



Archived Document

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WHAT'S

UP

keeping staff informed & current

CLSEI Health Policy and Finance Cohort visit HCA

On December 9, 2015, the California Legislative Staff Education Institute (CLSEI) Health Policy and Finance Cohort visited the Strategic Operations Center to discuss the Health Care Agency's role in Public Health Emergencies.

Disease Control and Epidemiology Medical Director Dr. Matt Zahn provided an overview of the measles outbreak and was followed with many questions from the participants. Preparedness Program Manager Mary Massey provided an overview of the Agency's Health Disaster Preparedness program. Discussions with the group included Ebola, the San Bernardino Active Shooter event, SoCalREADI/ Statewide Medical and Health Exercise, working with state agencies, and roles in community response. The day culminated with a tour of the Local

Distribution Center warehouse after which the group headed back to Sacramento.

The California Legislative Staff Education Institute provides the time, support and venue for legislative

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Dr. Zahn provides a public health overview to CLSEI Health Policy and Finance Cohort participants during their December 9th visit to HCA.



Mark Refowitz named NACD Fellow

Congratulations to HCA Director Mark Refowitz on becoming a National Association of Corporate Directors (NACD) Board Leadership Fellow. This designation recognizes Mr. Refowitz's commitment to ongoing director education and exemplary board leadership at CalOptima.

NACD's mission is to provide today's directors with the knowledge and wisdom to confidently navigate business challenges in the rapidly changing boardroom environment and serve as strategic assets to their companies. The NACD fellowship presented to Mr. Refowitz acknowledges him as one of NACD's members most dedicated to their mission. To learn more about NACD, visit www.nacdonline.org.



Continue the lime green message throughout the New Year!

Thanks to all who took part in Mental Health Awareness week from January 11-15, 2016! We appreciate all those who came together to spread awareness about the importance of mental health.

Remember that half of us will have a mental health challenge over the course of our lifetime, yet research shows that many people, particularly those that are younger, wait a longer time than needed before they get help.

Now is the time to change the conversation about mental health in Orange County. Begin the discussion regarding mental health and encourage those in need to seek assistance. For more information, visit www.mentalhealth.gov/talk/friends-family-members/

Please continue to show your support for mental health and let others know that you believe that "Each Mind Matters!" www.eachmindmatters.org.



health challenge over the course of our lifetime, yet research shows that many people,

Set realistic weight loss goals the healthy way

Each New Year, many resolve to shred extra pounds and eat healthy. Many times these resolutions are often followed for several weeks then notoriously forgotten. To help keep you on the right track, the Academy of Nutrition and Dietetics recommends avoiding fad diets, be realistic and specific when setting weight loss goals and consult a physician before adopting an exercise plan.

Build a support network of family and friends to try new healthy recipes with you or to be your workout buddy. Having a support network can help you focus on positive results rather than temptations and also help motivate you to stick with your plan.

For more information to get a jump start on



setting goals for a healthy New Year, visit the Academy of Nutrition and Dietetics website at www.eatright.org, where you can find resources including nutrition fact sheets, a good nutrition reading list and

nutrition information, to name a few.

HCA's internal WorkingWell initiative provides a foundation for the Agency to protect and promote the health of our employees and support our efforts of making a healthier tomorrow, starting with our staff. Visit the WorkingWell intranet website at <http://intranet/workingwell> for more information, resources and tips to leading a healthy, active lifestyle.



Excitement in HCA Payroll!



New Faces!

We welcomed Celia Diaz-Garcia as our new Disbursements Manager who will be overseeing both HCA Payroll and Accounts Payable and added Cathy Tran to the HCA Payroll supervision team. Both are familiar faces for HCA Accounting and will serve you well!

New Pay Codes!

With the recent MOU change for OCMA represented classifications, new pay codes were added to handle the transition from Annual Leave to Vacation/Sick Time. **Note that AL and ALUP will remain in VTI and can be used until the annual leave balance has been depleted.**

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On seed-time learn, in harvest teach, in winter enjoy.

—William Blake

HCA Payroll

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- **PTOV** – For approved time off. Time will automatically draw from annual leave first and then vacation balances.
- **PTOS** – For sick time off. Time will draw from annual leave first and then sick leave balances.
- **PBL** – For time off for personal business, limited to 30 hours per calendar year. Time will draw from annual leave first and then sick leave balances.
- **ALAN9** – To record hours requested for annual leave payoff in compliance with MOU provisions.

It's that time of the year again for Distribution of W-2's for 2015!

All W-2's (Wage and Tax Statements) for 2015 will be mailed on or before January 31, 2016, in accordance with IRS requirements. Please take a moment to verify that your mailing address is accurate to ensure the correct address is printed on the W-2. If you need to change your address, please submit a "Name/Address Change" form to HCA/Human Resources (please click [here](#) for the form). Please email the completed form to HCAHR@ochca.com. For any questions on updating your information, please contact HCA/Human Resources at (714) 834-3101.

If, for some reason, you are unable to receive your W2 through the mail, contact HCA Payroll immediately to make other arrangements. Note that by law, all W2's must be distributed by January 31st. If you do not receive your W-2 by February 11, 2016, or need a reprint, which may take up to one week, you should also contact HCA Payroll at (714) 834-5744 or send an email to HCAPayroll@ochca.com.

We know how important Payroll is for everyone and are here to help in any way we can!

CLSEI

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staff to develop bipartisan relationships, have educational opportunities with experts, and spend real time on discussion and collaboration. It brings research and expertise in the field around specific topics to support quality decision making, and helps to foster a culture of evidence-based decision making in the Legislature.

Participants in the Health Policy and Finance cohort include staff from the policy, fiscal and budget committees of the Senate and Assembly, as well as personal staff of members of each house's health committee and health staff from the Legislative Analyst's Office. The cohort reflects both the minority and majority parties in the Legislature, as well as a balance of senior and newer staff for a variety of knowledge and expertise.

For more information about CLSEI, visit www.clsei.org/about/.



During their visit, cohort participants toured the HCA warehouse distribution center and learned about the agency's Health Disaster Preparedness program.

FEBRUARY HEALTH OBSERVANCES

AMD/Low Vision Awareness Month

American Heart Month

International Prenatal Infection

Prevention Month

National Children's Dental Health Month

National Wear Red Day. 5


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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Coming soon!

The launch of an exciting new way to recognize excellent service and outstanding achievements will be implemented in just a few short weeks.

Stay tuned for more information on HCA's new Service and Outstanding Achievement Recognition (SOAR) Awards.





Labor Management Committee in the Spotlight:

Behavioral Health Services' AB109 Program

The Steve Ambriz Team Excellence Award was created to identify

probation officers. Staff facilitates client engagement into treatment which promotes independence, reduces recidivism and increases public safety.

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 HCA & OCEA Labor Management Committee (LMC) wishes to recognize the runner-up teams to this year's winner, the Orange County Postpartum Wellness team (OCPPW). This month, the spotlight is on Behavioral Health's AB 109 Program.



In response to the passing of the Public Safety Realignment Act (AB 109) signed into law on April 4, 2011, HCA's Adult and Older Adult Behavioral Health Services Division and the Orange County Probation Department formed a groundbreaking partnership to create the AB 109 Program. The AB 109 Program removes barriers to treatment and promotes access to care for offenders upon their release, as well as provides a continuum of treatment comprised of several services that are available to offenders who have untreated substance use and/or mental health disorders.

Through the placement of HCA staff at Probation sites, offenders have access to treatment and resources at a location where they first report to their

Pictured (left to right) are LMC Committee Member Linda Price, AB 109 staff members Jessica Hadlock, Matthew Kee, Mitch Cherness, Meredith Desmond and Teri Consunji, LMC Committee Member Chris Prevatt and HCA Assistant Director Richard Sanchez.

Services include medical and social model detox, outpatient treatment (mental health and substance abuse), psychiatric assessment, residential substance abuse treatment, sober living, emergency shelter and medication assisted treatment.

The HCA team is made up of managers, clinical supervisors, clinicians, case managers and a psychiatrist. All were specifically selected to work with the AB 109 high risk population due to their work experience and specialized skill set that features professionals from various educational backgrounds including those with lived experience, that collaborate

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Safety Classes Resume with New Safety and Training Officer on Board

Our Safety Program is pleased to introduce Roger Bell as HCA's new Safety and Training Officer. Roger brings to the position more than 20 professional years of related experience in the field, and was most recently affiliated with the American Red Cross as a CPR, first-aid and automated external defibrillator instructor.



HCA's new Safety and Training Officer Roger Bell

With Roger on board, the Program has resumed offering the following trainings:

- **Ergonomics Training**
This training reviews cause and prevention of cumulative trauma injuries; provides work station tips for using computers; proper posture; and simple exercises. A certificate of completion will be issued to participants who complete this training.
- **Defensive Driver Refresher Training**
This is a required class specifically designed for HCA employees who drive personal or County vehicles to conduct County business and includes helpful information on driving laws and how to avoid accidents. This refresher is required every other year after attending the initial Defensive Driving Basic class provided by CEO Risk Management.
- **Supervisor Refresher Workshop Training**
Completion of this class is required every two years and is specifically designed for HCA Supervisors, Managers and other staff who have at least one or more employees under their purview. The class provides valuable information necessary to comply with the Countywide Injury and Illness Prevention Program (IIPP) and focuses on Injury and Illness Reporting, Cal/

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Transitions Underway at Office of Compliance

The Office of Compliance is in the midst of change as our Interim County Privacy Officer, Linda Le, has moved to the County Executive Office's Information Technology division effective February 19, 2016.



**COMPLIANCE
UPDATE**

Linda has spent the past 12 years mastering the Health Insurance Portability and Accountability Act since its inception in 2003. Her knowledge made her a very valuable member of the Compliance team and her contributions to HCA have been essential to the Agency's success. We wish Linda the best with the new challenges that await her as she handles County-wide privacy and security issues and thank her for her dedication and effort over the years.

In the meantime, should you have any **HCA HIPAA Privacy**-related questions or concerns, please feel free to contact Nikoo Tabesh at (714) 834-5172 for assistance.

For other HCA Compliance related matters, please contact:

- General Line – (714) 568-5614
- Compliance Hotline – (866) 260-5636
- Keith Olenlager, Interim Compliance Officer – (714) 834-4399

For *County* related privacy and security matters, please feel free to contact Linda Le for assistance:

- Linda Le, Interim County Privacy Officer – (714) 834-4082

**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.

Tammara Tagaloa Receives Inaugural Platinum Award

Hat's Off to Tammara Tagaloa from Behavioral Health's Driving Under the Influence (DUI) and Courts Program for providing excellent customer service, showing pride in her work, going above and beyond in all aspects of her duties, being a great colleague who is easy to work with and who communicates well with everyone.



Tammara serves as an Alcohol Liaison Officer at Harbor Court where she provides authorized drug diversion program information to defendants, keeps records and statistical information for service tracking, utilizes technology to communicate with providers, and enters and obtains information into/from the Agency's electronic records.



"My motivation is to help our clients in a way that I would want someone to help me if I were in their situation, often times we deal with cliental who are scared and emotions run high," said Tammara. "At the end of the day, I can go home knowing that I did my job to the best of my ability and in my heart know that they were treated with compassion and kindness."

The Health Care Agency provides referral services through the Alcohol Liaison Office (ALO) for alcohol programs and provides the Court with a notice of enrollment, progress and completion. Approximately 14,000 defendants are court-ordered to alcohol treatment programs each year.

The DUI and Court program's team recently began a quarterly peer recognition program called the "Platinum Award" in order to encourage the team's

Automatic External Defibrillators Available at HCA Headquarters

Automatic External Defibrillators (AEDs) are now available on each floor of the Health Care Agency's (HCA) 405 W. 5th St. building in Santa Ana. Each AED is located between the men's and women's restrooms (2nd through 7th floors above the fire extinguishers) and in the lobby area on the 1st floor of the building.

An AED is a medical device that, during a cardiac arrest incident, analyzes the heart's rhythm and, if necessary, delivers a therapeutic dose of electrical energy that helps the heart re-establish an effective rhythm. The acquisition of these lifesaving items and related AED training was made possible through the support and collaboration of the Director's Office, County Health Officer and HCA's Management Services Division.



For any questions regarding the AEDs or upcoming trainings, please email HCA Safety at HCASafetyProgram@ochca.com or call the HCA Safety Line at (714) 834-7233.



shining stars. The first winner of the award is Tammara, who was nominated her teammates. As a recipient of the Platinum Award, Tammara's photo and accomplishments will be showcased at each of the court locations where ALO staff is stationed. Congratulations to Tammara on being recognized for a job well done!

Waste Not OC Coalition Highlighted

Congratulations to the “Waste Not OC” Coalition on being recognized by the California Health and Human Services Agency and the California Department of Public Health (CDPH) as one of 23 community-based health innovations that advance its [Let’s Get Healthy California](#) effort to make California the nation’s healthiest state by 2022.



The Coalition received recognition in the “Living Well” category and was invited to present and discuss its campaign during an Innovation Conference held on January 26, 2016 in Sacramento. Its goal of ending hunger and food insecurity was put into play during the event when it was brought to County Health Officer Dr. Eric Handler’s attention that there was an excess of 70 meals at the conference that would go unused. Dr. Handler quickly worked with event organizers from the State and hotel staff to identify a local food pantry in Sacramento to ensure the meals would be donated.

On February 5, 2016, the Coalition was also invited to present at an Alameda County Social Innovation Fair. Dr. Handler and HCA Environmental Health Food Protection Program Manager

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Health Emergency Operations Center Trainings Planned for 2016

The Health Care Agency’s (HCA) Health Emergency Operations Center (HEOC) was buzzing during a successful 5-day SoCalREADI Statewide Medical and Health exercise held last year in November. To continue the positive momentum, Health Disaster Management (HDM) will host trainings for specific positions throughout 2016 for HCA staff.

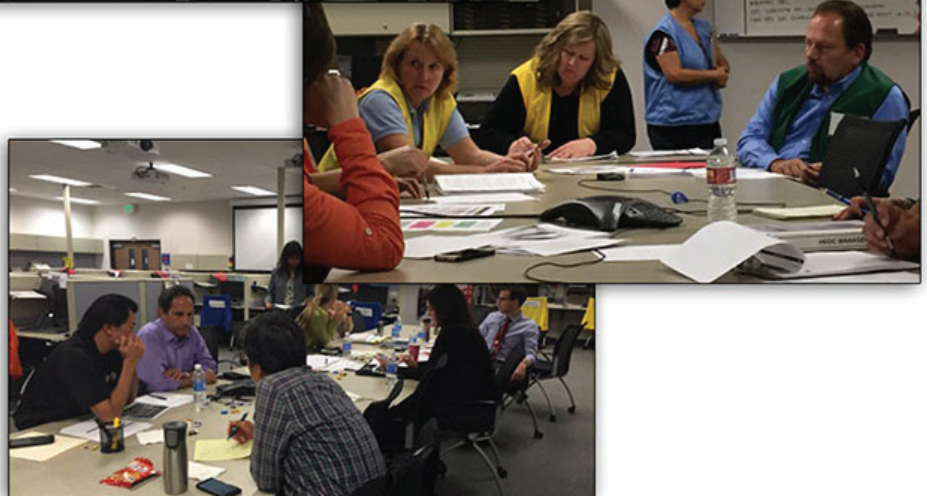
The HEOC is a single point operations center where Agency staff serve in pre-determined positions to help receive resource requests from partnering agencies and distributes those resources to needed destinations. The HEOC is activated during large scale public health disasters, such as a pandemic flu or a major earthquake.

During the week-long SoCalREADI exercise, nearly all positions were staffed to help HCA support its partners by processing resource requests. Many strengths within the HEOC were identified and areas for improvement are being incorporated into new trainings that will then be made available.

The goal of the trainings is to ensure that employees are fully supported and able to effectively fill a pre-determined position when the HEOC is activated. The trainings aim to match existing HCA employees with HEOC positions that best optimize their existing skillsets.



If you are interested in attending the trainings, please contact HDM Training and Exercise Coordinator Elizabeth Daoust via email at edaoust@ochca.com or (714) 975-0612.



Mental Health Week a Success!

Employees throughout the Health Care Agency showed their support for increasing mental health awareness by taking the Lime Green Ribbon Pledge during Mental Health Awareness Week from January 11-15, 2016.

Did you know that half of us will experience a mental health challenge in our lifetime? Every day, millions of people face stigma related to mental health because they or their loved ones are facing a challenge. Many of these people feel isolated and alone, going years before receiving any help. HCA's goal in joining the [Each Mind Matters](#) movement was to amplify the voices of all people who want to put an end to this stigma, creating a community where everyone feels comfortable reaching out for the support they deserve.

Here are some highlights celebrated during the week:

- Lime Green was seen throughout Orange County with the distribution of 1,000 green wristbands,

2,600 Ribbon Wall Ribbons and 3,500 Green Ribbon Pins.

- 16 Health Care Agency worksites participated in Mental Health Week, with 12 worksites hosting ribbon walls and photo booths.
- Behavioral Health clinics in Orange County engaged participants by having clients take part in ribbon wall activities, encouraged conversations about mental health and stigma and recommended services for those in need.
- Lobbies and common areas at various Health Care Agency sites were decorated to feature lime green and highlight the Each Mind Matters campaign.

Now is the time to change the conversation about mental health in Orange County. Begin the discussion regarding mental health and encourage those in need to seek assistance. For more information, visit: www.mentalhealth.gov/talk/friends-family-members/.



HCA staff showed their support during Mental Health Awareness Week and took the lime green awareness pledge to raise awareness about mental health and end the stigma associated with it.

What mental health needs is more sunlight, more candor, more unashamed conversation.

—Glenn Close

Celebrate National Nutrition Month

The Academy of Nutrition and Dietetics encourages Americans to celebrate **National Nutrition Month** (NNM) every March. The aim of this celebration is to motivate the public to return to the basics of healthy eating by making informed food choices and developing positive eating and exercise habits.

This year's theme, "Savor the Flavor of Eating Right," focuses on the experience and joys of healthy eating. Taking time to enjoy the flavors, social interactions, and traditions that healthy eating brings can increase our mindfulness and overall eating experience.



When to Eat

Listening to your body's natural hunger cues can aid you in deciding when it is the right time to nourish yourself. Some of the cues to look for include stomach growling, decreased energy, and difficulty concentrating. Before you eat, check in with your body; on a scale of 1-10 how hungry are you? Eating when you're moderately hungry (around a 6-7 on the scale) can help control what and how much you eat. Waiting until you reach extreme hunger (9-10 on the scale) can cause over-eating and decrease the quality of food selection that would have been chosen in an earlier state.

Where to Eat

Creating a positive eating environment is very important to enhancing mealtimes. Sitting around the table with friends and family encourages healthy social interaction. Disconnecting from TV, cell phones, and other forms of technology allows you to focus on the flavors and sensations of the food. Taking the time to sit, not stand, while you eat will slow down the pace of the meal and help you avoid over-eating.

What to Eat

To better understand what your body needs, take a look at the newly updated 2015 [Dietary Guidelines for Americans](#). Apply these recommendations to your food preferences to guide you in making healthy food choices. Increasing your

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Health Care Agency Celebrates Love Your Heart Day

The Health Care Agency (HCA) joined community partners and Live Well San Diego to celebrate "Love Your Heart" on February 11, 2016 – a one-day event that empowered participants to take charge of their health by knowing their blood pressure numbers.



"Heart Disease is the leading cause of death in Orange County, accounting for nearly one-in-four deaths per year," said County Health Officer Dr. Eric Handler. "Many folks are unaware that high blood pressure increases the risk for heart disease and stroke. The good news is that there are many ways to lower your blood pressure. Knowing your numbers is the first step toward hitting your blood pressure target."

HCA's Health Promotion division coordinated with various community providers to host free blood pressure screenings at more than 20 locations countywide. Attendees received information that included strategies for heart health and a listing of community resources.



For more information on heart health, visit www.americanheart.org.



BHS AB109 Program

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with one another to provide an optimum level of service. The team as a whole is driven to provide cutting edge treatment through collaboration and working relationships built through the community.

While a relatively new, the AB 109 Program has received local and national accolades including a 2015 National Association of Counties Merit Award for being an innovative and cost-effective county government program and a 2013 Orange County Probation Department Chief's Award for its comprehensive collaborative efforts.

The AB 109 group is recognized for their outstanding strengths they demonstrate as a team, for going above and beyond in assisting clients, their exceptional problem solving skills, creativity and willingness to provide the best behavioral health services to Orange County's AB 109 clients.

Safety Classes

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OSHA logs and other helpful information.

Enrollment for these trainings for the 2016 calendar year is available online through Training Partner at <http://tp2003.ocgov.com/TPOnline/TPOnline.dll/Home>. Please call (714) 834-SAFE with any safety-related questions.

National Nutrition Month

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intake of plant-based foods such as fruit, vegetables, beans, and whole grains will help keep you full and satisfied. Replacing sugar-sweetened beverages with water will help your body stay hydrated without the excess calories. Practicing moderation and balance in all food choices will help in maintaining a healthy bodyweight and lifestyle.

For more information about NNM, visit www.nationalnutritionmonth.org or contact HCA's Nutrition

Services WIC Program at (714) 834-7952 to speak to a Nutrition Services Registered Dietitian.



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Waste Not OC Coalition

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Mike Haller attended the event to share Orange County's experience with establishing a system for food recovery, aimed at addressing food insecurity. Many were in attendance to learn how to implement a similar program in Alameda County.

The Coalition recently acknowledged Northgate Market and presented them with a Rising Star Award to commend them for their donation of 58,000 meals to feed the hungry in Orange County in November 2015.

The Waste Not OC Coalition was envisioned several years ago by Dr. Handler and OC Food Bank Manager Mark Lowery after a discussion on hunger and food insecurity within Orange County. Since then, the public-private partnership has grown to include representatives from food banks, restaurants, grocers, theme parks, sports venues, manufacturers, non-charitable organizations, community volunteer groups and educational institutions. Members of the group all work together with the goal of eliminating hunger and reducing food waste by facilitating the donation of wholesome surplus food from food-producing facilities to local pantries. More details about Waste Not OC are available online at www.wastenotoc.org.

Service and Outstanding Achievements

The SOAR Awards are Here!

HCA's new and exciting way to recognize employees' excellent service and outstanding achievements. **SOAR** is the new branding for our awards recognition. Full details regarding all recognition opportunities are available on HCA's New Employee Recognition Intranet page <http://intranet.ochca.com/erp>.

March Health Observances

- National Colorectal Cancer Awareness Month
- National Nutrition Month[®]
- Save Your Vision Month
- Social Worker Month
- National School Breakfast Week 7-11
- National Women and Girls
- HIV/AIDS Awareness Day 10
- National Poison Prevention Week 15-21
- World TB Day 24



HCA Communications Launches Revised Branding Style Guide

“One County” is an organizational vision for the County of Orange championed by the County Executive Officer. The phrase symbolizes consistency, uniformity and connectedness among our various agencies and departments – and is represented visually by the County of Orange seal.

To ensure the Health Care Agency (HCA) supports this vision and is graphically recognizable as a County of Orange department, HCA Communications has revised our [Professional Standards and Branding Style Guide](#). What does this mean for you?

- Effective immediately, HCA’s hybrid logo that features both the County of Orange seal and HCA logo together should be used in **ALL** internal and external communication pieces. The practice of including the HCA logo and County seal as



separate entities is officially discontinued. Two sizes are available for you to choose from and are available for download at <http://intranet/directors-office/hca-c/logos>.

- Please update your Outlook email signature to include the hybrid logo. Step-by-step instructions are available at <http://intranet/directors-office/hca-c/email>.
- Use the updated business card template available at <http://intranet/communications/cards> when placing any **new** business card orders. Please continue using any existing cards already in circulation until depleted.

For any questions regarding the hybrid logo or style guide, please contact HCA Communications at (714) 834-2178.

IN THE SPOTLIGHT

Highlighting the People and Programs Serving our Mission

Board of Supervisors Honors Health Care Agency Social Workers

The Board of Supervisors recognized the vital contributions made by social workers from HCA and the Social Services Agency (SSA) last month with a special resolution declaring March 2016 as “Social Work Month” in Orange County.

HCA Director **Mark Refowitz** was on hand at the meeting to thank social workers in attendance from Behavioral Health Services, Correctional Health Services and California Children’s Services for their dedication in helping children, adults and families in need. “Social workers are highly-trained,

skilled individuals who work with a very vulnerable population across all age groups,” Mark said. “At HCA, we promote health and wellness and support the notion that recovery is possible for all clients.”

When many of us think of social workers our minds automatically jump to SSA, but did you know that HCA has social workers who advocate for our clients that need help addressing serious life challenges? Here are some quotes from HCA’s social workers to

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Board Honors Social Workers

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highlight what they do:

- “As part of a Collaborative Courts Program, I always advocate for the welfare of my clients. I connect them with valuable resources in the community, celebrate their successes and walk them through their challenges.” – **Lisa Mau**, Clinical Social Worker II, Adult and Older Adult Behavioral Health Services, DUI Court
- “I provide therapy, counseling and supportive services for pediatric patients with terminal illnesses or severe mobility diagnosis, as well as their families. I also assist with the transitional needs of clients once they age out of pediatrics into adulthood – addressing schooling, housing and employment.” – **Christina Le**, Senior Social

Worker, Public Health Services, California Children Services

- “At the Orange County jail, I provide assessments, psychoeducation, therapeutic intervention, case management and discharge planning services to inmates that have mental health issues. I am also a certified instructor at the Sheriff’s Academy where I teach classes on suicide prevention and mental health issues in the correctional setting.” – **Catherine Speckman**, Licensed Clinical Social Worker II, Correctional Health Services

Social Work Month recognizes those who confront some of the most challenging issues facing individuals, families, communities and society and forge solutions that help people reach their full potential to make our county a better place to live. To learn more, visit www.socialworkers.org.



Pictured (left to right): Vice Chair Steel, Christine Le (HCA), Ken Alma (HCA), Amy Furuyama (HCA), Cheryl Poynter (SSA), Catherine Speckman (HCA), Mike Ryan (SSA), Felicia Burkeman (SSA), Lisa Mau (HCA), Chairwoman Bartlett, Karen Marks (HCA), Bach Tuyet Dinh (SSA) (holding resolution), Rachel Vo (SSA) (holding resolution), Liz Lopez (SSA), Supervisor Spitzer, Lisa Gager (SSA), Supervisor Do, Frances Tu (SSA), Mark Refowitz (HCA).



Steve Thronson Returns to HCA as New Deputy Agency Director

HCA is pleased to welcome back **Steve Thronson** as the Deputy Agency Director for Regulatory/Medical Health Services. Mr. Thronson brings a wealth of experience in both public and private sectors that includes having previously worked at HCA as Chief of Public Health Operations as well as in leadership roles with Stars Behavioral Health Group, DC Police & Fire/EMS Clinic, APS Healthcare, Phoenix House, Kaiser Permanente, Cigna Healthcare, Montgomery County Health Commission and Rossmoor Community Service District.

Mr. Thronson will oversee HCA’s Medical Health Services (Emergency Medical Services, Employee Health, Health Disaster Management and Medical Safety Net Program) and Environmental Health divisions.



Steve Thronson, Deputy Agency Director, Regulatory/Medical Health Services

During the first few months in his new role, Mr. Thronson intends to focus on areas that he can best impact, enhance and support within programs he oversees, get to know program staff and

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Steve Thronson

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establish relationships with Agency colleagues, the Orange County Board of Supervisors and community partners.

“As a leader, I try to keep things simple and focused. There is enough complexity and challenge in providing excellent services and programming to the populations we serve,” said Mr. Thronson. “The key people are front line staff providing care and services to our customers, clients, patients and communities. My goal is to provide them with excellent support, communication, resources, motivation and recognition.”

When asked what prompted him to come back to HCA, Mr. Thronson explained that he has a broad array of experience across the healthcare continuum and HCA brings them all together as an agency. Last year, he also had the opportunity to spend several months with county leaders from throughout the state while attending the California

Institute for Behavioral Health Solutions Leadership Institute and was impressed by the enthusiasm, focus and drive demonstrated by HCA’s Behavioral Health Services staff he met there.

During his personal time, he enjoys spending time and traveling with his wife, and college-age son and daughter. He participates in outdoor activities including hiking and biking, and competes in bocce ball, tennis, triathlons and rugby.

Mr. Thronson joins HCA during a time of a new organizational structure that aligns programs along similar missions, client bases and funding sources/mechanisms. California Children’s Services moves back to Public Health Services; Environmental Health falls under Regulatory/Medical Health Services; and the Conditional Release Program moves to Behavioral Health Services.

Mr. Thronson’s office is located at the 405 W. 5th St. building on the 7th floor. He can be reached at (714) 834-4418 or via email at sthronson@ochca.com.

Get to Know OCLinks – Behavioral Health Services Navigation

The Health Care Agency and Orange County Employees Association Labor Management Committee (LMC) spotlights the Behavioral Health Services (BHS) Navigation – OCLinks team as a runner-up for this year’s Steve Ambriz Team Excellence Award.

OCLinks is an information and referral phone and online chat service to help callers navigate the Behavioral Health Services (BHS) system of care within the Health Care Agency. It allows folks who call (855) OC-LINKS or visit www.ochealthinfo.com/oclinks for a live chat session to be linked to any one of the County’s more than 200 behavioral health programs and services through one simple point of contact.

The OCLinks team is staffed by a group of trained clinicians, or “navigators,” who understand how to assess and screen each individual caller or chat participant. They provide services in English, Spanish, Farsi and Vietnamese, and can

also work with any other language using phone-based translation systems.

“When an individual contacts OCLinks, I listen carefully for ways to understand the caller and model

... continued on page 4



The OC Links team pictured (left to right): Sharon Dobbs, Rose Stock, Jennifer Vu-Brinkley, Asita Aminian, Patricia Morales, Jason Austin and Elizabeth Zayas.

Behavioral Health Services Navigation

continued from page 4

a sense of calmness and compassion in trying to find solutions to meet their needs,” said **Rose Stock**, Marriage and Family Therapist II. “My position gives me the opportunity to be part of the solution and to help people at a difficult time in their lives.”

Together, the team brings knowledge from all major areas within BHS and is acknowledged for their strengths, problem solving skills and creativity in making OCLinks a success. Since the program’s

inception in October of 2013, this group of navigators has been instrumental in working with thousands of people from many different cultures and languages.

The Steve Ambriz Team Excellence 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. To learn more about the award, visit the LMC intranet page at <http://intranet/lmc/team>.



HCA’s Dr. Mark Chew Trains UCI Medical Center Staff on Chempacks

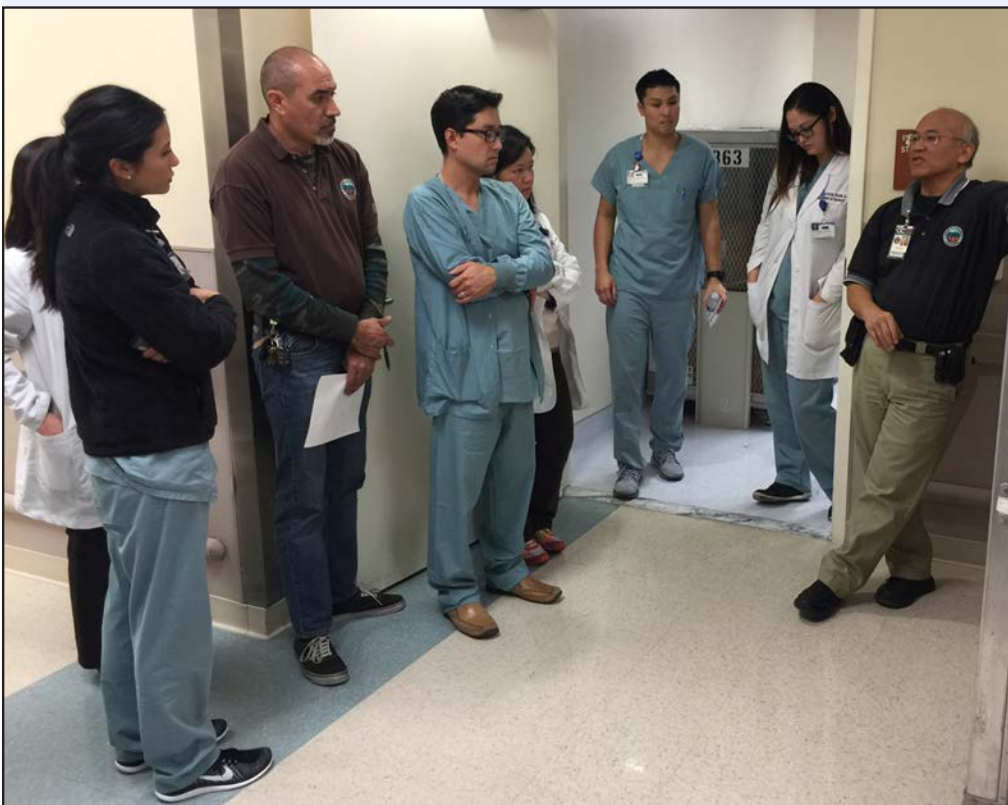
Health Disaster Preparedness pharmacist **Mark Chew**, Pharm.D. conducted a recent training at University of California Irvine (UCI) Medical Center that involved specialized antidotes for pesticides and nerve agents provided by the Centers for Disease Control and Prevention’s Chemical Antidote Package program. Chempacks are deployable containers of nerve agent antidotes that can be used even if the actual agent is unknown.

“If an event occurs involving a chemical agent – for example, Sarin, VX gas, or malathione – time is critical in the patient outcome,” said Dr. Chew. “The sooner the antidotes are given, the better the outcome.”

The pharmacy staff at UCI Medical Center reviews where these antidotes are stored, how they are accessed, distributed and their pharmacology.

Most chempacks are located in hospitals or fire stations to support a rapid hazmat response. UCI is one of several volunteer facilities across the county partnering with the County of Orange Health Care Agency and the State of California Department of Public Health to store and provide emergency access to these antidotes when needed. To learn more about chempacks, visit the Centers for [Disease Control and Prevention Chempack Program](#) webpage.

This is yet another great example of HCA staff serving as subject matter experts in the community, and speaks to the high level of professional expertise we are fortunate to have here at the Agency.



Dr. Chew educated attendees on what chempacks are; how antidotes can be used to aid patients during an event; when they should be deployed; as well as information on how to access them.

5 Things You Need to Know About Zika Virus

1. An Orange County resident has tested positive for Zika virus. The individual, a Costa Mesa resident, is a male in his 40s who contracted the virus in late January during travel to Central America and presented symptoms in early February. He was not seriously ill and has recovered. The Health Care Agency (HCA) has contacted the individual to provide counseling to prevent transmission. View HCA's press release here: [First Zika Case Confirmed in Orange County Resident](#).
2. Zika is an infectious disease caused by the Zika virus, which is transmitted to people by *Aedes aegypti* and *Aedes albopictus* mosquitos. Most infected people have no symptoms. The illness is usually mild, and severe disease requiring hospitalization is uncommon. If symptoms develop, the most common are fever, rash, joint pain and/or red eyes. Symptoms usually begin 3-7 days after a person is bitten by an infected mosquito and last several days to a week.
3. The California Department of Public Health is closely monitoring the Zika virus outbreak in Latin America. As of March 4, 2016, there have been 17 confirmed cases of Zika virus disease reported in California residents, all in travelers returning from countries with Zika virus outbreaks. Californians traveling to regions where Zika virus transmission is ongoing should follow the recommended precautions provided in the [Zika Virus in Latin America CDPH Health Advisory](#).
4. There is no specific treatment for Zika. Health care providers can generally provide medications to help reduce fever and pain; rest and fluids are also helpful. Those who do show symptoms usually feel better in about a week.
5. There is a possible association between Zika virus in pregnant women and microcephaly (abnormally small head and brain) in newborns. It is suspected that women who get infected with Zika virus may pass the virus to the developing fetus if they are pregnant. However, there are many causes of microcephaly in babies, and whether Zika virus infection causes microcephaly has not been confirmed. Studies are needed to understand this possible relationship.



The invasive *Aedes* mosquitoes that can transmit Zika virus are now found in Orange County.

COMPLIANCE CORNER



New Compliance Officer Champions Culture of Integrity

The Health Care Agency is pleased to announce the selection of **Chi Rajalingam, Ph.D.** as the Agency's new Compliance Officer. Dr. Rajalingam began her career with HCA in 2006 and recently served as manager for Behavioral Health's Adult and Older Adult Support Team and Patients' Rights and Advocacy Services. She is certified in Health

Chi Rajalingam, Ph.D., Compliance Officer

... continued on page 6

New Compliance Officer

continued from page 5

Care Compliance and brings a wealth of experience managing audits and ensuring compliance with state and federal regulations to her new role.

As Compliance Officer, Dr. Rajalingam is responsible for ensuring HCA and its employees follow county, state and federal laws, guidelines, policies, regulations and mandates. Compliance is the responsibility of all HCA employees and relates to every day workplace issues such as appropriate use of Agency resources and equipment, care practices, workplace conduct, safety, financial transactions and billings, operations and record maintenance.

“I think of compliance as the instillation of a culture of integrity within our workforce so that everyone has a sincere desire to do the right thing – knowing the rules and regulations, but also doing our jobs with integrity,” said Dr. Rajalingam. “When we are compliant as an Agency, we are able to ensure a high standard of care, one that we know is not compromised in any way.”

There are three clear objectives Dr. Rajalingam hopes to accomplish within her first year as Compliance Officer – familiarizing herself with all

of HCA’s service areas; getting to know all HCA staff so that they know how to reach her and have access to her team should the need arise. Although Compliance is already a robust program, she hopes to assess any areas for potential improvement – focusing on flexibility and responsiveness to the changing healthcare landscape.

Dr. Rajalingam is located in the Compliance Office at the 405 W. 5th St. building on the 7th floor. She can be reached at (714) 834-3154 or via email at crajalingam@ochca.com.

KUDOS! Compliance Staff Receive Certification in Healthcare Compliance

Congratulations to **Keith Olenslager**, MPH, Compliance Analyst and **Bergit Englund Giri**, M.Ed., Compliance Auditor who recently earned their Certification in Healthcare Compliance (CHC). The CHC is a national designation given by the Health Care Compliance Association which certifies that its holders have a broad understanding of compliance-related issues across all facets of the healthcare industry. To achieve this designation, Keith and Bergit had to meet a rigorous set of criteria and pass a lengthy exam. For more details on CHC certification, visit www.hcca-info.org.

How the Performance Incentive Program Evaluation Process Works

HCA’s Human Resources (HR) team currently distributes the upcoming performance evaluation list two (2) months in advance to executives, division managers and their secretaries to ensure ample time is allotted for supervisors and managers to complete and conduct the performance reviews for their employees. It is important that the performance evaluation process is completed in a timely manner as this may impact an employee’s pay and other benefits.

For Orange County Employee Association (OCEA) represented bargaining units, did you know...

- Performance Incentive Program (PIP) hours have no cash value. However, employees can use their PIP hours to take pre-approved time off. PIP hours cannot be used in the same period that they are processed. For example, if an employee’s

PIP evaluation was due January 22, 2016, but they didn’t receive their performance review until February 19, 2016, PIP hours earned will not be available to use until the March 11, 2016 paycheck.

- Employees who successfully complete their PIP goal(s), but are rated as “Does not meet performance objectives” on their performance evaluation are not eligible to receive a PIP award.
- Performance evaluations rated as “Meets performance objectives” are eligible for a one (1) step salary increase.
- Employees who have not exceeded their assigned salary range and are rated as “Exceeds performance objectives” on their performance evaluation may be granted two (2) steps or higher.*

... continued on page 7


Performance Incentive Program Evaluations

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- Completed performance evaluations should be emailed to HCA HR at hcahr@ochca.com.

Please click [HERE](#) to review the PIP Manual and PIP-related forms. Still have questions? Contact HR at hcahr@ochca.com or your assigned Employee Relations (ER) Analyst.

*Supervisors and managers who rate their employees as "Exceeds performance objectives" may grant a two (2) step increase or higher and the narrative must provide sufficient justification for the rating and salary increase. Additionally, supervisors and managers are strongly encouraged to contact their HR ER Analyst to discuss any performance-related issues. To avoid delays in processing the evaluation, please contact the appropriate HR ER Analyst prior to conducting the performance evaluation process.



2016 Annual Employee Recognition and Awards Ceremony

You are Cordially Invited to Join Us in Celebration of
Service and Outstanding Achievement Recognition
Years of Service 25

Thursday, April 14, 2016 at 2:00 p.m.
Hall of Administration
Board Hearing Room
333 W. Santa Ana Blvd., Santa Ana, CA 90701

Those receiving awards will be notified.

Parking is available in the Civic Center Plaza area in downtown Santa Ana and is reimbursable with your submission of the mileage claim form.



APRIL
Health Observances

- [Alcohol Awareness Month](#)
- [Occupational Therapy Month](#)
- [National Public Health Week](#) 4/4-4/10
- [World Health Day](#) 4/7
- [Every Kid Healthy Week](#).... 4/25-4/29

Connect with Us



The **what's up** newsletter is created and distributed monthly by the team listed below. Please call (714) 834-2178 with any suggestions or comments.

Editors

Lisa Alford
Jessica Good
Tricia Landquist
Rachel Selleck

Designers

Anne Fialcowitz
Chris Moreno

Health Care Agency Mission Statement:

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

- Assessment & Planning
- Prevention & Education
- Treatment & Care



Welcome to

Uplift

a feature designed to bring each edition of our newsletter to a close with something that inspires you.



"We arrived at the beach one morning and were disappointed to find it cloudy and overcast. As I unpacked the trunk, I happily discovered a pre-packaged kite buried under some towels that I'd thrown in months earlier. We decided to be grateful for the weather and teach our son to play on the wind instead of pining for the sunshine."

—Jessica Good, Public Information Officer

"How wonderful it is that nobody need wait a single moment before starting to improve the world."

—Anne Frank



"Took in the sunshine and relaxed with the kids at the Irvine Spectrum Ferris Wheel courtyard on a lazy Sunday afternoon."

—Tricia Landquist, Health Information Specialist

"When I was 5 years old, my mother always told me that happiness was the key to life. When I went to school, they asked me what I wanted to be when I grew up. I wrote down 'happy.' They told me I didn't understand the assignment, and I told them they didn't understand life." —John Lennon

"The only courage you ever need is the courage to live the life you want." —Oprah Winfrey



What inspires you? Would you like to share a motivational quotation, photograph you've taken of something beautiful – even a fitness tip or healthy recipe – with Uplift for consideration? If so, send it via email to tlandquist@ochca.com, and please be sure to include your job title, division name, and a sentence or two about why it moves you. Please know that not all submissions will be used; decisions are at the discretion of HCA Communications.



DIRECTOR'S MESSAGE

I dedicate this column to the memory of **Dr. George Pascarzi**, a beloved member of the Health Care Agency (HCA) team for more than 20 years who died peacefully in his sleep January, 31, 2016.

Dr. Pascarzi specialized in child, adolescent, and addiction psychiatry. He completed his residency at Harvard University and fellowship at the University of California, Los Angeles.



At the time of his passing, George worked as a part-time psychiatrist with OC CREW, a HCA program that provides supportive behavioral health services to young people ages 12 to 25 experiencing a recent first episode of psychosis.

Not only was he a wonderful clinician and doctor, but he always made time for people

... continued on page 2

IN THE SPOTLIGHT

Highlighting the People and Programs Serving our Mission

Globetrotting Public Health Lab Director Helps Fight Disease Worldwide

While most folks take vacations to give their minds a break from work, **Rick Alexander** spends his "time off" jet-setting across the globe as a consultant for the [Centers for Disease Control and Prevention \(CDC\)](#) and [World Health Organization \(WHO\)](#).

It all began nearly 20 years ago when, as a member of a national organization called the Association of Public Health Laboratories, Rick was asked to help supplement the efforts of CDC staff working abroad. Saying "yes" to that call led to opportunities to serve in countries including Africa, South America, Southeast Asia and Eastern Europe



Rick providing training on influenza virus molecular biology testing in Thailand to public health laboratorians from Cambodia, Laos, Vietnam and the Philippines, 2011.

developing the testing capabilities of local public health laboratories. "This past year, I've been advising peers in Albania and Montenegro by email and Skype," he said.

Just last month, Rick spent five days in Rwanda helping the CDC review the National Reference Laboratory's influenza testing and surveillance program. "I used an assessment tool the CDC developed that measures how well a laboratory is performing in the areas of testing and quality assurance," Rick said. "I recommended that Rwanda's lab crew consider collaborating with a neighboring influenza center that had the cell culture and influenza virus isolation capabilities they were lacking."

In his day job, Rick is the director of the third largest county public health laboratory in California here at the Health Care Agency where he manages a team of 50 employees. "I love the challenges that new

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Director's Message

continued from page 1

— no matter how busy he was. Colleagues and students alike always knew they could shoot George an email day or night with a particularly tricky case to seek his opinion. What came back, often in the early hours of the morning, was a thoughtful, elegantly written 1 or 2-page message thoroughly capturing the core components of the issue and weighing all options involved.

I will never forget when I joined the HCA as Deputy Agency Director of Behavioral Health Services and the Presiding Judge of Juvenile Court called and told me (only partially joking, I'm sure) not to mess with Dr. Pascarzi's work plan! Ever on-call and held in high regard by the bench, George divided his time between HCA, Juvenile Hall, Orangewood Children's Home and Superior Court. He made psychiatric care and policy recommendations for the children and youth in the County's care that were always carefully considered, comprehensive, and psychologically-informed. Despite the long hours, he found it rewarding to focus on our complex clients and shed light where he could.

On a personal level, George was down-to-earth, genuine, and had a true passion for learning, reading, traveling, sports, politics, food and cars. On the professional side, he exemplified the high caliber of employees we have here; in fact, he was instrumental in bargaining negotiation efforts to help secure fair wages and working conditions for County psychiatrists. Like so many of you, George was an unsung hero who served the community and did it well. He could have made more money in private practice, but he was tirelessly dedicated to the mission of promot-

... continued on page 3

Public Health Lab Director

continued from page 1

or reemerging diseases bring to public health," Rick said. "Whether it is additional testing following a Shigella outbreak in a restaurant, or a bioterrorism event that requires rapid, specialized testing to confirm the presence of biological agents for law enforcement, we need to be ready to respond."

Next month, Rick's travels take him to Croatia with the WHO, bringing him ever-closer to reaching his 100,000-miles-travelled goal by the end of 2016. "No matter the country, outbreak or disease, I'm up for the challenge," Rick said.

To learn more about the Public Health Laboratory, please visit <http://ocphlab.com/>.

Waste Not OC Named Model Public Health Practice by National Association

The Health Care Agency celebrates the selection of the Waste Not OC Coalition as a model practice by the National Association of County and City Health Officials (NACCHO) after demonstrating exemplary and replicable qualities in response to a local health need.

Envisioned several years ago by County Health Officer **Dr. Eric Handler** and [OC Food Bank](#) Manager Mark Lowery, the Waste Not OC Coalition aims to end hunger and food insecurity in Orange County by reducing food waste through the donation of wholesome surplus food from food-producing facilities to local pantries.



Dr. Handler has been invited to attend the 2016 NACCHO Annual Conference this July to be formally recognized. NACCHO reviewers noted that food insecurity is an under-the-radar health issue in many communities in the United States and distributing prepared food that would otherwise go to waste can be a complex undertaking.

"Since its inception in 2012, Waste

DID YOU KNOW?

Health and Safety Code Section 101060 mandates that the County Health Officer designate a nonprofit food distribution agency to coordinate and facilitate the donation of food and food products to nonprofit, charitable corporations, from available sources including restaurants, grocery stores, or food distributors.

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Director's Message

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ing the health and wellbeing of the public.

Life is short, and I want to take this opportunity to thank each and every one of you for serving our community like Dr. Pascarzi did. You're here day in and day out to make things better.

Again, thank you.

Sincerely,



Mark Refowitz

Waste Not OC

continued from page 2

Not OC has recovered 236 tons of extra food from local businesses that would have otherwise been thrown away and transformed the surplus into 391,745 meals for residents in need, "said Dr. Handler. "This recognition from NACHHO serves as further motivation to encourage additional jurisdictions to work with restaurants, retailers and grocers to join efforts and help feed the need."

The Waste Not OC public-private partnership has grown to include representatives from food banks, restaurants, grocers, theme parks, sports venues, manufacturers, non-charitable organizations, community volunteer groups and educational institutions. More details about the Coalition are available online at www.wastenotoc.org.

Waste Not OC in the News – Dr. Handler is featured in an April 5, 2016 LA Times article titled, "[Orange County Food Program Makes Donating Leftover Food Easier](#)," highlighting all the amazing work that he and the Waste Not OC Coalition are doing here in Orange County.



Get to Know Behavioral Health Services' Outreach and Engagement Team

The Health Care Agency (HCA) and Orange County Employees Association Labor Management (LMC) Committee spotlights the Behavioral Health Services (BHS) Navigation – BHS Outreach and Engagement team as a runner-up for last year's Steve Ambriz Team Excellence Award. This year's event will be held on November 16, 2016. More information to come.

Behavioral Health Services Outreach and Engagement (BHS O&E) is a community-based program that provides outreach services to individuals of all ages who are homeless, at risk of homelessness, and struggling with a behavioral health condition.

The program's ultimate goal is to facilitate linkage to available behavioral health services that are designed to support an individual's resiliency, recovery, and quality of life. Its team is staffed by clinicians, nurses, mental health specialists and mental health workers who provide outreach to potential participants at various locations including the streets, freeway overpasses, parks, libraries, behind strip malls and more.

Working in the field as an outreach and engagement worker means that

each day is different. Staff members encounter complex problems and are skilled in developing trusting relationships with individuals who face

... continued on page 4



The Outreach and Engagement team (left to right): LMC Committee member Linda Price, Tammy Waitman, Shane Mills, Steve Hatch, Christina Weckerly Ramirez, Jasmine Waltz Bauer, Melinda Flores and LMC Committee member Chris Prevatt .

Outreach and Engagement Team

continued from page 3

barriers linking with behavioral health services and/or housing due to their mental health condition. Staff members are able to approach those who are experiencing, at times, intense mental health difficulties and connect them with services according to specific needs.

“Someone I worked with told me that I saved his life,” said **Araceli Vidales**, Mental Health Specialist. He said, “Staying clean out here is hard, but thanks to you, I am in a better place. For me, it’s an honor to be part of that journey.”

The team’s approach is applauded for its tenacity to help homeless individuals with behavioral health conditions, as well as members’ unconditional, positive focus to engage the individual while using evidence-based practices.

The Steve Ambriz Team Excellence 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. Learn more at <http://intranet/lmc/team>.



5 Things You Need to Know About the Closure of Saddleback Memorial Medical Center–San Clemente

1. On March 2, 2016, the MemorialCare Health System announced its plans to close the Saddleback Memorial Medical Center in San Clemente (SMMC-SC) on May 31, 2016. According to the organization, “Like many small hospitals across the country, the San Clemente inpatient facility has continued to experience declining volumes. The number of inpatients dropped to the low teens with many days in the single digits, and the number of inpatient surgeries to less than one a day.” Keep reading the statement at: www.memorialcare.org/saddleback-memorial-san-clemente.
2. A public hearing regarding the closure was held Friday, April 29, 2016, at the County of Orange Emergency Medical Care Committee (EMCC) meeting.
3. The purpose of the hearing was to provide the community and health care providers an opportunity to advise [Orange County Emergency Medical Services](#) (OCEMS) staff prior to the completion of an impact evaluation report that will be submitted to the California Department of Public Health and the State Emergency Medical Services Authority.
4. The impact report will include an evaluation of how the emergency department closure will impact the community, the community’s access to emergency care, and how the closure will affect emergency services provided by other facilities and service providers.
5. The OCEMS team is working with providers in the area to prepare for adjustments in patients and ambulance transport times. There are two hospitals within a 10-mile radius of SMMC-SC (Mission Hospital, Mission Viejo – 9 miles and Mission Hospital, Laguna Beach - 7 miles).



SAFETY MATTERS

Automatic External Defibrillators Deploy throughout Agency

The Health Care Agency's (HCA) Safety Program is in the process of installing Automatic External Defibrillators (AEDs) throughout our facilities. AEDs have already been deployed on each floor of the 405 W. 5th Street Building, with plans to place additional AEDs at the 17th Street Complex and Park Towers in the near future.

County Health Officer **Dr. Eric Handler** is spearheading the campaign for AED awareness at HCA. Under his direction, more than 100 employees have already been trained in Cardio Pulmonary Resuscitation (CPR) and AED use.

An AED is a medical device that, during a cardiac arrest incident, analyses the heart's rhythm and, if necessary, delivers a therapeutic dose of electrical energy that helps the heart re-establish an effective rhythm.

Quick Facts:

- Sudden Cardiac Arrest (SCA) is a leading cause of death in the United States, killing nearly 350,000 people every year.
- The survival rate for SCA is less than 5%. This is

due to limited AED accessibility. If an SCA victim receives defibrillation through an AED within the first minute, the survival rate increases to 90%.

- For every minute that passes without defibrillation, the chance of survival decreases by 7 - 10%.
- Ventricular Fibrillation (VF) is the abnormal heart rhythm that most often leads to sudden cardiac arrest. It is treatable with an AED.
- If the AED determines the victim's heart is in VF, the AED will recommend a defibrillating shock. If a person does not need an AED shock, the AED will not deliver.

To help ensure safety compliance for HCA, additional [HCA Safety Refresher Trainings](#) are available. CPR/AED trainings are currently being offered through CEO/Risk Management with limited slots available via [Training Partner](#) under "First Aid/CPR with AED 2016."

For any safety-related questions, please call (714) 834-SAFE or email HCASafetyProgram@ochca.com.

COMPLIANCE CORNER

Good News! Protected Health Information Form Streamlined

The "Authorization to Use and Disclose Protected Health Information" (PHI) form has been enhanced and is now a 1-page, online fillable PDF form.

All required fields are now numbered, eliminating guesswork as to what elements need to be completed for the form to be valid. The Office of Compliance urges all staff to begin using this new form immediately.

- This new form *replaces* form #F346-531B (Rev. 11/13). Please discard all unused old forms.
- All numbered items on the form must be filled

in. However, it's highly recommended that **all** fields on the form be completed when possible.

- Any staff members who find existing (or even expired) Authorization to Use and Disclose PHI forms that are incomplete or appear to have issues should notify the Office of Compliance.

The image shows a thumbnail of the 'Authorization to Use and Disclose Protected Health Information' form. It includes fields for 'Client/Patient Name', 'Date of Birth', 'Address', and 'Phone #'. There are several checkboxes for 'Purpose of Use and Disclosure', such as 'Medical Records', 'Insurance', and 'Research'. A 'NOTICE OF REDUCTION OF AGENCY AND COUNTY AGENCY RESPONSIBILITY TO DISCLOSE' section is also visible at the bottom of the form.

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Protected Health Information Form

continued from page 5

Find the updated Authorization to Use and Disclose PHI forms here:

- Form to use in *Clinics*:
<http://intranet/custodian/phi>
- Form to use for *Custodian of Records Medical Records requests* only:
<http://intranet/custodian/phi>

- Sample forms and a PowerPoint on how to complete a valid authorization:
<http://intranet/custodian/phi>

For additional support, training or questions regarding this new form, please contact the Office of Compliance at (714) 834-5172.

Informative Training Educates Staff on Birth Outcomes

More than 85 participants from both Behavioral Health Services (BHS) and Public Health Services (PHS) came together last month during a Birth Outcomes Education Day training to learn about developing consistent prenatal and interconception (period between pregnancies) health care.

This type of care helps to identify and modify behavioral and social risks to a woman's health or pregnancy outcome through prevention and management. The PHS Strategic Birth Outcomes Workgroup partnered with the March of Dimes® to host the event that included physicians, licensed clinical social workers, marriage and family therapists, public health nurses and social workers.

Attendees learned about the need to promote the health of women of reproductive age before conception to improve pregnancy-related outcomes, as well as educating clients about the importance of assessment ABCDE (abuse, behavioral, chronic disease, diet, drugs and dads and environmental exposures) and how it can affect pregnancy.

A relatively new topic presented at the training

focused on men's perinatal mental health that provided evidenced-based approaches on how to better engage fathers with perinatal services, their children and partners during pregnancy, as well



(Pictured above) Health Care Agency staff (left to right): Brandy Bruner, Diann Chang, Carol Morgan, Mahdere Negash and Genesis Medina. Pictured left is Miriam Erdosi, MSW from March of Dimes.

as information on how fathers can also suffer from perinatal mood and anxiety disorders.

“Every speaker was dynamic and passionate about their field and appreciated the diversity of all subject matters that were covered, said **LeeAnn Bailey**, Senior Public Health Nurse. “Updating us on clinical trends, current resources, new topics and all subjects pertaining to peri-conception provides all of the public health nurses here with the tools we need to work with a variety of clients and families.”

Experience Democracy in Action and Volunteer for June Primary

The County of Orange Registrar of Voters needs more than 6,000 volunteers to help successfully conduct the upcoming June 7, 2016 Presidential Primary Election.



Volunteer to serve as a Polling Place Inspector or Clerk, Election Day Coordinator or become part of the Election Day “A-Team” to perform duties like setting-up and administering designated polling places, assisting voters in the operation of electronic voting booths or paper ballots, as well as helping answer voters’ procedural questions.

“By donating their time and talents to help out on election day, Health Care Agency employees not only provide a valuable community service, they also help ensure that each voice and each vote counts,” said Director **Mark Refowitz**.

In addition to a normal day’s pay, County employees who participate will receive:

- A stipend of \$20 to complete required training
- A stipend of \$100 to serve as a [Clerk](#)
- A stipend of \$130 to serve as an [Inspector](#), plus \$10 to pick up supplies
- A stipend of \$100 plus mileage to serve as a [Coordinator or A-Team member](#)

For more information on various Election Day volunteer opportunities, job descriptions, compensation, or to sign up to serve, visit ocvote.com/volunteer.

Getting Your Documents Reviewed and Approved Just Got Easier

Did you know that the Health Care Agency’s (HCA) Communications team is responsible for providing timely review of all public-facing documents and presentations to ensure quality and consistency with the [Professional Standards Branding and Style Guide](#)?

This includes any external material that includes the HCA title or logo, like:

- Program information
- Brochures
- Fliers
- Reports
- Newsletters
- PowerPoints

Staff members are also available to assist with submitting Board of Supervisors Resolutions and Proclamations through the Chair’s office. Until now, HCA staff had to keep track of which team member handled this process on any given day. To simplify, we’ve created a shared email address at HCAComm@ochca.com that can also be found in the Global directory by searching HCA Communications.

We look forward to hearing how we can help you.



SOAR Awards Launched!

The Inaugural Employee Recognition event, held on April 14, launched the new SOAR Awards. The theme of the event was “Soaring into a New Tradition of Appreciation.” The Agency is appreciative of employee’s level of commitment and dedication in providing quality healthcare to the entire County population. In addition, the ceremony recognized employees with 35, 30, and 25 years of service for the timeframe July 1, 2015 – March 31, 2016. Congratulations to the 16 SOAR winners and to all years of service recipients.



Click [here](#) to view the online slide show.

Connect with Us



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- Assessment & Planning
- Prevention & Education
- Treatment & Care



MAY

Health Observances

Hepatitis Awareness Month

Mental Health Month

Hand Hygiene Day 5/5

National Nurses Week..... 5/6-5/12

National Emergency

Services Week..... 5/15-5/21

World No Tobacco Day 5/31

Welcome to

Uplift

a feature designed to bring each edition of our newsletter to a close with something that inspires you.



“

“I can't think of anything more inspiring than Tunnel View at Inspiration Point in Yosemite National Park. I took this with family on spring break. My favorite quote to go along with this photo is by John Muir – The Mountains are calling and I must go.”

– Mike Haller, Environmental Health Food Protection Program Manager



“

“My nine-month-old baby rides in a car seat every time we go for a ride. I love hearing her giggles and coos from the back seat when we go on little adventures together. This picture makes me happy, not just because I adore her smile, but also because I know I am making her safe. Thanks to CA law, she will stay rear-facing until she is two years old, the safest way to ride in a car. Thanks to Public Health, babies just like her, from families who need a little extra help, receive no-cost car seats from our program.”

– Kelly Broberg Soemantoro,
Chronic Disease and Injury Prevention Program Supervisor



“There’s a dog rescue place next to where I eat lunch sometimes. I like to go in and sit with the dogs to remember what’s important in life. Even the hardest day feels better after giving a few minutes to someone else.”
 – Jason Austin, Behavioral Health Services Administrative Manager II



“Adding a little nature to our lives is one way to put a few more deep exhales back into the daily grind – a connection to nature, after all, is an essential ingredient of human health and well-being. Each time I look at these orchids, they bring sunshine to my day.”
 – Lisa Alford, Executive Assistant

Public Health in Action Photo Contest Winners — Public Health Week 2016



“Our kids are really enjoying a new raised garden that we have added for our therapy clients.”
 – Laural Brooks, Physical Therapist, California Children’s Services



“Health Promotion staff member Veronica Ramirez teaches a nutrition class to families that visited Project Access at Hermosa Village in Anaheim. Attendees learned how to create a healthy and tasty meal with ingredients they received from food pantries and other food distribution sites.” – Maridet Ibañez, Program Manager, Nutrition Services



What inspires you? Would you like to share a motivational quotation, photograph you’ve taken of something beautiful – even a fitness tip or healthy recipe – with Uplift for consideration? If so, send it via email to tlandquist@ochca.com, and please be sure to include your job title, division name, and a sentence or two about why it moves you. Please know that not all submissions will be used; decisions are at the discretion of HCA Communications.

NO ISSUE FOR MAY 2016
WAS PUBLISHED



DIRECTOR'S MESSAGE

This month, I'd like to talk about something that matters to every employee whether they know it or not: the budget.

Understanding the [budget](#) can help you make sense of where we're headed and why. Our number crunching happens throughout the calendar year and looks like this:

- July – October: Our [financial team](#) prepares the Agency's 5-year Strategic Financial Plan
- October – January: The team collaborates with program staff to prepare a detailed line item budget
- February: HCA's financial managers work with the Director's Office to finalize the proposed budget
- Early March: Our budget is submitted to the [County Executive Office](#) (CEO) for review

... continued on page 2

IN THE SPOTLIGHT

Highlighting the People and Programs Serving our Mission

The 'Running Nurse' Takes on 50 x 50 Marathon Challenge

Correctional Health Nurse by night and marathon runner by day, **Patricia Klein** is embarking on a journey to complete 100 marathons, including at least one in all 50 states, by her 50th birthday next year.

Patricia has been with the County of Orange for 23 years and is commonly known as the 'Crazy Running Nurse' within the five jail facilities where she works. The typical nightshift for Patricia is anything but typical as her job duties vary from triaging new patients and conducting mental health referrals to responding to overdoses and riots.

"Prior to joining the County, I wasn't familiar with correctional nursing," said Patricia. "I have a strong interest in the psycho social aspect of nursing, the unique interaction between psychology and social setting of a jail."

When she's not working, she's running—running for miles on end. Last year, she ran more than 2,400 miles in over 36 marathons, accomplishing her personal goal of running every single day, including holidays!



I view running as a metaphor for life. The trials and tribulations throughout the training process are symbolic for the daily struggles and unexpected challenges we encounter throughout our lives.



Patricia ran the Boston Marathon in 2013, crossing the finish line just 1 minute and 14 seconds before the detonation of the first bomb in a horrific terrorist attack. This event fueled her fire to run with a cause, inspiring her to join humanitarian organizations and continue participating in marathons nationwide.

... continued on page 2



Director's Message

continued from page 1

- March – April: CEO reviews and prepares County budget documents

In mid-June, which is fast approaching, the [Board of Supervisors](#) will hold a public budget hearing at which members can ask specific questions about the proposal we've made.

For fiscal year 2016-17, our gross requested budget is \$652 million, and it will take nearly half that (45%) to pay the salaries and benefits of our 2,655 employees. Thanks to prudent planning, we've been able to absorb an extra \$19 million in negotiated salaries and employee benefit increases associated with recent collective bargaining agreements while still maintaining current service levels throughout the Agency.

Though you may not be aware of all the staff time (over 20 positions that work specifically with the budget preparation process and financial monitoring,) and our complicated stream of funding sources (more than 175!), you definitely feel the impacts of our financial health – for better or worse – in places like your paycheck, the quality of the equipment you work with every day, and the infrastructure that surrounds us in the office, lab or clinic.

I hope this helped shed a little light on the process and gave you a newfound appreciation for the in-house experts who manage our professional pocketbook.

Sincerely,



Mark A. Refowitz

Running Nurse

continued from page 1

"My experience in Boston fueled a fire to not only continue running, but to run for a purpose," Patricia said. "I've since run for various charities and more recently joined Team Red White and Blue, an organization whose mission is to enrich the lives of our veterans by connecting them to their community through physical and social activity."

Just this month, she traveled to seven states to run seven different marathons, bringing her ever closer to a personal goal of completing marathons in all 50 states. Patricia is just 19-shy of hitting that 100-marathon milestone in time to celebrate her 50th birthday.

For both my work and running, "I enjoy the unpredictably and the challenge," she said. "I look forward to continue coaching others through their first marathons and training for my 100th marathon next year."

Visit <http://www.teamrwb.org/our-approach/mission> to learn more about Team Red White and Blue, and how you can get involved.



Get to Know Correctional Health Services' Mental Health Case Management Team

The Health Care Agency (HCA) and Orange County Employees Association Labor Management (LMC) Committee spotlights the Correctional Health Services – Mental Health Case Management team as a runner-up for last year's Steve Ambriz Team Excellence Award. This year's event will be held on November 16, 2016. More information to come.

The Correctional Health Services (CHS) Mental Health Case Management team provides mental health evaluations, crisis intervention (risk assessments) and discharge community resource linkage-planning to mental health clients housed throughout the five jails in Orange County – the Intake & Release Center, Men's Central Jail and Women's Jail in Santa Ana, Theo Lacy in Orange and James Musick in Irvine.

The team consists of psychologists, clinical social workers, marriage and family therapists, mental health specialists as well as three service chiefs who bring varied mental health expertise, experience, education and training together to provide mental health services to the 1,300 clients they currently serve.

The greatest strength each member brings to the team is their passion in working with the mentally ill who are incarcerated.

... continued on page 3

Mental Health Case Management Team

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The Mental Health Case Management team includes (alphabetically): Isadora Cohen, Lupe Fowler, Coletta Franciscus, Amy Furuyama, Julie Holmes, Mark Johnson, Tamra Kopiec, Nelly Magallanes, Rachel Pluard, Fetric Simbolon, Cathy Speckmann, Addie Tsujiuchi, Sheryl Wamsley-Goldsmith and Wendy Wilfert. Also pictured are LMC Committee Members Chris Prevatt and Linda Price and HCA Assistant Director Richard Sanchez. Team members not pictured: Nicole Caceres, David Glavas, Maria Teresa Thomas, Yvonne Molina, Brian Kunst, Andrea Jones, Kim Rangel and Shawn Gorsky.

Clients who are mentally ill in the jail setting have numerous psychological problems that are only further compounded by their legal status. Tasks that clinical staffs often contend with on a daily basis can be daunting at times, but their patience, commitment and understanding helps them build relationships with clients.

“The patients who grace my office often enter with broken lives and dreams, and a sense that all is lost,” said **Mark Johnson**, Clinical Psychologist II. “I don’t see myself as a miracle worker in any way; but each day at work I fully anticipate that I will get to see miracles because I choose to listen and offer encouragement when I can. I suspect people change when they discover that someone like me not only believes in them, but also believes in their capacity to make things better. Sometimes, the slightest change in a person’s heart will propel them onward.”

Along with collaborating with several of HCA’s Behavioral Health Services programs, the team also works closely with community partners including the National Alliance for Mental Illness, Mental Health Association, as well as the Orange County Sheriff’s

Department (OCSD). Team members also provide trainings on suicide prevention/risk factors and mental health identification to all levels of OCSD security staff.

As the mental health population continues to rise within the jail setting, the team’s approach is applauded for their attentiveness to linking their clients to the most appropriate community programs and services to reduce recidivism of this population.

The Steve Ambriz Team Excellence 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. Learn more at <http://intranet/lmc/team>.

Public Health Services Achieves National Accreditation



The core group of Public Health Services staff that had lead roles in submitting all of the required accreditation documentation.

The Health Care Agency's (HCA) Public Health Services division has been awarded five-year national accreditation status by the Public Health Accreditation Board (PHAB) following a rigorous peer-review assessment process.

HCA's Public Health Services (PHS) now joins a handful of health departments in the State of California to reach this milestone, which demonstrates its capacity to meet the highest standards in providing services to Orange County residents. In its report, PHAB noted the quality of Public Health Services staff and the strength of community partnerships by stating, "The overall impression is that Orange County Public Health Services is a well-functioning health department that has developed partnerships within the community to serve the county's population."

Public health accreditation is a national, voluntary process that was formally launched in September 2011 and is administered by the Public Health Accreditation Board. Accreditation demonstrates a public health department's proficiency in providing core public health services that include preventing diseases and injuries; promoting healthy behaviors; ensuring access to safe food, water, clean air, and life-saving immunizations; and preparing for and responding to public health emergencies.

To receive national accreditation, a health department must undergo a robust, multi-faceted, peer-reviewed assessment process to ensure it meets or exceeds a set of public health quality standards and measures. To receive its accreditation, PHS submitted over 680 documents and participated in a two-day site visit to demonstrate conformity with the PHAB standards. Accreditation was also a motivating factor in the development of Orange County's first community health assessment and community health improvement plan. The Orange County Health Improvement Plan was published in May 2014 and submitted as part of the application for accreditation. More information about the plan is available at www.ochealthiertogether.org.

“ We are very proud to receive this distinction and feel that it reflects the excellent work and dedication of our staff and community partners. ”

– David Souleles,
Deputy Agency Director,
Public Health Services

Kudos to Our Award-Winning Colleagues

What do four Health Care Agency staffers from across three different service areas have in common? Recent recognitions that bring honor to the department as a whole. Read their individual stories below and congratulate them if you get the chance!



Kim Pearson

Congratulations to Correctional Health Services (CHS) Deputy Agency Director **Kim Pearson** on being selected as a 2016 Nurse.com GEM Award Finalist in the Executive Leadership Category. She oversees a team that provides health care services to approximately 7,000 incarcerated adults and youth within the nine juvenile and adult correctional facilities in Orange County.

Kim recognizes strengths in individuals, provides opportunities for people to grow professionally and showcases these strengths. She is a mentor and teacher who sets the bar high and expects excellence, but also models the behavior she expects from staff.

"I am fully aware that the vision and course I set for our program would never come to realization without a highly-committed and talented team to join me and run with that vision, achieving great things by applying their own personal ingenuity, knowledge and skills, whereby we collectively make CHS an excellent healthcare delivery system in a very challenging environment," Kim said.



Darron Durgin

As Comprehensive Care Supervising Nurse for CHS, **Darron Durgin** has been selected as a 2016 Nurse.com GEM Award Finalist in the Education and Mentorship Category. Darron heads the Staff Development Program and is responsible for conducting trainings, orientations and providing continued education for CHS nurse job classifications.

Darron's greatest achievement is instilling pride in nurses, constantly reminding them that the good work they do in correctional nursing never goes unnoticed. He continually challenges them to be lifelong learners and to never stop growing in their profession.

"It is beyond comprehension that I am a GEM Award finalist for doing a job that I absolutely love," Darron said.

Each year, Nurse.com conducts a search for the best of the best in nursing that highlight stories of excellence in leadership, management, education, volunteerism and clinical practice. Click [here](#) to learn more about the GEM award program.

... continued on page 6



Dr. Hoda Kaddis

Congratulations to California Children's Services (CCS) Medical Director **Dr. Hoda Kaddis** on being selected as the recipient of the 2016 Regional Center of Orange County's [Healthcare Professional Spotlight Award](#).

Dr. Kaddis is recognized for her contributions in providing CCS clients – children with complex and life-threatening medical conditions like cancer, cerebral palsy, hemophilia and heart disease – and their families with services that reflect best practices and offering support to help them make informed choices about their healthcare.

"I am deeply humbled to receive this award," Dr. Kaddis said. "I like to live by the motto of always treating others as you wish to be treated."



Stella Conde

Behavioral Health Services Driving Under the Influence (DUI) and Court Program recognizes **Stella Conde** as its quarter Platinum Award recipient. Stella serves as an Alcohol Liaison Officer (ALO) at the North Court Justice Center where she assists defendants in locating Behavioral Health programs ordered by the court.

Stella is a dependable employee who is ready to assist when needed, a responsible hard worker who likes to avoid errors as much as possible and an overall great team member.

"This position has allowed me to learn a lot about people's behavior and in knowing how to interact with customers we learn more about ourselves and how to be a better person," Stella said.

The peer award recognizes the program's shining stars and highlights their photo and accomplishments at each of the court locations where ALO staff are stationed.



Hector Varela

Hat's off to **Hector Varela**, Psychiatric Mental Health Specialist for HCA's Behavioral Health Services Centralized Assessment Team (CAT) and Psychiatric Emergency Response Team (PERT) on receiving an award from the Fullerton Police Department for his dedication, compassion and commitment in making the City of Fullerton a safer community.

Hector's workday consists of riding in the front seat of a police car responding to mental health emergency calls with the Fullerton and Westminster Police Departments providing 5150 assessments, referrals and resources to link clients with appropriate behavioral health services.

"I enjoy working with people struggling with mental illness and substance abuse issues who need direction and guidance on accessing services," Hector said. "It's my duty to provide that direction."

Visit [Crisis Evaluation Services](#) for more information about CAT or PERT.

WHAT YOU NEED TO KNOW TOPICS AND TRENDS IN THE NEWS

5 Things You Need to Know About Naloxone

- 1. National News:** The Centers for Disease Control and Prevention declared a "heroin epidemic" last year and issued press releases on prescription drug abuse, which accounts for at least half of all opiate drug overdose deaths. Many of the articles at www.cdc.gov/drugoverdose discuss the drug naloxone, which is used to reverse the effects of these narcotics.
- 2. State News:** In April of 2016, the California Department of Public Health issued a statewide Drug Overdose [Health Alert](#); specifically alerting hospitals to problems associated with an opioid drug called fentanyl. Fentanyl use appears to be increasing; but as with heroin, its effects may be countered by naloxone.
- 3. County News:** An issue of the Orange County Register in December of 2015 includes an article titled, "[Overdose antidote naloxone moves to mainstream](#)" that cites "an explosion" of opioid abuse in OC with 1,171 deaths since 2011. The article refers to an Orange County Sheriff's Department (OCSD) pilot project for selected officers to carry naloxone.
- 4. Orange County Emergency Medical Services (OCEMS) Efforts:** In anticipation of a change in State regulation to enable public safety first responders to administer naloxone to individuals suffering from suspected opioid overdoses, a collaboration began between OCEMS and OCSD in the fall of 2014.
- 5. Current naloxone pilot status:** To date, more than 150 OCSD Deputies have been trained by OCEMS staff on how to recognize opioid overdoses and administer potentially life-saving naloxone while paramedics are on the way. This pilot project is being closely evaluated by both agencies.



Health Disaster Management is on the Map at Dallas National Conference

Health Disaster Management (HDM) Program Supervisor **Elizabeth Daoust**, along with several staff members from neighboring counties presented details on the Southern California Regional Exercise for Anthrax Disaster Incidents (SoCal READI) at the National Association of County and City Health Officials (NACCHO) held in Dallas last month.

The presentation highlighted HDM's week-long participation and collaborative efforts in an exercise that included 13 public health agencies and 11 Southern California counties, making it the State of California's largest bioterrorism exercise ever done.

The poster detailed an aerosolized anthrax scenario that tested HDM and their partners, including hospitals, law enforcement and public health officials, and specific communications with local, regional, state and federal partners, including California Highway Patrol, Centers for Disease Control and Prevention, Department of Homeland Security and the Federal Bureau of Investigation to practice response to a large scale bioterrorism attack in Orange County.

During the exercise, HDM utilized staff from multiple Health Care Agency (HCA) divisions, along with the Medical Reserve Corp to test the Health Emergency Operations Center, Local Distribution Center, and local and regional public information messaging. Participants were able to use HCA's BioWatch Plan and key variables were identified when determining prophylaxis needs.

The NACCHO Conference brought together a wide array of partners from nearly every state in the nation to share public health preparedness findings, tools, resources and model practices to enhance the nation's capabilities to prepare for, respond to and recover from disasters and other emergencies. To learn more, visit www.naccho.org.



Pictured (left to right): Al Hendrickson (California Department of Public Health), Elizabeth Daoust (HCA HDM), Melissa Gorman (San Bernardino Department of Public Health) and Anne Accurso (County of Riverside Emergency Management Department).



As part of the SoCal READI exercise, HCA Disaster Service Workers assist with off-loading supplies at the HCA Local Distribution Center Warehouse.

“ **The coordinated effort of all partners helped identify successes and areas for improvement to help advance our readiness.** ”

– **Drew Downing**, HDM Public Health Emergency Preparedness Coordinator

Skills Fair Helps Health Care Agency Nurses Keep Skills Sharp

More than 200 nurses from throughout the Health Care Agency participated in a recent 3-day Skills Fair to learn about current trends, guidelines, and community-based standards for treating patients in a correctional setting like jail or juvenile hall.

The event, which was held at the Orange County Sheriff's Department's [Theo Lacy Facility](#) in Orange, featured keynote speaker **Dr. Chun Chiang**, Correctional Health Services Medical Director. His message focused on empowering nurses to reduce barriers to care by exercising the full extent of their scope of practice and improve the quality of each nurse/patient encounter by addressing medical issues in a timely manner and appropriately referring to providers.



Registered Nurse Stacy Vuong performs "Fit Testing" to ensure proper respirator sizing.



Nursing Supervisor Scott Jordan teaches the proper splinting technic to attendees.

Informational sessions covered the recognition and treatment of cardiac events; the structure communication method of [Situation, Background, Assessment and Recommendation](#) (SBAR) and its application in a health care setting; a video presentation on suicide prevention and tools to recognize inmates or youth in custody who are at higher risk of suicide; as well as details on how to best treat common extremity injuries that occur within a correctional setting.

Nurses could also visit any of the 14 skills stations on-site that validated mastery of common nursing techniques like splinting, oxygen administration, wound care treatment and emergency medication administration.



Practicing man-down scenarios helps us stay sharp in the event we are faced with a real life situation. We are calm, collected and poised to do our jobs.



– Lana Urteaga, CHS LVN



Could your Job Outside the Health Care Agency Cause a Conflict of Interest?

To help Health Care Agency (HCA) staff members identify any real (or potential) conflicts of interest between their employment with the County of Orange and any outside jobs or affiliations, the Office of Compliance (OOC) asks us all to complete this [form](#) annually.

What You Do Need to Report	What You Don't Need to Report
• Part-time jobs or second jobs	• Any positions on Boards or Commissions required for your County position
• Personal businesses like selling real estate on weekends	• Membership in Professional Associations
• Work for a temporary employment agency or registry	• Personal religious affiliations
• Consulting work	• Personal recreational or social affiliations such as Parent Teacher Association(s), Little League, Boy Scouts, Lions Club, etc.
• Teaching engagements	
• Affiliations that are related to your County duties that could present potential conflicts	

When do I need to complete the form?

- Upon hire with HCA.
- At least once a year as directed by the OOC.
- If there is a change in circumstance. For example:
 - If you start a new business or accept a new job, it will be necessary to update that form and send it through management for review.
 - If you no longer have an outside employment or other affiliation to report.
 - If you transfer to a new position with new duties as the change could introduce a conflict when there wasn't one before.
 - You are promoted and the added responsibility may introduce a conflict.

What gets reported on the form?

Any job that you have in addition to your County position should be reported. Make sure to include a description of your County duties and work hours in addition to describing the additional job(s) or affiliations. Those reviewing your form will need this information to complete the waiver review process.

Download the form [here](#), or read the Outside Employment and/or other Affiliations Disclosure Policy and Procedure [here](#). Questions? Call (714) 834-3154.

Have You Done a Checkup on Your Doctor's License?

You can now perform a quick, online checkup of your doctor's medical license thanks to a new outreach program created by the Medical Board of California.

Visit the [BreEZE Online License](#) site and search by your physician's name to view his or her profile, license details, and details of any past disciplinary actions. You can also register at www.mbc.ca.gov to receive email alerts from the Medical Board related to any future disciplinary actions taken against your physician's license that include probation, suspension or revocation.

Access to this information may help you make a more educated decision about your healthcare provider. Prefer the phone? Please call (800) 633-2322.



Orange County Older Adult Dashboard Launches

The number of older adults aged 65 and over is rapidly growing and it is estimated that one in five residents of Orange County will be 65 or older in 2030. To understand the health of Orange County adults and define areas of success and disparities for indicators, the Health Care Agency and the [Orange County Aging Services Collaborative's](#) Orange County Healthy Aging Initiative (OCHAI) worked together to launch the [Orange County Older Adult Dashboard](#).

The dashboard has more than 70 health, social, and economic indicators for Orange County's older adults and shows how Orange County compares to state and national benchmarks. Here's a peek at some of the indicators available on the dashboard. Click the links to see each indicators trends and disparities.

	Almost half of single elders in Orange County live below the Elder Economic Security Index , which estimates the cost of living for a single elder in Orange County.
	More than one in ten Orange County Medicare beneficiaries age 65 and older were treated for Alzheimer's Disease or Dementia . This puts us in the bottom half compared to all U.S. counties.
	More than one in four Orange County Medicare beneficiaries over 65 years of age were treated for Diabetes .

Stay tuned for an Older Adult report with themes and trends for key issues this summer. For more resources, data and tools, visit www.ochealthiertogether.org/index.php.

Take Part in Sidewalk CPR and Learn How to Save a Life!

What:

Come join Orange County Emergency Medical Services (OCEMS) and learn how to perform “hands only” cardio pulmonary resuscitation (CPR). Find out how you can save someone’s life in just 5 minutes!

When:

Thursday, June 2, 2016
9 a.m. to 11 a.m. and 1 p.m. to 3 p.m.

Where:

Health Care Agency Building – First Floor Lobby
405 W. 5th Street, Santa Ana, CA 92701

Why:

Learning lifesaving basics may be the key to saving someone’s life. Chest compressions performed during CPR help pump blood to the heart and brain, and help to increase a cardiac arrest victim’s chance of survival.

Each year OCEMS coordinates Sidewalk CPR to train as many members of the community as possible and coordinates with the American Heart Association, County of Orange staff, local businesses, schools, fire departments and ambulance providers by setting up training locations throughout Orange County.

Statistics:

70% of out-of-hospital cardiac arrests happen in homes and residential settings.

90% of people who suffer out-of-hospital cardiac arrests don’t survive. You can nearly triple someone’s chance of survival by just performing hands only CPR.

Hands only CPR is different from conventional “mouth-to-mouth” CPR and 5 minutes is all it takes to learn how to keep a cardiac arrest victim alive until Emergency Medical Services can arrive.



FREE EVENT! Learn How to Protect Yourself and Loved Ones from Financial Abuse

Data breaches, identity theft and email scams are just a few examples of a destructive financial flood of fraud that sweeps countless victims off their feet.



In recognition of [World Elder Abuse Day](#), a seminar on “Protection from Financial Scams” will be held at several County locations next month. The informational session aims to prevent older adults (who are especially vulnerable) and other innocent folks from getting caught up in this frenzy.

The trainings, which will all be held from noon – 1 p.m., are free and open to County employees. The first few attendees at each event will receive giveaways like eco-friendly reusable water bottles! Before planning to participate, please check with your supervisor and know that you must use break time or post leave balances. Mileage is not reimbursable.

- Wednesday, June 15, 2016
Social Services Agency
500 N. State College, Rm. 1014,
Orange, CA 92868
- Wednesday, June 22, 2016
Aliso Viejo Library
1 Journey, Aliso Viejo, CA 92656
- Wednesday, June 29, 2016
17th Street Learning Center (back parking lot)
1725 W. 17th St., Santa Ana, CA 92706

For more information, please contact **Karen Hoffman** at (714) 972-3700 or via email at khoffman@ochca.com.

Public Health Week Photo Contest Winners Announced

What does public health mean to you, and how has it shaped your life in Orange County? In celebration of Public Health Week from April 4-10, 2016, the Health Care Agency asked staff to answer these questions through photos! Staff captured those moments that demonstrate public health in action. All of the submitted photos were displayed at the Hall of Administration throughout Public Health Week. The winners of the contest were selected by a panel of judges and are currently featured in the Uplift section of this month's issue, as well as [April's What's Up](#) issue. Congratulations to the following winners:

- **Kelly Broberg Soemantoro**, Chronic Disease and Injury Prevention Program Supervisor
- **Maridet Ibañez**, Program Manager, Nutrition Services
- **Laural Brooks**, Physical Therapist, California Children's Services
- **Maya Thona**, Program Manager, Family Health Community Programs
- **Haya Farooqui**, Staff Specialist, Behavioral Health Services Authority and Quality Improvement



Photos submitted by HCA staff depicting what Public Health meant to them, were proudly featured in a display at the Hall of Administration during Public Health Week from April 4-10, 2016.

JUNE

Health Observances

- [Men's Health Month](#)
- [National Safety Month](#)
- [National Cancer Survivors Day](#) 5
- [National HIV Testing Day](#) 27

Connect with Us

The **what's up** newsletter is created and distributed monthly by the team listed below. Please call (714) 834-2178 with any suggestions or comments.

Editors	Designers
Tricia Landquist	Chris Moreno
Jessica Good	Anne Fialcowitz
Rachel Selleck	
Lisa Alford	

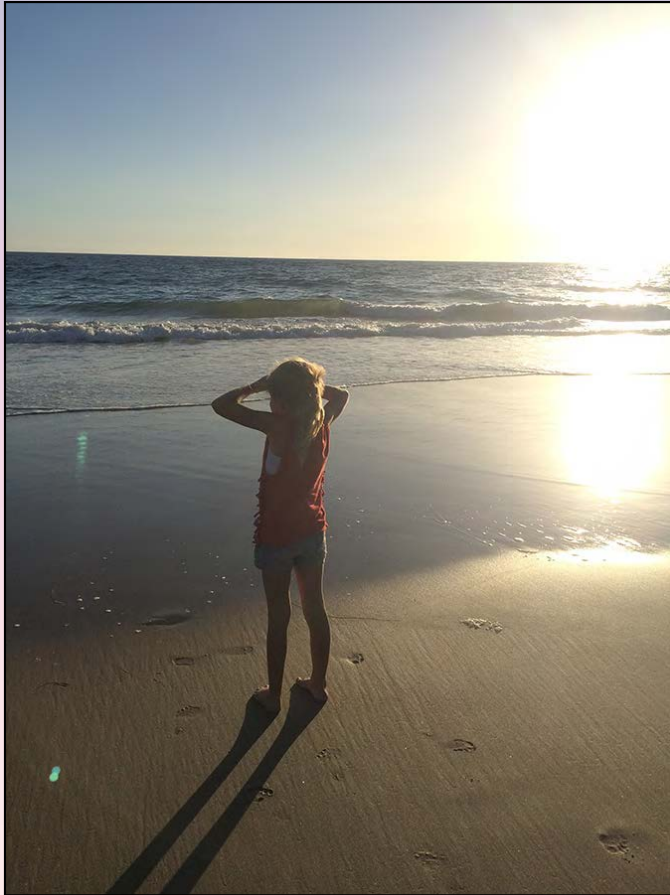
Health Care Agency Mission Statement:

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

- Assessment & Planning
- Prevention & Education
- Treatment & Care

Welcome to **Uplift**

a feature designed to bring each edition of our newsletter to a close with something that inspires you.



//
• “We were camping at Crystal Cove State Park and went down
• to the beach first thing and caught this picture of my daughter.
• Every time I see it I feel like saying, ‘Your future is so bright.’”
•
• – Kristen Schroeder, Environmental Health
• Cross Connection Control Specialist
•



//
• “Just looking at this picture of my pups Sweetpea and Spike
• enjoying the great outdoors makes me happy!”
•
• – Donna Grubaugh, Chief of Health Policy,
• Research & Communications
•

“ Only those who dare to fail greatly can ever achieve greatly. ”
– Robert F. Kennedy

Public Health in Action Photo Contest Winners — Public Health Week 2016



//

“A Cal Learn client receives a compassionate nursing assessment from bright and smiling **Agnes Im**, Public Health Nurse.”

– **Maya Thona**, Family Health Community Programs Program Manager (Cal Learn is a mandatory program for pregnant or parenting teens who receive cash aid.)

“ It does not matter how slowly you go as long as you do not stop. ”

– **Confucius**



//

“A healthy mind in a healthy body radiates smiles.”

– **Haya Farooqui**, Behavioral Health Services Authority and Quality Improvement Services Staff Specialist



What inspires you? Would you like to share a motivational quotation, photograph you've taken of something beautiful – even a fitness tip or healthy recipe – with Uplift for consideration? If so, send it via email to tlandquist@ochca.com, and please be sure to include your job title, division name, and a sentence or two about why it moves you. Please know that not all submissions will be used; decisions are at the discretion of HCA Communications.



DIRECTOR'S MESSAGE

We are truly fortunate to have a highly qualified, richly diverse and deeply passionate team of physicians here at the Health Care Agency (HCA) who are so much more than medical doctors.

They're detectives investigating in the field to identify and combat the causes of infectious diseases and foodborne illnesses that pose a threat to public health and safety.

They're innovators leading technological breakthroughs like OC-MEDS, a system that gives emergency medical technicians and paramedics the ability to electronically document and upload care information to the cloud, saving time and freeing hospital staff to focus on what matters – patients instead of paperwork.

They're counselors applying evidence-based approaches to compassionately guide patients struggling with serious and

... continued on page 2

IN THE SPOTLIGHT

Highlighting the People and Programs Serving our Mission

Mike De Laby Flies to the Rescue

Mike De Laby, a certified Flight Nurse, has spent his weekends for the past four years flying in helicopters around Southern California to rescue, treat and transport patients from accident scenes to nearby hospitals while serving here at the Health Care Agency (HCA) Monday through Friday.

Mike worked as a Flight Nurse for [Mercy Air](#) from 2008 to late 2015, which is a full-service air medical transport system that moves critically ill and injured patients as rapidly as possible 24/7, 365 days a year. He was stationed in Southern California, working 24-hour shifts on the weekend while maintaining his day job as the Orange County Emergency Medical Services (OCEMS) Systems and Standards Chief for nearly four years.

"I was working in an emergency department and saw a Mercy Air Crew member bring in a patient," Mike said. "After doing some research, I knew then that the helicopter emergency medical services environment was something I wanted to do. It was the challenge of the environment that I was drawn to. In most instances, you have about 10 minutes on the ground with the patient to assess, determine priorities and provide medical interventions."

As a Flight Nurse, he transported patients by air from accident sites to hospitals as far as Nevada and Arizona. He worked under physician's orders, meaning he had the authority to execute advanced medical procedures such as inserting breathing or chest tubes without a medical doctor present.



Mike in action at a training exercise.

... continued on page 2

Director's Message

continued from page 1

persistent mental health issues toward balance and wellness. They meet that need wherever it exists: inside Orange County's jails, courtrooms, clinics and on its streets.

They're advocates coordinating, providing and championing the expert care of children with complex and potentially life-threatening medical conditions like cancer, cerebral palsy, hemophilia and heart disease.

They're humanitarians who could easily make more money in private practice but instead choose to dedicate their professional (and often personal) lives to improving physical, mental and emotional health of individuals, families and communities both here and around the world.

And they're so much more. Over the next six months, we will introduce our followers on social media to HCA's in-house team of physicians through video and [story-telling](#). You're invited to #MeetTheMDs today on [Twitter](#), [Facebook](#) and [YouTube](#).



Please join me in celebrating the excellence of our esteemed colleagues.

Sincerely,

Mark A. Refowitz

Mike De Laby Flies to the Rescue

continued from page 1

Mike recalls a particular rescue during his time as a Flight Nurse of a 14-year old boy that left a lasting impression. "I stepped into the back of an ambulance in Pala, California to find a 14-year old male in cardiac arrest from a motorcycle accident," Mike said.

“ I thought, ‘This kid is too young, he can’t die.’ We started CPR and then put in breathing and chest tubes, and got his rhythm back. After a full recovery, I’m happy to say he’s now married with two kids. ”

While working at Mercy Air, Mike was also employed part-time with a hospital in 2011. He soon was on a mission to find a career that would allow him to use both his hospital and emergency medical services experience. In 2012, he made the plunge into his current position at HCA.

Mike oversees a five member team here that collectively provides oversight of the quality of medical care throughout the EMS system, which includes the treatment patients receive from the time they call 9-1-1 to admittance into a hospital or other medical facility. Mike's group is also responsible for managing the licensing of EMS personnel like EMTs and Paramedics, and inspecting the 450 ambulances that serve throughout the county on an annual basis.

Mike's extensive and broad background in nursing has provided him with a unique tool set to meet the challenge of balancing the needs of various service providers, ambulance personnel and community. He's a licensed Paramedic and Registered Nurse with a Master's degree in Nursing. He also has special certifications in Critical Care, Flight and Trauma Nursing.

To see the impactful rescue Mike described, click [here](#). For more information about OCEMS, visit <http://healthdisasteroc.org/ems/>.

Two Behavioral Health Programs Win Top NACo Honors

Congratulations to OCLinks and the AB 109 Health Care Team, winners of a National Association of Counties Achievement Award (NACo) for demonstrating outstanding innovation in a government program.



... continued on page 3

Two Behavioral Health Programs Win Top NACo Honors

continued from page 2

Implemented in 2013, [OCLinks](#) (855-OC-LINKS) is an information/referral phone and online chat service that helps callers navigate and link to the Health Care Agency's more than 200 behavioral health programs focusing on children and adult mental health, alcohol and drug inpatient and outpatient, crisis, and prevention and early intervention services.

"We are giving people hope. Being able to be a part of their recovery process is a great feeling," said **Asita Aminian**, Marriage and Family Therapist II.

Adult and Older Adult Behavioral Health Services partnered with the [Orange County Probation Department](#) in response to the passing of the Public Safety Realignment Act (AB 109) to provide new services by removing treatment barriers and promoting access to care for people upon their

release. Passed in 2011, AB 109 or 'realignment,' transferred the responsibility for supervising certain kinds of felony offenders and state prison parolees from state prisons and state parole agents to county jails and probation officers. Health Care Agency (HCA) staff was placed at Probation sites throughout the county to address the need for more mental health and substance abuse services for this new population.

"As a team, we strive daily to provide our consumers with services that make their lives better, if even just a little bit," said **Leticia Luna-Pinto**, Service Chief II, Adult and Older Adult Behavioral Health.

For more information about the NACo Achievement Awards Program, visit <http://www.naco.org/topics/awards-programs>.

Get to Know Behavioral Health's Prevention and Early Intervention School-Based Mental Health Team

The Health Care Agency (HCA) and Orange County Employees Association Labor Management (LMC) Committee spotlights Behavioral Health's Prevention and Early Intervention School-Based Mental Health Team as a runner-up for last year's Steve Ambriz Team Excellence Award. This year's event will be held on November 16, 2016. More information to come.



The Prevention and Early Intervention School-Based Mental Health team includes (left to right): Hilary Peralta, Guiliana Valdovinos, Nancy Roman, Mariaeliza Chavira and Un Jin Ryu Kim. Also pictured are LMC Committee Members Linda Price and Chris Prevatt and HCA Assistant Director Richard Sanchez. Team members not pictured: Deborah Villanueva, Maricela Guzman, Jeanette Razo, Darlene DaSilva, Aurora Martinez, Rocio Chavez-Bonilla and Wendy Llamas.

... continued on page 4

continued from page 3

School Based Mental Health Services (SBMHS) is a Behavioral Health Services Prevention and Early Intervention program that provides individual/group therapy, case management, and other supportive services to students and families within the Santa Ana Unified School District who are enrolled in grades 6th through 8th. Students who participate in the program are referred by school staff and experience mild to moderate symptoms of depression or anxiety, substance abuse and other behavioral challenges.

The team consists of multi-lingual clinical social workers, and marriage and family therapists who bring varied backgrounds in crisis intervention, experience with at-risk populations like foster youth and youth in the juvenile justice system as well as experience with victims of crime, human trafficking and domestic violence. One of the team's strengths is how they've shared their training and skills with each other to provide the most effective services possible to each unique student and family.

"I have worked closely with some of the most vulnerable, and underserved families and clients in Santa Ana and found that in collaboration with the school and community, these families can overcome even the most difficult of times," said **Darlene DaSilva**, Clinical Social Worker I. "I've had positive experiences in helping clients witness their own progress and growth, who later share a desire to help others seek mental health services and reduce stigma at their school campus and with their family and friends."

As a fairly new program that began in July 2015, SBMHS staff worked extremely hard to develop research, interventions and evidence-based practices to use with this client population. All staff are trained in Trauma Focused Cognitive Behavioral Therapy and Cognitive Behavioral Interventions for Trauma in Schools. These practices focus on helping children, adolescents and their caregivers overcome trauma-related difficulties and has been shown to reduce negative emotional and behavioral responses following traumatic events.

Each team member is creative, organized, and excels at solving problems and offering interventions. Though the team has not been together long, they formed a quick connection through their shared passion to help the clients they serve.

The Steve Ambriz Team Excellence 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. Learn more at <http://intranet/lmc/team>.



The Atlantic Profiles OC's Collaborative Court

[The Atlantic](#) recently flew a reporter across the country to spend a week here in Orange County interviewing staffers with the County of Orange and Superior Court of OC who are actively engaged in our Collaborative Court program. She hoped to learn about the strategies and approaches that have

made Drug Court and DUI Court (to name a few) so successful.

Collaborative or "problem solving" Courts are specialized court tracks that address underlying issues that may be present in the lives of people

... continued on page 5



This shot of HCA's April Thornton, Service Chief II with Drug Court and DUI Court (credit: The Atlantic) appeared alongside her interview in Juleyka Lantigua-Williams' "Treating Addiction in Court" story [here](#).

who come before the court on criminal, juvenile or dependency matters. These life-changing programs involve active judicial monitoring and a team approach to decision making that includes the participation of a variety of different agencies, such as the Health Care Agency (HCA), District Attorney, Public Defender and Probation Department.

In the first of a series of stories available online, [Juleyka Lantigua-Williams](#) writes, "This state has a reputation for experimentation. It often leads the United States in adopting practices that profoundly change the country's approach to public policy. It is also a national leader in restorative-justice practices, thanks to its numerous specialty courts, where offenders avoid prison time and earn second chances if they commit to an intensive rehabilitation program."

Within the last few years, three of the County's programs have been formally designated as national teaching sites: the DUI Court at the Harbor Justice Center has been named an Academy Court by the National Center for DWI Courts; the Veterans Treatment Court has been named a Mentor Court by Justice for Vets and the National Drug Court Institute; and the Community Court has been named a Mentor Site by the Bureau of Justice Assistance and the Center for Court Innovation.

Thanks to HCA's **Rachael Ferraiolo**, Licensed Clinical Social Worker; **Larry Pritchett**, Public Health Nurse; **April Thornton**, Service Chief II with Drug Court and DUI Court; and **Diane Holley**, Program Manager, Collaborative Courts for participating in the interview and helping to tell our story.



I recently spent a week at the Orange County Community Court, which houses multiple specialty courts. The concentration of talent, good will, and grit embodied by the people who work here is impressive.



5 Things You Need to Know about CA's New Smoking Laws



Anbel Bolaños (left), supervisor of the Tobacco Use Prevention Program, speaks with Nima Mohajeri of the Antojitos Latinos Market in Laguna Hills about the new smoking laws. Photo Attribution: OC Register Staff Photographer Mark Rightmire

Effective June 9, 2016:

- 1 The legal age to buy tobacco in California for smoking, dipping, chewing and vaping was raised from 18 to 21 years old. California now joins Hawaii, which in April 2016 became the first state in the nation to raise the legal smoking age to 21. Other cities around the country have also made the change, including New York and San Francisco.

A recent OC Register story titled, "[Orange County Merchants Prepare for Smoking Age to Rise from 18 to 21](#)," profiled HCA Health Promotion Division staff and described their outreach efforts to educate local merchants about the new smoking laws.

- 2 Electronic cigarettes are considered tobacco products and cannot be marketed to minors. They also cannot be used in restaurants, theaters, bars and other places where smoking has already been banned.
- 3 The ban on smoking in the workplace now includes warehouses, gambling clubs, motel lobbies, covered parking lots and other public areas not already included in the existing law.
- 4 All schools are required to be tobacco free, including charter schools, public school facilities and school offices.

Effective January 1, 2017:

- 5 Licensing fees for tobacco retailers will increase from a one-time \$100 charge per location to \$265 annually. The annual licensing fee for tobacco distributors and wholesalers will also see an increase from \$1,000 to \$1,200.

Visit the [California Department of Public Health's Tobacco 21 Law](#) webpage for more details and resources.

Health Disaster Management Conducts Multi-Site Active Shooter Exercise

Many of us remember as children climbing under our school desks during an earthquake drill or lining up single-file, and marching outside to rehearse what to do in the event of a fire. With mass shootings like the horrific attacks in Orlando and San Bernardino on the rise in the United States, it's important that we prepare in much the same way – through practice.

Here at the Health Care Agency (HCA), we've consistently tested our teams' abilities to handle a single medical surge event where the number of victims involved exceed the daily operational capacities of local ambulance companies and hospitals. But looking ahead, Health Disaster Management (HDM) staff raised the important question, "What happens if active shooters target multiple sites all at once?"

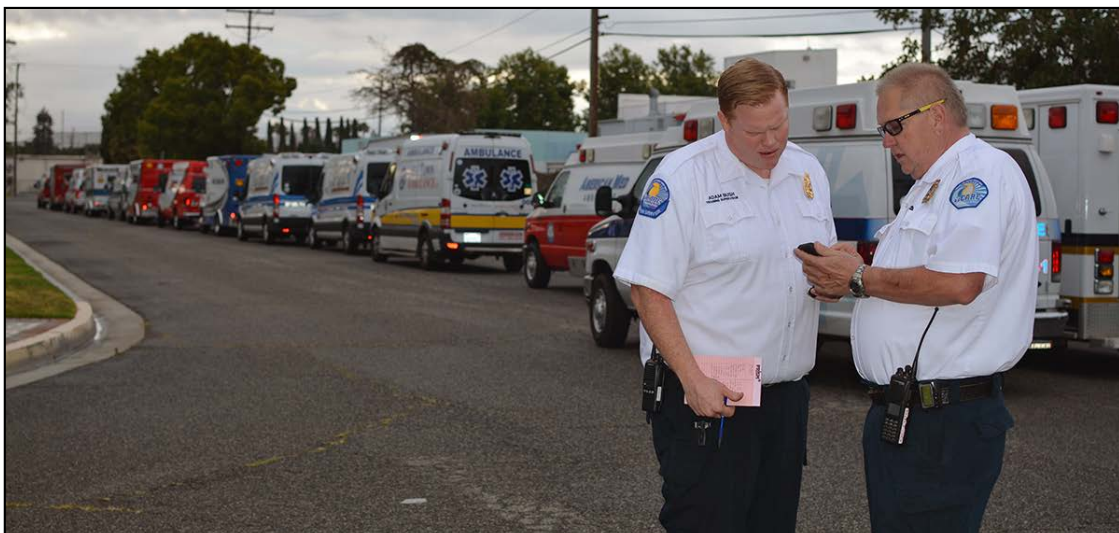
To test this scenario, HDM recently coordinated an active shooter exercise with approximately 300 participants with some acting as victims at three sites including Anaheim Regional Medical Dialysis Center, UC Irvine Health Manchester Pavilion and the Rancho Santa Margarita Community Center.

During the exercise, Orange County Emergency Medical Services worked together with acute care hospitals, base hospitals, ambulance providers,

fire departments and healthcare partners to provide triage, treatment and transport to victims that included adults, infants, children and a real guide dog with mock injuries. Behavioral Health Services also provided psychological first aid and HCA Communications coordinated messaging with participating hospitals. Click [here](#) to view a slideshow of event photos.

"The exercise challenged participating sites so that facility surge plans could be tested and updated. Victim transportation was also coordinated at the sites to maximize appropriate receiving centers, said **Jeremy Harris**, Health Strategic Operations Center Coordinator. "Interagency communications between HCA, law enforcement, fire and healthcare partners were also tested to help identify redundant messaging and address internet software issues and appropriate contact lists."

Local, regional and state partners joined in as participants addressed the issues involved in a multi-site event such as the Paris and Brussels attacks. Communication with both internal and external partners, protecting evidence and coordinating multiple events were just some of the objectives that HDM and its partnering response agencies effectively tested.



Care Ambulance Training Coordinator Adam Bush (left) works with other ambulance providers to test their capabilities to transport victims to nearby hospitals.

Correctional Health Services Launches Mental Health Skills Fair

Correctional Health Services (CHS) has responded to a complex problem, an increase in the number of mentally ill individuals entering County jails, with an innovative solution: a topical, annual training to help staff sharpen and improve their skillset.

The inaugural event included more than 60 attendees who provide mental health-related services to inmates. Educational sessions included discussions on:

- **Transgender and Gender Dysphoria**
- **Veteran's Issues**
- **Effects of Alcohol and Drug Withdrawal**
- **Community Re-Entry**
- **Trends in Psychotropic Medication**
- **HCA Behavioral Health Services (BHS) Psychiatric Emergency Response Team with Anaheim Police Department**
- **Evidenced-Based Screening Tools for Post-Traumatic Stress Disorder**
- **TeleMental Health and Patients' Rights Advocacy**

"I learned how challenging it can be to tell if someone is detoxing from drugs and alcohol or experiencing a mental health issue because sometimes symptoms in both cases seem the same," said **Shawn Gorski**, CHS Clinical Social Worker I. "This training helped me learn not to take things at face value; gathering a complete mental health and substance use history is important to determine how to move forward with a client's treatment."

The next Mental Health Skills Fair is anticipated to take place April next year. When details are finalized, CHS staff will be notified of the training by their Service Chiefs or Supervising Nurse and be required to sign-up through the CHS Development Coordinator.



CHS Staff learn about TeleMental Health and Patients' Rights Advocacy services. Pictured (left to right): Jennifer Broadwater, Carmen Blackburn, Jocelyn Esguerra, Chester Mendoza and Katy Orlando.





Licensed Clinical Social Worker Luis Gonzalez shares educational information on Transgender/Gender Dysphoria issues at a Mental Health Skills Fair held over two days at the Central Jail Complex and Theo Lacy Facility.

Wrapping Up Mental Health Awareness Month

A broad spectrum of staff, advocates, community partners and folks with personal experience to share recently joined forces in a show of support for the [Each Mind Matters](#) mental health movement campaign. Their collective goal was simple: increase awareness of this critical topic right here in Orange County.

The look was lime green, national color for mental health awareness. HCA staff distributed:

-  More than 60,580 lime green ribbons
-  Over 67,530 lime green wristbands

These small but important giveaways helped start conversations about mental health, engaged youth in stigma reduction and art activities, promoted presentations and workshops on mental health related topics, and created awareness for community members to get the resources they need.

Throughout the county, various mental health awareness activities were hosted by community partners, including a conference for behavioral health stakeholders held by the Community Action Advisory Committee to educate attendees on how to become better mental health advocates and recognize the value that individuals with personal experience bring to the system of care.

Mary Hale, Behavioral Health Services Deputy Agency Director kicked-off the conference by sharing her personal story of growing up with family members who lived with mental illness. Keynote Speaker Richard Krzyzanowski, Training Coordinator at Project Return Peer Support Network, provided attendees with information on how a consumer's voice can be an effective advocate for mental health services and stigma elimination.



David Souleles, Public Health Services Deputy Agency Director hosted a wellness walk in collaboration with Cigna to raise awareness about mental health.

Richard's presentation included some of the different types of advocacy efforts including self-advocacy (representing oneself), collaborative advocacy (working together as a group), educational advocacy (sharing of information), and systems advocacy (to change policies or law). Being a good advocate requires good communication skills in whichever type of effort is being conducted. This includes knowing and speaking the right language to your audience, as well as listening to what others are saying. Click [here](#) to view a slideshow of event photos.

Mental health is important each and every day. Be sure to take time for self-care and encourage those in need to seek services by calling [OC Links](#) at 855-625-4657. Click [here](#) to learn how to continue the mental health movement throughout the year.

HCA's Team Care Participates in the 30th Annual AIDS Walk Orange County



Staff members from HCA's HIV Planning and Coordination program formed 'Team Care' and participated in the 30th Annual AIDS Walk held on May 14 at William R. Mason Regional Park in Irvine.

When asked why her team participates in the [AIDS Walk Orange County](#) year after year, **Tamarra Jones**, HIV Planning and Coordination Program Manager responds:

“ We’re holding out hope that the event will be unnecessary one day because HIV transmission will have been eliminated altogether. ”

'Team Care' comes together annually to participate in a 5K walk. This year, members successfully raised more than \$1,000, which contributed to the event's grand total of more than \$350,000 raised

overall. Funds raised through this event support important services that help individuals living with HIV know their status, get HIV medical care, maintain healthy lives and ultimately lead to a reduction in new HIV infections.

This year's theme focused on "Reclaiming the 80s" in order to "take back the decade of stigma, fear and loss and infusing it with hope, happiness and heart." HCA Team Care demonstrated their 80s spirit by wearing a Run DMC inspired team t-shirt, legwarmers and even rocking a boom box.

AIDS Walk Orange County is held annually to raise funds to support prevention and care services for those impacted by HIV disease. As of 2015, there are 6,287 individuals living with HIV in Orange County who know their status and an estimated 801 individuals who do not.

For more information about AIDS Walk Orange County, visit www.ocasf.org.

SERVICE AWARDS

On behalf of the Health Care Agency Executive Team, we extend our heartfelt congratulations to each of you for your years of service to our department and the County of Orange.

2016 Second Quarter Service Awards (April 1 – June 30 Hire Dates)

40 Years

Mary Malinick

35 Years

Laura Cole

Kathleen Gilbert

Diemduc Quan

30 Years

Cheryl Anderson

Sally Dorsey

Sheila Jones

Kelly Rehnberg

25 Years

Larry Brenner

Alvin Dong

Vinh Nguyen

Kelley Ponce

Grace Cowen

Sandra Martin

Diane Pinto

Magdalena Santillan

20 Years

Joseph Deis

Maria Rienzo

Silvia Vega

Erin Winger

Guadalupe Fowler

Joseph Sanchez-Nunez

15 Years

Jocelyn Argame

David Eckstein

Karen Lawson

Pamela Jean Perez

Oscar Balilo

Paul Fuller

Martha Lechuga

Erenia Perry

Paula Beau

Elizabeth Guerrero

Hugo Lopez

Tracy Rick

Donna Bray

Beatriz Hernandez

Michelle Lopez

Asra Siddiqui

Jennifer Broadwater

Craig Heyde

Trisha Ly

Manisha Sulakhe

Elizabeth Corona

Stephen Karakash

Veronica Ortiz

Donna Tran

Maria Delreal

... continued on page 12

10 Years

Laura Buscemi-Beebe	Kimberly Nguyen
Sandra Chaiday-Cabrera	Gladys Nwufo
Joseph Cook-Giles	Keith Olenslager
Brian Erdman	Martin Ortiz
Kevin Flynn	Anthony Patino
Claudia Garcia	Rafael Perez-Aguilera
Howard Ha	Kenneth Pickering
Eleni Hailemariam	Jose Santos
Alkamalee Jabbar	Martha Schlegel
Melissa Johnston	Arshia Shirzadi
Rebecca Mares	Margarethe Smith
Leslie Moffitt	Terri Williams
Hoang Nguyen	

5 Years

Deborah Evans	Catherine Speckmann
Veronica Hernandez	Maria Cristina Teofilo
Tamra Kopiec	

JULY Health Observances

[International Group B Strep Awareness Month](#)

[Juvenile Arthritis Awareness Month](#)

[National Cleft & Craniofacial Awareness & Prevention Month](#)

[World Hepatitis Day](#)..... 28

Connect with Us

The **what's up** newsletter is created and distributed monthly by the team listed below. Please call (714) 834-2178 with any suggestions or comments.

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Health Care Agency Mission Statement:

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

- Assessment & Planning
- Prevention & Education
- Treatment & Care



Welcome to **Uplift**

a feature designed to bring each edition of our newsletter to a close with something that inspires you.



//
● "Take time to notice and appreciate the beauty in your own backyard!"

– Kathy Aasen, California Children's Services Office Specialist

//
● "Our family adopted Fox a few months ago from the dog rescue. He reminds me every day that everyone deserves a second chance."

– Jason Austin, Behavioral Health Services Administrative Manager II

“ Positive anything is better than negative nothing. ”
– Elbert Hubbard; submitted by Steve Thronson, Regulatory/Medical Health Services Deputy Agency Director



//

“Being a foodie at heart, tasty eateries like Crave within walking distance of the office make my day just that much more enjoyable.”

– Rachel Selleck, Public Affairs Officer, Health Policy, Research & Communications

“ Every story has a beginning, middle and end – just not necessarily in that order. ”

– Jean Luc Goddard; submitted by **Kim Pearson**, Correctional Health Services Deputy Agency Director



What inspires you? Would you like to share a motivational quotation, photograph you've taken of something beautiful – even a fitness tip or healthy recipe – with Uplift for consideration? If so, send it via email to tlandquist@ochca.com, and please be sure to include your job title, division name, and a sentence or two about why it moves you. Please know that not all submissions will be used; decisions are at the discretion of HCA Communications.



DIRECTOR'S MESSAGE

Do you know who our Compliance Officer is?

If you're ever interviewed as part of a Federal or State audit of one of our programs, this is the one question you'll likely be asked first. As important as it is for you to know who she is (answer: Chi Rajalingam), it also really matters that you understand what she does, with the help of a great team.

Compliance is simply knowing and following the legal and ethical rules that apply to our jobs. Our [Compliance Office](#) is here to make sure that we don't step over a line on accident that could get us, or the Health Care Agency, in hot water. I tell you this from personal experience – Compliance isn't a nuisance, it's your friend. There's no "gotcha" attitude in play with these folks; they're here to troubleshoot small situations before they become big ones (think: lawsuit, news article) or to provide step-by-step counseling to make a big issue more manageable (think: data breach).

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IN THE SPOTLIGHT

Highlighting the People and Programs Serving our Mission

Successful Project Managers Share their Process

The challenge of managing a huge project from start to finish with no "how to" reference guide may sound scary or it may sound exciting. Depends on who you ask.

We asked **Jane Chai** and **Melissa Tober**, two project managers who share something in common besides their job titles: they've both recently developed, from scratch, unique processes to approach brand new and very complicated assignments here at the Health Care Agency (HCA): the Public Health Accreditation process and the Whole Person Care Pilot Application.

So how did they do it and what can we all learn from their experiences?

Working with community-based health organizations is a passion for Jane Chai, Public Health Projects Manager for Public Health Services (PHS), with more than 20 years of professional experience in the public health field. In 2012, Jane was tasked with a first-time project for PHS – pursuing accreditation from the [Public Health Accreditation Board](#) (PHAB). She needed to prove that PHS is proficient in providing core public health services that include preventing diseases and injuries; promoting healthy behaviors; ensuring access to safe food, water, clean air, and life-saving immunizations; and preparing for and responding to public health emergencies.

Jane tackled this massive project with enthusiasm and a clear vision of what success would look like. Before diving in, she shared her

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Jane Chai, Public Health Projects Manager, Public Health Services

Director's Message

continued from page 1

I've called them on several occasions, like the time I went to a meeting that was hosted by an outside committee I sat on and wasn't sure if I was allowed to eat the "free" lunch that was being served...or the time I wasn't certain if I was allowed to accept the "free" book being given to all attendees at a professional development seminar I was attending.

Have you ever had a question about:

- Any local, federal or state laws;
- Billing regulations;
- Conflict of interest policies;
- Copyright and software privacy laws;
- Government contract requirements;
- Health, safety and environmental laws;
- Internal accounting controls;
- Policies prohibiting disclosure of confidential information or;
- Patient rights or patient care policies?

Call the anonymous, toll-free hotline at (866) 260-5636, email officeofcompliance@ochca.com, submit a report [online](#), or visit in-person at 405 West 5th St, Ste. 776, Santa Ana, CA 92701.

We're here to protect the public's health, and it's important we do it right. Ignorance is not an excuse. The takeaway here is simple: **if you don't know, and you're not sure, ask!**

Keep reading for an article about the 2016 Compliance Survey so many of you took, and to learn what happens next now that results are in.

Sincerely,



Mark Refowitz
Director, OC Health Care Agency

Successful Project Managers Share their Process

continued from page 1

goals and action plan with the PHAB team, whose members were responsible for collecting required documentation. Jane collaborated with colleagues to identify unique (and fun) ways to keep staff motivated for the duration of this huge project.

"To make finding and submitting so much paperwork more fun, **Donna Fleming**, Chief of Public Health Operations and **Amy Buch**, Health Promotion Division Manager came up with an idea to create PHAB Bucks," Jane said. "Whenever staff helped provide the documents we needed, they received bucks that could be turned in later for the opportunity to win raffle prizes donated by Donna and Amy, as well as other Public Health managers!"



After hundreds of PHAB Bucks were distributed, the document-gathering mission yielded more than 680 documents totaling close to 7,500 pages that were submitted to PHAB from December 2014 to July 2015. Through her determination and unique approach to motivate staff, HCA's Public Health Services was awarded five-year national accreditation status by the PHAB this past May and is now one of five local health departments in the State of California to achieve this milestone.

Not too long after Jane's success, Melissa Tober, July's [Peer-to-Peer](#) winner, underwent a similar project management challenge this past March when she was asked to create, plan and submit the Whole Person Care Pilot Application to the California Department of Health Care Services. Melissa and 'The Collaborative,' as she calls it (a group of hospitals, nonprofits and HCA staff she organized) identified the homeless and severely mentally ill homeless as the target populations for the Orange County Whole Person Care Pilot. The pilot program aims to ensure a more holistic approach to targeting the impacts of homelessness while promoting mental and physical wellness. If Orange County is selected, HCA will contribute \$2.35 million dollars a year over the next five years from Mental Health Services Act dollars and tobacco-settlement funds, and the County will receive a match in federal dollars.



Melissa Tober, Special Projects Manager,
Regulatory/Medical Health Services

"How did I begin? I knew I just needed to dive in," Melissa said.

She gathered contacts from various HCA staff and started the conversation around an idea that built upon existing services to

... continued on page 3

Successful Project Managers Share their Process

continued from page 2

ultimately decrease the number of visits to emergency rooms by the homeless population. Her biggest challenge became encouraging 'The Collaborative' to think outside of the box.

"When our group disagreed or became too 'in the weeds,' I encouraged them to step outside their comfort zone and embrace different ideas," she said. "Just because we haven't done it that way before, doesn't mean we can't change."

After many conversations, group meetings and late nights, the pilot was developed. It includes WPC Connect, which would alert participating entities when a patient experiencing homelessness enters an emergency room and the County's community

partners would then connect the individual to recuperative care or other supportive services. The application was compiled, approved for submission by the [Orange County Board of Supervisors](#) on June 28, 2016 and submitted on July 1, 2016.

So what can we learn from both these examples? Stay focused on your goal, keep an open mind and don't forget to have fun.

To learn more about the PHAB accreditation process, visit <http://www.phaboard.org/accreditation-process/>. To see what's the next step in the Whole Person Care Timeline, visit <http://www.dhcs.ca.gov/provgovpart/Documents/WPCTimelineRev041116.pdf>.



New Mission Statement Posters are Coming to Your Building!

Next time you're walking through your building, be sure to check-out our newly designed mission statement posters.

The posters include bright colors, a modern look and feel, and a sea of people that appear to be greeting you as you walk by. Beginning August 8, three 11 x 17 posters will be available for each Building Manager to pick-up from HCA Communications located at 405 W. 5th St. in Santa Ana on the 4th floor in Suite 458. Posters will fit in existing frames.

If a building requires additional posters, please email HCAcomm@ochca.com.

Meet our Medical Doctors

We've asked many of the doctors here at the Health Care Agency (HCA) to tell us what inspires them to practice medicine and what the public might be surprised to learn about the important work they do.

Last month, the OC community was introduced to Dr. Helene Calvet's efforts to keep people well and out of hospitals; Dr. Eleni Hailemariam's focus on the mental health of older adults; and Dr. Matthew Zahn's focus on fighting and preventing disease.

Watch **Dr. Helene Calvet** discuss the role of public health in prevention and education [here](#). "We would rather vaccinate, than have people get a communicable disease. We would rather have them focus on diet and exercise, than end up with diabetes, hypertension or heart disease. We would rather inspect restaurants and make sure the environment is clean so people don't get foodborne illness or toxicity from chemicals in the environment. We keep them well," she said.



If you're interested in learning more about the older adult population's behavioral health needs, meet **Dr. Eleni Hailemariam**, one of our Geriatric Psychiatrists whose passion is helping older adults reach and enjoy their 'golden years.' You can watch her video [here](#).



The third MD featured last month was **Dr. Matthew Zahn**, Medical Director of Epidemiology and Assessment. Listen and learn [here](#) as he talks about identifying and fighting the spread of communicable diseases as well as his work as a volunteer faculty member at the Children's Hospital of Orange County. "There is nothing as emotionally satisfying as the connection you have with a family when you help a child get better," Dr. Zahn said.



Throughout August, HCA's social media followers will hear from three new doctors! To find out who, follow us on [Twitter](#), [Facebook](#) and [YouTube](#).

Behavioral Health Services Team is Ready to Respond to Disasters

Did you know that HCA has a group of 65 Behavioral Health Services (BHS) staff who volunteer as response workers to provide Psychological First Aid (PFA) and more to individuals during the aftermath of a disaster or terrorism event?

Members of the Behavioral Health Services Disaster Response (BHSDR) Team come from all areas within BHS and bring a variety of expertise and language capabilities to the group. Each volunteer is trained in PFA to help people who have experienced major loss or suffering so that the likelihood they'll suffer from post-traumatic stress disorder is reduced.

The BHSDR Team recently received recognition from the OC Board of Supervisors for providing crisis support to San Bernardino County staff and their families over the course of three days last December. Their efforts included one-on-one crisis counseling, support for couples and children, and group discussions that focused on promoting healing to a total of 44 folks.

Led by **Kelly K. Sabet**, Service Chief II and **Nicole Reyes**, Service Chief I, the team's response efforts include national, state and local natural and man-made disasters, as well as other critical incidents within the community.

"Nicole and I are grateful to work with such dedicated professionals who are committed to helping those who have been impacted by traumatic incidents. To be of service to the County of San Bernardino during this tragic time was an honor," Kelly said.

“ It reminds us all of the importance of being supportive and compassionate toward one another. ”

Disaster Preparedness and Psychological First Aid for Disaster Service Workers Training begins August 11, 2016 with 10 training dates scheduled through December 2016. Enroll through [Training Partner](#). Please call (714) 517-6388 with any questions.



The Behavioral Health Services Disaster Response Team received recognition from the Board of Supervisors on June 28, 2016 for providing mutual aid assistance to San Bernardino County. Pictured (left to right): Lenora Burney, Andrew Parker, Nicole Reyes, Berenice Moran, Rebekah Radomski, Glenda Aguilar, Christina Shelby, Mark Davis, Mark Shugarman, Brian Deoliveira, Ken Alma and Kelly Sabet.

Health Care Agency in the Community: PRIDE Event



HCA's 17th Street, Testing & Treatment Clinic hosted a booth at the June 25 downtown Santa Ana PRIDE event to provide STD and HIV education and prevention information. Pictured (left to right): Page Brockwell, Colleen Brody, Garden Grove Mayor Bao Nguyen, Nathan Miller and Annabelle Mercado

Staff from the Health Care Agency's (HCA) 17th Street Testing, Treatment & Care Clinic were on hand to provide information about health concerns specific to the lesbian, gay, bisexual and transgender (LGBT) community at [Orange County's first large scale gay PRIDE event](#) in downtown Santa Ana last month.

More than 20,000 attendees had the opportunity to visit HCA's booth and learn about HCA's Pre-Exposure Prophylactic (PrEP) program – one pill, once a day to prevent HIV infection that's over 90% effective. An interactive activity taught booth visitors about sexual risk and the importance of routine testing and treatment. Information was also available on how to access services from HCA's clinic and community partners.

This year's PRIDE theme, "Live Your Life," celebrated the LGBT culture and was a time to give attendees the ability to have a safe space to celebrate who they are. The event featured a parade that hasn't happened in Orange County in over a decade, and also honored the Orlando shooting victims by featuring an exhibit at the [LGBT Center OC](#) with photographs of each of the 49 individuals who lost their lives.

To learn more about STD and HIV testing and treatment, visit the [17th Street Testing, Treatment & Care](#) website or call (714) 834-8787.

“**This is amazing. I had no idea that there was a pill that could help reduce HIV infection. I am going to call the clinic next week and get more information.**”

– **Pride-goer** who was unaware of PrEP

Eat. Play. Breathe. Recognized for Best Use of Digital Media

Congratulations to Public Health Services' "Eat. Play. Breathe." campaign on receiving a 2016 Notable Mention from the Health Officers Association of California (HOAC) for Best Use of Digital Media.



"Eat. Play. Breathe." drives 10,000 people each month to 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 to be more physically active, eat healthier and quit smoking.

These include an interactive park locator – which can be searched by amenities like "playgroup" or "swimming;" a calendar that lists community events, farmers markets and smoking cessation classes; a visually-driven blog with an option for visitors to subscribe and receive new posts via email; and much more.

To read the application and learn more about the strategy behind this highly-effective campaign, please click [here](#).

Get to Know Behavioral Health Services' Westminster Program for Assertive Community Treatment Team

The Health Care Agency (HCA) and Orange County Employees Association Labor Management (LMC) Committee spotlights Behavioral Health's Westminster Program for Assertive Community Treatment team as a runner-up for last year's Steve Ambriz Team Excellence Award.



The Westminster Program for Assertive Community Treatment team includes (left to right): Lilia Blanco, Sarah Pedraza, Dat Dinh, Rodrigo Sigala, Tiffany Brown, Andrew Parker, HaiYing Thien and Dr. Elizbieta Luce. Also pictured are LMC Committee Members Linda Price and Chris Prevatt and HCA Assistant Director Richard Sanchez. Team member not pictured: Lisa Marrs

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The Program for Assertive Community Treatment (PACT) is a Behavioral Health Services program located in the City of Westminster that provides medication services, case management, individual/group/family therapy, assessments and crisis services to adults age 25-59. Clients who participate in the program are severely or persistently mentally ill and may have co-occurring substance abuse disorders.

PACT operates out in the community providing services that include: accompanying clients to referrals, providing therapy sessions in homes, and also working closely with local law enforcement and hospitals to offer crisis evaluations when needed.

Over the past six years, the team has expanded and now consists of a psychiatrist, behavioral health nurse and six clinicians who are all highly skilled, knowledgeable and possess unique skillsets that contribute to solving the challenges that arise when working with clients. One of the team's strengths is how they work cohesively as a unit to manage any crisis that may arise and knowing that the end result of the dedication they provide to their clients can help save their lives.

"It's satisfying to watch clients grow over time," said **Andrew Parker**, Marriage and Family Therapist I.

“ Working with them weekly helps us become more intimately involved in the recovery process than in more traditional mental health roles. ”

One of the strongest interventions that PACT provides occurs during the assessment process where the team works collaboratively with the client to piece together their mental health history by gathering medical records from hospitals and/or jails. Simply looking back at a client's past can help provide a clear picture of what they are currently experiencing and often create positive connections with the client that helps them feel understood and validated lending itself to the recovery process.

Each team member is creative in bringing different therapeutic approaches and styles in building a relationship that meets a client's needs. These unique methods help a client overcome complicated defense mechanisms and convince them that they have more control over their lives than they might think.

The Steve Ambriz Team Excellence 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. Learn more at <http://intranet/lmc/team>.



WHAT YOU NEED TO KNOW TOPICS AND TRENDS IN THE NEWS

5 Things You Need to Know to Prevent Drowning

- 1 Drowning is the leading cause of accidental injury and death in children under the age of 5, and can happen in less than 2 inches of water.
- 2 Small children and adults 50 years and older are the most at-risk groups for drowning incidents. There have been 199 drowning fatalities in Orange County since January 1, 2012. Tragically, 16 of those have already happened this year.

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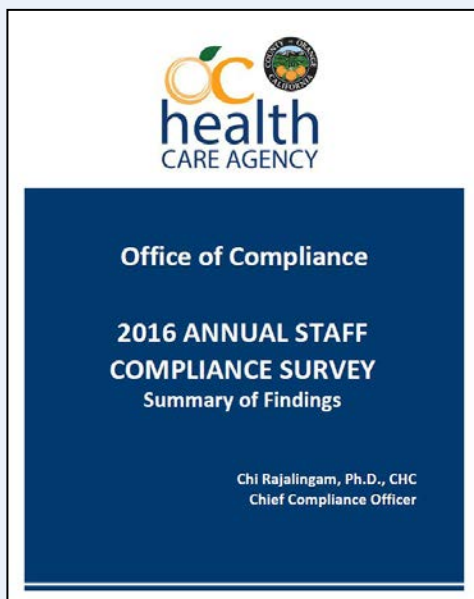
5 Things You Need to Know to Prevent Drowning

continued from page 8

- 3 An OC Register story titled, "[OC Parents Who've Lost Children to Drowning Share their Stories, and Urge Vigilance Near Water](#)," profiled parents who joined representatives from the Health Care Agency, Orange County Fire Authority, Sheriff's Department, City of Irvine and others at a recent press conference to announce the launch of the Orange County Task Force on Drowning Prevention's summer advertising campaign. Watch event highlights [here](#).
- 4 There is no substitute for active supervision. While playing with your kids in or near the water, designate an adult in the group to serve as the official "Water Watcher" and monitor the children at all times. Download and print a free [Safe Kids Water Watcher Tag](#) or pick one up from any [Orange County Fire Authority Station](#) near you. HCA's Health Promotion Division has distributed Safe Kids Orange County tags to all public pools in the County.
- 5 Drowning is a preventable tragedy. Never leave a child alone near water, even for a few seconds. At home, if a child is missing and you own a pool, check the pool first. View more tips at <http://ochealthinfo.com/phs/about/family/mcah/dp>.



2016 Compliance Survey Results Are in, Now What?



You took the survey and the Office of Compliance (OOC) is listening! Your responses serve as a valuable resource to assess staff's understanding and use of our agency's compliance program. Based on the feedback we received, the following activities are planned by the OOC for the upcoming year:

- **Meet and Greet Sessions** – Many indicated that you wanted more face-to-face contact with Compliance staff. In the upcoming year, we will be visiting programs to talk about the compliance program and what we do. If you are interested in an in-person meeting with the OOC team, please let us know.
- **More Specialized Trainings** – Many asked for more specialized trainings. Compliance currently offers live trainings related to the Health Insurance Portability and Accountability Act (HIPAA), and we are happy to come out to your clinic or program. In addition to this training, we are in the process of developing a variety of trainings aimed at addressing 'hot' topics.
- **Website Refresh** – We currently have numerous resources listed on the OOC Intranet at <http://intranet.ochca.com/compliance>, but will plan to make this webpage easier to navigate.
- **Improved Communication** – Compliance will work to increase communication with you! Chief Compliance Officer Dr. Chi Rajalingam and team will routinely share important compliance and privacy related issues. Be on the lookout for training announcements and memos via email.

You can find results of the survey and many other resources on the Compliance Intranet webpage at <http://intranet.ochca.com/compliance/reports>. For more information, call (714) 568-5614 or email officeofcompliance@ochca.com.

Group Addresses Kids' Needs During Disasters

Did you know that 25% of the Orange County population is children? If an earthquake struck and you had to seek safety at a shelter with your kids, do you know if that shelter would be able to provide supplies and care for them? Children are vulnerable and require additional support during emergency situations, especially when displaced from their parents or guardians.

The Health Care Agency (HCA) recently partnered with the Social Services Agency (SSA) to provide two trainings for approximately 58 volunteers on how to set-up a safe child care environment in a shelter that offers activities intended to lessen anxiety and mitigate trauma associated with disasters.

To further assist in the coordination of these mass care sites, HCA purchased supplies to set-up child care areas to create a comforting play environment for kids, as well as support the initial basic needs of daily living for infants and children such as diapers, bottles, and pack 'n plays until more assistance can be obtained.

Members of the KIDS group, which is chaired by HCA Health Disaster Management, include representatives from HCA, SSA, hospitals, emergency management and community-based organizations that work

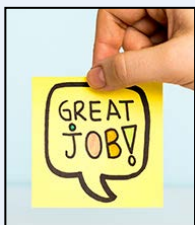
together to ensure that the needs of infants and children are met before, during and after a critical incident.

For more information, visit the [KIDS Working Group](#) website or to learn how to become involved contact Dr. Michele Cheung at mcheung@ochca.com.



Shelter Managers review child care supplies during a shelter training held in April.

Call for 2016 Team Excellence Award Nominations



The Health Care Agency Labor Management Committee (LMC) is seeking nominations for the annual Steve Ambriz Team Excellence Award. Applications must be submitted by close of business on August 15, 2016. 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/lmc/team>

to download an application, view nomination criteria, read details about previous winners and learn about what makes an excellent team.

Teams that were nominated, but not previously selected are encouraged to submit a nomination again. Please be sure to update the application so that all information is current and clearly demonstrates each of the evaluation criteria. Winners receive recognition by HCA Director Mark Refowitz at an Employee Awards Ceremony, individual certificates, and the team's name engraved on a perpetual Team Excellence Award plaque that will hang in the winning team's office for the year. For more information, email HCAOCEALMC@ochca.com.

SERVICE AWARDS

On behalf of the Health Care Agency Executive Team, we extend our heartfelt congratulations to each of you for your years of service to our department and the County of Orange.

2016 Second Quarter Service Awards (April 1 – June 30 Hire Dates)

The following names weren't captured in the July edition.

20 Years

Jayson Benbrook	Martha Navarro	Cynthia Soruco	Jeffrey Warren
Marivel Jose			

15 Years

Jason Austin	Margaret Clarke	Evangelina Perez	Esther Salazar
Marco Batres	Judith Iturriaga	Lida Perez	Trisha Tran
Susan Berg	Sarah Lopez	Rita Redding	Sandra Viernes
Debbie Box	Michelle Min	Iris Rios-Coreas	

10 Years

Natalie Anastasi-Perea	Erika Hayden	Hortencia Luevano	Margaret Peterson
Maria Castaneda	Kasie Leung	Priscilla Murdock	Jean Serafin
David Harp	Liz Lopez		

5 Years

David Nunez

If you believe there has been an error or omission in reporting your years of service, please contact the Employee Recognition Program via email at hcaerp@ochca.com.

HCA Implements OC Expediter for Processing Requisitions

HCA is pleased to announce the implementation of OC Expediter.

Effective August 1, 2016, Health Care Agency will begin using OC Expediter for all its requisitions and most procurement processes. Thank you to those who attended the recent training sessions and will be using the system.

OC Expediter is a County-developed web-based system for routing purchase requisitions and forms, and for enabling contract management. HCA will be joining many other agencies such as OC Community Resources, OC Public Works, and OC Waste & Recycling in utilizing and implementing this system. This will increase transparency and efficiency, improve oversight, and promote stronger collaboration opportunities between agencies.

HCA Administrative Services led the implementation efforts at HCA through a partnership with Orange County Information Technology (OCIT), County Procurement Office (CPO) and other internal partners.

HCA Administrative Services began the OC Expediter onboarding process early this year. A super user team comprised of staff from Administrative Services was formed, which served as subject matter experts, provided end user training, tested the system before implementation, and will continue on as first responders after implementation. We thank our super users for their time and commitment.

CAPS+, for requisitions purposes only, will no longer be available as of August 1, 2016. All requisitions on and after August 1, 2016 must be initiated in OC Expediter.

For project related questions regarding OC Expediter, please contact Rebecca Siddiqui at 714-834-2213 or via email rsiddiqui@ochca.com. For end user assistance on or after August 1, 2016 please call HCA Help Desk at 714-834-3128.



AUGUST *Health Observances*

[Children's Eye Health and Safety Month](#)

[National Immunization Awareness Month](#)

[Psoriasis Awareness Month](#)

[World Breastfeeding Week](#)..... 1-7

Connect with Us

The **what's up** newsletter is created and distributed monthly by the team listed below. Please call (714) 834-2178 with any suggestions or comments.

Editors

Tricia Landquist
Jessica Good
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Lisa Alford

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Chris Moreno
Anne Fialcowitz



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



Welcome to

Uplift

a feature designed to bring each edition of our newsletter to a close with something that inspires you.



//

"I am always happy to happen upon public health prevention in action. It's nice to see the good work of HCA Public Health Services in the community!"

– David Souleles, Public Health Services
Deputy Agency Director

//

"Having faith in knowing that I could overcome something that I once thought I couldn't gave me the courage to conquer a hike on Peru's Inca Trail to reach the peak of Machu Picchu last month."

– Sandy Viernes, Health Policy, Research &
Communications Graphic Designer

The Inka Trail





//

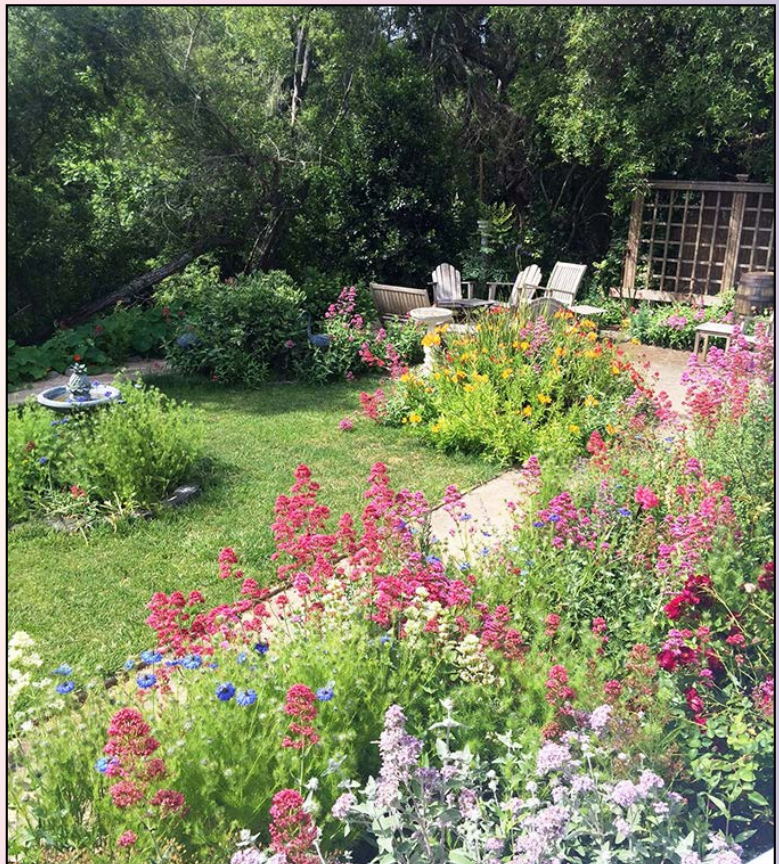
- "My inspiration is my seven year old niece
- Miya. What is better than a lemonade stand on
- a hot summer Saturday afternoon? How about
- one that donates all the proceeds to provide
- toys for the pediatric unit at a local hospital?
- Miya (front, right) is pictured with her Aunt
- Katherine (front, left) who both raised \$700.
- That's a lot of Play-Doh and crayons!"

– Della Lisi, Health Promotion Division
Health Educator

//

- "I spent a wonderful weekend with my mom at
- a cute little bed and breakfast in Paso Robles.
- I loved waking up in the morning with my cup
- of coffee and sitting in the garden. It was so
- peaceful and beautiful."

– Allyson Furry, Research Analyst,
Health Policy, Research & Communications



What inspires you? Would you like to share a motivational quotation, photograph you've taken of something beautiful – even a fitness tip or healthy recipe – with Uplift for consideration? If so, send it via email to tlandquist@ochca.com, and please be sure to include your job title, division name, and a sentence or two about why it moves you. Please know that not all submissions will be used; decisions are at the discretion of HCA Communications.



DIRECTOR'S MESSAGE

The sun rises and the sun sets. Kids enjoy summer vacation and then they head back to school. It's a big adjustment for the whole family that I'm certain many of you are experiencing in your own homes right about now. I asked Dr. Eric Handler, our Public Health Officer/pediatrician, and Dr. David Núñez, Family Health Medical Director, what moms and dads should have on their minds (besides lice and colds) to start the new academic year off on healthy footing. Here's what they shared:

WELL CHILD EXAM

The American Academy of Pediatrics recommends that *every* school-aged child have an *annual* well child pediatric checkup. This is a great opportunity for kids and parents to talk about any concerns that they have and for their doctor to assess the child's growth, vision, blood pressure, development and behavior as well as discuss

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IN THE SPOTLIGHT

Highlighting the People and Programs Serving our Mission

Kalpana Chakrabarti's Keen Eye for Numbers Makes Her 'Go-To' Analyst

Kalpana Chakrabarti's brother-in-law encouraged her to take a skills test at a local staffing agency the day after she moved here from India in 1984. It turned out to be pretty solid advice: she scored 100% and received a job offer within 24 hours from the County of Orange.

"Working for the County hadn't crossed my mind until that point, but I suppose it was meant to be!" she recalls.



Kalpana Chakrabarti, Program Support Analyst, Administrative Services

Today, more than 30 years since she came on board in Employee Benefits, Kalpana manages a \$186 million budget for the Health Care Agency's Behavioral Health Services (BHS) division as a program support analyst. She currently oversees the Mental Health Services Act (MHSA) fiscal year 16-17 budget for more than 100 BHS programs. As MHSA funds continue to grow, she also develops a 5-year budget projection that allows for program expansions and continuity of services.

"Behind all the number crunching and spreadsheets, it's gratifying to see what recovery is through the faces of our MHSA clients and to hear personal success stories from their participation in the programs that I manage budgets for," Kalpana said.

One of her proudest accomplishments to date happened while she was working with **Jenny Qian**, former BHS Chief of Operations and **Mark Lawrenz**, [Prevention and Intervention Division](#) (P&I) Manager. "We built the current P&I program from the ground up together," she said. "That meant creating a program structure, determining and requesting adequate positions to make sure services could be delivered properly, developing a division budget and its coding, and

... continued on page 2

Director's Message

continued from page 1

what to expect in the coming year.

Take my advice and make these appointments sooner rather than later! One of my girls was on athletics teams every year in high school, and I remember how difficult it was to get the last-minute appointments for the physical exams she needed to play sports.

VACCINATIONS

Most parents know about important vaccines required for kindergarten entry, but you should also be aware that there are additional, important recommended vaccines for preteens and teens (typically around age 11-12 years) that can prevent cancer and meningitis. More information is available [here](#).

BULLYING

This can happen anywhere – in the classroom, on the playground or school bus, online or via text message. Whether your child is being bullied or you learn that he or she is picking on others, you can use the advice available [here](#) to help them.

GOOD SLEEP HABITS

With the transition to a new school year, every parent should try to get their child back on a good sleep schedule (8-10 hours per day). For a better night's sleep, kids should [exercise](#) for at least 30 minutes during the day and turn off electronic devices for an hour before bedtime, if not sooner.

These days are behind me now that my two daughters are all grown up. My wife and I look back on our memories of their progression over the years. From kindergarten up through high school, at the bus

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Kalpana Chakrabarti's Keen Eye for Numbers Makes Her 'Go-To' Analyst

continued from page 1

getting the whole thing approved by the MHSA Steering Committee. It was no small feat.”

At the time of creation, this new division was different because it focused on prevention with the goal of being the first step to address early signs of mental illness before it becomes severe and linking clients to appropriate programs and services.

With her continued contributions and dedication to HCA, it should come as no surprise to readers that Kalpana Chakrabarti was nominated by her colleagues and selected as August's [Peer-to-Peer](#) award winner. Congratulations, Kalpana!



Meet our Medical Doctors

We've asked many of the doctors here at the Health Care Agency (HCA) to tell us what inspires them to practice medicine and what the public might be surprised to learn about the important work they do.

- **Dr. Hoda Kaddis**, Medical Director of our California Children's Services program, is both personally and professionally motivated to coordinate and champion the expert care of children with complex and potentially life-threatening medical conditions like cancer, cerebral palsy, hemophilia and heart disease here in Orange County.



Dr. Hoda Kaddis, Medical Director of California Children's Services

- Did you know that the population in corrections is the only population in this country with a constitutional right to health care? **Dr. Chun Chiang**, Medical Director of Correctional Health Services says most people would be surprised to learn that the majority of his work centers on medical legal issues.



Dr. Chun Chiang, Medical Director of Correctional Health Services

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Director's Message

continued from page 2

stop or heading off to carpool, we always paused to take a picture of the girls on their first day of school. It's a tradition I'm really glad we kept up with because having those moments captured means a lot now.

Wishing you and your family all the best for the new school year to come.

Sincerely,



Mark Refowitz
Director, OC Health Care Agency

Meet our Medical Doctors

continued from page 2

- **Dr. Eric Handler**, Public Health Officer and pediatric rehabilitation specialist skillfully unites community partners to address key gaps in health care.



Dr. Eric Handler, Public Health Officer



Throughout September, HCA's social media followers will hear from three new doctors! To find out who, follow us on [Twitter](#), [Facebook](#) and [YouTube](#).

Environmental Health Engineer Honored for Reducing Impacts of Solid Waste

Congratulations to **Sam Abu-Shaban**, Environmental Health Senior Civil Engineer, on receiving the 2016 California Department of Resources, Recycling and Recovery (CalRecycle) Ralph Hunter Memorial Award of Excellence.

Sam was awarded this honor for his role in managing and reducing the impacts of solid waste on public health, safety and the environment. He's made a major impact in the solid waste field through his involvement with educational activities, participating in technical workgroups, as well as permitting and enforcement activities, which enhances the protection of public and environmental health principles through Orange County's [Local Enforcement Agency Program \(LEA\)](#).



Sam AbuShaban, Environmental Health Senior Civil Engineer

Sam has oversight of all engineering aspects regarding the County's three active landfills and over 36 closed landfill sites. Some of Sam's notable projects include the La Pata Road extension through the Prima Deshecha Landfill, enforcement efforts to place an entire landfill gas system at the former Sparks/Rains Landfill in Anaheim and reviewing and monitoring of the landfill gas control systems at a new residential development in San Joaquin Hills near the former Coyote Canyon Landfill.

"His attention to detail, sound application of engineering principles, and ability to work with other agencies, private landowners, facility operators and consultants has been a major reason that CalRecycle considers the Orange County

... continued on page 4

Environmental Health Engineer Honored for Reducing Impacts of Solid Waste

continued from page 3

LEA a model program,” said **Anthony Martinez**, Program Manager.

Sam began his County career in 1989 with the Integrated Waste Management Department (OC Waste & Recycling). He then transferred to Environmental Health in 2001 to work in the LEA Program. Throughout his career, Sam has shared his knowledge and expertise with his peers and the regulated community in Orange County and statewide to promote the effective regulation of solid waste facilities to protect public health.

The award is named after the late Ralph Hunter, former Director of the Napa County LEA Program. LEAs throughout the state can submit nominations to the Enforcement Advisory Council.

To learn more, visit the [CalRecycle Ralph Hunter Memorial Award of Excellence](#) webpage.

Martha Schlegel – Camper, Gardener and Information Technology Professional

An avid gardener and animal-lover, **Martha Schlegel** is an Information Technology (IT) Staff Specialist who prides herself in solving problems that come her way.

She’s been with HCA and the County for ten years and previously worked in the mortgage industry. Her expertise and willingness to help others quickly earned her the title of ‘Go-to-Gal’ in IT. No matter the problem, large or small, Martha is eager to do whatever it takes within her power to help you solve it.

“ I’m a ‘what can I do for you’ type of person. ”

She describes a common day as having five or more people surrounding her desk presenting issues she

helps them solve. How does she get her day-to-day work done while she’s helping so many people? She manages her time well. A typical day includes not only helping folks with IT issues as they arise, but coordinating all wireless communications devices for the agency; meaning, if you have a wireless device—iPad, mobile phone or laptop—chances are, Martha touched it before it made its way into your hands. She also is the IT Asset Coordinator for the Agency where she is responsible for controlling the placement and monitoring the location of all IT assets i.e. computers, TVs and anything else that has a County-issued barcode.

“I like to say I’m a Jack of all trades, and a master of none,” she said. “It’s really about the people you work with, and I work with some really good people.”

While she enjoys her colleagues during the week, she spends her weekends relaxing and camping with her two dogs—Malone and Sam. An Iowa native, she’s camped her whole life and enjoys the prospect of exploring new campsites across California. Anywhere her dogs can go, she goes. Martha’s upcoming travel plans include camping at the Kern River, Crystal Cove and Big Bear.

When she returns from her weekend getaways, she tends to her pumpkin gardens; yes, pumpkin gardens, with three pumpkins currently weighing-in at 60 pounds each and still growing! Martha enjoys gardening and is looking forward to harvesting her pumpkins this fall.



Martha Schlegel, Information Technology (IT) Staff Specialist

Get to Know Behavioral Health Services' **Assertive Community Treatment Pacific Asian Unit Program Team**

The Health Care Agency (HCA) and Orange County Employees Association Labor Management (LMC) Committee spotlights Behavioral Health's Westminster Program for Assertive Community Treatment team as a runner-up for last year's Steve Ambriz Team Excellence Award.



The Program for Assertive Community Treatment Pacific Asian Unit Team includes (left to right): Luyen Pham, Christina Trinh and Dr. Tuong Nguyen. Also pictured are LMC Committee Members Linda Price and Chris Prevatt and HCA Assistant Director Richard Sanchez. Team members not pictured: Dr. Ngo Huong, Laurie Swaringen and Lai Dorman.

The Assertive Community Treatment Pacific Asian Unit (PACT PAU) is a Behavioral Health Services program that provides medication services, case management, individual/group/family therapy, assessments and crisis services to the monolingual Pacific Asian community.

PACT PAU team members embrace diversity and provide services and interventions that are easy to understand and work effectively with people across all cultures. Clients often enter the program at a stage of vulnerability and can be unwilling to accept help. The team shines in their ability to accept clients for who they are without judgment and offer their expertise to connect with them emotionally.

The team is recognized for having one of the fastest rates in stabilizing clients' symptoms making them unlikely to relapse after they have received program services or treatment. Members of the team possess unique skills and work collaboratively to develop culturally sensitive approaches to help make a positive impact on clients' lives.

"For our consumers, living with a severe mental illness and battling impairments related to it can be extremely difficult," said **Lai Dorman**, Mental Health Specialist. "Knowing that they can achieve goals, that may seem simple to some like taking the bus or going for a walk at the park, gives me great pride in knowing that I made a positive impact in their lives."

Recent survey results have shown that clients have reported an increase in self-awareness, independent living skills and an overall feeling of "happiness" in their lives after receiving services from PACT PAU. In addition, nearly 95% of the program's clients have had no relapse or hospitalizations within the 2014-2015 Fiscal Year and remain in treatment even when they've had a history of program drop-outs and not showing up for previous provider appointments.

The Steve Ambriz Team Excellence 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. Learn more at <http://intranet/lmc/team>.



5 Things You Need to Know to About Meningococcal Disease

- 1** The California Department of Public Health (CDPH) stated last month that the outbreak of meningococcal disease currently impacting Southern California is the largest that the men who have sex with men (MSM) community has experienced in United States history. Overall, 25 possible or confirmed cases appear to be associated with the outbreak. Here in Orange County, we've had 7 cases since March, including 2 deaths.
- 2** Clusters like these affecting the MSM community have been identified nationwide for over a decade, but it's still uncertain why these folks are at increased risk. The Health Care Agency (HCA) is working with colleagues from the Centers for Disease Control and Prevention (CDC) to study why cases are clustering within this group.
- 3** Meningococcal disease is frequently severe; sepsis and meningitis are most common presentations, and one in ten die from infection. Any increase in cases raises public health concern.
- 4** The disease is very preventable through vaccination. The simplest way to get vaccinated is seeing your doctor, but we know that cases have been occurring in healthy young adults and this population does not often access medical care. To help folks take action to protect themselves, we've brought vaccinations to venues throughout Orange County by hosting pop-up clinics. Learn more [here](#).
- 5** HCA's Public Health Services and Communications teams collaborated with the CDC, CDPH and others to develop a mobile device-compatible [website](#) that features current outbreak information and gives all impacted jurisdictions the ability to promote a single webpage in various advertisements and alerts.

To learn more, please visit www.ochealthinfo.com/outbreak.

Environmental Health Keeps Hungry Visitors Healthy at the OC Fair

Environmental Health (EH) staff conducted more than 220 inspections on opening day of the [OC Fair](#) this summer to make sure your favorite foods were safe to eat (we're talking safety here, readers – nutritious is another story).

For the first time, food truck vendors were given the opportunity to receive early bird inspections to help reduce the number of follow-ups on opening

day and were also provided with free food safety trainings in multiple languages before the gates opened.

"Participants learned proper handwashing techniques through exercises using [Glo Germ](#), a lotion that glows under ultraviolet light to show how well hands should be washed," said **Karen Gork**, Environmental Health Specialist.

... continued on page 7



Environmental Health staff (First row, left to right): Karen Gork, Janene Bankson, and Bruce Freeman. (Second row, left to right) Vanessa Elksch, Wida Rahimi, Leslie Moffitt, Jenifer Nguyen, Valerie Kenekeo, Nithya Palaniyandi and Kayci Wright. (Third row, left to right) Lorena Nieves, Kevin Do, Kevin Dugan, Jackie Hampton, Ashley Reynolds, Wendy O'Campo-Choy, Christina Valdez, Pauline Liu, Mary Jin, Kaiser Milo and Dino Jerro. (Fourth row, left to right) Peter Huthmacher, Glenn Dimaano, Linda Rodriguez, Jennifer Russell, Kiki Cason and Brian Wong.

Karen was joined by 28 other Environmental Health Specialists from here at the Health Care Agency to conduct unannounced risk-based inspections at various times over the course the Fair, from early in the morning to late at night. The team monitored food booths, trucks, carts and buildings by checking on food temperatures and sources, employee

hygiene, contaminated equipment, protection of water supply, proper disposal of wastewater and much more.

For more information, visit Environmental Health's [Food Protection Program](#) or [Water Quality Program](#) websites.

Coalition Finds More Ways to End Hunger in Orange County

The goal of the [Waste Not OC Coalition](#) is a simple one – to end hunger in Orange County by educating local business owners that donating leftover food is possible and getting this excess food into local food banks instead of landfills.

The Orange County Board of Supervisors recently approved a directive that allows HCA's Environmental Health Inspectors to distribute a 'Food for Thought' newsletter that includes information about food donation, the Waste Not OC Coalition and proper hand washing during routine inspections. This process provides an opportunity to strengthen HCA's already established relationships with restaurant

Food Donations

Did you know that 1 in 8 people in Orange County experience hunger or food insecurity on a regular basis, and that 1 in 5 are children?

Recovering consumable food and moving it to hunger relief organizations has proven to reduce these numbers and positively impact the lives of millions of people across America. Numerous organizations, both governmental and private, are involved in this vital work.

The safety of food throughout this recovery process is of critical importance. The population served by hunger relief organizations

Frequently Asked Questions

The following is a list of Frequently Asked Questions that may assist you in deciding to get involved and help end food insecurity!

Q What foods can be donated?

A Almost anything you serve or sell can be donated. There are a few exceptions: baby food and formula that has exceeded its

Environmental Health's 'Food for Thought' Newsletter

... continued on page 8

Coalition Finds More Ways to End Hunger in Orange County

continued from page 7

owners and food operators beyond a regulatory role. Health Inspectors are also available to answer any questions pertaining to donating excess food and applicable laws.

The Anaheim Union High School District and Yellow Cab Company recently teamed up with the Coalition to implement a pilot program to reduce food waste through the donation of surplus food from several schools in Anaheim. Yellow Cab Company drivers head to Brookhurst Jr. High School, Ball High School, Loara High School and Savanna High School in Anaheim each week on Fridays to pick-up excess lunches to be delivered to nearby food pantries for donation that same day.



A Yellow Cab Co. driver picks up surplus lunch meals from staff at Savanna High School for transport to Anaheim Independencia Family Resource Center for donation that same day.

Kaiser Permanente of Orange County also joined the Coalition this summer to raise awareness of food insecurity by participating in food recovery and redistribution. All of Kaiser's hospital food operations

within each medical center throughout Orange County will coordinate with local food pantries and food banks to donate surplus foods.

Its efforts to find ways to get nutritious food to the nearly 456,000 people who are at risk for hunger in Orange County every month have not gone unnoticed. Waste Not OC was recently acknowledged by the National Association of County and City Health Officials (NACCHO) as a 2016 Model Public Health Practice for demonstrating exemplary and replicable qualities in response to a local health need. County Health Officer **Dr. Eric Handler** received the award while attending the NACCHO conference in Phoenix, Arizona.

Since its inception, the Waste Not OC Coalition has recovered 305 tons of extra food from local businesses that would have otherwise been thrown away and transformed the surplus into 500,013 meals for residents in need. Through the efforts of local public-private partnerships and the community to address hunger in Orange County, data by [Feeding America](#) shows a decrease in the number of food insecure individuals since 2012. Visit www.wastenotoc.org to learn more about the Coalition or to locate a food pantry near you.

How the Employee Assistance Program Can Help You

Have you heard of the Employee Assistance Program (EAP)? If you're like most folks, you may think it's just a program that helps employees deal with stress. While this is true, EAP has much more to offer.

Access the County's EAP program at www.mylifevalues.com and enter the user name "Orange County Ca" and password "eap" to access the following:

- **Elder care information and caregiving tips along with referrals for home services**
- **Parenting articles for various age groups**
- **Relationship and domestic issue resources**
- **Health and wellness articles and videos**
- **Self-improvement information and goal setting tips**
- **Financial information: tips on buying a home, obtaining a mortgage, bankruptcy**
- **Leadership and career advancement tools**
- **Section dedicated to supervisors and managers**
- **Entertainment and gym membership discounts**

EAP is administered by Aetna Resources for Living and is free to all County employees and members of their immediate household. All HCA employees are encouraged to explore the EAP website during non-working hours to find out how the program can benefit you and your family.


What's New at Compliance?


Compliance Cards


Have you ever witnessed a form of fraud, waste or abuse while at work, but didn't have the Compliance hotline number handy or memorized? To solve this, the Office of Compliance has created pocket cards similar to the size of your County-issued badges that contain important phone numbers to report any form of non-compliance. The cards are available by request at the Office of Compliance and will also be distributed during in-service trainings, such as the ones currently being held for HCA staff on Health Insurance Portability and Accountability Act (HIPAA) related issues. An updated version of the card is coming soon. For more information, call (714) 568-5614.


Office of Compliance
405 West 5th Street, Santa Ana, CA 92701

To report non-compliance, fraud, waste and abuse:


 **Office of Compliance**
Compliance and HIPAA Privacy Reporting
(714) 568-5614
<http://intranet/compliance>

 **24-hour Compliance Hotline***
(866) 260-5636
*Reporting can be anonymous

 **Chief Compliance Officer**
Chi Rajalingam (714) 834-3154

 **HIPAA Security Issues**
IT Helpdesk (714) 834-3128

Compliance is Everyone's Business



Welcome Aboard!

New to the Office of Compliance is staff member **Cheryl Rowe**. As Staff Specialist, Cheryl is tasked with a variety of duties involving Sanction Screenings, tracking of Annual Compliance Training and the Outside Employment and Conflict of Interest Form. Cheryl joined the team last May and is likely the first person you'll speak with when calling the main office line.

Test Your Compliance Knowledge

Who's ready for some Compliance word search fun? Locate all the words below to see if you're a Compliance guru! Submit completed puzzles to the Office of Compliance by email, fax or in-person by Wednesday, September 14 to be entered into a drawing. You could be one five lucky winners to score a gift bag of goodies! Be sure to include your name, phone number and pony address.

Office of Compliance

405 West 5th St., Ste. 776
Santa Ana, CA 92701
Compliance Main Line: (714) 568-5614
Fax: (714) 834-6595
Email: OfficeofCompliance@ochca.com

Y	L	W	E	F	T	Y	S	E	C	U	R	I	T	Y	C
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1. Hotline
2. Code of Conduct
3. Compliance
4. Training
5. Ethics
6. Audit
7. Integrity
8. HIPAA
9. NPP
10. Privacy
11. Security
12. Policy
13. Report
14. OIG
15. Sanction
16. Risk
17. CMS
18. Rajalingam
19. Issue
20. Documentation

New Civic Center Safety Alert Service Available

Feeling safe at work is important for all County employees. On that front, there is good news for those of us working in the Santa Ana Civic Center area. The City of Santa Ana has developed an alert system that provides information about incidents here via text message.

Signing up is easy!

1. To opt in – Text “**SACC**” to **888777**
2. You will receive a confirmation text that you have opted in
3. If you wish to opt out, simply reply “**Stop**”

The following are important phone numbers to keep in your phone:

- **Sheriff’s Kiosk:** (714) 834-2250 – Use this to report an incident in-progress or that has just occurred within the Walk of Honor area of the Civic Center. Responders are Orange County Sheriff’s Department employees physically located inside the Hall of Administration.
- **Santa Ana Police Department Dispatch:** (714) 834-4211 – Use this number to report an incident in-progress or that has just occurred outside the Walk of Honor area of the Civic Center.
- **Civic Center Awareness Hotline:** (714) 834-2051 – Use this number to report general Civic Center area safety or health concerns.
- **Call 911** – When in doubt, or for life-threatening emergencies.

Disclaimer: *The text alert system is for informational purposes only; postings are not real-time. While intended to provide easy access to information about incidents that may have greatest relevance and be of concern to Civic Center employees, the incidents reported are subject to discretion. Do not substitute the text alert content for situational awareness in the Civic Center.*

SEPTEMBER Health Observances

- [Fruit & Veggies - More Matters Month](#)
- [National Childhood Obesity Awareness Month](#)
- [National Preparedness Month](#)
- [National Recovery Month](#)
- [National Suicide Prevention Week.....5-11](#)
- [World Rabies Day.....28](#)

Connect with Us

The **what’s up** newsletter is created and distributed monthly by the team listed below. Please call (714) 834-2178 with any suggestions or comments.

Editors
Tricia Landquist
Jessica Good
Rachel Selleck
Lisa Alford

Designers
Chris Moreno
Anne Fialcowitz



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



Welcome to

Uplift

a feature designed to bring each edition of our newsletter to a close with something that inspires you.



//

“The immensity and colors of the cliffs, water and sky at Lake Powell are awe-inspiring and incredible.”

– Curt Condon, Research Manager, Health Policy, Research & Communications

//

“One of my favorite ways to cool off during warm summer nights is to take a stroll by the water. This view of downtown Long Beach was taken from Shoreline Village.”

– Jenny Lu, Administrative Manager I, HCA Human Resources

//

“Now that our kids are done with karate and soccer, our dog Fox fills our calendar with his flying lessons and aviation studies.”

– Jason Austin, Program Manager II, Behavioral Health Services

“Yesterday is not ours to recover, but tomorrow is ours to win or lose.”

– Lyndon B. Johnson; submitted by **Steve Thronson**, Regulatory/Medical Health Services Deputy Agency Director

//

“Having a small family and living close to my siblings allows us to spend so much time together with our children and nieces. We cherish each moment with the kids and hope that these family moments will be the sweet and meaningful memories for them to keep when they grow up.”

– Trisha Ly, Budget Analyst,
Financial Services

//

“This is my amazing dog Sunny who was adopted two years ago from OC Animal Care. Life is short, always make time for fun! We’re enjoying the outdoors at Barker Ranch in Lake Forest.”

– Marivel Chang, Recruiter,
HCA Human Resource Services

“Whenever people ask me, what do you do? I say, whatever it takes.”

– Connie Podesta; submitted by
Kim Pearson, Correctional Health Services
Deputy Agency Director



What inspires you? Would you like to share a motivational quotation, photograph you’ve taken of something beautiful – even a fitness tip or healthy recipe – with Uplift for consideration? If so, send it via email to tlandquist@ochca.com, and please be sure to include your job title, division name, and a sentence or two about why it moves you. Please know that not all submissions will be used; decisions are at the discretion of HCA Communications.



DIRECTOR'S MESSAGE

Whether you're one of the 3 million residents who call Orange County home or the 47 million visitors who travel here every year to enjoy our parks, beaches and attractions, the staff here at the Health Care Agency (HCA) is working around the clock to protect and promote your health and well-being.

As members of the HCA team, we easily understand all the ways that our department touches and improves the quality of folks' lives nearly every day and at every stage. But the services we provide are often so seamless that the recipients and clients themselves may not fully grasp all we're doing behind the scenes.

That's one of the reasons I asked the HCA Communications team to develop a new brochure, "At a Glance," that tells our story simply in writing and imagery. It focuses on the variety of ways that community members

... continued on page 2

IN THE SPOTLIGHT

Highlighting the People and Programs Serving our Mission

'Shark Tank' Approach to Innovation Yields Creativity

Public Health Services (PHS) launched an innovative 'Shark Tank' challenge for staff to present their ideas and compete to receive one-time funds ranging from \$25,000 to \$100,000 to implement their proposals.

In FY 2015-16, PHS leadership seized the opportunity afforded by a one-time increase in available funding to support new initiatives that address objectives identified in the [Public Health Services Strategic Plan 2014-2016](#).

Staff from across all Public Health programs were encouraged to submit proposals on projects that would address goals identified in the plan that include five focus areas:

1. **Optimal Birth Outcomes**
2. **Chronic Disease Prevention**
3. **Chronic Disease Management**
4. **Reproductive Health**
5. **Food Safety**

With props in hand, speeches ready and game faces on, groups set-out to pitch their proposals to a panel of sharks (judges) that consisted of representatives from PHS, Administrative Services and the Director's Office. Each had the hopes that they could be the next PHS entrepreneur to get their projects funded.

"Because our budgeting process starts long before the fiscal year, we rarely have the opportunity to change how we do things or be creative," said **Donna Fleming**, PHS Chief of Operations. "Shark Tank is intended to support new ideas and new ways of working together to address priority health needs in the community."

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Public Health Services modeled the 'Shark Tank' challenge after the ABC network show *Shark Tank* in which entrepreneurs pitch their business ventures to a panel of investors.

Director's Message

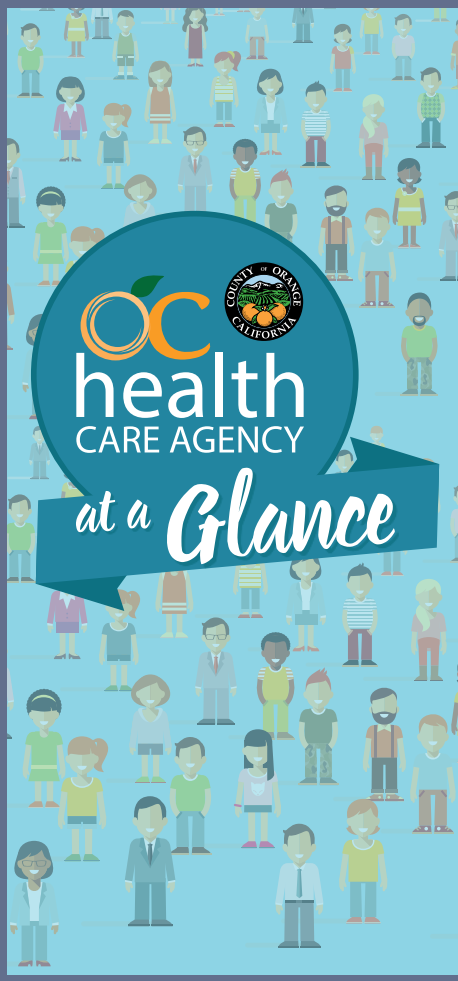
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interact with our good work (often without even realizing it), rather than bogging them down with org charts and government acronyms that don't mean a whole lot from the outside looking in.

I'm proud of the result and am glad we have another way to shine some positive light on your tremendous contributions. To view "At a Glance" online, please click [here](#); or, to request hard copies, please call HCA Communications at (714) 834-2178 or email HCAComm@ochca.com.

Sincerely,

Mark Refowitz
Director, OC Health Care Agency



'Shark Tank' Approach to Innovation Yields Creativity

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After programmatic questions were asked and presentations completed, judges scored a total of 14 proposals based on a set of criteria that focused on alignment with the Strategic Plan, strength of description, the initiative's ability to be evaluated and cost. Out of the 14 received, the following seven unique and innovative initiatives were funded. Click [here](#) to read additional details about each initiative.

- **Promoting Optimal Birth Outcomes** (\$18,000) – The Family Health Division partnered with the March of Dimes® to host the "Promoting Optimal Birth Outcomes" training for PHS and Behavioral Health Services clinical staff. The training helped support consistent messaging for prenatal and preconception/interconception health care.



- **5 Star Merchant Program** (\$6,000) – Tobacco Use Prevention Program (TUPP) staff increased adherence checks (looking for compliance with state laws) at tobacco retailers located in areas of Orange County that have a higher youth smoking rate. Retailers meeting criteria were rewarded by receiving a "5 Star Merchant" certificate, window cling, penny tray and recognition in their local newspaper through an ad that listed their name and how they qualified for the award.

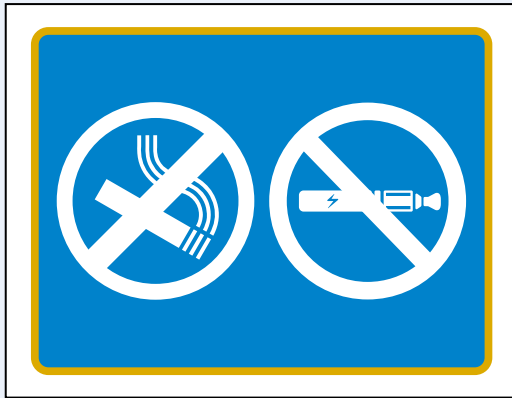


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'Shark Tank' Approach to Innovation Yields Creativity

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- **Smoke-Free Environments** (\$13,000) – To reduce smoking in Orange County and promote smoke-free environments, TUPP worked with a graphic consultant to develop artwork for signs in English, Spanish, Vietnamese, Korean and Farsi, and in a variety of colors and formats. The artwork was also printed on various promotional items with a tagline “Enjoy Your Local Smoke-Free Environments” that were provided to community members.



- **Physical Activity in Faith-Based Organizations** (\$15,000) – To create physical activity opportunities at faith-based organizations, Health Promotion staff worked with leadership and active community members at three churches in Santa Ana and Garden Grove. Exercise equipment was purchased and staff identified partners to teach physical activity classes and lead walking groups. Funds were also used to purchase translation equipment for community outreach meetings.



- **Chronic Disease Management** (\$15,000) – The Public Health Nursing division implemented several trainings to increase expertise for nurses around supporting clients in managing chronic diseases. Funds were also used to purchase iPhone applications for medications, medical tools and reminder systems for nurses.
- **Hand Washing Campaign** (\$68,000) – Environmental Health used funding to produce themed hand washing signs around the “Art of Hand Washing.” A “dos and don’ts” of hand washing story board was also developed in multiple languages to help reinforce positive behaviors of food handlers, as well as a logo to be printed on promotional items and shirts for food facility inspectors to wear during inspections.



- **Foodborne Illness Prevention** (\$38,000) – To reduce foodborne illness cases, Environmental Health’s project focused on four areas: High School Food Safety Education, Food Employee Education, Food Safety at Home and Foodborne Illness Training for Epidemiology and Assessment Staff.

With such successful outcomes from the projects, PHS has just launched ‘Shark Tank 2016’ and **opened it to other HCA service areas as well!** Proposals are due Friday, October 14, 2016. To learn more, please click [here](#).



Emma Chavez-Valle Finds Fulfillment in Helping Others Breastfeed with Success

Emma Chavez-Valle, Community Health Assistant II always knew she wanted to pursue a career that would give her the opportunity to help others. She found that calling with the [Women, Infants & Children \(WIC\)](#) program where she's been for more than 20 years.

For some pregnant clients, the WIC program is often their first encounter with prenatal care. Emma sees this as a chance to inform soon-to-be moms about proper diet and nutrition that are essential to keeping her and her baby healthy. As a Certified Lactation Counselor, she educates clients about the health benefits of breastfeeding and helps coach them with latching-on techniques and proper positioning.

“After their baby is born, many first-time moms come to the clinic frustrated because they can’t get their babies to latch-on correctly to breastfeed and are ready to give up,” said Emma. “After encouraging clients and showing them several breastfeeding techniques, it’s so gratifying for me to see a sense of relief on their faces in knowing that they can do it.”

Emma also brings WIC services and educational outreach to clients in the community, helping them sign up to receive supplemental foods and connecting them with community providers. Her colleagues note that many clients have requested to



Emma Chavez-Valle, Community Health Assistant II

see Emma during their appointments because of her big heart and nurturing persona.

With her continued contributions to WIC clients and dedication to HCA, it should come as no surprise to readers that Emma Chavez-Valle was nominated by her colleagues and selected as September’s [Peer-to-Peer](#) award winner. Congratulations, Emma!

Breastfeeding Tips and Facts:

- Breastmilk contains important nutrients and disease fighting cells that are not included in all formulas to protect the baby from developing asthma, allergies, diabetes and obesity.
- Moms who breastfeed are less likely to have post-partum depression, can lose pregnancy weight more quickly and are less likely to develop diabetes and certain types of cancer.
- Breastfeeding is supported by law. [California Civil Code Section 43.3](#) states that a mother may breastfeed her child in any location, public or private, where the mother and child are authorized to be present.
- Breastfeeding takes practice and will get easier as your baby grows.



Under the Radar: Staff Nominate Their Boss for National Nursing Award

Correctional Health Services (CHS) staff's secret (and successful) nomination of Deputy Agency Director **Kim Pearson** for a 2016 Nurse.com Giving Excellence Meaning (GEM) Award resulted in Kim's selection as the Western Region Winner in the Excellence in Executive Leadership Category.

Staff commended Kim's ability to recognize the various strengths in individuals and her ability to provide opportunities for continuous individual growth. She is a mentor and teacher who sets the bar high and expects excellence, but also models the behavior she expects.

“**Working with Kim has truly changed my professional life for the better. She has been a mentor, role model, teacher, sounding board, and cheerleader who constantly, and kindly, reminds me to ‘get out of my own way.’ I know that I am a better manager because of what I have learned from Kim.**

– **Erin Winger**, Chief of Operations for Correctional Health Services

As part of the nomination process, the CHS team developed a video viewable [here](#) that provides an inside look at CHS and the variety of services provided to adults and youth housed in County correctional and residential facilities.

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. She has been with CHS for over 7 years and has quickly become a household name at the local and State level. 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.

Each year, Nurse.com conducts a search for the best of the best in nursing that highlight stories of excellence in leadership, management, education, volunteerism and clinical practice. National winners will be announced in early 2017—good luck Kim! Click [here](#) to learn more about the GEM award program.



Pictured (L-R): Jennifer S. Mensik, PhD, MBA, RN, NEA-BC, FAAN executive director of nursing, medicine, and pharmacy programs for OnCourse Learning and Nurse.com, Kim Pearson, MBA, MHA, RN, CCHP, Deputy Agency Director of Correctional Health Services and Eileen P. Williamson, MSN, RN, Senior VP and Chief Nurse Executive for OnCourse Learning and Nurse.com

Board Recognizes California Children's Services Eligibility Professionals



Pictured (left to right); Greg Ohannesian (SSA); Juan Reynoso (SSA); Mike Ryan (SSA); Supervisor Steel; Supervisor Spitzer; Estibaliz Guerra (SSA); Anabel Guzman (OCCR); Christy Steider (OCCR); Dung Nguyen (OCCR); Chairwoman Bartlett; Steve Franks (OCCR); Irma Olms (HCA); Socorro Sandstrom (HCA); Anthony Rose (HCA); Alma Vesga (HCA) and Mark Refowitz (HCA).

Eligibility technicians from HCA's [California Children's Services \(CCS\)](#) program and the Social Services Agency were honored by the Board of Supervisors for the work they do to help applicants and recipients navigate the rules and requirements of the CalWORKS, CalFresh, Medi-Cal, Medical Safety Net, and Housing Assistance programs.

CCS eligibility technicians make the process easier for parents and caregivers with children who are experiencing complex and life-threatening medical

conditions like cancer, cerebral palsy, hemophilia and heart disease. These professionals help applicants complete paperwork, submit required documentation and answer questions to ensure that their child can qualify for and receive services.

CCS provides diagnostic and treatment services, medical case management and physical occupational therapy services to children under the age of 21 with eligible medical conditions. To learn more, visit the [California Children's Services](#) website.

Thank you to **HCA's eligibility professionals** for your personal and professional dedication to connect these children and families with the critical care they need.

Meet our Medical Doctors

We've asked many of our doctors at the Health Care Agency (HCA) to tell us what inspires them to practice medicine and what the public might be surprised to learn about the meaningful work they do.

- Meet **Dr. Lizabeth Ligason**, the primary pediatrician at [Orangewood Children and Family Center](#) in Orange. Learn how we work with the Orange County Social Services Agency at Orangewood to help a very high risk and very special patient population.



Dr. Lizabeth Ligason, Primary Pediatrician at Orangewood Children and Family Center in Orange

- Did you know there is a medication that is highly (90%+) effective in preventing the spread of HIV infection? **Dr. Christopher Ried**, Medical Director of HIV/STD services says people would be surprised to know how effective PrEP (Pre-Exposure Prophylaxis) really is when taken correctly in preventing the spread of HIV infection.

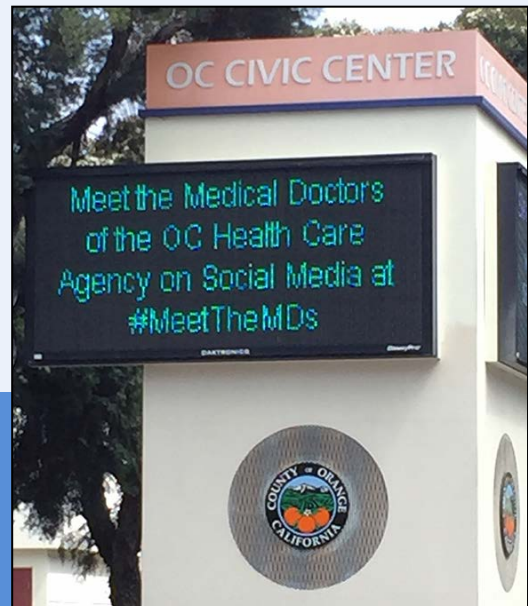


Dr. Christopher Ried, Medical Director of HIV/STD Services

- “Before [the Collaborative Courts program], the only thing for people who broke the law with mental illness was to serve time in jail, which didn’t really address their mental health needs and didn’t help the community.” **Dr. Andrew Inglis**, a Behavioral Health Services Psychiatrist, discusses our role in Orange County’s [Collaborative Courts Program](#).



Dr. Andrew Inglis, Behavioral Health Services Psychiatrist



Throughout October, HCA's social media followers will hear from three new doctors! To find out who, follow us on [Twitter](#), [Facebook](#) and [YouTube](#).

5 Things You Need to Know About Homelessness in Orange County

- 1 [Mercy House](#) was selected by the Orange County Board of Supervisors last month to operate a new 200-bed year-round emergency shelter and multi-service center in Anaheim, which is tentatively scheduled to open late 2017. Learn more [here](#).
- 2 Supervisor Spitzer, 3rd District and County staff recently toured a homeless centralized service complex located in San Antonio, Texas called the [Restoration Center](#) to learn from that area's successful approach to respond to this complex issue. Learn more [here](#).
- 3 The Board approved contracts with [The Midnight Mission](#) and City Net to begin providing services this month at the Santa Ana Transit Terminal, which has been renamed "The Courtyard." Learn more [here](#).
- 4 HCA's Behavioral Health Services Outreach and Engagement team worked with community providers to conduct the annual Civic Center Homeless Survey on August 23, 2016 to get a snapshot of the number of homeless living in the area and the needs of that population. Read the full report [here](#).
- 5 Seasonal cold-weather shelters at the National Guard armories in Fullerton and Santa Ana will be operational this fall and winter season in anticipation of the year-round shelter's opening. If you're interested in volunteering or donating needed items, click [here](#) for more information.



It's Time for Annual Compliance Training

With the start of fall, the HCA's Office of Compliance rolls out its annual Compliance Training for all HCA staff and HCA contracted staff. This mandatory one-hour training is designed to address any relevant changes to laws, rules and regulations, policies and procedures, and Health Insurance Portability and Accountability Act (HIPAA) privacy and security regulations.

Compliance is always looking at ways to improve training methods and this year, there are a few new items that you'll notice:

- There are two versions of Compliance training – one for HCA Staff and Contracted HCA Staff, and one for our external providers and contracted entities. Be sure you complete the correct training.
- We have added videos! When we received training feedback, most of you enjoy the scenarios that we present at the end of the training. This year, we've added videos throughout the training that demonstrate various scenarios in a multi-media format.
- Speaking of feedback, we also added a voluntary survey at the end of this year's training to get your input. We appreciate all of the comments we receive each year and want to improve the training so that it meets your needs.

Keep an eye out for the Compliance Training announcement along with upcoming messages from the Office of Compliance and Chief Compliance Officer [Dr. Chi Rajalingam](#).

Behavioral Health Services Conducts 2016 Civic Center Homeless Survey



Behavioral Health Services Outreach & Engagement Team pictured (left to right): Irma Plascencia, Jason Austin and Christina Weckerly Ramirez.

Did you know that 46% of the homeless in the Civic Center area who were recently surveyed note that they became homeless due to job loss and 45% indicated no affordable housing options in Orange County?

A team of 41 staff and volunteers from the Health Care Agency and Social Services Agency as well as the City of Santa Ana, Illumination Foundation, Mercy House and CityNet administered a one-day survey from 8:30 a.m. to 7 p.m. to get a snapshot of the number of homeless people in the Civic Center area, their demographic breakdown and the needs of this population.

A total of 428 completed surveys were received with results showing a diverse group of individuals who are struggling with a variety of physical and behavioral health issues that have limited their ability to connect to supportive services and housing. Click [here](#) to read the full report.

Behavioral Health Services Outreach & Engagement provides mental health prevention services to those who have had life experiences that make them vulnerable to behavioral health conditions, but are hard to reach in traditional ways because of cultural, linguistic or economic barriers. To learn more about the program, visit [Outreach & Engagement Services](#).

We asked Behavioral Health Services staff to describe the communication skills they use when engaging and interacting with people who are homeless in the Civic Center. Here's what they shared:

- Be aware of your own levels of anxiety, fear and anger if approached by an individual, especially if he/she is unknown
- Stay calm and avoid nervous behavior
- Don't force communication
- Use short, clear, direct sentences and active listening
- Maintain and do not challenge personal space
- Be respectful to the person
- If the individual is experiencing hallucinations or delusions, they seem like very real experiences – do not pretend that you experience them as well

New Director of Environmental Health Announced

Congratulations to **Liza Frias** on her selection as HCA's new Director of Environmental Health (EH). Liza came to Orange County in 2015 as EH Assistant Director and recently served as Interim Director for the past 6 months. She brings more than 23 years of experience in the regulatory field and environmental management to her new role.



Liza Frias, Director of Environmental Health

She began her career with Los Angeles County as a California Registered Environmental Health Specialist and worked there for 13 years, including serving in a leadership position. Liza holds invaluable private industry experience having worked for a large supermarket chain as a food safety director where she was responsible for more than 400 retail stores across seven states.

“During my first year, I plan to reach out and meet with the core industry groups, city partners and the public so that we can better understand our mutual goals of public health and safety,” said Liza. “We are also in the midst of enhancing our Environmental Health database, which will increase staff efficiencies and allow us to focus on providing exceptional customer service.”

Liza is excited for the opportunity to work with a dedicated team of professionals who ensure the health of the public by preventing exposures to harmful substances in our food, water and environment.

Please join us in congratulating Liza! She can be reached at (714) 433-6471 or via email at LFrias@ochca.com.

Merida Hughes Recognized for Flexibility to Help Her Team

Whenever she's asked to assist, “not a problem!” is a standard response from **Merida Hughes**, Program Evaluation Specialist for Behavioral Health Services Driving Under the Influence (DUI) and Court Program and also why she's been recognized as the recipient of the program's quarter Platinum Award.



Merida Hughes, Program Evaluation Specialist

Merida provides technical assistance and compliance oversight for DUI and Penal Code (PC) 1000 court ordered diversion programs that allow most non-violent, first-time drug offenders to obtain treatment and education instead of jail time. Following successful completion of the PC 1000 drug diversion program, charges are dismissed leaving no criminal record.

Merida has more than 20 years of experience with the DUI and Court program and is commended by her peers as a devoted team member who is flexible and always willing to volunteer to cover for the team at four court locations when they are short staffed. Her can-do attitude and enthusiasm to help others is appreciated by all.

“Being recognized for the work I do brings joy to my heart and proves that hard work is rewarding,” said Merida.

“**Our community is better because of all the great services that the Health Care Agency provides.**”

The DUI and Court Program's peer award recognizes the program's shining stars and highlights their photo and accomplishments at each of the court locations where DUI and Court Program staff are stationed.

Workshop Prepares Pediatricians for Disasters



Pictured (left to right): Kent Lee (CHOC), Carolyn Khong (CHOC), Wendi Gornick (CHOC), Dr. Eric Dzubian (CDC), Calvin Fakkema (CHOC), Dr. Michele Cheung (HCA HDM) and Dr. Felice Adler (CHOC).

When a small group of Orange County pediatricians were surveyed before attending a disaster preparedness workshop, results revealed that 45% of respondents had a personal or family disaster plan, 45% had a personal or family disaster supply kit, and only 21% had an office disaster kit.

To better help pediatricians prepare and respond to disasters when caring for patients and their own families, a half-day workshop was held earlier this year that focused on three scenarios: an earthquake, pandemic and office shooting.

Featured speakers included Dr. Eric Dzubian, Centers for Disease Control and Prevention (CDC) Children's Preparedness Unit Team Lead, Health Disaster Management staff **Dr. Michele Cheung** and **Jason Beach** and Detective Victor Ojeda from the Huntington Beach Police Department. Attendees learned about children's disaster preparedness, office and personal preparedness including workplace violence awareness and reporting, and also had the opportunity to hear about volunteering through the Medical Reserve Corps to serve as disaster health volunteers.

As a result of the workshop, many pediatricians who attended stated that they were more likely to go to work during a disaster, learned useful tools to improve personal and family preparedness, and were interested in signing up for the Medical Reserve Corps to help out during a disaster.

During his visit to Orange County, Dr. Dzubian also met with HCA staff involved in disaster preparedness and toured Children's Hospital of Orange County to hear about pediatric disaster planning.

"It was truly impressive to see the planning that HCA has made for disaster preparedness. There are some innovative practices here that could be valuable to share with other counties that may not have access to the level of experience in Orange County," said Dr. Dzubian. "Having a Kids in Disasters Working Group is a best practice that should be replicated in local jurisdictions across the country. This allows children's needs to be incorporated into all levels of the planning process, and helps assure that they will not be excluded when unexpected disasters arrive."

As part of the Kids in Disasters (KIDs) Working Group's medical surge planning efforts, HCA has been working with the local American Academy of Pediatrics chapter to educate community pediatricians about disaster preparedness. Next steps include planning of additional workshops for the local pediatricians and providing educational material at chapter meetings. For more information, visit the [KIDS Working Group](#) website or contact Dr. Michele Cheung at mcheung@ochca.com.

Breaking Through 'Red Tape'



Together, Anna Peters, Director of Administrative Services and QSEP's Executive Sponsor, and Rebecca Siddiqui, Six Sigma Facilitator, have enabled the following staff pictured (left to right) to complete Six Sigma training this year: Natalie Anastasi-Perea, Delia Zelaya, Jimmy Castellanos, Edith Knott, Roland Tabangin, Jenny Lu, Shawn Noss, Trisha Ly, Leslie Sorrells and Nicole LeMaire.

The Health Care Agency's (HCA) Quality and Service Excellence Program (QSEP) is eager to help you work smarter, not harder to eliminate the 'red tape' in your division.

Built upon the principles of Six Sigma, a quality improvement theory, the QSEP aims to train staff on strategies that encourage collaborative team efforts to identify and eliminate redundant and unnecessary processes in the workplace.

Six Sigma was developed by Motorola in 1987 and is based on performance measures in five key processes: Define, Measure, Analyze, Improve and Control. Each step allows us to identify work processes that don't add value (known as inefficiencies) and find more productive ways to get the job done without eliminating positions.

“ I found tremendous value in learning how to adapt the methodology of Six Sigma to the business side of what we do here at HCA for the overall benefit of our clients. ”

– Delia Zelaya, Administrative Manager I

They spent a total of 24 hours in classes facilitated by Cal State University at Fullerton (CSUF) and time outside the classroom working with their teammates. Each team worked with subject matter experts from areas throughout the Agency to better understand current processes in order to determine root causes of problems and ultimately provide recommendations that were presented to management.

If you are interested in learning more about Six Sigma, please contact Rebecca Siddiqui at rsiddiqui@ochca.com or (714) 834-2213.

Get A Free Flu Shot from Employee Health Services

Influenza vaccination is the most effective way to prevent “the flu” and can protect you, your family and fellow co-workers from serious illness. Employees are encouraged to get a free seasonal flu shot at [Employee Health Services \(EHS\)](#) located at 600 W. Santa Ana Blvd., Ste. 405 in Santa Ana on Mondays, Wednesdays or Fridays from 1 p.m. to 3 p.m.

Flu shot clinics that are being held at several County buildings start this month, view the schedule [here](#). An emergency preparedness exercise on October 14 from 11 a.m. to 1 p.m. in Buena Park and Placentia will also provide free flu shots and is open to the public. For details, view the flyer [here](#).

If you cannot take advantage of the County program, we encourage you to seek vaccination from your health care provider or at one of the many community locations offering the vaccination. Pharmacies that also provide flu vaccinations can be found online at <http://flushot.healthmap.org/>.

This year’s flu vaccine provides protection against influenza A and B viruses that are most likely to circulate in the upcoming season. Be sure to take precautions this flu season to prevent the spread of influenza and other infections. Wash your hands frequently with soap and water, and be sure to cover your nose and mouth with a tissue if you cough or sneeze.

For more information, call EHS at (714) 565-3780 or email ehs@ochca.com.



OCTOBER Health Observances

National Breast Cancer Awareness Month	
National Bullying Prevention Month	
Mental Illness Awareness Week2-8
Walk to School Day5
World Food Day16
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National Red Ribbon Week23-31

Connect with Us

The **what’s up** newsletter is created and distributed monthly by the team listed below. Please call (714) 834-2178 with any suggestions or comments.

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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



What's in Your Medicine Cabinet?

The Health Care Agency (HCA) will join local law enforcement and community partners in promoting the collection of expired, unused or unwanted prescription medications in support of the U.S. Drug Enforcement Administration's (DEA) "National Take Back Day" on Saturday, October 22.

According to results from the 2015 National Survey on Drug Use and Health, the most common source for the last prescription pain medication misused by individuals over age 12 in the past year belonged to a friend or relative. Folks can help prevent this from happening by disposing of unwanted prescription medications at this special event from 10 a.m. to 2 p.m. at more than 30 locations throughout Orange County.

The service is free and anonymous with no questions asked. To locate a collection site in your area, please visit the DEA's website [here](#). To learn more about drug abuse prevention efforts in Orange County, visit <http://ochealthinfo.com/adept>.



Since "National Take Back Day" first started in 2010, Orange County residents have dropped off 54,000 pounds of unused prescription medications for safe disposal – about the weight of a large, full garbage truck.

Welcome to

Uplift

a feature designed to bring each edition of our newsletter to a close with something that inspires you.



//



"Each year our family heads on a trek to Yosemite. The time there is refreshing and leaves us in awe of the beauty in the world. Matthew, Katie and Gracie look forward to our excursion and help select the hikes we do there each year."

– Eric Lingren, Physical Therapist II,
California Children's Services

//

“Roses for no reason from a thoughtful colleague and a gorgeous pashmina from another colleague’s recent trip to Prague, remind me of how beautifully rich life can be!”

– **Bergit Englund Giri**, Compliance Auditor,
Office of Compliance



//

“My upcoming retirement is not stopping or rotting, I view it as action and fulfillment. This beautiful jacaranda tree-lined street in Santa Ana inspires me to spread my wings, soar and make my dreams come true.”

– **Juan Montes**, Health Education Associate,
Family Health Division/Nutrition Services
– Women, Infants and Children Program

“Throughout my life, I have noticed that happy people have the most friends and, like a pebble skipping across a pond, the ripples spread that happiness to many others.”

– **Anne Fialcowitz**, Web Developer,
Health Policy, Research & Communications



What inspires you? Would you like to share a motivational quotation, photograph you’ve taken of something beautiful – even a fitness tip or healthy recipe – with Uplift for consideration? If so, send it via email to tlandquist@ochca.com, and please be sure to include your job title, division name, and a sentence or two about why it moves you. Please know that not all submissions will be used; decisions are at the discretion of HCA Communications.



DIRECTOR'S MESSAGE

I've got some good news to share about a really tragic situation that's been making national headlines – an outbreak of infection related to the on-site water system at a pediatric dental office in Anaheim.

Here's the background:

More than 50 children have been hospitalized this year after undergoing a pulpotomy procedure or "baby root canal" that exposed them to Mycobacterium and led to a serious infection that is very difficult to treat. Before happening here in Orange County, this type of [outbreak](#) has only been seen [once](#) in recorded U.S. history.

HCA's Public Health Services (PHS) team has led the related investigation and response with care and around-the-clock dedication, and our Public Health Officer Dr. Eric Handler issued a legal order that has stopped the office from using its on-site

... continued on page 2

IN THE SPOTLIGHT

Highlighting the People and Programs Serving our Mission

Traumatic Injury Leads to Healthcare Career

After being hit by a motorcycle while riding his bicycle at the age of 10, **Jason Austin**, Behavioral Health Services (BHS) Navigation Services Administrative Manager II, experienced a traumatic brain injury that left him paralyzed and with memory loss. His strong will helped him regain his ability to walk and he became dedicated to pursuing a career where he could help others.



Jason Austin, Administrative Manager II, BHS Navigation Services

And with 15 years of service with the Health Care Agency, Jason is doing just that today by overseeing the BHS Navigation Division that includes the BHS Information and Referral Line ([OCLinks](#)), BHS Outreach & Engagement (O&E) Team, Office of Family and Consumer Affairs, BHS Veterans Services and OC ACCEPT Program, which serves the behavioral health needs of the LGBTQI community.

Jason has a wealth of knowledge and extensive experience in working with children and youth, youth in the juvenile justice system, and adults and older adults as a Licensed Marriage and Family Therapist.

One of Jason's recent projects was to administer the [2016 Orange County Civic Center Survey](#) to get a snapshot of the number of homeless living in the area and the needs of that population. While engaging folks at the Civic Center on August 23, Jason's quick thinking, responsiveness and professionalism helped one homeless individual receive immediate behavioral health services that day.

"I had known this person for many years and felt personally responsible to link them to services," said Jason. "I ran four blocks to help engage this individual since I knew they trusted and remembered me."

... continued on page 2

Director's Message

continued from page 1

water system (the source of the bacteria) for any dental procedures until it has been completely removed and replaced to his satisfaction.

Many of the impacted kids, ages three to nine, have required surgery, two months of IV antibiotics, plus an additional two to four months of oral antibiotics, and are being treated at the Children's Hospital of Orange County (CHOC).

So what's the good news?

The OC Board of Supervisors demonstrated vision and leadership by approving our agenda item last week to donate \$150,000 to CHOC that will help some of these patients get a medication – Clofazimine – that could really help their recovery. Because Clofazimine hasn't been approved by the Food and Drug Administration (FDA) for use in these types of cases, CHOC truly needs this funding to pay for additional staff to power through the volumes of paperwork and review processes required to receive FDA authorization for each and every child who could benefit from the therapy.

It's not every day that the County makes a donation like this, so we should all be proud that we're meeting a true public health need here and doing everything we can, including finding new and creative solutions, to turn this situation around.

Sincerely,



Mark Refowitz
Director, OC Health Care Agency

Traumatic Injury Leads to Healthcare Career

continued from page 1

This particular individual caught Jason's attention because this person was formally an active member in the mental health community who was experiencing an onset of difficult symptoms, and was now homeless living in the Civic Center. With the help of HCA's behavioral health programs like the BHS Outreach and Engagement Team, TAO Full Service Partnership and TREEhouse, an adult crisis residential program, Jason was able to get this person quickly linked for treatment and temporary housing.

With his continued contributions to BHS clients and dedication to HCA, it should come as no surprise to readers that Jason Austin was nominated by his colleagues and selected as October's [Peer-to-Peer](#) award winner. Congratulations, Jason!



'Zoo-tastic' Event Builds Staff Rapport

Monkeys, camels and guanacos, oh my! These Santa Ana Zoo animals, along with many others, set the backdrop for a recent team building event to bring Health Care Agency support staff members together to develop camaraderie and offer an informal setting for all to get to know each other.



The event was a great opportunity to welcome new support staff to the HCA family and also learn how everyone could work together to make the work they do more collaborative and efficient. Pictured (left to right): Lisa Alford, Yolanda Hernandez-Obillo, Lauren Waits, Cristina Sosa, Adriana Edwards, Cenia Robinson, Denise Westrick, Erica Moojen, Cheryl Rowe, Faith Morrison, Leila Kamareddine and Marsi Hartwell.

... continued on page 3

'Zoo-tastic' Event Builds Rapport Amongst Support Staff
continued from page 2

Putting a face to a name is always helpful when you work in an agency with 2,500 employees that are stationed at many sites throughout Orange County. The event offered an opportunity to do just that for 14 staffers and also provided a way for them to get to know individual personalities by encouraging communication and fostering trust.

"The fun atmosphere made it easier to open up and share information about ourselves," said **Yolanda Hernandez-Obillo**, Secretary I for Correctional Health Services.

It's been known that the most successful team building events are those that don't feel like a day at the office. With the sights and sounds at the zoo, this event proved to be just that and left attendees with an unforgettable and positive experience.

“ A networking event like this allows us to feel part of a team and create better relationships in the office. ”

– **Yolanda Hernandez-Obillo**,
Secretary I for
Correctional Health Services

WHAT YOU NEED TO KNOW TOPICS AND TRENDS IN THE NEWS

5 Things You Need to Know About West Nile Virus

- 1 West Nile Virus (WNV) is most commonly spread by the bite of an infected mosquito. It was first detected in the United States in 1999 and is well established in most states, including California. WNV season starts in mid-summer and continues through the fall.
- 2 About 80% of people infected with WNV have no symptoms. Mild symptoms like fever, headaches, body aches and fatigue usually pass on their own. More serious symptoms of West Nile Neuroinvasive disease include severe headaches, neck stiffness, confusion, muscle weakness and vision loss.
- 3 A La Habra woman in her 60s recently became Orange County's first death associated with WNV infection in 2016. Read the OC Register story [here](#).
- 4 The easiest way to avoid West Nile is to prevent mosquito bites. Mosquito control information is available on the Orange County Vector Control website at www.ocvcd.org.
- 5 People who are over 50 years of age and those with underlying medical conditions are at increased risk of serious complications. Recommended precautions are available online at www.ochealthinfo.com/westnilevirus.



At a Glance Depicts Our Story

Do you ever get asked what we do here at the Health Care Agency (HCA)? To help you answer this question, HCA Communications developed *At a Glance*, a brochure that uses storytelling and imagery to tell our story.

This new brochure takes the reader on a colorful journey along a roadmap that paints specific pictures about the ways we:

- Give new families a great start
- Help those who've served
- Save lives
- Combat stigma
- Safeguard privacy
- Prevent the spread of disease
- Promote safety and prevention, and
- Protect health

To view *At a Glance* online, please click [here](#); or to request hard copies, call HCA Communications at (714) 834-2178 or email HCAComm@ochca.com. If you're traveling or visiting your local library, our brochures are also available at [John Wayne Airport and all Orange County Public Libraries](#).



POD Exercise Prepares Orange County Cities for Disaster Response

Tune in to the Discovery Channel next fall and learn how our Point of Dispensing (POD) exercises prepare our community in the event of a disaster.

The Discovery Channel commissioned a documentary film crew to capture our annual POD exercise that occurred last month in Buena Park and Placentia. They are filming a mini-series called 'Virus' in which our POD Exercise will be featured in the 'Smallpox' episode airing in fall 2017 to show how medication travels from the Strategic National Stockpile to the public in an emergency.



Jeremy Harris from the HDM team participated in the Discovery Channel interview at our Health Strategic Operations Center.

"Our annual exercise provides us with the opportunity to strengthen our ability to respond, validate our plans and more importantly, identify areas for improvement," said **Alison Kellman**, Cities Readiness Initiative Coordinator. "The big picture is, if a health emergency occurred, the County of Orange can feel confident that our POD sites will be activated in a timely and efficient manner, ensuring that our 3 million residences and visitors are taken care of."

For this exercise, our Health and Disaster Management (HDM) team coordinated two POD sites: Buena Park Civic Center and Church of Jesus Christ of Latter Day Saints in Placentia. Volunteer nursing students provided a total of 374 flu vaccines at either a drive-thru or walk-up clinic.

You may be wondering, what is a POD? A POD is a model, developed as a result of the anthrax mailings that occurred post September 11, 2001, for dispensing medication to the community in the case of a health and/or medical emergency. For more information about HDM activities, visit healthdisasteroc.org. To view exercise photos, click [here](#).

Transitional Center for Civic Center Homeless Opens

The homeless who live in Santa Ana's Civic Center now have a place to take shelter at the former Santa Ana Transit Terminal, renamed "The Courtyard," that opened on October 5.

HCA Director **Mark Refowitz** invited staff who work at our HCA headquarters building to a Townhall gathering inside The Courtyard before it opened to learn more and ask questions from Director of Care Coordination **Susan Price** and representatives from the Midnight Mission.

“Attending the Townhall was a great opportunity to see what The Courtyard looks like inside, and to hear about the variety of services and resources that the homeless can receive there.”

– **Curt Condon**, Planning and Research Manager

As operators of the 24-hour transitional center, Midnight Mission and City Net provide expanded services including shower facilities, additional restrooms, permitting and inspections of food provided by community groups.

The center also offers a safe place where mental and physical health programs, referrals for housing, job training, veterans assistance and more are available. It also offers temporary shelter during inclement weather.

The Orange County Board of Supervisors recently selected Mercy House to operate a new 200-bed year-round emergency shelter and multi-service center at Kramer Place in Anaheim, scheduled to open next year, as well as operate seasonal cold-weather shelters at National Guard armories in Fullerton and Santa Ana.

More information on the emergency shelter in Anaheim and the cold-weather program is available [here](#).

THE COURTYARD
HOMELESS TRANSITIONAL CENTER

DONATION ITEMS NEEDED

- COFFEE GROUND
- COFFEE CLIPS AND STIRRERS
- COFFEE CREAMER (CONTAINERS OR PACKETS)
- SUGAR (CONTAINERS OR PACKETS)
- COFFEE/JUICE CUPS (8-8OZ)
- LARGE TRASH BAGS (FOR CLOTHING)
- CUP OF NOODLES OR OTHER "ADD HOT WATER" MEALS
- NEW OR GENTLY USED BATH OR HAND TOWELS
- FULL-SIZED SHAMPOO AND BODY WASH
- TRAVEL-SIZED TOILETRIES
- NON-PERISHABLE SNACKS
- WATER BOTTLES

*Drop off items at the entrance of The Courtyard (900 W. Santa Ana Blvd., Santa Ana, CA 92701) or contact us at the information below.

CONTACT INFORMATION:
714-494-9418
VOLUNTEER@CITYNET.ORG
FOR AN ONGOING LIST OF NEEDS GO TO WWW.CITYNET.ORG
AND CLICK ON "THE COURTYARD IN SANTA ANA."

Non-Profit ID: 37-1162426



The Courtyard Townhall

New Custodian of Records Database Streamlines Requests for Medical Records

Did you know that HCA's Custodian of Records (COR) office processes more than 4,000 requests per year for copies of medical records that are held at 80 HCA locations throughout Orange County? To make processing these requests more efficient, COR partnered with HCA IT to launch a new web-based database called the COR Electronic Navigator (CEN).

A few years ago IT was tasked with the challenge to create a well-organized database that was also safe to transmit medical and mental health record requests to multiple HCA sites, track the status of each request and also flag those that are due or past due. The result is a custom designed CEN database that is also compliant with the Health Insurance Portability and Accountability Act (HIPAA) to protect the privacy and security of patient health information and also meet strict state and federal guidelines.

Several HCA staff members tested the database in July and noted that CEN makes it easy to navigate through each step in processing requests for records. **Celia Ochoa**, Office Supervisor D at Behavioral Health Services uses CEN at the Santa Ana clinic and commented that "CEN is "user friendly and was very easy to learn." Current database users found that having a "queue" is especially useful to



view all pending requests for records, as well as all actions that program staff and COR have made regarding that specific request. IT also included a number of helpful features including reporting, letters, subscriptions and email notifications.

By the end of 2016, all HCA programs that process medical and mental health records through the Custodian of Records office will be using CEN. More information about the COR office that is part of HCA Administrative Services/Management Services and the CEN database is available [here](#).

Open RRA's Assigned to Me		View List			
	Stage	Records-For	Requestor	Due	
211143-06	A.75	Name	Self	Sep 30 3d+	
210008-03	A.60	Name	Irvine Health Care	Oct 3 today	
210015-01	A.40	Name	OC Public Defender	Oct 10 7d	

The CEN queue shows all open requests, as well as information about when it's due or overdue.



Report Provides Comprehensive Look at Orange County's Older Adult Population

Did you know among Medicare beneficiaries 65 years and older, more than 25% have diabetes and more than 50% have high blood pressure?

A new [Orange County Older Adult Profile](#) report released by the Orange County Healthy Aging Initiative (OCHAI) provides an overview of key health, social and economic indicators that impact the health and well-being of Orange County older adults and aims to raise awareness about the needs of this growing population.

Many of the indicators in the report are available on the electronic [Orange County Older Adult Dashboard](#), launched earlier this year. The dashboard provides information on over 70 indicators, including but not limited to: income, health, housing, insurance coverage and nutrition, for older adults in Orange County.

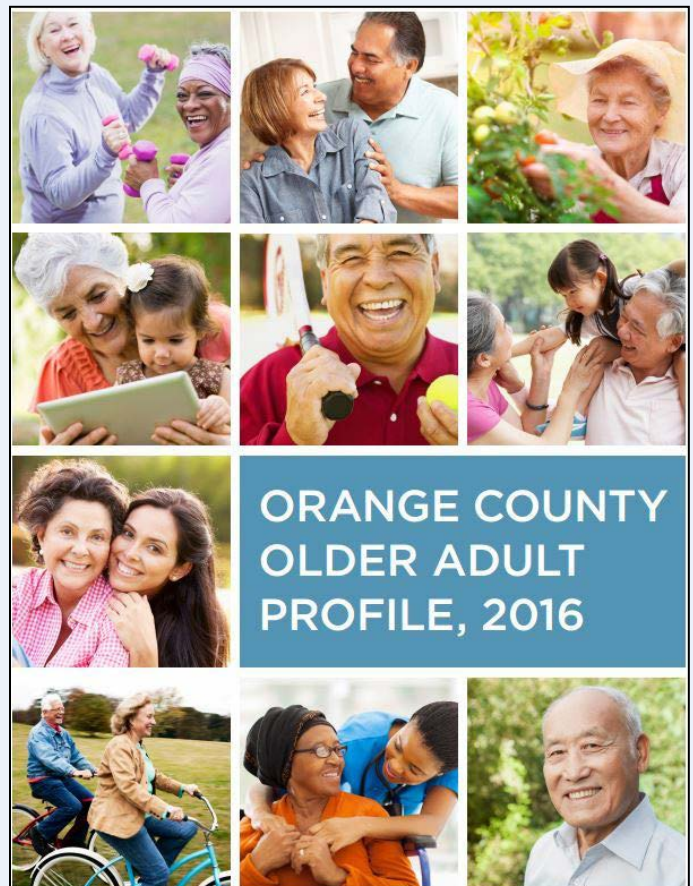
As a whole, Orange County's adult population appears to be doing well compared to the state and/or nation for many indicators, but there are some areas of concern that include:

- **Among older adult heads of household, 22% of couples and 44% of singles do not have sufficient income for basic necessities as measured by the Elder Economic Security Index.**
- **There were over 1,500 substantiated reports of elder abuse in 2014, a 56% increase from 2005.**

OCHAI was formed in early 2013 by HCA's Public Health Services division and Center for Successful Aging at Cal State Fullerton and now includes a range of public and private agencies working with older adults in Orange County. View the complete Orange County Adult Profile, 2016 [here](#).

“ This is the first comprehensive look at seniors that the County has led in collaboration with public, private and nonprofit partners who serve this population, in nearly 15 years. ”

– Dr. Helene Calvet,
Deputy County Health Officer
and OCHAI Co-Chair



Health Care Agency and John Wayne Airport Test Outbreak Response

John Wayne Airport (JWA), a gateway that more than 10 million people travel through each year, was the focus of a recent disaster preparedness exercise that tested our response capabilities to a communicable disease outbreak.

HCA Health Disaster Management (HDM) collaborated with JWA and the Orange County Fire Authority (OCFA) to review and update the JWA Communicable Disease Response Plan by holding a tabletop exercise earlier this year that included discussions on notifications and airport response in various scenarios.

A total of 49 representatives from key agencies and organizations that included HCA, JWA, Orange County Sheriff's Department (airport police), OCFA, the Centers for Disease Control and Prevention Los Angeles Quarantine Station, Customs and Border Patrol, Transportation and Security Administration, California Department of Public Health,



CDC Medical Officer Kara Tardivel MD, MPH presents at JWA

Care Ambulance, and airline carriers participated in the exercise.

As a result of the exercise, the plan was updated to include reference documents to assist with notification, screening of passengers and understanding of the legal authority of different agencies during a response.

HCA has been collaborating with JWA on their communicable disease response plan since avian influenza H5N1 surfaced over 10 years ago. The tabletop exercise is just one of the many activities HCA has conducted with community partners to prepare for public health emergencies. For more information on communicable disease response planning, contact Dr. Michele Cheung at mcheung@ochca.com.



With recent international outbreaks of Ebola and Zika, as well as local outbreaks of travel-related diseases like measles, Public Health Services has no community partner more important than John Wayne Airport.



– Dr. Matt Zahn, Medical Director of Epidemiology and Assessment

COMPLIANCE CORNER



Compliance Activities Are Headed Your Way

This November, join the Office of Compliance (OOC) in celebrating [Corporate Compliance & Ethics Week](#). During the week of November 6-12, the OOC is hosting activities to increase compliance awareness and highlight the importance of following federal and state regulations.



Keep an eye out for daily games where three lucky winners will have a chance to win a bag of goodies each day. A meet and greet will also be held during the week to invite staffers to get to know HCA's Compliance team and have the opportunity to enter a drawing to win a grand prize.

HCA's Code of Conduct and annual Compliance Trainings are designed to educate and provide guidance to all employees about their role in understanding following certain laws and regulations. To learn more, visit the [HCA Office of Compliance](#) or send an email to officeofcompliance@ochca.com.

Welcome Aboard!

New to the Office of Compliance is HCA Privacy Analyst **Gary Tran**. Gary will work in partnership with Privacy Analyst **Nikoo Tabesh** to assist HCA with the management of privacy concerns. Gary is a licensed attorney who brings extensive experience with the Health Insurance Portability and Accountability Act, managing and investigating breaches, and conducting trainings. He also has a strong background in information technology security and is certified in Healthcare Privacy Security from the American Health Information Management Association. Gary can be reached at (714) 834-4384 or via email at gtran@ochca.com.



Gary Tran, HCA Privacy Analyst

You Spoke, We Listened – HCA Communication Survey Results Are In!

Our research team surveyed, you spoke, we listened and made improvements to the What's Up newsletter based on your HCA Communication Survey feedback.

Thank you to all staff who participated in the HCA Communication Survey earlier this year. Upon analyzing and publishing the results this past September, we are excited to see that 82% of HCA employees read What's Up and of that 82% more than 75% read most or all of the newsletter. In the survey, we read a few critiques that we've since addressed in the latest editions of What's Up.

Critiques

- **What's Up should spotlight different departments or programs**
- **More acknowledgements given to staff across the Agency**
- **Reduction in article length**

Since the results were tallied, we've ensured that all service areas have the opportunity to be included in every monthly edition of What's Up. Furthermore, we work with staff to brainstorm articles so that our divisions are equally represented.

For our monthly employee spotlight, we have varied the features so staff throughout the agency has the opportunity to have their story told. In some editions, we have even included two employee features to ensure we are acknowledging the great work of our HCA team regardless of where they are located.

Additionally, as we continue to draft future editions of What's Up, we are keeping article length in mind and do our best not to exceed one page per article. We appreciate your valuable responses and always welcome your feedback.

Read the complete Communications Survey results [here](#).

SERVICE AWARDS

On behalf of the Health Care Agency Executive Team, we extend our heartfelt congratulations to each of you for your years of service to our department and the County of Orange.

2016 Third Quarter Service Awards (July 1 – Sept. 30 Hire Dates)

40 Years

Linda Rappaport

35 Years

Janis Carlson

30 Years

Allen Baker

Eileen Endo

25 Years

Marisela Barcenas-Cabrera
Linda Booth

Jesusita Chavez
Elvia Duran
Bruce Freeman

David Guerrero
Cynthia Lambrecht
Lydia Mikhail

Loan-Anh Pham
Elizabeth Vega-Paz

20 Years

Gloria Bellino
Kimberly Drndarski
Ana Figueroa

Martha Medina-Davidson
Sarah Hoang

Elizabeth Jimenez
Alexis Moulton

Max Nguyen
Lina Vazquez

15 Years

Arnold Aleman
Allen Aloyian
Lisa Anderson
Mariana Anderson
Robert Balma
Ashley Beeney
Christina Cordova
Lance Daur

Patricia Davila
Miloni Devani
William Donavant
Thomas Gardner
Maria Gonzalez-Mayo
Leticia Hernandez
Babar Karim
Lynette Leviste

John Martinez
Camilo Medina
Liza Navarro
Nhung Nguyen
Phiet Nong
Karen Paul
Andrea Portenier
Wida Rahimi

Nick Reyes
Yvette Rodriguez
Rhonda Suite
Feliciano Tagorda
Stephanie Thomas
April Thornton
Michael Zippwald

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10 Years

Pamela Adams	Reymundo Montoya
Maricela Arellano	Megan Montrone
Denamarie Baker	Cristina Morales-Ramirez
Rita Bakshi	Michelle Munoz
Aldo Barrera	Maria Nava
Janaina Breuer	Kim Passaro
Richard Bruno	Rachel Peraino
Amber Cauble	Isabel Quiroz
Chun Chiang	Christine Read-Gomez
Jacek Cieply	Donna Rechsteiner
Clarissa Cruikshank	Laurent Repass
Betty Duong	Heather Rink-Rosas
Darron Durgin	Jeanette Rius
Gregory Fuller	Disha Sagar
Eric Handler	Rebeka Sanchez
Geniece Higgins	Kristen Schroeder
Dieu Huynh	Cheryl Sierra
Noshin Kohzad	Suzanne Smith-Ellis
Tatsuya Koyabu	Sandra Stipinas
Viviane Lam	Erica Vergara
Leticia Luna-Pinto	
Jena Mehta	

5 Years

Helene Calvet	Jenae Raineri
Rhonda Merritt	Ashley Reynolds
Son Nguyen	

NOVEMBER Health Observances

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Lung Cancer Awareness Month	
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Connect with Us

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Editors
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Jessica Good
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Lisa Alford

Designers
Chris Moreno
Anne Fialcowitz



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



Welcome to

Uplift

a feature designed to bring each edition of our newsletter to a close with something that inspires you.



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"I love exploring the beauty of our County parks like Santiago Oaks Regional Park with my Kiger mare, Mija. Many people we meet on the trail say they rarely see horses, so I'll share the trail etiquette: cyclists and hikers yield to horses. This means that to stay safe when you see a horse, please announce yourself (no, you won't scare the horse or rider), slow down, and keep your distance. If you see us out on the trail, be sure to say "Hi!"

– Rhonda Folsom, Program Supervisor,
Health Promotion Division, Every Woman Counts and
Tobacco Use Prevention Programs

//

"Volunteering has a meaningful, positive impact on your community. But did you know that it can also benefit you in many ways? Each week I volunteer 6-8 hours at a women's non-profit organization called 'Mission Made' that addresses the causes and effects of poverty by providing sustainable jobs through the sale of hand-crafted jewelry. I love reaping the rewards – reduced stress, meeting a diverse range of people, learning new skills and gaining new experiences."

– Lisa Alford, Executive Assistant, Office of the Director



//

"The Orange County Bird of Prey Center is a volunteer organization dedicated to treating and rehabilitating injured raptors and returning them to the wild. As a donor to the organization, it was such a fabulous and uplifting experience to be part of providing funding for the care and treatment, as well as gratifying to "send her off" back to her home habitat. I highly recommend partnering with this organization!"

– Kim Pearson, Deputy Agency Director, Correctional Health Services



“Friendship warms you, like nothing else can.”

– Gary Randall; submitted by **Jean Brayer**,
Office Supervisor, Health Policy,
Research & Communications



What inspires you? Would you like to share a motivational quotation, photograph you've taken of something beautiful – even a fitness tip or healthy recipe – with Uplift for consideration? If so, send it via email to tlandquist@ochca.com, and please be sure to include your job title, division name, and a sentence or two about why it moves you. Please know that not all submissions will be used; decisions are at the discretion of HCA Communications.



DIRECTOR'S MESSAGE

The holidays are here, and many of you have asked how to be of service now and in the new year to come at The Courtyard Transitional Center for the homeless.

The Courtyard has now been open for a month just adjacent to us here at 405 W. 5th St. in Santa Ana, and many incredible things have been accomplished in a short amount of time. There are several ways you can get involved to help keep this positive momentum going:

Donations are always welcome at The Courtyard. Items can be dropped off with the Midnight Mission staff at the check-in desk located near the front entrance, where donation receipts are also available. What's needed? As for tangible items: flip flops, closets and clothing racks, laundry detergent, office supplies, dog toys, and

... continued on page 2

IN THE SPOTLIGHT

Highlighting the People and Programs Serving our Mission

Kudos to Our Award-Winning Colleagues

What do two Health Care Agency staffers from different service areas both have in common? Recent recognitions that bring honor to the department as a whole. Read their individual stories below and congratulate them in person if you get the chance!

Kim Pearson

Congratulations to Correctional Health Services (CHS) Deputy Agency Director **Kim Pearson** on being selected as a 2016 [Nurse.com](#) GEM Award National Winner in the Executive Leadership Category. Kim is one of five nurses from around the country who was chosen to receive this prestigious award that recognizes nursing's best and brightest.

Kim oversees a team that provides health care services to approximately 7,000 incarcerated adults and youth within the nine juvenile and adult correctional facilities in Orange County.

She's described by her colleagues as a trustworthy, experienced, inspirational leader who recognizes strengths in individuals, provides opportunities for people to showcase these strengths and continue to grow professionally.



Kim Pearson, Deputy Agency Director, Correctional Health Services

... continued on page 2

Director's Message

continued from page 1

and fencing for a new dog run, blankets, bus passes, toothbrushes/ toothpaste, feminine hygiene products, as well as male and female sweat pants, underwear and shoes of all sizes.

When it comes to food, requested donated items include: coffee, creamer, sugar, cases of bottled water, paper napkins and plates, plastic utensils, coffee cups, large plastic gloves, large trash bags, Ziploc and brown lunch bags, and 'just add hot water' meals.

For folks interested in **volunteering**, please contact City Net at (714) 494-9419 or volunteer@citynet.org.

To learn more about additional ways you can help warm hearts and homes for Orange County residents in-need, including children in the foster care system, please keep reading for a special story on page 5.

Thank you, and all my best to you and your family for a healthy and happy holiday season.



Mark Refowitz
Director, OC Health Care Agency

Kudos to Our Award-Winning Colleagues

continued from page 1

Dr. Sam Stratton



Dr. Sam Stratton, Medical Director, Orange County Emergency Medical Services

With his vast experience, knowledge and contributions to the emergency medical system, it's no surprise that Orange County Emergency Medical Services (EMS) Medical Director **Dr. Sam Stratton** was named 2016 EMS Medical Director of the Year by the California EMS Authority.

Dr. Stratton's notable contributions to the EMS system in Orange County include overseeing an expansion of the cardiovascular receiving center system; developing policies and procedures that led to the creation of a stroke neurology receiving center system; and developing an electronic patient care report system, to name a few.

“**He's been very instrumental and pretty much been a pioneer for emergency research.**”

– **Marvin Birnbaum**, chairman of the board of directors for the World Association for Disaster and Emergency Medicine

Since 1978, Dr. Stratton has served in various EMS leadership roles throughout his career that have included assistant director, director, medical director, educator, practicing physician, committee member and author. He also received global praise for his work in research and developing services for emergency medicine and public health. Read the OC Register article [here](#).

Correctional Health Services Staff Leave Inspectors “Impressed”

From handling emergency medical situations in James A. Musick to hosting United States Immigration and Customs Enforcement (ICE) inspectors (or doing both simultaneously as they did this past October!), Correctional Health Services (CHS) staff are always prepared.

Because immigration detainees are housed at Orange County Sheriff’s Department (OCSD) facilities, ICE conducts annual inspections to ensure facilities and medical care meet Performance Based National Detention Standards (PBNDS). For CHS staff, ICE inspections typically occur over a three-day period and require staff to explain our policies and how we meet the nearly 100 medical-related PBNDS, provide tours of the four facilities that house immigration detainees and conduct random chart reviews of detainee patients. Across the four facilities, and per contract with ICE, there are 838 beds set-aside for immigration detainees.



During the inspection of the James A. Musick facility this year, the ICE inspectors had the opportunity to see both OCSD and CHS staff in action—responding to an emergency medical situation with a detainee. Staff’s seamless response left an outstanding impression on their guests. In their close-out briefing, the inspectors mentioned that they were very impressed with the response from both the medical and security staff, and were actually writing a letter acknowledging accolades for staff involved, something they rarely do.

CHS expects to receive results within the next 3 – 6 months though they’ve always passed with flying colors. For more information about the ICE inspection process or the PBNDS standards, visit <https://www.ice.gov/detention-management>. Thank you for the great work, CHS staff!



James A. Musick Facility

“ In Correctional Health, we always ensure we’re inspection ready at all times through continuous policy revision and staff education. We maintain excellent collaborative relationships with the OCSD ICE Compliance Team, as well as our ICE health and custody counterparts. ”

– Kerri Musgrave, Correctional Health Services Program Manager

Meet our Medical Doctors

We've asked many of our doctors at the Health Care Agency to tell us what inspires them to practice medicine and what the public might be surprised to learn about their meaningful work.

Last month we introduced you to these talented doctors:

- “My colleagues inspire me. Our whole clinic is a cohesive team working together to help our clients get better.” Learn more about the Westminster Clinic from **Dr. Joseph Chen**, one of our Behavioral Health Services psychiatrists, by watching his video [here](#).



Dr. Joseph Chen, Psychiatrist, Behavioral Health Services

- Do you know what family health services we have available in Orange County? Listen to **Dr. David Núñez**, Family Health Medical Director, describe the variety of programs available to OC children and families that promote good health and wellness by watching his video [here](#).

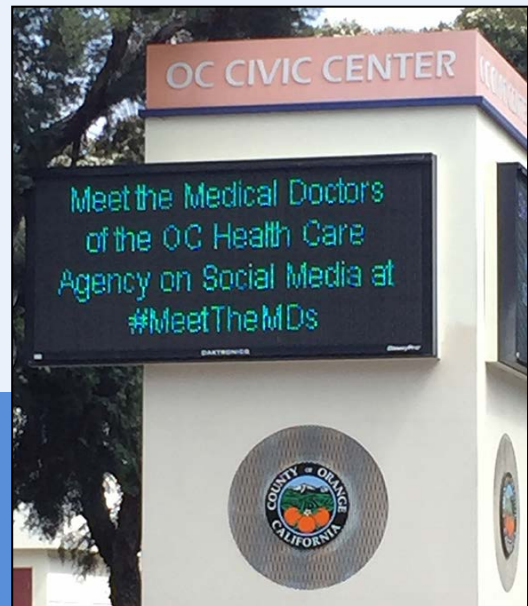


Dr. David Núñez, Family Health Medical Director

- Learn about the diverse pediatric patient population **Dr. Anna-Lisa Stonehill**, a Behavioral Health Services psychiatrist, serves in Orange County by watching her video [here](#).



Dr. Anna-Lisa Stonehill, Psychiatrist, Behavioral Health Services



This month, we're introducing our last set of MDs on social media. To find out who, follow us on [Twitter](#), [Facebook](#) and [YouTube](#).

Make Safety the Key Ingredient to Your Holiday Meals

When preparing meals this holiday season, avoid the risk of dishing-up a foodborne illness to family and friends by ensuring that food safety is a top priority.

Safety starts with your grocery store purchase and continues with proper food preparation and handling. It should also play a key role in how you cook, serve and store your turkey along with other meats and traditional side dishes.

To help get your holiday meal prep and baking safely underway, Environmental Health's Food Protection program created a comprehensive [Holiday Food Safety](#) guide. Here's a sample of some of the helpful tips available:



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.

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.

Check out more holiday food safety tips [here](#) or view an informative [Food Safety Tips](#) video. To learn more about Environmental Health's Food Protection program, visit www.ocfoodinfo.com.



'Shark Tank' Challenge's Second Year Yields New Projects

Congratulations to the 2016-2017 Shark Tank recipients! This challenge encouraged Health Care Agency staff to pitch projects that align with goals in the Public Health Services (PHS) [Strategic Plan](#) and [Orange County Health Improvement Plan](#) to receive funding.

After submitting written proposals and presenting the projects to the “sharks” (PHS Deputy Agency Director **David Souleles**, Administrative Services Director **Anna Peters** and PHS Chief of Operations **Donna Fleming**), the following projects were awarded funding:

Prenatal Care Campaign (\$25,000): The Family Health Division will lead the Orange County Perinatal Council in implementing a countywide campaign to increase awareness about the importance of accessing early prenatal care and preconception health.

Breastfeeding Provider-based Initiative (\$5,000): The Family Health Division will also develop a partnership between the Orange County Perinatal Council and the Community Perinatal Network to educate prenatal care providers about key messages to support breastfeeding week-by-week during the prenatal period. This includes client friendly materials in English, Spanish and Vietnamese that can be accessed online.

Diabetes Prevention and Management (\$40,000):

The Public Health Nursing Division will bring in a Certified Diabetic Educator to assist the division and the Orange County Diabetes Collaborative in promoting common messages and best practices to prevent and address diabetes. This includes creating a matrix of resources available to those at risk for, or living with, a diabetes diagnoses. Training will also be provided to division nurses to implement best practices.

Health Equity Training (\$20,000): Staff from the Health Promotion Division will be coordinating trainings to help Public Health Services staff better understand implicit biases, racial anxiety and stereotyping threats. These workshops will help to address core values related to health equity identified in the PHS Strategic Plan and Orange County Health Improvement Plan.

To learn more about the 'Shark Tank' challenge, please click [here](#).



Public Health Services modeled the 'Shark Tank' Challenge after the NBC network show *Shark Tank* in which entrepreneurs pitch their business ventures to a panel of investors.



Compliance Celebrates Corporate Compliance & Ethics Week

HCA's Office of Compliance (OOC) celebrated [Corporate Compliance & Ethics Week](#) by providing staff with information and fun activities designed to highlight key compliance topics during the week of November 6-12.

Daily activities featured a fill-in-the blank quiz, word search and selfie photos with Compliance or Health Insurance Portability and Accountability Act (HIPAA) posters. The week concluded with an opportunity to meet the Compliance team and a chance to spin a wheel to test compliance knowledge.

The OOC received more than 275 qualifying daily activity entries that were entered into the Grand Prize drawing to win a basket filled with movie tickets, gift cards and sweet treats. Congratulations to the following winners:



The Compliance Team (left to right): Chi Rajalingam, Nikoo Tabesh, Gary Tran, Cindy Cox, Keith Olenlager and Cheryl Rowe. Not pictured is Bergit Englund.

Grand Prize Winner

- Sarah Liu

Goodie Bag Winners

- Leonard Applebaum
- Joe Guzman
- Faith Morrison
- Tracey Nguyen
- Jose Bernal
- Andrei Torres
- Sarah Nguyen
- Lotus Snook
- Thu Do

Thank you for making Compliance Week a success! Don't forget to complete your Annual Compliance Training by January 9, 2017. Click [here](#) to access the training. For any questions, please contact the Office of Compliance at (714) 568-5614.



HCA staff pose for selfies with Compliance and HIPAA posters. (Click to enlarge)

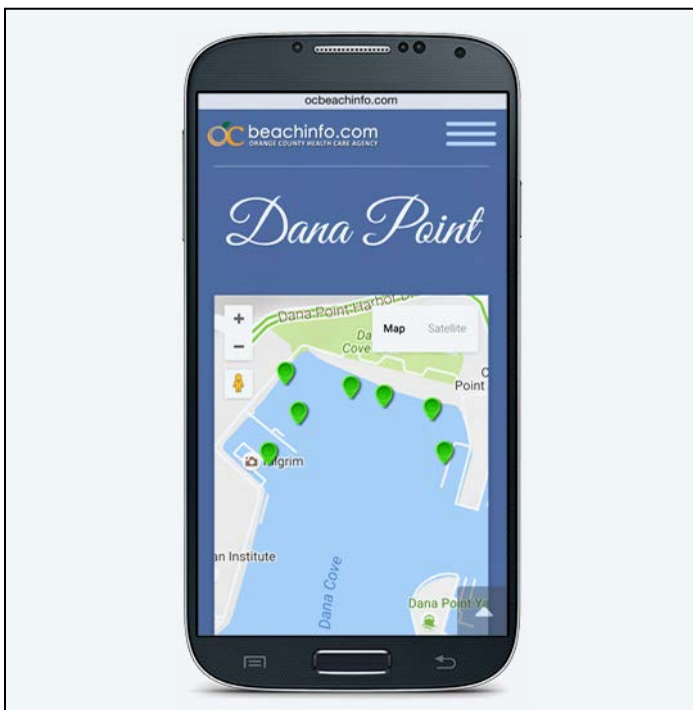
OCBeachinfo.com Optimized for Mobile Viewing

Checking out water quality information about your favorite Orange County beaches at www.ocbeachinfo.com just got simpler thanks to a responsive design update that makes content and navigation viewable from a desktop, tablet or phone.

You can also check out a 360 degree view of a beach via a drag and drop feature by clicking a pin or water posting from the page's map view. Familiar features like links to individual city beach pages, historical data, water quality reports and other useful information are now located at the bottom of the webpage for easier access.

With all the information that the website offers from maps, weather and water conditions that's now enhanced for viewing right in the palm of your hand, a bottle of sunscreen is all you'll need before you hit the sand!

Environmental Health's Ocean and Water Protection program protects the public from exposure to ocean and bay waters that may be contaminated with sewage or cause illness. Learn more [here](#).



DECEMBER

Health Observances

World AIDS Day	1
National Handwashing Awareness Week	4-10
National Influenza Vaccination Week	4-12

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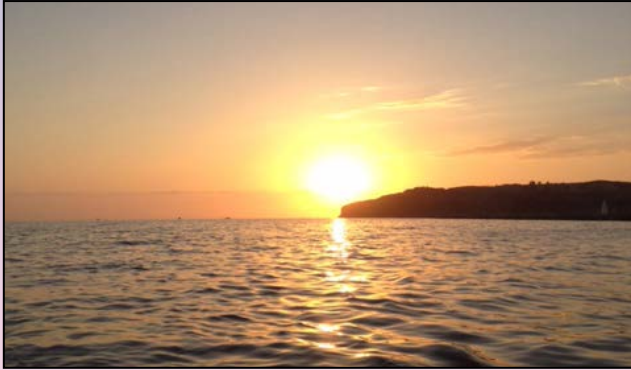
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“The sun setting at Dana Point Harbor reminds me of my favorite quote from Isak Dinesen: the cure for everything is salt water – tears, sweat or the sea.”

– Vicki Sweet, Advanced Life Support/Continuous Quality Improvement Coordinator, Emergency Medical Services

//

“A group of dedicated HCA staff and friends donned our County of Orange t-shirts and smashed the stigma of mental illness by participating in the annual NAMIOC Walk. Mary Hale, Suzi Ganey, Cenia Robinson, Tina Sampson and I hope to inspire all of you by joining us at next year’s walk. It’s a fun way to give back to the community and work on your fitness!”

– Melody Marler, Community Health Assistant II, Behavioral Health Services



//

“Spent a Sunday afternoon at ‘1,000 Steps Beach’ in Laguna Beach and enjoyed the beauty of nature right in my own backyard. This view will take you across the Pacific to the Mediterranean Sea.”

– Dr. Joanna Su, Pediatric Medical Officer, Juvenile Health Services

//

“When I adopted Bambino from a rescue, he had a fractured jaw and needed extensive surgery to repair it. He and all of the other rescue dogs that I have met inspire me with their resilience and unwavering, unconditional love.”

– Kathleen Doan, Comprehensive Care Nurse Practitioner, Juvenile Health Services



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