

Director's Message

Dear OC Health Care Agency (HCA) Team,

Wow! It's hard to believe this is our first summer since the end of the COVID pandemic. Over the past 3 years you have worked so hard to keep us going, shifting constantly to meet the ever-changing demands all while keeping daily operations going. You truly should be proud of the work you do! I have learned so much about the great work you do in the few short weeks I have been a member of the HCA family. Having said all that, I do hope you have been able to, or plan to, take some time off and enjoy a taste of summer.

Even though summer is a time

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Team Building in the OC Health Care Agency

Team building is one area the OC Health Care Agency's (HCA) Employee Communications Workgroup (ECW) has identified as a way to encourage, support and build camaraderie among HCA staff. ECW member **Paullette Flores**, Case Manager, Testing, Treatment and Care Clinic (TTC), Public Health Services (PHS) provided insight into team building activities she helped organize with the TTC. "I wanted to do something simple, lighthearted, that allowed all to participate and get to bond outside of the daily work routine as well as foster a spirit of collaboration," said Paullette. "What I hoped was that the long-term outcome of this would be to organically improve morale and peer relations, and in turn partner to better serve our community," she said.

The first idea for a team building exercise turned out to be a Summer Potluck and Nacho Party for the TTC team. **Natalie Silva**, Program Manager II, explained the team building was well received. "TTC staff work with patients who are experiencing difficult situations and complex medical diagnosis. As the Manager of TTC, I often focus on the patients and the services we provide," said Natalie. "Paullette reminded me that our team needs time to decompress and enjoy their work environment."

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Director's Message

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for vacations and relaxation, the HCA is moving forward with our work, as we always do. This is a time to examine our policies and procedures, and make adjustments and changes where they are needed.

Two immediate goals for the HCA include strengthening our organization and working together. One way to strengthen our teams and work together is through team building. I encourage you to take a moment and read the article on team building in this edition of What's Up. I hope it will encourage you, your office, team, or program to consider ways of incorporating team building activities and even sharing those activities. If team building is something you already do or if it's something you do take up, please feel free to send any team building photos or stories you have to our Communications team at hcacomm@ochca.com.

While the pandemic is officially over, COVID will remain a concern. We all play a role in keeping ourselves, those that we care about and others healthy and safe. I encourage you to continue following best practices and COVID guidelines. Your leadership, by setting the example, is so important as students return to school; we enter the fall flu season, coupled with respiratory syncytial virus; and with the holiday gatherings arriving before you know it.

Finally, I want you to say thank you for welcoming me into the HCA family. I am truly in awe of the work you do. We are such a strong Agency and I hope you feel good about the work you do and know you are supported. Keep cool and well during the hot weather.



Debra Baetz
Interim Agency Director

SAFETY TRAINING and FIRE PREVENTION



A unique and creative Safety Training helped staff focus on Fire Prevention, and called attention to the Fire Prevention training that's available on Eureka for all OC Health Care Agency (HCA) staff. In this challenge, staff with the Office of Communications, and staff with Strategy and Special Projects (SSP) were tasked with finding all 18 fire extinguishers that are located on the Fourth Floor of the HCA Headquarters building as well as the two fire alarms that are on the floor. The exercise was created by **Maria Corona**, Designated Safety Representative, to focus on safety and fire prevention. Staff were offered a food treat for taking part and three Starbucks gift cards were presented. One gift card was given to the first team members from each office who located the fire extinguishers, and the third gift card was given following a drawing that was open to everyone who took part.



(L-to-R): **Sharon Boles**, Research Analyst, Strategy and Special Projects (SSP); **Roxanne Wicker**, Graphic Designer, Communications; found the fire extinguishers first and received gift cards as did **Samane Zarebanadkoki**, Research Analyst, SSP after a drawing. Joining them is **Maria Corona**, Designated Safety Representative.



STEVE AMBRIZ

TEAM EXCELLENCE AWARDS

Call for Nominations for Team Excellence Award

Contributor: **Chris Prevatt**, Co-Team Leader, Labor & Management Committee

The deadline is **August 17** to submit a nomination for the 2023 Steve Ambriz Team Excellence Award presented by the OC Health Care Agency (HCA)/ Orange County Employees Association (OCEA) Labor & Management Committee (LMC). The award spotlights HCA teams committed to excellence, and recognizes the great work being done each and every day! Last year's winners, Mental Health & Recovery Services - Children and Youth Services – Program of Assertive Community Treatment (CYS PACT), exemplified this by their ability to completely rebuild the team, by working together

cohesively, by routinely going above and beyond for their clients and for each other, and by displaying passion and commitment to excellence in all they do.

You can visit the LMC Team Excellence Award Intranet webpage at <http://intranet.ochca.com/lmc/team> for application criteria, details about previous winners, and additional information about what makes an excellent team.

The members of the LMC look forward to receiving your team's nomination!



Team Building in the OC Health Care Agency

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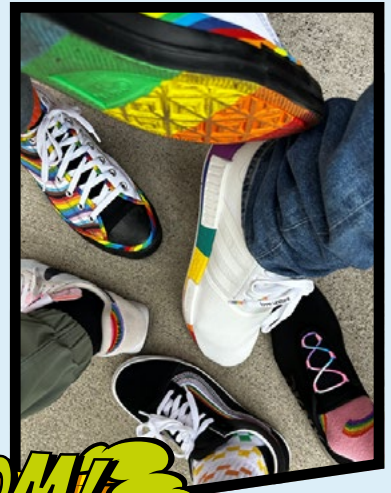
The TTC team enjoyed the initial team building exercise and expanded to weekly themes for the summer said Natalie. "The weekly themes allow staff to collaborate with each other, get to know their peers and think about something other than work. This is a quick and easy way to bring the team together. TTC has some of the most compassionate and hard-working staff, I hope this brings a little light to our work," said Natalie.

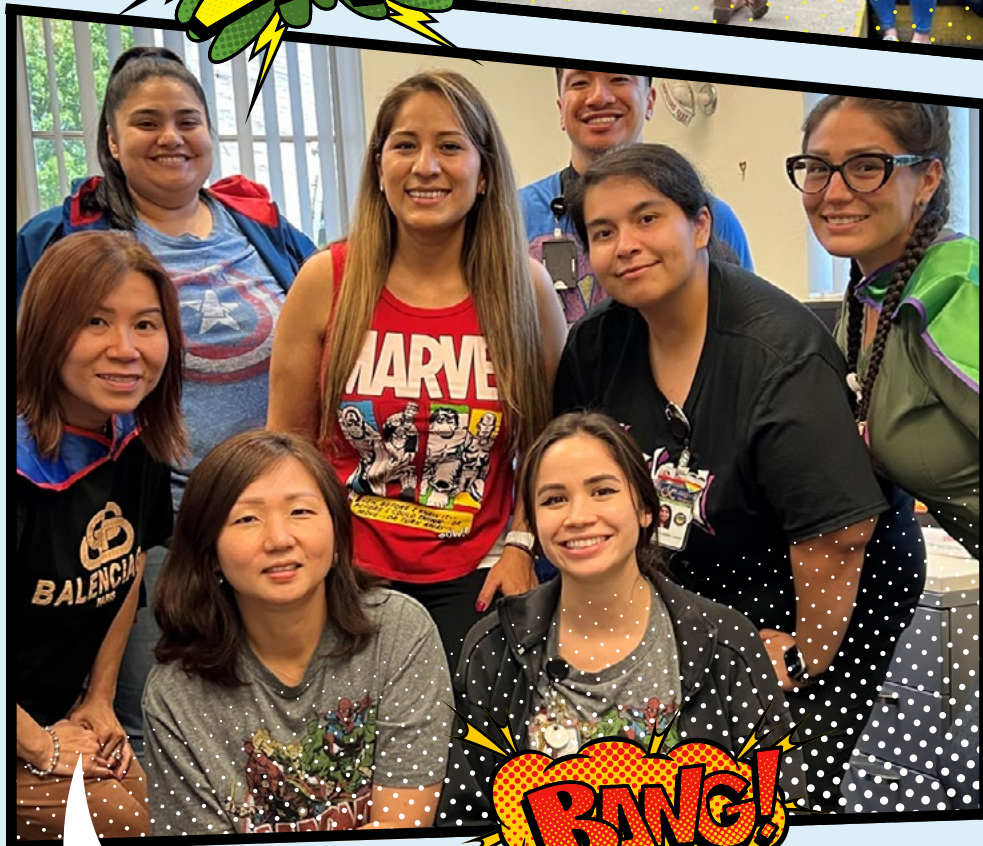
The success of the team building activities led the TTC to put together a small group called Team Event Krew (TEK), to coordinate weekly dress-up events. Those have included: Wear your Favorite Sports Team, Aloha Friday, and most recently, Colorful (Pride) Friday. These events mostly consist of dressing for the week's theme, but also include staff handing out themed stickers, drinks, and snacks. In short, these team building events were created not just for team building, but also a fun activity for the entire team.

TTC staff have enjoyed the team building activities. "Participation allows for comradery to grow amongst co-workers from different departments," said **Marisol Chavez-Canales**, Public Health Nurse Trainee. While **Jaqueline Cordero**, Office Technician said "When I have walked out on Fridays, I have bumped into staff from other programs. They said every time we see you guys, you look so happy. We wish we could do that at our clinic."

Themed Fridays have become more fun and bigger than anyone on the staff could have imagined. TEK current members include Poullette Flores; **Lisette Hernandez**, Referral Coordinator; Marisol Chavez-Canales, Public Health Nurse; **Kevin Roldan**, Public Health Investigator; **Yuridia Mejia**, Medical Assistant; and **Yesenia Torres**, Office Assistant. The support, input, and coordination of TEK members has made these themed Fridays a grand success!

TEAM BUILDING - THE COLLECTIVE PROCESS THAT SPARKS JOY THAT LEVERAGES THE 5 C'S; COMMUNICATION, CAMARADERIE, COMMITMENT, CONFIDENCE, AND COACHABILITY, BY HAVING THE TRUST TO ACHIEVE A DESIRED OUTCOME. COURTESY: OFFICE OF POPULATION HEALTH AND EQUITY.





FIRST ROW/SITTING: SOFIA BATSHOUN, HA NGUYEN, LISETTE HERNANDEZ, DHARMA TRAN, MARISOL CHAVEZ-CANALES, GRECIA ESTRADA, MARLENE TORRES, GABRIELA GUTIERREZ.

SECOND ROW: DR. CHRISTOPHER RIED, DORA PONCE, DR. RONALD SHERMAN, JENNIFER OCHOA, YURIDIA MEJIA, IRIS RIOS-COREAS, BREANA ROJO, MILAGROS LOPEZ GUEVARA, CRISTINA CORTEZ, RICARDO DELGADO, VIVIANE LAM, MATILDE GONZALEZ-FLORES, JOCELYN HERNANDEZ, THEODORE "TJ" MORALES, NORMA MACIAS, OCTAVIO CRUZ, NATALIE SILVA.

THIRD ROW: SALVADOR MARTINEZ, KARINA HERRERA, SUSY KARRAA, ORLANDO WATSON.

FIRST ROW: HA NGUYEN, ANNIE KANG, ARACELI MARTINEZ.

SECOND ROW: CRISTINA HAMDJA, MARISOL CHAVEZ-CANALES, BREANA ROJO.

THIRD ROW: YURIDIA MEJIA, THEODORE "TJ" MORALES.

FIRST ROW: MILAGROS LOPEZ GUEVARA, DHARMA TRAN, JOCELYN HERNANDEZ, RICARDO DELGADO.

SECOND ROW: JAQUELINE CORDERO, ROBERT GODINEZ, YESENIA TORRES.



Environmental Health Team Ensures Food Safety at the OC Fair



Contributor: **Brian Park**, Health Information Specialist

Every summer, one of the biggest events that traditionally draws more than one million people each year in Orange County (OC), is the OC Fair in Costa Mesa. The OC Fair features fun rides, attractions, and amazing food, with the theme this year of “Happy Together.” There are so many tasty food choices such as Fried Oreos, corn on the cob, turkey legs, Hawaiian dishes, and many other delicious options. One of the main ways for visitors to be ‘Happy Together’ is by enjoying safely prepared food. Achieving the goal of safe food is made possible by the amazing Environmental Health (EH) Food Safety Protection Program Inspectors from the OC Health Care Agency (HCA).

On Opening Day of the OC Fair, the EH team, led by **Christine Lane**, EH Director, **Darwin Cheng**, EH Assistant Director inspects food vendors to ensure food handling safety requirements are in place so that guests

who attend the fair have food that’s properly prepared and handled. The EH team arrives at the fair before the gates open, which allows enough time to inspect their designated areas throughout the fairgrounds. Lead inspector, **José Valdez** coordinated inspection teams to ensure efficient inspections, since there were over 180 booths to inspect. 20 inspectors completed 161 food booth inspections on the first day of the Fair.

Planning for this type of event takes many hours and collaboration with Supervisors and inspectors in the EH Food and Pool Safety program. **Brian Wong**, Supervising Environmental Health Specialist for Special Events, and **Lorena Nieves**, Supervising Environmental Health Specialist for the City of Costa Mesa, coordinated with their staff and event organizers with the Fairgrounds to ensure no significant issues were encountered during inspections on opening day. Foodborne illness impacts



millions of people every year. These illnesses can be attributed to improper or lack of handwashing, food not being cooked to proper temperatures, food not held at proper temperatures, food improperly cooled, and equipment and food contact surfaces not properly cleaned and sanitized. During the fair, EH inspectors check a number of items and evaluates the food operation to ensure there are no risk factor violations present at that time. This includes ensuring adequate hot and cold water, hand soap and paper towels are available, refrigerators are holding at proper temperatures, food is cooked to proper temperatures, sanitizer is available, equipment is clean, no presence of vermin, and liquid waste is properly disposed of.

The team works very hard to inspect the food vendors, walking the fairgrounds despite the heat and crowds.

In addition to making certain food vendors follow requirements for safe food handling, the EH team also inspects the hand-washing stations outside of the petting zoo, livestock barn and Centennial Farm so guests can have clean hands after petting the adorable animals. The farm has a variety of animals that guests can pet, including goats, sheep, pigs, and even a wallaby. The OC Fair runs from July 14 to August 13. If you attend, you might see our EH colleagues working diligently in the background. There are at least two EH Inspectors on the grounds every day when the fair is open. Thank you to the EH Inspectors for your dedication and hard work and for making the OC Fair a place where families, friends and fairgoers can enjoy their food and be "Happy Together."



Earn the Wellness Credit

The deadline is **August 18, 2023** for eligible County of Orange (County) employees to earn the 2024 Wellness Credit. Earning the Wellness Credit saves 5% off your 2024 health insurance premium. Employees who earn the Wellness Credit will **save between \$16 to \$100 per pay period (\$30-\$1,600 annually)**, depending on the health plan and number of dependents you have enrolled.

The Wellness Credit is a part of the Wellness Program, which is a partnership between the County and WebMD to help bring out your best. You can find information on the Wellness Program and get started on earning the Wellness Credit here: <https://www.webmdhealth.com/countyoforange/>.

To earn the Wellness Credit, eligible employees need to complete 100 points from a list of Healthy Actions.

If you are a returning participant, there's no need to re-register, just use your current login at www.webmdhealth.com/countyoforange.

If you don't have an account, go to www.webmdhealth.com/countyoforange to create an account and follow these step by step instructions:
TIP #1: Use Microsoft Edge as your internet browser
TIP #2: The Registration ID = your 10-digit employee ID number found on your paystub
IMPORTANT - Include the leading zeroes (ex. 0000010233)

If you need assistance or have questions about the Wellness Credit, contact WebMD Customer Service at **800-492-9812** Monday – Friday 5:30 a.m. – 5:00 p.m. PST or email the County's Onsite Well-being Program Manager at YourPathway@webmd.net.

TEAM BUILDING PROCUREMENT AND CONTRACT SERVICES

Members of the Procurement and Contract Services (PCS) team, and others, take part in an adaptive challenges exercise where they tested many ways to meet an objective, hopefully being more efficient with every try. "The adaptive challenge exercise pushed our team to think of innovative solutions to improve and enhance our work together as a team," said **Brittany Davis**, PCS Operations and Special Projects Manager. "This adaptive challenge exercise helped us to think beyond barriers, listen to each other's ideas, constructively challenge ourselves, and try new things which not only created the best solution possible but helped to develop rapport with new and old team members."



Members of Procurement and Contract Services, **Janinne Boutte**, **Silvia Bonilla** and **Brittany Davis** in team building exercise along with **Dr. Jeffrey Vu**, Public Health Services.



ROUNDTABLES: SUPERVISOR TIPS AND RESOURCES

The OC Health Care Agency (HCA) Human Resources (HR) team is pleased to announce the opportunities for this quarter of HR Roundtables. We continue to have some great discussions with Managers and Supervisors on topics and issues related to their roles and responsibilities as HCA Leadership.

Discussions will be facilitated live, via Microsoft Teams and the format will include a 30-minute presentation followed by a 15-minute interactive Question & Answer session. Applicable resources, links, and sample documents will be provided to participants. Due to the desire to make this an interactive meeting, the meetings will be limited to 25 participants each session.

To sign-up for the opportunities in August or September please contact Nancy Rudnick at nrudnick@ochca.com. Remember to specify which session(s) you would like to be enrolled in; please note each session is a stand-alone meeting. You will receive a confirmation email with a Teams calendar invite.

Future discussion opportunities will be announced on a quarterly basis, with a focus on questions and topics that are frequently received by our team. We look forward to continuing our partnership with all of you!

AUGUST – SEPTEMBER 2023 Virtual Roundtable Opportunities:

Supervisor Expectations – **Setting the Employee/Supervisor Relationship Up for Success**

Wednesdays, 8/9 & 8/23
10:00 a.m. and 2:00 p.m.

Supervisor Expectations – **The Workers Compensation Process**

Wednesdays, 9/13 & 9/27
10:00 a.m. and 2:00 p.m.



SOAR Awards

2nd Quarter 2023

The OC Health Care Agency (HCA) supports and encourages employee recognition as an important part of its culture, in alignment with the HCA's mission, vision and goals. The Service and Outstanding Achievement Recognition (SOAR) Award is aimed at honoring employees from the HCA's service areas for their leadership, excellence in service, and commitment to promoting the health and well-being of our Orange County (OC) community.

SOAR recipients for the second quarter of 2023 are featured on the SOAR Employee Recognition Wall which is located on the second floor at the HCA Headquarters. You can learn more about our SOAR awardees, and how to nominate a colleague for the SOAR Award, by clicking on the HCA Intranet [here](#).

Submissions are being accepted for the OC Health Care Agency (HCA) Employee Recognition Program (ERP) Peer-to-Peer recognition. HCA staff can submit nominations for colleagues to be recognized during September. The deadline to submit a Peer-to-Peer recognition is Friday, **August 18**.

The Peer-to-Peer recipient is featured in the HCA's What's Up employee newsletter. Previous recipients are on the HCA Intranet here: <https://intranet.ochca.com/erp/archive/>.

For more information on the HCA's ERP please visit: <https://intranet.ochca.com/erp/>.

To download a nomination form for the Peer-to-Peer recognition click here on the Intranet: <https://intranet.ochca.com/erp/forms/>.

SOAR Award Recipients

April – June 2023



Sarah Rangel

FINANCIAL AND PROGRAM
SUPPORT SERVICES



Joseph Minderhoud

DIRECTOR'S
OFFICE



Lara Adourian

PUBLIC HEALTH
SERVICES



Isabel Quiroz

CORRECTIONAL HEALTH
SERVICES



Delia Zelaya

FINANCE AND
ADMINISTRATIVE SERVICES



Jimmi Jett

MENTAL HEALTH AND
RECOVERY SERVICES



Sharon Boles

STRATEGY AND
SPECIAL PROJECTS

Service and Outstanding Achievement Recognition



DONATE BLOOD. HELP SAVE LIVES.

**Orange County Health Care Agency
Employee Health Services
Red Cross Blood Drive**

601 N. Ross Street, Santa Ana, CA 92705

CAS Multi-Purpose Room

Tuesday, August 15, 2023

9:00 a.m. to 3:00 p.m.

Please visit RedCrossBlood.org and enter Sponsor Code: OC1 to schedule an appointment.

Streamline your donation experience and save up to 15 minutes by visiting RedCrossBlood.org/RapidPass to complete your pre-donation reading and health history questions on the day of your appointment.

Please obtain approval from your supervisor prior to registering. Donating blood must be done during break times or posting leave balances; mileage is not reimbursable. For any questions, please contact

Rosie Mendoza at RMendoza@ochca.com

**Give 7/12 thru 8/12 to win a private shark dive at Long Island Aquarium in NY! See rcblood.org/shark
2023-APL-0501**

1-800-RED CROSS | RedCrossBlood.org | Download the Blood Donor App

© 2023 The American National Red Cross | 376802-01 CW



JOIN TUPP/1-866-NEW LUNG IN OUR

SUMMER 2023

FRESH LUNGS CHALLENGE

JUL 1 - SEPT 30

REFER CLIENTS OR COMMUNITY MEMBERS INTERESTED IN
QUITTING SMOKING/VAPING TO 1-866-NEW-LUNG AND THE
COUNTY PROGRAM WITH THE MOST REFERRALS WILL

WIN A GIFT BASKET

FILLED WITH SNACKS AND NEW LUNG SWAG

TO PARTICIPATE:
 DOWNLOAD THE REFERRAL FORM BY CLICKING THE LINK:
[HTTPS://BIT.LY/NEWLUNGREFERRAL](https://bit.ly/newlungreferral)
 EMAIL THE COMPLETED FORM TO ACARRANZA@OCHCA.COM
 FROM JULY 1 - SEPTEMBER 30

THE PROGRAM WITH THE MOST REFERRALS
 WILL BE CONTACTED ON OCT. 4, 2023.

Do you know someone who has been wanting to quit smoking or vaping? You and your program might win a gift basket by referring them to the Tobacco Use Prevention Program's (TUPP) free quit smoking/vaping service 1-866-NEW-LUNG. TUPP is sponsoring a contest from now until the end of September to reduce smoking and vaping in Orange County (OC).

The contest is open to OC Health Care Agency's (HCA) and County of Orange (County) programs. The County program that refers the most clients, will win a gift basket with snacks and swag. To take part, click on the referral form [here](#) and email the referral to acarranza@ochca.com.

A tobacco cessation specialist will contact the client/ community member within 48-72 hours.

Research shows that most adults who smoke/vape are interested in quitting. However, it can be challenging. "Social support is an important piece to any behavior change, including quitting smoking/vaping. TUPP and 1-866-NEW-LUNG is hosting this challenge to encourage staff to be that social support for individuals in OC who smoke/vape," said **Alicia O. Carranza**, MPH, MCHES, NBC-HWC, CTSS, DrPH(c). "Join us in supporting the Orange County community in becoming tobacco-free and refer someone today."



For Health



Snack Healthy

Having a balanced snack is important to stay satisfied between meals. Make snacks out of summer seasonal produce such as apples, avocados, cantaloupes, and cucumbers; and combine it with a protein such as Greek yogurt, cottage cheese or hummus. You can also combine produce with fat such as nuts and seeds. Here are some great combos to try this summer:

- Greek Yogurt and Raspberries
- Frozen Grapes with almonds
- Celery with peanut butter
- Tuna salad with 1 toast
- Hard-boiled egg with carrot sticks and hummus

If you have children get creative with snacks and make things such as “ants on a log” or “apple and grape cars” to encourage them to eat fresh fruits and veggies. Visit [here](#), for some more snack ideas for kids.

Hummus & Veggie Pita Sandwich

Ready In: 5 minutes - Serves: 2

Ingredients

- ¼ cup hummus
- 1 avocado peeled, seeded, and chopped
- ½ cucumber peeled and chopped
- 1 tomato chopped
- 2 tablespoons back olives canned and sliced
- 1 pita bread whole-wheat

Directions

1. Cut pita bread in half, making two half circles.
2. Open one pita pocket half and spread 2 tablespoons of hummus inside.
3. Put avocado, cucumber, tomato, and olives inside the pita pocket.
4. Repeat with the other pita pocket half. Enjoy!

VISION

Quality health for all.



MISSION

In partnership with the community, deliver sustainable and responsive services that promote population health and equity.

GOALS

Promote quality, equity, and value.
Ensure the HCA's sustainability.
Offer relevant services to the community.



CONNECT WITH US

The **What's Up newsletter** is created and distributed monthly by HCA Communications. We welcome your ideas, input and/or insight into HCA people and programs. To contribute, comment or connect please email us at hcacomm@ochca.com or call (714) 834-2178. You can follow us on social media by clicking below.



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