

Accreditation the standard for CMS



A career choice, at a time when women had fewer career options, has opened a world of opportunity for Corinne Callahan, a Nursing Supervisor for HCA Correctional Medical Services (CMS).

According to Corinne, the selection of nursing as a career was easily made. "My mother was a nurse and there were not a lot of options for women, so it seemed a natural transition." While her career options may have been limited, Corinne soon found that nursing presented a vast array of work settings that allowed her a versatility that might not be available in other professions. "After coming to California in 1966, I worked in hospital intensive care units, emergency rooms and in management. While working at the old Orange County Medical Center, I came into contact with law enforcement officers and patients from the jails. In 1982, I decided to look into correctional medicine and was hired to work as a nurse at the jail."

In her almost 20 years in correctional health care, Corinne has worked all shifts and at all of Orange County's jails. As you might imagine, she has seen amazing changes during that time. "We've had tremendous growth, new jails, and an in-

crease in professionalism among the correctional medical staff, due in part to the effort to gain accreditation for our correctional health care programs." The accreditation process is an important part of Corinne's responsibility over CMS special projects, working to ensure that all 5 jails in Orange County meet the accreditation standards of the California Medical Association's Institute for Medical Quality.

HCA's Correctional Medical Services first gained accreditation in 1998, becoming the largest jail system in the State of California to gain accreditation. The correctional health care program is re-surveyed every two years, meaning that staff must constantly assess their activities to ensure compliance with the accreditation standards. In addition to the recognition gained through accreditation, Corinne believes there are other tangible benefits. "It serves to increase the professionalism of the correctional health care staff. Twenty years ago, when you told people you worked in the jail, they would say 'Couldn't you get a job anywhere else?' It is nice to see that image changing and improving. We are now able



to attract quality health care professionals to work in CMS."

Meeting the health care needs of jail
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HCA welcomes newly appointed staff members

As HCA welcomes the holiday season and New Year, we are also welcoming newly appointed staff in several program and service areas.

The new Dental Health Officer is Dr. Michael Mahshigian, DDS, MPH, who joined HCA on November 5th after serving on the faculty of the University of California, San Francisco (UCSF) School of Dentistry as an Assistant Clinical Professor. Prior to UCSF, Dr. Mahshigian served as Dental Director for Aetna US Healthcare Dental Plan of California.

Dr. Mahshigian received postdoctoral training in Dental Public Health at the National Institute of Dental and Craniofacial Research, National Institutes of Health in

Bethesda, Maryland. He is board certified in Dental Public Health and a Diplomate of the American Board of Dental Public Health.

No stranger to the Southern California area, Dr. Mahshigian has previously worked in Garden Grove and the Los Angeles and San Fernando Valley areas.

Finance and Support Services has welcomed David Thiessen as the new Finance and Support Program Manager. David has 21 years of experience with the County in a variety of challenging positions.

David was hired in 1980 by the County as an extra help management intern. Later the same year, he accepted a position with Personnel as a staff ana-

lyst, where he performed classification studies and provided employee relations support for several county agencies. In 1983, he rotated to the County Administrator's Office to conduct management audits and organization studies. During 1986, David joined Medical Services Program Support and was promoted in 1991 to Medical Services Program Support Manager. Just a year later, David received a promotion to Public Health Program Support Manager and he became Nutrition Services Manager in 1997.

David holds a Master of Science degree in Administration from UCI and a Bachelor of Science degree in Food Science from Oregon State University.

PH programs host two November events

HCA Public Health Services programs were in the spotlight during November, hosting two well-attended public events designed to highlight major public health concerns.

Local cities and community programs came together at the Old County Courthouse on November 7th to officially launch a new school linked tobacco cessation and prevention program for youth. The Tobacco Free Communities (TFC) Project, primarily funded through Tobacco Settlement Funds, is already active in the cities of Santa Ana, Placentia, Mission Viejo and Garden Grove. There are also four community-based programs working closely with school staff, health care providers, parents, law enforcement and faith organizations to help make the dream of Tobacco Free Communities a reality. These community programs are the Alliance Network, La Familia, Orange County On Track and our own Tobacco Use Prevention Program (TUPP).

"We're excited to have an opportunity to bring together all of the resources in each community to focus on the problem of tobacco use," said Marilyn Pritchard, TUPP Program Manager.

Among the many attendees at the

event were Board of Supervisors Chair Cynthia P. Coad, HCA Director Julie Poulson, County Health Officer Dr. Mark Horton and representatives of the four cities and their school districts. Tobacco Settlement Committee member Phillip Falcetti also participated in the ceremony.

The next day, HCA Nutrition Services served as a major sponsor of the "Child-

ren and Weight" forum held at the Bowers Museum in Santa Ana. The forum, organized by the California Elected Women's Association for Education and Research, was designed to focus on issues related to childhood obesity, with

special attention given to the role schools play in shaping the eating and exercise habits of children. A crowd of almost 100 heard from a list of distinguished speakers, including the County Superintendent of Schools, William Habermehl, and The Honorable Marian Bergeson, who has served as an Orange County Supervisor, State Legislator and as a member of the Governor's cabinet. Supervisor Charles V. Smith of the First District also welcomed those in attendance.

Highlights of the forum included a panel discussion involving representatives of school districts, teachers, and the snack food industry, as well as a lively demonstration of activities for all ages that served as a reminder of the need to make exercise a priority for school children. Other sponsors for the forum included

ProjectLEAN, the Nutrition Network, and the Orange County Department of Education. This collaborative effort to 'battle the bulge' was the first step toward reaching a common goal: improving the future health of all Orange County children.



Those in attendance at the Tobacco Free Communities event put their finishing touches on a special mural, while participants at the "Children and Weight" forum followed along with a demonstration of fun and easy activities to promote exercise for school youth.

Gold Star

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prisoners is not always an easy job. "This can be a very negative environment. The prisoners sometimes have overwhelming health needs, and our jail population is getting older and sicker. We have lots of diabetics, lots of people with hypertension. We see the same problems as seen in the community, but the jail population does not on the average have the same resources as the community." These challenges bring about creative approaches to meeting the needs of CMS clients. "Because a growing number of the prisoners are elderly, we are doing more discharge

planning to find placement after release and to ensure they will continue to receive care."

Corinne is also in charge of inmate and deputy education efforts. "We have found the inmates to be very receptive to health education and it has been a real eye-opener. Health education videos are shown in the inmate areas of the jails. At the Women's Jail, the inmates ask for videos by name or subject. We also have health educators come in to offer presentations on women's health issues. Deputy education begins at the jail academy, where we orient the deputies to the correctional medical system. We also provide

them with information on how to protect themselves from communicable diseases and how to handle emergency situations."

All of the progress in gaining accreditation has been due to a team effort involving not only CMS staff but also the Sheriff's Department and Correctional Mental Health. "It is essential to get all of the teams involved and it took the commitment of many people in all of the key areas to make this a reality." The next challenge for Corinne is serving as a consultant to the Juvenile Hall staff as they seek to achieve accreditation of their health care program.

OC hospitals test for readiness

Long before September 11th, State Health Officials had planned a statewide test of the readiness of hospitals for a major disaster. However, the drill held November 15th took on new meaning following the September 11th events and provided a platform for Orange County's emergency medical system to test its level of preparedness.

Staff from HCA Emergency Medical Services (EMS) and Environmental Health Services joined forces to operate the EMS Operations Center (EOC), from which available resources were coordinated. The drill also provided the opportunity to test a new video transmission system that allowed the EOC staff to view decontamination efforts underway at participating hospitals.

The scenario used for the drill included an accident involving a truck carrying ammonia and the release of potentially harmful fumes from the vehicle. Patients were directed to participating hospitals for decontamination and treatment and EMS officials carefully monitored the number of available beds at each hospital. Hazardous materials experts from Environmental Health provided guidance on the chemicals involved and how patients should be cared for, as well as the potential dangers to emergency response staff.



David Dixon of HCA Environmental Health briefs staff in the Emergency Medical Services Operations Center on the hazards of a chemical involved in an "accident" that was part of the scenario for Orange County's participation in the recent statewide emergency drill.

HCA's flu clinics provide positive results

It's flu season again! With the onset of blustery cold weather and recent rains, many Orange County residents have taken advantage of the free flu shots offered at HCA's Public Health clinics to high-risk individuals in need of protection from influenza.

Orange County received a total of 90,320 doses of flu vaccine, which were distributed beginning November 1st to 120 community and HCA walk-in clinics, skilled nursing facilities and residential care providers. In less than one month, all supplies of the vaccine were utilized.

Many factors combined to bring a very large early turnout to HCA flu shot clinics and programs. However, lines moved quickly and HCA staff worked at a fast pace to serve all of those on hand. While many offered their thanks to the staff after receiving their flu shot, two clients took the time to express their appreciation in a more tangible way.

Local residents Ed and Mei Scott, who visited the 17th Street clinic in November to receive their flu shot, e-mailed a letter of appreciation following their visit. The Scotts were pleasantly surprised upon entering the building and immediately noticed that "something was different." Since it took just 3 minutes to receive their flu shots, they spent a few more minutes touring the facility and admired its cleanliness and nicely decorated walls. Both Ed and Mei were especially impressed by the clinic's organization.

"Too often we only discuss what is failing. I have spent lots of time studying the ideas of Edward Deming and think the clinic is the type of place he had in mind when he advocated quality," said Mr. Scott. "Here is a collection of health organizations doing quality work... This place really deserves some recognition. I know this sounds a little over the top but we were surprised and delighted upon encountering this place... We don't work there... We don't even know anyone who works there... We just hope that whatever the clinic is doing right can become an epidemic in the healthcare community."

Those still interested in receiving a flu shot are encouraged to contact their private healthcare provider or attend one of the vaccination clinics scheduled at local pharmacies and other businesses. The peak influenza season in California is just around the corner, and there still is time to gain the protection a flu shot offers.



The Orange County Board of Supervisors saluted HCA's Correctional Medical Services for again achieving accreditation from the California Medical Association's Institute for Medical Quality. Orange County Medical Association representative Michelle Revelle (at podium) presented the CMA certificate at the Board's November 27th meeting. Those participating in the presentation included (l-r): Board Chair Cynthia P. Coad; HCA Director Julie Poulson; CMS Medical Director Dr. Ernest Williams; HCA Deputy Agency Director Herb Rosenzweig; Kevin Smith of Correctional Mental Health Services; Medical and Institutional Health Services Division Manager Frank Madrigal; and Assistant Sheriff John "Rocky" Hewitt of the Orange County Sheriff's Department.

First phase of Compliance training completed

It took almost 80 sessions, but as of the end of November, approximately 2,600 Agency staff members and contractors had completed a two-hour Compliance training session, gaining a better understanding of HCA's Compliance Program and the Agency's new Code of Conduct.

The learning process associated with the Compliance Program will be an on-going effort, with make-up sessions to be held in December and January for those unable to attend during the first round of training sessions. New HCA employees will be participating in Compliance training as a part of orientation. There will also be annual Compliance refresher training for HCA staff, helping everyone to stay current. In addition, there are terrific Compliance resources available on the HCA Intranet, which can be located on County computers with Internet access through this address: <http://balsam/intranet/>.

On the Intranet, you will find an on-line version of the HCA Code of Conduct, a complete list of current HCA Compliance Program policies, information on the Compliance Hotline and a list of frequently asked questions. Remember, if you have questions about the HCA Compliance Program, contact the HCA Office of Compliance at 834-3154 for more information. Of course, that number can be found on the Intranet, and while you're there, take a moment to browse the other great information available on the HCA Intranet!

If you need to sign-up for one of the Compliance training make-up sessions during December or January, on-line registration is available through the County HR Training site. You can also contact Jody Barrera at 834-7539 or Ruth Zamora at 834-3154 for registration assistance.

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:
(866) 260-5636

DOT is good for Spot!

Once again, Orange County Animal Care Services (ACS) has implemented an innovative program designed to increase pet adoptions and give dogs a new "leash" on life.

ACS kicked off its Dog Obedience Training (DOT) program this summer and already there are many success stories. ACS volunteers and staff members are provided basic training on working with dogs to teach desirable behaviors and commands like sit, stay, down and come. The trainers also work with experienced dog handlers to develop their skills. Dogs selected for the program are taken from the kennel area for one-half hour each day, during which they receive personal attention and training. The dogs are named and as they learn new behaviors, cards are placed on their cages to tell visitors "I can sit!" or the other behaviors they may have learned.

ACS Public Education Officer Kathy Francis says the results have been amazing. "I don't think we've had a dog that has completed the training program before they've been adopted. We find that many of the dogs are being adopted with only the sit command mastered, so the trainers start all over again. Now they are actually picking some of the dogs that are the hardest to adopt out, and every dog that has entered the program has been adopted."

ACS is looking at new training programs to further increase adoptions and help find new homes for deserving animals. The training also helps connect new volunteers with ACS programs, strengthening their ties to the community.



ACS volunteer Megan Kakita poses with "Milo," a participant in the Dog Obedience Training (DOT) program designed to increase animal adoptions. ACS has found that teaching dogs simple behaviors like "sit" greatly increases their chances for adoption.

United Way 2001 ends successfully

As the year slowly comes to a close, United Way's 2001 Campaign also reaches its end with another successful fund-raising drive. This year the HCA Campaign raised more than \$27,000 from special events and the on-going generosity of those who donate through United Way payroll deductions.

The campaign arrived at a difficult time as it began less than two weeks after the September 11th tragedy. For many, the campaign proved to be a way that individuals could contribute to help those in need, provide for a common cause, assist those who are less fortunate and provide a way to truly demonstrate patriotism.

Contributing to the success of this year's campaign were the patriotic handmade beaded flag pins and other fund-raising events, which included a Jeopardy Game and a golf tournament. In addition to the events, many supplies were also donated to aid in the fund-raising efforts.

Because of all of the time and effort that many individuals contributed, the Campaign was once again a huge success. Money raised will go to help local communities and the victims of the September 11th events. On-going support of the United Way Campaign and its efforts is essential in order to continue to provide help to those who are in need.

JANUARY HEALTH OBSERVANCES

Cervical Health Awareness Month

National Birth Defects Prevention Month

National Volunteer Blood Donor Month

National Glaucoma Awareness Month

Healthy Weight Week January 20 - 26

Special programs bring holiday spirit and cheer

The holidays are upon us once again! In an effort to bring holiday spirit and good cheer to many Orange County residents this year, HCA staff members participated in four special programs created to help those in need during the holidays. The programs, Holiday Hope, Operation

Boutique, provide individuals with the joys of the holiday season that they are sometimes unable to provide for themselves and their families.

Designed to supply HCA's neediest clients with adequate food during the holidays, Holiday Hope provides food and grocery gift certificates to families that

may be in nutritional risk because of their low-income level. The gift certificates are made possible through generous donations from the community and HCA staff members.

Along with providing food for needy families during the holidays, the spirit of gift giving also brings joys of the holiday season to many. Operation Santa Claus (OSC) and the Senior Santa and Friends adult program bring thousands of Christmas presents to needy children, seniors and disabled individuals throughout the Orange

County area. Members of the community and HCA staff members donate many of



Amidst all the toys, games and clothing available at Operation Santa Claus' main warehouse in Santa Ana, Pete Swisher and Stephanie Aspgrén from Group Homes do some Christmas shopping for the children in their program.

the presents as well as money or gift certificates that help to purchase needed items requested by seniors. The OSC project is a collaborative effort of the Orange County Foster Care Auxiliary, Social Services Agency, Orange County Sheriff Department, Health Care Agency, Probation Department and Housing and Community Development Department. Other programs also contributing to the effort are the U.S. Marines Toys for Tots and the County of Orange Firefighters Spark of Love toy drive.

In addition to OSC and Senior Santa and Friends, another program designed to help children during the holidays is the annual Children and Youth Services — Project Together Holiday Boutique. The boutique features an array of hand-crafted holiday items for sale, some made by the project's creative volunteers. From colorful Christmas ornaments to elaborately detailed hand-painted holiday statues, the boutique offers shoppers a variety of seasonal decorations and gifts to choose from. Proceeds from the boutique help send children to camp, pay for special tutors, buy food certificates during the holidays and provide funds for activities and outings for mentors and children.

The gift of giving definitely shines through again this year with the help of the four special programs. Individuals in need will truly feel the warmth and cheer that the holiday season brings with the help and generosity of the many HCA staff members and community members that contributed to make all of the programs a huge success.



Holiday spirit filled the air at the annual Children and Youth Services—Project Together Holiday Boutique. Staff members and volunteers helped shoppers choose from a variety of hand-crafted seasonal ornaments and Christmas decorations. Top Row, Left to Right: Patricia Taylor; Peggy Evans; Lai Dorman; Sharon Modaff, Service Chief; Nancy Robins, Program Supervisor; Ruth Adams. Bottom Row: Yi-Ng Evans.

Santa Claus, Senior Santa and Friends and the CYS-Project Together Holiday



Behavioral Health's Cultural Competency Program presented the "Spotlight on Excellence" Award for November 2001 to Sandra Salazar, ETS Service Chief II. Having been with the County for the past 9 years, Sandra is highly recognized for her outstanding contributions in developing portions of HCA's Cultural Competency Plan currently used by the Cultural Competency Program. Left to Right: Veronica Kelley, Cultural Competency Service Chief I; Sandra Salazar, ETS Service Chief; and Rafael Camul, Cultural Competency Director of Training.

Happy ending to puppy rescue

The holidays are a time for families, and one of the most touching “family” stories this year comes from Orange County Animal Care Services (ACS), where a mother dog and her eleven puppies received a second chance at life due to the dedication of several ACS staff members.

This story with a happy ending began in early November, when Animal Control Officer Erin Suggett first noticed a stray dog living along the railroad tracks in Anaheim. During her effort to lure the dog with food, Erin noticed the dog was not only injured but appeared to be nursing and had denned up with her puppies in a storm drain. The decision was made to launch a rescue effort to retrieve the puppies from the storm drain, which was only eighteen inches in diameter.

Under the watchful eyes of the gentle natured mother dog, Animal Control Officer Michele Ayala made her way into the pipe, with a safety rope tied to her ankles. It took the full length of that 60’ rope to reach the puppies, which were carefully tucked into a duffel bag, four at a time, for the trip back out of the storm drain. Sergeant Ray Oliver and Officer Scott Evans were also on hand to provide assistance during the rescue effort, which took ten hours. After the rescued puppies were taken to the Animal Care Center, ACS veterinary staff provided treatment for the injured mother dog. ACS Public Education Officer Kathy Francis says without that treatment, the mother dog might not have survived, leaving her puppies to fend for themselves.

ACS is proud to report that the puppies are now eating on their own and are almost ready to find new adopted homes, just in time to make the holidays a very special time for eleven Orange County families. Mom is also on the mend and hoping to find a place in someone’s heart and home, thanks to the dedicated effort of her new friends at Orange County ACS.



All's well that ends well for this “family” of twelve—one very gentle mother dog and eleven hungry puppies rescued by the valiant efforts of Orange County Animal Care officers. Sergeant Ray Oliver and Officers Michele Ayala and Scott Evans (above) pose with the grateful mother and display some of her offspring while the puppies await adoption at the Orange County Animal Care Center. ACS Officer Erin Suggett (not pictured) started the rescue effort to save the puppies, which were found at the end of a sixty-foot long storm drain.

NOVEMBER 2001 NEWSLETTER CORRECTION:

The address for the new location of four older adult service programs was incorrectly listed in last month’s newsletter. The correct address for the new office location of the Senior Health Outreach Prevention Program (SHOPP), Older Adult Services (OAS), Substance Abuse Resource Team (START) and Preventive Healthcare for the Aging (PHCA) is 1540 E. First Street in Santa Ana.

health care agency
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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<http://www.oc.ca.gov/hca/newslett.htm>

We will keep current issues on line for a year. Let us know how you like the convenience!

Blessed is the season which engages the whole world in a conspiracy of love.

—Hamilton Wright Mabi