



DIRECTOR'S MESSAGE

February 2017 is a pretty meaningful month for me for two reasons: on one side of the coin, it's a time to commemorate a very important anniversary – it was exactly five years ago that I became the Director of the Health Care Agency; on the other, it's time to share with you – my friends and colleagues – that I've made the decision to **announce** my retirement, which will be effective March 30.

So what happens next? The County is conducting a public **recruitment** to select your next director, and I hope to have time to work with whomever is chosen in the weeks to come to ensure and support a smooth transition.

Something I'll be sure to tell him or her is this: While this position comes with operational, legal, and fiduciary responsibilities, there are three major duties to keep at top of mind. **The first is the duty to care.** You work with more than 2,500 employees at HCA and for the people of Orange County. When it comes to the folks who live, work and play here, what we do directly impacts the quality of their lives. It's important to get it right. **The second is the duty to be informed.** Read the contracts. Understand the processes. Learn

... continued on page 2

IN THE SPOTLIGHT

Highlighting the People and Programs Serving our Mission

IT Work Comes Naturally For Self-Taught Enthusiast

Richard Hassan

With a natural passion for tinkering and finding out how things work, **Richard Hassan** discovered his professional calling in the information technology (IT) field when experimenting with building his own personal computer.

Richard's IT experience stemmed from his keen interest in determining how computers function systematically, from every internal component piece to the operating software; and, with time, he eventually became really good at figuring it all out. His position at the U.S. Department of Veterans Affairs where he worked as an IT field technician and network administrator further solidified that a career in the network and computer industry was the right choice for him.

These days, you'll find Richard managing projects at HCA/IT as a Business Analyst II working with Public Health Services Radiology at the 17th Street Clinic to provide IT-related systems support as well as with Correctional Health Services serving as IT lead to support their electronic health record system.



Richard Hassan, Information Technology Business Analyst II.

... continued on page 2

Director's Message

continued from page 1

our programs. Talk with staff. Fully educate yourself and know the business. **The third is the duty to act.** If you see something that needs to change, stop, be corrected or moved forward, you must take action in partnership with our leadership on the Orange County Board of Supervisors and within the County Executive Office to help the Agency achieve its mission.

These focuses have been my compass, and I hope they will serve you as well as they have served me. Thank you for our time together, and you'll be hearing more from me soon.

Sincerely,



Mark Refowitz, Director



Drop us a line...

tell us **what's**



P.S.

As a result of the communication surveys HCA conducted, your feedback affirmed a need for employee engagement in the form of an employee suggestion program. HCA implemented the Suggestion Box on October 18, 2016. From the first day we launched the virtual Suggestion Box, comments have poured in and you've told us what's up. Many of the comments pertained to specific service areas. While respecting anonymity, I have shared suggestions with the service area directors who have carefully reviewed the comments and provided responses to your comments.

Visit the Suggestion Box intranet page at <http://intranet/admin/sb> for new responses, and please keep telling us what's up!

IT Work Comes Naturally For Self-Taught Enthusiast

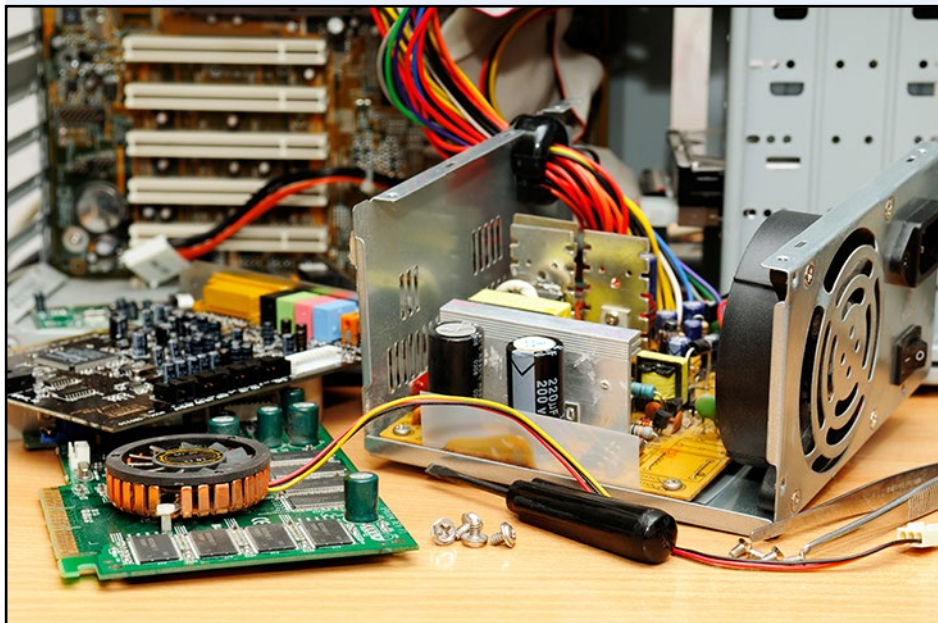
continued from page 1



Coming from a non-IT world before my career now, I understand that it's essential to provide staff with information and guidance in layman's terms when it comes to managing and organizing the projects I'm tasked with at HCA. I also do my best to educate staff about the IT aspect and provide suggestions to enhance the programs and services they provide.



– Richard Hassan,
Information Technology Business Analyst II



With his ongoing contributions to HCA and the community, it should come as no surprise to readers that Richard was nominated by his colleagues and selected as January's Peer-to-Peer award winner. Congratulations, Richard!

#MeetTheMDs – The Final Chapter

Whether it's hiking into the hills of Guatemala or riding in the back of a truck around the island of Haiti, HCA medical doctors have used their expertise to improve the health and wellbeing of people and communities around the world.



Dr. Helene Calvet, Deputy Public Health Officer

Our Deputy Public Health Officer, **Dr. Helene Calvet**, has traveled to India, Guatemala, Vietnam, the Republic of Marshall Islands, Guam and Bangladesh—to name a few—where she's either taught or practiced medicine. She attributes her interest in pursuing public health on her first trip to India while in medical school where she journeyed alongside medical students to the countryside and learned how they chlorinated wells and hosted vaccination campaigns. "It was these higher level activities that planted the seed for my interest in public health," said Dr. Calvet.

Dr. Ann Pan, one of our pediatricians, shares a similar sentiment and passion for using her medical talents worldwide to help those in need by counting, packing and administering medications, bringing mobile clinics into village settings, and more.



Dr. Ann Pan, Pediatrician

"The nice thing about medical education is that you have the opportunity to use your skills to work in areas where they may not have access to medical care," said Dr. Pan. "I've had the opportunity to go to Haiti, Thailand and Kyrgyzstan."

Learn more about Drs. Calvet and Pan's international humanitarian and volunteer efforts by watching the final installment in the #MeetTheMDs campaign [here](#), which includes a beautiful collage of photos from their trips overseas.



5 Things You Need To Know About New Car Seat Law

- 1 Effective January 1, 2017, State law requires kids to stay in rear-facing car seats until they are two years old, 40 pounds or 40 inches tall.
- 2 According to a 2007 study in Injury Prevention, children younger than 2 are 75 percent less likely to die or be severely injured in a crash when they're riding in rear-facing car seats.
- 3 Parents who break the law could face fines up to \$400. Read more about the new car seat law [here](#).
- 4 It's important for parents to know when to replace a car seat. Children have outgrown their current car seat when there is less than one inch of space between the top of their head and the top of the car seat.
- 5 HCA's Public Health Services provides free car seat inspections, classes and a whole host of car seat safety resources available [here](#).



Health Promotion Division Comes Together as One

HCA's Health Promotion (HP) division staff, who were previously housed in two different locations, now all work together in one office space and have joined other Public Health Services programs at 1725 W. 17th St. in Santa Ana.

After more than a decade of talking about bringing the division together, Health Promotion provides the same comprehensive education and prevention services at a single spot. An area previously used as clinical space that included exam tables and a bathroom was completely gutted and renovated to create newly designed office space to house a total of 35 staff, interns, giveaway items and educational materials.

"They say it takes a village, and our village people were nothing but the best to make our move to 17th St. such a success," said **Amy Buch**, Health Promotion division manager. "Many thanks go to HCA Facilities as well as OC Public Works



View the before and after photos of Health Promotion's new location by clicking [here](#).

Facilities, Information Technology staff, and the entire Health Promotion division and everyone at the 17th St. clinic for making the transition such a smooth one!"

Learn more about the Health Promotion Division [here](#) or drop by and visit their new location!

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 Fourth Quarter Service Awards (Oct. 1 – Dec. 31 Hire Dates)

35 Years

Judy Ogan

30 Years

Gema Arranda

Kevin Vann

25 Years

Gerard Aguirre

Janice Coniglio

Joseph Guzman

Patricia Stancato

Delia Aponte

Forouzandeh Farzan

Sarah Huynh

Chiu Vu

Ronald Bennett

Rosa Fernandez

Steven Sharp

20 Years

Jeannine Bender

Erlinda Doyo-Hou

Florin Maracine

Vanessa Thomas

Pauline Bui

Jenny Hudson

Maria Olvera

Joseph Chen

David Maciel

Kelly Soemantoro

15 Years

Alicia Acuna

Mark Davis

Diana Mentas

Christopher Ried

Carolina Aucott

Ezequiel Guitierrez

Diana Nava

Cheryl Rowe

Mirtala Azzolina

Jennifer Henriquez

Marcel Navarro

Kathryn Schwabl

Vincent Baca

Mary Herzog

Helen Ninh

Karina Vasquez

Beatriz Baires

Bradley Hutchins

Tammy Nguyen

Jennifer Wayt

Renato Bautista Jr.

Travers Ichinose

Theresa Orozco

Christina Weckerly-

Flavio Bernal

Duy Lam

Rodriguez

Ramirez

Elana Bishop

Tricia Landquist

Milagros Ortiz

Shellee Zeller

Jean Brayer

Lance Lindgren

Chika Owuama

Mariam Zhouwandai

Christy Castiglione

Benito Luna

Anna Peters

Teresa Zimmerman

Nonette Chee

Mercedes Madrid

Quylen Phan

... continued on page 10

Service Awards

continued from page 10

10 Years

- | | |
|-----------------------|------------------|
| Sandra Alvarez | Julie Nguyen |
| Charlie Arispe | Mylien Nguyen |
| Scarlett Bajjali | Douglas Phan |
| Amy Buch | Gene Pineda |
| Christian Carbajal | Erika Punchard |
| Donna Cooper | Ryan Ramos |
| Linda Cox | Catherine Roque |
| Ricardo Delgado | Bobi-Jo Ross |
| Hanaa Escatel | Rodrigo Sigala |
| Julia Gomez | Selma Silva |
| Asmeret Hagos | Tamara Spataro |
| Nathan Huynh | Roland Tabangin |
| Marco Ibarra Villegas | Luiz Torres |
| Katherine Lam | Adriana Vasquez |
| Lawrence Lingren | Jessica Vasquez |
| Terrance Maher | David Vu |
| Elizabeth Martinez | Sheryl Woodhouse |
| Vivian Moen | |

5 Years

- | | |
|------------------|----------------------|
| Jorge Bueras | Navie Persaud-Daniel |
| Erin Corbin | Nancy Roman Delgado |
| Christina Damian | Adelene Tsujiuchi |
| Temple Jellerson | Matthew Zahn |
| Rosalba Morales | |

FEBRUARY
Health Observances

American Heart Month

International Prenatal Infection Prevention Month

National Children’s Dental Health Month

National Wear Red Day..... 3

World Cancer Day..... 4



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



Connect with Us

The **What’s Up** newsletter is created and distributed monthly by HCA Communications. Please call (714) 834-2178 with any suggestions or comments.

Welcome to

Uplift

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

“

“As an HCA Information Technology Network Engineer, I am fortunate to be able to visit offices throughout Orange County. With so many beautiful locations, scenes like this one at our Water Quality Laboratory at Shellmaker Island in Newport Beach give me a deep appreciation for its diverse landscape.”

– **Angelo Lugo**, Network Engineer,
HCA Information Technology

“

“

“Friends and staff from HCA's Custodian of Records Office and Environmental Health got up before dawn to participate in the 26th annual Children's Hospital of Orange County (CHOC) Walk at Disneyland Park and Disney California Adventure held last year in October. What a great opportunity to be part of this event that set a record and raised more than \$3 million.” Back row, left to right: Kiki Cason, Ashley Reynolds, Karen Newe, Linda Rodriguez, Lauren Shade, Christina Buranday, Edgar Duarte, Osman Taban and Linda Sasaki. Front row, left to right: Julie Hobberlin, Zohreh Moghaddam, Annice Guada, Joyce Lim, Allison Sasaki and Eliza Yamamoto.

– **Karen Newe**, Manager, HCA Custodian of Records



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.