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## Deputy Agency Director's Message

I'm excited that this special edition of the "What's Up" newsletter is dedicated to featuring Regulatory/Medical Health Services and we have an opportunity to share some of the great things that we've been working on this year to serve our community, visitors and County family.

Our Environmental Health (EH) division not only protects restaurant patrons from foodborne illnesses, the team is involved in so much more including monitoring our ocean waters, overseeing the operations of solid waste landfills, regulating hazardous materials and body art businesses, responding to emergencies 24/7,



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**Peer-to-Peer**



## VETERAN, Prankster and Jack-Of-All-Trades!

October's Peer-to-Peer recipient is light-hearted prankster **Mike Chiles**, Emergency Medical Services (EMS) Program Supervisor II, whose serious role is focused on safety and security as the communication liaison between Health Care Agency (HCA), jurisdictional partners in other counties, the Operational Area, hospitals and other emergency response partners.

Mike's daily responsibilities include a variety of functions, including running radio communication tests, monitoring countywide communications for any needed EMS support, serving as the designated safety representa-

tive for the Health Strategic Operations Center, and managing building security.

One of the roles Mike enjoys is facilitating building repairs with the property management. "With a little duct tape and a hammer, I can MacGyver a whole lot of stuff," said Mike. "I get to do something different every day and I love the diversity of my role and being a Jack-Of-All-Trades. Our small unit works closely and cohesively and we pull together and help each other all the time." Known as the "computer guy," Mike also creates surveys for the Medical

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## Director's Message

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and overseeing the construction and operation of public pools to name a few.

The team in our Emergency Medical Services (EMS) division makes community education a top priority each year during their Hands-Only Cardiopulmonary Resuscitation (CPR) "Sidewalk CPR" events held throughout Orange County. Did you know that it only takes 10 minutes to learn a skill that can save a life? EMS coordinates this event together with multiple community providers to offer this free training to the public and has increased the number of individuals trained each subsequent year. Learn more on [page 12](#).

The focus of our Employee Health nurses is to keep County employees healthy by preventing infections from occurring in the workplace. This includes providing free flu shots during the start of flu season each October, administering vaccinations to new employees, providing education and training for respiratory protection and N95 respirator mask fit testing. Though these are just a few of the key areas that EHS focuses on, learn more about the great things they're doing on [page 8](#).

While many of the services we provide are preventive in nature and not readily apparent to the public, our division touches everything in the community. Whether you're playing at the beach, eating at a restaurant, throwing out your trash, or having a health emergency, know that Regulatory/Medical Health Services is there to serve and protect.

I am proud of all the efforts each team member makes every day. We strive to be the best we can be and continuously look for opportunities to improve and innovate in providing services to all Orange County residents and visitors. I encourage you to read on to learn more about all the great things that our programs are doing.

Sincerely,



Steve Thronson, Deputy Agency Director

# The Fentanyl Environment

[Fentanyl](#), a potent opioid (pain reliever that is 50 to 100 times stronger than morphine) already responsible for thousands of deaths nationwide, is increasingly showing up in drugs like cocaine and methamphetamine in California and slowly making its way to counties throughout the state. Read an LA Time article [here](#) to learn more.



A member of the Hazmat team inspects property known to be a clandestine drug manufacturing.

# Epidemic and al Health's Role

Over the last several years, the Environmental Health Hazardous Materials (Hazmat) team has been a part of the Orange County Clandestine Laboratory Task Force working alongside the Orange County Sheriff's Department and the Orange County Crime Lab to address this epidemic by responding to underground drug activities throughout the county. Learn more [here](#).

The Hazmat team has responded to a number of fatal overdoses involving fentanyl. In one particular incident, the property was a clandestine drug manufacturing lab that made counterfeit opioids. After detecting toxic levels of fentanyl powder, the EH Hazmat team ordered a thorough property decontamination to

ensure public safety.

"In this situation, we required the property owner to hire a licensed hazardous waste contractor to perform proper property decontamination," said Darwin. "This process requires laboratory sampling and multiple laboratory testing of the property structure to ensure that it is cleared for occupants."

To learn more about the Environmental Health Hazmat team, visit [www.occupainfo.com](http://www.occupainfo.com) or to learn how the Orange County Sheriff's Department educates the community and local high school students about fentanyl, click [here](#) to view a video on "Fentanyl: A New Killer High."

“ Fentanyl and other synthetic analogs have plagued our communities in many ways. Not only does this powerful opioid affect family and friends, it also has dangerous implications to property contamination. ”

— Darwin Cheng,  
Program Manager,  
Hazardous Materials Surveillance Section



After detecting toxic levels of fentanyl powder, the Hazmat team ordered a thorough decontamination of the property.



The Hazmat team inspects property known to be a clandestine drug manufacturing.

# POD Exercise Prepares Orange County

The Health Care Agency's (HCA) Health Emergency Management (HEM) and Community Health Preparedness & Response teams partnered with seven South County Cities exercised a Point of Dispensing (POD) event in OC's Great Park in Irvine last month, preparing residents for a health disaster by distributing pumpkins and a commemorative tote bags filled with local emergency planning materials.

"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 and POD Exercise Director. "If a health emergency occurred, the County of Orange can feel confident that the Irvine/South

County POD site, at the Great Park, will now be considered as a location to successfully dispense medication to the public."

In this year's exercise, the HEM team coordinated one POD site in Irvine, but that single location included the emergency preparedness teams from Irvine, Laguna Beach, Laguna

Niguel, Mission Viejo, Aliso Viejo and Sam Clemente. The Great Park POD exercised both a walk-up and a drive-thru option where local police and fire personnel directed 690 participants through the stages of the exercise, which included completing a brief intake form, proceeding to a nurse, or nursing student who distributed exercise materials, then exiting through the designated route.

Representatives from [AlertOC](#), Orange County's emergency notification system, were also on hand to encourage visitors to sign-up for this important OC communications tool.

In addition to law enforcement and fire authority personnel, the more than 150 total POD participants also included two County of Orange departments, an ambulance provider, five nursing schools, an EMT school, and pre-credentialed volunteers from the [OC Medical Reserve Corps](#) and



# County Cities for Disaster Response

## Community Emergency Response Teams.

POD evaluators also participated in the exercise to observe and time each stage of the process. Evaluator insights are consolidated in an After Action Report, giving the 2019 POD planning team recommendations on adjustments to traffic patterns, staff training needs, or other proposed modifications.

The POD model originated 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](http://healthdisasteroc.org).

To learn more about POD exercises, visit HDM's POD webpage [here](#).



Touring the POD set up: Left to right: HCA Assistant EMS Administrator, Mike De Laby; HCA Administrative Services Director, Anna Peters; HCA Director, Richard Sanchez; HCA Regulatory Medical Health Services Chief of Operations, Denise Fennessy; and tour guide Irvine Police Emergency Management Administrator; Robert Simmons.



POD General All-Staff Briefing prepares all participants for events of the day.



Staff engaging with Drive Through POD participant.

# Catching Community Members



## Who Lack Medical Insurance

**Medical Safety Net:** The Medical Safety Net (MSN) program provides urgent, emergent medical services and necessary follow-up care to low-income adults who are ineligible for Medi-Cal and have no other source of coverage. Care is delivered through a public-private partnership between the Health Care Agency (HCA) and community healthcare providers, hospitals and community clinics. Administrative Manager I **Shelly Vrungos, PhD** and Staff Specialist **Carol Graf** coordinate this program established in January 2014 by the County of Orange to meet Orange County's obligations under California Welfare and Institutions Code Section [17000](#). Since the program began, the MSN program has served between 65-150 members annually. To learn more, visit [www.ochealthinfo.com/about/medical/msn](http://www.ochealthinfo.com/about/medical/msn).

**Recuperative Care:** HCA and our partners have been able to enroll

5,070 people as of June 30, 2018 in the [Whole Person Care \(WPC\)](#) program that promotes increased communication between hospital emergency rooms, [CalOptima](#), community clinics, HCA Behavioral Health Services and recuperative care (acute and post-acute medical care in a supportive transitional housing environment) providers to improve access and navigation of services.

Recuperative Care can be a temporary answer for the homeless to get off the street and be provided with shelter, food, laundry facilities and assistance with coordinating medical services such as doctor's appointments, substance use and mental health programs, arrangements with home health and hospice services, as well as obtaining any necessary forms of identification.

Senior Public Health Nurses **Janet Jackson** and **Karen Lawson** work with several contracted Recu-

**WHOLE PERSON CARE**

**What is It?**  
Whole Person Care (WPC) is the coordination of physical, behavioral health, and social services in a patient centered approach with the goals of improved health and well-being through more efficient and effective uses for Medi-Cal beneficiaries struggling with homelessness.

When a WPC beneficiary enters an Orange County, CA...  
OR Is referred through the OC Health Care Agency  
CHAT-H Public Health Services Nurse  
Behavioral Health Services (BHS) Outreach and Engagement (for other BHS program)

**WPC Connect**  
Electronic system is notified and the beneficiary's care plan is created. The system will have the capacity to share data from the care plan bi-directionally with CalOptima for ease of access by medical case management staff.

Beneficiary is connected to wrap-around, applicable programs and services that may include:

1. Recuperative Care (24/7/365)  
Phase 1: 12,612 bed days  
Phase 2: 14,708 bed days  
27,320 Total bed days through year 2020
2. One-on-One CalOptima personal care coordinator
3. Coordinated Entry into permanent supportive housing
4. Linkage to mental health and/or substance use disorder treatment
5. Community Referral Network

**ochealth** CARE AGENCY  
To learn more, please visit [ochealthinfo.com/wpc](http://ochealthinfo.com/wpc) or email [wpc@ochca.com](mailto:wpc@ochca.com)

perative Care contractors in Orange County to approve admissions, length of stay and coordination of care. Their typical day may require consultation with hospital-based case managers to better understand the extent of a client's medical condition, calls to CalOptima to facilitate a doctor's appointment, conversations with hospice nurses, and coordination with Behavioral Health Services to name a few. To date, the program has approved the equivalent of more than 17,000 bed stays. To learn more, visit the WPC webpage [here](#).

# 'SUMMER OLYMPICS'

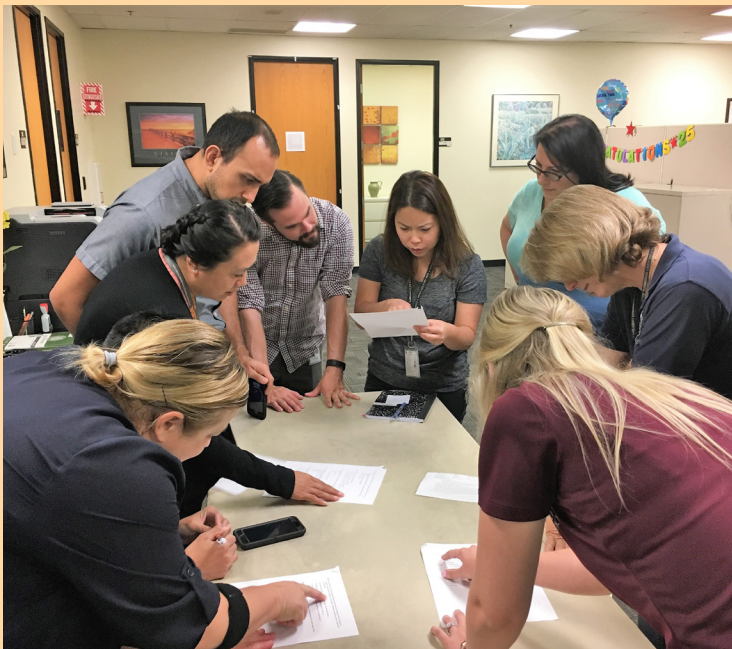
## Activity Promotes Staff Camaraderie

How do you get a group of 188 Environmental Health (EH) employees from several programs (with many who work out in the field) together for a team building activity? You develop a fun and educational 'Summer Olympics Employee Appreciation' event!

This past July, EH fostered camaraderie and built team spirit by developing creative thought-provoking games and scenario challenges that engaged staff and promoted team building!

"We assigned teams to ensure that each included a diverse group from various programs like Hazmat, Office Support, Food Safety and Water Quality," said **Liza Frias**, Environmental Health Director. "In order to win the games, the team had to pull their knowledge and expertise and work together to solve the hypothetical challenges."

Winning teams were awarded gold, silver and bronze medals and all EH employees were treated to a hosted lunch. To learn more about Environment Health, visit [www.ochealthinfo.com/eh](http://www.ochealthinfo.com/eh).



Team members are in deep thought and concentration as they work together to solve a game during Environmental Health's 'Summer Olympics' employee appreciation event.



Gold medal winning team. Pictured (left to right): Alan Marr, Kiki Cason, Sara Boyer, Kathy Cross, Minh Le, Cayleigh Lee, Wendy O'Campo-Choy, Stacy Kirk, Andrew Calderon, Kaiser Milo



Silver medal winning team. Pictured (left to right): Christina Valdez, Tracey Nguyen, Natalie Cho, Cassandra Gomez, Bogart Marquez, Tamara Escobedo, Gerrit Kovach, Tim Grogan



Bronze medal winning team. Pictured (left to right): Bestoor Behizadeh, Daniel Tenorio, Jon Wolent, Alex Parra Bernal, Josie Castellanos, Brian Carroll, Jose Valdez, Jenafer Forester, Lara Adourian, Celeste Clark

# Health Inspectors & Food Operators **PARTNER FOR SUCCESS**

The Health Care Agency's Environmental Health (EH) Food Safety Program hosted nearly 300 restaurant owners last month inside Freedom Hall at Mile Square Park in Fountain Valley for a [Food Safety Seminar](#) to demonstrate how Health Inspectors and food operators can partner together to achieve a successful food service business.



Chairman Andrew Do, 2nd District and Supervisor Michelle Steel, 1st District, encourage owners to focus on safe food handling.



Hosts of the Food Safety Event, including HCA Environmental Health team, Waste Not OC, California Department of Alcoholic Beverage Control and Board of Supervisors representatives.



## How Employee Health's

Though science and the understanding of how [pathogenic microorganisms](#) are transmitted and prevented has evolved since the time of Florence Nightingale (nurse and philosopher of modern nursing who recognized a connection between hygiene, infections and mortality), preventable infections still occur. This is where Employee Health Services (EHS) nurses step-in to help keep Health Care Agency employees safe at their workplace.

"When there's a workplace exposure incident, it's time for EHS to jump into action. EHS nurses play an



“Establishing trust and collaboration with restaurant staff is a win for everyone,” said **Liza Frias**, Director of Environmental Health. “I’m very proud of our team’s efforts in reinforcing education and encouraging open dialogue with owners in their territory.”

To encourage partnership, **Jenafer Forester**, Registered Environmental Health Specialist, helped attendees understand the inspection process, explained how they could prevent major food safety violations, and reviewed the leading causes of restaurant closures.

Chairman **Andrew Do** and Supervisor **Michelle Steel** of the Orange County Board of Supervisors co-hosted the event. “I’m excited to help bring Orange County restaurant owners together with representatives from HCA’s Environmental Health division to participate in this unique educational event,” said Chairman Do.

“This in-person approach continues to strengthen an ongoing dialogue between the County of Orange and our business community with the shared goal of protecting the health and wellbeing of dining patrons,”

added Supervisor Steel.

To address the increasing demand for making or selling locally produced yogurt, **Kevin Do**, Environmental Health Specialist, reviewed California Department of Food and Agriculture (CDFA) procedures for manufacturing and storing yogurt and provided CDFA contacts.

With the holiday season upon us, the seminar was an opportune time to invite [Waste Not OC](#) Executive Director Mike Learakos to discuss how to handle food

donations and to share the coalition’s vision of helping to end hunger and reduce food waste.

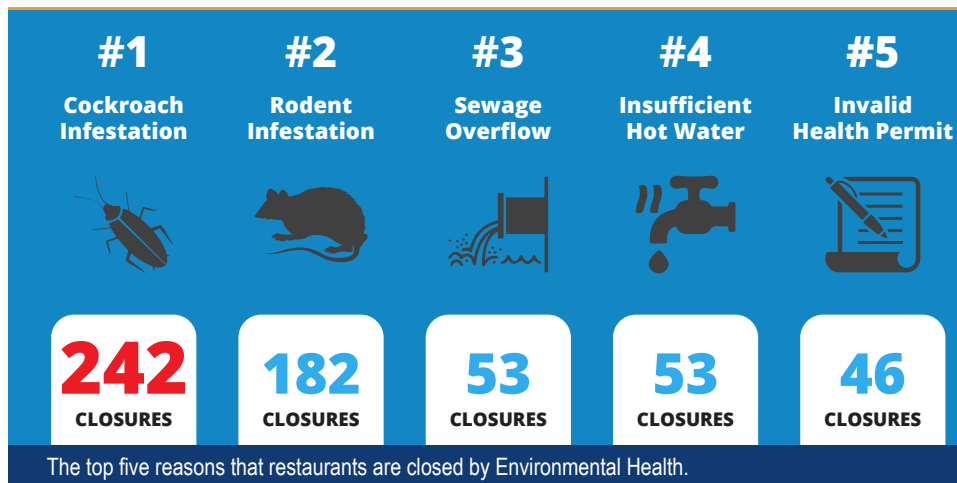
The final presenter of the day was Truc C. Vo, Supervising Agent in Charge with the California Department of Alcoholic Beverage Control, who discussed the types of alcohol licenses

available in California and gave an overview of the steps of the process and the time-requirements of each step.

Learn more <https://www.abc.ca.gov/permits/permits.html>

To learn more about Environmental Health’s Food Protection program or to download presentation materials, click [here](#).

## TOP REASONS FOR CLOSURES



# Nurses Work to Keep Employees Safe

important role during post exposure follow-up whether it is an aerosol transmissible disease or bloodborne pathogen disease,” said **John Senteno**, EHS Division Manager. “Hours count if we are going to be successful in preventing infections. Work during these moments involves checking vaccination status of the employee(s), vaccinating employees who are not vaccinated, ensure serology testing for both employee and the source patient are completed, and ensuring that the treating doctor has the needed information to effectively treat the employee.”

EHS nurses also participate in many proactive

interventions. This includes vaccination administration for new hires, offering free flu shots annually for all County employees, performing fit testing to ensure that N95 respirators (a protective device designed to fit closely to the face so it blocks at least 95% of airborne particles) fit properly, and providing Bloodborne Pathogen Train-the-Trainer trainings to foster safe practices for front line staff.

To learn more about Employee Health and the services they provide, visit them on the intranet [here](#) or call (714) 565-3780.

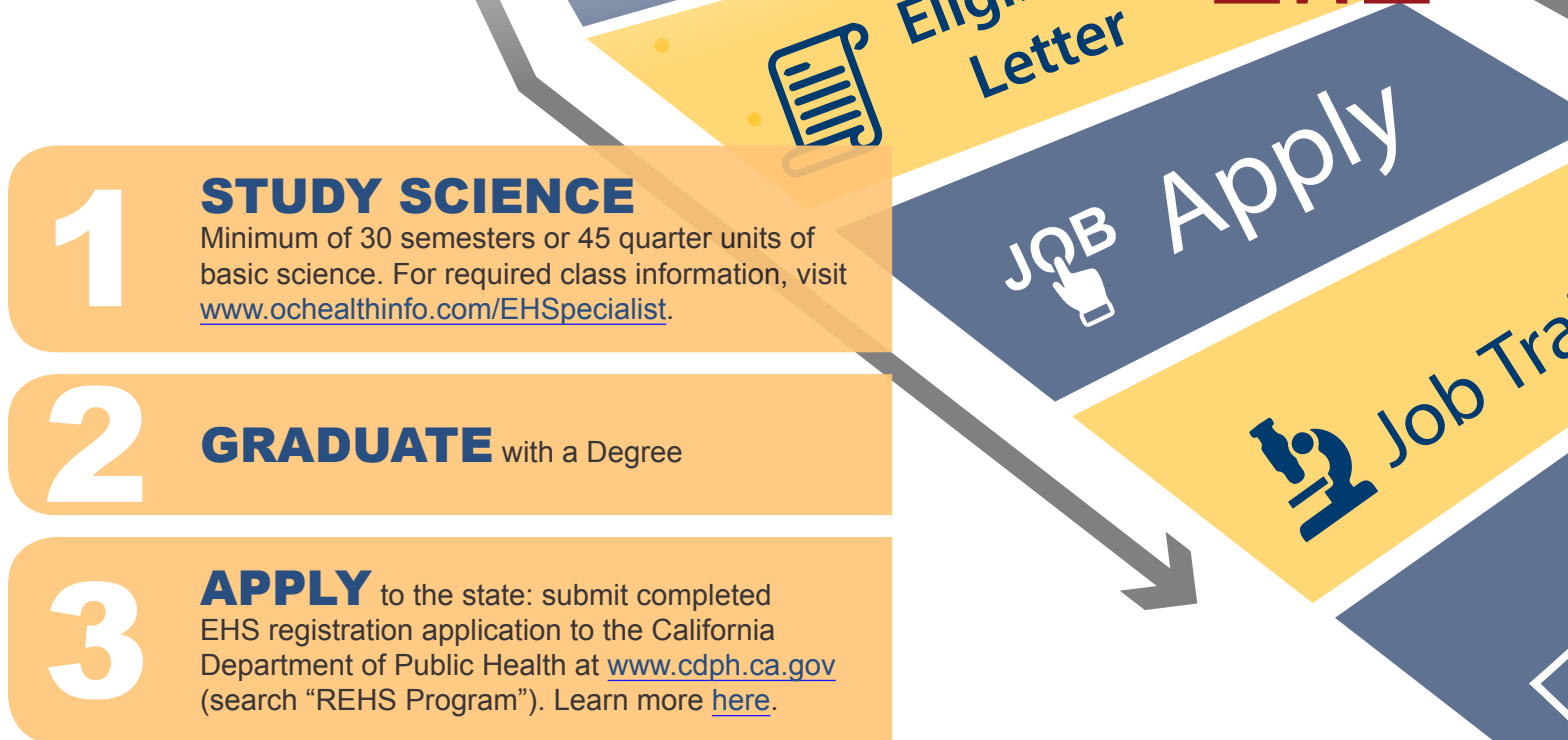
# Path to Becoming an Environmental Health Specialist

Environmental Health Specialists (EHS) are responsible for protecting the health and safety of Orange County residents and visitors from harmful conditions in the environment including foodborne illnesses and waterborne disease.

## JOB DUTIES INCLUDE:

- Educating industry operators and the public
- Maintaining surveillance by:
  - Performing routine inspections
  - Responding to public complaints
  - Conducting onsite facility assessments
  - Enforcing applicable laws and regulations

If you're considering a career as an EHS, check out this graphic to see the path you'll need to follow or click [here](#) to view a list of requirements and details about becoming an Environmental Health Specialist. To learn more about the Environmental Health division, visit [www.ochealthinfo.com/eh](http://www.ochealthinfo.com/eh).



# Health Specialist

4

## ELIGIBILITY LETTER

This process may take up to four weeks to complete. When you receive an Eligibility letter from the State of California Department of Public Health confirms certification as an EHS Trainee.

5

**APPLY** for a job with the County of Orange: Visit [www.governmentjobs.com/careers/oc](http://www.governmentjobs.com/careers/oc) to find open positions with Environmental Health.

6

**JOB TRAINING**: Complete required experience and training hours indicated in the state letter before taking the Registered Environmental Health Specialist Exam.

7

**EXAM**: The state exam takes place three times a year in March, July and November. Click [here](#) to learn more.

8

## YOU PASSED!!

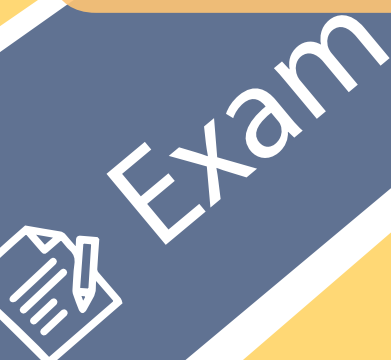
Once you receive a passing score you are now certified as a Registered Environmental Health Specialist for the State of California. This certification promotes you to the class of Environmental Health Specialist I.

## A Health Inspector's Typical Day

**FOOD FACILITIES**: After a thorough inspection, the inspector types a report and discusses results with the operator/owner as education is key to applying food safety principles on a daily basis, when an inspector is not there. If any major violations are observed, they are immediately addressed during the inspection. In some cases, when a major violation cannot be corrected immediately, the facility's permit is temporarily suspended (closed for business) until it is corrected. To learn more about major and minor violations or to view inspection reports for food facilities in Orange County click [here](#).

**PUBLIC POOLS**: Inspectors check water chemistry for sanitation, pool safety equipment and structure. Drownings remain a leading cause of death for children 1-4 years of age and among the top five under 18 years. Like a food facility, an inspector will close a pool when any major risks cannot be immediately corrected.

Temporarily closing a business or public pool is not always a popular course of action with the operator or the public, but the right course of action to protect public health. Rest assured, Environmental Health Inspectors are out there every day looking out for the health and safety of Orange County residents and visitors.



# Community Education i

“ When an adult has a sudden cardiac arrest, the chances of survival are doubled – sometimes tripled – if he or she immediately receives CPR. Unfortunately, less than 1/3 of those who suffer from a cardiac arrest at home, work, or out in the community receive this type of vital assistance. Many bystanders are worried that they might do something wrong or make things worse by attempting to intervene because they haven’t been empowered by appropriate training. ”

Dr. Samuel Stratton,  
Medical Director of  
Emergency Medical Services



Orange County Board of Supervisors Chair Andrew Do learns Hands-Only CPR during a “Sidewalk CPR” event.

## 5 Things to Know About MEDICAL HEALTH OPERATIONAL AREA COORDINATOR PROGRAM

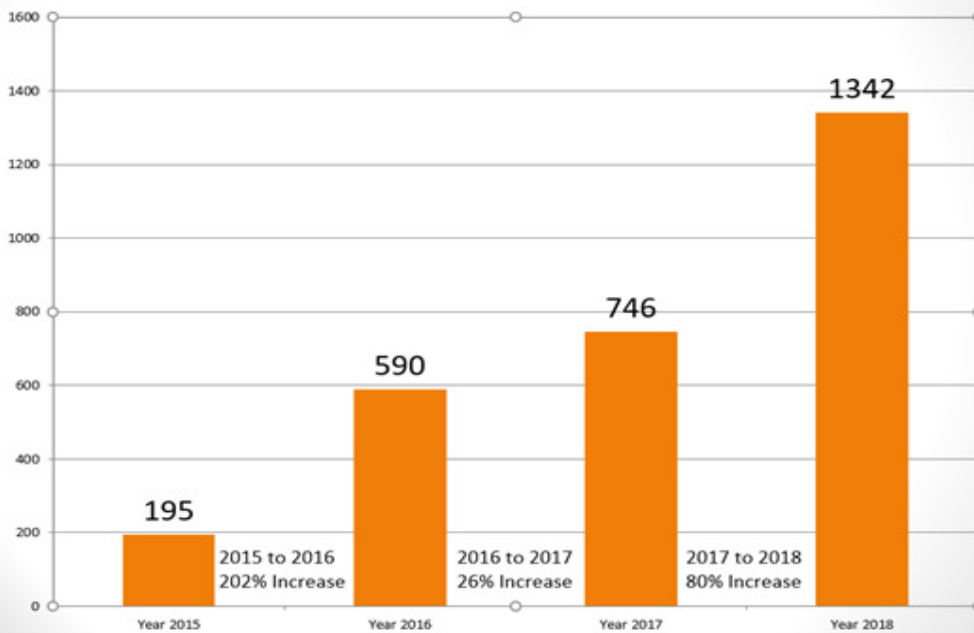
**1** The Medical Health Operational Area Coordinator (MHOAC: pronounced “mow- hawk”) program is mandated by California Health and Safety Code Section [1797.153](#). The MHOAC position represents the single point of contact for the corresponding program and is responsible for monitoring and ensuring that adequate medical and health resources are in place during a local emergency. The MHOAC is also authorized to make and respond to requests for mutual aid (agreement among emergency responders to lend assistance across jurisdictional boundaries) received from out of county. Learn more [here](#).

**2** Each county in the State of California maintains an MHOAC position. In Orange County, Emergency Medical Services (EMS) division personnel staff the MHOAC position 24 hours per day/7 days per week. During an MHOAC activation, a trigger point (transition from routine day-to-day operations that is related to the type, scope and magnitude of an event and what if any, immediate resources are needed).

**3** The MHOAC is responsible for ensuring the operational effectiveness of 17 mandated functions which include: assessment of medical needs; coordination with inpatient and emergency care providers; health surveillance and epidemiological analyses of community health status; assurance of food safety; and provision or coordination of mental health services, to name a few. To view all 17 functions, click [here](#).

# is Top Priority for EMS

## 2018 SIDEWALK CPR



This graph depicts an increase in the number of individuals trained in Hands-Only CPR during each year's "Sidewalk CPR" event from 2015 to 2018.

Did you know that it only takes 10 minutes to learn a skill that can save a life? Orange County Emergency Medical Services (EMS) makes education a top priority by educating the community about Hands-Only Cardiopulmonary Resuscitation (CPR) during yearly "Sidewalk CPR" events held throughout Orange County.

Attendees who participate in the free "Sidewalk CPR" trainings learn how and when to use Hands-Only CPR, which is different from conventional CPR because it focuses on chest compressions without the need for mouth-to-mouth breathing. Chest compressions performed during CPR help pump blood to the heart and brain, and help increase a cardiac arrest victim's chance of survival.

EMS coordinates the yearly event together with multiple EMS providers to offer these free trainings across Orange County with a goal to increase the number of individuals trained in Hands-Only CPR every year. This year's event held in June, showed an 80% increase from 2017. To learn more about EMS, visit [www.healthdisasteroc.org/ems](http://www.healthdisasteroc.org/ems) or visit the American Heart Association [here](#) to learn more about Hands-Only CPR.

**4** On September 10, President Donald Trump declared a State of Emergency in North and South Carolina in anticipation of damage from [Hurricane Florence](#). This set the wheels in motion for the Federal Emergency Management Agency (FEMA) to make federal emergency aid available and for North Carolina to request mutual aid from the nation.

**5** On September 14 the EMS MHAOC program received a request from the State of California (distributed to the Southern California Region directed to each MOHAC in the county) for mutual aid to provide behavioral health services support for recovery efforts that left more than 1 million homes and businesses without power. EMS coordinated with the Behavioral Health Services Disaster Response ([BHSDR](#)) Team to fulfill this request and there is currently no deployment pending at this time.

# FROM RAILS-TO-TRAILS

## How a Stretch of Tracks Transforms into an Award Winning Park



**W**hat used to be a four mile stretch of unused railroad tracks in the City of Brea has now become an award winning 50-acre linear park called the “Tracks at Brea Bicycle Trail” for residents and visitors alike thanks to the guidance and oversight provided by Environmental Health’s Industrial Cleanup (IC) program.

“Our IC team was hired by Brea in 2010 to oversee the cleanup of contaminated soil of land that was formerly the site of the Pacific Electric Line Railroad which ran through Brea and connected surrounding counties,” said **Liza Frias**, Environmental Health Director. “The team’s expertise was needed to review site assessments, remediation work plans and sampling operations, analyze sampling data, and establish cleanup criteria to ensure that the public’s health was protected from exposure to any toxic materials.”

The soil around the former rail line was found to be contaminated with toxic chemicals including arsenic, creosote, solvents and hydrocarbons. The IC team worked with Brea to identify the scope of potential impacts and implement a new plan to remove the contaminated soil. Over the course of the project since excavation began in 2013, more than 83,000 tons of impacted soil was removed (that’s the equivalent of 415 blue whales)!

In February 2018, the American Society of Civil Engineers ([ASCE](#)) awarded the City of Brea with the Outstanding Bike-ways & Trails Project Award for Orange County in recognition of the design and construction of the Tracks at Brea Bicycle Trail project. Learn more about the award [here](#) or click [here](#) to read Brea’s report about the project.

To view before and after videos of the trail’s transformation, visit

- [Tracks at Brea Trail](#)
- [Tracks at Brea Grand Opening May 2018](#)

More rails-to-trails conversion projects are anticipated in connection with the countywide OC Loop project that will seamlessly connect 66 miles of trails to provide an opportunity for people to bike, walk, and connect to some of California’s most scenic beaches and inland reaches. Learn more about the project [here](#).

## EMS Operations C

Beginning this year, the Emergency Medical Services (EMS) division embarked on an ambitious project to remodel and modernize the EMS Department of Operations Center (EMS DOC) in Santa Ana to bring the facility into the 21st century and ensure that it continues to be a valuable resource for Agency for years to come.

“The EMS DOC is a vital resource to ensure we can manage a large scale incident or disaster that affects the operations of the Orange County EMS System”, said **Tammi McConnell**, EMS Division Manager.

The EMS DOC is the primary facility used for the management and coordination of the





# BY THE NUMBERS:

## Using Data to Improve Ambulance Offload Times

Did you know that ambulance offload delay (AOD) can impact patient care and delay availability of an emergency medical services crew and their ambulance to respond to emergencies?

To look at this data locally, HCA's Emergency Medical Services (EMS) division began tracking Ambulance Patient Offload Times (APOT) data consistent with state guidelines for each Orange County emergency department since January 2017 and posts this information on the EMS website [here](#). Since APOT tracking began through August 2018, EMS has seen a 27% reduction in APOT times countywide.

"While Orange County has not traditionally seen long ambulance offload delays when compared to other large California counties, these delays can impact the availability of ambulances for those that need them" said **Laurent Repass**, EMS

Information Systems Chief.

A statewide initiative to track and develop solutions for ambulance offload delays in emergency departments led to a standardized metric for tracking APOT. According to an article published in the US National Library of Medicine [here](#), AOD data is recognized by the National Association of EMS Physicians as an important quality marker. To learn more, visit the California Emergency Medical Services Authority [here](#) or click [here](#) to view Orange County's APOT data.

**AOD is the arrival of a patient by ambulance providers and the time that the crew has given their report and moved the patient off the stretcher, allowing them to begin the process of returning to service.**

## Center Gets Modernized



Emergency Medical Services (EMS) systems assets in the event of a large scale incident or disaster. This function is vital to public safety to ensure for the integrity and continued operations of the countywide EMS system.

The remodel project was completed in May 2018 and includes:

- Replacement and modernization of workstation computers
- Installation of an enhanced heating and air conditioning system
- Installation and hardening of redundant power supply systems
- Modernization of audio/visual systems
- Reconfiguration of room for best use of available space
- Installation of new workstation furniture and storage units

To learn more about EMS, visit [www.healthdisasteroc.org/ems](http://www.healthdisasteroc.org/ems).



## Peer-to-Peer

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Reserve Corps, Health Care Coalition and disaster responders giving HCA situational awareness of events that may affect our health and medical care system.

To address the challenge of participation with the monthly radio drills, Mike instituted a more flexible reporting process that accommodates the demanding schedules of HCA executives and program leadership. He now proudly reports 90% participation versus prior statistics of 40-50% because of his new system.

Mike's peers say his humor is ever-present, frequently interjecting quick-witted impersonations into every day interactions. The team also boasts about his caring attitude stating that he tells everyone to 'be safe' each day as he leaves the office. Mike lives and breathes the professional characteristics that HCA values and say he is an excellent team player who delivers the best customer care to all he serves.

A U.S. Marine Veteran and raised in a Navy family, Mike spent four year stationed at the El Toro Marine Base. "We are a proud military family and at one point when I was an active Marine, my father and younger brother were active Navy," said Mike. Following his time in the Marines, Mike spent 22 years at a top-secret government facility, protecting classified documents and equip-

ment testing, affecting national security. He even spent time protecting rockets for the Lunar Module Descent Engine – the engine that landed Apollo astronauts on the moon six times and propelled the damaged Apollo 13 module back on course.

Mike spends free time playing practical jokes on his family, too. Following a trip to Alcatraz, Mike photo shopped ghosts into the family photos to prank family and friends about their trip. He also loves working out and hiking with his dog.

Thank you Mike for your commitment to excellence, integrity, and service! Job well done!



### 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.