

Lucy receives accolades for going above and beyond call of duty



As Secretary III for HCA Administration, Lucy Cardwell is acknowledged for her multi-tasking abilities and dedication in freely volunteering her knowledge, experience and assistance in concurrently supporting three HCA managers.

In her current position, Lucy provides direct support to both the Deputy Agency Director of Behavioral Health Services (BHS), Mark Refowitz and Division Manager of Medical and Institutional Health Services (MIHS), Frank Madrigal. She has also provided assistance to the Mental Health Services Act (MHSA) Administrator, Dorothy Hendrickson when HCA began planning and implementation of MHSA or Prop. 63 when it became law January 2005.

“Lucy is a remarkable individual who is always ready to rise above and beyond the call of duty when needed,” said Dorothy Hendrickson, MHSA Administrator. “The assistance and dedication she provides is highly commendable.”

Lucy began her career with HCA 17 years ago as a temporary help secretary for Doug Barton, who at the time was Director for BHS Adult Outpatient Services. She then pursued an administrative position with MIHS, working with Frank Madrigal. Her tenure with HCA has also led her to work for several other areas of HCA including Evaluation and Treatment Services (ETS), the Theo Lacy Jail, and for outpatient mental health clinics in a supervisory capacity.

Having the opportunity to work alongside HCA IT, Lucy was also involved with the design and build of the Integrated Records Information System (IRIS) Registration and Scheduling module. This endeavor introduced Lucy to a whole new language—the IT language.

Lucy was first introduced to administrative work while in high school, where she had a class each year working in the school office. She interacted with several teachers and office administrators who also became mentors to her.



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CCS Chief Therapist Cathy Babiak presented Blake Pickering, Occupational Therapist, with the 2005 CCS Kathy McCarthy Therapist of the Year Award.

Blake Pickering presented Therapist of the Year Award

Congratulations to Blake Pickering, Occupational Therapist for the California Children’s Services (CCS) Program, on receiving the 2005 CCS Kathy McCarthy Therapist of the Year Award.

Blake joined CCS in 2000 and works at the Reilly Medical Therapy Unit in Mission Viejo. He was recognized for excellence in leadership skills, community service and professional organization participation.

“Blake’s daily actions reflect a genuine interest and concern for promoting the well being of the children and the families that he interacts with,” said Cathy Babiak, CCS Chief Therapist. “Even with a challenging schedule, dividing his time between sites, he always puts his patients first. He is able to address difficult issues directly, with sensitivity and compassion, and is a skilled teacher unselfishly sharing his knowledge with other therapists and students.”

Prior to joining CCS, Blake worked at Children’s Hospital of Orange County. He attended Loma Linda University where he received his BA in Business Management and a Certificate in Occupational Therapy. Blake is also a Deacon at his church and assists in fundraisers for the Special Olympics and coordinates participation of CCS clients in

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New Chief of Public Health Operations announced

HCA is pleased to announce the appointment of David Souleles as Chief of Public Health Operations. David will assume his new position on June 20, replacing Steve Thronson, who left the Agency on June 17.

For the last year and a half, David has served HCA Public Health Services as the Division Manager for Disease Control and Epidemiology. He holds a master of public health degree from UCLA, and has more than 18 years of experience in the public health field.

Prior to joining HCA, David served as Chief Deputy Director for the California Department of Health Services (DHS), where he co-managed a 26-member executive management team and supervised daily operations, overseeing some 6,000 DHS employees. He has also served as AIDS Program Manager for the City of Long Beach Department of Health and Human Services.

HCA welcomes David Souleles to his new role, and thanks Steve Thronson for his years of service and contributions to HCA.



EMS Week 2005 celebrated

Orange County Emergency Medical Services (EMS) celebrated EMS Week from May 16-20 by partnering with several local agencies and community organizations to stage a weeklong series of educational health classes, trainings and events culminating in the annual EMS Week Tailgate Celebration at Angel Stadium in Anaheim.

Several events, including bike helmet safety, blood pressure checks, first aid basics and fire safety trainings to name a few, began on Saturday, May 14 and led to the annual "No Fear" conference held at Western Medical Center's Bash Auditorium in Santa Ana.

HCA EMS hosted the yearly 2005 EMS Week Recognition Awards at Bash Auditorium to honor individuals from fire departments, law enforcement agencies, 911 dispatch centers, ambulance providers and hospitals, who provide emergency services to residents and visitors of Orange County.

The Orange County Board of Supervisors also presented a proclamation to HCA EMS, which proclaimed May 16-20 EMS Week in Orange County. During the May 24 Board meeting Chairman Campbell recognized several Sheriff's Department officers, and also HCA's Dr. Bruce Haynes, Eileen Endo, and Steve Ambriz for their positive contributions and dedication to EMS and the community.

The annual Tailgate Celebration held at Angel Stadium on May 28 ended the series of EMS events. Free food and entertainment were provided to those in attendance. Visitors also had the opportunity to view law enforcement, fire and paramedic vehicles that were on display during the event.

After the tailgate festivities, baseball fans packed Angel Stadium to watch the Angels beat the Kansas City Royals.



Emergency Medical Services (EMS) staff Dr. Bruce Haynes, Darlene Gidley and Jane Elder recognized individuals from fire departments, law enforcement agencies, 911 dispatch centers, ambulance providers and hospitals at the annual 2005 EMS Awards held at Western Medical Center's Bash Auditorium in Santa Ana.

(Pictured left) HCA's Dr. Bruce Haynes, Eileen Endo and Steve Ambriz along with representatives from the Orange County Sheriff's Department received recognition from Chairman Campbell and Agency Director Julie Poulson during the May 24 Board of Supervisors meeting for their positive contributions to EMS and the Orange County community.



Sobero receives recognition

Hat's Off to Raúl Sobero, Program Manager for HCA Health Promotion, on receiving recognition from the Orange County Asian and Pacific Islander Community Alliance (OCAPICA) during a celebration event held on May 27 at La Casa Garcia in Anaheim.

Raul was noted for his positive contributions and dedication as a bridge builder who has been inclusive of diverse communities in his work and leadership.

The theme of the event, "Building Bridges to Fulfill America's Promise," was based upon the examination of the common struggles that the Latino and Asian and Pacific Islander communities face in reaching America's promise.



Raul Sobero, Program Manager for HCA's Health Promotion Program was recognized by the Orange County Asian and Pacific Islander Community Alliance at an event held on May 27 at La Casa Garcia in Anaheim.

health care agency **UP** **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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Changes to HCA's LMC

HCA's Labor Management Committee (LMC) has announced several new updates to the committee, which includes the election of Karen Hodel, Environmental Health Program Manager as the new LMC co-leader who succeeds Linda Moore, RN from Public Health Services.

Karen will serve a new two-year staggered term, which was established by the committee last year. She will work alongside the committee's other co-leader Pam Berg, Ph.D. of Children & Youth Services, for the next year.

Karen is an active member of the LMC serving on the committee since January 2002. She also chairs the LMC's Project Development Subcommittee, which was instrumental in helping to revise the LMC handbook and in launching the successful LMC Team Excellence Awards.

Former LMC co-sponsor Ron LaPorte, Chief of Quality Management was recently acknowledged for his two-years of service as Agency LMC executive sponsor, receiving several certificates of appreciation for his contributions. Ron is heading for retirement and a successor to his position is yet to be named.

Another change to the committee includes the renaming of the Workplace Issues Subcommittee to the Workplace Enhancement Subcommittee. The name change was a result of the reevaluation of the subcommittee's role. An LMC-wide consensus was reached that an issue/problem focus had been outgrown. In the past there were many specific issues that needed to be addressed and there were few available channels to resolution. Over the past year these types of concerns have not been brought to the attention of the subcommittee. A new emphasis of "how can we make it better in our workplace" rather than "this needs to be fixed" has now been adopted.

For more information about the LMC, to alert the Workplace Enhancement Subcommittee about an area requiring improvement, or to volunteer to serve on HCA's LMC, visit the HCA Intranet online at <http://balsam/intranet/lmc/>.



Co-leaders Linda Moore and Pam Berg, and Co-sponsor Kathy Sage of OCEA, presented Quality Management Chief Ron LaPorte with certificates of appreciation for his contributions to the LMC.

During the May 17 Board of Supervisors meeting, Chairman Campbell presented Darlene Gidley of Orange County Emergency Medical Services (EMS) with a resolution proclaiming May 16-20 as EMS Week in Orange County. EMS Week was celebrated throughout the County with events including blood pressure checks, child passenger safety seat inspections, and drowning prevention and pool safety, to name just a few.



HCA nurses receive recognition

Agency Director Julie Poulson joined Public Health Officer Dr. Mark Horton and HCA division and program managers to acknowledge HCA nurses for their dedication to the health and well-being of the community at a Nurse Recognition Breakfast Celebration held on May 26 at the Santa Ana Elks Lodge.

This year's theme, "Nurses: Many Roles, One Profession" featured a keynote address by Ronald Norby, RN and Director for the Veterans Administration Long Beach Healthcare System, who spoke on the topic of nursing leadership in the 21st century. The event also included visual displays of HCA's nurses in action and careers in nursing, as well as the results of a public health nurse job satisfaction survey.

Thank you to all HCA nurses for all that you do!

(Below) Kathleen Parris addressed the audience at the Nurse Recognition Breakfast at the Santa Ana Elks Lodge on May 26 and discussed the current shortage of nurses in the nursing profession.



Pictured (left to right) are Agency Director Julie Poulson, Public Health Officer Dr. Mark Horton and Ronald Norby, Director for the VA Long Beach Healthcare System.



(Above) Those in attendance at the Nurse Recognition Celebration on May 26 enjoyed a presentation by VA Long Beach Healthcare System Director Ronald Norby on the topic of the nursing leadership in the 21st century.

(Above right) Upon the conclusion of the event, a raffle drawing was held for the centerpieces that adorned each table. Frank Madrigal, Lisa Bauer, Julie Poulson, Maureen Robles and Dr. Mark Horton drew and called out the winning ticket numbers.

JULY HEALTH OBSERVANCES

International Group B Strep Awareness Month
National Recreational Therapy Week July 10 - 16, 2005

Great things are not something accidental, but must certainly be willed.

—Vincent van Gogh

ACS hosts annual Pet Fair

Orange County Animal Care Services (ACS) celebrated "Be Kind to Animals Week" and hosted its annual Pet Fair on Saturday, May 7 at the Animal Care Center in Orange.

The 2005 Pet Fair included more than 20 vendors who provided the latest in pet care products, information on breed rescue foundations/services, and information on adoptable exotic animals. More than 5,000 people were in attendance at the event and ACS was very successful in placing over 50 dogs, cats, rabbits and other creatures into loving, new homes.

If you missed out on this year's adoption event, be sure to keep an eye out for next year's event where planning has already begun. You can also visit www.ocpetinfo.com to view photos of animals still available for adoption, and to learn more about ACS. Thank you to all who came to support this year's ACS Pet Fair.



(Above) Julie Inzana, one of ACS' dedicated volunteers, helped to distribute "goodie bags" and hand made blankets to newly adopted pets and their owners at the annual Pet Fair held at the Animal Care Center in Orange. All items distributed were donated from caring animal enthusiasts in the community.



(Above right) Cherly Rendes from Wonders of Life participated in the ACS Pet Fair festivities on May 7 and showed off her Mardi Gras spirit with Babe, her baby pot-bellied pig.

ACS helps reunite Zeus with owners

Orange County Animal Care Services (ACS) and several other California animal shelters helped to reunite Zeus, a frisky nine-month old brindle Labrador mix, with his owners on May 12 after a long journey that began on May 9 from northern California.

Zeus was found running loose by a highway in Casa Grande, Arizona and made his way to San Francisco after being picked up by a couple of good Samaritans who were driving west through Arizona from North Carolina on their way to San Francisco.

The individuals dropped Zeus off at San Francisco Animal Care & Control where they were able to trace his license to his owners back in Arizona. In an amazing combined effort, several California shelters contributed their resources to transport Zeus to San Diego where he was reunited with his overjoyed owners.

Zeus left San Francisco Animal Care & Control on Monday, May 9 bound for



Nine-month old Zeus was reunited with his owners on May 12 through the combined efforts of several animal shelters including ACS. Pictured are Zeus and ACS Officer Melvin Guevara who transported him to his final destination at the City of San Diego Animal Care Services where he was reunited with his owners.

the Monterey SPCA. From there he traveled to Santa Barbara County Animal Services, then to Los Angeles West Valley Shelter. From LA, he motored on down to Long Beach Animal Control and made his way to Orange County ACS on Thursday, May 12. ACS Officer Melvin Guevara then transported Zeus to his final leg of the journey to the City of San Diego Animal Care Services.

ACS Kennel Attendant Bernice Sanchez assists a couple with their newly adopted puppy at the annual ACS Pet Fair held on May 7 at the Animal Care Center in Orange.

Pickering

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the Annual Long Beach Boat and Ski Day event for children with special needs.

CCS established the Therapist of the Year Award 14 years ago to recognize a worthy staff physical therapist, occupational therapist, certified occupational therapy assistant or physical therapist assistant. The award is named in honor of the late Kathy McCarthy, an occupational therapist who spent her 25-year career with HCA. CCS staff members submit nominations each year for the award, detailing the nominee's accomplishments in the areas of leadership, community services and professional organization participation.

HCA set to participate OC Fair 2005

Summer is here and it's once again that time of year for the 113th annual Orange County Fair to roll into town. HCA's Health Promotion Program and Animal Care Services are both set to host an educational and informational booth inside the Fair's Orange County building. Attendees at the Fair can visit Health Promotion's booth from July 8-14 and the ACS booth from July 22-24 and July 26-27.



This year's fair, themed "It's Callin' You Out to Play – Year of the Avocado," will run from July 8-31 and is closed Mondays, July 11, 18 and 25. Be sure to stop by and visit both of the Agency's booths and enjoy the fair's carnival rides, good eats and concert series lineup! Visit www.ocfair.com for more information about the fair's happenings and for a daily schedule of events.

Gold Star

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"All office work just came naturally to me, I was organized and wanted things to be perfect," said Lucy. "After high school, I went to Alaska and became an overseas telephone operator. This job was very exciting and I interacted with many people from around the world and on the high seas."

Lucy attended Santa Ana College where she received a business certificate in office management. She is an avid reader and is a member of a "Coupon Crazy's" club where coupon clipping and filing has led her to only pay \$80 for \$300 worth of groceries at one time.

As a mother of four, an owner of two dogs and a pond of goldfish, Lucy enjoys spending time with her children and husband of 30 years. She and her husband also own a 1950 Chevy Fleetline and enjoy restoring cars to their original condition.



Creative artwork designed by Orange County youth comes to life at John Wayne Airport. Through the Tobacco Use Prevention Program's (TUPP) "Tune Out Tobacco" artwork project, students create artwork to help them learn about the negative effects of tobacco and about what media literacy and advocacy are. Travelers at John Wayne Airport can access free help in quitting smoking with support of HCA's TUPP program.



HCA celebrates its stars

An event to celebrate the illustrious careers of several HCA managers embarking on their journey to retirement will be held on June 22 at the Phoenix Club Ballroom located at 1340 S. Sanderson Ave. in Anaheim.

The occasion will send a farewell to the following managers and recognize them for their dedicated years of service and contributions to HCA:

- **Dana Bianco**—30 years
Human Resources
- **Bill Ford**—30 years
Environmental Health
- **Ron LaPorte**—31 years
Quality Management
- **Alice Manning**—30 years
Financial/Administrative Services
- **Pam Skow**—32 years
Human Resources
- **Linda Boyd**—36 years
California Children's Services
- **Darlene Gidley**—4 years
Emergency Medical Services
- **Frank Madrigal**—28 years
Medical & Institutional Health Services
- **Greg Parris**—25 years
Financial/Administrative Services

New HCA Headquarters Smokefree Outdoor Policy Takes Effect

Due to the dangers of secondhand smoke and in accordance with HCA's goal of promoting healthy lifestyles, a new smokefree outdoor policy for HCA Headquarters went into effect on May 1. The new policy prohibits smoking on the grounds including parking garages and stairwells at the 405 W. 5th Street and 511/515 Sycamore buildings.

Currently, employees and visitors to these buildings are being exposed to secondhand smoke in or near the entrances, stairwells and parking areas. Secondhand smoke is a cancer-causing agent that can cause and exacerbate numerous medical conditions such as asthma, allergies, emphysema and heart disease.

For any questions concerning this policy, contact HCA's Tobacco Use Prevention Program (TUPP) at (714) 541-1444. Free smoking cessation assistance is also available for employees and the general public by calling 1-866-NEW LUNG.