparation tips and information on safe food handling can be found on the U.S. Department of Agriculture Meat and Poultry website at www.fsis.usda.gov.



Employees recognized for service years

HCA hosted an Employee Recognition Awards ceremony on November 3 to recognize the years of dedicated service employees have contributed to the Agency and County. The following is a list of service awards that were presented:

5 Years	95	10 Years	74
15 Years	24	20 Years	25
25 Years	7	30 Years	1
35 Years	1		

35 YEARS



Celebrating 35 years of County service, Behavioral Health Services (BHS) staff member Barbara Greenfield received a certificate and pin from Assistant Director Bob Wilson and BHS Chief of Operations Mary Hale during the November 3rd Employee Recognition Awards.

30 YEARS



Alex Soles from Environmental Health Services (EHS) celebrated 30 years of County service during the November 3rd Employee Recognition Awards and received a certificate and pin from Assistant Director Bob Wilson, County Health Officer Dr. Eric Handler and EHS Director Richard Sanchez.

25 YEARS



Emergency Medical Service staff member Eileen Endo received recognition for her 25 years of service to the County from Assistant Director Bob Wilson and Medical Services Deputy Agency Director Ron Norby.



Celebrating 25 years of County service, Correctional Health Services (CHS) staff members pictured (left to right) Frank Boswell and Kathleen Chase received a certificate and pin from CHS Medical Director Dr. C. Hsien Chiang and Assistant Director Bob Wilson.

20 YEARS



Celebrating 20 years of service, Public Health staff members received recognition from Assistant Director Bob Wilson, County Health Officer Dr. Eric Handler and Environmental Health Services Director Richard Sanchez. Pictured (left to right) are Steven Sharp, Gloria Chavez, Maria Navarette, Delia Aponte and Elizabeth Vega-Paz.



Behavioral Health Services (BHS) staff members who celebrated 20 years of service to the County received a certificate and pin to commemorate the occasion from Assistant Director Bob Wilson and BHS Operations Chief Mary Hale. Pictured (alphabetically) are Mary Casdorff, Janice Coniglio, Rosa Fernandez, Debra Hampton, Myron Howland, Jenny Qian, Patricia Stancato and Jose Valle-Ochoa.



Brian Uyeda and Bobby Mayo from Financial and Administrative Services (F&AS) celebrated 20 years of County service and received recognition from Assistant Director Bob Wilson and F&AS Deputy Agency Director Jeff Nagel.

15 YEARS



Behavioral Health Services (BHS) staff members who celebrated 15 years of County service received recognition from Assistant Director Bob Wilson and BHS Chief of Operations Mary Hale. Pictured (left to right) are George Pescarzi, Donald Sharps, Alexis Moulton, Jeanine Vitug and Joseph Chen.



Health Promotion staff members pictured (left to right) Kelly Broberg and Frank Hernandez celebrated 15 years of service and received recognition from Assistant Director Bob Wilson, County Health Officer Dr. Eric Handler and Environmental Health Services Director Richard Sanchez.



Human Resources Division Manager Lisa Bauer celebrated 15 years of County service and received recognition on November 3rd from Assistant Director Bob Wilson.



Central Operations staff member Ana Figueroa received a 15-year certificate and pin from Assistant Director Bob Wilson and Financial and Administrative Services Deputy Agency Director Jeff Nagel.

*'Ohana means family -
no one gets left behind,
and no one is ever
forgotten.*
—Lilo & Stitch

15 YEARS



*Hem your blessings with
thankfulness so they don't unravel.*
—Author Unknown

Correctional Health Services (CHS) staff member Florin Maracine received recognition for 15 years of County service from CHS Medical Director Dr. C. Hsien Chiang and Assistant Director Bob Wilson.

10 YEARS



Public Health Services staff members who celebrated 10 years of service to the County received a certificate and pin from Assistant Director Bob Wilson, County Health Officer Dr. Eric Handler and Environmental Health Services Director Richard Sanchez. Pictured (left to right) are Kathryn Schwabl, Elisabeth Gonzalez, Mariam Zhouwadi, Suzette Prieto and Chris Ried.



Assistant Director Bob Wilson and Correctional Health Services (CHS) Medical Director Dr. C. Hsien Chiang recognized CHS staff members who celebrated 10 years of County service. Pictured (left to right) are Cathleen Turpin, Feliciano Tagorda and Helen Ninh.



Assistant Director Bob Wilson recognized Rey Montoya from HCA Central Operations for his 10 years of County service.

10 YEARS



Central Operations staff member John Martinez received a 10-year certificate and pin from Assistant Director Bob Wilson and Financial and Administrative Services Deputy Agency Director Jeff Nagel.



Medical Services (MS) staff member Yvette Cabada celebrated 10 years of service to the County and received recognition from Assistant Director Bob Wilson and MS Deputy Agency Director Ron Norby.



Assistant Director Bob Wilson and Behavioral Health (BH) Operations Chief Mary Hale presented BH staff members with 10-year certificates and pins. Pictured (alphabetically) are Allen Aloyian, Sonny Bautista, Elana Bishop, Mark Davis, Stephen Hall, Brad Hutchins, Dale Jones, Michelle Leon, Lance Lindgren, Camilo Medina, Diana Mentas, Chika Owuama, Jennifer Padilla, Theresa Rodriguez, Lizabeth Schroeder and Christina Weckerly-Ramirez.



Quality Management staff members pictured (left to right) Tricia Landquist and Jean Brayer received recognition from Assistant Director Bob Wilson and Financial and Administrative Services Deputy Agency Director Jeff Nagel during the November 3rd Employee Recognition Awards for their 10 years of County service.

Fresh air impoverishes the doctor.
—Danish Proverb

10 YEARS



Nick Reyes from Information Technology celebrated 10 years of service and received a certificate and pin to commemorate the occasion from Assistant Director Bob Wilson.

Information Technology staff member Marcel Navarro received a 10-year certificate and pin from Assistant Director Bob Wilson during the November 3rd Employee Recognition Awards.



5 YEARS



Celebrating 5 years of service, Behavioral Health Services (BHS) staff members received recognition from Assistant Director Bob Wilson and BHS Chief of Operations Mary Hale. Pictured (alphabetically) are Christopher Brown, Helen Engelhardt, Lucia Morfin-Garnica, Asmeret Hagos, Marco Ibarra, Sherie King, Katherine Lam, Leticia Luna-Pinto, Jessica Nguyen, Mylien Nguyen (Public Health staff member), Bobi-Jo Ross, Rodrigo Sigala, Suzanne Smith-Ellis, Sean Sterling, Glen Sutch, Adriana Vasquez and Sheryl Woodhouse.



Celebrating 5 years of service to the County, Public Health Services staff members received recognition from Assistant Director Bob Wilson, County Health Officer Dr. Eric Handler and Environmental Health Services Director Richard Sanchez. Pictured (alphabetically) are Sandra Alvarez, Juan Anzora, Denamarie Baker, Amy Buch, Julia Gomez, Geniece Higgins, Viviane Lam, Mylien Nguyen, Alejandro Ochoa, Kristen Schroeder and Erica Vergara.

5 YEARS



Happiness often sneaks in through a door you didn't know you left open. —John Barrymore

Medical Services (MS) staff members who celebrated 5 years of service to the County received a certificate and pin from Assistant Director Bob Wilson and MS Services Deputy Agency Director Ron Norby. Pictured (left to right) Maricela Arellano, Maria Cervantes, Aldo Barrera and Laurent Repass.



Staff members from Financial and Administrative Services and Information Technology who celebrated 5 years of service received recognition from Assistant Director Bob Wilson. Pictured (left to right) are Richard Bruno, Douglas Phan and Donnie LaPlante.



Correctional Health Services (CHS) staff members who celebrated 5 years of service received a certificate and pin from CHS Medical Director Dr. C. Hsien Chiang and Assistant Director Bob Wilson. Pictured (left to right) are Jena Mehta, Isabel Delucia and Pamela Pineda.



Financial and Administrative Services (F&AS) staff members celebrated 5 years of County service and received a certificate and pin from F&AS Deputy Agency Director Jeff Nagel and Assistant Director Bob Wilson. Pictured (left to right) are Roland Tabangin, Celina Guzman and Ryan Ramos.



Celebrating 5 years of service, County Health Officer Dr. Handler received recognition from Assistant Director Bob Wilson during the November 3rd Employee Recognition ceremony.

Rock 'N Road event draws crowd

HCA's Health Promotion Division took part in the 4th Annual Rock 'N Road event held on Saturday, October 22 at the Block in Orange. Chairman Bill Campbell was in attendance to present the program with a Board Resolution declaring October 22, 2011 as the Rock 'N Road Red Ribbon Official Kick Off event in Orange County and encouraged residents to work throughout the year to protect children and the community from the dangers of alcohol, tobacco and other drugs. Pictured (left to right) are Amy Buch; Mary Pham; KIIS FM DJ Fat Daniel; Erin Meluso from RADD (the Entertainment Industry's Voice for Road Safety); Supervisor Campbell, and Phil Falcetti from the National Council on Alcohol and Drug Dependency Orange County and the Community Alliance Network.



BHS participates in NAMI Walk 2011

In recognition of Mental Illness Awareness Week from October 2-8, 2011, the National Alliance for the Mentally Ill (NAMI) held its annual walk in Huntington Beach on October 1. HCA's Mental Health Services Act (MHSA) programs took part in the event and hosted a booth to provide information about the various services offered to the community. Staff also showed their support and were one of several of the 1,700 walkers that participated that day.



(Left) MHSA Staff and supporters pose for a group photo at the MHSA booth. Pictured (top row, left to right) are Cheryl Sannebeck, Pierre Tran, an MHSA supporter, Hieu Nguyen, Lamar Smith and Dr. Clayton Chau. Pictured (bottom row, left to right) are Nhung Pham, Veronica Chavez, and MHSA supporter and Hannah Ngo.



(Above) Associate Medical Director Dr. Clayton Chau and Adult Mental Health Services Division Manager Kevin Smith take time after the walk to stop for a photo.

A thankful heart is not only the greatest virtue, but the parent of all the other virtues.
—Cicero

EH receives award for helping businesses

The Health Care Agency's Environmental Health Division's E-Submit Portal received an Honorable Mention at the Orange County Business Council (OCBC) Turning Red Tape Into Red Carpet Awards for proactively "cutting through the red tape" and opening the door for business.

For businesses that operate in the realm of hazardous materials, complying with California laws and regulations can be a cumbersome process. The E-Submit Portal provides relief to businesses that are required to submit various forms, applications and plans. The portal also assists emergency responders in establishing the appropriate response by providing detailed chemical information associated with each business site.



The awards program was developed by the OCBC to recognize leaders in local government whose policies and programs eliminate the barriers to economic growth and private job sector creation.

To learn more about the E-Submit Portal, visit www.esubmit.ocgov.com/home/index.htm.



Members of the OCBC and Chair Bill Campbell recognized Environmental Health Director Richard Sanchez and Hazardous Materials Surveillance Section Program Manager Pearl Boelter during the December 13 Board meeting.

Veterans celebrated at November 3 event

HCA held an "OC Veterans Celebration" on November 3 at the Old Orange County Courthouse in Santa Ana to recognize the veterans in the Orange County community.

Speakers from World War II, Korean War, Vietnam War, Gulf War and Operation Iraqi Freedom/Enduring Freedom, provided testimonials about adjusting to life upon returning from the war zone.

At the event, Orange County Board of Supervisors Chair Bill Campbell, Vice Chair John Moorlach, Supervisor Janet Nguyen and Supervisor Pat Bates were on hand to recognize the County's veterans for their commitment and dedication to their Country.

Sheriff Sandra Hutchins, Social Services Agency Director Dr. Michael Riley, HCA Medical Services Deputy Agency Director Ron Norby and Behavioral Health Services Associate Medical Director Dr. Clayton Chau also addressed attendees and recognized the veterans in the community.



Korean War Veteran Lawrence Kerzman of the 11th Marines of the 1st Marine Division discusses his experiences in the conflict, as well as his return home. Also pictured are Frank Orzio, USMC, Dr. Clayton Chau, Dr. Michael Riley and Wyle McGraw.

Additional photos on page 3



A Year in Review

2011 is nearly over and it has been a year of change in the Office of Compliance. Here is an update on some of the new happenings and changes in the 11th year of the Compliance Program.

- Thank you to the all-volunteer Code of Conduct review team who worked on this project for two months in 2011. The Code of Conduct will have a new structure and a new look. We plan to unveil the 5th Edition of the HCA Code of Conduct in 2012.
- The HCA Compliance Committee has been restructured to provide better direction for our complex and ever changing operations. We have increased representation on the committee. The newest members on the HCA Compliance Committee are:
 - ♦ Mary Hale, Chief of Operations, Behavioral Health Services
 - ♦ Holly Veale, Chief of Operations, Medical Services
 - ♦ Kim Pearson, Chief of Operations, Correctional Health Services
 - ♦ Helene Calvet, MD, Deputy Public Health Officer
 - ♦ Paul Albarian, Deputy, Office of County Counsel
 - ♦ Massoud Shamel, Deputy, Office of County Counsel
- We will be saying good-bye to committee member Alice Moore, Division Manager of Contract Development and Management, in January 2012 due to her well-earned retirement.
- Nikoo Tabesh joined the Office of Compliance as a Compliance Specialist in July 2011 from the Public Health Lab. Her excellent organizational skills, meticulous documentation and keen analytical abilities are making a positive impact on the Office of Compliance. Nikoo is the first person you will see when you enter our offices and she is the calm efficient voice on the phone when you call the Office of Compliance.
- Last but not least, after nurturing and shaping the Compliance Program for eight years, Dr. Jeff Nagel is taking on new challenges as the full-time Deputy Agency Director for Finance and Administration. Since compliance is everyone’s business, he will always have a role in promoting compliance in HCA.

The HCA Compliance Program depends on the efforts of dedicated employees who conduct themselves with honesty and integrity.

I encourage your continued participation in promoting compliance and ethics in HCA.

If you have any questions or concerns, you may reach Thea Bullock, Chief Compliance Officer at (714) 834-3154 or tbullock@ochca.com. Those that wish to remain anonymous may contact the Compliance Telephone Hotline at (866) 260-5636.



Coding Sunday holidays

During this holiday season, both Christmas Day and New Year’s Day fall on a Sunday. According to most MOUs, when this happens the next day (Monday) shall be observed as the holiday. For employees who work Monday through Friday (most HCA staff), simply code Monday as you would any other holiday and leave Sunday blank.

For employees required to work on Sundays as part of their normal work schedules (e.g., Correctional Health Services, ETS, CAT Team), employees may, with Agency approval,



observe the actual holiday (that is, December 25 and/or January 1). In this case, the employee will record HH for December 25 and/or January 1 *instead of* December 26 and/or January 2. In VTI these employees and supervisors will need to click on the override button when submitting their timecards.

For employees required to work on Sundays *and* Mondays as part of their normal work schedules, employees may choose which day to observe as the holiday and which day they will work. (Agency approval is required for employees who choose to take time off on the actual holiday; that is, December 25 and/or January 1.) On their timecard, employees will record HH on whichever day is observed as the holiday, and SOT – straight

... continued on page 3

Sanchez-Nunez receives CHC certificate



Congratulations to Aida Sanchez-Nunez, LCSW, who received her Certificate in Healthcare Compliance (CHC) last month. Aida works in the Behavioral Health Services (BHS) Quality Improvement and Program Compliance Division where she primarily supports BHS Children and Youth Services.



Aida joins a handful of HCA staff who have taken the required course of training and passed the national certification exam to become a CHC.

One kind word can warm three winter months.

—Japanese Proverb

Additional Veterans photos



Vietnam Veteran Sgt. (Ret.) Frank Orzio, USMC, reads a poem to attendees to express his feelings on coming home after being injured. Also pictured are Sheriff Sandra Hutchins, Ron Norby, Sup. Pat Bates, Sup. Janet Nguyen, Vice Chair John Moorlach and Chair Bill Campbell.



Attendees at the November 3 Veterans event gave a standing ovation to World War II Veteran Lt. (Ret.) James Powers after he addressed the crowd.

Payroll Tips

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other time (*not* RH) – for the number of hours worked on the other day up to the number of hours normally scheduled. Employees (and supervisors) who choose to take time off on the actual holiday will need to click on the override button when submitting their timecards in VTI.

Under no circumstances may an employee receive holiday compensation for *both* the actual holiday and the following Monday.

As the holidays are quickly

approaching, please check with your supervisor to see if your schedule is affected in any way. If you desire to exercise the option to modify the date of holiday observance, you need to submit a request to your supervisor, at your earliest opportunity, and definitely prior to the holiday in question. HCA Payroll is available to answer questions, Monday through Friday from 7:30 a.m. to 5:00 p.m. by calling (714) 834-5744 or sending an e-mail to HCAPayroll@ochca.com.

HDM's 6th annual exercise tests POD site plans

The Health Care Agency's (HCA) 6th annual Point of Dispensing (POD) exercise was conducted on Friday, October 21, 2011. Planning for the exercise was led by HCA's Health Disaster Management (HDM) Division and began in February 2011 as HDM worked with the cities of Anaheim, Dana Point, and Placentia to identify and develop POD sites within their cities.

These plans were tested by providing free seasonal influenza vaccinations to the public at three sites: the Sunkist Community Church in Anaheim, Capistrano Unified School District Bus Depot in Dana Point, and the Church of Jesus Christ of Latter Day Saints in Placentia.

The exercise included 312 response staff comprised of 27 city and volunteer response organizations who worked together to provide 1,248 community members with free seasonal influenza vaccinations.

Operated and managed by local city response staff, along with site staff and key volunteer response groups, each location was able to effectively maintain and manage operations during the two-hour operational period.

To read the complete article, please visit HDM's HEPPC newsletter website and click on the November 2011 article at <http://healthdisasteroc.org/heppc/newsletters.htm>.



HDM Division Manager Terre Duensing and Medical Services Deputy Agency Director Ron Norby are pictured at the POD exercise in Dana Point.

Additional photo on page 8

EH launches YouTube channel

HCA's Environmental Health (EH) Division has launched a YouTube channel to help businesses and residential clients do the right thing when it comes to environmental protection and public safety.

Through the channel, the public can view videos that provide an entertaining, yet educational look at various EH programs including Food Protection and Used Oil Recycling.

YouTube is the leader in online video, and the premier destination to watch and share original videos worldwide. YouTube allows people to easily upload and share video clips across the Internet through websites, mobile devices, blogs, and e-mail.

Environmental Health recognized YouTube's power as an educational tool and created videos to reach out to the public using the popular medium of online videos. The videos were created using local film student interns who filmed and edited the educational videos.

The EH YouTube channel 'OC Health Inspector,' was created after HCA allowed access to YouTube earlier this year. Following the creation of the channel, the videos were loaded onto YouTube. There are currently videos available in both English and Spanish, providing an entertaining look at the proper ways to recycle used motor oil and changes a restaurant can make to avoid violations and earn an Award of Excellence.

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What would you do without water?

Imagine something terrible happened to our local water system and you received a “DO NOT USE” order for water. In addition to not being able to drink tap water, this order means you cannot use your dishwasher, wash your hands or flush your toilets, or even turn on the tap for any other use. Imagine the widespread impact this would have on you, your family, your community – and especially, patients and residents of health care facilities.

Sounds like the plot from the latest disaster movie? Actually this scenario comes from the Statewide Medical and Health exercise conducted by the California Department of Public Health and the Emergency Medical Services authority.

On November 17, 2011, health care facilities throughout Orange County had to figure out how to continue operations without access to water. HCA’s Health Disaster Management and Environmental Health Divisions worked with representatives from different health care disciplines to see how we would communicate, respond, and mitigate the effects of total water shut down in Orange County.

Thirty acute care hospitals, nine community clinics, nine skilled nursing facilities, four surgical centers, and one dialysis center participated in the three-hour functional exercise. HCA’s Emergency Operations Center was also activated.

The exercise enabled facilities to strengthen their individual preparedness plans, as well as give HCA the opportunity to work together with city, county, state and federal agencies to enable

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Mike Fennessey from Environmental Health shares a “DO NOT USE” order with his section.



Health EOC Management staff meet to set objectives during the Water Disruption exercise.

TECH TALK

HCA's IT Service Desk Team a phone call away!

Have a computer problem? Just call (714) 834-3128 for HCA's IT Service Desk to get help. The HCA IT Service Desk is the central point of contact for reporting, tracking and escalating computer incidents impacting HCA's 3,000 internal and external customers.

The Service Desk receives more than 2,000 calls each month. They additionally send out notifications to all HCA customers regarding outages or general important information that could impact your work. You can also obtain assistance by sending an e-mail to ServiceDesk@ochca.com or self-help assistance is also available on HCA's Internet site at <http://intranet/it>. This site provides you direct access to informational documents and videos at a time that works best for you.

The Service Desk operates from 7 a.m. to 5 p.m., Monday to Friday. After hours support is also available from 5 p.m. to 7 a.m. including Saturdays and Sundays, thus allowing the team to provide 24/7 support for our critical program operations.

It is the goal of this team to resolve service calls during the first call from a customer. If this is not possible, service tickets are referred to other teams within IT for resolution.

The Service Desk Team consists of the following personnel: David Atkins, Lance Jones, Robert Nguyen, Javier Pena, Claudia Reza, Diane Garcia and Than Bui. This informative group of subject matter experts is headed up by Virgilio Fermin as their supervisor. So, if you need computer assistance, help is just a phone call or click away.



Pictured (back row, left to right) are David Atkins and Lance Jones. Pictured (front row, left to right) are Diane Garcia, Javier Pena, Virgilio Fermin, Thanh Bui and Robert Nguyen. Not pictured is Claudia Reza.

YouTube Channel
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Please visit the EH YouTube channel at www.youtube.com/user/OCHealthInspector. If you become a subscriber to the channel, you will receive notifications when new videos are added.

Water
continued from page 5

a more efficient response to emergencies.

Southern California's history of wild fires and earthquakes has clearly shown the need for a unified and collaborative response to a large-scale event. This exercise demonstrated the ability of the healthcare system to work with response partners to respond to a water disruption. Thank you to all who participated in making this a successful exercise!

To shorten winter,
borrow some money due
in spring. —W.J. Vogel

health care agency

WHAT'S UP

keeping staff informed & current

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

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Orange County celebrates local “Champions for Change”

Sixteen local parents were recognized as 2011 “Champions for Change” for Orange County at an event held November 8, 2011. These parents were nominated by a variety of community partners and were recognized for helping their families and communities find ways to eat healthier foods and be more active. HCA’s Family Health Division Medical Director Dr. David Nunez summarized their achievements and presented them with a certificate and medal.

Orange County now has 41 Champion Parents serving as role models. Parents attending the program also learned about the USDA’s new MyPlate and Chef Jorge Ramirez from the American Culinary Federation, provided a food demonstration and tips on how to get families to eat more fruits and vegetables.

The Orange County Nutrition and Physical Activity Collaborative (NuPAC) implements the Parent “Champions for Change” initiative to increase the number of parents, especially low income parents, who participate in school and community nutrition education efforts and subsequently advocate for improved access to nutritious, affordable food and active neighborhoods.

Orange County is proud to support the Network for a Healthy California—Champions for Change public health campaign, led by the California Department of Public Health. Making healthy changes can help lower the risk of obesity and other serious health problems. Additional information about the campaign can be found online at www.cachampionsforchange.net.

Parent leaders hold up food cards as they discussed healthy eating during the event.

Additional photos on page 8



JANUARY HEALTH OBSERVANCES

Cervical Health Awareness Month

National Birth Defects Awareness Month

National Glaucoma Awareness Month

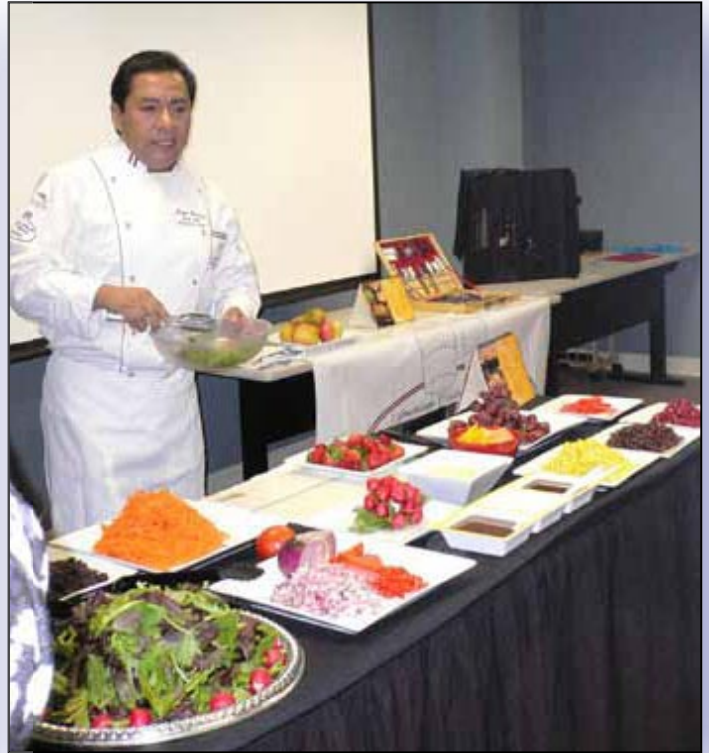
Thyroid Awareness Month

Healthy Weight Week 15-21

Additional "Champions for Change" photos



"Champions for Change" moms receive recognition for helping their families and communities eat healthier and be more active during an event held on November 8.



Chef Jorge Ramirez provided a food demonstration for parents.

*Winter either bites with its teeth
or lashes with its tail.*
—Proverb

Additional POD photo



Attendees in Dana Point line up to receive their flu vaccinations at the drive-thru site.