

WHAT'S

keeping staff informed & current



Mikhail and Osborne spotlighted for key project contributions

L Lydia Mikhail, Public Health Laboratory Manager and Roxanna Osborn, California Children's Services (CCS) Program Manager are noted for their contribution and commitment in implementing two key computer systems within Public Health Services, the Cerner PathNet Laboratory Information System and Children's Medical Services Network (CMS Net).

The HCA Public Health Laboratory recently completed a transition from a 20-year old computer system, which involved handwritten paperwork and longer wait times for test results to the electronic based PathNet system thanks to the coordination and implementation efforts of Lydia Mikhail. With the new system in place, users are able to register patients, request lab tests and transmit and receive results in about 2 days, all done electronically. Other benefits of PathNet in-

clude the ability to link all of the departments within Public Health, assurance of Health Insurance Portability and Accountability Act (HIPAA) compliance, as well as real time reporting as soon as a test is completed.

Lydia's involvement in the project included on-site visits to other public health laboratories to discover best practices in order to implement the new system within the Agency, as well as face-to-face meetings with HCA program supervisors to understand clinical needs and expectations of upcoming process changes that the laboratory automation project would bring about.

"Lydia empowered laboratory staff to take ownership of their various field of expertise and display their talents in each area to help implement the PathNet project," said Kindra Dimitriadis, Public Health Information Technology Project Manager. "Lydia's contri-

bution and dedication to this project and the Public Health Laboratory ensures that we can continue to meet the health care needs of the County and its residents."



In addition to the PathNet project, another computer transition within HCA Public Health Services also recently took place. Thanks to the contributions and efforts of Roxanna Osborn, the CCS program has successfully completed a transition from the ChildWatch computer data system to the State electronic system called the Children's Medical Services Network.

Roxanna worked as the project manager of this endeavor and served as the liaison contact for State personnel, the County of Orange Information Technology department and CCS staff, ensuring that all objectives have been met.

Roxanna's task of project manager required a tremendous amount of coordination, communication, data review and travel to and from Sacramento. Through her efforts and working beyond normal expectations, Roxanna was able to effectively transfer 29,000 CCS client records and have CMS Net up and running, ready for use on the CCS "go live" date on March 5th.

"Roxanna took the initiative to pick-up extra technical skills and was responsible

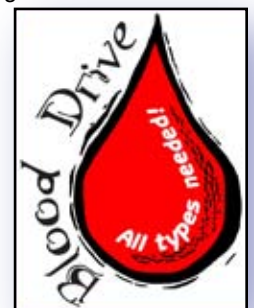
for keeping CCS staff on track every step of the way during this transition that began in 2004," said Mary Davis, CCS Division Manager. "We appreciate her contributions and dedication to this project and in ensuring that the CCS program will continue to meet the health care needs of the children served by our program."



June blood drive coming

A blood drive is planned for Wednesday, June 13th from 9 a.m. to 3 p.m. at HCA's 405

W. 5th Street building in the 4th floor conference rooms. If you're interested in donating, please sign up online at www.givelife.org and enter the sponsor code **OC1** or contact Amber Alford in HCA Volunteer Services at (714) 834-4144.



Regulations in the United States allow individuals to donate whole blood once every 56 days. Those who donated

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Dr. Kaddis receives award

Congratulations to Dr. Hoda Kaddis, California Children's Services (CCS) Medical Director, on receiving the 2007 CalOptima Circle of Care Provider Recognition Award.

Dr. Kaddis is noted for her positive contributions to the community and for developing a collaborative and respected relationship with CalOptima, ensuring CCS programs are partnered in meeting the needs of their clients.

The annual CalOptima Circle of Care program was created to recognize those who make their members a priority in their practice and who provide them with compassionate and quality health care.



The more obligations we accept that are more self-imposed, the freer we are.

—John C. Schroeder

MADD recognizes Kite

Hat's off to Richard "Dick" Kite, Ph.D., Research Analyst for HCA's Alcohol and Drug Education and Prevention Team (ADEPT) on receiving the 2007 Individual Diamond Service Award from the Orange County Chapter of Mothers Against Drunk Driving (MADD) during an event held on April 12.

Dick received recognition for his research related to alcohol and drug impaired driving which included his contributions to the 2002 and 2006 Circumstances of Last Drink Prior to DUI Arrest reports, as well as a 2006 Youth Access to Alcohol Study to name a few.

He has also been actively involved with several prevention activities collaborating with the Santa Ana Police Department DUI Task Force, the UCI Safe Communities DUI Subcommittee, Costa Mesa DUI Task Force and most recently with the Newport Beach Police Department.



ADEPT staff attended the OC MADD Awards ceremony held on April 12 at the Nixon Library to support Dick Kite who received the 2007 Individual Diamond Service Award for his contributions related to alcohol and drug impaired driving. Pictured (left to right) are ADEPT Program Manager Marilyn Pritchard; ADEPT Research Analyst Dick Kite; Health Promotion Division Manager Amy Buch; and ADEPT Program Supervisor Carolyn Secrist.

NAMI Education Director visits HCA for presentation

The Mental Health Services Act (MHSA) program welcomed Joyce Burland, Ph.D., National Director of the National Alliance on Mental Illness (NAMI) Education, Training and Peer Support Center on April 18th at HCA's 405 W. 5th Street building to provide an informative presentation on two NAMI signature programs that she developed.

HCA staff in attendance learned about the NAMI Family-to-Family Education Curriculum, a free 12-week peer education program for families, and the NAMI Provider Education Program, a 10-week course taught by a team of family members and consumers that trains public agency line staff in skills fostering family-consumer-provider collaboration.

Dr. Burland is also the author of several NAMI publications including "Parents and Teachers as Allies: Recognizing Early-Onset Mental Illness in Children and Adolescents" and "What Hurts/What Helps; A Guide to What Families of Individuals with Mental Illness Need from Mental Health Professionals."

For more information about NAMI, visit the national organization's website at www.nami.org or the Orange County Chapter of NAMI at www.namioc.org.



Pictured (left to right) are Donna Wallis, Executive Director NAMI Orange County; Joyce Burland, Ph.D.; and Dane Libart, HCA Behavioral Health Services Family Advocate.



Compliance UPDATE

Mitigating your risk factors

The Compliance Program helps to identify agency risks through planned auditing and monitoring activities. We have identified five areas of risk that are pretty simple to mitigate. However, mitigation requires your assistance. Please consider what you can do to help lessen the potential for a compliance issue in any or all of these areas.

- **Destruction of sensitive documents**—Many of our documents contain sensitive information about our clients, employees or constituents. When this type of document is not part of our permanent record and must be disposed of, it is important to dispose of it in an appropriate and secure manner. Leaving sensitive documents in the nearest wastebasket is not a safe method for disposal. It is important that sensitive documents be shredded or placed in a locked shredding bin to prevent unauthorized access (see *HCA Admin P&P IV-7.02, section VI.A.2.h*).
- **Visitor/Vendor Facility Access Control**—Visitors, vendors, and clients frequently come into our facilities. Within our facilities we house sensitive electronic and hardcopy information. We have an obligation to protect the privacy of the patients we treat, as well as protecting other sensitive documents by screening visitors and vendors entering our work areas to be sure they have a need to be here. Implement policies that require visitors, vendors and clients to be escorted to and from our secure work areas (see *HCA Admin P&P IV-7.02, section VI.A.2.b*).
- **Employee Separation Checklist**—Occasionally a member of our team moves to another program, another service area or simply leaves the Agency altogether. When this happens, it is critical that managers and supervisors review the Employee Separation Checklist with the departing employee. This checklist provides direction on collection of keys/keycards, parking cards, cell phones and other County property. In addition, the checklist reminds us to complete separation paperwork to remove a separating employee from access to the IT Network and other systems. To view the checklist go to <http://balsam/intranet/p&p/attachments/03-304-2.doc>.
- **Asset Control and Management**—Every program in HCA has an assigned Asset Control Officer who is responsible for receiving new assets, tracking movement of these assets, and performing regularly scheduled inventories of all assets under the direction of the HCA Property Officer. Of particular concern are assets that may contain sensitive information such as PCs and laptops. These assets must be tracked at all times and must be disposed of in a timely and appropriate manner (see *HCA Admin P&P V-1.00*, revised version available soon in electronic format).
- **Authorizations for Release of Protected Health Information**—Programs providing treatment services often require authorization from the client to use or disclose the client's medical information. Many regulations, such as HIPAA, Substance Abuse Laws and State laws require specific information on an authorization in order for that authorization to be valid. It is the responsibility of all our clinical staff to know what information is required to ensure that this information is present before releasing information.

It is not difficult to mitigate risks in these areas:

- Shred that sensitive document you are throwing away,
- Work with your Asset Control Officer before moving a PC,
- Ask that stranger in your work area if you can help him or her.

These simple acts help us provide a secure and safe work environment.

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

National Nurses Week 2007

Celebrated annually from May 6, also known as National Nurses Day, through May 12, the birthday of Florence Nightengale, the founder of modern nursing, National Nurses Week honors all nurses who are working to improve the health and well-being of the community.



This year's theme of "Nursing: A Profession and a Passion," demonstrates the passion nurses have for the profession and their strong commitment to health and safety. Often described as an art and a science, nursing is a profession that embraces dedicated people with varied interests, strengths and passions because of the many opportunities the profession offers.

Nurses have many roles, but share one profession. During the month of May, HCA thanks the Agency's nurses for their dedication and commitment in providing services to our clients.

For more information about National Nurses Week, visit the American Nurses Association website at www.nursingworld.org.

JUNE HEALTH OBSERVANCES

- Home Safety Month
- National Asphasia Awareness Month
- National Scleroderma Awareness Month

National Headache Awareness Week	3-9
Sun Safety Week	3-9
National Men's Health Week	11-17
Helen Keller Deaf-Blind Awareness Week	24-30
National HIV Testing Day.	27

Spotlight on Excellence

Behavioral Health's Cultural Competency Program named Patricia Morales, a Clinical Social Worker I with Adult Mental Health Services as the recipient of the April 2007 Spotlight on Excellence Award.

Patricia works mainly with the Latino community at the Santa Ana Mental Health Clinic where she assists clients and their families in understanding mental illness and overcoming the stigma associated with it. She is acknowledged for her dedication in giving back to the community every day and for going out of her way in helping consumers and families understand and live with mental illness.

For Patricia, it is a great reward when family members of the severely mentally ill become advocates and active participants in their family member's treatment. She is the first in her family to graduate and obtain a college degree. Patricia attended Cal State Monterey Bay and received a BA in Collaborative Human Services and a MSW in Social Work.



Pictured (left to right) are Ronnie Kelley, Patricia Morales and Rafael Canul.

Blood drive

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at the previous Hall of Administration blood drive on April 5th are eligible to donate once again. For specific eligibility requirements on donating blood, call (800) GIVE LIFE.

How can I ensure a pleasant donation experience?

You'll want a good night's sleep the night before, and a good breakfast or lunch before your donation. Drink fluids like juice, milk, or soda ahead of time. Take your normal medications as prescribed. Ensure you have adequate iron level by making iron-rich foods part of your daily diet. These include red meat, poultry, fish, green leafy vegetables, iron-fortified cereals, nuts, raisins and prunes. During your donation, relax. After your donation, have some juice and cookies in the canteen. Then you can go about your daily activities, but avoid heavy lifting or strenuous exercise for the remainder of the day.

How long does it take to donate blood?

The whole process takes about an hour. It starts with registration, a health history and a mini-physical. Then comes the actual donation, which usually takes less than 10-12 minutes. Afterward, you will be asked to spend a few minutes in the "canteen" where you can have a light refreshment before returning to your normal activities.

Who needs blood?

Under normal circumstances, every two seconds someone in America will need a blood transfusion. Blood transfusions are used for trauma victims—due to accidents and burns—heart surgery, organ transplants, women with complications during childbirth, newborns and premature babies, and patients receiving treatment for leukemia, cancer or other diseases, such as sickle cell disease and thalassemia.



Have YOU updated your claim forms?

Each calendar year the rate for reimbursing mileage is set by the IRS. The County in turn updates its rates based on provisions in various memoranda of understanding. HCA Payroll then updates the online Mileage and Other Expense Claim form. This electronic form contains formulas that will automatically calculate the amount to be reimbursed based on the updated rates.

However, if you are using an old form you may not receive the correct reimbursement, your reimbursement may be delayed, or your claim may be returned to you for correction. If you haven't already done so, please go to the **HCA Intranet** and select **Forms** and then **Payroll**. You will find the most current Mileage and Other Expense Claim form, as well as instructions.

If you have any questions or concerns, please contact HCA Payroll at (714) 834-5744, or by e-mail at HCAPAYROLL@ochca.com.

health care agency **UP**
WHAT'S keeping staff informed & current

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