

## Arts Festival celebrates Mental Health Awareness

**F**rom July 11 through August 23, 2009, "Erase Stigma: A Mental Health Awareness Arts Festival and Exhibition" will be held at the Cal State Fullerton Grand Central Art Center (GCAC) located at 125 N. Broadway in the Artist's Village in downtown Santa Ana. The Arts Festival and Exhibition is free and open to the public.

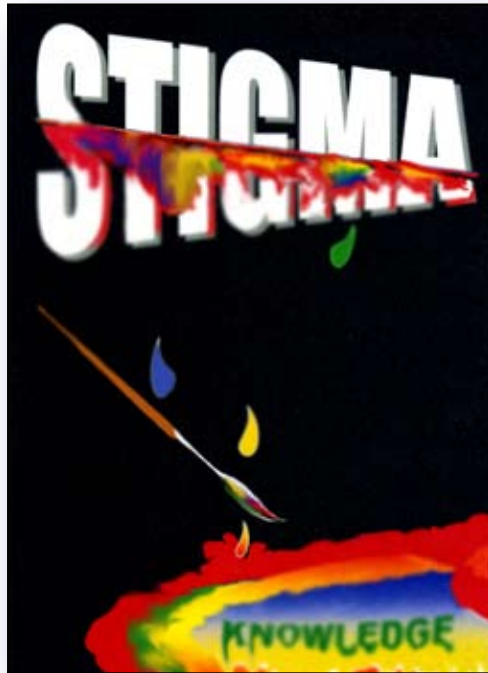
The event features gallery exhibitions, art workshops, writing seminars, plays, movie screenings, and music performances to raise awareness about stigmas associated with mental illness.

The Rental and Sales Gallery and Artist in Residence Studio of the GCAC features work submitted by consumers, family members, caregivers and physicians who are living or working with the complexities of mental illness.

The festivities will also include the premier of "Third Tree From The Left," directed by Don Laffoon, founder of the Stop Gap Theater Company. The play was written in collaboration with people with psychiatric disabilities and their family members, many of whom perform in the production.

The *Erase Stigma* Arts Festival is the result of a collaboration between Cal State University Fullerton's Grand Central Art Center, Orange County Health Care Agency Behavioral Health Services, Orange County Mental Health Board Arts Committee, Orange County Stigma Elimination Task Force, Stop Gap Theater Company and Rat Powered Films. Many events and workshops were partially funded through California's Mental Health Services Act (MHSA).

For more information, call the Grand Central Art Center at (714) 567-7233, or visit their website at [www.grandcentral-artcenter.com](http://www.grandcentral-artcenter.com). For workshop information, call the Health Care Agency's MHSA Workforce Education Training (WET) office at (714) 667-5607 or visit [www.ocohealthinfo.com/mhsa/arts-program.htm](http://www.ocohealthinfo.com/mhsa/arts-program.htm).



Artwork by Judy Adams

## HCA hosts Town Hall Meetings

**A** series of town hall meetings hosted by Agency Director Dave Riley and the HCA Executive Team are planned to take place quarterly to share the latest information with HCA staff regarding the state, county and HCA budget, as well as to answer any questions about the Agency.

The first Town Hall meetings took place on July 2 and drew a crowd of more than 300 employees to both afternoon sessions. Agency Director Dave Riley and the HCA Executive Team were on-hand to answer some of the most frequently asked questions regarding furloughs and layoffs, as well as how the current state/county budget affects HCA.

The town hall meetings are an opportunity to come share your thoughts and ask the questions that are important to you. Stay tuned for information regarding the next planned quarterly town hall meeting.

## Infection Prevention Fair planned for October 14th

**S**ave the date for the 2009 HCA Infection Prevention Fair planned to take place on Wednesday, October 14, 2009 from 8:30 a.m. to 12:30 p.m. at the HCA Public Health Education Center located at 1725 W. 17<sup>th</sup> Street in Santa Ana.

The fair will feature the latest infection prevention materials including sharps safety equipment and disposals; hand sanitizers; disinfection and cleaners; personal protective equipment (respirators, gloves, etc.); and infection prevention training videos. Free seasonal influenza vaccine will also be available for HCA employees.

The HCA Public Health Training Building (#1729E) is located in the back parking lot at the 17<sup>th</sup> Street Clinic. Parking is limited and carpooling is recommended. For more information about the 2009 Infection Prevention Fair, please call Employee Health Services at (714) 565-3780.



# Are you ready to have HCA Desktop Publishing help?

**D**oes your program need a brochure, flier or newsletter for an upcoming event, new program or service? If so, HCA Desktop Publishing (DTP) is ready to help. The following steps will help guide you in seeking the assistance you need to create your marketing piece.

## Step 1:

**Gather your information** – Collect the information you want to include in your finished product and submit it to DTP. There is no need to lay out the document. Organizing information and laying it out to create an efficient, user-friendly format can be a very challenging and time consuming task. It is faster and easier to simply provide your document text to DTP, along with any ideas you may have on how the document should look finished, and allow us to create the document based on your input.



**Meeting or Mail** – You will need to decide whether you would like to bring your information in person to DTP (located in Quality Management at the 405 W. 5<sup>th</sup> Street building in room 458) or send it via Pony Mail to Desktop Publishing, Bldg. 38-S. If you would like to come in person, please call (714) 834-3166 to schedule an appointment.

**Paperwork** – To begin processing your project, please download and print the “Desktop Publishing Work Request” form which is available on the HCA Intranet at <http://balsam/intranet/qm/forms/workrequest.pdf>. Fill in the appropriate shaded areas, attach any samples, provide specific instructions and

include disks, photos or other materials that DTP would need to create the document.

**Send in Materials** – Now, you should be ready to send your project to DTP or bring it in with you to your appointment.

## Step 2:

After DTP receives your project, we will review it and begin working on a design based on your specifications. We work closely with you to ensure that we are on the same track. This may require either a phone consultation or an in-person meeting if we have questions about your project.

**Photographs and Graphics** – If you have photographs taken by your program, we'll be happy to include them in your project provided that they meet established criteria. If clients are included in the photo, please be sure that a release is signed allowing HCA to use their image. Clip art must be licensed for use by DTP which could be an issue if the graphic was found from a non-subscription source. If you are in need of images and/or artwork, DTP also has a resource library available to assist with your project.

**Completion Times** – In general, you can expect an initial working proof within two weeks of submitting your completed work request. A finished product will depend on any revisions you may request. We will make every effort to work with your requested deadline and often can complete projects ahead of schedule. A good rule of thumb is to plan on submitting your project to DTP at least a month and a half before the actual date you need the finished material.

## Step 3:

**The Approval Process** – Once your project is completed, you will be given a “Final Proof Approval Form” which will need to be completed and signed. Review your project to ensure it includes all of the information requested, as well as edits. This must be signed and returned to DTP before your project can be released for printing.

Additionally, all Agency-produced material must first be approved by the HCA Public Information Office (PIO) prior to production or distribution. Because the material is distributed to the public, certain criteria must be maintained. This includes proper identification of the program involved; inclusion of the County seal; proper usage of grammar and punctuation; and sensitivity to the various cultures who will be viewing the publication. You may contact the Public Information Office at (714) 834-2178 for more information.

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## July's Fit Business Tip

**D**uring the month of July, temperatures begin to sizzle. As you try to beat the heat, be sure to stay hydrated by drinking at least 8 to 10 glasses of water a day. Grapes and zucchini, the featured fruit and vegetable of the month, have high water content and are also a great way to keep your body hydrated.

The CA Department of Public Health Worksite Program offers the following quick and simple tips to beat the heat this month:

**Cool Off in the Pool** – Swimming is a great way to have fun in the summer and also get in some much needed physical activity. You can swim laps, race your family or friends, or simply have fun splashing around. Always be sure to wear sunscreen with enough SPF to protect yourself from the sun's rays. A lip balm with SPF will also protect your lips from burning. To find a local pool in your area, check with the local Parks and Recreation Department in your city or the YMCA.

**Eat Healthy to Stay Refreshed** – The warm weather is a perfect time for outdoor eating and picnics. While planning your outdoor meals, try to incorporate some fruits and vegetables in your festivities. This will help you feel more energized and refreshed. Try eating grapes and watermelon when you are feeling dehydrated. Have a fruit smoothie to cool off on a hot summer day. Zucchini, tomatoes, and carrots are always a wonderful addition



to a salad. If you're having a summer barbecue you can also throw some vegetables on the grill.

Monthly Fit Business Tips are created by the CA Department of Public Health and feature a fruit and vegetable of the month and simple tips for healthy eating and physical activity. Each monthly tip also includes several ways to incorporate the featured produce into your daily meals. To view past monthly Fit Business Tips, visit [www.cdph.ca.gov/programs/cpns/Pages/FitBusinessTips.aspx](http://www.cdph.ca.gov/programs/cpns/Pages/FitBusinessTips.aspx).



# From the Desk of the CCO

## Dear HCA Team:

The Office of Compliance was established in 2000, and has become part of the fabric of the Health Care Agency. I would like to acknowledge your contribution to the HCA Compliance Program. Each of you contributes to maintaining a work environment that encourages employees to practice the highest ethical standards in performing our daily tasks. Compliance is everyone's responsibility, not just the Office of Compliance.

In 2008, the Office of Compliance investigated and closed 62 compliance issues. These issues were investigated with help from supervisors, managers, Human Resources, HCA Accounting and other partners. Twenty-nine of those issues were substantiated. Your reports and cooperation resulted in corrective actions that improved our business practices, addressed personnel issues, and clarified policies.

Annual Compliance training was completed at a record rate this year. This accomplishment reflects commitment from every employee, supervisor and manager to make sure that we meet our compliance obligations.

We recently concluded our annual Compliance survey on June 30, 2009 with a total of 1,415 responses which represents a 55% response rate. Thank you for taking the time to give us feedback. We will report the results of the survey in a future What's Up article.

The HCA Compliance Program can succeed only through the efforts of dedicated employees who conduct themselves with honesty and integrity and in compliance with all laws and regulations. I encourage your continued participation in promoting compliance and ethics in HCA.

If you have any questions or concerns, you may reach me at (714) 834-6254 or [jnagel@ochca.com](mailto:jnagel@ochca.com). Those that wish to remain anonymous may contact the Compliance Telephone Hotline at (866) 260-5636.

Jeffrey A. Nagel, PhD, CHC  
Chief Compliance Officer



# TECH TALK

## IT Security Group is tech watchdog

In past articles, we chronicled the lifecycle of the Service Desk and Field Support groups who are on the forefront of IT. In this article we will look at the efforts of a team that is somewhat behind the scenes. The HCA Information Technology (IT) Security Group is stationed at the HCA Data Center and is charged with keeping a watchful eye on all things destructive in the technology world.

All around the world, people with great skills, but bad intentions can create viruses and malware and hack into every type of computer system or application. Constantly on guard, the IT Security team was formed in 2004 and has been at the forefront of protecting HCA since its inception.

The Security Team consists of 3 analysts led by David Castellanos. They employ the latest technology, from the simple desktop solutions to intricate hardware and software that sits on the HCA network. Attacks may come in the form of a virus or a person trying to access the network through an unprotected backdoor. Every day is a possible threat and fortunately to date, the Agency has been safe. The team also performs many other tasks including periodic audits to ensure HIPAA compliance; responds to security incidents; guides programs on the importance of data security; and analyzes new systems to ensure they are secure before they are introduced to the workplace. With technology ever changing, this is one busy group!

The Security Team's main focus recently has been to secure HCA's data, which sometimes contains sensitive patient information. E-mail can also be a real risk. To address this, the Agency will soon undergo a change in the way E-mail is used to allow the encryption of messages containing sensitive and/or confidential information. Stay tuned for more information regarding this in the coming months.

The IT Team will also be releasing security bulletins designed to educate employees about current and future

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**COMPLIANCE**  
**866.260.5636** **HOTLINE**

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 the number shown above.

## Make a difference ...

### Donate blood

A County of Orange Blood Drive is planned to take place on August 12 & 13, 2009 from 9 a.m. to 3 p.m. at the Civic Center Plaza located at 333 W. Santa Ana Blvd. in Santa Ana. Look for the American Red Cross Blood-mobile.

To schedule a blood donation appointment, go to [www.givelife.org](http://www.givelife.org) and use the sponsor code OC1 or call Amber Hannigan in HCA Volunteer Services at (714) 834-4144. All participants will receive a coupon for a \$5 gift certificate from Daphne's Greek Café.

To be eligible to donate, you must be healthy, at least 17 years old, weigh at least 110 pounds, and may have not donated whole blood in the past 56 days or a double red cell donation in the last 112 days. You may also not give blood if you have received a Red Cross notification asking you not to do so. Donors must provide ID prior to donating.





# Work safely during hot weather ....

Summer is here, and with it comes the warm weather that allows us to plan the fun outdoor activities that we enjoy such as going to the beach for a swim or the lake for an afternoon picnic. Most everyone is aware that they must have plenty of water and sunscreen when they enjoy their various outside activities. However, according to Cal/OSHA, many California employees still suffer from heat related illnesses during the summer months while working outdoors. Though many HCA employees work indoors, there may be times when HCA staff are exposed to extreme heat during a work day. This is due to the fact that HCA has a diverse workforce that often participates in health fairs, handles public emergencies, and drives to many facilities or even patient's homes.

It is important to keep in mind that heat illness can occur at anytime regardless if you are playing all day at the beach, or handing out prevention flyers at a health fair. With that said, HCA Safety would like to provide some helpful tips (courtesy of Cal/OSHA) to all HCA employees who may become exposed to extreme heat on the job.

- **Develop a habit of checking the weather forecast regularly**—By anticipating heat waves, you can be best prepared. For the latest information regarding heat indexes please go to [www.nws.noaa.gov/om/heat/index.shtml](http://www.nws.noaa.gov/om/heat/index.shtml).
- **Drink plenty of water**—It is essential to keep water nearby when working outdoors. Increasing the number of water breaks is also beneficial.
- **Avoid direct sun exposure for long periods of time**—Most health fairs will provide umbrellas or canopies for shade, but make sure you are utilizing the shade throughout the day (or at least use it for frequent water breaks). If you must stand directly in the sun, make sure you rotate frequently with other employees and wear plenty of sunscreen. If you are in a limited space area due to a disaster emergency, use anything that will give you temporary shelter such as awnings or trees.
- **Wear loose fitting and light colored clothing**—If you are able to plan ahead for field work outdoors, it is beneficial to wear wide brim hats and clothing that will keep you cool on that specific work day.

For more tips regarding heat illness prevention, please go to the following site: [www.dir.ca.gov/DOSH/guidanceforworkers.pdf](http://www.dir.ca.gov/DOSH/guidanceforworkers.pdf). These tips are sponsored by Cal/OSHA and provide good advice to keep us healthy and safe when working outdoors during hot weather. For more information regarding on the job heat exposure please contact the HCA Safety program at (714) 834-4359, or your unit Departmental Safety Representative.

## Tech Talk

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threats, as well as provide tips on how to stay secure. When these tips reach you by e-mail, please take the time to review them as they may give you a heads up of the latest threats.

Some other ways to help the HCA network stay safe and secure include:

- Saving Protected Health Information (PHI) to a shared network.

- Shutting down your PC every evening at the end of your shift. This shut-down will assist IT in patching your system and saving energy.
  - Never sharing passwords.
  - Never opening unsolicited e-mails.
  - Never sharing your personal information over the Web.
- Together we can keep our systems and data safe.

## AUGUST HEALTH OBSERVANCES

Cataract Awareness Month

Children's Eye Health and Safety Month

National Immunization Awareness Month

Psoriasis Awareness Month

National Minority Donor Awareness Day. . . . .1

World Breastfeeding Week . . . . .1-7

## Desktop Publishing

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**Printing** – When the approval process is completed, the project is ready to go to Publishing Services or converted to a PDF file for your program to print in-house. To begin the process for printing through Publishing Services, you will need to complete the online printing requisition at [www.ocrdmd.com/psar/](http://www.ocrdmd.com/psar/). DTP can assist in selecting output size, color and paper specifications for your project if needed. Publishing Services also offers a sample book to view available paper stock.

DTP will provide you with a review copy, but does not handle mass quantity printing. Printing of materials created by HCA Desktop Publishing is usually handled by the County printing office, Publishing Services located at 1300 S. Grand Ave., Bldg. A in Santa Ana. You may contact them at (714) 567-7444.

There are two options for getting your project to Publishing Services: 1) DTP can provide a disk with all the needed files and you may hand carry it to their offices, or 2) DTP can upload the necessary files to the Publishing Services' website where they can access it immediately. Be sure to request a proof before approving a print run. This will ensure that the product prints as expected. DTP can assist with any additional adjustments that might be necessary to insure the final product is as specified.

### **Once completed, will I be able to make changes on my own?**

All revisions must be done through HCA Desktop Publishing to maintain adherence to established standards and to avoid possibility of outdated multiple versions being distributed. Keeping your project centralized in DTP also allows it to be properly archived.

For any additional questions regarding the steps listed or the overall process on getting your project started, please call a member of the HCA Desktop Publishing team at (714) 834-3166.

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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