



# Archived Document

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## New year, new car safety seat law

**E**ffective January 1, 2012, a new California car safety seat law requires children under the age of 8 to be properly secured in an appropriate child passenger safety seat or booster seat in the back seat of a vehicle.

Details of the new law are listed below:

- Children under age 8 must be properly buckled into a car seat or booster in the back seat.
- Children age 8 or older may use the vehicle safety seat belt if it fits properly with the lap belt low on the hips, touching the upper thighs, and the shoulder belt crossing the center of the chest. If children are not tall enough for proper belt fit, they must ride in a booster or car seat.



- Everyone in the car must be properly buckled up. For each child under 16 who is not properly secured, parents (if in the car) or drivers can be fined more than \$475 and will receive a point on their driving record.

*Note: Backless booster seats cost as low as \$15 and high-back booster seats range from \$20-\$150.*

For answers to your child safety seat questions, contact HCA's Buckle Up Program at (714) 834-5889 or visit [www.ochealthinfo.com/public/cdip](http://www.ochealthinfo.com/public/cdip). Program staff can assist with education and training to parents and providers, and provide referrals to countywide child passenger safety programs and resources.



## Dr. Handler and ICAD deployed to Japan

**I**n December 2011, County Health Officer Dr. Eric Handler was part of a nine member Information, Collection, Analysis, and Dissemination (ICAD) Team that was deployed to Japan for 10 days to interview emergency planners and responder agencies to gather best practices and lessons in planning for and responding to large-scale catastrophic disasters as a result of a 9.0 magnitude earthquake that occurred off the Pacific Coast on March 11, 2011.

The earthquake was one of the most powerful known to ever hit Japan and one of the five most powerful earthquakes in the world since modern record-keeping began in 1900. The earthquake triggered powerful tsunami waves that reached heights of up to 133 feet. The Japanese National Police Agency confirmed 15,844 deaths, 5,890 injured, and 3,451 people missing across 18 prefectures, as well as over 125,000 buildings damaged or destroyed. The earthquake and tsunami caused extensive and severe structural damage in



*County Health Officer Dr. Handler (pictured 3<sup>rd</sup> from right) was part of an ICAD Team that was deployed to Japan in December to gather best practices and lessons in planning after a 9.0 earthquake affected the country.*

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**Dr. Handler**

*continued from page 1*

Japan, including heavy damage to roads and railways, as well as fires in many areas, and a dam collapse.

ICAD participants consisted of FEMA Region IX partners from Los Angeles, Orange, Riverside, San Bernardino and Ventura Counties. This alliance will work collaboratively to develop After Action Reports and guidance documentation reflecting best practices and lessons learned with regard to mass evacuation, mass care and shelter, and reception and advanced recovery.

*Photos taken during Dr. Handler's Japan trip that shows the aftermath of the powerful 9.0 magnitude earthquake that struck on March 11, 2011.*



# Wear Red on February 3<sup>rd</sup>



Celebrate National Wear Red Day on February 3, 2012 to help increase

awareness about heart disease. According to the American Heart Association's "Go Red for Women" campaign, heart disease is the no. 1 killer of American women and men. The good news is that heart disease can be prevented.

The "Go Red for Women" campaign empowers women with the knowledge and tools they need to take positive action to reduce their risks of heart disease and stroke and to protect their health.

The campaign offers the following "Foods in Red" to help celebrate National Wear Red Day:

- **Red Berry Squares** – Make strawberry-flavored gelatin mixed with fresh strawberries and raspberries. Cut into squares before serving.
- **Frozen Watermelon Bites** – Alternate frozen cubes of watermelon and mint leaves on a skewer and serve cold.
- **Ravin' Red Smoothie** – Blend 1 cup low-fat yogurt, ½ cup frozen strawberries, ½ cup frozen raspberries and 1 frozen banana.
- **Red Pasta** – Cook whole-wheat spaghetti and top with low-sodium marinara sauce, diced tomatoes and sundried tomatoes.

For more information on National Wear Red Day and the "Go Red for Women" campaign, visit [www.goredforwomen.org](http://www.goredforwomen.org).

*Life is simple, it's just not easy.*  
—Unknown



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



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

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

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

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

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# Upcoming February Hoarding Events

The Orange County Task Force on Hoarding, in partnership with the Mental Health Association of Orange County and the City of Buena Park is hosting two events that concern helping individuals who hoard. Both events will feature Michael Tompkins, PhD, the author of *"Digging Out: How to Help your Loved One Manage their Clutter, Hoarding and Compulsive Acquiring."* More information on both events can be found online at [www.mhaoc.org/specialevents](http://www.mhaoc.org/specialevents).

## Friday, February 10, 2012

Hoarding Disorder Symposium from 8 a.m. to 4 p.m. – Workshop for professional service providers will discuss the Harm Reduction Model for Hoarding Disorder. Registration is \$90 and includes CEUs for professionals. The event will be held at Heritage Hall located at the Walter D. Ehlers Recreation Center, 8150 Knott Ave. in Buena Park.

## Saturday, February 11, 2012

Public Workshop on Helping Your Loved One Manage Clutter, Hoarding and Compulsive Acquiring from 9 a.m. to 12 noon – Workshop is open to the public and is for family members and friends who are looking for a way to help their loved one with a hoarding problem. Registration is \$5. The event will be held at Heritage Hall located at the Walter D. Ehlers Recreation Center, 8150 Knott Ave. in Buena Park.



## FEBRUARY HEALTH OBSERVANCES

Heart Month

International Prenatal Infection Prevention Month

National Children's Dental Health Month

Give Kids a Smile® Day . . . . .3

National Wear Red Day. . . . .3

Congenital Heart Defect Awareness Week . . . . .7-14

National Donor Day . . . . . 14

## Online Mileage Claims

# When are attachments required?

Online mileage claims must be submitted to request reimbursement for all mileage and parking related costs. When parking fees are



incurred outside of the general area (the general area is defined as the counties of Orange, Santa Barbara, Kern, Imperial, Los

Angeles, Riverside, San Diego, San Bernardino and Ventura), a completed and signed travel request form must be scanned and attached to your online mileage claim in order for the claim to be approved by HCA Payroll.

If you do not have a copy of the completed travel request form, your supervisor or assigned program support analyst should have one that you can use to attach to your claim.

What about your other travel costs? If your trip included parking, mileage, and other expenses, you will need to submit an online mileage claim for parking and mileage, and complete a *manual* mileage claim for other expenses, such as hotel and meal costs. In this case, both the online and manual claim forms will require copies of the completed travel request form.

For any mileage claim questions, HCA Payroll can be reached Monday through Friday from 7:30 a.m. to 5 p.m. at (714) 834-5744 or by e-mail at [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com).

## HCA bids farewell to Dave Riley

**A** retirement celebration and reception was held on January 11 at the Old County Courthouse in Santa Ana to bid farewell to HCA Director Dave Riley after more than 34 years of dedicated service to the County.

Members of the Board of Supervisors, community leaders, County staff and members of the HCA family were all present at the front steps of the Courthouse to take part in a program for Dave which included a welcome greeting from Bill Mahoney and Mike Spurgeon and remarks from Supervisor Bill Campbell, County CEO Tom Mauk, Assistant HCA Director Bob Wilson and Ken Hohla. Supervisor

Janet Nguyen also presented Dave with a plaque to commemorate his dedication to the County.

Dave began his career with the County in 1976, working for various Agencies and Departments including the County Administrative Office, Probation Department and Human Services Agency.

His career path with the County included serving as Program Manager for Maternal and Child Health, and HCA Chief Financial Officer and Chief Compliance Officer. In 2003, Dave was promoted to HCA Assistant Director.

HCA congratulates Dave and wishes him well as he embarks on a new journey into retirement.



## EMS moves to countywide data system

**H**CA's Health Disaster Management (HDM)/Emergency Medical Services (EMS) Program is the Local EMS Agency (LEMSA) for the County of Orange and provides regulatory and medical oversight for the countywide EMS system.

The Orange County EMS System responds to more than 160,000 9-1-1 calls for service every calendar year and is comprised of more than 120 paramedic units, over 400 ambulance transport units, and 25 Emergency Departments.

Per California state regulations, EMS personnel (EMTs and Paramedics) are required to fill out a Prehospital Care Report (PCR) every time they complete an assessment and/or provide treatment to a patient in the field (a.k.a. Prehospital) setting. The current system is primarily "paper-based" with limited availability of electronic data.

In 2007, the HDM/EMS Program formed a group of dedicated professionals from the local EMS System who volunteered their time to partner with HDM/EMS

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## New 5<sup>th</sup> Edition of HCA Code of Conduct

**T**he Office of Compliance is pleased to announce the much anticipated release of the 5<sup>th</sup> edition of the HCA Code of Conduct. The 4<sup>th</sup> edition, last updated in 2007, has been reorganized by the HCA workforce who volunteered to review and update the Code of Conduct through a collaborative process. This team of 20 represented all service areas in HCA and also a variety of classifications.

The Office of Compliance would like to thank the following individuals for their participation on the review team:

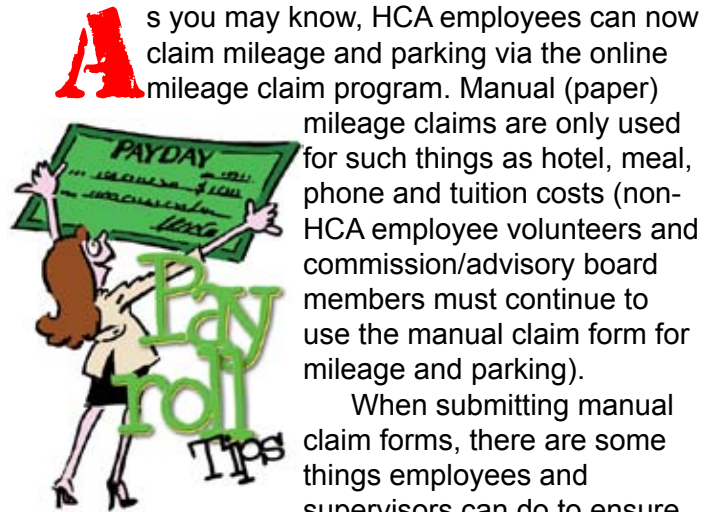
- **Thea Bullock**, *Compliance*
- **Kindra Dimitriadis**, *IRIS*
- **Terre Duensing**, *Health Disaster Management*
- **Kathy Gilbert**, *Medical Services Initiative Program*
- **Lori Gordon**, *Health Disaster Management*
- **Debra Hampton**, *Adult Mental Health*
- **Dagmar Himmler**, *Juvenile Health Services*
- **Lina Klein**, *Alcohol & Drug Abuse Services*
- **Linda Le**, *Privacy*
- **Maria Montellano**, *Public Health Services*
- **Hien Nguyen**, *Medical Services*
- **Brian Petros**, *BHS Quality Improvement and Program Compliance*
- **Chris Prevatt**, *Health Promotion and OCEA Board Member*
- **Tazia Reyna**, *California Children's Services*
- **Suntara Sovan**, *Environmental Health Division*
- **Deanne Thompson**, *Public Information & Communications*
- **Christina Weckerley**, *Prevention & Intervention*
- **Paul Wright**, *Human Resources*

### **What's New in the Code of Conduct, 5<sup>th</sup> edition?**

Each standard was reviewed by a subcommittee of the review team.

... continued on page 5

## How to get paid quicker when submitting manual mileage claims!



**A**s you may know, HCA employees can now claim mileage and parking via the online mileage claim program. Manual (paper) mileage claims are only used for such things as hotel, meal, phone and tuition costs (non-HCA employee volunteers and commission/advisory board members must continue to use the manual claim form for mileage and parking). When submitting manual claim forms, there are some things employees and supervisors can do to ensure claims are paid as quickly as possible:

- **Employees** – Be sure to fill out your manual form completely, sign it, and include adequate documentation, if needed, such as copies of completed and signed travel requests.
- **Supervisors** – At your earliest convenience, thoroughly review and sign your employee's claim. Forward the claim and any backup documents in a *confidential* pony envelope to your program's Program Support Analyst (PSA) assigned to your program. You can contact Payroll if you don't know who your assigned PSA is.

The PSA will then review the claim, sign as the authorized signer, and forward the claim to HCA Payroll for payment processing. Any claim received that is missing the above items or required signatures will be returned to the employee for correction, possibly delaying reimbursement.

If you have any questions, please call HCA Payroll and General Support at (714) 834-7614.

*The antidote for fifty  
enemies is one friend.*  
—Aristotle

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# QM now Health Policy and Communication (HPC)

**H**CA's Office of Quality Management is now officially known as **Health Policy and Communication (HPC)**. The name change was implemented to clearly define the role that HPC plays within the Agency. Oftentimes, Quality Management was confused with Quality Improvement or Quality Assurance Programs.

The new name has been approved by the Director's Office and is meant to capture the essence of HPC's role, as follows:

- **Health Policy** – The office has a significant responsibility to research and analyze data, making actionable information available to policy-makers. This also encompasses legislative analysis and a role in planning with such activities as the Balanced Scorecard. All of this is to assist HCA decision-makers, the CEO, and Board of Supervisors to make

decisions and set policy based on the best available information.

- **Communication** – HPC also has a significant role in sharing information throughout the Agency, as well as with the public. This encompasses Public Information & Communications, the "What's Up" newsletter, Desktop Publishing, and the Web. These activities help keep staff and the community informed, and are especially important during any kind of emergency or disaster, etc.


For some long-time HCA staff, "QM" is second-nature and it may take some time adapting to "HPC." However, with time, the new name change will become more familiar and also more informative. For more information about HPC, please call (714) 834-3166 or visit <http://ohealthinfo.com/hpc>.



*Health Policy and Communication staff pictured (back row, left to right) are Ryan Ramos, Anne Fialcowitz, Kerry Underwood, Chris Moreno, Janel Alberts, Kimari Phillips, Curt Condon, Maria Corona, David Thiessen, Anh Nguyen, Deanne Thompson, Sandy Viernes, Gina Quiroz and Jennifer Bernsen. Pictured (front row, left to right) are Jean Brayer, Alaka Nafday, Tricia Landquist and Nicole Stanfield.*

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# HCA's Leadership Development Program celebrates its fifth graduating class

 In January 25, 2012, HCA's Leadership Development Program honored its fifth class of graduating participants from HCA and our two partner agencies, Orange County Waste and Recycling (OCWR) and Orange County Public Works (OCPW).

Joining the Leadership program's alumni were 46 more graduates; 34 from Level I and 12 from Level II. The Executive Teams, managers and supervisors of the graduates from all three agencies, as well as representatives from our Cal. State University of Fullerton partner, were in attendance and were treated to inspirational presentations made by seven of the graduates: Haya Farooqui/HCA; James

Fortuna/OCPW; Dean Freed/HCA; Madai Garcia/OCWR; Dianne Martinez/OCPW; Teresa Renteria/HCA; and Barbara Tidball/OCPW.

This year's ceremony also included "Servant Leadership Awards" presented to 35 highly committed contributors who, by giving priority attention to the needs of their colleagues and those they serve, achieved exceptional results for the Leadership Development Program and their respective organizations.

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



*HCA's Leadership Development Program honored its fifth class of Level 1 and 2 graduating participants from HCA, OCPW and OCWR. HCA staff pictured (alphabetically) are Azin Aslie, Richard Bruno, Kasey Choi, Mark Delgado, Haya Farooqui, Dean Freed, Consuelo Gonzales, Annice Guadan, Lauren Hatch, Elizabeth Ines, Rebecca Juarez, Karl Kerckhoff, Denise Mercurio-Wasserman, Tuan Nguyen, Zorayda Ochoa, Teresa Renteria, Selma Silva, Naomi Tesfamichael, and Pamela Vellen. HCA staff members not pictured are Juan Anzora, Jason Austin, Jennifer Broadwater, Timothy Hoang, Lauren Marques, Lillian Olden, and Mariam Zhouwandai.*

*OCPW staff pictured (alphabetically) are Maria Abrogar, Francisco Avalos, Nickelson Ballon, Sheila Carter, Scott Dessort, James Fortuna, Stacy Kennedy, Dianne Martinez, David Sanchez, Michael Smith, Dean Swart, and Barbara Tidwell.*

*OCWR staff pictured (alphabetically) are Larry Adams, Jesus Barragan, Adam Flynn, Madai Garcia, Evelyn Grechuta, Patti Henshaw, Jesus Perez, and Virginia Roman.*



## Show Us The Money!

# F&PSS Joins the HCA Intranet

**H**ave you ever wondered how HCA makes sure we don't run out of money before we run out of year? Why we need a budget anyway? Or what the Financial & Program Support Services (F&PSS) unit can do for you? A new F&PSS intranet site is now available to all HCA employees at <http://intranet.ochca.com/fpss>. The website provides an introduction to the F&PSS unit, as well as information regarding the Agency's current budget and revenues, F&PSS responsibilities, an overview of the County & Agency's fiscal plan and process, an organizational chart, and a listing of the F&PSS team members with assignments and contact information. The website also contains information to help answer questions like:

- How do I fill out a request to unfreeze a position?
- What object code do I use for a requisition?
- What form should I complete if I need to purchase meals for a meeting?
- What is "Administration Distribution" and why is it important?
- What are NCC, AFR, PYE and other confusing acronyms used by the financial folks?

And much more! This new website is intended to be a resource for all HCA employees. If you have suggestions for additional content, resources, information, or have a question that the website doesn't answer, please talk with a F&PSS staff member.

### MARCH HEALTH OBSERVANCES

National Colorectal Cancer Awareness Month

National Nutrition Month®

Social Worker Month

National School Breakfast Week . . . . . 7-11

National Women and Girls HIV/AIDS Awareness Day. . . . . 10

National Poison Prevention Week . . . . . 20-26

World Tuberculosis Day . . . . . 24

American Diabetes Alert Day . . . . . 25

### Code of Conduct

*continued from page 2*

- New quotes and cover design were selected by the team.
- Individual Conduct
  - Additional detail was added to address stringent privacy protections such as restricting access to confidential and sensitive information, prohibition on snooping, and proper disposal of documents containing confidential or sensitive information. Clarification provided to address personal relationships with clients and coworkers.
- Adhering to Laws and Regulations
  - Added language to address prompt return of any overpayments received to comply with the 2009 Fraud Enforcement and Recovery Act.
- Conflicts of Interest
  - Clarification added to address potential conflicts with County Conflict of Interest Code and OC Gift Ban Ordinance. Additional emphasis addressing personal relationships was added to this standard.
- Protect Assets
  - A bullet addressing cash and check handling policies was added to this standard by the team.
- Records Maintenance
  - The major revision in this standard was in the introductory paragraph which specified the inclusion of records both hardcopy and electronic.
- Statement of Non-Retaliation
  - This section was expanded to include examples of retaliatory behavior because the annual employee surveys continue to show that fear of retaliation continues to be a concern among the members of the workforce. The added explanation is intended to help the workforce identify and prevent potentially retaliatory conduct.

We greatly encourage you to review the 5<sup>th</sup> edition of the HCA Code of Conduct, which is available electronically on the HCA intranet at [http://intranet/docs/compliance/code\\_of\\_conduct.pdf](http://intranet/docs/compliance/code_of_conduct.pdf).

If you have any questions or comments, please contact the Office of Compliance at (714) 568-5614 or via e-mail at [officeofcompliance@ochca.com](mailto:officeofcompliance@ochca.com).

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**HOTLINE**

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## A Toast to Health

# Rethink Your Drink Open House shares options for healthier beverages

**D**rinks can contribute to a large number of calories and many consumers are not aware of how this affects their weight and health. On December 8, 2011, HCA's *Network for a Healthy California* program sponsored a *Rethink Your Drink Open House* to help local partners share resources and educational materials.

At the event, 12 interactive stations were hosted by local experts. Attendees learned about resources for youth, adults,

and seniors, as well as events and received information on marketing, beverage ingredients, sports and much more. Local "Champion Moms" co-hosted two of the stations, sharing their knowledge and experience. A taste test station also allowed participants to practice label reading, as well as sample new and popular beverages.

"We were excited to have staff from HCA's Women, Infants and Children (WIC) program, school districts, the Dairy Council, Cal State Fullerton and others show how we are working together to share information about label reading, portion size and healthy beverage choices," said Maridet Ibañez, HCA Nutrition

*A display at the Dec. 8 open house helps to educate attendees about combating obesity by selecting healthier beverages.*



*Champion Mom Husna Aijaz shared her expertise related to beverage ingredients at the Dec. 8 Rethink Your Drink open house event.*



*A visual display showcases the many beverages marketed toward adults and youth.*

Services Program Manager.

The Rethink Your Drink (RYD) initiative is expanding in Orange County and at the state and national level. The goal is to combat obesity by helping individuals make healthier beverage choices more often. To learn more, contact Maridet Ibañez at (714) 834-8092 or visit [www.ohealthinfo.com/nupac](http://www.ohealthinfo.com/nupac).

*The language of friendship is not words, but meanings.*

—Henry David Thoreau

## EMS

*continued from page 1*

to develop standards and processes that would define a future EMS Data System.

Orange County's population base and health care system size is comparable to many states in the nation. Therefore, the group determined that it would be best to lay out the future system as if Orange County was a similar sized state. Their work established the foundational knowledge necessary to define the new EMS Data system that is now known as the Orange County Medical Emergency Data System or OC-MEDS.



Led by EMS Coordinator Laurent Repass, the OC-MEDS project is a multi-year, multi-agency initiative that has earned the support of the local prehospital health care community and has been endorsed by the Orange County Ambulance Association, the Orange County Fire Chiefs Association, and the Hospital Association of Southern California.

The project has been creatively funded by several grants including the Urban Area Security Initiative (UASI), Public Health Emergency Response (PHER), the California Office of Traffic Safety (OTS), and California EMS funds. The “web-based” system complies with state and federal patient privacy laws/regulations and is an interoperable EMS data solution that aids in the evaluation and monitoring of every EMS patient encounter within Orange County from the moment that a 9-1-1 request for service is received, to the moment that a patient is discharged from an Emergency Department.

OC-MEDS enables multiple agencies to utilize a single data system in real time to ensure the continuity of prehospital patient information and is the first of its kind in California. In addition, the system will replace the paper-based EMT/Paramedic and ambulance license/certification processes used by EMS today with “web-based” workflow software with online fee payment capabilities.

Some of the core objectives of the OC-MEDS project include:

- Providing “real-time” data sharing capabilities between EMS providers and hospitals to improve the continuity of prehospital patient care information.

- Establishing a “user-friendly” web-based reporting module(s) and comprehensive data mining/visual informatics tools.
- Supplementing countywide syndromic surveillance efforts and aiding in the early warning determination of biological and/or chemical events based on 9-1-1 dispatch data and prehospital provider impressions.
- Enabling the management and tracking of patients who are involved in a Multi-Casualty Incident (MCI).
- Allowing for seamless integration between patient data collected by EMS providers and data collected by receiving hospitals (i.e., Trauma Centers) in order to facilitate the determination of patient outcomes to better evaluate the quality of patient care.
- Standardizing and improving regulatory, licensure/certification business operations of the HDM / EMS program by replacing inefficient paper-based processes with secure workflow software including online fee payment capabilities.

For more information about the OC-MEDS project, please visit the EMS Program website at: [www.ochealthinfo.com/ems/ocmeds](http://www.ochealthinfo.com/ems/ocmeds)

*A true friend is one who  
thinks you are a good egg even  
if you are half-cracked.*  
—Author Unknown

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

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## Mark Refowitz Named Interim HCA Director

**C**ongratulations to Behavioral Health Services (BHS) Deputy Agency Director Mark Refowitz on being appointed to serve as Interim HCA Director.

Mark joined the County of Orange in 2004 as HCA's BHS Deputy Agency Director. In this capacity, he has been responsible for the implementation of the local Mental Health Services Act (MHSA) program, as well as the overall operation of the County's Behavioral Health Services.

Prior to joining the County, Mark served as Director of Mental Health Services for the County of San Diego from 2001 to 2003 and gained extensive management experience through positions in public sector organizations, as well as private managed care entities.



## Health Promotion staff entertains to teach kids about Public Health

**H**ealth Promotion Division Staff donned costumes of a carrot, an ear of corn, a heart, and a globe at the Discovery Science Center in Santa Ana. At two performances, dozens of young children gathered around the stage prior to the Dora the Explorer Dance Off to learn about physical activity, healthy eating, and dental hygiene.

"World Traveler," performed by Annie Tran-Luong, and her friend "Heart," played by Amy Buch, decided to take a trip. They recruited young participants to help engage the audience in jumping jacks and arm circles to warm up. When Heart and World became hungry, they asked the children if chips and cookies are



*Pictured (left to right) are Anabel Garcia, Rhonda Folsom, Amy Buch and Annie Tran-Luong.*

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# 2011 summary of HCA HIPAA breaches

**A**s required by the Interim Final Rule for Breach Notification for Unsecured Protected Health Information, pursuant to the Health Information Technology for Economic and Clinical Health (HITECH) Act, the Health Care Agency (HCA) kept an annual log of all breaches affecting fewer than 500 individuals to be reported to the Secretary of the United States Department of Health and Human Services (HHS) 60 days after the calendar year.



Compliance  
UPDATE

In February, HCA reported the breaches to CEO Privacy Officer, Carolyn McInerney, who made the report to HHS.

In 2011, HCA had five breaches affecting a total of 17 individuals. The types of breaches were a result of employees' cars being broken into and PHI (protected health information) was stolen from the car; lost charts; and unauthorized disclosure of PHI.

Five confirmed breaches for the entire year of 2011 is small compared to other covered entities of our size. Credit should go to all of the HCA employees continuing to take actions to prevent

HIPAA incidents and breaches.

Even though we feel like we are doing a good job, there is always room for improvement. We need to keep up with HIPAA/Compliance Training, encrypting documents and e-mails, storing records in a shared network folder or locked cabinet, and not posting user names and passwords near or around your desktop or laptop.

In the course of our daily work mistakes happen, so it is important to immediately report HIPAA incidents so mitigations can take place to prevent a large breach.

Compliance is everyone's business.

If you have any questions or just need assistance on a matter, please feel free to

contact the Office of Compliance at (714) 568-5614 or [officeofcompliance@ochca.com](mailto:officeofcompliance@ochca.com) or the HCA HIPAA Privacy Analyst at (714) 834-4082 or [HIPAA@ochca.com](mailto:HIPAA@ochca.com).



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## How to post bereavement leave on timecards correctly

**E**very pay period, HCA Payroll carefully audits all VTI timecards that include a Bereavement Leave (BRV) posting to ensure that applicable Memorandum of

Understanding (MOU) guidelines are being followed. BRV is approved for the following specific purpose: "to arrange for, or attend the funeral" of a qualifying "immediate family member."

When posting BRV in VTI, under Description (near the far right column) please enter the relationship of the employee's immediate family member for which BRV is being posted. Otherwise, HCA Payroll must return the timecard to the employee's supervisor for the description to be added.

Since MOUs differ somewhat in defining the familial relationships that qualify as an "immediate family member," you may click [here](#) to access the online MOUs. Click on the link for your MOU, and find "Bereavement Leave" (it's only one short paragraph). Each MOU contains an index at the end. If the relationship is not specifically identified in the applicable MOU, then BRV may not be posted.

If you have questions regarding the application of the Bereavement Leave MOU provisions to a particular situation, you may speak with your immediate supervisor, or call HCA Human Resources at (714) 834-3101.

For assistance on how to post BRV in VTI, or any other payroll-related question, HCA Payroll is available at (714) 834-5744, Monday through Friday, from 7:30 a.m. to 5 p.m., or via e-mail at [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com).

# Alexander named AMHS Employee of the Quarter

**C**ongratulations to Dan Alexander from Behavioral Health's Transitional Age Youth (TAY) Program for Assertive Community Treatment (PACT) Program on being recognized

as the Adult Mental Health Services (AMHS) Employee of the Quarter.

Dan is currently the TAY PACT program clinician at HCA's Fullerton Clinic where he provides assistance

to the program's clients who are between the ages of 18-26 and require intensive outpatient mental health services.

Dan joined the agency in 1999 and has been a member of the County Disaster Team since 2000 where he assists in providing emergency mental health services. His work with the Disaster Team has led him to provide assistance during the "Old Fire"



in the San Bernardino Mountains and working with displaced residents during the Santiago fires in 2007.

Dan is noted by his colleagues as having a positive attitude, being very flexible and adapting well to change. He is an excellent team player and is willing to go out of his way for others. Tiffany Green from the Fullerton Clinic notes that Dan always seems to be able to make "lemonade out of lemons."

*Spring is nature's way of saying, "Let's party!"*  
—Robin Williams

# BHS staff attend Black History Luncheon

**S**everal staff members from Behavioral Health Services attended the 24<sup>th</sup> Annual Orange County Government Employee Black History Luncheon "The Pace of Change," held on February 23, 2012 at the Ebell Club in Santa Ana.

The event featured Keynote Speaker Dr. Fran Williams and included remarks from County Assessor Webster Guillory. Pictured (left to right) are Danielle Daniels, Cheryl Pitts, Tina Sampson, Adrian Williams, Garry Brooks, Mary Hale, Asmeret Hagos, Victor Cota and Lisa Alford.



## APRIL HEALTH OBSERVANCES

Alcohol Awareness Month

National Autism Awareness Month

Occupational Therapy Month

STI Awareness Month

National Public Health Week . . . . . 2-8

World Health Day . . . . . 7

National Infant Immunization Week . . .21-28

World Meningitis Day . . . . . 24

*Did you ever stop to think, and forget to start again?*  
—Winnie the Pooh

# It's National Nutrition Month®

## Time to eat right!

**M**arch is National Nutrition Month®, a program sponsored by the Academy of Nutrition and Dietetics to educate the public about healthy nutrition.

This year's theme "Get Your Plate In Shape," spotlights *MyPlate*, a new eating guide which replaces the *MyPyramid* guide.

*MyPlate* uses the familiar meal place setting to illustrate the five food groups that are the building blocks of a healthy diet, as recommended by the USDA's Dietary Guidelines for Americans. It also demonstrates that half of your meal plate should be filled with fruits and/or vegetables, a quarter with whole grains, and the other quarter with a lean protein. Also included is a serving of low or non-fat dairy products or calcium-fortified beverage.



### Tips to Get Your Plate In Shape:

**Cook at home** from scratch more often. You can make healthy choices with your favorite foods while limiting added fats and sugars.

**Use heart-healthy oils** like olive, canola and sunflower oil in place of butter or shortening when cooking.

**Make sure every meal has at least one fruit or vegetable** or both. When fresh are unavailable, use fruits that are frozen, dried, or canned in water or their own juice, as well as canned or frozen vegetables.

**Switch to 100% whole-grain** breads, cereals and crackers.

**Switch to fat-free or low-fat milk for the** same essential nutrients as whole milk, but less fat and fewer calories. Soy milk, yogurts, and cheeses are also great sources of calcium and may replace milk in the diet.

**Eat a variety of protein foods** like seafood, nuts, beans, lean meat, poultry and eggs.

**Drink water** instead of sugary drinks like regular sodas, fruit-flavored drinks and sweetened teas and coffees. Choose 100-percent fruit juice.

**Keep healthy snacks on hand.**

This will keep you from grabbing high sugar, high fat, and/or high sodium foods while hungry and on the run.

To learn more about *MyPlate* or National Nutrition Month® visit [www.MyPlate.gov](http://www.MyPlate.gov) or [www.eatright.org](http://www.eatright.org). For information about HCA's Nutrition Services program, contact Patty Stabile, RD via e-mail at [pstabile@ochca.com](mailto:pstabile@ochca.com).



# National Public Health Week April 2-8

**N**ational Public Health Week (NPHW) on April 2-8, 2012 is just around the corner. The theme this year is *A Healthier America Begins Today!* With the recent release of the National Prevention Strategy, NPHW will address the issue of prevention and wellness to ensure that enough is being done to improve our nation's health. Our focus at HCA will be on healthy eating and physical activity. Plans include a Healthy Cooking contest (get your cook books out!), Public Health Program Showcase, Walking Wednesday, Flexible Friday and more.



With nearly 1 million Americans dying every year from diseases that could be prevented, even small preventive changes and initiatives can make a big difference in living healthier lives. If we take small actions, our communities, homes and families will see the large benefits of preventive care and grow the movement. These preventive measures can help create a healthier nation and reach our goal of becoming the healthiest nation in just one generation.

Everyone has a role to play, and each action, no matter how small, can make a big difference in a community.

If you have not already, you

... continued on page 6



*Better to light a candle than to curse the darkness.*  
—Chinese Proverb

# Cal/OSHA site visit procedure

**H**ave you ever thought about what you would do if a California Occupational Safety and Health Program (Cal/OSHA) Inspector arrived at your work location? Well, to ensure that you are well-prepared for their visit, the HCA Safety Program has recently reviewed and updated HCA's Policy and Procedure (P&P): *V-4.06 Cal/OSHA Written Correspondences and Site Visits*. This P&P addresses contact with Cal/OSHA, regarding both written correspondence that may be delivered directly to your program, as well as Cal/OSHA inspector visits.



## Who is Cal/OSHA?

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

## Why would a Cal/OSHA Inspector visit a worksite?

A visit by a Cal/OSHA inspector at any HCA worksite might be prompted by a complaint that has been filed, or by the investigation of a serious injury that might have occurred to an employee. An Inspector might also visit a site that has been known to have a history of violations, or simply enter a work location because they happen to randomly witness a possibly dangerous situation in passing by. Regardless of the reason for Cal/OSHA's visit, it is important that all employees follow appropriate protocol if their Program should receive a visit from a Cal/OSHA inspector. Upon meeting an inspector with inquiries, the HCA employee must:

- Verify the Cal/OSHA Inspector's credentials
- Usually the Inspector carries a Cal/OSHA badge and a business card.
- Invite the Inspector to take a seat in the waiting room or lobby and request that the Inspector wait for the arrival of a representative from the HCA Safety Program.

*Please remember that although it is important to be courteous and friendly when speaking to the Cal/OSHA Inspector, **do not** answer any questions or provide any information while waiting for the HCA Safety Office representative to arrive.*

Immediately notify the HCA Safety Program of the Inspector's arrival by calling the HCA Safety Line at (714) 834-SAFE (7233), Monday through Friday during business hours of 8 a.m to 5 p.m.

If Cal/OSHA should present anytime after business hours or on a Holiday or weekend, contact CEO/ Risk Management Safety Manager directly at (714) 981-6288.



# New HCA website coming soon!

*Submit program updates by April 30*

**T**he Health Care Agency is joining forces with the County to transition to a new website layout and management system, Civica. The process is scheduled to begin in March 2012 and is anticipated to be completed in September 2012. While the majority of the work will be completed by the HCA Webmasters, Kerry Underwood and Anne Fialcowitz, program support is critical to the transition process.

Please review your program webpage(s) and ensure that all content is current. Submit webpage updates to the [Webmasters](#) by April 30. Guidelines for making revisions are available at <http://intranet/web>. Please contact [Nicole Stanfield](#) with any questions regarding the Civica transition.

## What's Up Submissions

Do any of your programs have new services, updates, or any upcoming events planned that you would like to announce? Know anyone who should be featured in the "Hats Off" section to acknowledge their accomplishments? Send an e-mail to Tricia Landquist at [Tlandquist@ochca.com](mailto:Tlandquist@ochca.com).

... continued on page 6



## Cal/OSHA

*continued from page 5*

Notify a Program Supervisor and/or Program Manager, as well as the Program designated Departmental Safety Representative (DSR) that the HCA Safety Program has been notified and that the HCA Safety office representative will arrive shortly.

Remember, following these procedures will not only ensure a smooth and uneventful inspection for programs, but it may also provide the best possible outcome for HCA during the Cal/OSHA Inspection. For more information regarding this updated Policy and Procedure please visit the HCA Administrative Policy and Procedure website under Section V.

## Update: Quarterly Departmental Safety Representative Meeting

On January 25, 2012, the HCA Safety Program hosted its first quarterly DSR meeting for the year. Many dedicated Departmental Safety Representatives attended this informative meeting which provided discussions and training on the revised DSR Standard Operating Procedure, Safety Program plans, and the annual timeline of DSR responsibilities.

In addition, the HCA Safety Office recognized outstanding individuals who demonstrated timeliness in regards to submission of safety documents. Their continuous immediate attention to safety issues 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
- Vuthy Yam—Drug Court
- Linda Hartung—ADAS Perinatal Program/Adult Services
- Randy Styner—Environmental Health

Congratulations and thank you to all of our dedicated Departmental Safety Representatives!



*Pictured (left to right) are Sandra Martin (for Randy Styner), Melinda Flores, and Sherie King (for Linda Hartung).*

## Health Promotion

*continued from page 1*

healthy snacks.

In addition to a couple of “Corny” jokes, Carrot (Anabel Garcia) and Corny (Rhonda Folsom) offered their new friends a variety of fruit instead of salty and sugary foods. Dental hygiene was the third activity to promote healthy behavior. The four characters led the audience in a song about brushing their teeth twice a day to clean and help prevent tooth decay.

This is the third time that HCA Public Health Services has been able to team up with the Discovery Science Center to promote public health messages. The performances were well-received. In fact, Dora even came backstage to congratulate the HCA team on how well they entertained the crowd.

## Public Health Week

*continued from page 4*

will soon receive an e-mail with information about this year’s local activities. For more information on National Public Health week, visit <http://www.nphw.org>.

Join us to find out how you can take preventive measures — in ways big and small — in your families, neighborhoods, workplaces and schools to live longer and healthier lives. **A Healthier America Begins Today!**

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

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

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WHAT'S

keeping staff informed & current

## Drug/DUI Court teams win Award

**C**ongratulations to HCA's Alcohol and Drug Abuse Services (ADAS) Drug Court and DUI Court programs, winners of the 2011 Steve Ambriz Team Excellence Award. This award was created to identify qualities and characteristics of effective work teams, and to encourage teams to exemplify the principles of Enlightened Leadership and Team Excellence in a creative collaborative action.

The Drug Court and DUI Court programs are a collaboration between the Superior Court, Probation Department, the Health Care Agency, the Public Defender, the District Attorney, the Sheriff's Department and other local law enforcement agencies.

The grant-funded adult Drug Court Program which has been operating for more than 10 years, is a voluntary treatment program for individuals with felony drug charges facing prison time. The program is a minimum of 18 months and includes intensive probation supervision, individual and group counseling, regular court appearances, and frequent and random drug and alcohol testing. Individuals in this program must also obtain full-time employment and finish their high school education.

The DUI Court Program has been operating for the

... continued on page 2

## Interim BH Director & Exec. Secretary appointed

**I**n March 16, 2012, Interim HCA Director Mark Refowitz announced the appointment of Mary Hale as Interim Behavioral Health Services (BHS) Deputy Agency Director and Lisa Alford as Interim Executive Secretary.

Mary has been serving as the BHS Chief of Operations for the past 5 years and has the skills, knowledge and expertise to serve in this new role. She brings excellent credentials to the role of Behavioral Health Director. Mary received her master's degree in Clinical/Community Psychology

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Mary Hale appointed Interim Behavioral Health Services Deputy Agency Director.



Interim HCA Director Mark Refowitz and Assistant Director Bob Wilson presented the 2011 Steve Ambriz Team Excellence Award to HCA's Drug and DUI Court Program. Staff members pictured (left to right) are Vuthy Yam, Dr. Cathy Joseph, Janice Davis, Lizabeth Schroeder, Fabiola Schechtman, Lina Klein, Charles Hart (LMC Committee Member), Raquel Tellez, Vanessa McDowell, Tali Gat, Veronica Ramirez, Tyler Hinds, Ray Perez, April Thornton and Roni Portillo. Team members unable to attend include Ginamarie Scherzi, Dene Davila, Holly Han, Alynn Cauldwell, Cynthia Bracamontes, Mary Macias and Juan Bravo.

# Compliance Word Search

The Office of Compliance is having a word search contest! To enter, send your completed word search to the Office of Compliance. Remember to include your name, telephone number and PONY address. The first 10 completed word searches with all the correct answers will win a prize!



- In Person – 405 W. 5<sup>th</sup> Street, Santa Ana, Rm 776
- By Pony – Bldg 38-T
- By E-mail – [Officeofcompliance@ochca.com](mailto:Officeofcompliance@ochca.com)

C O M P L I A N C E I S E T V E R C Y O N E S B U  
 S I N E S S B I M X W Q C X V R O O D E Q G E P L  
 K C O L L U B A E H T A N N C N M B D L X K H T L  
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 Z X C T M W Z W E B U Q H K X D S W U V S A C A D

## WORDS

- |                      |                    |
|----------------------|--------------------|
| ABUSE                | HIPAA              |
| AUDIT                | HOTLINE            |
| BREACH               | LINDA LE           |
| CODE OF CONDUCT      | MINIMUM NECESSARY  |
| COMPLIANCE           | PHI                |
| CONFLICT OF INTEREST | PRIVACY            |
| FALSE CLAIMS ACT     | SANCTION SCREENING |
| FRAUD                | THEA BULLOCK       |

## Ambriz Award

*continued from page 1*

last five years and has a recidivism rate of less than five percent. This program targets second and third-time DUI offenders, with the goal of helping them achieve sobriety while reducing the dangers that their driving under the influence presents to the community.

The DUI Court Program in Orange County has also been nationally recognized for the second time as a model teaching court for other jurisdictions in the country.

The multi-disciplinary team of 20 consists of clinical social workers, a marriage and family therapist, a psychologist, community workers and clerical staff who are assigned to five Drug Courts and four DUI Courts in the County. This team is noted for their effective communication, strong work ethic and commitment to their co-workers and clients they serve. The staff has demonstrated the ability to work independently without supervision and relay information to the service chief and other team members as needed. The team also seeks to consult with each

*... continued on page 5*



# Rajalingam earns CHC certification

**C**ongratulations to Chi Rajalingam, PhD, who recently earned her Certification in Healthcare Compliance (CHC), becoming one of only a small handful of persons with this qualification at the Agency.



Dr. Rajalingam joined BHS in 2006 as a Clinical Psychologist working in Quality Improvement and Program Compliance. In the last year, she was promoted to Administrative Manager and has led a team working to improve quality of documentation and compliance with regulations.

She obtained her PhD at the California School of Professional Psychology in Los Angeles in 2003 and has worked in the mental health field for 10 years.

The Certification in Healthcare Compliance is a national certification with very broad training that builds understanding of compliance related issues across all facets of the healthcare

*... continued on page 8*



# BH staff recognized for assisting with event

**T**hank you to the following Behavioral Health Services (BHS) staff members: Karla Amezcua, Benny Luna, Jim Marquez, Britney Nguyen, Julie Nguyen, Minh Nguyen, Thu-Thuy Nguyen, Cenia Robinson and Pierre Tran for assisting with the February 15<sup>th</sup> Housing Choice Voucher Pre-Application Event held at the County Community Service Center in Westminster.

First District Supervisor Janet Nguyen recognized BHS staff for their contributions in helping community members who visited the event to complete pre-applications for housing assistance. The Section 8 Waiting List is the only opportunity for very low-income families, seniors, disabled persons, and individuals to obtain a Section 8 Housing Choice Voucher.

The Housing Choice Voucher Program is funded by the U.S. Department of Housing and Urban Development and enables the Orange County Housing Authority to subsidize monthly rent payments for qualified applicants who live or work in 31 cities in Orange County.

# Eva Perez receives recognition

**C**ongratulations to Eva Perez, Behavioral Health Services Consumer and Family Affairs Program Manager on receiving a 2012 Women Making a Difference Award from Senator Lou Correa and Westminster Mayor Margie Rice during an event held on March 9 celebrating Women's History Month.

Eva was recognized for her commitment, dedication and enthusiasm in serving the Orange County community.

This year's award ceremony recognized several women who have contributed greatly to the community, as well as women veterans and those in the public sector who have dedicated their lives to improving our communities, and keeping our nation safe.



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# Central County Health Expo 2012 provides needed services to community

**M**any of our Health Care Agency family participated in Supervisor Janet Nguyen's Central County Health Expo on March 24, 2012 in Garden Grove. The annual event, co-hosted by the Illumination Foundation, served 338 vision patients, provided 210 free prescription glasses, linked 59 patients with eye diseases to medical care, provided extractions and fillings to 137 dental patients, and served 159 patients at the event's Medical Clinic.

Kaiser Permanente, the Southern California College of Optometry, Mariners Church Medical and Dental Ministry, Lestonnac Free Clinic, Puente a La Salud, Public Health Community Nursing, and dozens of volunteer nurses, doctors, optometrists, opticians, dentists, dental assistants, and volunteers of all kinds provided the free care and supported the Expo. Even HCA's Interim Director Mark Refowitz and County Health Officer Dr. Eric Handler were seen

sporting colorful volunteer t-shirts!

Representing HCA Public Health Community Nursing (PHCN) were PHNs Larry Pritchett and Pam Douglas of the Comprehensive Health Assessment Team for the Homeless (CHAT-H) who helped operate the Medical Clinic and PHNs Anh Pham, Vinh Nguyen, Kasie Leung, and Becky Stone who assisted with the Vision Clinic. Their expertise and cultural/language skills were invaluable. Phyliss Munoz from PHCN sponsored a booth on obesity and high blood pressure prevention through good nutrition — a very colorful and popular booth.

Several other HCA programs also had booths in the Expo, including Behavioral Health's Outreach and Engagement Program represented by Jeff Hernandez and Christine Nguyen, and Health Promotion's Tobacco Cessation and Cancer Detection Programs.

The Immunization Assistance Program's Colleen

*... continued on page 13*



Pictured (left to right) are Brett Ashland; Norma Catley; Dr. Eric Handler; United Way CEO Max Gardner; Sam Hanh; Essilor Vision Foundation CEO Patrick Esquerre; Supervisor Janet Nguyen; Illumination Foundation CEO Paul Leon; Judy Alexander; Interim HCA Director Mark Refowitz; Dr. Clayton Chau and Scott Weimer.

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# Breastfeeding collaboration works!

## Public Health Nurses and WIC Counselors Help Women Succeed at Breastfeeding

**I** became successful at breastfeeding because of the support and education I received from my Public Health Nurse and WIC Counselors” stated Alely, a WIC participant and first time mom who has benefited from the collaboration between HCA Public Health Field Nursing and the WIC Breastfeeding Peer Counselor Program.

On October 18, 2011 the first ever Public Health Lactation Clinic opened to meet the needs of breastfeeding women who want to succeed. Staffed by Breastfeeding experts known as International Board Certified Lactation Consultants (IBCLC), clients receive private counseling to succeed to ensure their babies get the best nutrition possible.

Alely attended breastfeeding classes at the WIC office and from the MOMS program in Orange County. Additional support was provided at the hospital when it came time to deliver her baby. After going home, she continued to receive support and education from her counselors at the WIC clinic and her Public Health Nurse during home visits. Alely



Pictured (left to right) are Carmina Estrada, Alely and her baby Kaylee, Margie Carrigan, PHN and Rona Tagayan, PHN.

IBCLC; Rona Taguiyan PHN, IBCLC; Carmina Estrada, IBCLC, BF Peer Counselor and Arlene Hoffman, RD, CLE, IBCLC. The joint efforts by these dedicated individuals helped both mom and daughter and others to succeed.

The free Lactation Clinic is open daily to serve clients with appointments or walk-ins. For appointments or additional information, please call 714-834-8363.



Pictured (left to right) are Carla Marcinek, Laurence Obaid, Carmina Estrada, Mary Malinick, Duc Quan and Karen Munoz.

considers herself a successful breastfeeding mom and believes that she and her daughter have become more attached to each other because of this. She would like to tell other women that “breastfeeding is very enjoyable and there is a lot of help in the community that will support them.”

Alely is only one of several clients seen by IBCLC’s JoAnn Calder, PHN, IBCLC; Theresa Emmerson PHN, IBCLC; Verilil Hawthorne PHN,

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## Ambriz Award

*continued from page 2*

other on challenging cases and has the ability to respect one another despite differences in training, educational level and experience working for the County.

“I am very proud of how well my team works independently and collaboratively and am proud of their hard work and commitment to the recovery of our drug and alcohol addicted clients,” said Raquel Tellez, ADAS Drug Court and DUI Court Service Chief.

They have also gone above and beyond in many ways, assisting clients in applying for Shelter Plus housing; sharing information on new resources and/or referrals; and facilitating a clinical supervision group for clinical supervisors, to name a few.

Due to County freezes on hiring of staff and limited funding for trainings, the clinical staff has also stepped up to provide the same level of care with less staff and conduct trainings for fellow clinicians to improve service delivery. These trainings have increased the cohesiveness of the team and increased networking for staff even though located at different clinics.

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## Japan's Great Earthquake and Tsunami Disaster

# 1 year anniversary and lessons learned

**O**n March 8, 2012, almost 1 year to the date after the earthquake and tsunami disaster that struck coastal communities in Northern Japan, County Health Officer Dr. Handler took center stage at Environmental Health Food Protection Program's Town Hall Meeting and shared his experiences and lessons learned from his personal visit to Japan in December 2011.

The 9.0 quake left approximately 16,000 dead, 6,000 injured, and over 1,600 missing. Describing it as nothing less than a "life changing event," Dr. Handler surveyed the devastation up close and was able to connect with the Japanese people who were most affected and are still suffering losses to this day. Seeing neighborhoods scraped clean off the map and school buildings reduced to their steel skeletons, he couldn't help but reflect on the adequacy of our own earthquake preparedness back in Orange County.

Since many HCA staff fall under the category of "Disaster Service Workers," Dr. Handler posed the relevant question to the audience: "How would you react?" understanding that our position here in Orange County is similar to Japan.

Active fault lines, coastal communities and proximity to a nuclear power plant are all a part of

who we are. Dr. Handler shared with staff the story of 24 year-old Miki Endo, a government worker who did not abandon her post of announcing public alert messages to warn community residents while facing the impending tsunami wave that would eventually take her life.

Courage under fire such as this is seldom required for emergency drills. Many of us are prepared with kits and supplies and are trained in our duties following a disaster. Dr. Handler's presentation provided insight as to our mental preparedness to endure if faced with a similar disaster. Most disaster preparedness documents recommend that you have provisions to last 72 hours following an earthquake. Dr. Handler realized first hand that you should be prepared to spend as long as a week on your own before expecting any kind of help. You can never be too prepared.

The Food Protection Program's Town Hall meetings focus on recognition of staff going above and beyond, allowing staff to share thoughts and concerns, and of course, outstanding training opportunities. A big "Thank you" to Dr. Handler for sharing lessons learned from his experience in Japan. For more information on earthquake preparedness, visit [www.ready.gov/earthquakes](http://www.ready.gov/earthquakes).



*Dr. Handler shares his experiences and lessons learned from his personal visit to Japan in December of 2011 with Environmental Health staff during a Town Hall meeting.*

# 2012 Public Health Week a success!

**H**undreds of Health Care Agency employees participated in this year's recognition of National Public Health Week (NPHW), April 2-6. The theme for 2012 is **"A Healthier America Begins Today: Join the Movement!"** Activities kicked off on Monday, April 2 with the second annual Public Health Week kick-off event which attracted about 75 HCA staff to the 17<sup>th</sup> Street Clinic patio area. Staff enjoyed healthy refreshments and searched display tables of 14 HCA programs for answers to questions on a scavenger hunt. Gabrielle Teal from the Alcohol and Drug Education and Prevention Team (ADEPT) was the winner of the scavenger hunt and received a \$25 gift certificate to Amazon.com.

On the morning of Tuesday, April 3, Environmental Health hosted a *Healthy Breakfast Cooking Contest* at their main office. Veronica Ramirez won the contest with her tasty recipe for an old favorite—oatmeal. Other contestants included Pauline Stauder, Lina Vazquez, and Susana Ganey.



Board Chair John Moorlach presented a Public Health Week Resolution to Public Health Services Deputy Agency Director David Souleles, Champion Mom Clara Sanchez, Interim HCA Director Mark Refowitz and County Health Officer Dr. Eric Handler.

The winning contestant received a \$25 Regal Theaters Gift Card! To view all the recipes submitted for the cooking contest, visit the HCA Public Health Week webpage at [www.ochealthinfo.com/phweek/calendar](http://www.ochealthinfo.com/phweek/calendar).

The Orange County Board of Supervisors also presented a resolution recognizing National Public Health Week 2012 at the April 3 Board meeting. This year, the Board recognized the contributions of Orange County partners who are collaborating to support the statewide "Champions for Change" public



A Public Health Week Kick-Off event was held on April 2 at the 17<sup>th</sup> Street Clinic outside patio area.

health campaign by providing nutrition, physical activity and training to help 41 local Champion Moms and additional parent leaders become peer educators and role models who inspire healthy changes in their communities. One of HCA's Champion Moms, Clara Sanchez, was on hand to accept the Public Health Week Resolution from Board Chair John Moorlach.

On Wednesday, April 4, the second annual *Walking Wednesday* contest was held. More than 35 contestants walked a combined total of 839 minutes. That calculates to approximately 42 miles walked during the day. The program that walked the most was the Epidemiology department located at the HCA 17<sup>th</sup> Street Clinic Complex. Other teams participating included the Women, Infant and Children's Ponderosa Clinic; the Chronic Disease and Injury Prevention Program; Center of Excellence; California Children's Services; Environmental Health's Food Protection program, Specialized Program Services Vehicle and Wholesale, and Billing and Auditor Controller units. The Epidemiology unit won the contest and will receive a program snack break.

On Thursday, April 5, the second annual *Healthy Lunch Thursday Cooking Contest* was held. Six contestants participated in the competition. The winning entry was Pauline Stauder's tuna salad on olive bread with arugula. The other Healthy Lunch contestants were Carmen Stanish, Kelly Broberg, Michele Cheung, and Eryka Vergara. The winning contestant received a \$25 Regal Theaters Gift Card! The recipes for this contest are also featured on the Public Health Week webpage.

On Friday, April 6, dozens of HCA employees participated in the Flexible Friday exercise program.

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# TUPP showcases youth-created movie posters

To help youth make informed decisions and to counter the influence that smoking in movies has on youth, HCA's Tobacco Use Prevention Program (TUPP) joined community leaders, educators and students for a series of special events in March to unveil youth-created "Tobacco and Hollywood" posters.

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

The mission of TUPP is to reduce tobacco use and exposure to secondhand smoke in Orange County by collaborating with community organizations, public agencies and committed individuals. TUPP offers tobacco education for youth and adults, as well as free tobacco cessation and prevention services. Information about cessation services for adults and teens is available by calling (866) NEW-LUNG or (866) 639-5864. More information about TUPP can be found online at [www.ochealthinfo.com/tupp](http://www.ochealthinfo.com/tupp).



Health Promotion Division Manager Amy Buch is pictured with youth artist Luis Orozco from Loara High School. His winning artwork is featured on a bus shelter on the corner of Ball Rd. and Cerritos Ave. in Anaheim.

Youth artist Jennifer Nguyen from Loara High School is pictured next to her "Tobacco and Hollywood" artwork showcased on a bus shelter on the corner of Euclid Ave. and Cerritos Ave. in Anaheim.

Tania Camacho from the Santa Ana Boys and Girls Club is pictured next to her "Tobacco and Hollywood" winning poster design which is featured at a bus shelter on the corner of Ross St. and Santa Ana Blvd. in Santa Ana.

## Rajalingam

*continued from page 3*

industry, not just behavioral health.

To qualify to take the Certification exam, Dr. Rajalingam had to first be an experienced compliance professional with at least a year in a compliance related position. She actually had six years both with Behavioral Health Services and in her prior employment. She also had to complete an additional 20 training units in the area of healthcare compliance. Congratulations, Dr. Rajalingam.



## PH Week


*continued from page 7*

Staff were encouraged to flex their way to health and participate in a Lift Off exercise break in their work area.

The participation of HCA staff in recognition of Public Health Week 2012 demonstrated our collective commitment to this year's theme. You can find out more about Public Health Week 2012 including viewing pictures and downloading the recipes form our Healthy Cooking Contests at [www.ochealthinfo.com/phweek](http://www.ochealthinfo.com/phweek).

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## Champion mom shines at State Conference


 ne of Orange County's "Champions for Change" Moms, Rosario Galeana was a featured speaker at the recent *2012 Network for a Healthy California* Conference in Sacramento. The audience found it very inspiring to hear about Rosario's local efforts and her role as a parent leader in creating positive changes to address obesity prevention in her child's school and community.

Rosario shared, "I barely finished high school, but I was moved to make a difference in my community. I was successful because I had partners and mentors who believed in me." In 2008, Rosario volunteered to conduct nutrition education taste tests to promote *Harvest of the Month* in the Santa Ana Unified School District. She wanted to encourage students to eat more fruits and vegetables. In 2010, she worked with *Kid Healthy* to train parents to provide more play time opportunities for students during recess. She was determined to keep the kids active. In 2011, she went back to school to pursue her education at Chapman University. Rosario is one of the 41 recognized Champion Parents serving as role models in Orange County.

Since 2005, HCA Nutrition Services has provided leadership and on-going technical assistance to the Orange County Nutrition and Physical Activity Collaborative (NuPAC). This community-based collaborative 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.

Special thanks to Andrea Caivano-Reed from the Anaheim City School District, for sharing NuPAC's success at the conference. She highlighted a collaborative approach in recruiting, educating, and engaging Champion Moms to be part of countywide obesity prevention efforts. Throughout the state, there are efforts to have everyday mothers and fathers educate their communities on ways to eat healthier and be more active. 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 on the campaign can be found at [www.cachampionsforchange.net](http://www.cachampionsforchange.net).

## World TB Day observed

 n March 24, 2012, the HCA's Pulmonary Disease Services (Tuberculosis Control) Program observed World TB Day, which this year followed the theme "Stop TB in my lifetime."

Tuberculosis remains a major public health concern, with an estimated one third of the world's population infected with the TB bacteria and nearly 9 million new TB cases and almost 2 million TB deaths annually. In the United States, California still has one of the highest TB case rates in the nation, presenting a significant public health challenge that directly impacts individuals, families, schools and workplaces.

In 2011, 209 active cases of TB were diagnosed in Orange County, down from 224 cases in 2010. In addition, thousands of people living in our County may be carrying the TB bacteria but have not become ill, which is known as latent TB infection.

The TB Control Program is doing its part to stop TB, operating two full-service clinics in Santa Ana and Westminster, and providing services to persons with suspected or confirmed active TB disease and their contacts.

Through observances like World TB Day, the goal of TB elimination can be reached by encouraging people all over the world, from the youngest to the oldest, to make an individual pledge for the elimination of TB.

To learn more about TB or to view the 2011 TB Fact Sheet, please visit HCA's Pulmonary Disease Services website at [www.ochealthinfo.com/public/tb/general](http://www.ochealthinfo.com/public/tb/general).

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### New Appointees

*continued from page 1*

and has more than 25 years of experience working in Behavioral Health – 22 of those years while working at HCA. Mary is a graduate of the California Institute of Mental Health Leadership Training and is also a graduate of the Orange County Leadership Academy.

Lisa Alford has transferred from her position in Behavioral Health Services into the Director's Office where she will serve as Mark Refowitz's Interim Executive Secretary. Lisa has 20 years of successful office administration experience and brings professionalism and outstanding organizational and people skills to her new position.

Please join HCA in welcoming Mary and Lisa into their new roles.

# Employees recognized for Service Years

**H**CA employees received recognition for their years of dedicated service at an Employee Recognition Awards ceremony held on March 8 at the County Hall of Administration. The following is a list of service awards presented:

5 Years – 55

10 Years – 30

15 Years – 16

20 Years – 6

25 Years – 4

30 Years – 2

## 25 YEARS



Public Health staff member Elaine Martinez celebrated 25 years of County service and received recognition from County Health Officer Dr. Eric Handler and Public Health Operations Chief Donna Fleming.



Celebrating 25 years of County service, Priti Khosoo received recognition from Interim HCA Director Mark Refowitz and Interim Behavioral Health Services Deputy Agency Director Mary Hale.



Kathy Aasen from Medical Services received a 25-year certificate and pin from Interim HCA Director Mark Refowitz and Medical Services Deputy Agency Director Ron Norby during the March 8 Employee Recognition Awards ceremony.

## LDP PROGRAM AWARD



Human Resources staff members Becky Robinson and Christine Caudill received recognition from Interim HCA Director Mark Refowitz for their contributions and dedication in implementing and facilitating the HCA Leadership Development Program.

20 YEARS



Celebrating 20 years of service to the County, Terry Wellbaum received recognition from Interim HCA Director Mark Refowitz and Medical Services Deputy Agency Director Ron Norby.



Chief Compliance Officer Thea Bullock celebrated 20 years of County service and received a certificate and pin to commemorate the occasion from Interim HCA Director Mark Refowitz and Assistant Director Bob Wilson.

15 YEARS



Celebrating 15 years of County service, Sandra Scott received a certificate and pin from Interim HCA Director Mark Refowitz and Chief Information Officer Teri Schultz.

15 YEARS



County Health Officer Dr. Eric Handler and Public Health Operations Chief Donna Fleming recognized staff members for 15 years of County service. Pictured (left to right) are Caroline Statzula, Christine Lane and Sandra Walden.

10 YEARS



Interim HCA Director Mark Refowitz and Medical Services Deputy Agency Director Ron Norby recognized MS staff who celebrated 10 years of County service. Pictured (left to right) are Marilyn Garcia, Raquel Betancourt-Zurita and Maricela Lujan.



Interim HCA Director Mark Refowitz and Interim Behavioral Health Services Deputy Agency Director Mary Hale presented 10-year certificates and pins to Dr. Andrew Hadden and Jayne Stites during the March 8 Employee Recognition Awards.

You can dance anywhere, even if only in your heart. —Author Unknown

**10 YEARS**



*Celebrating 10 years of County service, Public Health staff members pictured (left to right) Leanne Bailey, Royce Long, and Gloria Herrera received recognition from County Health Officer Dr. Eric Handler and Public Health Operations Chief Donna Fleming.*

**MAY HEALTH OBSERVANCES**

- Arthritis Awareness Month
- Employee Health and Fitness Month
- Hepatitis Awareness Month
- Mental Health Month
- National Nurses Week . . . . . 6-12
- Air Quality Awareness Week . . . . . 7-11
- HIV Vaccine Awareness Day . . . . . 18
- National Emergency Medical Services Week . . . . . 20-26
- World No Tobacco Day . . . . . 31

**5 YEARS**



*Liz Amantine-Taylor and Sheila Refoy celebrated 5 years of County service and received recognition from Interim HCA Director Mark Refowitz and Financial & Administrative Services Deputy Agency Director Jeff Nagle.*



*Assistant Director Bob Wilson and Chief Information Officer Teri Schultz presented Kenneth An with a 5-year certificate and pin during the March 8 Employee Recognition Awards ceremony.*



*Celebrating 5 years of County service, Public Health (PH) staff members pictured (left to right) Orlando Watson, Elena Perez, Linda Oronoz, Leni Espiritu, Sarah Pham and Hisham Elmishad received a certificate and pin to commemorate the occasion from County Health Officer Dr. Eric Handler and PH Operations Chief Donna Fleming.*



Behavioral Health staff members pictured (left to right) Katherine Boelts, Vicki Wheeler, Alfred Marquez, Julia Fitzpatrick and Ronnie Gassaway received recognition from Interim HCA Director Mark Refowitz and Interim Behavioral Health Services Deputy Agency Director Mary Hale for 5 years of County service.



Interim HCA Director Mark Refowitz and Correctional Health Services Deputy Agency Director Kathy Wild recognized staff for 5 years of County service. Pictured (left to right) are Kimberly Rangel, Sujata Swaroop and Daniela Tabara.



Celebrating 5 years of service to the County, Medical Services (MS) staff members pictured (left to right) Katherine Fischer, Cynthia Hernandez and Shirin Ihani received a certificate and pin from Interim HCA Director Mark Refowitz and MS Deputy Agency Director Ron Norby.

**Health Expo 2012**

*continued from page 4*

Nguyen and Zorayda Ochoa provided 133 flu and 164 Tdap vaccines with the help of nursing students from one of HCA's affiliated programs. Other county partners included the Social Services Agency which provided assistance with Medi-Cal and Cal Fresh applications, the OC Housing Authority, and the Office on Aging.

HCA volunteers were integral in the success of this event that reached out to many who are lacking health, vision and dental insurance. Thank you to all HCA volunteers for your contributions and dedication in helping to make this event a success.



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

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## Ribbon cutting celebrates MH campus opening

**O**n April 19, 2012, the Health Care Agency and Mental Health Services Act (MHSA) marked a special occasion for consumers throughout the County when the Mental Health Campus located at 401 S. Tustin Street in Orange officially opened.

After seven years from the development of the concept to completion of construction, this campus was made possible by funding from the MHSA and was shaped with input from mental health consumers who utilize the facility.

A ribbon cutting ceremony was held to celebrate the opening of this unique, three-facility campus that houses a 7,600 square foot consumer-run Wellness/Peer Support Center; a 9,250 square foot, 15-bed Crisis Residential Center – a homelike environment that provides services to adults in acute crisis; and a 7,500 square foot Education and Training Center that will provide support to consumers who aspire to have a career in mental health services.

The event featured guest speakers including Supervisor Bill Campbell, Interim HCA Director Mark



*Supervisor Bill Campbell cuts the ribbon during the April 19<sup>th</sup> official opening of the Mental Health Campus located at 401 S. Tustin Street in Orange.*

Refowitz, Interim Behavioral Health Director Mary Hale, former OC Mental Health Board Chair Theresa Boyd and current OC Mental Health Board Chair

*... continued on page 7*



## Dr. Chau receives Visionary Leadership Award

**C**ongratulations to Behavioral Health Services Associate Medical Director Dr. Clayton Chau on receiving a Visionary Leadership Award from the National Council for Community Behavioral Healthcare. Dr. Chau received the award on April 16, 2012 in Chicago, Illinois during the Council's Awards of Excellence event.

The award honors those who have demonstrated outstanding leadership in the behavioral healthcare field and recognizes persons and organizations annually for their efforts on behalf of people with mental illnesses and addiction disorders.

Recognized for his "innovative and inspirational work," Dr. Chau serves as a role model for persons working on their recovery and wellness with mental illness. His success is credited in part to his overwhelming passion for helping others and as he put it, "having the opportunity and privilege to work with the clients who allow me into their lives" to work toward their successful recovery. Additionally, Dr. Chau

*... continued on page 4*

# Compliance Update

**Welcome to spring 2012! The Office of Compliance has more changes to share.**

- The long awaited 5<sup>th</sup> Edition of the Code of Conduct is available on the Compliance Intranet [Code of Conduct, 5th Edition](#). The 2012 Annual Training will cover the Code of Conduct, but you are encouraged to take a peek at our new look and updated standards of conduct.
- HCA Compliance Committee updates:
  - ♦ Mary Hale was appointed Interim Deputy Agency Director for Behavioral Health, but will continue to have a role on the HCA Compliance Committee.
  - ♦ Office of County Counsel Supervising Deputy James Harman joined the Compliance Committee when Paul Albarian was promoted to support the airport.
  - ♦ We said good-bye to committee member, Health Disaster Management Division Manager Terre Duensing in March 2012, due to her well-deserved retirement.



The Office of Compliance welcomed Compliance Analyst Caroline Matthew, who joined us in April 2012. Caroline graduated from the University of California at Los Angeles with a Master of Public Health in Health Services Management. Caroline has always been in the healthcare field. She started out working at a community hospital in their medical records department, and most recently worked for Providence Health and Services as a Compliance Specialist serving the many compliance and privacy needs of its hospitals and clinics.

She will be working on our compliance and privacy education, handling compliance investigations, assisting in privacy breach reporting and supporting the compliance committee as part of the Compliance Team. Caroline is located at 405 W. 5<sup>th</sup> Street, 7<sup>th</sup> floor in room 777, (714) 834-4399. Please stop by and say hello.

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

Thea Bullock, MPA, CHC  
Chief Compliance Officer

**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.

# Privacy breach & fine

In March 2012, the Department of Health and Human Services (HHS) levied a fine of \$1.5 million against Blue Cross Blue Shield of Tennessee because of a 2009 breach where 57 unencrypted hard drives were stolen from a data storage center. The hard drives contained PHI (Protected Health Information) of about 1 million members including their names, social security numbers, dates of birth, diagnoses, and health plan identification numbers. The health plan failed to have administrative, physical and technical safeguards in place as required by the HIPAA Privacy and Security Rule; therefore they had to pay a high price for this breach.

When other healthcare organizations experience large breaches and subsequently suffer financial sanctions because of those breaches we are reminded of how easily we could be in that position. That is why it is important that HCA employees take measures in our everyday work to protect the confidential information we have. Here are a few ways you can protect patient health information:

- Keep confidential papers locked up when not in use;
- Encrypt (Secure E-mail or password protect) email before sending or replying if it contains confidential information;
- Lock your computer when stepping away;
- Shut down your computer

... continued on page 5



# OC DUI Task Force receives national attention

Congratulations to the Orange County DUI Task Force and the Alcohol and Drug Education and Prevention Team (ADEPT) for participating in the National Highway Traffic Safety Administration (NHTSA) national research project aimed at understanding how non-law enforcement based task forces function and address alcohol and/or drug impaired related issues at the local level.

Among the 100 plus task forces identified, the Orange County DUI Task Force was selected as one of nine coalitions to participate in this research project. Three members of the task force (including Kathy Kendrick from ADEPT) were interviewed and provided information on how the coalition was developed and structured.



County of Orange Health Care Agency  
Alcohol & Drug Education & Prevention Team (ADEPT)  
Automobile Club of Southern California



## Dale receives recognition

Hats off to Rick Dale, Staff Specialist for HCA's Inpatient Managed Care Unit on receiving a Certificate of Appreciation from Behavioral Health Services.



The report provides an in-depth analysis of each coalition and presents the findings in two sections. **Section One** provides an overall description of how task forces are formed, the strategies utilized to address DUI, the staffing and funding structure; and the strengths, weaknesses, accomplishments and challenges task forces encounter along the way. **Section Two** showcases each task force with a more in-depth description of the items described in section one.

The Orange County DUI Task Force was initiated by ADEPT in 2005 by forming the Alcohol Impaired Driving Task Force of Costa Mesa and it evolved to become the Orange County DUI Task Force in 2009. The task force is co-led by Kathy Kendrick and Anita Lorz from the Automobile Club of Southern California, and has a membership of 60 plus agencies with 20 – 25 core members attending each bi-monthly meeting.

With an overall goal to reduce alcohol and/or drug impaired related motor vehicle fatalities or injuries in Orange County, the Orange County DUI Task Force trains alcohol establishments on their roles, responsibilities, and legalities of serving alcohol responsibly; supports law enforcement efforts by attending DUI checkpoints, providing media materials, training problem establishments, etc.;



Rick is noted as a team player and viewed by his staff as displaying all the attributes of a true leader – when issues arise during projects, he handles them head on. A County employee since 1999, Rick is also recognized for his contributions and dedication to the clients and staff of HCA.

... continued on page 4

# How to view your online mileage claim after submitting it

**T**here are two ways you can view your online mileage claim after submitting it:

- Save the e-mail that you automatically receive from [WFAdmin@ac.ocgov.com](mailto:WFAdmin@ac.ocgov.com) after submitting a claim. The e-mail includes a link “**Click here to access the task**” to view your claim (you cannot however, make any changes to it).
- You can view all of your *paid* online mileage claims through the OC Portal – the same place where you access your pay stubs. Once logged onto OC Portal, click the down arrow next to **Click to Select** and click **PayStub Application**. Click **Mileage Claim** to see a list of your claims, then click on **Details** next to any claim.



For payroll or mileage claim questions, please call HCA Payroll at (714) 834-7614 between 7:30 a.m. and 5:00 p.m. or e-mail [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com).

## JUNE HEALTH OBSERVANCES

- Cataract Awareness Month
- Home Safety Month
- Men's Health Month

- National Congenital Cytomegalovirus (CMV) Awareness Month
- National Scleroderma Awareness Month
- Refugee Awareness Month
- National Cancer Survivors Day . . . . . 5
- National HIV Testing Day . . . . . 27

### Dr. Chau

*continued from page 1*

recognized his mentor, HCA Interim Director Mark Refowitz for his continued support of his ideas and appreciates the support from all of his HCA colleagues in the work he does.

Dr. Chau does not hold the typical working hours – providing services that range from administrative, clinical, and community work – after his “day job” he also serves on the

HIV & AIDS Planning Council, involves himself in outreach to the homeless, provides trainings to churches and other community organizations and continues to find time to serve as a Lecturer for the UCLA School of Public Health and Assistant Clinical Professor for the UCI School of Medicine.

His 15 years of service to the Health Care Agency has provided us with the opportunity to experience his excellence firsthand.

# Blood Drive information

**T**he American Red Cross saves lives and you can too! A blood drive is planned for June 5 & 6 from 9 a.m. to 3 p.m. at the County Hall of Administration located at the Civic Center Plaza in Santa Ana. Look for the Red Cross Bloodmobile.

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

### DUI Task Force

*continued from page 3*

educates the community and raises awareness on the risks and consequences associated with alcohol and/or drug impaired driving; and provides technical assistance to local agencies, alcohol establishments, etc., on implementing these and other prevention strategies at the local level.


To learn more about the task force, contact Kathy Kendrick at (714) 834-3294 or by e-mail at [kkendrick@ochca.com](mailto:kkendrick@ochca.com). The report is available in its entirety at [www.nhtsa.gov/staticfiles/nti/pdf/811460a.pdf](http://www.nhtsa.gov/staticfiles/nti/pdf/811460a.pdf).

*A bargain is something you can't use at a price you can't resist.*

—Franklin P. Jones

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# Congresswoman Sanchez visits HCA

 n Tuesday, May 1, U.S. Congresswoman Loretta Sanchez visited the Orange County Health Care Agency's 17th Street campus to discuss HIV services in Orange County. Congresswoman Sanchez represents the 47th Congressional district, which spans Santa Ana, Garden Grove, Fullerton, and Anaheim.



*Pictured (left to right) are Dr. Handler, Irene Magana, Tamarra Jones, Donna Fleming, Congresswoman Loretta Sanchez, David Souleles, Mark Refowitz and Dr. Ried.*

HCA staff present at the meeting included Interim HCA Director Mark Refowitz, County Health Officer Dr. Eric Handler, Public Health Services (PHS) Deputy Agency Director David Souleles, PHS Chief of Operations Donna Fleming, 17th Street Testing, Treatment, and Care Medical Director Dr. Christopher Ried, 17th Street Testing, Treatment, and Care Program Manager Irene Magana, HIV Planning and Coordination Program Manager Tamarra Jones, and HIV Planning and Coordination Intern Frederick Rose.

The meeting included a discussion about the

current status of HIV services, the epidemic in Orange County, and concerns for the future of HIV services. Staff provided an update on the recent increased emphasis on finding the estimated 1,774 individuals living with HIV in Orange County who do not know their status, including implementation of projects to begin routine testing in healthcare settings at UCI Medical Centers, Alta Med, and in select County jail sites.

Staff also discussed HCA's work with the HIV Planning Council in the development of the Comprehensive HIV Services Plan for 2012-2014. The plan has been guided by state and national efforts, including the National HIV/AIDS Strategy, Healthy People 2020 Goals, the impact of the Patient Protection and Affordable Care Act, and legislative requirements to find individuals who are unaware of their HIV status and link them to care.

Staff also shared concerns about the future of the Ryan White Treatment Modernization Act (Ryan White Act), which is set to expire in September 2013.

The Ryan White Act has been the single largest piece of federal legislation to fund healthcare and supportive services to people living with HIV. In addition, uncertainty related to the future of the Affordable Care Act (which is currently under review by the Supreme Court) and its implications for HIV/AIDS services in Orange County were discussed.

The Congresswoman acknowledged the importance of ensuring that individuals have access to care to decrease the transmission of HIV as well as maintain the health of individuals living with HIV/AIDS.

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## Privacy

*continued from page 2*

completely when you leave at the end of the day; and

- Only access confidential information you need to do your job

It is important to remember that employees who violate patient privacy or fail to protect patient privacy can be disciplined, up to and including termination. This is stated in HCA's privacy policies which can be found here: <http://intranet/pap>. Protecting patient privacy may not always seem convenient or easy, but we must remember the *law* requires us to do so. If you have privacy questions or concerns, please call HCA Privacy Analyst Linda Le at (714) 834-4082.



# HCA celebrates nurses

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

In recognition of Nurses Week and to celebrate HCA's nurses, an event was held on May 8 at HCA's 17<sup>th</sup> Street outdoor patio area and featured guest speaker Correctional Medical Services Deputy Agency Director Kathy Wild, a Board of Supervisors Resolution presentation and greetings from HCA

executives. Various nursing programs within HCA also showcased displays inside the Clinic for both visitors and staff to view.

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

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



An event was held on May 8 at HCA's 17th Street Clinic outdoor patio area to celebrate Nurses Week. A Board resolution declaring Nurses Week in Orange County was presented by Public Health Services Deputy Agency Director David Souleles to Family Health Division Manager Mary Davis. Interim HCA Director Mark Refowitz addressed attendees and thanked HCA nurses for their commitment and dedication to the clients we serve. Displays showcasing HCA's various nursing programs were also available for viewing by attendees.

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

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

Editors . . . . . Tricia Landquist  
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*The art of living does not consist in preserving and clinging to a particular mode of happiness, but in allowing happiness to change its form without being disappointed by the change; happiness, like a child, must be allowed to grow up.*

—Charles L. Morgan

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# HCA social workers recognized



An event was held in April at the Social Services Agency to recognize Social Worker Appreciation month. HCA's social workers received recognition from Interim Behavioral Health Services Deputy Agency Director Mary Hale and an SSA representative. HCA staff pictured (alphabetically) are Brian Batchelder, Angelica Galvan, John Gavino, Tamra Kopiec, Thanh-Minh Luyen, Genoveva Monreal, Jenny Nghe, Felicia Revers and Catherine Speckman.



Supervisor Moorlach presented Interim Behavioral Health Services Deputy Agency Director Mary Hale with a resolution recognizing Social Worker Appreciation Month in Orange County.

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## MH Campus

continued from page 1

Richard McConaughy.

Attendees had the opportunity to tour the facility, visit classrooms that feature "Smart Boards," and also view rooms and common areas within the Crisis Residential Center section of the building.

Services at the new campus will begin at different times – the Wellness/Peer Support Center is set for a May opening; the Crisis Residential Center is set to open the first week of July; and the Education and Training Center will begin operations when a contractor is identified.

The Mental Health Campus is located on a site owned by the County since the late '90s that once housed a Social Services Agency facility. It was demolished to make room for the campus, believed to be the first of its kind in California.

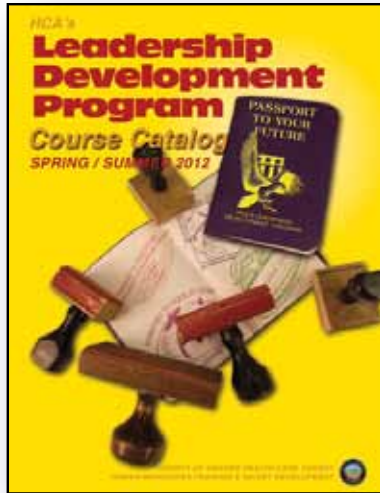


An event was held on April 19 to mark the official opening of the Mental Health Campus located at 401 S. Tustin Street in Orange. The campus was constructed with MHSA funding and shaped with input from consumers.

## HCA's LDP receives NACO Award

**H**CA's Leadership Development Program (LDP) was among 15 County of Orange programs that were selected to receive a 2012 Achievement Award by the National Association of Counties (NACo), which recognizes effective and innovative programs that contribute to and enhance county government.

The LDP is a three-level leadership training program that provides employees with ongoing development that contributes to personal and professional growth. The voluntary program is available to all HCA and participating agency employees who have passed new employee probation and have demonstrated standard



or better performance.

The three levels of the LDP are structured to build on one another, first striving to develop accountability, then broaden perspectives and finally develop skills to become more influential. To ensure a well-rounded curriculum, the program incorporates partnerships with local community educational providers (Cal State University Fullerton and the Public Service Institute through Santa Ana College).

The program's "Passport to Your Future" encourages a journey of self-discovery, skill building, networking, and leadership development from the inside out. Each training opportunity is tied to at least one of the seven core competencies HCA leaders need to achieve excellence: leadership, effective communication, planning and organizing, problem solving, results oriented, business acumen, and strategic/political savvy.

The LDP is the first comprehensive program of its kind in the County and is on track for becoming the model for a countywide training initiative. By going

... continued on page 4

## New interactive beach conditions map

**T**he Health Care Agency's Environmental Health Division launched an upgraded [www.ocbeachinfo.com](http://www.ocbeachinfo.com) website just in time for summer! The upgrades create a more user-friendly experience, and include an interactive Google map for a quick check on current beach conditions. The menu bar provides easy access to find your favorite local beach and the color-coded pins (green-yellow-red) indicate the current conditions. A close up view of the beach, current weather conditions, beach amenities, directions and monitoring locations are also available. Check out the upgraded site to see how your favorite beach is doing.

Environmental Health's Ocean Water Protection Program is responsible for protecting the public from exposure to ocean and bay waters that may be

... continued on page 4



# IT Service Desk named “Best Customer Service Provider” by TTD team

**H**CA’s Training and Talent Development (TTD) team recently solicited nominations for “Best Customer Service Provider” from all HCA Leadership Development (LDP) participants in the agency. Customer service is a core value of HCA and the subject of “Providing Customer Service in a Regulatory World,” a course in the LDP’s Track I curriculum.

Several excellent nominations were received, making the selection process difficult. Upon careful review the HCA IT/Service Desk team was selected for their ongoing excellence in providing customer service.

The team’s supervisor, Virgilio Fermin submitted a detailed nomination highlighting some of the many examples of the team’s skills, including having a customer oriented attitude; demonstrating excellent listening skills; showing respect for each other and their customers; handling complaints successfully; and consistently going above and beyond to serve their customers’ needs.

The HCA IT/Service Desk Team efficiently serves approximately 3,000 HCA employees, ranging from the newest intern to the Agency Director. Their supervisor noted that, “A combination of customer relations skills and technical skills is a rare talent to see in an individual and more so, with a team.” Yet, the IT Service Desk team has been able to do it flawlessly.

Look for HCA IT/Service Desk Team pictures and stories in



*Pictured standing (left to right) are Lance Jones, Program Manager Richard King, Javier Pena, David Atkins, Robert Nguyen, and Supervisor Virgilio Fermin. Pictured seated (left to right) are Diane Garcia and Thanh Bui.*



*IT members are pictured in action answering service calls.*



## Word Search Winners

**A** big congratulations to the top 10 winners of the Compliance Word Search, which was published in the April issue of “What’s Up”!

All participants who sent in a completed word search also received a goody bag in appreciation for their participation. Caroline Matthew and Nikoo Tabesh from the Office of Compliance delivered prizes to the following winners. Stay tuned for another round of fun Compliance activities, which can qualify you for more prizes!

### Top 10 Winners

- Ronilyn Ricaforte
- Tammy T. Nguyen
- Guadalupe Reyes
- Ana Palma
- Debra Powers
- Julie Pham
- Josephine Vo
- Denise Westrick
- Denamarie Baker
- Katherine Boelts

### Other Participants

- Maribel Martinez
- Dolores Estrada
- Elaine Papst
- Diane Garcia
- Evangelina Perez
- Julia Rinaldi
- Cindy Cox
- Leslie Daniels
- Dolores Castaneda

**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.

# Renteln Award given to Dr. Low

Congratulations to Orange County Tuberculosis (TB) Controller Dr. Julie Low on receiving the California Tuberculosis Controllers Association (CTCA) Henry A. Renteln Award.

Since 1984, this award has been given annually by CTCA to a California practitioner or public health official who has made significant contributions to TB control in the State. Dr. Renteln was the first recipient and the award was named in his honor due to his many years of tireless work to maintain a functioning TB control program in California at a time when TB was not “fashionable” and a strong advocate was needed at the State level to preserve resources for managing TB. Similarly, Dr. Low has been a strong advocate at the County level to retain essential TB services in a time of diminishing resources.

Dr. Low received her Doctorate of Medicine from the University of Cincinnati, Ohio and completed her internship and residency in Internal Medicine at the Kaiser Foundation Hospital in Los Angeles. Dr. Low is Board certified in Internal Medicine.



After practicing in the private sector, Dr. Low joined HCA Pulmonary Disease Services as a TB clinician in 2000, and became TB Medical Director in 2001. In 2003, Dr. Low was named the Orange County TB Controller and represents Orange County as a CTCA member. She served as CTCA President from 2007-2008.

Under Dr. Low’s leadership, Orange County has experienced a decline in TB cases and case rate from 248 cases (8.3 per 100,000 population) in 2003 to 209 cases (6.4 per 100,000) in 2011. However, Dr. Low admits there is still work to be done.

In 2011, Orange County ranked tenth in the State based on TB case rates and had the third highest number of TB cases in California behind Los Angeles and San Diego Counties. It is a great honor for HCA to have such a distinguished and passionate leader to continue Orange County’s fight against this disease.

# Jim Dempsey receives award from Orange PD

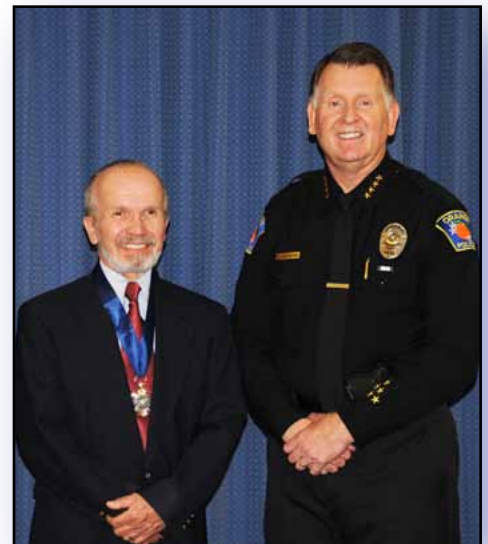
Law enforcement is most often the first point of contact for a person experiencing a mental health crisis. Jim Dempsey knows this first hand as he is a member of Behavioral Health Services Psychiatric Evaluation Response Team (PERT) team. He was awarded the **Distinguished Community Partner Award** on April 18, 2012.

This award is for meritorious distinction, commitment to service, and dedication to the community and was provided to Jim by Orange Chief of Police Robert Gustafson. It is the first time this award has ever been given to an individual outside the City of Orange police department. His influence on the officers and the community has been so profound as to prompt this action.

Jim has served as a Clinical Social Worker with the Health Care Agency since 1999. He partnered with the Orange Police Department as part of the PERT team in 2007. This partnership between law enforcement and mental health professionals is designed to address the needs of individuals with mental illness who come to the attention of law enforcement.

Jim begins his day in a police car with an assigned officer and provides mental health services and follow-up contacts to individuals in need. In the last four years, he has assisted more than 900 individuals who suffer from some degree of mental illness. His compassion and concern for serving this population is nothing less than inspiring.

Chief Gustafson noted that “Mr. Dempsey is a professional who embodies the essence of public service to the police department and community.”





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# Dr. Thrupp recognized by CTCA for work in TB care

**H**CA congratulates Dr. Lauri Thrupp with UCI College of Medicine on receiving the Private Partner Award from the California Tuberculosis Controllers Association (CTCA).

The award acknowledges a CTCA partner in the private sector who has made significant contributions to tuberculosis (TB) elimination in California and/or the development of excellence in TB prevention and treatment.

Dr. Thrupp works with HCA Public Health physicians to facilitate the care of patients with communicable diseases such as tuberculosis. He also works with public health case managers to facilitate hospital discharges and transfers, as well as UCI outpatient clinic managers to facilitate coordination of care.

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# TUPP staff receives award

**C**ongratulations to Tobacco Use Prevention Program (TUPP) staff members Tiffany Vong and Elena Perez who both received an Outstanding Supporter of Prevention Award from the Irvine Prevention Coalition on May 5 for their work through the Tobacco and Hollywood project.

The “Tobacco and Hollywood” project is a community outreach project committed to reducing youth exposure to tobacco in Hollywood movies. The goal of the project is to educate youth and community organizations about the influence that tobacco use in the movies has on youth. The Centers for Disease Control and Prevention (CDC) has repeatedly cited exposure to tobacco use in media as a major factor in youth smoking.

Each year, Irvine Community Drug Prevention (ICDP) and the partners of the Irvine Prevention Coalition host the Outstanding Supporter of Prevention (OSP) Awards. The OSP Awards honor individuals in the community who strive to make a difference in the lives of children and families.



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## NACO Award

*continued from page 1*

through the program and fully participating, each LDP participant is equipped with the mind set, skill set and a tool set by which to succeed and excel as a leader of self, teams and the organization. As each class ends, all are reminded that “now that you have the awareness, you have the responsibility.”

Since its launch in January 2007, the Leadership Development Program has offered cost effective, flexible training for the next generation of leaders. Nearly 800 employees, ranging from entry level positions to managers currently participate in the program, ensuring that HCA and other participating agencies remain strong and vibrant organizations through a well-trained and capable workforce.

More information about the LDP is available on the HCA Intranet at <http://intranet.ochca.com/hr/tsd>. To learn more about the NACO awards, visit the National Association of Counties website at [www.naco.org/programs/recognition/pages/achievementawards.aspx](http://www.naco.org/programs/recognition/pages/achievementawards.aspx).

Awards are given in 21 different categories including children and youth; criminal justice; county administration; environmental protection; health and many more.

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## Interactive Beach Map

*continued from page 1*

contaminated with sewage or may cause illness. The program monitors Orange County’s 42 miles of open ocean coastline and 70 miles of harbor and bay frontage. Learn more about the program by visiting their [website](#) and following them on twitter @ [ocbeachinfo](#).

*On matters of style, swim with the current, on matters of principle, stand like a rock.*  
—Thomas Jefferson

# PH participates in student outreach event at CSUF

 On May 2, a Public Health outreach event was held at California State University Fullerton (CSUF). Coordinated by Environmental Health Director Richard Sanchez, along with Cal State Fullerton representatives, the outreach event was designed to inform students about career options within the field of public health and to discuss why the field needs upcoming students to build and maintain an excellent workforce.

Several staff from HCA's Public Health Division presented at the event and provided students with an overview of public health careers and the importance of building a strong workforce. Speakers representing HCA's Public Health Division included keynote speaker Public Health Services Deputy Agency Director David Souleles, Environmental Health Director Richard Sanchez, Health Promotion Division Manager Amy Buch, HIV Planning & Coordination Manager Tamarra Jones, Public Health Nursing Manager Karen Munoz and Minoo Ghajar from the Public Health Lab.


David Souleles provided an overview of Public Health Services, discussed current issues and talked about why a career in public health is important. Other speakers gave the students an overview of their respective programs and discussed career options.

Following the public health speakers, CSUF representatives provided students with information on schools that offer public health masters programs along with tips and strategies for a successful application and admissions process. The event was a success with approximately 60 attendees and the distribution of a wide variety of public health information.




*Minoo Ghajar from HCA's Public Health Laboratory provided event attendees with an overview of her program.*

# 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.

## got Tdap?



 A new California law requires all students entering 7th-12th grades be immunized with a pertussis vaccine booster called Tdap. Learn more about pertussis (whooping cough) and vaccination locations in Orange County at [www.ochhealthinfo.com/Tdap](http://www.ochhealthinfo.com/Tdap).

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

... continued on page 6

# Gear up for inspections!

**S**ummer is fast approaching and that means it's time for annual safety inspections to be conducted by all programs throughout HCA. This important inspection assists all HCA staff by identifying potential hazards and ensures that areas continue to be safe and hazard free.

All of us here at HCA play an important role in ensuring that the annual safety inspection is conducted thoroughly and the outcome is successful. To assist the program Departmental Safety Representative (DSR) in conducting their safety inspection here are few tips to follow:



- **Toss paper** – Did you know that accumulated paper has the potential to be a source of fuel for a fire? Keeping your workstation clutter free will also allow your DSR to inspect your work area thoroughly and make it easier to observe any critical hazards.
- **Remove extension cords or appliances with frayed wires** – These items can often be overlooked during safety inspections because they may be hidden behind office furniture or stowed away from view. However, these items could become potential fire hazards and need to be reported to your DSR as soon as possible.
- **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 environment for HCA staff.



*Special Recognition was given to Randy Styner of Environmental Health who coordinated a Defensive Driver Refresher Training for 123 employees in his department ... way to go Randy!*

## **Update: Quarterly Safety Meeting**

On March 7, the HCA Safety Program hosted a 2<sup>nd</sup> Quarterly Departmental Safety Representative meeting for 2012. More than 100 dedicated DSRs attended this informative meeting that provided discussions and training on hazard assessment surveys, safety inspections, corrections, evacuation drill requirements, and bloodborne pathogen programs.

In addition, the HCA Safety Office recognized outstanding individuals who demonstrated timeliness in regard to submission of safety documents. Their continuous immediate attention to safety issues assists the Safety Program by ensuring that hazards, chemicals information, program plans, and injuries are reported in a timely manner compliant with Cal/OSHA

... continued on page 7

## QR Codes

*continued from page 5*

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

Public Health's Family Health Division recently worked with Health Policy & Communication's Web Media Development staff to create a QR code for a flier to distribute at the Health Care Agency's booth at the 2011 Orange County Fair. When scanned, the QR code directs individuals to HCA's webpage with information on a new California state law that requires all students entering 7<sup>th</sup>-12<sup>th</sup> 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 webpage.

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 5. 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 Web Media Development staff at [publicinfo@ochca.com](mailto:publicinfo@ochca.com).

*Don't wait for your ship to come in - swim out to it.*

—Author Unknown

# June is Refugee Awareness Month

To coincide with World Refugee Day celebrated annually on June 20, HCA joins the California Department of Public Health and California Department of Social Services in observing Refugee Awareness Month during the month of June 2012.

The purpose of this observance is to celebrate and recognize the achievements and contributions of the refugee communities in California and to promote awareness of refugee programs and resettlement efforts.

HCA Refugee Health Services (RHS) program provides required health assessments to newly arriving refugees, asylees, parolees, and victims of 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.

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. During the last fiscal year, RHS provided health assessments to 285 arrivals, including seven victims of trafficking. The trend in increased arrivals from the Middle East has continued for the past three fiscal years, particularly arrivals from Iraq and Iran.

Refugee Awareness Month is an exciting opportunity for all of us to work together to increase awareness about refugee resettlement programs, and the many contributions refugees have made to California, and more specifically to Orange County.

## Safety Inspections

*continued from page 6*

regulations. The HCA Safety Office commends the following individuals for their exceptional effort in making safety a priority at their worksite:

- Dagmar Himmler—Juvenile Health Services
- Jackie Bernard—Custodian of Records

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

The most recent HCA employee to become certified is Cattien Nguyen from Contract Development & Management. She has demonstrated outstanding effort and commitment to the HCA Safety Program. Congrats Cattien!



*Congratulations and best of luck to our new Certified Departmental Safety Representative, Cattien Nguyen!*



*Pictured (from left to right) are Benjamin Nguyen, Ha Nguyen, Anna Marie Ponce, Randee Bautista, Loann Phan and Dr. Quy Nguyen.*

# EMS Week celebrated

In observance of Emergency Medical Services (EMS) Week May 20-26, 2012, HCA's EMS program hosted a recognition event on May 23 at the Doubletree Hotel in Orange to honor and recognize 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.

This year's theme, "EMS: More than a Job. A Calling" brings together local communities and medical personnel to publicize safety and honor the dedication of those who provide the day-to-day lifesaving services of medicine's "front line."

At the event, Supervisor Bill Campbell presented Medical Services Deputy Agency Director Ron Norby and EMS Program Manager Tammi McConnell with a Board Resolution declaring the week of May 20-26, 2012 as EMS Week in Orange County.

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



Supervisor Campbell presented an EMS Week Resolution to EMS Program Manager Tammi McConnell and Medical Services Deputy Agency Director Ron Norby at a recognition event held on May 23 in Orange.

## JULY HEALTH OBSERVANCES

Cord Blood Awareness Month  
International Group B Strep Awareness Month  
Juvenile Arthritis Awareness Month  
UV Safety Month

## IT Service Desk

*continued from page 2*

upcoming LDP Customer Service workshops. They will serve as the LDP's "face" of customer service for the next year. Congratulations to the HCA IT/Service Desk team!

Another deserving nominee who was recognized as "First Runner Up," is Erin Winger, Director of Nursing at Correctional Health Services (CHS). Erin's Supervisor, Kim Pearson, nominated Erin for her excellent skills in working with outside regulatory agencies and treating them as "customers" to successfully meet the goals of CHS and the Health Care Agency.

CHS is a highly regulated program that underwent 17 inspections last year. Erin's supervisor noted that, "Rather than having anxiety over the inspection process, Erin has promoted a value of providing excellent customer service to these agencies instead. She also carries this value into her everyday interactions with her own staff as well."

Erin Winger is another outstanding example of excellent customer service in HCA, deserving recognition as this year's first runner up.

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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## LDP's Track III celebrates graduation

**A**fter much anticipation and preparation, the first cohort of the Mastery Level of HCA's Leadership Development Program (LDP) "Passport to your Future," launched last September in partnership with OC Public Works (OCPW) and OC Waste and Recycling (OCWR).

A cohort of 12 HCA, 6 OCPW and 2 OCWR "top talent" employees selected by their Agency's executive teams embarked in the program. The Mastery Level of LDP focuses on developing skills to be more influential and effective in the broader organizational context. Track III, the Mastery Level of LDP, is a vital component of HCA's succession development planning efforts.

The program consists of 8 core courses provided by California State University Fullerton (CSUF) and by certified facilitators, a structured mentorship, and a Capstone project, selected by each participating Agency. Program cohort participants worked as a team to tackle projects and completed the program

together. Their completion of the program was celebrated on June 6, 2012 at the CSUF Garden Grove campus. Representatives from CSUF, County executive teams, managers and supervisors attended to support and congratulate the class.

The graduation celebration included inspirational addresses by LDP Managers, CSUF, and Agency Directors. Graduates also shared their experiences and learning with those in attendance.

Several speakers described the impact that the program has made on them professionally. From HCA, Joanne Lim spoke as to the impact of the coursework, Denise Fennessy addressed the impact of the mentorship process and Azahar Lopez and Jenna Sarin described the scope and process of the Capstone Project, which was to conduct an assessment of the Agency's readiness to pursue accreditation of its Public Health entity. Jenny Hudson described the OCWR Capstone project which was to

... continued on page 8



Pictured (top row, left to right) are Jeff Southern and John Arnau (OCWR), Gail Dennis and Don McPeck (OCPW), Jenna Sarin, Sheryl Wamsley-Goldsmith, Azahar Lopez, Diane Holley and Marcy Garfias (HCA). Pictured (bottom row, left to right) are Becky Robinson and Christine Caudill (HCA-TTD), Charles Stanfield (OCPW), Jamie Crews (OCPW-L&D) Sheila Carter, Nardy Khan, Channary Leng (OCPW), Erik Lowman, Babar Karim, Tammi McConnell, Joanne Lim, Jenny Hudson, Denise Fennessy and Sue Beck (HCA).

# Perfect Score for Community Readiness

The Health Care Agency's Health Disaster Management Division received a 100% score on their Cities Readiness Initiative technical assistance review assessment. This assessment is conducted annually by the Centers for Disease Control and Prevention and the California Department of Public Health to determine the level of preparedness and readiness within Local Health Departments. Until now, there was only one county west of the Mississippi that had received a perfect score.

Through continuous planning and partnerships with cities, fire departments, law enforcement

agencies, volunteer groups, and other community and faith based organizations, the Health Care Agency has created the capability to rapidly dispense medications and distribute medical supplies and equipment to the residents of Orange County during an emergency.

Prior to this achievement, the Health Disaster Management Division's Point of Dispensing, or POD, program was recognized as a national model practice by the National Association of City and County Health Officials (NACCHO). Congratulations to the Health Disaster Management Division! Thank you for helping to prepare our community for an emergency.

## Call for 2012 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 recognize 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 Team Excellence Award Intranet webpage at <http://intranet.ochca.com/lmc/team> for application criteria, details about previous winners, and additional information about what makes an excellent team. A nomination form can also be downloaded at [http://intranet.ochca.com/docs/lmc/LMC\\_Award\\_Application.pdf](http://intranet.ochca.com/docs/lmc/LMC_Award_Application.pdf). The deadline to submit nominations is Wednesday, August 15, 2012. The members of the LMC look

forward to receiving your team's nomination!

Previous winners of this award include Alcohol and Drug Abuse's Drug Court, Adult Mental Health Services' Anaheim Clinic, Correctional Mental Health Team from Correctional Health Services, Public Health's San Onofre Nuclear Generating Station Offsite Dose Assessment Center (ODAC) team, the Tobacco Use Prevention Program (TUPP), Children and Youth Services West Region program, Public Health's Certified Unified Program Agency (CUPA) Used Oil Program, and Family Health Division's Childhood Lead Poisoning Prevention Program.



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

### AUGUST HEALTH OBSERVANCES

Children's Eye Health and Safety Month

National Immunization Awareness Month

World Breastfeeding Week . . . . .1-7

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

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*The summer night is like a perfection of thought.*  
—Wallace Stevens

# HDM hosts Health Preparedness Summit

**H**CA's Health Disaster Management (HDM) Division held a one-day Health Preparedness Summit entitled "Risky Business," on May 31, 2012 at the Neighborhood Community Center in Costa Mesa. More than 225



*Keith Miles from McNeely Pigott & Fox Public Relations discusses how social media tools can be incorporated into preparedness plans.*

representatives from hospitals, long term care and skilled nursing facilities, community clinic and health centers, licensed ambulance providers, surgical and dialysis centers, city and county fire authority, law enforcement agencies, disaster coordinators, community and faith based organizations, and others participated in this event.



*County Health Officer Dr. Handler shares information about a recent trip to Japan and what he learned about their disaster response.*

As part of the Division's deliverables to plan and prepare for a localized or countywide public health emergency, key topics at the Summit included California and Orange County Emergency Preparedness, Risk Based Planning, Risk Based Planning Exercise, Japan's Disaster Response,

a panel discussion regarding People with Access and Functional Needs, and Social Media Tools in a Disaster.

Guest speakers from outside Orange County included Betsey Lyman, Deputy Director, Public Health Emergency Preparedness, California Department of Public Health; Dr. Alonzo Plough, Emergency Preparedness and Response Program, Los Angeles Department of Public Health; and Karen Jackson, Specialist, Office for Access and Functional Needs, California Emergency Management Agency (Cal EMA).

Donna Boston, Emergency Manager of the Orange County Sheriff's Department's Operations Area and Ron Norby, HCA Deputy Agency Director of Medical Services presented information on Orange County Emergency Preparedness. They discussed the roles of county agencies, city jurisdictions, and the countywide response structure for each division during a disaster.

As a lead disaster mitigation planner, Ms. Boston urged all attendees to prepare themselves and their families for any type of hazard by developing disaster preparedness kits to store at home, in cars, and at business locations. She recommended three key websites, Alert OC ([www.alertoc.com](http://www.alertoc.com)), ReadyOC ([www.readyoc.org](http://www.readyoc.org)), and the American Red Cross ([www.oc-redcross.org](http://www.oc-redcross.org)). These resources allow those that live or work in Orange County to

receive emergency notifications and provide tips on how to develop a personal disaster plan and information on available training courses.

County Health Officer Dr. Eric Handler presented a report about Japan's Disaster Response. He shared information he obtained from a recent trip to Japan and

discussed current statistics that included confirmed deaths, people injured and missing, buildings damaged and destroyed, and footage of people and their stories, and the overall repercussions of Japan's catastrophic events.

*... continued on page 4*



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# Compliance is everyone's business

**Y**ou might wonder how it is that a person or an organization would consider that “compliance is everyone's business.”

“Compliance is everyone's business” because we all have a part in contributing to the development of a “Do the right thing” culture. To understand how we all contribute to such a culture, we need to evaluate the following definitions:



- **Culture** is the set of shared *values* and goals that an organization follows. Culture is what sets an organization apart from its peers.
- **Values** are often wide-ranging ideals regarding the *right course of action*.
- **A value system** is a set of consistent *values and measures*.
- **Compliance programs** are systematic procedures established by an organization to ensure that requirements of the regulations imposed by a government agency are met.

Organizations communicate their **value system** through written standards of conduct, often referred to as a Code of Ethics or a Code of Conduct. These documents are the foundation of an organization's policies and procedures, and provide statements of the intention to comply with requirements it must meet.

**Values** give us a sense of what is right and wrong, and help us to know the “right course of action” to take. One of the purposes of a compliance program is to help create a “Do the right thing” culture.

There are guidelines that tell organizations how to design and implement effective compliance programs. These guidelines address several requirements, including the need to create an ethical culture.

Those guidelines state: “To have an effective compliance and ethics program, an organization shall: (1) exercise due diligence to prevent and detect criminal conduct; and (2) otherwise promote an organizational culture that encourages ethical conduct and a commitment to compliance with the law.”

Remember, a **value system** is a set of consistent values and measures. There is an old saying, “what gets measured gets done.” This is also true of

incentives. It is helpful if management ties workforce incentives to expected performance.

The guidelines for designing and implementing compliance programs also address incentives, and states that “The organization's compliance and ethics program shall be promoted and enforced consistently throughout the organization *through appropriate incentives to perform in accordance with the compliance and ethics program.*”

An example of compliance activities that can be measured and incentivized is the participation of the workforce in assigned compliance education and/or completion of certain policies and procedures that address the organization's risks. Current policies, procedures, and education help develop a well-informed workforce and a “Do the right thing” culture.

We can conclude that everyone has a part in creating an ethical culture, whether it is incentivized or not. All workforce members are responsible for reviewing policies and procedures, participating in assigned education, reporting misconduct or illegal activities, and carrying out their responsibilities in alignment with the corporate values that are in accordance with rules, laws, and standards.

When we all do our part to “Do the right thing,” we are making “compliance everyone's business.”



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## HDM Summit

*continued from page 3*

Keith Miles, Partner/Director of McNeely Pigott & Fox Public Relations, discussed how disaster preparedness experts are incorporating social media tools into their preparedness plans. He also stated, “All new cell phones will come loaded with emergency alert capabilities which will allow federal agencies to continue moving toward national alert notification systems via social media portals.”

The Summit proved to be quite successful with evaluations reflecting high marks. If you are interested in reviewing the presentations, please visit [Summit Reference Material](#). To learn more about HDM, visit [Health Disaster Management](#).

# BHS Employees of the Quarter

Congratulations to Paul Hoang, MSW with HCA's Psychiatric Emergency Response Team (PERT) and Carla Romero with the AB109 program on being recognized as Behavioral Health Services Employees of the Quarter.

As a member of PERT, Paul is currently assigned to the Garden Grove Police Department to ride with officers while they respond to all mental health related calls. He provides 5150 assessments, crisis intervention, appropriate linkages and follow-ups. Paul is also involved in conducting Lanterman Petris Short 5150 Certification training for County and County-contracted employees, Critical Incident System Management debriefings as a member



of the County First Responder Team, and regular Centralized Assessment Team (CAT)/ PERT presentations and trainings. Paul is a dedicated clinician and advocate for effective services to address community mental health needs.

Carla graduated in 2005 with a Master's in Social Work from USC and joined HCA in 2008 where she worked as a clinical social worker for the Santa Ana clinic and an Intake Counselor at HCA's Anaheim clinic. Currently, Carla works collaboratively with the Probation Department in the AB109 program where she assesses recently released inmates and provides the necessary linkages to resources in the community for mental health and/or drug and alcohol services. Carla is noted for her warmth, work ethic and diligent ability to set limits with demanding clients.



# BHS volunteers receive recognition

Congratulations to Behavioral Health Services Prevention & Intervention Stop the Cycle Program volunteers Lori Martinez and Teresa Rodriguez on receiving a 2012 President's Volunteer Service Award.



Volunteer Teresa Rodriguez (pictured left) receives recognition from Service Chief Teresa Renteria.

Contributing more than 560 hours of volunteer service, Lori Martinez was presented with a gold pin and certificate and Teresa Rodriguez received a bronze pin and certificate for dedicating more than 100 volunteer service hours.

The President's Council in Service and Civic Participation was established in 2003 to recognize the valuable


contributions volunteers are making in our communities and encourage more people to serve. The award program was created as a way to thank and honor Americans who, by their demonstrated commitment and example, inspire others to engage in volunteer service.

The President's Volunteer Service Award recognizes individuals, families and groups that have achieved a certain standard – measured by the number of hours of service over a 12-month period or cumulative hours earned over a lifetime. To learn more about the award, visit [Presidential Service Awards](#).



Lori Martinez (pictured left) volunteered more than 560 hours for the Stop the Cycle Program. She is pictured with Service Chief Teresa Renteria.

# Nurse-Family Partnership® graduation

range County's Nurse-Family Partnership® (NFP) has established a tradition of carrying out quarterly graduations to recognize clients for their successes while enrolled in this 2½ year home visitation program.

HCA celebrated its graduates at an event held on April 26 at the 17<sup>th</sup> Street Learning Center.

NFP CEO Tom Jenkins flew out from the National Service Office in Denver, Colorado to participate in honoring HCA's graduates.



Nurse-Family Partnership is an evidence-based, community health program that helps transform the lives of vulnerable mothers pregnant with their first child. Each mother served by NFP is partnered with a registered nurse early in her pregnancy and receives ongoing nurse home visits that continue through her child's second birthday.

To learn more about NFP, please visit HCA's website at [Nurse Family Partnership](http://NurseFamilyPartnership.com).



NFP CEO Tom Jenkins congratulates HCA's graduates.

HCA Nurse Family Partnership® graduates pose for a group photo at an event held on April 26.

## How soon can you submit an online mileage claim?

**T**he soonest you can submit an online mileage claim (OMC) is the first day of a pay period for the prior pay period. However, it is highly recommended that you wait until the following Monday (of payday week) to submit your claim, and under no circumstance should supervisors review and approve OMCs prior to that Monday. Why?

The OMC program looks at your VTI timecard to determine if at least one hour of time was worked on a day in which you are claiming mileage. Since you can change your timecard at any time *during* a pay period, it's better to wait until the following payday week Monday to submit your OMC (and for supervisors to review and approve OMCs) when timecards will have been finalized for payment.

For payroll or mileage claim questions or for any payroll-related information, contact HCA Payroll at (714) 834-5744 Monday through Friday from 7:30 a.m. to 5:00 p.m., or E-mail [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com).



# 2012 Golden Guardian Exercise

The Orange County Operational Area coordinated an annual State Emergency Exercise "Golden Guardian," on Tuesday, May 15 for Orange County jurisdictions. The exercise aimed to test the response to a catastrophic 7.8 earthquake in Southern California.

HCA conducted a full scale exercise with response partners representing local hospitals, emergency medical services, ambulance providers,



At the May 15 exercise, HCA Director Mark Refowitz discusses the importance of developing back-up plans for worst case scenarios.

public safety and health care facilities.

The scenario involved a hospital evacuation that required HCA to coordinate with ambulance strike teams in the transfer of patients to receiving facilities in the county. The scenario also required HCA to evaluate its own agency operations and its ability to conduct initial and on-going communications with HCA staff and other external stakeholders.

HCA Director Mark Refowitz kicked off the exercise at the Health Emergency Operations Center in Santa Ana by sharing his experience in an emergency operation center during the wildfires in San Diego. He emphasized that developing back-up plans for worst-case scenarios is a critical purpose of catastrophic event planning, as well as continuity of operations planning.

County Health Officer Dr. Handler, Medical Services Deputy Agency Director Ron Norby, and other HCA personnel staffed key positions at the Operational Area Emergency Operations Center to coordinate response efforts with other county agencies and special districts.

The exercise tested HCA's emergency plans and forced participants to think outside the box to develop concepts and solutions. Thank you to all who participated in making this a successful exercise!

## Safety Word Search

I	R	E	P	O	R	T	A	H	D	E	S
C	N	T	R	I	P	S	L	A	R	R	S
H	D	S	E	U	L	L	A	Z	I	G	E
E	R	M	P	M	A	I	R	A	V	O	C
M	I	E	A	E	N	P	M	R	I	N	U
I	L	R	R	E	C	O	R	D	N	O	R
C	L	H	E	A	L	T	H	S	G	M	I
A	F	I	R	S	T	A	I	D	K	I	T
L	I	N	J	U	R	Y	A	O	F	C	Y
P	R	E	V	E	N	T	I	O	N	S	E
T	E	V	A	C	U	A	T	I	O	N	S
E	A	R	T	H	Q	U	A	K	E	S	Y



Circle each word. The leftover letters will reveal the secret phrase: *Alarm, Chemical, Drill, Driving, Earthquakes, Ergonomics, Evacuations, Fire, First Aid Kit, Hazard, Health, Injury, Inspection, Plan, Prepare, Prevention, Record, Report, Security, Slip, Trip.*



## LDP Graduation

*continued from page 1*

develop a process to place interns in the Agency.

From OCPW, Sheila Carter spoke about her agency's Capstone Project which was to develop a system to inventory and control OCPW's assets. Nardy Khan spoke about the impact of the coursework and Don McPeck spoke about the mentorship and its impact.

The contributions of mentors who volunteered their time to work with program participants and the

dedication of Agency liaisons who worked with the Capstone Project Teams were also recognized as examples of outstanding service and leadership.

The next cohort of Track III of the program has already been selected and is gearing up to launch in October 2012 and will continue through the following October. For more information on the HCA Leadership Development Program and how you can participate, please visit [HCA Leadership Development Program](#).



*HCA Mastery Level graduates pose for a photo with HCA Deputy Agency Director Jeff Nagel. Pictured (left to right) are Erik Lowman, Jenna Sarin, Babar Karim, Sheryl Wamsley-Goldsmith, Tammi McConnell, Joanne Lim, Azahar Lopez, Sue Beck, Dianne Holley, Marcy Garfias, Jenny Hudson and Denise Fennessy.*



*Graduates and supporters prepared for the Track III, Mastery Level graduation ceremony held on June 6.*

*All the so-called "secrets of success" will not work unless you do.*  
—Author Unknown

## Employees recognized for service years

**H**CA employees received recognition for their years of dedicated service at an Employee Recognition Awards ceremony held on July 12 at the County Hall of Administration. The following is a list of service awards presented.

- |               |               |
|---------------|---------------|
| 5 Years – 80  | 10 Years – 17 |
| 15 Years – 13 | 20 Years – 6  |
| 25 Years – 1  | 30 Years – 1  |
| 35 Years – 1  |               |

*Deborah Seeley from Public Health Services (PHS) received a 30-year certificate and pin during the July 12 Employee Recognition ceremony from PHS Deputy Agency Director (DAD) David Souleles and Correctional Health Services DAD Kathy Wild.*

30 YEARS



*... more photos on page 3*



## Dr. Chau receives award

**C**ongratulations to Behavioral Health Services Associate Medical Director Dr. Clayton Chau, on receiving the Warren Williams, MD Award for Excellence in Service to the profession of psychiatry and the care of those with mental illness. Established in 1984 in honor of Warren Williams, MD, a noted speaker of the American Psychiatric Association (APA), the award is given jointly by the APA and the California Psychiatric Association.



*Many hands make light work.*  
—John Heywood



# Compliance Scavenger Hunt

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

Look around the [Compliance Intranet page](#) to find the answers. Email your answers to [officeofcompliance@ochca.com](mailto:officeofcompliance@ochca.com) and remember to include your name, telephone number and PONY address. Good luck!

- The first completed response with all the correct answers will win a prize.
- Even if you are not first, look for the answers because all of the correct responses received by September 14, 2012 will be entered into a drawing for more prizes.
  1. What phone number is listed for the Chief Compliance Officer on the Compliance Intranet page?
  2. What must be entered in the subject line of an e-mail in order to encrypt it?
  3. What is the last numbered page on the Code of Conduct?
  4. Name the two Medical Doctors on the HCA Compliance Committee.
  5. What is the phone number of the Orange County Privacy Officer?
  6. What is the title of the last Compliance Policy listed under Compliance P&Ps?
  7. What does the abbreviation NPP stand for?
  8. What is the subject of Compliance Policy #21?
  9. How many people are on the Compliance Committee?
  10. What is the first part of the "Encrypting and Retrieving of Media" self help video on the IT intranet site?
  11. Whose photo is at the bottom of the Compliance homepage?
  12. What is the intranet address of the OC HIPAA Website?
  13. Which Code of Conduct Standard refers to hazardous waste?
  14. What is the Compliance Hotline telephone number?
  15. Which Code of Conduct Standard refers to licenses?
  16. Where is the Office of Compliance located?
  17. Where is the HCA/HIPAA Coordinator's office located?
  18. If you have questions about the Code of Conduct, who do you ask?

# August is Breastfeeding Awareness Month

Nationwide, Women, Infants and Children (WIC) clinics celebrate breastfeeding efforts during the month of August. According to the National WIC Association, while more than half of our nation's infants are enrolled in WIC, many mothers are still unaware of all of the promotion and support services that WIC provides.



WIC is a supplemental food, nutrition education and breastfeeding support program that serves low to moderate-income pregnant, breastfeeding and postpartum women, and infants/children up to age 5 who are at nutritional risk. According to the Centers for Disease Control (CDC), breastfeeding rates are on the rise with 76.9% of mothers initiating breastfeeding. WIC programs nationwide play an important role in getting mothers to breastfeed as they promote breastfeeding as the optimal infant feeding choice by providing

- Breastfeeding Peer Counselors
- Lactation Consultants
- Classes and Support Groups
- Educational Materials
- Information Line

There are a number of breastfeeding benefits which include reducing the risk of breast cancer, ovarian cancer, Type 2

... continued on page 4

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



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

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

**SAFETY LINE**



**714.834.SAFE**

Remember to call HCA Safety to report workplace injuries and other safety related matters. We are here to help!

**Service Awards**  
*continued from page 1*

**25 YEARS**



*Kenneth Grebel and Janel Wheeler Smith from Behavioral Health Services celebrated 25 years of County service and received recognition and a certificate and pin to commemorate the occasion from Public Health Services Deputy Agency Director David Souleles and Adult Mental Health Services Division Manager Kevin Smith.*



*John Ralls from Environmental Health celebrated 25 years of County service during the July 12 Employee Recognition ceremony and received recognition from Public Health Services Deputy Agency Director (DAD) David Souleles and Correctional Health Services DAD Kathy Wild.*

**SEPTEMBER HEALTH OBSERVANCES**

**Fruit and Veggies – More Matters Month**

**Leukemia & Lymphoma Awareness Month**

**National Alcohol and Drug Addiction Recovery Month**

**National Preparedness Month**

**Prostate Cancer Awareness Month**

**World Alzheimer's Day . . . . . 21**  
**Family Health & Fitness Day USA® . . . . . 24**  
**World Heart Day . . . . . 30**

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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## 20 YEARS

Public Health Services (PHS) staff members (pictured, left to right) Karen Jackson and Arlene Hoffman received a 20-year certificate and pin to commemorate their years of County service from PHS Deputy Agency Director (DAD) David Souleles and Correctional Health Services DAD Kathy Wild.



Celebrating 20 years of County service, Central Operations staff member Luis Armenta received recognition from Administrative and Financial Services Deputy Agency Director (DAD) Jeff Nagel and Public Health Services DAD David Souleles.



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## Breastfeeding Awareness Month

*continued from page 2*

diabetes and postpartum depression in mothers. In babies, breastfeeding reduces the risk of obesity, Type 2 diabetes, asthma and Sudden Infant Death Syndrome (SIDS). As a result, this leads to better health for WIC participants.

HCA's Nutrition Services WIC Program serves approximately 31,850 participants in Orange County. If you know someone who might benefit from breastfeeding support or for more information, contact HCA's Nutrition Services Program at 1-888-YOUR-WIC or visit the [HCA WIC webpage](#). To view the new CDC 2012 United States Breastfeeding Report Card, [click here](#).

*Teamwork divides the task and  
multiplies the success.*  
—Author Unknown



Celebrating 15 years of County service, Public Health Services (PHS) staff members (pictured, left to right) Chris Prevatt and George Varela received recognition from PHS Deputy Agency Director (DAD) David Souleles and Correctional Health Services DAD Kathy Wild.



Muriel Enos from Behavioral Health Services received a 15-year certificate and pin during the July 12 Employee Recognition Awards from Public Health Services Deputy Agency Director David Souleles and Adult Mental Health Services Division Manager Kevin Smith.



Ronal Margheim from Information Technology celebrated 15 years of County Service and received recognition from Financial Services Deputy Agency Director (DAD) Jeff Nagel and Public Health Services DAD David Souleles.

10 YEARS



Correctional Health Services (CHS) staff member Theresa Armijo celebrated 10 years and received recognition at the July 12 Employee Recognition ceremony from Public Health Services Deputy Agency Director (DAD) David Souleles and CHS DAD Kathy Wild.



Celebrating 10 years of County service, Behavioral Health Services staff members received a certificate and pin from Public Health Services Deputy Agency Director David Souleles and Adult Mental Health Services Division Manager Kevin Smith. Pictured (alphabetically) are Mary Montalvo, Nelda Owens, Cecilia Shermack-Warner and Hector Varela.

Never miss an opportunity to make others happy, even if you have to leave them alone in order to do it. —Author Unknown



Public Health Services (PHS) staff members received recognition from PHS Deputy Agency Director (DAD) David Souleles and Correctional Health Services DAD Kathy Wild for their 5 years of County service during the July 12 Employee Recognition ceremony. Pictured (alphabetically) are Audrey Manalo, Jazmin Mejia, Patrick Pham, Cecilia Ruiz, Nickolas Salazar and Daisy Sevilla.



Jeremy Harris from Central Operations received a 5-year certificate and pin from Administrative and Financial Services Deputy Agency Director (DAD) Jeff Nagel and Public Health Services DAD David Souleles.



Correctional Health Services (CHS) staff member Erica Garcia celebrated 5 years of County service and received recognition at the July 12 Employee Recognition ceremony from Public Health Services Deputy Agency Director (DAD) David Souleles and CHS DAD Kathy Wild.



Behavioral Health Services staff members who celebrated 5 years of County service received recognition from Public Health Services Deputy Agency Director David Souleles and Adult Mental Health Services Division Manager Kevin Smith. Pictured (alphabetically) are Priscilla Aguirre, Melinda Flores, Lauren Horton, Sandra Huerta, Tien Lam, Linda Molina, Guadalupe Montoya, Berenice Moran, Hilary Peralta, Yuni Roh, Humie To and Julie Truong.



Medical Services (MS) Operations Chief Holly Veale and Public Health Services Deputy Agency Director David Souleles recognized MS staff members for their 5 years of County service. Pictured (alphabetically) are Giovanni Guillen, Gladys Pineda and Lisa Wilson.



Information Technology staff members (pictured, left to right) Adil Siddiqui and Reno Aguirre received a 5-year service pin and certificate from Financial Services Deputy Agency Director (DAD) Jeff Nagel and Public Health Services DAD David Souleles.



Cesar Alba from Medical Services received a 5-year certificate and pin from Medical Services Operations Chief Holly Veale and Public Health Services Deputy Agency Director David Souleles.

*If you surrender to the wind, you can ride it.*  
—Toni Morrison

## workingWELL kicks-off!

**H**CA's employee wellness initiative "workingWELL – A Healthy OC Starts with Us," held a kick-off event on September 5, 2012 on the patio of HCA's 17<sup>th</sup> Street Clinic in Santa Ana. More than 300 employees participated and of those, more than 60 walked to the event from downtown.

The event provided staff opportunities to participate in many activities including:

- A 1.9 mile organized walk from HCA headquarters (405 W. 5th Street) to the 17<sup>th</sup> Street Clinic led by Public Health Services Deputy Agency Director David Souleles
- Free fresh produce provided by Orange County Produce LLC, which is owned by former Secretary of the California Department of Food and Agriculture A.G. Kawamura
- Information about benefits, assessment and incentives offered through health insurance providers Blue Shield, CIGNA and Kaiser
- Healthy snacks such as black bean and

corn pitas, fruit smoothies and spring rolls

- LiftOff demonstrations
- Free Flu Shots
- Viewings and discussions surrounding HBO's Weight of the Nation's bonus clip "Overweight in the Workplace: How Wellness Programs Can Help the American Workforce."



Public Health Services Deputy Agency Director David Souleles led a 1.9 mile organized walk from HCA headquarters to the 17th Street Clinic during the kick-off event.

... continued on page 8

## HCA website gets new look

**T**he Health Care Agency has partnered with the County to transition the website to a new platform, Civica Software. The new website will provide great tools like mega menus for easy navigation, program specific calendars that automatically feed into a general HCA calendar, and a countywide brand that will be visible throughout all County of Orange websites. The process began in March 2012 and is anticipated to go-live on October 22, 2012. HCA staff will have the opportunity to attend web training at the end of this year to learn how to edit a program webpage. The Health Policy and Communication web team would like to thank all of the HCA staff that have assisted with the new design, navigation, and content. Please contact [Nicole Stanfield](#) for more information.



# New policy addresses privacy violations

**D**uring July 2012, the Office of Compliance introduced a new policy titled *Sanctions for Privacy & Security Violations I-24.01*, which is now in effect. This is an important policy because, as the name suggests, it addresses disciplinary and corrective actions for our workforce members who



COMPLIANCE  
UPDATE

commit privacy and/or security violations.

It is important for HCA to have a sanctions policy in place because the

HIPAA privacy and security rules compel us to do so. The privacy and security rules require that covered entities have a sanctions policy in place to deal with those that violate their regulatory standards. The HCA sanctions policy effectively outlines the disciplinary

action for those that commit privacy and security violations of varying degrees and frequencies.

Having such a policy in place not only makes us compliant with the law as an organization, but also makes clear to the HCA workforce about the types of disciplinary action that can be expected for committing various privacy and security violations. It is beneficial to everyone when HCA clearly outlines in writing what an employee can expect for violations of the privacy and security standards.



... continued on page 6

## 2012 POD Exercise

# HCA's 7<sup>th</sup> Annual Exercise to test 5 POD sites & HCA coordination capabilities

**T**he Orange County Health Care Agency's (HCA) 7<sup>th</sup> annual Point of Dispensing (POD) exercise will test the ability of Orange County cities to effectively and efficiently provide seasonal influenza vaccine to the public as part of a series of exercise events.

The POD Exercise Series begins on Tuesday, October 9, 2012. HCA will conduct a communication and coordination exercise designed to test the ability of HCA's Emergency Operations Center (HEOC) to receive, process, and allocate resources requested from the POD site, as well as share information regarding a public health event with key response agencies.

On Thursday, October 11, 2012, the Local Distribution Center (LDC) or Health Warehouse, will be activated to process those resource requests and test the ability to deliver those supplies to the POD sites in an accurate and secure manner.

And finally, on Friday, October 19, 2012, five mass vaccination POD sites will be activated in order to test the ability to dispense large quantities of medications, vaccines and/or medical supplies to the community in a timely fashion. Free flu shots will be offered at the following five Orange County locations

from 11:30 a.m. to 1:30 p.m.:

- **Anaheim**  
Anaheim First Christian Church  
520 W. South St., Anaheim, CA 92805
- **Laguna Niguel**  
St. Timothy Catholic Church  
29102 Crown Valley Pkwy., Laguna Niguel, CA, 92677
- **Placentia**  
Champions Sports Complex  
505 Jefferson St., Placentia CA 92870
- **Stanton**  
City of Stanton Corporate Yard  
8100 Pacific Ave., Stanton, CA 90680
- **Westminster**  
Community Service Center  
8200 Westminster Blvd., Westminster, CA 92683

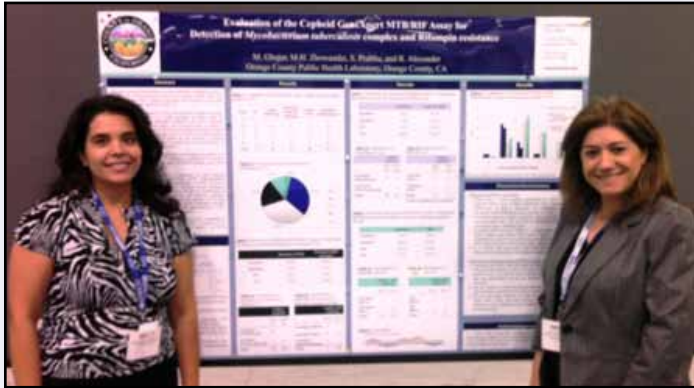
Led by HCA's Health Disaster Management (HDM) Division, planning for this exercise series began in February 2012 and involves more than 30 response agencies including the cities of Anaheim, Laguna Niguel, Placentia, Stanton, and Westminster.

For more information regarding this event, please visit the event webpage at [www.ochealthinfo.com/freeflushot](http://www.ochealthinfo.com/freeflushot).

# PH lab staff attend meeting

From June 16-19, 2012 Orange County Public Health Laboratory (OCPHL) Microbiologists Charlotte Egan, Minoo Ghajar, Joseph Guzman, Mariam Zhouandai, and one Association of Public Health Laboratories (APHL)/Centers for Disease Control (CDC) Emerging Infectious Disease (EID) fellow Jennifer Faulwetter, represented the Health Care Agency by attending the American Society for Microbiology (ASM) 112<sup>th</sup> General Meeting in San Francisco.

During the meeting, Minoo Ghajar and Mariam Zhouandai were given the opportunity to present a scientific poster on “Evaluation of the Cepheid



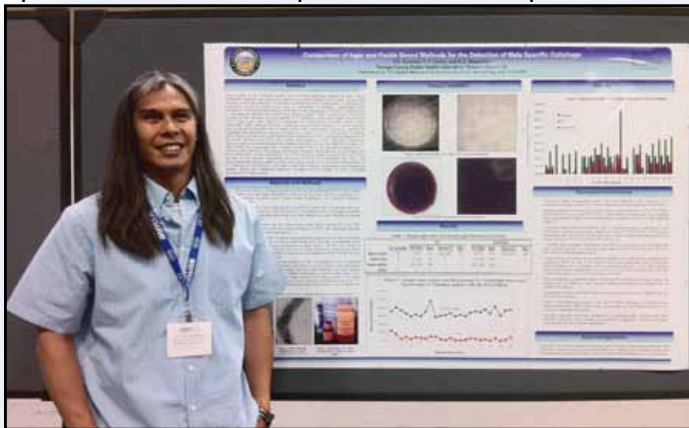
*Pictured (left to right) are Public Health Microbiologists Mariam Zhouandai and Minoo Ghajar who presented their scientific poster at the 112<sup>th</sup> ASM General Meeting in San Francisco.*

GeneXpert MTB/RIF Assay” (co-authors Sunita Prabhu and Richard Alexander). The Cepheid instrument is used at OCPHL for rapid, direct detection of Mycobacterium tuberculosis (TB) from respiratory sources. The assay not only detects

TB but can also detect if the TB is resistant to Rifampin (one of the drugs used for treatment of TB). Rifampin-resistance is used for early detection of Multiple-Drug Resistant (MDR) TB.

Joseph Guzman presented a scientific poster titled “Comparison of

Agar and Pectin Based Methods for the Detection of Male Specific Coliphage in Surface Waters” (co-authors Tania Chiem and Richard Alexander). The detection of coliphage in runoff waters indicates the possibility of human waste as a source of contamination.



*Public Health Microbiologist Joseph Guzman’s poster presentation showed that the detection of coliphage in runoff waters indicates the possibility of human waste as a source of contamination.*

As an APHL/CDC EID Fellow participating in a two-year fellowship at OCPHL, Jennifer Faulwetter presented a poster “Bacteroides as an Indicator of Human and Canine Fecal Pollution – A Molecular

# Is your child in the right car seat?

Child Passenger Safety Week is celebrated from September 17 – 22, 2012 to increase community awareness on how to properly secure kids in car seats and seat belts.

According to the National Highway Traffic Safety Administration (NHTSA), car crashes are the leading cause of death for children ages 1 through 12. The best way to protect them is to put them in the right seat, at the right time, and use it the right way:

- Select a car seat based on your child’s age and size, and choose a seat that fits in your vehicle and use it every time.
- Always read your car seat manufacturer’s instructions and vehicle owner’s manual on how to install the car seat using the seat belt or LATCH system; and check height and weight limits.
- Keep your child in the back seat at least through age 12.
- To maximize safety, keep your child in the car seat for as long as possible, as long as the child fits within the manufacturer’s height and weight requirements.

## Birth - 12 months



Your child under age 1 should always ride in a rear-facing car seat.

There are different types of rear-facing car seats: Infant-only seats can only be used rear-facing. Convertible and 3-in-1 car seats typically have higher height and weight limits for the rear-facing

... continued on page 6

... continued on page 7



# Get ready to ShakeOut on October 18!

**W**here were you on Wednesday, August 8 at approximately 9:33 a.m.? Like most of us here in Orange County, you were probably under a table feeling helpless as the earth shook. The earthquake that jolted us that morning is now a familiar reminder of why it is important to be prepared for earthquakes. Luckily, there is an opportunity to join an estimated 6.6 million residents here in California as they drop, cover and hold during the upcoming *Great California ShakeOut* earthquake drill scheduled at 10:18 a.m. on Thursday, October 18.

The HCA Safety Program would like to encourage HCA programs to take this opportunity to participate in this statewide drill. This will further prepare staff to become educated on what to do during earthquakes and possibly pre-identify challenges. A memo will be sent out in the next few weeks which will provide further information related to the upcoming *Great California ShakeOut* drill that will take place here at HCA. In the meantime, please visit [www.ShakeOut.org](http://www.ShakeOut.org) for additional resources and information.

## Update: Quarterly Safety Meeting

On July 25, the HCA Safety Program hosted the 3<sup>rd</sup> Quarterly Departmental Safety Representative meeting for 2012. More than 100 dedicated DSRs attended this informative meeting that provided discussions and training on Material Safety Data Sheets, corrective action requirements for annual inspections, how to complete a hazardous



Pictured (left to right) are Bobie-Jo Ross and James Devor.

chemical inventory list, updated safety policies and procedures, and Bloodborne Pathogen Program review.

The HCA Safety Program also awarded certificates to the DSRs who recently became Certified Safety Representative (CSRs).

The HCA employees listed below have recently become certified and have demonstrated outstanding effort and commitment to the HCA Safety Program.

- **Bobie-Jo Ross**  
BHS/Children & Youth Services
- **Sherie King**  
BHS/Adult Mental Health Services
- **James Devor**  
BHS/Prevention & Intervention

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

## Get the latest health news on Facebook & Twitter

**T**he Orange County Health Care Agency provides the latest local health information on [Facebook](#) and [Twitter](#). Get healthy tips and facts, learn about the available resources, and stay connected with your local health department. Follow @OCHealth today!



*The first step to getting the things you want out of life is this: Decide what you want.*

—Ben Stein

# September is National Preparedness Month

**E**ach year during the month of September National Preparedness Month is recognized as a time to be prepared in case of emergencies.

Take a moment to make sure your family has an emergency plan. Your family may not be together when a disaster strikes so it is important to plan in advance: how you will all get to a safe place, how you will contact one another and get back together; and what you will do in different situations.

Be sure to have emergency supplies at home, in your vehicle and at work. Supplies should include basic items you and your household may need in the event of an emergency. Try to assemble a disaster supply kit well in advance. When an emergency happens, you will probably not have time to search

for the supplies you need or shop for them.

And, as a County employee, your County identification badge designates you as a Disaster Service Worker (DSW). When a disaster strikes, the impact upon the community can be devastating. It takes a team of dedicated, trained DSWs to mitigate the damage and to help rebuild the affected areas.

As a DSW, you may be called upon to participate in exercises for preparedness or an activation of the County's Emergency Operations Center. For more information about your role as a DSW, a [Disaster Service Worker Information Sheet](#) is available on the County website.

To learn more on how to prepare for a disaster and how to create an emergency plan and kit, visit [Ready.Gov](#).

# HCA celebrates National Breastfeeding Month

**D**uring the month of August, HCA's Women, Infant and Children (WIC) program celebrated "National Breastfeeding Month" by dedicating a Breastfeeding Celebration Day at several of the agency's WIC sites.

Each WIC site celebrating the event showcased breastfeeding displays, posters, handouts and magazines. Refreshments were provided along with a raffle that was held after a breastfeeding support group or a breastfeeding class. WIC headquarters at the 17<sup>th</sup> Street Clinic also showcased a month-long display at the main entrance and in the employee lounge.

Breastfeeding is a proven prevention strategy to protect both infants and mothers from many acute and chronic diseases and conditions. Exclusive breastfeeding protects babies from excessive early weight gain, therefore helping to prevent childhood obesity.

Exclusively breastfeeding is an important first step in addressing the Weight of the Nation. WIC researchers in Los Angeles found that the obesity rates of WIC kids who were breastfed as infants were found to be significantly lower (by 23%) than those who were formula fed.

In recognition of the well-documented health benefits of breastfeeding, last year on August 6, 2011, the United State Breastfeeding Committee



*WIC clients attend breastfeeding support groups and breastfeeding classes offered at the various WIC sites throughout the County. Each WIC site celebrated National Breastfeeding Month by showcasing displays, posters, handouts and magazines.*

declared that August is now "National Breastfeeding Month." This year for the first time in the United States, not only WIC, but everyone nationwide celebrated breastfeeding during August and worked together to spread the word that "Everyone can help make breastfeeding easier."

For more information about HCA's WIC program, visit [www.ochealthinfo.com/public/nutrition/wic](http://www.ochealthinfo.com/public/nutrition/wic).

**PH Lab Staff**

*continued from page 3*

Approach” (co-authors Joseph Guzman and Richard Alexander).

Jennifer researched and implemented two rapid molecular assays to test water samples for the presence of human-specific or dog-specific fecal contamination.



*APHL/CDC EID Fellow Jennifer Faulwetter presents a scientific poster on “Bacteroides as an Indicator of Human and Canine Fecal Pollution – A Molecular Approach.”*

An Interactive Quiz.” Charlotte is an active member of SCASM and has been a Microbiologist at OCPHL for 43 years.

The scientific session was presented as a “Quiz Show” competition made up of four American Society for Microbiology (ASM) Branch teams – New York City ASM, Illinois ASM, Northern California ASM, and Southern



*Pictured (left to right) Maria Pezzlo from UCI Medical Center, Margie Morgan from Cesars-Sinai Medical Center and Public Health Microbiologist Charlotte Egan serve as part of an expert panel during a scientific session at the ASM meeting held from June 16-19 in San Francisco.*

California ASM. Each team was asked a series of technical microbiology questions and received points for correct answers. The final round pitted “The North” against “The South” in an epic battle where the SCASM team was victorious. Charlotte and her team members, Marie Pezzlo (UCI Medical Center, Irvine) and Margie Morgan (Cedars-Sinai Medical Center, Los Angeles), have bragging rights for a year until they defend their title at the 113<sup>th</sup> ASM General Meeting in Denver, Colorado.

ASM is the oldest and largest single, life science membership organization in the world that includes more than 39,000 members, with more than one third of the membership located outside of the United States.

**Compliance Updates**

*continued from page 2*

Since we are all now bound to this policy, all HCA workforce members should familiarize themselves with the sanctions policy, as well as all the other privacy and security policies. Knowing how to safeguard protected health information is key to staying compliant and to avoiding the disciplinary action that results when failing to safeguard this confidential information.

The policy can be found at <http://intranet/compliance/pap>. For questions about the policy, please call the Office of Compliance at (714) 834-4082 or via email at [officeofcompliance@ochca.com](mailto:officeofcompliance@ochca.com).



*No act of kindness, no matter how small, is ever wasted.*  
—Aesop

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

## Car Seats

continued from page 3

position, allowing you to keep your child rear-facing for a longer period of time.

### 1 - 3 years



Keep your child rear-facing as long as possible. It's the best way to keep him or her safe. Your child should remain in a rear-facing car seat until he or she reaches the top height or weight limit allowed by your car seat's manufacturer. Once your child outgrows the rear-facing car seat, your child is ready to travel in a forward-facing car seat with a harness.

### 4 - 7 years



Keep your child in a forward-facing car seat with a harness until he or she reaches the top height or weight limit allowed by your car seat's manufacturer. Once your child outgrows the forward-facing car seat with a harness, it's time to travel in a booster seat, but still in the back seat.

### 8 - 12 years



Keep your child in a booster seat until he or she is big enough to fit in a seat belt properly. For a seat belt to fit properly the lap belt must lie snugly across the upper thighs, not the stomach. The shoulder belt should lie snug across the shoulder and chest and not cross the neck or face. Remember: your child should still ride in the back seat because it's safer there.

For more information, visit the Buckle Up Orange County website at [www.ochealthinfo.com/public/cdip](http://www.ochealthinfo.com/public/cdip). The program provides education and training to parents and providers, as well as referrals to countywide child passenger safety programs and resources.

Additional information on child seat recalls, laws by state and car seat recommendations, to name a few, are available on the NHTSA website at [www.nhtsa.gov/Safety/CPS](http://www.nhtsa.gov/Safety/CPS).

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

# New Program Coordinator picked

**H**CA welcomes Suzie Dong-Matsuda, PsyD, LCSW – Service Chief II as the new Multicultural Program Coordinator (formerly known as Ethnic Services/Cultural Competency Officer) for Behavioral Health Services (BHS) Center of Excellence.



In her role, Dr. Dong-Matsuda will be responsible for

- Providing consultation, evaluation, supervision and training for the entire Behavioral Health System of Care to ensure that services are culturally and linguistically appropriate
- Identifying local and regional behavioral health needs of ethnically and culturally diverse populations as they impact county systems of care
- Facilitating the implementation of a cultural competency plan for Orange County
- Ensuring accuracy of verbal interpretations and written translation services and materials

Dr. Dong-Matsuda has extensive involvement in multicultural communities and has worked for HCA BHS since 1994. She has received numerous awards, most notably the Orange County Human Relations Award in 1994 for her community volunteer work with under served groups and the top 30 Vietnamese Americans to Watch Award by the Orange County Register in 2004.



She has spoken on mental health issues as a talk show host and guest on Vietnamese radio, television and at community and university conferences. She served as the co-founder of the Vietnamese American Support Group for People with Disabilities in Orange County and was a former Advisory Board Member of the Health Journalism Project, USC, Annenberg School of Journalism.

Dr. Dong-Matsuda began her new role July 27, 2012 and can be reached at [SDong\\_Matsuda@ochca.com](mailto:SDong_Matsuda@ochca.com) or (714) 667-5600.

**Working Well**

*continued from page 1*

For more information about the event and HCA's employee wellness efforts, please visit the newly developed workingWELL intranet page at <http://intranet/workingwell>, which is intended to be a one stop shop for all employee wellness related topics.



**OCTOBER HEALTH OBSERVANCES**

Eye Injury Prevention Month

National Breast Cancer Awareness Month

National Disability Employment Awareness Month

National Physical Therapy Month

Sudden Infant Death Syndrome (SIDS) Awareness Month

National Hospital and Health System Pharmacy Week 21-27

National Lead Poisoning Prevention Week . . . . . 21-27

Child Health Day . . . . . 3

World Mental Health Day . . . . . 10

## A word from the Director ...

**W**elcome to the Director's Corner, a new feature in our monthly newsletter. Watch this space for news and information about the Health Care Agency from Agency Director Mark A. Refowitz.



How well do you know the Director of the Health Care Agency? Mark joined the County of Orange in 2004 as the Health Care Agency's Deputy Agency Director for Behavioral Health Services. While many of you may have had the opportunity to work closely with Mark, there are

still a few things that may surprise you.

### **Interesting Facts about Mark Refowitz:**

- Mark was born in Manhattan and raised in Bronx, New York. He enrolled at New York University at the age of 16.
- Long before entering the world of health care, Mark worked as a licensed taxi cab driver in New York City.
- Mark and his wife have two daughters, and will celebrate their 39<sup>th</sup> wedding anniversary in

November.

- In his spare time, Mark enjoys golfing, paddle boarding and walking his dog Kooper, along the beach in San Clemente.
- Mark is a proud Cancer Survivor!
- On October 1, 1961, Mark was sitting in right field at Yankee Stadium when Roger Maris made history by hitting his 61<sup>st</sup> home run in his 161<sup>st</sup> game on the final day of the season against the Boston Red Sox.
- Mark has been a "hardcore" Lakers basketball fan since moving to California in 1998.
- On his lunch break, Mark can often be found on an elliptical machine at the County's gym in Building 12.



... continued on page 7

## Hale named BH Director

**C**ongratulations to Mary Hale on her appointment as HCA Behavioral Health (BHS) Services Deputy Agency Director. Mary has served as the Interim BHS Director since March 2012.

Mary served as the BHS Chief of Operations for five years and proved to be a dynamic, results-oriented leader with proven success developing and managing a complex behavioral health program. In addition to her leadership, expertise and vibrant demeanor, Mary brings excellent credentials to the role of Behavioral Health Director.

She received her master's degree in Clinical/Community Psychology and has more than 25 years of experience working in Behavioral Health, 22 of those here at HCA. Mary is a graduate of the California Institute of Mental Health Leadership Training and is also a graduate of the Orange County Leadership Academy.



Supervisor Campbell congratulated Mary during an event sponsored by her colleagues held at Bistro 400 on October 2, 2012 to recognize her new position.



## Annual Compliance Training

**H**CA's Office of Compliance rolled out its Annual Compliance Training on October 1, 2012. All HCA employees are required to complete the mandatory training by December 3, 2012.

Designed to provide everyone with an overview of the Compliance Program, the annual training also demonstrates the important role that each of us play in maintaining compliance in our workplace and the integrity of the Agency.

The training can be accessed via the Intranet at [Annual Compliance Training](#). When you have completed the training, please print a copy of the certificate and keep in your files. You are encouraged to complete the training as soon as possible or by the December 3 deadline.

If you have any questions about the training or encounter any problems, please contact the Office of Compliance at (714) 568-5614 or via email at [officeofcompliance@ochca.com](mailto:officeofcompliance@ochca.com).

**COMPLIANCE**  
**866.260.5636**

**HOTLINE**



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

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

## Marcinek helps open new medical unit in Afghanistan

**I**n battlefield medicine, the difference between life and death can be measured in seconds. Medical crews from the 455<sup>th</sup> Expeditionary Aeromedical Evacuation Squadron (EAES) face this challenge daily while transporting wounded warriors from the field to higher medical care. Fortunately, the 455<sup>th</sup> EAES has a new facility at Bagram Airfield in Afghanistan to better serve them in their race against time.

Currently deployed in Afghanistan since September 6, 2012, HCA Public Health Nurse Carla Marcinek helped to open this new facility on October 6, 2012 at a dedication ceremony and ribbon cutting. Lt. Col. Carla Marcinek, 455<sup>th</sup> EAES Commander notes that this new facility will enable medical technicians and flight nurses to respond faster and work more efficiently when providing medical care to wounded service members.

"The new facility is twice as large as the previous one. It is also right on the ramp, closer to the aircraft and closer to the Contingency Aero Medical Staging Facility, said Marcinek." "We're also now able to accommodate medical crews from Kandahar, or other locations, if they need to stop through here. It's just amazing what our Civil Engineers have built for us."

Lt. Col Marcinek has been a flight nurse in the Air Force Reserves for more than 25 years. In 2003, she was deployed for a year to Kuwait and Iraq where she performed medical evacuations of wounded personnel between the battlefield, Germany, and the US. Additionally, she was part of one of the aeromedical crews that air lifted a few of the POWs to safety in the early days of the war.

In civilian life, Carla works as a Supervising Public Health Nurse for

... continued on page 7



*Brig. Gen. Joseph Guastella, 455<sup>th</sup> Air Expeditionary Wing Commander and Lt. Col. Carla Marcinek, 455<sup>th</sup> EAES Commander prepare to cut the ribbon to open the new 455 EAES building.*

# Radiology Techs recognized

**R**adiologic Technology is commemorated each year during the month of November. National Radiologic Technology Week from Nov. 4-10, 2012 calls attention to the valuable contributions of Radiologic Technologists (RTs) to the health care field and the highly technical procedures that they perform, as well as the images they produce. These images play an integral role in the medical evaluation process and in the lives of millions of patients.

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

Working closely with the IT security team this last year has produced another capability that is instrumental in diagnosis and treatment of our residents.

A remote secure network access method for our Board Certified Radiologist enables off site

... continued on page 6



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.

# HCA's Leadership Development Program receives CSAC Award

**H**CA's Leadership Development Program was among three County programs selected to receive a 2012 California State Association of Counties (CSAC) Award for innovation and cost effectiveness as part of its Challenge Awards program. A CSAC Merit Award was presented to the Leadership Development Program for their three track training approach that provides employees with ongoing personal and professional development.

The three tracks of the Leadership Development Program are structured to build on one another, first striving to develop individual accountability, then broaden perspectives, and finally develop skills to become more influential.

Each training opportunity is tied to at least one of the seven core competencies HCA leaders need to achieve excellence: leadership, effective communication, planning and organization, problem solving, results oriented, business acumen, and strategic/political savvy.

To ensure a well-rounded curriculum, the program incorporates partnerships with Cal State Fullerton and the Public Service Institute through Santa Ana College. This allows employees to gain access to the existing expertise in the community at minimal additional cost. The program also uses in-house trainers certified in the components they are teaching.

The Leadership Development Program is the first comprehensive program of its kind in the County of Orange, and is on track for becoming the model for a countywide training initiative. For more information about the program, visit the [HCA HR Leadership Development Program](#).





# Janet Shin receives Therapist of the Year Award

**C**ongratulations to Janet Shin, Occupational Therapist with the California Children's Services (CCS) Medical Therapy Program, on receiving the Kathy McCarthy Therapist of the Year Award.

Janet has worked for the CCS program since 2005 and was nominated by her peers for her leadership and dedication to the CCS program. Janet is a dedicated and creative clinician with exceptional handling skills, a patient-centered approach to Occupational Therapy, and a passion for caring. She is a team-player who is highly respected by her peers and is a true asset to her patients, our program and the profession of Occupational Therapy.

The CCS Kathy McCarthy Therapist of the Year Award was established in 1992 to recognize staff



*Pictured (left to right) are Lynn Einarsson Woods, CCS Division Manager; Janet Shin, OT; and Harriet Fain-Tvedt, CCS Chief Therapist.*

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

*... continued on page 7*

# Kathy Aasen awarded CCS Employee of the Year Award

**H**at's off to Kathy Aasen, Office Specialist with the California Children's Services (CCS) Program on receiving the 2012 CCS Medical Therapy Program Employee of the Year Award.

Kathy has worked for the CCS program since 1987 and was nominated by her peers for her excellence in customer service and her dedication to the CCS program. Kathy works at the Dana Medical Therapy Unit providing clerical assistance to the team of physical and occupational therapists providing therapy services for physically disabled children.

She is a true asset to the department and consistently goes above and beyond that which is required of her. Kathy demonstrates empathy and respect when dealing with the public and has exceptional organizational and teamwork skills.



*Pictured (left to right) are Lynn Einarsson Woods, CCS Division Manager; Kathy Aasen, CCS Office Specialist; and Harriet Fain-Tvedt, CCS Chief Therapist.*

*You can't have everything.  
Where would you put it?  
—Steven Wright*

# Veterans' Behavioral Health Conference a hit

In September 7, 2012 HCA hosted the 2<sup>nd</sup> Annual Veterans' Behavioral Health Conference. More than 240 community members and partner agencies attended the event to learn about "Strengthening Foundations for Veterans and Their Family Members," this year's conference theme. The Santa Ana High School color guard kicked off the conference with the presentation of the colors, followed by a moment of silence in recognition of all Veterans.

Attendees had the opportunity to hear from keynote speakers who provided information on military family deployment and reintegration issues, and how community organizations came together in Colorado Springs to form a collaborative, integrated approach to serving active military, veterans, retirees and their families.

Judge Hurwitz of the Orange County Family Court presented information about the Non-Criminal Veterans' Domestic Violence Court – a collaborative venture between Family Courts, HCA/BHS, and the VA Long Beach Health Care system.



Breakout sessions in the afternoon highlighted various issues and challenges faced by military families. The day ended with a powerful presentation by a Veteran family member panel who shared compelling information with attendees. The goal of the conference was to raise awareness about the challenges veterans and their families face with deployment and reintegration.

"Veterans are part of a family unit, in order to provide effective support we must work with the family unit," said Mark Refowitz, Health Care Agency Director. "What Veterans bring back from conflict impacts the entire family unit."

To learn more about the available services for Veterans' and their families, visit the [Orange County Network of Care](#). HCA/Behavioral Health provides behavioral health services to veterans, and their families through various programs. For more information, please review the HCA/BHS link under Veterans or call Maureen Robles at (714) 480-6652.

# David's Healthy OC Blog

With the kickoff of HCA's employee wellness initiative "workingWELL – A Healthy OC Starts with Us," Public Health Services Deputy Agency Director David Souleles got to thinking "if a healthy OC starts with us, then a healthy OC needs to start with me too."

David saw an opportunity to tackle the weight gain he's struggled with throughout his lifetime by sharing his experiences, resources and tips through [David's Healthy OC Blog](#). David's blog includes both personal and work related experiences as he chronicles his journey through eating healthy and being active.

Visit David's Healthy OC Blog to subscribe, support and comment. Share your personal health and physical activity tips, as well as your challenges and successes, with David and your co-workers.



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

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

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# Holiday Hope 2012

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

The Holiday Hope program is solely supported through the generosity of County Employees. Volunteer to feed a family by making a cash donation to purchase grocery gift certificates.

For further information or to share in this season of giving, please contact Amber Alford at (714) 834-4144 or email at [aalford@ochca.com](mailto:aalford@ochca.com).

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

Donations need to be received no later than December 21, 2012.

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## Operation Santa Claus 2012 now through Dec. 21

### What kinds of gifts are needed?

Operation Santa Claus provides gifts to children from newborns through 17 years of age. Gift suggestions for each age group are listed on the reverse side of the Angel Tag. Gifts are greatly needed for all the age groups. All gifts should be unwrapped and not heavily taped.

- **Cash/Check Donations** – Cash donations help purchase gifts and gift certificates for Operation Santa Claus and Senior Santa and Friends. Special requests for children and seniors with special needs are purchased with cash donations.
- **Gift Certificates** – Gift Certificates make excellent gifts for teens and seniors. Teens enjoy certificates from Target, Wall-Mart, etc. Grocery store gift certificates are ideal for seniors. Drug store gift certificates for seniors pay for medications that may not be covered by Medi-Cal.

Please make checks payable to the program of your choice: Operation Santa Claus or Senior Santa and Friends.

Please be sure to designate either Operation Santa Claus or Senior Santa and Friends on donated gift certificates to help our volunteers when they are sorting gifts. Checks or gift certificates can be mailed to: Operation Santa Claus, 1505 E. Warner Avenue, Santa Ana, CA 92705.

### Where do I drop off the gifts?

- HCA Admin (Bldg. 38), 405 W. 5th St., Santa Ana, 2<sup>nd</sup> Floor Lobby
- Public Health (Bldg. 50), 1725 W. 17th St., Santa Ana, 1<sup>st</sup> Floor Lobby
- Environmental Health (Bldg. 39), 1241 E. Dyer Rd., Santa Ana, 1<sup>st</sup> Floor Lobby

If you have any questions, please contact Sylvia Goldie at (714) 834-6620.

### Radiology Techs *continued from page 3*

interpretation of procedures performed on a daily basis. Another advantage of this is that if there is a questionable examination being reviewed by the provider they are able to call the Radiologist and have him/her log in and discuss the exam simultaneously without having to wait for the report.

At HCA, there are currently three Certified Radiologic Technologists within Public Health Services who perform radiographic procedures. The focus is primarily on pulmonary infectious diseases—tuberculosis. The chest X-ray is the most common examination performed routinely in the world and the HCA radiology procedure type is no different. They perform from 7,000 to 10,000 exams per year and provide TB clearance for immigration/refugees and follow-up for patients being treated for TB. HCA technologists also perform all general diagnostic radiographic procedures as requested by the referring physician.

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

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## NOVEMBER HEALTH OBSERVANCES

American Diabetes Month

Lung Cancer  
Awareness Month

National Family  
Caregivers Month

National Radiologic  
Technology Week . . . . . 4-10

Great American Smokeout. . 8

# OC Hotline provides 24/7 support

**I**n celebration of Mental Illness Awareness Week (October 7-12) and World Mental Health Day (October 10), the Orange County Health Care Agency encourages people to learn more about mental illness and the available resources in Orange County, including two important phone numbers. One in four adults experiences a mental health problem in any given year.

Orange County's mental health and crisis prevention hotline provides confidential phone assistance 24 hours a day/7 days a week to anyone seeking crisis or suicide prevention services. The hotline is operated by Didi Hirsch Mental Health Services. Hotline: 1-877-7CRISIS.

For non-crisis mental health support, the Warmline is available to callers struggling with mental

health or substance use disorders. Callers speak with an understanding person who has been through a similar journey and is able to provide a friendly voice and information about mental health resources. The Warmline is operated by National Alliance on Mental Health (NAMI-OC). Warmline: 1-877-910-WARM.

Since the inception of both lines in August 2010, there has been an overwhelming response. Over 11,700 calls have been made to the Hotline and nearly 65,000 people that live or work in Orange County have been reached through community events. The Warmline has processed over 18,000 calls—412% more calls than anticipated. In just one month, July 2012, the Warmline handled 998 calls.

To learn more about the available mental health resources visit <http://ochealthinfo.com/behavioral>.

## Carla Marcinek

*continued from page 2*

the Health Care Agency in Community Nursing. She directs a staff of eight public health nurses that provide services to central Orange County. Carla manages two major grant programs that offer nursing care to high risk infants and families; collaborates with community partners in advancing breastfeeding and early prenatal care; and, as an agency volunteer for many disaster preparedness activities, Carla puts her military experience to work for all us.

*Lt. Col. Carla Marcinek, 455th EAES Commander is pictured inside the new medical facility at Bagram Airfield in Afghanistan.*



## Janet Shin

*continued from page 4*

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 special health care needs. The goals of CCS include preventing disabling conditions in children through early diagnosis and treatment and maximizing function and quality of life for children with severe physically disabling conditions.

## Director's Corner


*continued from page 1*

- His favorite bands include Steely Dan, Keith Urban, The Dave Matthews Band and Kid Rock.

In December, Mark will host two town hall meetings to share his thoughts on the direction, mission and goals of the Health Care Agency. Employees will also have an opportunity to ask questions of Mark and his executive management team.

*I would rather sit on a pumpkin and have it all to myself than be crowded on a velvet cushion.*  
—Henry David Thoreau

# Walk to School Day celebrated

 On October 3, 2012, Santa Ana Unified School District (SAUSD) staff, City of Santa Ana representatives and HCA staff members celebrated International Walk to School Day by walking with students to Henger Elementary School in Santa Ana.

Walk to School Day is a fun, educational event involving children, parents, and community leaders. The national event began as a one-day celebration in

1997 and eventually became known as International Walk to School Day when the USA joined Canada and the UK in commemorating this occasion. Growing interest in participation all over the world led the International Walk to School Committee to shift its promotion to International Walk to School Month for the entire month of October.

The event raises awareness about reinforcing children's good traffic safety skills; creating and maintaining safe places for children to walk and bike within their neighborhood; and promotes the fact that children need regular physical activity to stay strong and healthy.

For more information, visit HCA's Walk to School webpage or the International Walk to School Day Website.



School, City and County officials along with HCA staff pictured (left to right) are Art Jimenez; Dr. Audrey Yamagata-Noji; Deputy County CEO Rob Richardson; Santa Ana Councilwoman Michele Martinez; Health Promotion Division Manager Amy Buch; Public Health Services Deputy Agency Director David Souleles and SAUSD Superintendent Dr. Thelma Meléndez.

# United Way 2012 kick-off



Jean Brayer from HCA's Health Policy and Communication (HPC) office helped to sell County logo polo shirts and caps during the 2012 United Way Kick-Off event held at the Hall of Administration on October 3.



OC Waste & Recycling Director Mike Giancola supported HCA's United Way booth and purchased some grilled corn during the Kick-Off event on October 3. From loaded baked potatoes to BBQ, to baked goods basket raffles, the event offered an array of items for purchase to raise funds for this year's United Way campaign.

## BH team wins 2012 Ambriz Award

**C**ongratulations to HCA's Costa Mesa Collaborative Courts Team, winners of the 2012 Steve Ambriz Team Excellence Award. This award was created to identify qualities and characteristics of effective work teams, and to encourage teams to exemplify the principles of Enlightened Leadership and Team Excellence in creative collaborative action.

The Collaborative Courts Team is a specialized group of HCA employees who work in conjunction with the District Attorney, Public Defender, Probation and the Orange County Court. The primary mission of the program is to assist clients who have a chronic and persistent mental illness, who are caught in a never ending cycle of probation, criminal activity and jail due to issues



*Congratulations to the Costa Mesa Collaborative Court Team on receiving the 2012 Steve Ambriz Team Excellence Award. The team received award certificates during the November 8 HCA Employee Recognition Awards Ceremony held at the Hall of Administration.*

related to their mental illness. The program aims to provide clients with quality psychiatric care, and professional mental health counseling and help them become productive members of the community.

The Team is noted for their unique, cutting edge method that turns the judicial process on its head.

... continued on page 11

## A Thanksgiving Message from the Director

Dear HCA Employees,

I want to wish each of you a very Happy Thanksgiving! While Thanksgiving and the holidays mark a time of happiness and togetherness with family and friends, for some the season can be a time of difficulty. I wanted to share a few reminders and helpful resources before the Thanksgiving holiday:

- **Serve the Community:** Let us remember those who are less fortunate this season. [Orange County United Way](#) and the [Second Harvest Food Bank](#) are great ways to help others this holiday season. In addition to these resources, I hope that you will find more ways to serve in your community during the holidays.
- **Support Recovery:** Behavioral Health Services (BHS) is committed to assisting those struggling with mental illness. If you or someone you know is struggling with depression, addiction, or other mental health issues, there are resources

available through the BHS website. For a list of the programs and contact information, visit [www.ochealthinfo.com/mhsa/emergency](http://www.ochealthinfo.com/mhsa/emergency)

- **Take Charge of Your Health:** Public Health Services' [workingWELL Intranet site](#) includes a link to a physical activity resource directory. You can also visit OC Parks' interactive map finder to locate the County's parks near you at [www.ocparks.com/mapit/](http://www.ocparks.com/mapit/)



Thank you for your service to the Health Care Agency. I am grateful for the work you do to make Orange County a healthier and happier place to live and work.

Sincerely,  
Mark A. Refowitz  
Agency Director

# HCA LDP receives CSAC Award

**D**uring the October 27 Board Meeting, California State Association of Counties (CSAC) Interim Executive Director Steve

Keil presented HCA's Leadership Development Program with a 2012 CSAC Merit Award for its three track training approach that provides employees with ongoing personal and professional development. Pictured (left to right) are Supervisor Shawn Nelson, CSAC Interim Executive Director Steve Keil, HCA Director Mark Refowitz, Training & Talent Development Manager Christine

Caudill, HR Division Manager Lisa Bauer, Supervisor Pat Bates, Supervisor Bill Campbell and Board Chair John Moorlach.



## “Comply or Die”

**W**hile the phrase “Comply or Die” may seem like a harsh exaggeration, it is sometimes touted in the healthcare compliance world to illustrate that there can be dire consequences to both individuals and an organization for failing to comply with regulatory standards and policies.



By reading the news, we can see numerous stories of individuals and companies that are brought down by unethical and non-compliant activities. However, we do not have to share the same fate as those individuals.

We must realize that compliance is a choice and because we have that choice, we should see that there are benefits to remaining compliant. Being compliant can not only keep us out of trouble with the law, but it can improve quality of care and ensure we are providing a high level of service to those we serve.

Sometimes individuals can accidentally fail to comply, which is often a result of poor communication of approved standards and best practices. People who fail to comply, whether intentionally or accidentally, can face consequences

ranging from individuals losing their jobs or going to jail, to organizations or individuals being fined. The Office of Compliance aims to keep you informed of standards we must follow so everyone can focus on complying.

The Office of Compliance offers many resources to keep everyone in compliance. Reading up on the Code of Conduct, HCA compliance, privacy, information security policies and procedures and compliance training are a few resources that provide information on how to stay compliant with HCA standards.

It is important to know that your immediate department or division may also have other policies and procedures that can help guide your everyday work practices. Also, remember that the Office of Compliance staff is always available to you to answer any compliance questions or concerns you may have. When you are in doubt about something, never be afraid to ask.

Staying in compliance may not always seem

... 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.

**Reminder...**

Please remember to complete the 2012 Annual Compliance Training which is due by December 3!

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# Behavioral Health staff participates in diverse community events

 In October 7, staff from the Center of Excellence and Prevention & Intervention Division hosted an informational table at the 2012 Moon Festival Celebration held in Laguna Woods. A popular harvest festival of tradition and reunion celebrated on the 15<sup>th</sup> day of the 8<sup>th</sup> month on the Chinese calendar, the Moon Festival event attracted more than 600 attendees. Event celebrants enjoyed delicious traditional food, including moon cakes and Chinese singing and dancing.

On October 17, Behavioral Health Services (BHS) served as a sponsor to the 8<sup>th</sup> Annual Community First Conference “Homeless and Vulnerable...The



BHS staff and supporters who participated at the October 7 Moon Festival include (pictured left to right) Jenny Qian, Keithley Hale, Luis Martinez, Kandice Hsu and Flor Yousefian Tehrani.

Long Way Home,” held at the Hyatt Hotel in Anaheim. Hosted by College Hospitals, the conference provided an educational forum and networking opportunity designed to assist law enforcement personnel, mental health professionals, judicial officers and other social service providers with current research, practices and information about mental illness including available resources.

BHS Deputy Agency Director Mary Hale greeted more than 600 conference attendees who also had the opportunity to hear a moving presentation on homelessness and mental illness provided by Adult Mental Health Services Program Manager Anthony Delgado.

This conference is one of the many collaborative efforts between law enforcement and mental health professionals to continue making strides to better serve our community.

*Adult Mental Health Services Program Manager Anthony Delgado delivers a presentation on homelessness and mental illness during the October 17 Community First Conference.*



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## Comply or Die

*continued from page 2*

like an easy choice, but at the end of the day it is an important choice we each must make. The benefits of staying compliant far outweigh the consequences. When thinking about compliance and choosing to do the right thing, think about the aviation industry which maintains many pre-flight procedures for its airline pilots. Would you want the pilot on your plane

to skip a few procedures or bypass some regulations because he or she is in a hurry or feeling lazy? Not only is it the wrong thing to do, but those actions can seriously jeopardize the safety of those on the plane. It is important then that we remember our actions can have repercussions and we must be compliant not only for ourselves, but for our organization as a whole and for those we serve.

*As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.*  
—John Fitzgerald Kennedy



# 2012 Annual Safety Training

It's that time again! HCA Safety will be launching its annual safety training soon. In addition to providing important safety updates and refreshing basic safety information, employees will also have an opportunity to provide feedback via an on-line survey. This feedback will be beneficial in assisting the HCA Safety Program as it continues to provide for all of the safety needs here at HCA. A memo will be sent in the next few weeks which will announce the start of the annual training period.



## Update: Quarterly Safety Meeting

On October 24, the HCA Safety Program hosted a 4<sup>th</sup> Quarterly Departmental Safety Representative meeting for 2012. More than 100 dedicated DSRs attended this informative meeting that provided discussions and training on emergency evacuations, county first aid kits, the Great ShakeOut and safety updates.

In addition, the HCA Safety Office recognized outstanding individuals who demonstrated timeliness in regard to submission of safety documents. Their continuous immediate attention to safety issues assists the Safety Program by ensuring that hazards, chemicals 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.



Pictured (left to right) are Randy Styner, Dagmar Himmle, and Melinda Flores.

- Randy Styner . . . . . Environmental Health
- Dagmar Himmle . . . . . Juvenile Health Services
- Melinda Flores . . . . . QRT Recovery Services



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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## workingWELL launches monthly column

We are pleased to launch this new section of the What's Up Newsletter. Each month we will feature an article featuring tips or other information to help you maintain or improve your personal and family well-being and to support our efforts in making HCA a healthier workplace.

In addition to the What's Up articles, we will be sending emails featuring our latest tips from workingWELL. You will be able to comment and share your own wellness tips and experiences in our comments section of each tip on the workingWELL Intranet at <http://intranet/workingwell>

### Remember... A Healthy OC Starts with Us!

Our inaugural What's Up with workingWELL article is about Managing Holiday Stress. Don't let the holidays negatively affect your health. Managing your stress during the holidays will make them more enjoyable for both you and your family. Here are a few helpful tips:

#### Plan, Plan, and Plan

- Be careful in planning your holiday commitments to make sure you do not stretch your plans beyond realistic levels.
- Plan your holiday spending ahead of time, predetermined spending limits will help keep you on budget.

. . . continued on page 11

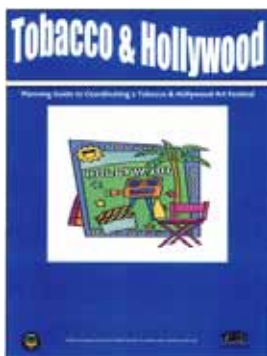
# TUPP develops new resources

**T**he Tobacco Use Prevention Program (TUPP) is excited to announce two new resources available to the community! These resources were featured in the State Clearinghouse's top 10 tobacco resources for the month of September. They were developed to help TUPP achieve two of its main goals: 1) Preventing youth tobacco use, and 2) Preventing second hand smoke exposure.

One of the new resources is a training module called "Tobacco & Hollywood: Planning Guide to Coordinating a Tobacco & Hollywood Art Festival."

This module was developed for youth and adult leaders from youth organizations, middle schools and high schools, to raise their awareness about the influence that tobacco use in movies has on teen smoking. Youth who view smoking on screen are 2 to 3 times more likely to begin smoking than youth who view less smoking onscreen. It is critical for teens to understand how seeing smoking in movies can influence their decision to smoke and affect their health.

This module is a simple tool that includes step by step



... continued on page 6

## "Spirituality in Behavioral Health"

# OC's 1<sup>st</sup> Spirituality Integration Conference

**H**CA's Center of Excellence held its 1<sup>st</sup> Spirituality Integration Conference on October 4, 2012. Well-attended with more than 260 individuals filling the Delhi Community Center in Santa Ana, attendees included medical and behavioral health multidisciplinary professionals, interns, clergy, peer paraprofessionals, educators, consumers, and family and community members.

HCA Director Mark Refowitz and Behavioral Health Associate Medical Director Dr. Clayton Chau envisioned bringing the Center for Multicultural Development at the California Institute for Mental Health's (CIMH) initiative to Orange County. The initiative aims to increase awareness of spirituality as a potential resource in mental health wellness and recovery to Orange County.

In response to implementing this initiative, a Spirituality Integration Committee was formed at HCA's Center of Excellence to bring this vision to fruition.

The goal was to "Educate Health Service Providers on the Importance of Integrating Spirituality with Behavioral Health as a Component of the Recovery Process." The Mission Statement is "To Provide Culturally Competent Health Services by Including the Integration of Behavioral Health and Spirituality."

In response, an advisory board was formed which consisted of educators, medical and behavioral health providers, clergy of various faiths and family members. Monthly trainings have been offered on various religions, spiritual practices, and spiritual integration with Behavioral Health.

The year culminated with the conference, held last month. Dr. Gloria Morrow and Dr. Edward Shafranske, Nationally renowned speakers, authors, and educators, provided the main keynote addresses on the topic of Integrating Spirituality and Behavioral Health. Their presentations were well-received.

Five workshops with highly professional facilitators were offered and special music was provided at lunch time by the Threshold Choir; a nonprofit group of singers who serve to bring ease and comfort to those at the thresholds of living and dying.

Many conference attendees provided positive feedback noting that presenters were well-informed, balanced and scholarly; many also offered their thanks for



*Dr. Edward Shafranske provided the main keynote presentation during the October 4 conference.*

... continued on page 11

# Holiday Food Safety Tips

**T**he holidays are upon us once again. For many of us, the word “holiday” is a synonym for a get-together involving many people and food. When preparing foods this coming holiday, make sure that food safety is part of your planning. Environmental Health’s Food Protection Program offers the following tips to help make your holiday meals safe.



## **Food Safety Tips When Shopping**

- Buy your turkey preferably 1-2 days before you cook it.
- Pick up the turkey, dairy, and eggs just before checking out.
- Bag the frozen turkey or keep it separate from fresh produce.
- Avoid buying fresh, stuffed turkeys.

## **Storing the Turkey/Perishable Foods**

- Store the turkey in the freezer if you bought it early in the month.
- Keep turkey in the refrigerator if cooking within 24-48 hours.
- Keep the turkey in its package in a pan to keep any juices from getting into fresh produce or food.
- Refrigerate pumpkin pie and other foods prepared ahead of time.



## **Thawing the Frozen Turkey Safely**

- Wash your hands with soap and water before handling the turkey or any food.
- There are 3 ways to defrost a frozen turkey safely:
  - ♦ Defrost turkey in the refrigerator (40°F) approximately 24 hours for every 4-5 pounds of turkey.
  - ♦ Submerge turkey in its original package in a pan of cold water deep enough to cover the turkey. Change the water every 30 minutes, and allow 30 minutes thawing for every pound. Cook the turkey immediately.
  - ♦ Thaw in the microwave oven. Remove any packaging and keep turkey in a microwave-safe pan to catch any juices. Cook the turkey immediately. Microwave ovens may vary so be sure to check the manual for the minutes per pound and power level to use for defrosting.
- Remove any giblets from the turkey cavity and cook separately.

## **Preparing Food Safely**

- Wash your hands with soap and water.
- Make sure working areas and surfaces, utensils and plates are also clean.
- Use separate cutting or chopping boards for meats and for fruits/vegetables. Avoid putting cooked food on cutting boards that have touched raw food.
- Avoid wiping your hands that have touched raw food with dish towels.
- Keep raw food away from vegetables and side dishes that will not be cooked.

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## **TUPP**

*continued from page 5*

instructions to help schools and youth organizations organize and implement a Tobacco & Hollywood Art Festival, as well as other activities to engage youth on the issue of smoking in movies. The interactive activities include writing letters to the editor, counting tobacco incidents in movies, writing a movie critique, and hosting a movie stomp event, in which the audience watches a movie and stomps their feet whenever they see smoking onscreen.

The other new resource is a “Healthy Homes Checklist,” which is designed to help Orange County residents



make more informed decisions before they rent or purchase a new place to avoid dealing with drifting secondhand smoke after they have already signed a lease or purchased a condo. The checklist was developed in response to community members saying they wished they had known about drifting secondhand smoke before they rented or bought a home. This resource is based on Housing and Urban Development’s (HUD) seven indicators of a healthy home: contaminant free (including secondhand smoke, lead and radon), dry, clean, pest free, safe, ventilated and maintained.

If you have questions about these resources or would like more information about TUPP’s projects, please call 1-866-639-5864.

# Employees Recognized for Service Years

**H**CA hosted an Employee Recognition Award Ceremony on November 8 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 – 86  
15 Years – 24  
25 Years – 8

10 Years – 15  
20 Years – 12  
30 Years – 4

## 30 YEARS



*Celebrating 30 years of County service, Public Health Services (PHS) staff members pictured (left to right) Connie Munguia, Lorelee Page-Ortez and Howard Snitowsky received a certificate and pin to commemorate the occasion from HCA Director Mark Refowitz and PHS Deputy Agency Director David Souleles.*



*Mark McDorman from Correctional Health Services (CHS) celebrated 30 years of continuous County service and received recognition from HCA Director Mark Refowitz and CHS Operations Chief Kim Pearson at the November 8 Employee Recognition Ceremony.*

## 25 YEARS



*HCA Director Mark Refowitz and Correctional Health Services (CHS) Operations Chief Kim Pearson presented CHS staff member Linda Price with her 25-year certificate and pin during the November 8 Employee Recognition Ceremony.*



*Environmental Health Assistant Director Denise Fennessy received a 25-year certificate and pin for her dedicated service from HCA Director Mark Refowitz and Public Health Services Deputy Agency Director David Souleles.*



*Julie Koga from Medical Services (MS) received a 25-year certificate and pin from HCA Director Mark Refowitz and MS Operations Chief Holly Veale at the Recognition Awards Ceremony held on November 8.*

25 YEARS



Celebrating 25 years of County service, Behavioral Health staff members pictured (left to right) Fina Cruz and Bruce Scott received recognition from HCA Director Mark Refowitz and Adult Mental Health Services Division Manager Annette Mugrditchian during the November 8 Recognition Ceremony.

20 YEARS



Shaghayegh Rashidi-Fard from Environmental Health celebrated 20 years of continuous County service and received a certificate and pin during the November 8 Employee Recognition Ceremony from HCA Director Mark Refowitz and Public Health Services Deputy Agency Director David Souleles.

15 YEARS



HCA Director Mark Refowitz and Financial & Administrative Services Deputy Agency Director Jeff Nagel congratulated Nancy Ehlers on her 15 years of service to the County.



Claudia Curiel from Public Health Services (PHS) received recognition from HCA Director Mark Refowitz and PHS Deputy Agency Director David Souleles for 15 years of dedicated County service.



Behavioral Health employees who celebrated 15 years of County service received recognition from HCA Director Mark Refowitz and Adult Mental Health Services Division Manager Annette Mugrditchian. Pictured (left to right) are Patricia Hikida, Joseph Harrison and Julia Cotociu.

10 YEARS

VOLUNTEER IN EXCELLENCE AWARD



HCA Director Mark Refowitz and Adult Mental Health Services Division Manager Annette Mugrditchian presented Behavioral Health staff members pictured (left to right) Onsi Habeeb El-Zayat and Julie Webster with 10-year service award certificates and pins.

Congratulations to Lori Martinez on receiving a Volunteer in Excellence Award for her dedication and commitment to assisting Behavioral Health Prevention and Intervention Division. Pictured (left to right) are Adult Mental Health Services Division Manager Annette Mugurditchian, Service Chief Raquel Tellez and HCA Director Mark Refowitz.

5 YEARS



Behavioral Health staff members celebrating their 5 years of service to the County received a recognition certificate and pin from HCA Director Mark Refowitz and Adult Mental Health Services Division Manager Annette Mugrditchian. Pictured (alphabetically) are Irma Andrade, Aaron Brink, Daisy Corona, James Devor, Bergit Giri Englund, Keith Erselius, Patricia Kovars, Mauricio Mairena, Lisa Melton, Lillian Olden, Irma Plascencia, Adriana Quintana and Raquel Tellez.



Celebrating 5 years of service to the County, Information Technology (IT) staff members pictured (left to right) Lance Jones and Brian D'Arrigo received a 5-year certificate and pin from HCA Director Mark Refowitz and Information Systems Supervisor Richard King.



Medical Services (MS) staff members celebrated 5 years of County service and received a certificate and pin to commemorate the occasion from HCA Director Mark Refowitz and MS Operations Chief Holly Veale. Pictured (alphabetically) are Angelica Almaguer, Juan Cervantes Alvarez, Kimberly Hai, Lynnsay Holer, Elsie Nguynsi and Carlos Perez.



Environmental Health staff member Matthew Reighter received recognition for his 5 years of County service from HCA Director Mark Refowitz and Public Health Services Deputy Agency Director David Souleles.

## Walk-tober's Walking Wednesday

As part of the Agency's **workingWELL** initiative and in celebration of Walk-tober, approximately 18 HCA staff members joined Public Health Services Deputy Agency Director David Souleles for a 1.5 mile lunchtime walk in downtown Santa Ana on Wednesday, October 24.

**Walking Wednesday** serves as a great reminder that we can incorporate physical activity throughout our day. A few 10-minute physical activity breaks throughout the day can add up to a good number of calories burned at the end of the day.



Follow **David's Healthy OC Blog** which includes both personal and work related experiences as he chronicles his journey through eating healthy and being active. Share your personal health and physical activity tips, as well as your challenges and successes, with David and your co-workers.

Be sure to also check out all the great **workingWELL** resources at <http://intranet/workingwell>. *A Healthy OC Starts with Us!*



Health Policy and Communication staff member Kimari Phillips celebrated 5 years of County service and receive recognition from HCA Director Mark Refowitz and Financial & Administrative Services Deputy Agency Director Jeff Nagel during the November 8 Employee Recognition Awards.

*Real integrity is doing the right thing, knowing that nobody's going to know whether you did it or not.*

—Oprah Winfrey

### DECEMBER HEALTH OBSERVANCES

Safe Toys and Gifts Month

- World AIDS Day . . . . . 1
- National Handwashing Awareness Week . . . . . 4-10

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## 2012 Ambriz Award

*continued from page 1*

Instead of using the standard court proceedings of delving out consequences for negative behavior, the Team emphasizes giving clients positive feedback and rewards for good behavior.

Often referred to as the “clapping courts,” staff and clients applaud after each client meets with the judge and the Team in their review hearings. The client feels the support of their peers and the Collaborative Team even though they may be struggling in complying with the court requirements. Daily raffles are also held for clients who are doing well and are in compliance, and special events are held such as baseball game outings to help clients get out and socialize to support reintegrating into the community.

The challenge for the Team is to balance the needs of the court and other agencies with the criteria that HCA has set forth for clients. The program works closely with judges and often times cannot accept all clients into the program. It is in these somewhat delicate and controversial moments where the diplomatic skills and professionalism of the Team members are highlighted.

The Team relies on each other’s evaluations and opinions when evaluating a client for services, and communicates effectively with one another to do their job professionally and accurately. Their true strength comes from caring and wanting to provide the highest quality treatment for the clients they serve.

It has been shown that graduates of the Collaborative Courts program have a 78% rate of not reentering the criminal justice system.

Costa Mesa Collaborative Court team members include:

- Ian Kemmer, Service Chief II
- Leticia Luna-Pinto, Service Chief I
- Florencio “Jun” Arceno, Registered Nurse
- Allen Aloyian, Mental Health Specialist
- Elana Bishop, Clinical Social Worker I
- Stephanie Bryson, Marriage & Family Therapist II
- Lucy Cardwell, Office Supervisor
- Lance Daur, Marriage & Family Therapist II
- Mario Gutierrez, Office Tech
- Andrew Inglis, Psychiatrist
- Annie Lam, Office Tech
- Kayla Mach, Marriage & Family Therapist I
- Rebekah Radomski, Clinical Social Worker I
- Heather Rink, Marriage & Family Therapist II
- Suzy Yasol, Financial Specialist

## Spirituality Intragation Conference

*continued from page 5*

acknowledging spirituality as an important part of assessment and treatment.

To learn more about HCA’s Center of Excellence and Behavioral Health Services, visit the Center of Excellence webpage.



*The Threshold Choir performed for attendees during the 1st Spirituality Conference held at the Delhi Center in Santa Ana on October 4.*

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## workingWELL

*continued from page 4*

### Keep Your Balance

- Maintain your balance in work, home, and play. Your family and friends can provide you support through the holiday season, don’t be afraid to ask. Focus on keeping a relaxed and positive attitude and make sure you get enough sleep.

### Keep it Simple

- Holiday plans do not need to be elaborate to be memorable
- Traditional simplicity works best.
- Plan your holiday meals to include items you can prepare in advance, or don’t require cooking techniques you are unfamiliar with.
- Let your guests participate by bringing food, beverages, or decorations to the celebration.

Remember, the holidays are best when they are enjoyed by both guests and the hosts. Keeping your holiday plans as stress free as possible will provide a platform for wonderful holiday memories. If you have additional stress management tips, please share them as a comment on the article in the What’s New section [here](#).

Check out all the great workingWELL resources at <http://intranet/workingwell>. A Healthy OC Starts with Us!



**Holiday Food Safety Tips**  
continued from page 6

**Cooking Food Safely**

- Stuffing the turkey is not recommended. Cook the stuffing separate.
- Use a food thermometer. You can't tell if the turkey is cooked simply by looking.
- Check to make sure every part of the turkey reaches a minimum internal temperature of 165°F, even if your turkey has a pop-up temperature indicator. Check the innermost part of the thigh and wing, and the thickest part of the breast.
- Let turkey stand for 20 minutes before carving to allow juices to set.
- Stuffing should also reach a minimum temperature of 165°F.
- Any dish containing eggs should be cooked to reach an internal temperature of 160°F.
- Use a separate clean spoon whenever tasting food from the pot. Do not use the same spoon for stirring to taste the food.

**Serving Food Safely**

- Keep cold foods cold and hot foods hot.
- Keep the pumpkin pie and any cold dessert in the refrigerator at 40°F.
- Use clean serving spoons for each dish.
- Wash hands with soap and water before handling food or eating.
- Carve the turkey with a clean carving knife and fork.

# NAMI Walks 2012

**T**he National Alliance on Mental Illness (NAMI) Walks 2012 held in Huntington Beach on October 8, 2012 drew approximately 1,400 participants, supporters and volunteers who came to the event to show support for those affected by mental illness.

This year's 5K walk "Changing Minds One Step at a Time" featured opening remarks from HCA Behavioral Health Services (BHS) Deputy Agency Director Mary Hale and a performance by the Wellness Center Singers. Several BHS programs including the Center of Excellence and Prevention and Intervention Division hosted a booth and provided information about available programs, services and wellness resources to those in attendance.

To learn more about NAMI Walks 2012, visit the [NAMI OC](#) website.



*Adult Mental Health Services Division Manager Kevin Smith and his wife both participated in NAMI Walks 2012 on October 8, 2012.*



*Behavioral Health Services (BHS) staff and supporters are pictured along with BHS Deputy Agency Director Mary Hale.*

**Storing Left-Overs Safely**

- Store left-over food within two hours after serving, including pumpkin pie.
- Use several shallow storage containers to store left-over food.
- Store in the refrigerator if eating left-over food within 3 days.
- Keep in the freezer for longer storage time.
- Label and date all of your

leftovers so you know how long they've been in there.

**For more tips on food preparation, visit the following websites:**

- [Let's Talk Turkey](#)
- [Turkey: Alternate Routes to the Table](#)
- [Foodsafety.gov](#)
- [Ultimate Shelf Life Guide](#)
- [Shelf Life Advice](#)
- [Orange County Food Protection Program](#)



*A positive attitude may not solve all your problems, but it will annoy enough people to make it worth the effort.*

*—Herm Albright*



## Mobile Food Program earns OCBC Award

**C**ongratulations to Environmental Health's (EH) Mobile Food Program on receiving a "Turning Red Tape into Red Carpet" Award from the Orange County Business Council (OCBC). The awards program recognizes leaders in local government whose policies and programs eliminate the barriers to economic growth and private sector job creation.

EH received recognition for the food vehicle inspections they provide at the Orange County Fair. Each year, over 100 food vehicles arrive at the fair to serve food to the more than 1.3 million guests who attend.

California law requires that each food vendor obtain a health permit. Many of the  
... continued on page 5



*Pictured (back row, left to right) are Kevin Dugan, Randy Dossett and EH Director Richard Sanchez. Pictured (front row, left to right) are Assistant EH Director Denise Fennessy, Janene Bankson, Karen Newe, Villia Simpkins and Glenn Dimaano.*

## A Message from the Director

**P**aintings created by Behavioral Health Services clients and staff are currently showcased in both my office and the HCA executive lobby area located at 405 W. 5th Street on the 7th floor.

This particular "collective circle" painting located in the executive lobby was created by more than 200 participants from the Vietnamese Americans – Resilience and Recovery from History of Trauma Conference held on August 29, 2012. Participants took part in a circle painting together to paint away grief and/or trauma, process what they learned at the conference and express their emotions and connectedness with others.

The painting is part of this unique and meaningful process and depicts the County of Orange and the community we serve. If you're located at the HCA Headquarters building or visiting, please take a moment to admire the painting in the executive lobby area on the 7th floor.

Sincerely,  
Mark A. Refowitz  
Agency Director





## New “What’s Up” format

# Compliance Officer’s Update 2012

**2012** has been a year of change in the Office of Compliance. Here is a quick look at the updates:

- In April 2012, Compliance Analyst Caroline Matthew joined HCA. She is the lead on compliance investigations, policies, compliance plan reviews for contractors and other compliance matters. She can be reached at (714) 834-4399 or via email at [cmatthew@ochca.com](mailto:cmatthew@ochca.com).
- In July 2012, the duties of the County HIPAA Privacy Officer were transferred to HCA. As a result, the Office of Compliance has made the following changes in assignment:
  - ♦ Thea Bullock, CHC, Chief Compliance Officer for HCA is also serving as the County Privacy Officer.
  - ♦ Linda Le, CHP, CHPC assumed the role of the Deputy County Privacy Officer. She will continue to support HCA, as well as the other HIPAA covered components in the County. Linda can be reached at (714) 834-4082 or by email at [lile@ochca.com](mailto:lile@ochca.com).
  - ♦ Nikoo Tabesh was promoted from Compliance Specialist to HCA Privacy Analyst responsible for assisting HCA programs and addressing privacy concerns within HCA. Nikoo can be reached at (714) 834-5172 or by email at [ntabesh@ochca.com](mailto:ntabesh@ochca.com).
  - ♦ Following an internal HCA recruitment, Erika DeAnda joined the Office of Compliance in November 2012 as the Compliance

... continued on page 4

To keep staff informed and current, HCA’s “What’s Up” employee newsletter will soon be taking on a new design in the format of an intranet only, blog-based newsletter. The new design will allow employees access to new articles and learn about events as they are posted online rather than waiting for a monthly edition to be completed.

This will also give staff the opportunity to announce current or upcoming events to employees that sometimes may not be included in “What’s Up” due to submission deadlines and/or newsletter distribution dates.

While “What’s Up” will still be designed as a monthly newsletter, current articles will post more frequently and will be featured on the main “What’s Up” intranet page. The page will also include a menu bar with a complete list of each edition’s articles and also list tabs for particular newsletter sections.

Stay tuned for more exciting information on the new design and interactivity of “What’s Up!” For any questions regarding the newsletter or to submit an article, please send an email to [Tricia Landquist](mailto:Tricia.Landquist).



Pictured with Santa are (left to right) Erika DeAnda, Linda Le, Thea Bullock, Caroline Matthew and Nikoo Tabesh.



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# EPRP tuition reimbursement FAQs

**T**he Education and Professional Reimbursement Program (EPRP) was created to encourage employees to continue their professional and educational development through a variety of opportunities per the Personnel and Salary Resolution. The program's mission is to "obtain reimbursement of eligible expenses incurred by HCA employees as quickly as possible."

## **What are eligible expenses?**

Eligible expenses are those related to the employee's job with the County or those that have the potential for preparing the employee to move into another position within the County.

## **Does EPRP pay for mileage?**

No. Those expenses are covered under mileage reimbursement, if the event is related to the employee's work and occurs during business hours.

## **Does EPRP pay for parking?**

Yes, as long as the parking stub shows the date and time of the event and the parking fee is included with the event application AND claim form.

## **Does EPRP pay for books and supplies?**

Yes, as long as they are required when taking a class or attending a workshop to receive CEU's or to pass an exam to receive business related degrees, certifications, accreditations or licenses.

## **What is the process for getting reimbursement?**

EPRP has a 2-step process:

1) Submit an application/request for reimbursement along with verification of cost to your SUPERVISOR, through the EPRP intranet application. Applications must be submitted and approved by your supervisor prior to attending the event.

2) After the event, submit the following 3 documents: proof of attendance, proof of payment, and claim form. Verification of cost is also required, which is submitted in step 1.

## **How will I know what is happening with my claim?**

You will receive a link to your "queue" on the EPRP web application when your application is first approved by your supervisor. You can click on that link at any time to see the status of your claim or to view messages from us about documentation needed to process your claim.

## **How fast do you process EPRP applications and claims?**

We process them immediately, upon receipt. If all steps are followed and all documentation is received promptly, you can be reimbursed in days!

... continued on page 5

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# OC Armory volunteer opportunity

**T**he County of Orange Armory Emergency Shelter Program opened this month at the Fullerton and Santa Ana Armory locations.

Both Armories are tentatively scheduled to remain open seven days a week from December through March 2013. The Armory Emergency Shelter Program will offer hot meals, showers, clothing, blankets, a safe place to sleep, and shelter from the winter weather, as well as other supportive services to approximately 400 homeless per night.

The success of the Armory Program is largely due to the collaborative efforts of County agencies, churches, nonprofit agencies and dedicated individuals who generously volunteer their time. Volunteer opportunities include help with setting up tables and chairs, cleaning and putting out the sleeping mats, assisting with client registration, setting out snacks, distributing blankets or clothing, and serving dinner, as well as setting up and/or cleaning up.

While the program is operated by a nonprofit organization (Mercy House), volunteer opportunities are available for County employees. Last year 38,989 bed nights were provided to over 1,762 homeless individuals at the National Guard Armories.

If you are interested in volunteering, or know someone who is or would be interested, please contact Maygan Olsen-Malone of Mercy House via email at [maygano@mercyhouse.net](mailto:maygano@mercyhouse.net). More information about the Emergency Shelter program is available at [www.mercyhouse.net](http://www.mercyhouse.net).

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# Successful BH fundraising event



Behavioral Health Services held a “Rags 2 Riches” United Way fundraising event last month and brought in a record \$1,030.80. The event held at HCA’s 405 W. 5th Street building featured donated items from staff. Specials including a “fill a bag for \$3” were popular with visitors. Many stood in line waiting for doors to open at the sale. Many of the items not sold including DVDs, clothes and shoes, were donated to program staff for clients. Congratulations to all who helped contribute to the success of the event!

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## Compliance

continued from page 2

Specialist. She tracks compliance training, sanction screening, maintains compliance records and is also available to help you with compliance questions or concerns. Erika can be reached at (714) 568-5614 or by email at [edeanda@ochca.com](mailto:edeanda@ochca.com).

A graphic advertisement for the HCA Compliance Program. It features a red telephone handset on a red base with the word "HOTLINE" written above it. To the left of the phone, the text reads: "COMPLIANCE 866.260.5636". Below the phone, it says: "The HCA Compliance Program offers a confidential telephone hotline to voice your concerns about any situation that may conflict with Compliance Program principles." To the right of the phone, it says: "You may call the hotline 24 hours a day, 7 days a week at the number shown above."

Thank you for your continued participation in promoting compliance and ethics within HCA and making compliance everybody’s business.

If you have any questions or concerns, you may reach me at (714) 834-3154 or via email at [tbullock@ochca.com](mailto:tbullock@ochca.com). Those who wish to remain anonymous may contact the Compliance Telephone Hotline at (866) 260-5636.

Thea Bullock, MPA, CHC  
Chief Compliance Officer

You have succeeded in life when all you really want is only what you really need.  
—Vernon Howard

**OCBC Award**

*continued from page 1*

food vehicles do not arrive until just before opening day of the Fair. To streamline inspection and permitting procedures EH created several tools to expedite the process.

Through the implementation of pre-Fair planning, posting of critical information on the www.ocfoodinfo.com website, and creation of a self-inspection check list, food operators addressed food safety risk factors prior to opening day.

This expedited process not only allowed food operators to get up and running in a timely manner, but also resulted in a substantial savings of staff time that would normally be dedicated to the food permitting process.

The OCBC Award program is in its second year and has awarded organizations including Orange County cities, school districts, County agencies and special districts. Each have successfully taken on the challenge of laying out the “red carpet” to business through innovative projects that cut regulations, reduce fees and streamline processes.

**EPRP**

*continued from page 3*

***How long do I have to submit a claim for reimbursement?***

You have 1 calendar year from the date of COMPLETION of the event. If this is a multiple day event or class, use the last day as your deadline.

***What happens if I submit a claim after 1 year has passed?***

EPRP will not be able to process your reimbursement, and your claim will be denied.

***Why can't you go past 1 year?***

EPRP applications are used to budget funds out of your program/division's tuition reimbursement budget. The funds are held for 1 year and must be used within that year. If the funds are not claimed, the funds are returned to the general budget. After 1 year, we no longer have the money for your claim.

***Can exceptions ever be made?***

Exceptions to the 1 year rule are rarely made, and we would need to be able to demonstrate that there are extraordinary circumstances for it.

***What happens if I don't submit an application for reimbursement (step 1) until after the event has passed?***

While we prefer for you to submit the application for reimbursement ahead of time to allow for budgeting in the proper Fiscal Year, we are generally able to still process your claim, as long as it is done within 1 year of the event completion date. To avoid difficulties with your claim, submit your application to participate as soon as you know you would like to attend the event.

***If I submit the application after the class/event has passed, will that affect the 1 year deadline to finish my claim?***

No. You still have 1 year from the COMPLETION date to get paid, as long as funds are available.

***Who should I call if I have questions?***

Contact Ramon Sanchez at (714) 834-5958 for routine processing questions or additional information about your claim. If you have more questions after speaking with Ramon, please contact Azahar Lopez, PsyD at (714) 834-2514, who oversees EPRP for HCA. For additional information, you can also visit the Tuition Reimbursement Intranet webpage at <http://intranet.ochca.com/eprp>.



**JANUARY HEALTH OBSERVANCES**

**Cervical Health Awareness Month**

**National Glaucoma Awareness Month**

**Thyroid Awareness Month**

**Health Weight Week. . . . .20-26**

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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When prosperity comes, do not use all of it.  
 —Confucius