

## VISION

Working together for a healthier tomorrow

## MISSION

In partnership with the community, protect and promote the health and safety of individuals and families in Orange County through:

- Assessment and planning
- Prevention and education
- Treatment and care

## VALUES

Partnering with our clients and the community, we value:

- **Excellence** in all we do
- **Integrity** in how we do it
- **Service** with respect and dignity

## SERVICE AREAS

Behavioral Health Services  
 Correctional Health Services  
 Public Health Services  
 Regulatory/Medical Health Services  
 Administrative Services



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OC Health Care Agency

# 2016

# ACCOMPLISHMENTS



## January

### Orange County Goes Lime Green

Employees throughout the Health Care Agency (HCA) at 16 worksites showed their support for those experiencing mental health issues by wearing and distributing more than 1,000 lime green wristbands, 2,600 wall ribbons and 3,500 ribbon pins during Mental Health Awareness Week to start conversations about and reduce the stigma that surrounds these common mental health conditions.

## February

### HCA Spreads the Love and Blood Pressure Awareness

Our Health Promotion team joins community partners and Live Well San Diego on “Love Your Heart Day” to provide free blood pressure screenings to over 500 participants at more than 20 Orange County locations. Did you know that heart disease is the leading cause of death in Orange County? Most folks are unaware that high blood pressure increases the risk for heart disease and stroke.

## March

### County of Orange Selected for National Summit

Behavioral and Correctional Health Services are selected (as part of the County of Orange team), following a highly competitive process, to participate in the National “Stepping Up” Summit aimed at reducing the number of people in jails with mental illness and co-occurring substance use. The initiative was created last year by the National Association of Counties with partners from the Council of State Governments’ Justice Center and the American Psychiatric Association Foundation.

### Psychiatric Emergency Response Team

Behavioral Health Services’ Psychiatric Emergency and Response Team (PERT) provides a mental health clinician to ride along with an assigned law enforcement officer in Huntington Beach to address mental health-related calls there. PERT teams were also established in the cities of Santa Ana and Buena Park over the next several months – bringing the total to 14 police departments countywide who have PERT teams.

## April

### Waste Not OC Named Model Public Health Practice

HCA celebrates the selection of the Waste Not OC (WNOC) Coalition as a model practice by the National Association of County and City Health Officials for demonstrating exemplary and replicable qualities in response to a local health need. Envisioned by County Health Officer Dr. Eric Handler and partners, WNOC aims to end hunger and food insecurity in Orange County by reducing food waste through the donation of wholesome surplus food from restaurants, grocery stores and other local businesses. To date, 350.5 tons (577,143 meals) of food have been recovered. Learn more at [www.wastenotoc.org](http://www.wastenotoc.org).

## May

### Public Health Services Achieves National Accreditation

HCA’s Public Health Services (PHS) division is awarded five-year national accreditation status by the Public Health Accreditation Board following a rigorous peer-review assessment process. PHS now joins a handful of health departments in the State of California to reach this incredible milestone, which demonstrates its capacity to meet the highest standards in providing services to Orange County residents.

### Free “Hands Only” CPR Training

Participants in “Sidewalk CPR” day receive free training at more than 10 locations countywide thanks to a partnership between our Emergency Medical Services team and the American Heart Association. Over 600 attendees learn how and when to use Hands-Only cardiopulmonary resuscitation (CPR), which is different from conventional CPR because it focuses on chest compression without the need for mouth-to-mouth breathing.

### Crisis Stabilization Services

In collaboration with the Board of Supervisors, our Behavioral Health Services team releases a solicitation for additional psychiatric crisis stabilization services, which are dedicated to successfully stabilizing individuals experiencing a psychiatric emergency to allow for discharge and referral to continuing care on an outpatient basis. Adding capacity to our system will provide additional, alternative resources for those experiencing a mental health crisis who present to emergency departments and experience excessive wait times.

## June

### Coordinated Response to Meningococcal Outbreak

The California Department of Public Health reports an increase of meningococcal disease in Southern California that is disproportionately affecting men who have sex with men. Over the coming months, our Public Health Services team provides more than 300 free meningococcal vaccinations at local venues serving that community as well as over 1,000 doses at our Family Health Immunization and 17<sup>th</sup> Street clinics.

### Best Use of Digital Media

Our “Eat. Play. Breathe.” campaign is recognized by the Health Officers Association of California for Best Use of Digital Media. “Eat. Play. Breathe.” drives 10,000 people each month to [www.myHEALTHoc.org](http://www.myHEALTHoc.org) – a highly interactive, locally-focused website that compiles the best available resources on the web, providing access to simple tools and information to help people be more physically active, eat healthier and quit smoking.

### Drowning Prevention

Representatives from the Health Care Agency join partners on the Orange County Task Force on Drowning Prevention to launch an educational messaging campaign, “It Only Takes Seconds to Drown.” Over the summer months, an array of strategic public service announcements, news conferences, and digital advertisements target parents and caregivers of young children and adults over 50 in both English and Spanish. In addition, more than 25,000 Facebook users connected with the tips and tools through our targeted outreach efforts and 230 Orange County Transportation Authority buses drove high visibility advertisements designed to promote safe swimming habits along their daily routes.

## July

### Orange County Meets the Medical Doctors of HCA

Our followers on Twitter, Facebook and YouTube are introduced to HCA’s highly qualified, richly diverse and deeply passionate in-house team of physicians through our #MeetTheMDs campaign that spends the next six months telling their stories as detectives, innovators, counselors, advocates and humanitarians through brochure, article-writing and video production.

### Two Behavioral Health Programs Win Top NACo Honors

OCLinks and the AB 109 Health Care Team win National Association of Counties Achievement awards for demonstrating outstanding innovation in a government program. OCLinks (855-OCLINKS) is an information/referral phone and online chat service that helps callers navigate and link to the Health Care Agency’s (HCA) more than 200 mental health and substance abuse programs. Learn more [www.ochealthinfo.com/OCLinks](http://www.ochealthinfo.com/OCLinks). HCA partnered with the Probation Department in response to the passing of the Public Safety Realignment Act (AB 109), which transferred the responsibility for supervising certain kinds of offenders and parolees from state prisons and state parole agents to county jails and probation officers. HCA staff was placed at Probation facilities throughout Orange County to address the need for more mental health and substance abuse services for this new population.

### Environmental Health Keeps Food Safe for Fairgoers

Our Environmental Health division’s Food and Pool Safety Program staff conducts more than 220 inspections on opening day to make sure your favorite OC Fair foods are safe to eat. For the first time, food truck vendors are given the opportunity to receive early bird inspections to help reduce the number of follow-ups on opening day and are also provided with free food safety trainings in multiple languages before the gates open.

## August

### Zika Planning and Response

Health Disaster Management holds a successful Zika virus training exercise to prepare today for what may come tomorrow. A total of 46 representatives from the Health Care Agency, Orange County Mosquito and Vector Control District, and emergency management staff from Cities where *Aedes* mosquitos have been identified participate.

### Civic Center Homeless Survey

A survey of the homeless individuals living in the Civic Center area of Santa Ana by our Behavioral Health Services team with partners from a variety of non-profit and public sector agencies is completed in a single day. This effort, for the second year in a row, is intended to provide a snapshot of the number of people experiencing homelessness in this location, their demographic breakdown, and the needs of the population. To learn more, please visit [www.ochealthinfo.com/bhs/about/pi/resources](http://www.ochealthinfo.com/bhs/about/pi/resources).

## September

### Older Adult Profile

The Orange County Healthy Aging Initiative releases the Orange County Older Adult Profile, 2016. The report was funded by the Health Care Agency and highlights key health, social and economic indicators impacting the health and well-being of Orange County older adults.

### Law Enforcement Overdose Prevention Program

Orange County Emergency Medical Services (OCEMS) develops a public safety first responder standing order to support the Orange County Sheriff’s Department (OCSD) implementation of an Overdose Prevention Program. OCEMS staff partnered with OCSD to train more than 150 OCSD Deputies to administer prepackaged naloxone to unconscious, unresponsive victims of a suspected opioid overdose (after ensuring that 9-1-1 EMS responders are en route) to help reverse effects of these narcotics. As of year’s end, 2016, OCSD has fully implemented their program within contract cities and the use of naloxone has contributed to at least ten lives saved.

### Immunizations for Inmates

Correctional Health Services (CHS) launches a campaign to promote flu vaccination among the inmate population within County-operated jails, a group at increased risk for influenza due in part to close living conditions and suppressed immune systems from chronic disease (including substance use disorders). As a result, nearly 3,000 doses were administered during the 2016 flu season.

## October

### Whole Person Care Grant Proposal Approved

The Health Care Agency’s proposal for a five-year project to implement the Whole Person Care (WPC) pilot program, which is designed to ensure a more holistic approach to targeting the impacts of homelessness while promoting mental and physical wellness, is approved through the state Department of Health Care Services after receiving support from the Orange County Board of Supervisors. The County will receive a match in federal dollars with total spending reaching \$23.5 million over the course of the program.

### Environmental Health Makes Handwashing an Art

Our Environmental Health team launches *The Art of Handwashing* campaign to encourage handwashing best practices among Orange County businesses through the creation and distribution of three new, colorful signs inspired by contemporary artists Andy Warhol, Milton Glaser and Saul Bass. The signs are available for free and in multiple languages to local businesses by calling (714) 433-6000.

### POD Exercise 2016

Health Disaster Preparedness staff tests its ability to provide vaccinations to a large group of healthy community members in a health emergency scenario at the Point of Dispensing exercise. The team met all operational and throughput goals without any safety issues. HCA’s successful drill simultaneously enhanced the health and welfare of Orange County residents as several hundred participants received flu vaccinations in the cities of Placentia and Buena Park.

### The Courtyard

An around-the-clock transitional center called The Courtyard opens at the former Santa Ana Transit Terminal with emergency shelter beds and enhanced services for people experiencing homelessness. The Health Care Agency partners with contracted operations staff to serve homeless individuals seeking permanent supportive housing, provide linkage to community resources including behavioral and physical health services, and to offer food safety education to volunteers and food service providers alike.

## November

### Giving Excellence Meaning

Correctional Health Services (CHS) staff’s secret (and successful) nomination of Deputy Agency Director Kim Pearson for a 2016 [www.Nurse.com](http://www.Nurse.com) Giving Excellence Meaning Award resulted in Kim’s selection as the National Winner in the Excellence in Executive Leadership Category. Kim’s educational background, nursing expertise and leadership experience have given her the necessary tools to successfully lead a team of over 300 healthcare providers in CHS. Because of her expertise, she was invited to sit on an advisory panel at the State level to assist in the revision of California regulatory codes for jail standards.

## December

### Fighting the Flu

By year’s end, HCA provides flu vaccine to 76 schools, community clinics and organizations as well as Federally Qualified Health Centers. In concert with outreach efforts to promote vaccination through [www.ochealthinfo.com/flu](http://www.ochealthinfo.com/flu) and a specially-designed flyer shared with our followers on social media and medical/community providers, this resulted in the administration of nearly 15,000 doses to Orange County residents. Inside our Public Health Clinics, an additional 1,100 doses are provided to patients – helping to fight the spread of this contagious disease.

### Medical Director of the Year

Dr. Samuel Stratton, Orange County Emergency Medical Services (OCEMS) Medical Director, receives the Medical Director of the Year Award from the California EMS Authority. The award honors professional excellence and exceptional service by individuals working in California’s emergency medical system. Dr. Stratton’s notable contributions to the OCEMS system include overseeing a comprehensive hospital network that provides coverage to all geographic areas of the county and assimilates medical control directives for paramedic assessment and rapid transport of patients critically injured by trauma or patients who suffer sudden events such as a heart attack and stroke.

# Orange County Board of Supervisors



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Supervisor, 1st District



**Michelle Steel,**  
Supervisor, 2nd District



**Todd Spitzer,**  
Supervisor, 3rd District



**Shawn Nelson,**  
Supervisor, 4th District



**Lisa A. Bartlett,**  
Supervisor, 5th District