



# Archived Document

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## Dedicated to improving health disaster response

**P**rofessional, positive and dedicated are just a few of the words used by staff to describe Vicki Bowman, Administrative Manager I for HCA's Health Disaster Management Division. In her current role, she is responsible for improving the preparedness and response of the Health Care Agency in the event of a health related disaster.

Vicki manages the Agency's communication resources and utilization of the 'InLogic' Notification System, ensuring that HCA personnel are listed in the system and can rapidly be notified in a disaster, as well as providing support to exercise and event operations. She trains managers and administrators in all Agency departments and serves as technical advisor for the Health Emergency Operations Center and the Distribution Center Warehouse.

"Vicki's skill in plan development and logistics has been invaluable in expansion of HCA's response capabilities in the event of a disaster," said Terre Duensing, Health Disaster Management Division Manager.

Vicki has also participated in the development of the Orange County Medical Reserve Corps (MRC), where she works alongside Peggy McCormick to recruit and train community volunteers to assist the Agency in responding to a public health emergency. Currently, the OC MRC includes more than 350 members.

As a retired Army officer with expertise in the field of personnel and logistics, Vicki's last assignment was at the Presidio of San Francisco prior to starting her career with the



Health Care Agency in 1997.

"Every day is unique when dealing with emergency preparedness," said Vicki. "From conducting communication drills to preparing for a major exercise; it all requires team work and resourcefulness and I'm thankful to be working with such a wonderful team at HCA."

Most recently, Vicki served as the Exercise Director for the November 3, 2006 flu vaccination Point of Dispensing (POD) Exercise. Held at three different sites around the county, the exercise utilized close to 500 city, fire, law and HCA staff, college students and volunteers, which resulted in the vaccination of 2,873 Orange County residents.

"The exercise took one year in planning, coordinating and training," said Terre Duensing. "Vicki's leadership was a driving force in the overall success of this event."

In her spare time, Vicki enjoys reading fantasy and science fiction novels and is a Star Trek and Star Wars fan. She is also a Red Cross Instructor and volunteers to teach monthly CPR classes. Vicki is also active with the Delta Zeta Sorority and currently serves as the Financial Advisor to the Cal State Fullerton Chapter.

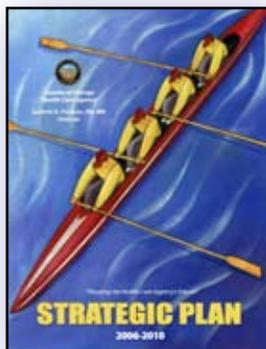
In the future, Vicki hopes to remain with the Health Disaster Division until retirement within the next 5 to 10 years and then she plans to pursue volunteer work with her church.

## Agency Strategic Plan—a road map for the future

**C**ompleting a process that lasted more than a year, the Health Care Agency's 2006-2010 Strategic Plan has been approved by the Office of the Director and posted to the HCA website at [www.ochealthinfo.com/admin/strategicplan](http://www.ochealthinfo.com/admin/strategicplan).

"The Strategic Plan is a little like a road map that will help to guide the Health Care Agency through the next several years," said David Thiessen, Chief of the Office of Quality Management. "The direction provided by the Agency's Vision, Mission, Goals and Values will be important as we move forward and meet the challenges the future will bring."

An important part of the Strategic Plan development process was an employee survey conducted in early 2006, with more than 940 HCA employees providing their opinions and insightful comments. "It was encouraging that over 95% of HCA employees participating in the survey understood how their own work, and the services provided by their program, contribute to the Agency's Vision, Mission and Goals," said HCA Director Julie Poulson. "It was also great to see the number of comments (over 10,000 total responses) that we received from staff about the Agency's strengths and weaknesses, as well as the opportunities and potential threats that may impact the Agency in the future."



The County of Orange has also embarked on a strategic planning process that re-  
... continued on page 2

# Pandemic Plan Coordinator announced

**H**CA welcomes Dr. Cherry Lee as Pandemic Plan Coordinator for the Agency's Health Disaster Management Division. In her new role, Dr. Lee is responsible for the oversight of HCA's pandemic influenza program including designing surge capacity and alternate care site tools, engaging hospitals, clinics and other first responders in the planning process and reviewing and updating the Agency's Pandemic Flu Response plan to name a few.

Dr. Lee holds 15 years of combined clinical, public health and academic experience, with an extensive background in public health program implementation and curriculum development. Prior to joining HCA, she served the California Department of Health Services Emergency Preparedness Office as Health Resources and Services Administration (HRSA) Regional Coordinator for Regions IV and VI in the areas of surge capacity and effective networking with local jurisdictions.



# Still time for a flu shot!

**A**re you one of the few individuals who haven't received a flu shot yet? If not, there is still time to be inoculated for added protection as the flu season typically runs during the months of October to March, so individuals can still benefit from receiving the vaccine this month.

Due to a recent change in eligibility guidelines, Employee Health Services located in suite 601 at the 405 W. 5<sup>th</sup> Street building in Santa Ana is now offering the flu shot for FREE to County employees while supplies last. Flu shots are provided Monday through Friday from 10 a.m. to 11:30 a.m. on a walk-in basis. Those interested in obtaining more information can contact Employee Health Services at (714) 834-5974.

The California Department of Health Services expanded eligibility for public health programs to encourage more Californians to get a flu shot to enhance their protection against influenza. Adults of all ages and children 6 months of age and older are now eligible for free flu shots through programs sponsored by the Health Care Agency.

"We are very pleased that the State has taken this step to make flu shots available to anyone who is interested in protecting themselves against the flu and we hope more Orange County residents will participate in the flu shot program," said Dr. Eric Handler, County Health Officer.

Free flu shots are available, while supplies last, through the Agency's Public Health Clinics located in Santa Ana, Buena Park, Costa Mesa and San Juan Capistrano. For more information on influenza vaccination locations and schedules, call HCA's Health Referral Line at (800) 564-8448.



## Call for 2007 Team Excellence Award nominations

**T**he Health Care Agency/OCEA Labor Management Committee (LMC) is seeking nominations for its annual 2007 Steve Ambriz Team Excellence Award. The award was

created to recognize teams that exemplify principles of Enlightened Leadership and Team Excellence in creative and collaborative action and to identify the qualities and characteristics of effective work teams. This is an excellent opportunity to nominate a team of individuals or departments within the Health Care Agency that meet these certain characteristics.

This year, the deadline to submit nominees is May 1, 2007. Be sure to turn your nominations in early. Visit the LMC Intranet website at <http://balsam/intranet/lmc/team.asp> for more information, an electronic nomination form and details about previous winning teams. A nomination form is included as an insert in this month's newsletter.

## Strategic Plan

*continued from page 1*

sulted in the adoption of a County Mission Statement at the Board of Supervisors' December 19<sup>th</sup> meeting. The County's new mission statement is:

"Making Orange County a safe, healthy, and fulfilling place to live, work, and play, today and for generations to come, by providing outstanding, cost-effective regional public services."

As the County's Strategic Plan development process continues, refinements will be made to HCA's Strategic Plan to ensure the plan is in harmony with the County's strategic direction.

## FEBRUARY HEALTH OBSERVANCES

AMD/Low Vision Awareness Month  
American Heart Month

National Children's Dental Health Month  
Prenatal Infection Prevention Month

Give Kids a Smile Day . . . . .	2
National Wear Red Day 2007 . . . . .	2
National Burn Awareness Week . . . . .	4-10
National Donor Day . . . . .	14
National Women's Heart Day . . . . .	16



## Team Excellence Awards

### NOMINEE INFORMATION

**Deadline for Consideration:** Form must be submitted to [Health Care Agency/OCEA Labor-Management Committee](#) (LMC) by Application Date specified in latest announcement.

Please complete the following information regarding the nominated team:

**Names Of Team Members:** (1) (5)  
(2) (6)  
(3) (7)  
(4) (8)

**Division and/or Program:**  
**Common Leader/  
Supervisor Name:** **Phone:**

**How long team has worked together:**

**Name of primary contact:**

**Work address of Contact:** **Phone:**

Please complete the following information if the nominator is different than "Primary Contact" above:

**Your Name:** **Position:**  
**Division/Program:** **Phone:**  
**Signature:** **Date:**  
(not required if sent by email)

Please list up to two (2) references, not necessarily HCA employees, who can provide additional information to that which you are providing. (please do not include members of LMC or the HCA Executive Team, as they will be involved in phases of the judging).

**Reference #1 Name:** **Phone:**  
**Address:**  
**Reference #2 Name:** **Phone:**  
**Address:**

Please see additional nomination criteria.



Orange County Health Care Agency/OCEA  
Labor-Management Committee (LMC)  
Team Excellence Awards

## NOMINATION CRITERIA

*Does your team shine?  
Does your team go above and beyond?  
If so we invite you to apply for the Team Excellence award*

The Orange County Health Care Agency/OCEA Labor Management Committee's (LMC's) Team Excellence Awards were created to identify the qualities and characteristics of effective work teams and to encourage teams to exemplify the principles of Enlightened Leadership and Team Excellence in creative collaborative action. Nominees must be employees of the County of Orange. Consideration is open to all levels of employees. Teams must be under a common leader/supervisor.

Some of the characteristics of Excellent Teams are highlighted on the next page for your convenience. Additional information regarding Enlightened Leadership principles can be obtained from the book by Ed Oakley and Doug Krug entitled, "Enlightened Leadership—Getting to the Heart of Change" (many supervisors have copies of the book).

Nominees will be judged on the basis of the information specifically provided and confirmed to address the criteria listed below. Please answer the evaluation criteria on a separate page. Applications will be judged first for completeness. Those complete applications will then be rated according to the points listed below. Those with a minimum of 18 points will be referred for the next judging phase.

Please submit your typed (11-12 point font) application—maximum of three single-sided pages. Complete the nominee information form and include it with your nomination. Return your application via e-mail to:

HCA LMC Team Excellence Award ([lmcteamexcellence@ochca.com](mailto:lmcteamexcellence@ochca.com))

or in a sealed envelope to:

HCA/OCEA LMC Team Excellence Awards, HCA Human Resources, Bldg 38-AE

### Evaluation Criteria

1. Briefly describe your program, highlighting specific accomplishments and spelling out any acronyms used in your application.
2. Describe how your team shines, include such things as:
  - Talents (4 points)
  - Strengths (4 points)
  - Going above and beyond (4 points)
  - Problem solving (4 points)
  - Self evaluation (4 points)
  - Creativity (4 points)
3. Include any additional information that will support your nomination.

# Operation Santa Paws visits ACS

 Operation Santa Paws organizer Justin Rudd came dressed as Santa and visited Animal Care Services (ACS) on December 23<sup>rd</sup> along with 15 volunteers to donate toys, treats, food, supplies, and other pet products to the Care Center.

Animals at ACS received a variety of donated items that were collected by the non-profit group through a donation drive held during the month of December. Local pet organizations, pet stores and business owners placed drop-off boxes in their facilities to collect items for the drive.

It's not too early to begin donating to Operation Santa Paws 2007. The group is encouraging animal lovers to purchase a new dog or cat toy, treat, supply or pet store gift card that will be delivered in time for Christmas to shelters and rescues around the Southland. For more information and a list of suggested items to donate, visit the Operation Santa Paws website at [www.santapaws.info](http://www.santapaws.info).



An Operation Santa Paws volunteer gives some treats to a couple of dogs available for adoption at ACS.



Operation Santa Paws organizer Justin Rudd visits with one of the many adoptable animals at ACS.



Volunteers help to gather some of the pet-related items that were donated by the non-profit group during a visit to the Care Center on December 23<sup>rd</sup>.

## BOS honors county food drive donors

 County of Orange employees were honored before the Board of Supervisors in December for their contributions to the county's annual food drive that assists needy families during the Holidays.

This year's drive resulted in the collection of more than 13,000 pounds of food, which will provide thousands of meals for the hungry. The Health Care Agency alone collected almost 2,200 pounds of food during the 2006 drive. Individual Health Care Agency staff received special recognition at the Board meeting for their efforts. Among those recognized was Margarethe Smith, a Behavioral Health Services staff member in Fullerton, who collected donations from her coworkers and used those donations to purchase more than 120 pounds of food. Also recognized was Linda Rappaport, a Behavioral Health staff member from Laguna Beach, who spearheaded efforts to collect food for the pets of vulnerable and homeless individuals.

Our thanks and congratulations for the hard work and generosity of the HCA staff who contributed to this worthy project.

## HCA holds blood drive



 blood drive will be held at HCA's 405 W. 5<sup>th</sup> Street building in Rm. 433 on February 1<sup>st</sup> from 9 a.m. to 3 p.m. Those interested in donating can obtain more information about registering from Amber Hannigan, HCA Volunteer Services at [ahannigan@ochca.com](mailto:ahannigan@ochca.com) or (714) 834-4144.

If you're unable to participate in the February 1<sup>st</sup> drive, there's still always time to give. Visit the American Red Cross Online Donor Appointment Scheduling system at [www.givelife.org](http://www.givelife.org) or contact the local Orange County Red Cross at (714) 841-5300 for more information.

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.

**Editors** . . . . . Tricia Landquist  
Howard Sutter  
Anne Fialcowitz

Phone . . (714) 834-6644  
E-mail . . tlandquist@ochca.com  
FAX . . . (714) 834-7644  
Pony . . . Bldg. 38-S, 4th Floor

# Tips for a healthy new year

**I**t's a new year and the perfect time to make lifestyle changes that will help you become more healthy and energized! To help jump start your "healthy" New Year, the California Department of Health Services (DHS) created monthly **California Fit Business Tips** to educate working Californians on the importance of fruit and vegetable consumption and physical activity.

Each month, **Fit Business Tips** features a fruit and vegetable of the month and provides information on its health benefits, storage, how to select the fruit or vegetable at the grocery store and preparation ideas including healthy recipes.

Healthy alternatives don't have to include bland and flavorless meals. So, kick start a healthier year by adding some of the featured fruits and vegetables to your diet. For more information on the monthly **Fit Business Tips** or to sign-up to receive the **Tips** by e-mail visit the DHS website at [www.dhs.ca.gov/ps/cdic/cpns/worksite/ws\\_fittip.htm](http://www.dhs.ca.gov/ps/cdic/cpns/worksite/ws_fittip.htm).



## Dear HCA Team:

I would like to take this opportunity to thank all of the staff, supervisors, managers and contractors that completed the 2006 Annual Compliance Training. This year, nearly the entire Agency completed Compliance Training prior to the January 10, 2007 deadline.

The Compliance Program recognizes that this accomplishment was made possible through the efforts of staff assisting one another, as well as the support and encouragement of supervisors and managers.

Regulatory Health Services has won the 2006 HCA Compliance Cup by being the first HCA service area to have 100% of the staff complete compliance training. The trophy was presented to Mike Spurgeon, Deputy Agency Director for Regulatory Health Services at a recent Executive Team meeting. Other service areas were not far behind, so kudos on all your efforts as well.

Sincerely;

Jeffrey Nagel  
Chief Compliance Officer  
HCA Office of Compliance

# Mileage update for 2007



**A** new rate for mileage went into effect on January 1, 2007. The standard rate for mileage reimbursement set by the IRS is 48.5 cents per mile. The negotiated rate for units represented by OCEA when the miles driven are equal to or exceed 250 in one month, is 10 cents over the standard rate. (OCMA members, as well as contract and extra help employees are not entitled to the higher rate.) **Also, an important change has been made to the mileage rate code for 250 miles or more for 2006, and is noted below.** Only the following rate codes are valid.

### Miles driven in one month less than 250:

Rate/Code	Time Period	Calculated Rate
MI445	Jan-Dec 2006	.445
MI485	Jan-Dec 2007	.485

### Miles driven in one month equal to or greater than 250:

Rate/Code	Time Period	Calculated Rate
MI545	Jan-Dec 2006	.545
MI250	Jan-Dec 2007	.585

Per County Travel policy section 18.6.1 "Expense claims for travel should generally be filed within 30 days from the end of the travel event. However, such claims should not be filed more than once per month, and no payment will be disbursed for claims filed beyond 12 months from the end of a travel event."

You can find additional information, as well as the electronic version of the Mileage and Other Expense claim form on the HCA Intranet under Forms/Payroll at <http://balsam.intranet/forms.asp>. If you have any comments or concerns please contact HCA Payroll at (714) 834-5744 or by e-mail at [HCAPAYROLL@ochca.com](mailto:HCAPAYROLL@ochca.com).

**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

The final forming of a person's character lies in their own hands.

—Anne Frank

Happiness is a conscious choice, not an automatic response.

—Mildred Barthel

## HCA welcomes new Public Health additions

**H**CA is pleased to welcome Nancy Bowen, MD, MPH as the new Public Health Chief Medical Officer. Dr. Bowen brings to her new role an extensive educational background and job-related experience in the area of public health. In her new role, Dr. Bowen will serve



Nancy Bowen, MD, MPH

as a member of the Public Health Leadership team and will have lead management responsibility in public health for all compliance and quality assurance activities. She will additionally provide medical leadership, technical support and consultation on medical policy and management of individual cases as needed.

Prior to joining HCA, Dr. Bowen held the position of Deputy Agency Director and Public Health Officer for San Diego County. She also served as Chief of Chronic Disease & Injury and Chief of Maternal & Child Health, also with San Diego County.

Dr. Bowen received her Medical Degree from the University of California, San Diego, a Masters in Public Health from the University of California, Los Angeles and a Bachelor of Arts in biology from the University of California, Santa Cruz.

Dr. Bowen began her new appointment with HCA on February 9<sup>th</sup> and is located at the 405 W. 5<sup>th</sup> Street building on the 7<sup>th</sup> floor in room 706. She can be reached at (714) 834-5518 or by e-mail at [nbowen@ochca.com](mailto:nbowen@ochca.com).

HCA also welcomes Tamarra Jones, DrPH, CHES, as the new Program Manager for HIV Planning and Coordination.

In her new capacity, she will over-

see the County's administration of Ryan White Care Act (RWCA) Titles I, II and II; State-funded HIV Prevention; and Housing Opportunities for Persons with AIDS



Tamarra Jones, DrPH, CHES

(HOPWA) grants, as well as managing HIV surveillance and the support of the HIV Planning Council.

... continued on page 3

## HCA bids Sandra Fair farewell after 30 years

**T**he Health Care Agency congratulates Sandra Fair, Chief of Behavioral Health Operations on celebrating her 30 years of service with the County and sends her best wishes on her upcoming retirement next month.

In her current role as Chief of Behavioral Health Operations, Sandra is responsible for the quality and accessibility of all publicly funded mental health and substance abuse prevention, outreach and treatment services for children, adults and families. Sandra manages these county operated and contracted programs with a total gross budget of approximately \$200 million per year and a clinical and paraprofessional staff of approximately 860.

Sandra began her lengthy career with the County during the fall of 1976 where she served as an Employment Program Coordinator for the County Administrative Office and then as an Administrative Analyst with the Tax Assessor Department in 1981.

... continued on page 3



# Call for 2007 Wagner Award nominations

**T**he deadline to submit nominations for this year's Gerald A. Wagner Health Education Award is coming up soon on Friday, March 2.

This year, HCA is once again partnering with the Orange County Coalition for Health Education (OCCHE) to celebrate Public Health Week during April 2-8, 2007, with the theme of "Preparedness and Public Health Threats: Addressing the Unique Needs of the Nation's Vulnerable Populations" and to



present the Gerald A. Wagner Award.

We invite you to nominate an individual working in any health-related capacity in Orange County who has proved to be outstanding in health education, health promotion and exceptional in their delivery of services to the community.

Health care professional titles that would be considered for this award program include: Medical Doctor, Dentist, Registered Nurse, Nurse Practitioner, Social Worker, Psychologist, Public Health Nurse, Registered Dietician, Health Educator & related staff, Physician's Assistant, Teacher and Allied Health Professional.

To nominate an individual who demonstrates excellence in the qualities mentioned, please complete and return the nomination form below. Nominations are due Friday, March 2 and can be sent to:

Della Lisi, BS  
OC Coalition for Health Education  
12 Civic Center Plaza, Ste. 127  
Pony Mail: Bldg. 12HP  
E-mail: [DLisi@ochca.com](mailto:DLisi@ochca.com)  
Fax: (714) 834-3492

For more information about National Public Health Week, visit the American Public Health Association's website at [www.nphw.org](http://www.nphw.org).



## Year 2007 Gerald A. Wagner Excellence in Health Education Award

Name of Nominee: \_\_\_\_\_ Job Title: \_\_\_\_\_

Name of Organization / Practice: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax: \_\_\_\_\_

Your Name: \_\_\_\_\_

Contact Info / Phone #: \_\_\_\_\_ Email Address: \_\_\_\_\_

How do you know this nominee? You are a...

patient / client    supervisor    co-worker    peer    employee    other: \_\_\_\_\_

Do you mind if we send your nomination letter to the person you are nominating after selections have been made?

no    yes    yes, provided I remain anonymous

**Please answer the following questions to the best of your ability.**

A) In your opinion, what makes this health care professional exceptional—exceeding his/her normal job description?

B) How does this health care professional utilize **health education techniques** and tools that enhance his/her basic job description?  
(Please give specific examples)

C) Please explain how this nominee practicing **health education over and beyond** the normal job description has made a difference in your life and/or the lives of others. (please give specific examples)



# HIPAA ALERT! HIPAA ALERT!

**W**e have less than 100 days to meet the National Provider Identifier (NPI) compliance deadline on May 23, 2007.

## What's an NPI?

The NPI is a unique number assigned to individuals (such as physicians, therapists, and nurses) and to organizations (such as hospitals, medical clinics and private medical offices). The NPI will replace current numbers from Medicare, Medicaid, Blue Cross and other payers. Instead of the payer assigning a number to a service provider the individual or entity will provide their NPI to the payer. All providers and payers are required to use only the NPI in all claims transactions after May 23, 2007. HCA provides a variety of health care services, and will be required to have NPIs for individuals who provide services, as well as organizational NPIs for the various programs that bill for health care services.

NPIs are issued by the federal government, but belong indefinitely to the person or entity to which it is assigned. An individual's NPI number will be used in all work settings, and will not change if the individual changes jobs. The individual is responsible for updating NPI-related information with the federal government and must report changes within 30 days.

## I'm not a treatment provider. Does NPI affect me?

While in many ways using the NPI is "behind the scenes" this mandated change in claim identifiers will affect a broad spectrum of individuals and programs:

- Individuals will need to apply for and share their NPIs with HCA;
- Human Resources will need to insure that new employees provide their NPI to HCA;
- Information Technology and the IRIS Access Team will maintain the NPI tables for billing purposes;
- Contract Development and Management has added new NPI contract language and must collect NPIs to bill for services provided by contract agencies;
- HCA Programs are responsible for the collecting NPIs for current employees who are direct treatment providers and for maintaining an NPI database for those employees;
- Program Support will start seeing the NPI numbers in cost reports and other data collection processes;
- Accounting and Medical Billing Unit will use the NPI in billing processes.

## Why do we need a National Identifier?

The NPI is meant to replace multiple identifiers used in the past with a single number. By doing so, this supports one intent of the HIPAA regulations, which is to combat and prevent fraud, waste and abuse. The NPI will be the only identifier that can be used by the individual or entity for claiming health care services. Ultimately, the single identifier will make it easier for State and the Federal oversight agencies to detect patterns of fraud and abuse.

More information about the NPI can be found at [www.cms.hhs.gov/NationalProviderStand/](http://www.cms.hhs.gov/NationalProviderStand/) or, please feel free to contact Jody Barrera, HCA HIPAA Coordinator, via e-mail or at (714) 834-4082.

**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**

## PH additions

*continued from page 1*

Prior to her new role at HCA, Tamarra most recently worked for Clark County, Nevada where she oversaw the administration of RWCA Title I for the Las Vegas Eligible Metropolitan Area and provided support to the local Planning Council. She has also recently served as a part-time instructor for the University of Nevada, Las Vegas where she taught courses in health promotion, theories of behavior change, and program planning and evaluation.

Tamarra is located at the 17<sup>th</sup> Street Clinic in Santa Ana and can be reached at (714) 834-8798 or by e-mail at [tjones@ochca.com](mailto:tjones@ochca.com).

## Sandra Fair

*continued from page 1*

She then joined HCA during the spring of 1983 as an Analyst in Contract Services. During her tenure with the Agency she has held several other positions including Alcohol and Drug Administrator, Acting Behavioral Health Deputy Agency Director and, currently, as the Chief of Behavioral Health Operations.

Sandra is noted for her fine leadership in bringing more than \$40 million for new behavioral health services to Orange County with Prop. 36, Prop. 63 and Mentally Ill Offender Crime Reduction (MIOCR) grants.

"HCA, county agencies, community organizations and the public have all been touched in positive ways through Sandra's hard work and collaborative partnerships," said Mark Refowitz, Behavioral Health Services Deputy Agency Director. "She will be missed and we wish her well as she embarks on her new journey into retirement."

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.

**Editors** . . . . . Tricia Landquist  
 Howard Sutter  
 Anne Fialcowitz

Phone . . (714) 834-6644  
 E-mail . . tlandquist@ochca.com  
 FAX . . . (714) 834-7644  
 Pony . . . Bldg. 38-S, 4th Floor



# Awards Ceremony recognizes employees

**H**CA employees received recognition for their years of dedicated service at an Employee Recognition Awards ceremony held on January 25<sup>th</sup> at the Hall of Administration. The following is a list of service awards presented:

5 Years of Service.....	60
10 Years of Service.....	18
15 Years of Service.....	19
20 Years of Service.....	9
25 Years of Service.....	4

30 Years of Service.....	2
35 Years of Service.....	1

## 35 YEARS

(No photo available) Celebrating 35 years of service this month is Gloria Long of Public Health.

## 25 YEARS

(No photo available) Celebrating 25 years of service this month is Judy Ogan, Public Health; Donna Scherer, Behavior Health; Katherine Bish, Regulatory Health; Julie Ontiveros, Administration Services

## 30 YEARS



Barbara Greenfield of Behavioral Health Services celebrated her 30 years of service to the County and was congratulated by Agency Director Julie Poulson and Behavioral Health Services Deputy Agency Director Mark Refowitz.



Agency Director Julie Poulson and Behavioral Health Services Deputy Agency Director Mark Refowitz congratulate Sandra Fair on her 30 years of service to the County.

## 20 YEARS



Agency Director Julie Poulson and Institutional Health Services Division Manager Maureen Robles congratulate Frank Boswell on 20 years of dedicated County service during the Employee Recognition Awards held at the Hall of Administration on January 25<sup>th</sup>.



Celebrating 20 years of County service, Priti Khoshoo from Behavioral Health Services received recognition during the Employee Recognition Awards on January 25<sup>th</sup> from Agency Director Julie Poulson and Behavioral Health Services Deputy Agency Director Mark Refowitz.



Elaine Martinez from Public Health Services celebrated 20 years of dedicated service to the County and was congratulated by Agency Director Julie Poulson and Disease Control and Epidemiology Division Manager Donna Fleming during an Employee Recognition Awards ceremony held on January 25<sup>th</sup>.



Kathleen Chase from Medical and Institutional Health Services celebrated 20 years of County service and received a certificate and pin from Agency Director Julie Poulson and Institutional Health Services Division Manager Maureen Robles.



Agency Director Julie Poulson and Disease Control and Epidemiology Division Manager Donna Fleming presented Leslie Beck with a certificate and pin to commemorate her 20 years of County service.

“There is no failure except in no longer trying.”  
—Elbert Hubbard

## 15 YEARS



*Thea Bullock, Assistant Compliance Officer, celebrated 15 years of County service during the Employee Recognition Awards held at the Hall of Administration and received recognition from Agency Director Julie Poulson and Chief Compliance Officer Jeff Nagel.*



*Public Health's Genoveva Monreal received recognition from Agency Director Julie Poulson and Disease Control and Epidemiology Division Manager Donna Fleming on her 15 years of service to the County.*



*Mai Tang celebrated 15 years of County service and received recognition from Agency Director Julie Poulson and Financial and Administrative Services Deputy Agency Director Steve Franks.*



*Ronald Bennett from Environmental Health was congratulated by Agency Director Julie Poulson and Regulatory Health Services Deputy Agency Director Mike Spurgeon on his 15 years of dedicated County service.*



*Behavioral Health staff Jose Valle-Ochoa, Casey Dorman, Janice Coniglio and Mary Casdorff celebrated 15 years of County service and received a certificate and pin from Agency Director Julie Poulson and Behavioral Health Services Deputy Agency Director Mark Refowitz.*

## 10 YEARS



*Frank Hernandez from Health Promotion celebrated 10 years of service to the County and received recognition from Agency Director Julie Poulson and Disease Control and Epidemiology Division Manager Donna Fleming during the Employee Recognition Awards held at the Hall of Administration on January 25<sup>th</sup>.*



*Agency Director Julie Poulson and Behavioral Health Services Deputy Agency Director Mark Refowitz congratulated Behavioral Health staff on their 10 years of County service. Pictured (left to right) are Vanessa Thomas, Joseph Chen, Carla Parmeter, George Paszarzi and Jeannine Vitug.*

“Only life lived for others is worth living.”  
— Albert Einstein

5 YEARS



Agency Director Julie Poulson and Regulatory Health Services Deputy Agency Director Mike Spurgeon recognized Elisabeth Gonzales on her 5 years of County service and presented her with a certificate and pin to commemorate the occasion.



Agency Director Julie Poulson and Financial and Administrative Services Deputy Agency Director Steve Franks recognized Administration employees for their 5 years of service to the Agency. Pictured (left to right) are Jean Brayer, Monica Rossow and Sharon Carrigan.



Agency Director Julie Poulson and Chief Information Officer Teri Schultz congratulated Marcel Navarro for his 5 years of dedicated service to the County during the Employee Recognition Awards held on January 25<sup>th</sup>.



Behavioral Health staff who celebrated 5 years of service received recognition from Agency Director Julie Poulson and Behavioral Health Services Deputy Agency Director Mark Refowitz during the Employee Recognition Awards held on January 25<sup>th</sup>. Pictured (alphabetically) are Alicia Acuna, Vincent Baca, Christy Castiglione, Steven Davidson, Michelle Garcia, Andrew Hadden, Stephen Hall, Diana Mentas, Theresa Orozco, Leonard Shulman and Susan Ubalde.

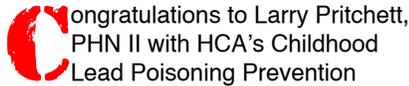


Agency Director Julie Poulson and Disease Control and Epidemiology Division Manager Donna Fleming presented years of service pins and certificates to Public Health staff celebrating 5 years of County service. Pictured (alphabetically) are Flavio Bernal, Benito Luna, Mercedes Madrid, Tammy Nguyen, Milagros Ortiz, Dr. Christopher Reid, Beatriz Vargas and Mariam Zhouandai.



Aileen Franzi from Medical and Institutional Health Services received recognition from Agency Director Julie Poulson and Institutional Health Services Division Manager Maureen Robles on her 5 years of dedicated service.

# Pritchett is 100<sup>th</sup> Employee of the Month



Congratulations to Larry Pritchett, PHN II with HCA's Childhood Lead Poisoning Prevention Program (CLPPP) on being named Family Health's 100<sup>th</sup> Employee of the Month.

Assistant Director Dave Riley, Public Health Officer Dr. Eric Handler and Family Health Division Manager Tony Edmonds were on hand during an event held on February 6<sup>th</sup> at the 17<sup>th</sup> Street Clinic to surprise Larry on his selection and offer their congratulations.

The nomination for Family Health Employee of the Month highlights Larry's abilities—professional, a positive member of the Public Health Nursing team, resourceful, pleasant and friendly. He is recognized for his commitment to clients, enthusiasm to provide support when needed and willingness to share his extensive knowledge about Nursing Informatics and computer technology with his colleagues.

Larry began his career with HCA in 2003 and each year has volunteered to provide nursing support for HCA's flu clinics and also assisted with Hurricane Katrina locally, where he worked side by side with the American Red Cross in providing nursing triage to the refugees coming to Southern California.

In 1998, under the leadership of past Maternal, Child and Adolescent Health Program Manager Sandy Snyder, the first "MCAH" Employee of the Month was announced. In all, 88 women and 12 men have been recognized. Next month marks a turning point in the award program when Nutrition Services will be included making the recognition program Division wide.

For more information about the Family Health Employee of the Month Award program or how to nominate an individual within the Division, contact Family Health Division Manager Tony Edmonds by e-mail at [tedmonds@ochca.com](mailto:tedmonds@ochca.com).



Public Health Officer Dr. Eric Handler, Assistant Director Dave Riley, and Family Health Division Manager Tony Edmonds congratulate Larry Pritchett, PHNII, on being named Family Health's 100<sup>th</sup> Employee of the month.



Attendees enjoy refreshments at an Employee of the Month presentation event held at the 17<sup>th</sup> Street Clinic on February 6<sup>th</sup>.

Assistant Director Dave Riley, Public Health Officer Dr. Eric Handler and Family Health Division Manager Tony Edmonds pose for a group photo with current and past recipients of Family Health's Employee of the Month Award.

Pictured (back row left to right): Alicia Armstrong (hidden), Connie Rice, Heather Luna, Shirley Halbur, Ricardo Valverde, Cathy Smith, Martha Navarro, Vianey Ruiz, Magali Bustamante, Juan Rivera, Marilyn Edgar and Jenna Sarin.

Pictured (front row left to right): Phung Pham, Connie Del Mundo MD, Ruth Dignadice, Larry Pritchett, Angelica Del Pozo, Jan Shoda and Claudia Curiel.



# February is Heart Month

**C**elebrate Heart Month and National Women's Heart Day this month by wearing the color red to help increase awareness about heart disease. According to the American Heart Association's "Go Red for Women" campaign, heart disease is the no. 1 killer of American women and men. But, the good news is that heart disease can be prevented.

The "Go Red for Women" campaign empowers women with the knowledge and tools they need to take positive action to reduce their risks of heart disease and stroke and to protect their health.

To jump on the movement, the campaign offers the following five simple ways to love your heart:

- **Celebrate with a check-up**—Let each birthday remind you that it's time for your yearly check-up and talk to your doctor about how you can reduce your risk for heart disease.
- **Get up off the couch**—Step, march or jog in place for at least 30-minutes most days of the week—you can even do it while watching TV.
- **Quit smoking in four steps**—Can't go cold turkey? Cut the number of cigarettes you smoke each day in half; then cut that number in half; cut in half again; finally, cut down to zero!
- **Drop a pound or two**—Cutting out just 200 to 300 calories a day—about one candy bar's worth—can help you lose up to two pounds per week and gradually bring you closer to a heart-healthy weight.
- **Become a salt detective**—Check out the Nutrition Facts panel on packaged foods to see how much sodium (salt) they contain. Aim for a total intake of no more than 2,300 milligrams (about a teaspoon of salt) per day.

Are you ready to participate in "Go Red for Women?" Visit [www.goredforwomen.org](http://www.goredforwomen.org) for more information about the campaign and heart-healthy tools and tips to discover how you can boost your heart health.



# Fit Business Tip of the Month

**T**he month of February focuses on preventing heart disease, the leading cause of death in the United States. The good news is that this disease is preventable. A healthy diet rich in fruits and vegetables and participating in daily physical activity are two of the easiest ways to decrease your risk.

To get a jump start on preventing heart disease, incorporate kiwis and potatoes, this month's featured fruit and vegetable, into your diet. Visit the California Department of Health Services "Fit Business Tips" website at [www.ca5aday.com/work-site](http://www.ca5aday.com/work-site) for simple recipes on how to prepare kiwis and potatoes, as well as more information on how to prevent heart disease.



# QM staff on the run!

## MARCH HEALTH OBSERVANCES

- National Brain Injury Awareness Month
- National Colorectal Cancer Awareness Month
- National Nutrition Month®
- Save Your Vision Month

- Multiple Sclerosis Awareness Week . . . . . 5-11
- National Women and Girls HIV/AIDS Awareness Day . . 10
- National Inhalants and Poisons Awareness Week . . .18-24
- World Tuberculosis Day 2007 . . . . .24
- American Diabetes Alert Day . . . . . 27



Members from HCA's Quality Management Office put their running shoes on and participated in Huntington Beach's annual Pacific Shoreline Half Marathon on February 4th to help raise funds for several Orange County non-profit organizations. The group all received medals and crossed the finish line in under 4 hours. Pictured (left to right) are Deanne Thompson, Tricia Landquist, Jennifer Bernsen and Sandy Viernes.

“Nothing can bring you peace but the triumph of principles.”  
—Ralph Waldo Emerson

## Agency leadership changes announced

The Agency is pleased to announce the appointment of Richard Sanchez as Director of Environmental Health (EH) and Mary Hale as Chief of Behavioral Health Operations. These two key leadership appointments were announced last month with Richard and Mary replacing Steven Wong and Sandra Fair, respectively, upon their recent retirement from the Agency.

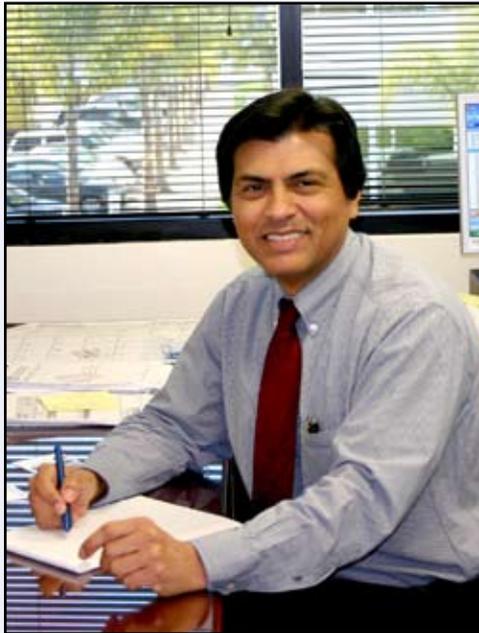
Richard has more than 22 years of experience as an Environmental Health professional and manager. Prior to coming to the County of Orange in August 2005 as the Assistant Environmental Health Director, Richard held key managerial positions in both Sacramento and San Bernardino Counties.

Most recently as HCA's Assistant EH Director, Richard managed the daily operations of the EH Division including the Food Protection, Water Quality and Hazardous Materials/Surveillance Programs.

Richard received his Masters Degree in Public Health from Loma Linda University and his Bachelor's Degree in Biology from UCI. He is also licensed as a Registered Environmental Health Specialist with the State of California.

Richard is located at Environmental Health headquarters at 1241 E. Dyer Rd., Suite 120 in Santa Ana. He can be reached by e-mail at [rsanchez@ochca.com](mailto:rsanchez@ochca.com) or by phone at (714) 433-6473.

As the new Chief of Behavioral Health Operations, Mary has more than 15 years of experience with HCA's Alcohol and Drug Abuse Services (ADAS) Division and most



Mary Hale, above, brings strong leadership and collaboration skills to her new appointment as Chief of Behavioral Health Operations.

Richard Sanchez, left, previously served as Assistant Environmental Health Director since August 2005, prior to his new appointment as Environmental Health Director.

... continued on page 2

## Sup. Campbell joins In PH home visits

Third District Supervisor Bill Campbell joined Public Health Officer Dr. Eric Handler, HCA Director Julie Poulson and other HCA staff on February 9<sup>th</sup> during several home visits with clients. The group also met with community partners that work with high risk families in Santa Ana and Placentia.

The visits provided an opportunity to familiarize the Supervisor with the needs of clients who have had difficulties accessing health care and other necessary services. One example was a visit with an 83 year-old grandmother who is raising her newborn granddaughter as her daughter faces time in prison. At a home located in the territory of two notorious Santa Ana gangs, the group was able to see firsthand how a family of 8 has

been decimated by gang violence. Public Health Community Nursing has brought together the resources of the Social Services Agency, Children's Bureau and Corbin Family Resource Center to assist the grandmother in maintaining a stable environment for temporary custody of the child.

The group also toured KidWorks in Santa Ana to observe how this agency offers children from preschool through teens the opportunity to learn in a safe and fun environment, and provides their parents with access to health education and life skills. KidWorks Director Heather Huntley informed the group that as the staff provide education to all, it is not unusual to have rival gang members sitting at the same table to discuss family issues.

During the tour, the group was introduced to the concept of "shadow communities," enclaves of residents who have severely limited resources and limited access to transportation, telephones, decent housing, and safe places for children to play. In Placentia, they visited a family in one such community. The family includes a two-year-old with frequent seizures who has received assistance from Public Health Nursing. Through the work of Public Health Nurse Paul Leon, the child has been enrolled in Medi-Cal and has received specialty neurological care through Children's Hospital of Orange County. The child also now receives in-home physical, occupational and speech therapy services through the Regional Center. During the

... continued on page 2



# Health Disaster Management welcomes new manager

**H**CA's Health Disaster Management Division recently welcomed Kerri Fogh, Administrative Manager I, to oversee disaster readiness efforts with hospitals, community clinics and ambulance providers.

Kerri brings impressive experience, planning and coordination expertise, and enthusiasm to her new position with HCA.

Since 2003, Kerri has worked as a Senior Program Coordinator for the Orange County Sheriff's Department Emergency Management Bureau, serving as the Operational Area's Coordinator for 114 jurisdictions.

She is an acknowledged subject expert for emergency planning related to earthquakes, tsunamis, animal planning, care and shelter, and severe weather disasters. Kerri has also participated in numerous multi-agency, multi-jurisdictional exercises and drills and has trained many County and Operational Area employees.

Kerri's experience also includes responding to five actual emergency activations involving two weather-related incidents, a landslide, one fire and a regional communications failure.



## Leadership changes

*continued from page 1*

recently served as the ADAS Division Manager.

During her career, she has held the positions of both Vice President and President of the County Alcohol and Drug Program Administrators Association of California. Currently, Mary serves as the President of the Alcohol and Drug Policy Institute Board of Directors.

Mary brings to her new position strong leadership and collaboration skills, a wealth of expertise in improving services to persons with substance abuse disorders (including those with co-occurring mental illness), and the ability to motivate staff to build effective teams to ensure successful programs.

Mary is located on the 7<sup>th</sup> floor at the 405 W. 5<sup>th</sup> Street building in Santa Ana and can be reached via e-mail at [mhale@ochca.com](mailto:mhale@ochca.com) or by phone at (714) 834-7024.

## Home visits

*continued from page 1*

group's visit, the child had symptoms of withdrawing from seizure medication, but thankfully, there were 2 nurses, Julie Poulson and Paul Leon, and Dr. Eric Handler present, all of whom were instrumental in assisting the mother in safe usage of anti-seizure medication. The group also met with representatives of the City of Placentia who are striving to reach out to their shadow community.

Others participating in the visits included Holly Veale, HCA Manager of

## HCA bids farewell to Wong

**H**CA commends Environmental Health Director Steven Wong for more than 30 years of outstanding and dedicated service, and offers him best wishes on his recent retirement from the Agency.

During his tenure with HCA, Steven was instrumental in establishing Orange County's Hazardous Waste Management Regulatory Program in 1983 resulting in the protection of the citizens of the County from exposure to toxic and hazardous materials.

He was later recognized as California's Environmental Health Specialist of the Year also in 1983 by the California Environmental Health Association for his innovation and dedication to the protection of the environment and public health.

In 2001, Steven was appointed Director of Environmental Health and worked diligently to protect the community in the areas of food protection, water quality, recreational water protection, underground storage tanks, contaminated site remediation and hazardous materials management.

Steven also served as Chairman of the California Conference of Directors of Environmental Health's Hazardous Waste Technical Advisory and Training Committee to address statewide environmental issues and regional regulatory consistency.

"The County is fortunate to have been served by an individual of Steven's caliber and his dedicated service to the community," said Mike Spurgeon, Regulatory Health Services Deputy Agency Director. "He will be missed and we wish him well on his journey into retirement."



Municipal and Community Relations, and Anna Peters, Policy Advisor to Supervisor Campbell. All participants agreed that the day afforded a tremendous learning experience, both about the needs and strengths of the communities and the tremendous

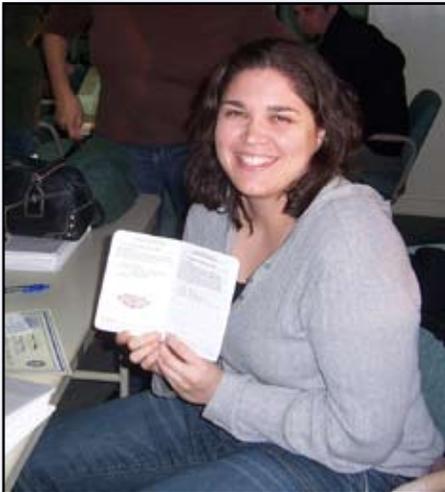
work of PHNs in Public Health Community Nursing. As expressed best by Supervisor Campbell, "You could have spent hours telling me what public health is about, but it was a true education to see for myself what community nursing accomplishes."

# First passport stamp issued in Leadership Development Program

**S**usie Baker, Program Supervisor in HCA Administration, received the 1<sup>st</sup> official passport stamp in HCA's Leadership Development Program, **Passport To Your Future**. The agency's program has had an astounding number of employees requesting to participate and who have accepted the challenging journey of self discovery and development.

To date, approximately 200 employees are enrolled in the program and the first semester of classes at the Foundational Level are already full to capacity. HCA's Training and Staff Development Department is working on adding more course sessions in the early summer months and once finalized, will notify program participants. To request participation in the program, please visit HCA's intranet site at <http://balsam/intranet/hr/tsd>.

Pictured are the most recent graduates of HCA's Supervisor/Manager Training Camp, an Advanced Level core course for which Ms. Baker received the stamp. This



course is offered to all HCA supervisors and managers, regardless of participation in the Leadership Development Program. Additionally, as part of the County's Training Coalition, this course has been requested and is being offered to supervisors and managers of other agencies as well, providing networking opportunities and the chance to gain an understanding of the bigger picture of the County family of core businesses.



(Above) Recent graduates of HCA's Supervisor/Manager Training Camp pose for a group photo. Pictured (top row, left to right) are Maridet Ibañez (HCA), William Norsetter (HCA), Mike Rogers (A/C), Jane Chai (HCA), Leila Garcia (HCA), Rebecca Killian (HCA), Susie Baker (HCA), Tim Shaw (HCA), and Randy Linares (IWMD). Pictured (bottom row, left to right) are Rita Castillo (A/C), Mary Maicki (HCA), Jane Dick (HCA), Laura Feiner (HCA), Thanh-Tam Nguyen (HCA), Clay Dunlap (TTC), Karen Bartchard (HCA), Kim Garman (HCA), Laura Ferguson (IWMD), Alice Apodaca (HCA), and Kevin Van Otterloo (A/C).

(Left) Susie Baker, HCA Administration Program Supervisor receives the 1st official passport stamp from HCA's Leadership Development Program, Passport to Your Future.



**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**

## Annual compliance survey coming soon ...

**T**he Office of Compliance is part of the fabric of the Health Care Agency, which supports the agency's goals through the promotion of an organizational culture that encourages ethical behavior and commitment to compliance with the law. Feedback from HCA employees is used by the HCA Compliance Program to refine the program and meet the needs of the agency. Your input is used to select training topics, revise processes and evaluate the communication efforts of the Compliance Program.

The annual compliance survey will roll out in April 2007. The survey is your opportunity to provide input on how the Compliance Program works in your area. The questions are similar to previous years, which allows the Office of Compliance to statistically show trends on what the Compliance Program needs to improve and where the program excels. The on-line survey is anonymous, voluntary and easy to complete. Please take the time to complete the on-line survey when it is distributed in April.

# What is InLogic?

**“Y**ou have an urgent message from the Health Care Agency”—when you hear this, you have been contacted by the InLogic Notification System, the Health Care Agency’s Emergency Notification System.

In September 2005, HCA’s Health Disaster Management (HDM) Division initiated a plan to add every HCA employee into the Emergency Notification System. This undertaking required extensive training.

Maintenance Users were selected from each Division to be responsible for keeping the system up to date. Currently, more than 73 Maintenance Users have been trained and are actively working to keep the system current. Managers and Supervisors were also trained in the development and initiation of notifications, resulting in 106 trained Initiators in the Agency.

Using this notification, the Agency is better prepared to notify all staff during an emergency. For example, if a water main breaks inside a clinic, staff can be notified of an alternate work location through the InLogic system. All it takes is developing a message and a few clicks on the computer and everyone in the clinic receives a call.

In January 2006, HDM started monthly tests of the notification system. Some notifications are Agency-wide and others are initiated by Divisions or Programs. The purpose of the tests is to familiarize staff with the system and give them opportunities to practice responding to a notification.

The best feature of this system is that each HCA employee has a private personal profile of which they are responsible for keeping contact information up to date. Every employee should have their work phone, work e-mail address, Agency issued cell phone and one non-work related phone number listed. Non-work related phone numbers can be home phone or personal cell phone numbers. Each employee can have up to 20 different communication devices listed.

If an employee does not know their log-on information (user name, password or web address), ask your supervisor for assistance. Programs who desire in-service training should contact Vicki Bowman, HDM Operations Manager by e-mail at [ybowman@ochca.com](mailto:ybowman@ochca.com).

# HCA hosts China’s Public Health delegation



*Orange County Public Health Officer Dr. Eric Handler and other HCA staff hosted 20 members of a delegation from the People’s Republic of China on March 5th, providing an overview on efforts to protect the public’s health in Orange County. The delegation consisted of physicians, hospital administrators and other public health representatives from a Chinese province with a population of approximately 80 million people. Also participating in the visit were Dr. Michele Cheung of Public Health Epidemiology and Assessment; Donna Fleming, Division Manager of Epidemiology and Assessment; Dr. Douglas Moore, Public Health Laboratory Director; and Richard Sanchez, Director of HCA Environmental Health. The group also visited a school food service facility.*

# Anaheim MTU celebrates grand opening

California Children's Services (CCS) hosted an open house and dedication ceremony in collaboration with the Anaheim City School District on February 23<sup>rd</sup> to celebrate the opening of the new Mann Elementary School and Anaheim Medical Therapy Unit (MTU) located at 600 West La Palma Ave in the city of Anaheim. The new facility will provide CCS Medical Therapy Program services to the region's disabled children and their families. David Riley, Assistant Director of the Health Care Agency, was a keynote speaker for the dedication ceremony.

MTU staff provided tours to those in attendance and explained how the program utilizes various occupational and physical therapy equipment to assist in the rehabilitative processes of clients. Visitors included members of the Anaheim City School District, HCA staff and community partners.

CCS is a statewide program of specialized medical care providing medical case management, physical and occupational therapy services and financial assistance for children with designated health conditions. For more information about CCS or to determine eligibility, call the program at (714) 347-0300 or visit [www.ohealthinfo.com/public/ccs](http://www.ohealthinfo.com/public/ccs).



(Above right) Assistant Director Dave Riley spoke during the Mann Elementary School Dedication event on February 23<sup>rd</sup> and provided comments about the opening of the new Anaheim CCS MTU at the school.

(Right) Assistant Director Dave Riley and Public Health Officer Dr. Eric Handler pose with Anaheim MTU and CCS staff during the dedication and open house event held on February 23<sup>rd</sup>. Pictured (back row, left to right) are Christina Kato, OT; Marilyn Eldridge, LEA Consultant; Assistant Director Dave Riley and Public Health Officer Dr. Eric Handler. Pictured (front row, left to right) are Laurel Brooks, PT; Sandra Smith, Anaheim MTU Supervisor; Lynn Einarsson, CCS Chief Therapist; and Andrea Tierney, OT.



(Above) Open house attendees were able to tour the new Anaheim MTU located at Mann Elementary School and view occupational and physical therapy equipment while touring the facility.

(Right) CCS staff visited the Anaheim MTU open house on February 23<sup>rd</sup> to tour the new facility. Pictured (left to right) are Sandra Smith, Anaheim MTU Supervising Therapist; Lynn Einarsson, CCS Chief Therapist; Dr. Miraj Hussain, CCS Medical Consultant; and Dr. Hoda Kaddis, CCS Medical Director.



# Celebrating National Nutrition Month®

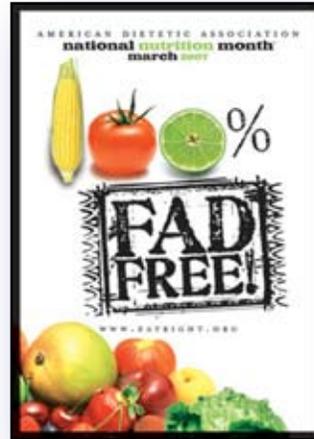
Celebrated each year during the month of March, National Nutrition Month® is a nutrition education and information campaign designed to focus attention on the importance of making informed food choices and developing sound eating and physical activity habits.

This year's theme, "100% Fad Free," focuses on a long-term way to achieve and maintain a healthful lifestyle rather than relying on diet fads that come and go, some only helping you lose weight in the short-term.

To help celebrate National Nutrition Month® and place focus on this year's

theme, the American Dietetic Association offers the following tips to enjoy a 100% Fad Free lifestyle:

- **Develop an eating plan for lifelong health.** Too often, people adopt the latest food fad rather than focusing on overall health. Get back to basics and use the Dietary Guidelines 2005 and MyPyramid, which can be found on the American Dietetic



Association's website at [www.eatright.org](http://www.eatright.org) as your guide to healthy eating.

- **Choose foods sensibly by looking at the big picture.** A single food or meal doesn't make or break a healthful diet. When consumed in moderation in the appropriate portion size, all foods can fit into a healthful diet.
- **Learn how to spot a food fad.** Unreasonable or exaggerated claims that eating (or not eating)

specific foods, nutrient supplements or combinations of foods may cure disease or offer quick weight loss are key features of fad diets.

- **Find your balance between food and physical activity.** Regular physical activity is important for your overall health and fitness plus it helps to control body weight, promotes a feeling of well-being and reduces the risk of chronic diseases.
- **Food and nutrition misinformation can have harmful effects on your health and well-being, as well as your wallet.** Registered dietitians are uniquely qualified to communicate current and emerging science-based nutrition information and are an instrumental part of developing a diet plan that is unique to your particular needs.

To learn more about National Nutrition Month® or to view healthy eating recipes and various health fact sheets for both adults and children, visit the American Dietetic Association's website at [www.eatright.org](http://www.eatright.org).

## National Volunteer Week—

# Recognize your Volunteers/Interns

Celebrated annually during the month of April, National Volunteer Week April 15-21, 2007 focuses on thanking one of America's most valuable assets—it's volunteers—and calling the public's attention to all that they do to improve the country's communities.

If you would like to recognize your program's volunteers or interns with a National Volunteer Week certificate of appreciation, please contact the following individuals based on your service area:

- Financial/Administrative & Public Health Services—Sylvia Goldie at (714) 834-6620 or by e-mail at [sgoldie@ochca.com](mailto:sgoldie@ochca.com).
- Behavioral Health, Regulatory Health and Medical & Institutional Health Services—Amber Hannigan-Alford at (714) 834-4144 or by e-mail at [ahannigan@ochca.com](mailto:ahannigan@ochca.com).

National Volunteer Week began in 1974 when President Richard Nixon signed an executive order establishing the week as an annual celebration of volunteering. Since then, every U.S. President has signed a proclamation promoting National Volunteer Week. Additionally, governors, mayors and other elected officials have made public statements and signed proclamations in support of the observance.

## APRIL HEALTH OBSERVANCES

- Alcohol Awareness Month
- National Autism Awareness Month
- National Child Abuse Prevention Month
- Occupational Therapy Month
- STD Awareness Month

National Public Health Week . . . . .	2-8
World Health Day . . . . .	7
National Volunteer Week . . . . .	15-21
National Infant Immunization Week . . . . .	21-28
Cover the Uninsured Week . . . . .	23-29
2007 Walk America . . . . .	28-29
SAFE KIDS Week . . . . .	28-May 6

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.

Editors . . . . . Tricia Landquist  
 Howard Sutter  
 Anne Fialcowitz

Phone . . (714) 834-6644  
 E-mail . . tlandquist@ochca.com  
 FAX . . . (714) 834-7644  
 Pony . . . Bldg. 38-S, 4th Floor

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# Public Health Week (April 2-8) Calendar of Events

## **Public Health Week Celebration – April 4, 2007**

- **Presentation of Board of Supervisors Resolution and Gerald A. Wagner Excellence in Health Education Award and recognition of “Everyday Heroes”**

A Public Health Week Celebration event will take place at the Health Care Agency’s Public Health Education Center located at 1729 W. 17<sup>th</sup> Street, Building E in Santa Ana on April 4 at 12 noon. Light refreshments will be served and displays showcasing this year’s theme of “Preparedness and Public Health Threats: Addressing the Unique Needs of the Nation’s Vulnerable Populations” will be available for viewing.

The event will feature guest speakers, including Public Health Chief Medical Officer Dr. Nancy Bowen and Chief of Public Health Operations David Souleles, and highlight “Everyday Heroes”—individuals selected by each program within Public Health who demonstrate outstanding dedication and commitment to the clients served by HCA.

Also during the event, several presentations will take place including the Orange County Board of Supervisors resolution to declare April 2-8, 2007 Public Health Week in Orange County, as well as the announcement of this year’s recipient of the 2007 Gerald A. Wagner Excellence in Health Education Award.

## **Public Health Week Display**

An exhibit showcasing information about the Health Care Agency’s programs and services, as well as photos depicting what Public Health does for the community will be displayed at the County Hall of Administration located at 10 Civic Center Plaza in Santa Ana during April 2-8. Careers in Public Health brochures will also be available on the display.

## **American Public Health Association “Faces of Public Health” Video**

This video profiles public health careers and highlights what Public Health workers do and how their work helps to improve and protect the lives of those in their communities. The video is available by loan to the public by contacting HCA’s Alcohol and Drug Education and Prevention Team (ADEPT) at (714) 834-4058.

# March is National Social Work Month

 Celebrated each year in March, National Social Work Month draws attention to the efforts of professional social workers who strive to improve society by working with individuals in need of help with life’s challenges.

The most important role of a health social worker is to help the client and his or her family to understand the illness, work through the emotions of a diagnosis and provide counsel about the decisions that need to be made.

As we celebrate National Social Work Month, HCA would like to thank the Agency’s social workers for your dedication and commitment to the clients we serve.



For more information about National Social Work Month, visit the National Association of Social Workers at [www.socialworkers.org](http://www.socialworkers.org).

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# Test Your Knowledge—2007 Public Health Week Quiz

**T**his Year’s focus of National Public Health Week from April 2-8, 2007 is “Preparedness and Public Health Threats: Addressing the Unique Needs of the Nation’s Vulnerable Populations.” The American Public Health Association and its partners will highlight the week by inspiring Americans to take the first step toward preparing effectively for public health threats.

To start your celebration of Public Health Week, take the following true-false quiz and answer the 12 questions below to test your knowledge of public health facts and statistics relating to this year’s theme. Visit the Agency’s Public Health Week webpage at [www.ocohealthinfo.com/public/phweek/quiz.htm](http://www.ocohealthinfo.com/public/phweek/quiz.htm) to submit your completed quiz online by Friday, March 30. Those who answer all questions correctly will be entered into a drawing to win fun prizes.

## **True or False?**

1. If an earthquake takes place while you’re at home or work, the safest thing to do is run outside.
2. Mold in the air outside can attach itself to clothing, shoes, bags and pets and be carried indoors.
3. If the power in your home is out for less than 2 hours, the food stored in your refrigerator and freezer is safe to consume.
4. One of the biggest needs of local food banks is volunteers.
5. Generators, grills, camp stoves or other gasoline, propane, natural gas or charcoal-burning devices are safe to use inside a home, basement, garage, camper and outside near an open window.
6. Persons age 65 and over make up 13% of the population, but account for 23% of all pedestrian fatalities.
7. It is a good idea to eliminate earthquake home hazards before an earthquake happens.
8. A disaster plan should involve all family members and incorporate steps to take care of pets in the event of an emergency or situation in which evacuation is necessary.

... continued on page 8

# HCA welcomes Dr. Nancy Bowen

## TECH TALK



HCA welcomed the Agency's new Public Health Chief Medical Officer Dr. Nancy Bowen during an event held at the 17<sup>th</sup> Street Clinic's patio area on February 26<sup>th</sup>. Public Health Officer Dr. Eric Handler provided remarks and welcomed Dr. Bowen to HCA. Event attendees had the opportunity to enjoy a continental breakfast and meet Dr. Bowen.

## Spam: The unwanted mail

### Spam, what is it?

Growing up, Spam was always thought of as the meat hybrid that sometimes, hopefully not often, showed up on the breakfast or dinner table. Today, within our digital world, it is now defined as "E-mail that has been sent in bulk to recipients who have not given permission for the message to be sent to them." Spam is also known as "Junk E-mail." "Spamming" is the act of flooding the Internet with many copies of the same message to multiple addresses. Spam messages are usually commercial or fraudulent messages, and are quite often sent with false return address information. Spammers will quite often fake the "From" address of a message so that the message will not be returned to them in the case of any problems. They can remain for the most part anonymous.

### How did they get my address?

The first way a Spammer (or the person who sells the list to the Spammer) gathers their list of addresses is to scan websites. They have automated tools, which scan through web pages with the sole purpose of gathering E-mail addresses. The addresses they gather are then added to a database, which may then be sold to other Spammers. Small lists become larger lists. Sometimes the Spammers will simply guess your E-mail address. The spammers are able to create a list of domain names (the last part of your E-mail@ochca.com) and from this list they will fire off thousands of random names. Some fail, however some hit the mark.

### Just make it stop!

One thing we do know is not to reply to these E-mails, ever! Those who reply and ask the Spammer to stop, possibly guarantee themselves the membership to the grand spamming of all spammers lists. Try not to leave your E-mail address on websites when trying to access information. As I mentioned earlier, this is how you are being found. Most of the time, you will just fall off the list if you simply **do not open**, delete and ignore. If you are continually receiving a large amount of spam, please contact the HCA Helpdesk right away. The Helpdesk will send them off to the CEO Data Center where they are entered into a database to filter them out and keep them from coming in again. However, since they change identity often, it is not likely it will stop entirely. If you are receiving only a few spam E-mails every once in awhile your best bet is to delete them. Rest assured HCA IT is currently building methods to greatly reduce the amount but to date there is no sure way to stop it completely, yet! For more information, contact the HCA Help Desk at (714) 834-3128.



## What's my pay location?

If you need to pick up something from Payroll, many times the first question Payroll staff will ask you is, "What is your Pay Location?" This tells Payroll where

to find your check, since each pay location is assigned a specific address and building number.

"Pay location" can also be referred to by the older term "TK" (for Time Keeping location). You can find your TK on your VTI timecard. Beginning on the left hand side of your timecard you will see AGENCY, ORG, and then PAY LOCATION. This piece of information is also required on all Mileage and Other Expense Claim forms. If omitted, your claim will be returned to you to fill out your TK.

For HCA employees, the first three digits of your pay location will always be 042. If you change programs or locations you will most likely see your TK change as well. This little tidbit of information is only important if you don't get something you were expecting in your pay, or if you need something from Payroll. So look it up and keep it handy!

All comments and suggestions are welcome. Send yours to HCAPAYROLL@ochca.com.

## PH Week Quiz

continued from page 7

- 9. At least 50% of sexually active men and women will get HPV (human papillomavirus) at some time in their lives.
- 10. Smoke detectors should be checked once a year and batteries changed every two years.
- 11. Asphyxiation is the leading cause of fire deaths, exceeding burns by a three-to-one ratio.
- 12. Most earthquake-related casualties result from collapsing walls, flying glass and falling objects.

## PH Nursing Division Manager announced

Public Health Services is pleased to announce the selection of Debbie Chitty as the new Division Manager for Public Health Nursing (PHN). Debbie previously served as the Interim Program Manager for HCA's Specialized Public Health Nursing Program for the past year during Sally Wurth's absences, in addition to performing her duties as the Supervising PHN for Foster Care.

Debbie began her career with the Health Care Agency during June 1990 as a staff nurse with Disease Control and Epidemiology. She then transferred to the Foster Care Nursing Program where she was promoted to a Supervising PHN.

Debbie brings several years of nursing experience both within the County environment as well as the private sector, and has served as the past President and Secretary of the Orange County Chapter of the Association of Providers for Infection Control (APIC).



## Security Risk Assessment

In June 2006, HCA's Information Technology (IT) Program in conjunction with the Office of Compliance rolled out its first security assessment. The goal of this project was to assess all 162 of HCA's sites to ensure HCA Information Security practices are consistent with established benchmarks and guidelines, to assess the success of security policies and procedures and to prepare HCA for emerging risks in technology. The assessments included hands-on reviews of PCs and laptops, interviews with staff and walk-through observations of workstations.

This project was completed on January 15, 2007, and a report of findings and corrective action recommendations was sent to the supervisor of each location. Managers/supervisors should use Agency

... continued on page 5

## Former County Health Officer named director of new department

This month, Governor Arnold Schwarzenegger named Dr. Mark Horton, former Orange County Public Health Officer and HCA Deputy Agency Director for Public Health Services, as the Director of the new Department of Public Health (DPH).

Dr. Horton, who has currently been serving as the State's Public Health Officer since 2005, will begin his new role when the DPH begins operating July of this year. As Director, Dr. Horton will implement the State's continuing commitment to elevating public health issues, from emergency and disaster preparedness to ensuring access to health care services and promoting prevention and wellness.

The State also announced a new disaster preparedness website at [www.bepreparedcalifornia.ca.gov](http://www.bepreparedcalifornia.ca.gov) where visitors to the site can find tips on how to develop a disaster plan, prepare an emergency supply kit, how to talk to children about a crisis and what to do with pets and livestock. In addition to English, the website provides information in 12 languages including Arabic, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, Spanish, Tagalog and Vietnamese.



# HCA Social Workers receive recognition

The month of March is Social Worker Recognition Month and a special event to recognize the contribution made by the County's social workers was held Thursday, March 29<sup>th</sup> at the Social Services Agency (SSA) headquarters.

Fifth District Supervisor Pat Bates, a former social worker, was on hand to present a resolution from the Board of Supervisors and she offered her own first-hand perspective on the importance of social workers in local government. Accepting the resolution on behalf of their agencies were Tony Edmonds, HCA Public Health Services Family Health Division Manager, and Alisa Drakodaidis, SSA Chief Deputy Director.

HCA has over 200 social workers serving in a variety of settings. Each division in which social workers are employed was asked to send one representative to the event, and those representatives received a smaller version of the Board of Supervisors resolution. Representing HCA social workers and their divisions were:

## **Behavioral Health Services**

- Children & Youth Services . . . . .Aida Sanchez-Nunez
- Central Programs . . . . .Barbara Rocha
- Adult Mental Health Services . . . . .Tracy Rick
- Alcohol & Drug Abuse Services . . . . .Raquel Tellez

## **Public Health Services**

- Family Health . . . . .Luiza Cole
- CCS . . . . .Elvie Reyes
- Disease Control . . . . .Al Baker
- Public Health Nursing . . . . .Karina Meza-Vasquez

Our thanks to all HCA social workers for their hard work and dedication on behalf of the people of Orange County!



(Above) Public Health Social Workers pictured along with Family Health Division Manager Tony Edmonds are (left to right) Karina Meza-Vasquez (PH Nursing); Luiza Cole (Family Health); Elvie Reyes (CCS); and Al Baker (Disease Control).



(Above) Social Workers from Behavioral Health Services and Family Health Division Manager Tony Edmonds attended the Social Recognition Month event at SSA headquarters on March 29. Pictured (left to right) are Barbara Rocha (Central Programs); Aida Sanchez-Nunez (CYS); Tracy Rick (AMHS); and Raquel Tellez (ADAS).



(Above) Fifth District Supervisor Pat Bates presented Family Health Division Manager Tony Edmonds and Social Services Agency Deputy Director Alisa Drakodaidis with a Social Worker Recognition Month resolution.

For better or worse, you must play your own little instrument  
in the orchestra of life.  
—Dale Carnegie



## Brashear receives SOPHE Award

**H**at's Off to Barbara Brashear, Tobacco Use Prevention Program (TUPP) Supervisor on receiving the Society of Professional Health Educators (SOPHE) Health Educator of the Year Award. Barbara received recognition for her outstanding professional contributions to health education and health promotion in the community.

SOPHE is an independent, international professional association made up of a diverse membership of health education professionals and students. The Society promotes healthy behaviors, healthy communities, and healthy environments through its membership, its network of local chapters, and its numerous partnerships with other organizations. For more information about SOPHE, visit the organizations website at [www.sophe.org](http://www.sophe.org).



## PH nurses Hannah and Flinn publish article

**C**ongratulations to public health nurses JaNellyn (Jane) Hannah and Joan Flinn of Public Health Services from HCA's Preventive Health Care for the Aging Program (PHCA) on the publishing of a co-written article in two newsletters of the American Society on Aging (ASA).

Jane and Joan co-wrote the article titled "Educating Older Adults in Preventive Healthcare Brings Positive Outcomes," which is featured in Healthcare and Aging, winter 2006, a newsletter of the Healthcare and Aging Network; and The Older Learner, Fall 2006 – Winter 2007 of the Lifetime Education Renewal Network

The article describes the scope of work of the PHCA program, a community based, state and county funded program that provides assessment, screenings, health education and linkage to community resources to adults age 50 years and older.

Jane has been a public health nurse for 36 years, with 27 of them serving with PHCA. She is a member of ASA, Southern California Public Health Association (SCPHA), American Diabetes Association, American Association of Diabetes Educators, and Orange Association of Diabetes Educators. She also is a member of Sigma Theta Tau, and was presented a nursing education award by the Iota Eta chapter. Jane is adjunct faculty at Vanguard University for the RN to BSN program and will be the clinical instructor for their community health-nursing program starting next spring. In addition, Jane delivered a presentation on this article at the recent SCPHA Conference.

Joan has been a registered nurse for 25 years and has worked as a public health nurse for HCA for 6 years. In addition to her work with PHCA, she is a member of ASA and serves as ASA Faculty in Residence for the Alcohol and Other Drugs (AOD) Project.



*Pictured (left to right) are Jane Hannah and Joan Flinn, Public Health Nurses with HCA's Preventive Health Care for the Aging Program.*

“Maturity is the ability to live in peace with that which we cannot change.”  
—Ann Landers

# Celebrating Public Health Week 2007

In celebration of National Public Health Week from April 2-8, an event was held on April 4 at HCA's Public Health Education Center located at 17<sup>th</sup> Street to honor the efforts and dedication of HCA public health professionals and to highlight public health programs within the Agency.

This year's speakers included PH Chief Medical Officer Dr. Nancy Bowen, Chief of Public Health Operations David Souleles, and Supervisor Janet Nguyen who presented Dr. Bowen, Agency Director Julie Poulson, and PH Officer Dr. Eric Handler with a Public Health Week resolution declaring April 2-8 Public Health Week in Orange County.

Staff who attended the event enjoyed viewing various displays which showcased information highlighting this year's theme of "Preparedness and Public Health Threats: Addressing the Unique Needs of the Nation's Vulnerable Populations." Information on disaster preparedness for both family and pets and various other public health-related material and items were available to event attendees.

During the celebration, managers from each program within Public Health recognized "Everyday Heroes"—individuals within their programs who demonstrate outstanding dedication and commitment to the clients served by HCA. The 2007 Gerald A. Wagner Excellence in Health Education Award was also presented to Dr. Clayton Chau of HCA Behavioral Health Services.

Various community outreach events were also scheduled during Public Health Week at community centers, Family Resource Centers, senior centers and Farmer's Markets, to name a few. In addition to the events, a display was showcased at the County Hall of Administration which highlighted information about HCA's programs and services.

For more information about National Public Health Week, visit the American Public Health Association's website at [www.nphw.org](http://www.nphw.org) or [www.apha.org](http://www.apha.org). HCA's Public Health Week webpage can be found at [www.ochealthinfo.com/public/phweek](http://www.ochealthinfo.com/public/phweek).



*Dr. Nancy Bowen announced the recipient of the 2007 Gerald A. Wagner Excellence in Health Education Award as Dr. Clayton Chau from Behavioral Health Services. Pictured with Dr. Bowen is Karen Hoffman, who accepted the Award on Dr. Chau's behalf.*



*Family Health Division Manager Tony Edmonds recognized the Buena Park Women, Infants and Children's (WIC) team as "Everyday Heroes" from within his program and read a thank you card from a grateful client for the services provided to her and her family at the clinic. Pictured (left to right) are Iris Corea; Connie Gallegos; Gloria Chavez; Felicia Otaoshebikan, Clinic Supervisors; Nora Barajas and Caroline Cordova. Staff member Elvira Straub is not pictured.*



*First District Supervisor Janet Nguyen presented Public Health Chief Medical Officer Dr. Nancy Bowen, Agency Director Julie Poulson and Public Health Officer Dr. Eric Handler with a resolution proclaiming April 2-8 as Public Health Week in Orange County.*



*Lynn Einarsson, California Children's Services Chief Therapist recognized occupational therapists as "Everyday Heroes" during the PH Week Celebration held on April 4<sup>th</sup>.*

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.

Editors . . . . . Tricia Landquist  
 Howard Sutter  
 Anne Fialcowitz

Phone . . (714) 834-6644  
 E-mail . . tlandquist@ochca.com  
 FAX . . . (714) 834-7644  
 Pony. . . Bldg. 38-S, 4th Floor

# April is Occupational Therapy Month

In recognition of Occupational Therapy Month in April, HCA's California Children's Services (CCS) celebrates the efforts of the dedicated Occupational Therapists and Occupational Therapy Assistants who provide therapy services for a select population of disabled children with neurological or orthopedic impairments.

The role of the CCS Occupational Therapist is to provide therapeutic intervention that will facilitate greater independence for the child in the areas of daily self-care skills. These skills include feeding, dressing, bathing, grooming, and household tasks, such as light meal preparation and laundry. Educating and training the parent in use of adaptive techniques, equipment, and positioning are essential in meeting the special needs of these children.

Occupational Therapy is provided in various ways and involves good communication and collaboration with other healthcare and educational professionals with the primary focus of family centered care.



A CCS Occupational Therapist works with a CCS patient using a pinch meter, which measures pinch strength.

Therapy services include direct treatment strategies that are selected as a means of achieving specific goals, establishing home programs, home visits to assess equipment needs, school visits, consultation, upper extremity splint fabrication, and training in adaptive devices for daily self care tasks.

HCA thanks the Agency's occupational therapists and assistants for their dedication and commitment in providing rehabilitative services to the clients we serve.

For more information about CCS, visit the program's website at [www.ochealthinfo.com/public/ccs](http://www.ochealthinfo.com/public/ccs)

or to learn more about Occupational Therapy Month, visit the American Occupational Therapy Association's website at [www.promoteot.org/AI-OTMonth.html](http://www.promoteot.org/AI-OTMonth.html).

## Security Risk

*continued from page 1*

IT security policies and procedures as guidelines when completing their corrective action plan. The IT Security P&Ps can be found on the Agency Administrative P&Ps website at: <http://balsam/intranet/P&P/default5-7.asp>. If recommendations included technical actions, please place a service request with the IT Help Desk at (714) 834-3128.

Overall, the outcome of the assessment was positive. HCA employees are very knowledgeable of the security policies and procedures and recognized the importance of using "best practices" such as strong passwords, deleting unfamiliar e-mail that might contain viruses, and recognizing and reporting a security incident. This exercise allowed the Information Security Assessment Team to meet users at each site, provide technical expertise to help users perform their job duties, and obtain feedback on the concerns and issues end-users are facing.

### **Some of the recurring issues included:**

- Unauthorized software loaded on PCs,
- Employees' sensitive personal information (i.e. evaluation and mileage claim forms) stored on the hard drive, and
- Confidential information, including electronic protected health information (ePHI), found in older files belonging to previous users of a recycled PC still stored on the hard drive.

It has been a long year and on behalf of the Information Security Team and the Office of Compliance, we would like to thank HCA Management, as well as all supervisors and staff for assisting us in completing these assessments. We look forward to seeing you later this year for the follow-up phase of our assessments.

*When nothing is sure, everything is possible.*  
—Margaret Drabble

### **MAY HEALTH OBSERVANCES**

- Asthma and Allergy Awareness Month
- Clean Air Month
- Hepatitis Awareness Month
- Mental Health Month
- National High Blood Pressure Education Month

National Nurses Week . . . . .	6-12
National Women's Health Week . . . . .	13-19
National Employee Health and Fitness Day . . . . .	16
HIV Vaccine Awareness Day . . . . .	18
World No Tobacco Day . . . . .	31

**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**

# HCA physicians honored at event

The 2007 Physician Recognition event “Enhancing Quality and Effectiveness of Health Care in Orange County,” took place on March 29<sup>th</sup> at the 405 W. 5<sup>th</sup> Street building in Santa Ana to honor the Agency’s physicians for their contributions and dedication to the health and well-being of the clients served by HCA.

Agency Director Julie Poulson welcomed the physicians in attendance and highlighted their commitment to the health of the



Public Health Officer Dr. Eric Handler recognized several physicians from Public Health during the annual Physicians Recognition ceremony held on March 29<sup>th</sup>.

community. Refreshments were served and those present at the event had the opportunity to meet and greet other physicians from each agency division.

A total of 131 HCA physicians from the following services areas received commemorative certificates: 31 Public Health, 65 Behavioral Health, 32 Medical & Institutional Health and 3 from Health Disaster Management.



Dr. Ernest Williams, Correctional Medical Services Medical Director, acknowledged three physicians who provide medical services to individuals within the Orange County Jail system.



(Left) Behavioral Health physicians received recognition from Mary Hale, Chief of Behavioral Health Operations and shared which programs they work with and how long they have been with the Agency.

(Below) Health Disaster Management Division Manager Terre Duensing introduced Emergency Medical Services (EMS) Medical Director Dr. Sam Stratton as he provided an overview of the services provided by EMS and Health Disaster Management.



(Left) Agency Director Julie Poulson welcomed attendees to the annual 2007 Physician Recognition “Enhancing Quality and Effectiveness of Health Care in Orange County” event held at the 405 W. 5<sup>th</sup> Street building on March 29<sup>th</sup>.

# Family Health recognizes social workers

**D**uring a ceremony held at HCA's 17<sup>th</sup> Street Clinic on March 22<sup>nd</sup>, Public Health Officer Dr. Eric Handler recognized Family Health Division social workers presenting them with an appreciation letter and thanking them for their contributions and dedication to the Agency's clients and the community.

Social workers from HCA's Adolescent Family Life and Cal Learn Programs, which provide case management services to pregnant and parenting teens, provided an informative overview of their programs and shared a video featuring the stories of three teens impacted by social workers.



Public Health Officer Dr. Eric Handler recognized HCA's Family Health Division social workers during an event held on March 22<sup>nd</sup>. Pictured back row (left to right) are Public Health Officer Dr. Eric Handler; Family Health Division Manager Tony Edmonds; and social workers, Ricardo Valverde, Gail Dratch, Felicia Revers, David Hernandez and Gabriel Gil. Pictured front row (left to right) are Alicia Armstrong; Heather Luna; Micaela Madrigal; Luíza Cole; Vianka Inigo; Martha Dominguez; Community Programs Manager Anjou Parekh; and Social Workers Lucy Lonberrger, Alice Apodaca and Diana Robles.

## For Supervisors Only!

# Logging in new employees into VTI

**S**o just how do new employees get their employee ID to log into VTI? What's the password for a first time user? How does this work? Well, here's the lowdown...

HCA Payroll works closely with HCA Human Resources (HR) to make sure VTI has the most current information on all employees. Every day HR enters updates into the County's Human Resource system (AHRs). Each morning HCA Payroll synchronizes VTI with the AHRs to capture the most recent personnel data. The changes that affect VTI include new employees, separated employees, changes in status and changes in time keeping location (TK).

HCA Payroll is alerted to new employees by a VTI Access Request form that is completed by HR. The form indicates the new employee's name and direct supervisor. From this request

the new employee's supervisor is selected and assigned. At this point the supervisor is able to view the new employee from the Review tab in VTI. The supervisor can then provide the employee ID number to the new employee and explain how VTI works. The employee can then access his/her timecard.

The **password** for new employees is always **temp1**. Each new employee is also given a "Getting Started" memo for VTI when they sign up in HR. (If you would like a copy of the memo please send a request to HCA Payroll via email.) Don't forget to show them the OC Portal as well! So now you know how the process works! Of course there may be situations that arise that will need special handling. If you have a problem or the time card submission will be delayed always contact HCA Payroll to advise them. HCA Payroll will work with you to ensure that a time card is submitted.

If you have other questions about VTI, please contact HCA Payroll by phone at (714) 834-5744, or by email at [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com). We are available from 7:30 a.m. to 5:00 p.m. Monday through Friday to assist you. We hope you found this article helpful. All comments and suggestions are welcome!



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## 2007 Gerald A. Wagner Award presented to Chau

**C**ongratulations to Clayton Chau, MD, a Psychiatrist with HCA's Behavioral Health Services Division on receiving the 2007 Gerald A. Wagner Excellence in Health Education Award.

Dr. Chau is noted for his dedication and commitment to the recovery process and well-being of mental health clients, as well as creating several training programs to help educate the community and clients on the topics of cultural competence, wellness and recovery, and information about HCA's Behavioral Health Services programs.

Recognized within the Agency and community as a "trainer," Dr. Chau created a "Peer Empowering Peer" program which educates clients on how to implement groups with other mental health clients to help improve their clinical outcome, and an "Immersion" training, which involves a multi-day educational instruction for persons from the community to learn about HCA Behavioral Health Services and incorporates best practices, as well as visits to real clinic sites.

Success of these trainings is noted as former clients who have taken Dr. Chau's "Peer Empowering Peer" program reported feeling empowered and enthusiastic about their own futures and their role in being able to help their peers, while some have taken

... continued on page 9



## Deadline near for Team Excellence Award

**T**he deadline for the annual 2007 Steve Ambriz Team Excellence Award is fast approaching on May 1<sup>st</sup>. The Health Care Agency/OCEA Labor Management Committee (LMC) is seeking nominations for the Award and encourages you to submit a nomination before the deadline.

The award was created to recognize teams that exemplify principles of Enlightened Leadership and Team Excellence in creative and collaborative action and to identify the qualities and characteristics of effective work teams.

This is an excellent opportunity to nominate a team of individuals or departments within the Health Care Agency that meet these certain characteristics.

Visit the LMC Intranet website at <http://balsam/intranet/lmc/team.asp> for more information, an electronic nomination form and details about previous winning teams.

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## Recent fire a reminder to be prepared

**N**atural and man-made disasters can strike anytime, anywhere. The recent Windy Ridge fire last month in Anaheim Hills and Orange Park acres sends a reminder to pet owners that disaster preparedness is important to the safety of those involved including pets.

Animal Care Services (ACS) suggests assembling a pet disaster kit. The following items should be placed in a portable container and stored in a convenient location for easy accessibility. The kit should include:

- Enough food, water and litter for 2 weeks
- No-spill food and water bowls
- Sturdy leashes, collar, harnesses and pet carriers to prevent escape
- Vaccination records, medication, current photo of your pet and a first aid kit
- Toys, blankets and bedding
- An information list regarding feeding instructions, medications, veterinarian's name and contact information

### **During an emergency, ACS offers the following tips:**

- **Take your pet with you.** If it is unsafe for you, it is unsafe for your pet. Once you leave, it may be days before you will be allowed to return home. Pets left behind to fend for themselves can easily become victims of exposure, starvation, predators, contaminated food or water, or accidents.
- **Find a safe place.** Most evacuation shelters will not accept pets, except for service animals. Make arrangements ahead



*The Windy Ridge fire had burned about 20 acres with Santa Ana-like winds increasing when ACS first received the call to respond and mobilize. At the time of containment, more than 2,200 acres had burned though Santiago Canyon and the areas of Anaheim Hills and Orange Park Acres.*

of time to ensure your pet has a safe place to stay.

- **Remember ID tags.** Your pet should always be wearing identification. Make sure that the information on the tag is current

... continued on page 9

# ACS provides assistance during Windy Ridge fire

**O**n Sunday, March 11, the Windy Ridge fire had already begun to burn more than 20 acres with increasing Santa Ana-like winds when Animal Care Services (ACS) received a call to respond. The efforts of ACS' quick response in implementing their Emergency Operating Plan (EOP) assisted the many pet owners in the Anaheim Hills and Orange Park Acres areas when escalating fire danger forced them to evacuate.

A number of ACS staff responded from their regular duties that day, as well as staff who were called from home. They quickly assembled an ACS Command Post at the Orange County Fire Authority's Incident Command Center located in Irvine Park and patrolled neighborhoods that had been evacuated, impounding animals when needed and monitoring the safety of others that were sheltered in place.

Equestrian Trails, Inc., also partnered with ACS in responding to the incident by providing 12 trucks and trailers to prearranged staging areas in case of the need to transport and rescue horses and other large animals in the area.



ACS Sergeant Scott Evans prepares walkie-talkies inside the ACS Incident Command Post trailer for use during the Windy Ridge fire incident.

Staff at the Animal Care Center in Orange also played a big part in the fire response by working double shifts to answer the calls coming in regarding animals, as well as veterinarian and kennel staff working into the evening hours for the preparation and intake of any evacuated animals.

By the time the fire was 80% contained the following day and evacuations had been lifted, the ACS Command Post was released to close down. In all, ACS had rescued three dogs from a resident's backyard and housed one cat overnight at the request of an evacuating citizen who dropped the cat off at the Care Center.

A special "Thanks" to all ACS staff that assisted in the response and implementation of the EOP during the Windy Ridge fire. Your contribution and efforts provided great support to the evacuated residents and pets of the area, as well as other agencies and cities responding to the incident.



ACS staff respond on March 11<sup>th</sup> to provide assistance to evacuated residents and pets. Pictured (left to right) are Chief of Field Services Donna Perez; Animal Control Officer Trainee (ACOT) Kelliann Dykstra, ACOT Chris Craig and ACOT Juan Orozco.



ACS Chief of Field Services Donna Perez and Chief of Special Services Tami Rosales assisted in assembling an Incident Command Post at Irvine Regional Park during the Windy Ridge fire on March 11<sup>th</sup>.

## Recent fire

continued from page 8

and legible. Visit your veterinarian to have your pet micro-chipped, a permanent form of identification.

- **In case you are not home.** Make arrangements for a friend or neighbor to evacuate your pets and meet at a designated location. Make sure they have your work and cell phone numbers, as well as a phone number for a relative living outside of the area.
- **Should your pet become lost.** Start with your local shelter and check websites for other organizations also involved with the rescue operation.

For more information about ACS or additional pet-related tips, call Animal Care Services at (714) 935-6848 or visit their website at [www.ocpetinfo.com](http://www.ocpetinfo.com).

## Chau

continued from page 8

on jobs with agencies to implement the program there. "Immersion" training attendees noted an increased understanding and support for Behavioral Health programs.

Dr. Chau is also recognized for his dedication in bringing community-based organizations that work with multicultural groups into larger network of service providers who serve county clients and has included such organizations in his training efforts.

The Gerald A. Wagner Excellence in Health Education Award was first established in 2000 by the Orange County Coalition for Health Educators (OCCHE), and honors Orange County professionals who have demonstrated excellence in the healthcare field. OCCHE was founded in 1997 to promote health and provide leadership in order to improve the health of the community through education, policy, collaboration and consultation.

# Sandra Fair's 30-year retirement party

**A**n event was held on March 13th at the Orange County Pavilion in Santa Ana to recognize Sandra Fair on her recent retirement from the Agency after 30 years of dedicated service with the County.

Serving as Master of Ceremonies, Behavioral Health Services Medical Director Dr. Alan Edwards led the festivities announcing several events including a presentation of an Orange County Board of Supervisors Resolution by Agency Director Julie Poulson, recollections from staff, as well as a lively performance by Bambi and the Silver Foxes to name a few.

Event attendees also enjoyed viewing a video reflecting on Sandra's 30-year career which showcased messages and sentiments from several HCA managers and a vocal performance of the song "For Good" from the musical Wicked by Becky Robinson of HCA Human Resources.



Sandra joined "Bambi and the Silver Foxes" on stage during their live performance. Pictured along with Sandra are (left to right) Thea Bullock, Teri Schultz, David Thiessen, Becky Robinson, Lisa Bauer and Christine Caudill.



Dr. Alan Edwards, Behavioral Health Services Medical Director served as the Master of Ceremonies during Sandra Fair's retirement celebration held at the Orange County Pavilion's Vault in Santa Ana.



Newly appointed Chief of Behavioral Health Operations, Mary Hale presented Sandra with a plaque during the ceremony.



Agency Director Julie Poulson presented Sandra Fair with an Orange County Board of Supervisors Resolution highlighting her 30 years service and dedication to the County and Health Care Agency during her retirement event on March 13<sup>th</sup>.

## PH Week quiz winners named

**C**ongratulations to this year's Public Health Week quiz winners! In March's issue of *What's Up*, we included a true-false quiz focusing on this year's theme of "Preparedness and Public Health Threats: Addressing the Unique Needs of the Nation's Vulnerable Populations." Staff who participated tested their knowledge about various disaster preparedness and public health facts and submitted their answers online.

Three lucky winners were randomly selected among a handful who answered all questions correctly. Thank you to all staff who participated in this year's quiz.

The following winners are:

- Kathleen Collins
- Sandi Gomez
- Lisa Specht

*Real integrity stays in place whether the test is adversity or prosperity.*  
—Charles Swindoll

# 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."



**I**n 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 Osborne, 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 5<sup>th</sup>.

"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."

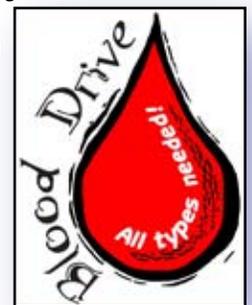


## June blood drive coming

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

W. 5<sup>th</sup> Street building in the 4<sup>th</sup> floor conference rooms. If

you're interested in donating, please sign up online at [www.givelife.org](http://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

... continued on page 4



## Dr. Kaddis receives award

**C**ongratulations 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

**H**at'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.

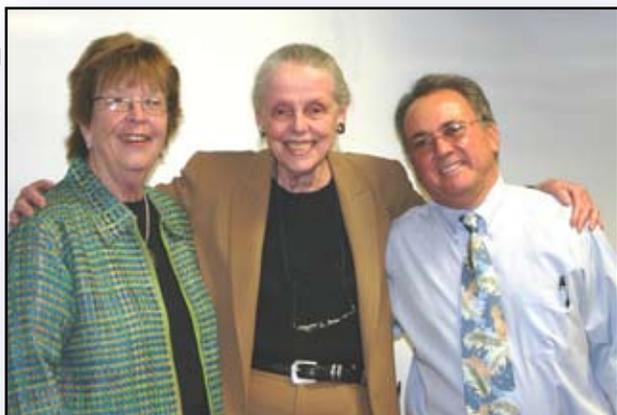
## NAMI Education Director visits HCA for presentation

**T**he 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 18<sup>th</sup> at HCA's 405 W. 5<sup>th</sup> 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](http://www.nami.org) or the Orange County Chapter of NAMI at [www.namioc.org](http://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.



# 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](http://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

**B**ehavioral 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

*continued from page 1*

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?

**E**ach 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](mailto:HCAPAYROLL@ochca.com).

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

**WHAT'S UP** is a newsletter for employees of the County of Orange, CA, Health Care Agency.

Editors . . . . . Tricia Landquist  
Howard Sutter  
Anne Fialcowitz

Phone . . (714) 834-6644  
E-mail . . tlandquist@ochca.com  
FAX . . . (714) 834-7644  
Pony. . . Bldg. 38-S, 4th Floor

# WHAT'S

keeping staff informed & current

## Powers recognized for EMS Week contributions

**A**s the Basic Life Support Coordinator for HCA's Emergency Medical Services Program, Patrick Powers is responsible for the day-to-day management of Emergency Medical Technician (EMT) licensing, ambulance inspections and licensing, and coordination of pre-hospital continuing education providers. He additionally serves as Automatic External Defibrillator (AED) Coordinator where he assists other agencies and organizations with successful implementation of their AED programs and provides county regulatory oversight.

Patrick is noted for his contributions, dedication and commitment to the successful implementation of Emergency Medical Services (EMS) Week 2007, which occurs annually during the month of May. This year from May 20-26, a series of health-related events took place including blood pressure screenings, fire safety training, child passenger safety seat inspections, and drowning prevention/water safety to name a few. The events culminated in a tailgate celebration and Angels vs. Baltimore Orioles game at Angel Stadium on June 2.

"Patrick's excellent marketing and public relations skills made him the ideal choice to head up this year's annual EMS Week Committee," said Greg Boswell, EMS Program Manager. "With no prior experience with EMS Week, Patrick, along with Deanne Thompson from HCA Public Information and Communications and Holly Veale from the Director's Office, pulled together EMS partners, raised funds through sponsorships, planned educational activities for pre-hospital personnel, coordinated county-wide events, and implemented recognition ceremonies for exceptional performance in EMS."

Patrick began his career with the Health Care Agency 14 months ago and previously served as a paramedic in Ventura County. He attended Cal State  
... continued on page 3



## HCA nurses honored by Board of Supervisors during week's events



Sup. Chris Norby presents Board's Resolution to Maureen Robles.

**N**urses filled the patio at the 17<sup>th</sup> Street facility on May 9<sup>th</sup> for the Health Care Agency's annual Nurse Recognition event, with food, festivities and fellowship highlighting the day's activities.

Board of Supervisors' Chairman Chris Norby was an early arrival, visiting many of the educational booths set up by program areas prior to the noon-time event. Chairman Norby helped to open the event with the presentation of a Resolution from the Board of Supervisors designating May 6-12, 2007 as Nurse Recognition Week in Orange County. The resolution was accepted by Institutional Health Services Division Manager Maureen Robles on behalf of all Agency nurses.

HCA Human Resources' own Becky Robinson entertained the crowd with an a cappella version of the National Anthem, as well as an inspirational song. The musical entertainment helped to set the stage for the presentation of awards to those selected by their peers for recognition. Those who received awards are:

### Behavioral Health

- Helen Engelhardt, RN, Adult Outpatient Mental Health

... continued on page 4



# Nighswonger presents at National Conference

**B**everly Nighswonger, RN of HCA's Emergency Medical Services (EMS) program, was recently selected to give an oral and poster presentation regarding Orange County's Cardiovascular Receiving Center System (CRVC) at the Society of Chest Pain Centers annual conference in Nashville, TN in April.

"Beverly's experience as a research nurse has provided her with skills and experience that she is using to improve the delivery of emergency care, especially for patients experiencing a myocardial infarction," said Greg Boswell, EMS Program Manager.

Beverly was one of the lead authors of the abstract which presented Orange County's CVRC system results aimed at decreasing door-to-balloon time. The abstract was one of 77 accepted by the Society for poster presentation and was notably one of four accepted for oral presentation.



# Osborn receives award

**C**ongratulations to Tammy Osborn, Animal Care Services Adoption Partner Coordinator, on receiving an award of recognition from Golden Retriever Rescue of Greater Los Angeles and the Shamrock Foundation.

Tammy was recognized for her dedication and outstanding service to the animal rescue community. Unable to attend the awards presentation recently held by the two organizations, Tammy was presented the award by a member of Golden Retriever Rescue during a visit to ACS.



*Carole Cappellino from Golden Retriever Rescue presented Tammy Osborn with an award of recognition during a recent visit to Animal Care Services.*

*(Below) Beverly Nighswonger stands in front of the poster created by HCA Desktop Publishing for her presentation at the Society of Chest Pain Centers annual conference.*

# Chau named "Role Model"



**H**at's Off to Dr. Clayton Chau, MD, PhD, a psychiatrist with Behavioral Health Services on being named a "role model" by KSCI-TV channel 18, a primarily Asian language television station based in Los Angeles that serves Southern California's culturally diverse, multilingual community.

Dr. Chau was selected to be featured as a "role model" as part of an ongoing series of profiles of individuals who are making a difference in the Southern California community. A 30-second video profile began airing on the KSCI-TV website during the month of March.

In the video, Dr. Chau related how his personal experiences have influenced him in his professional career and how mental health services can help those who have been through traumatic circumstances. He also explained that through treatment and recovery of post traumatic stress disorder (PTSD) he is able to live life to its fullest potential.

Since the video profile, Dr. Chau has noted that several viewers have called the station inquiring about PTSD and how to obtain mental health services.

*It isn't the great big pleasures that count the most; it's making a great deal out of the little ones.*  
—Jean Webster

# Biennial Women's Health Symposium draws crowd



n April 28, more than 100 people gathered at the Sixth Biennial African American Women's Health Symposium at Chapman University in Orange.

The Orange County Cancer Detection Partnership collaborated with the African American Women's Health Coalition to plan and host this educational event. Rhonda Folsom, Program Supervisor for the Partnership, served as the symposium's Mistress of Ceremony. Minh-Ha Pham, PsyD, from Behavioral Health Services – Cultural Competency Program also participated on the planning committee and hosted an exhibitor booth.

Morning keynote speaker Antronette "Toni" Yancey, MD, MPH, from UCLA School of Public Health discussed the disparities in African American health and strategies for "Mobilizing Communities to Promote Healthy Eating and Active Living." Attendees were surprised by United States maps which illustrated the drastic increase in obesity among adults from 1985 to 2005. They also gained new insight into the physical environmental factors that influence obesity rates. Probably the most influential component of Dr. Yancey's presentation was the culturally appropriate physical activity demonstration. Attendees will always remember how they enjoyed moving to African music and how they can incorporate this type of activity into their daily lives.

Dr. Yancey motivated the participants to become healthier individuals and a healthier community. Participants commented, "Dr. Yancey was fabulous! Her presentation was down to earth, succinct, and entertaining!"

Adult workshop topics included Women and HIV, Alternative and Holistic Medicine, Uterine Fibroid Embolization, Ovarian, Colon, and Prostate Cancer, and Cancer Legal Issues. In addition to a youth workshop about Healthy Body Image and Nutrition, Mary Fabela, Health Education Associate with the Alcohol and Drug Education and Prevention Team (ADEPT), taught young ladies the dangerous truth about alcohol and drugs.

Many attendees said, "This is the best symposium ever!" and look forward to attending the next educational event for the African American community.

For more information about the African American Women's Health Coalition, please contact Rhonda Folsom from HCA's Health Promotion Division at (714) 834-7635 or [rfolsom@ochca.com](mailto:rfolsom@ochca.com).



Mary Fabella from the ADEPT Program addresses attendees at the Sixth Biennial African American Women's Health Symposium which took place on April 28 at Chapman University in Orange.

## Gold Star

*continued from page 1*

Fullerton where he obtained a Bachelor's Degree in Kinesiology. He also received an Associate's Degree in Fire Technology from Santa Ana College and in Emergency Medical Services from Mt. San Antonio College where he also earned his Paramedic license.

"I have always enjoyed being in a position to help others," said Patrick. "Being able to utilize my paramedic skills, knowledge and abilities to help those during some of the worst times of their lives is a rewarding experience."

In his spare time, Patrick enjoys being at the beach playing volleyball, surfing or riding his beach cruiser. He is also looking forward to becoming part of the La Habra Heights Fire Department as a part-time paramedic and pursuing a Master's Degree in Disaster Management at Cal State Long Beach.



(Left) Pictured (left to right) are Sybella Patten, Dr. Toni Yancey and Rhonda Folsom.

(Below) During the Health Symposium, attendees enjoyed participating in Dr. Yancey's physical fitness demonstration.



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**(866) 260-5636**

**HCA nurses**

*continued from page 1*

- Debbie Lent, RN, Adult Inpatient Mental Health
- Jo Ann Neighbors, RN, Narcotic Treatment Program
- Myra Kanter, RN, Patient's Rights

**Public Health**

- Helen Topacio, SPHN II, Family Health
- Cathy Smith, NP, Family Health
- Marilyn Edgar, SPHN II, Family Health
- Maria Dominguez, PHN, Public Health Community Nursing
- Moly Meza, PHN, Public Health Community Nursing
- Karen Munoz, Program Manager, Public Health Community Nursing
- Jane Hannah, Sr. PHN, Specialized Public Health Nursing
- Kathleen Stockton, SPHN II, Specialized Public Health Nursing
- Julie Koga, SPHN II, California Children's Services
- Pauline Bui, PHN III, California Children's Services

**Institutional Health**

- Sharon Schales, RN, Correctional Medical Services
- Windy Yu, RN, Correctional Medical Services
- Mario Manacmul, RN, Correctional Medical Services
- Peggy Migaud, NP, Correctional

- Medical Services
- Imelda Garner, LVN, Correctional Medical Services
- Jessie Davis, LPT, Correctional Mental Health
- Gerry DeJesus, NP, Correctional Medical Services
- Nonette Chee, RN, Juvenile Hall
- Helen Amposta, RN, Orangewood

**Health Disaster Management**

- Jane Elder, RN, Emergency Medical Services

Nurses participating in the day's events also had the opportunity to attend morning and afternoon education seminars offering continuing education units.



*Public Health Nursing Division Manager Debbie Chitty presented Agency Director Julie Poulson with flowers in celebration of Nurse Recognition Week.*



*Sup. Chris Norby visited booths staffed by various HCA nursing programs during the Nurse Recognition Week event held at the patio area of the 17th Street facility.*

**Mental Health Month resolution presented**



*Each year during the month of May, Mental Health Month is celebrated nationally to raise awareness of mental health issues. To commemorate the occasion locally, Supervisor Janet Nguyen presented a resolution to the Orange County Mental Health Board on May 23, which declared the month of May as Mental Health Month in Orange County. Pictured (back row, left to right) are Randy Beckx, Kathy Nickerson, Mikyong Kim-Goh, Theresa Boyd, Supervisor Janet Nguyen, Kymberli Kercher-Smith, Erica Phoa, Robert Reid and Harvey Grody. Pictured (seated, left to right) are Rachel Pedraza and Cecile Dillon.*

*Habits are shorthand of behavior.*  
— Julie Henderson

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FAX . . . . (714) 834-7644  
Pony . . . . Bldg. 38-S, 4th Floor

# Meeting of the Minds draws record attendance

The 13<sup>th</sup> annual Meeting of the Minds Mental Health Conference held at the Disneyland Hotel on May 15 drew a record crowd of approximately 600 individuals this year, which included mental health professionals, community agency staff, consumers, family members and local law enforcement to name a few.

The conference featured a showcase of community resource booths from various community organizations including the Orange County chapter of the National Alliance for the Mental Ill (NAMI), Violence Prevention Coalition of Orange County and HCA's Office of Patients' Rights and the Mental Health Services Act. Several staff from Behavioral Health Services also served as presenters and panel members during several conference workshops.

Participating again this year, the Orange County Stigma Elimination Task Force hosted a booth at the event to distribute information and held a stigma related workshop titled "How Could This Happen," which featured several Task Force members who served on the discussion panel.

Conference attendees also enjoyed a keynote presentation from Tom Wooten, the best-selling author of the "Bipolar Advantage" where he shared his experiences living with the condition and provided a new perspective on recovery.

Meeting of the Minds is hosted each year by the Mental Health Association (MHA) of Orange County and aims to bring together the full spectrum of the mental health community to raise awareness, learn skills, reduce stigma, share information and resources, strengthen existing relationships and develop new alliances.

For more information about the conference, contact MHA at (714) 547-7559 or visit [www.mhaoc.org](http://www.mhaoc.org).



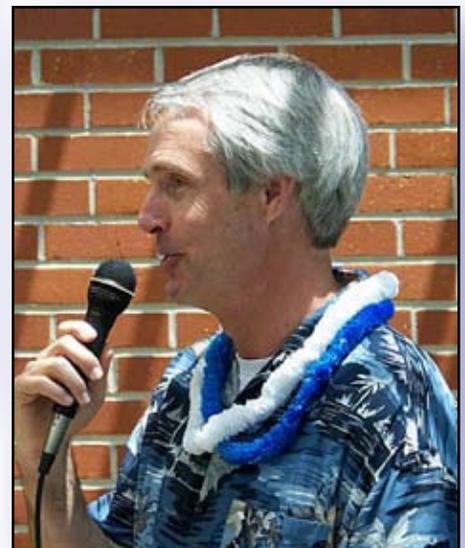
Frank Hernandez from Health Promotion greets visitors who stopped by the Orange County Stigma Elimination Task Force booth to pick-up educational material and spin the wheel to answer questions relating to mental illness and stigma.

# Completion of PathNet Project celebrated

A job well done was celebrated May 17 when many of those involved in the development and implementation of the PathNet Laboratory Information System gathered on the patio at 17<sup>th</sup> Street for a Hawaiian themed "Aloha" party.

The PathNet project started in May 2006, and a year later, the Public Health Laboratory's outdated system has been replaced with a modern information system that has resulted in faster reporting of lab test results, fewer chances for data entry errors, better reporting capabilities and linking of the laboratory with clinics and other departments for improved patient data sharing. The first HCA clinic site went live on PathNet on January 31, and over the next two weeks the rest of Public Health was brought on-line.

The May 17 celebration was an opportunity to recognize the Public Health Laboratory "build team" that helped to develop and test the system, as well as train the Agency's PathNet users. Also recognized was the Public Health Super Users group that was vital to the successful implementation.



HCA Assistant Director Dave Riley addressed attendees at the Hawaiian theme "Aloha" gathering on May 17 to celebrate the completion of the PathNet Laboratory Information System.

## JULY HEALTH OBSERVANCES

National Group B Strep Awareness Month

UV Safety Month

National Youth Sports Week . . . . . 10-14

# HCA set to participate in Orange County Fair 2007

**T**he annual Orange County Fair is making its way back into town from July 13 to August 5 with this year's theme of "Cowabunga —the Year of Herefords, Surfers & Sand." HCA's Health Promotion Program will once again be part of the festivities and host an educational and informational booth inside the Fair's Orange County building from July 18-25.

When visiting the Fair, be sure to stop by HCA's booth along with other Orange County agency booths to pick-up some informational items and material.

This year's Fair will be closed on Mondays (July 16, 23 and 30) and will again feature an abundance of food, contests, exhibits, carnival rides and entertainment.

Visit [www.ocfair.com](http://www.ocfair.com) for more information about the fair's happenings including a daily schedule of events, special promotional days, hours of operation & ticket pricing, as well as the Pacific Amphitheater summer concert series lineup.



## It's about time ...

**E**ver looked at your balances and wondered, "What do I do with 17 minutes? Will I get that paid out someday?"

Well, here are some answers. To use your Annual Leave balance (Sick Leave and Vacation for Tier I employees), time must be recorded in 15-minute increments on your timecard. This convention is governed by applicable memoranda of understanding (MOU) that state time is to be used "to the nearest quarter hour."

The most common correction HCA Payroll makes to timecards involves this 15-minute rule. So if your Annual Leave balance is 17 minutes, you can record only 15 minutes on your timecard. Upon separation of employment from the County, the entire balance of your Annual Leave will be taken into consideration when calculating how much will be paid out to you according to the provisions of the MOU for your particular representation unit.

OK, what about comp (compensatory) or PIP balances? Regular hours, comp time, overtime, and PIP time may all be recorded on your timecard to the minute. Overtime, when not paid out during the same pay period worked, is recorded in your comp balance where you can accumulate up to a maximum of 80 hours. Any time in excess of 80 hours will be automatically paid. Upon separation, the entire comp balance will be paid to you. Currently, PIP time cannot be paid out when earned and it will not be paid out when you separate from the County. Your PIP balance rolls over if not used within a year.

Curious about what else your MOU covers? Look it up online at the County's intranet site (<http://ocintranet.ocgov.com>) under **Employee Labor Resources and Employee Publications**. There you will find a link to **MOUs Online**.

We hope you have found this article useful. All comments and suggestions are welcome! HCA Payroll can be reached at (714) 834-5744, M-F from 7:30 a.m. to 5:00 p.m., and by email at [HCA-Payroll@ochca.com](mailto:HCA-Payroll@ochca.com).

## 2007 Pet Fair a success

**A** long line of visitors started gathering well before the 10 a.m. start time for this year's Orange County Animal Care Services Pet Fair, and those who turned out were not disappointed by the annual event.

The Pet Fair has become an important opportunity for Animal Care Services (ACS) to connect with the community and boost pet adoption programs. White canopies lined the ACS parking lot and provided shelter for booths offering fair-goers information on animal organizations, pet products and services. ACS staffed several booths following the safari theme, offering information on responsible pet ownership, disaster preparation recommendations and even a few booths featuring fun activities such as identifying animal tracks, puppet making and ink animal tattoos.



Office Specialist Suzette May and Senior Office Supervisor Terry Dimon prepare for visitors with ACS Director Jennifer Phillips' Great Dane "Squirt."

While the weather was cloudy, the smiles of those participating in the Pet Fair provided a warm greeting for all in attendance and helped ACS showcase the many loving animals available for adoption through the Animal Care Center in Orange.



Field Lieutenant Kerrie Morgan from Animal Care Services greets booth visitors during the Pet Fair held at the Animal Care facility on May 19.



## Estrada is team player and go-to person

**A**s a Staff Specialist with HCA's Health Disaster Management Division, Cynthia Estrada is responsible for a multitude of diverse tasks including assisting with event coordination and computer issues, handling corrective actions after emergency or disaster response-related exercises, tracking purchased items, and other activities associated with division functions.

"Cindy signifies the saying that an excellent support staff in any program is worth their weight in gold," said Debbie Morton, Manager with the Health Disaster Management Division. "As an invaluable and dedicated team player, Cindy is also the go-to person when all else fails. Because of her knowledge and expertise regarding county functions and operations, she is able to quickly provide an answer to help solve an issue."

Currently working on a team to ensure that the Agency's Health Emergency Operations Center (HEOC) is ready to be activated in the event of a disaster, Cindy is also noted for taking challenges that she encounters and turning them into learning opportunities.

"Cindy takes a proactive approach to her work and in gaining new knowledge," said Debbie. "She attends computer trainings and meets with HCA's Information Technology and Purchasing programs to keep up with the latest procedures."

Cindy has recently taken the initiative to train staff on HEOC messenger, Advantage and InLogic – notification systems used to contact staff in the event of an emergency. She is also involved in working with the California Health Alert Network or CAHAN, adding new members and sending notifications and reminders to HCA users.

... continued on page 3



## Regulatory Health's ODAC Team receives 2007 Ambriz Team Excellence Award

**C**ongratulations to the San Onofre Nuclear Generating Station (SONGS) Offsite Dose Assessment Center (ODAC) team members in Regulatory Health, the 2007 winners of the Steve Ambriz Team Excellence Award. This award was created to identify the qualities and characteristics of effective work teams, and to encourage teams to exemplify the principles of Enlightened Leadership and Team Excellence in creative and collaborative action.

LMC members interviewed the following nine members of ODAC to learn what has made them such a winning and effective team: Mike Haller, Sha Rashidi-Fard, Miloni Devani, Randy Styner, Dino Jerro, Robert Curtis, Stefani Waterman, Mike Vena and Mike Fennessy. The team also includes Jeff Warren, Shelley Wallevand and Michael Ramirez. The ODAC team describes themselves in these words: "This group of dedicated men and women are among the few who have taken the responsibility to charge toward the nuclear power plant located in southern

Orange County during an emergency while everyone else is running...away from it." They are responsible for making independent offsite environmental assessments and measurements, radiological evaluations, and protective action recommendations in the event of a release of radiation from the San Onofre plant. To do this successfully they collaborate with multiple independent jurisdictions representing federal, state and local agencies. These include Southern California Edison, Nuclear Regulatory Commission, Camp Pendleton, California State Office of Environmental Safety, State Department of Health Services, San Diego County Health Department, City of Oceanside, Orange County Fire Authority, Orange County Animal Care Services and the Orange County Agricultural Services Program.

The ODAC team recently completed their biennial drill that was graded by the Federal Emergency Management Agency (FEMA). FEMA commended the team for a superior performance.

... continued on page 5

# Sup. Moorlach tours Back Bay Science Center

**O**n June 1<sup>st</sup>, Supervisor John Moorlach visited and toured the construction site of the future Back Bay Science Center on Shellmaker Island to learn first hand how various groups including the Health Care Agency plan to use the new facility when completed.

Currently housed in a portable trailer, HCA's Water Quality and Public Health Laboratory will soon be among the first tenants to move into a new 3,800 square foot space, one of four wings at the facility, where staff will participate in testing water quality samples taken from Orange County's beaches.

The Department of Fish and Game will also join HCA at the new facility utilizing three of the remaining wings for teaching, administration and storage. The Teaching Lab will feature a number of touch tanks and aquariums where grade-school age children can learn about the ocean's creatures and habitats in an interactive experience.



Supervisor Moorlach views some bacteria growth on a sample placed under a microscope as Marty Getrich explains how water samples are retrieved and tested.



A member from the Science Center's construction company explains the next steps in completing one of the wings inside the Newport Bay Science Center.



Construction is near completion at the site of the Back Bay Science Center which will feature a new HCA Water Quality Testing Lab and Department of Fish and Game Teaching Lab.



While touring the new 3,800 square foot Water Quality Lab, Supervisor Moorlach, Agency Director Julie Poulson and Public Health Officer Dr. Eric Handler pose for a photo.

Supervisor Moorlach and his staff joined other attendees as they learned how water quality is tested and took part in viewing samples under a microscope. Larry Honeybourne from Environmental Health also provided an overview of the Water Quality Program and noted that approximately 40,000 water quality tests are conducted each year by the lab.

HCA staff including Agency Director Julie Poulson, Public Health Officer Dr. Eric Handler, Public Health Chief Medical Officer Dr. Nancy Bowen, Public Health Services Deputy Agency Director David Souleles, Public Health Lab Director Dr. Doug Moore, and Public Health Lab staff Marty Getrich and Joe Guzman donned hard hats while touring the soon to be completed facility along with members from the City of Newport Beach, Department of Fish and Game, Naturalists and Friends, and staff from the Back Bay Science Center's construction company.



During the June 1<sup>st</sup> Shellmaker Island tour, HCA staff donned their hard hats and gathered for a group photo inside the new Water Quality Lab. Pictured (left to right) are David Souleles, Larry Honeyborne, Dr. Eric Handler, Julie Poulson, Dr. Nancy Bowen, Dr. Doug Moore, Marty Getrich and Joe Guzman.

# OC Coalition for Health Educators celebrates 10 years

**I**n celebration of its 10<sup>th</sup> anniversary, the Orange County Coalition for Health Educators (OCCHE) held an event at the Country Garden Caterers in Santa Ana on April 26<sup>th</sup> and featured guest speakers Public Health Officer Dr. Eric Handler and Health Promotion Division Manager Amy Buch who commended health educators in their achievements and for their positive contributions to the community.

The informative event included presentations by OCCHE members and Health Promotion staff who detailed various case study projects they were involved in, as well as a showcase of poster boards also illustrated by group members and staff.

Established in March 1997, OCCHE is a voluntary organization that encourages collaboration among professionals in all of health education, which includes health educators, health associates and health assistants.

Since its inception, OCCHE has created and established the Gerald A. Wagner Excellence in Health Education Award; originated the proclamation and commemoration of Public Health Week in Orange County; and initiated and organized the Safe Healthcare Coalition of Orange County resulting in the formulation of the Safe Healthcare Project. OCCHE also continues to participate in altruistic activities and events throughout the year.



*Founding members of the Orange County Coalition for Health Educators gathered at the Country Garden Caterers in Santa Ana on April 26<sup>th</sup> to celebrate the group's 10th anniversary. Pictured (left to right) are Mubula Naku, MPH; Sara Murrieta, PhD; Nancy Clifton, MPH; and Felicia Rivers. Not pictured is Juan Montes, MA.*

## Annual Compliance Survey results are in

**M**ore than 1,100 HCA employees completed the on-line Compliance Survey this year. We are pleased with the response rate of 43% which is an increase from the 38% response rate in 2006.

Over 100 individuals took the time to write specific comments, suggestions, as well as criticisms. This annual survey gives HCA employees a chance to tell us how well they understand the Compliance Program and identify areas that need special attention.



In 2007, 98% of respondents indicated that they understood the purpose of the Compliance Program and that the Code of Conduct is clear and easy to understand. Over 98% of respondents were aware of the policies and procedures related to their job and over 96% indicated that they would report compliance concerns to a supervisor/manager, the Office

of Compliance or other appropriate area. Nearly 96% of respondents felt that the HCA Management Team supports the goals and objectives of the Compliance Program and the Code of Conduct.

Consistent with prior surveys, HCA employees report that fear of retaliation would deter reporting of compliance issues. Nevertheless, about 94% of HCA employees participating in the survey indicated they would still report a compliance concern. While this pattern is similar across the healthcare industry, HCA encourages open communication with the Office of Compliance and has an established a non-retaliation policy to prohibit retaliation for good faith reporting of a compliance issue.

The Agency's non-retaliation policy is taken very seriously by the Executive team and the Office of Compliance. All reported allegations of retaliation are thoroughly investigated. Although the details are confidential, appropriate disciplinary action has been taken where retaliatory actions could be substantiated by HCA Human Resources and the Office of Compliance. The Non-Retaliation Policy is posted on the Office of Compli-

### Gold Star

*continued from page 1*

As a graduate of the Southern California College of Business and Law where she received a Paralegal Certificate, Cindy has been with HCA for 7 years. She began her career with the Santa Ana Alcohol and Drug Abuse Services Clinic and at the Custodian of Records prior to joining Health Disaster Management.

In her spare time, Cindy enjoys spending time with family and friends and notes that she clearly enjoys working with a group of dedicated employees in Health Disaster Management who make her job an easy one.

ance Policies and Procedures Intranet webpage at <http://balsam/intranet/compliance/p&p/>.

More information about the HCA Compliance Program is also available on the HCA Intranet at <http://balsam/intranet/compliance/>.

**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**

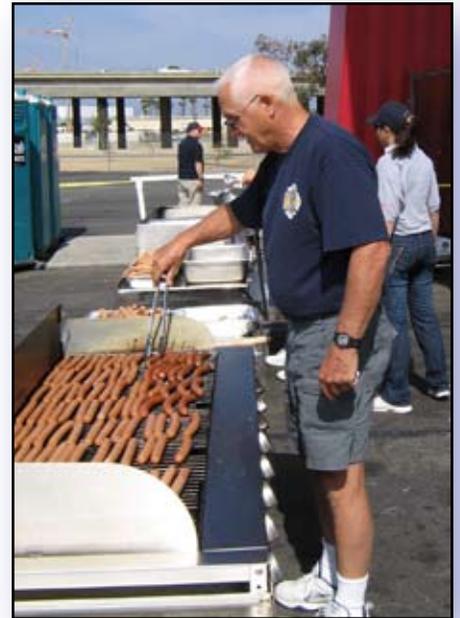
# EMS Week 2007 celebrated

Orange County Emergency Medical Services (EMS) and the Health Disaster Management Division celebrated EMS Week 2007 from May 20-26 by partnering with several local agencies and community organizations to plan a month-long celebration featuring free health-related services and demonstrations for the community.

The EMS program also hosted its annual EMS Recognition Awards at Bash Auditorium located at Western Medical Santa Ana, which recognized individuals from fire departments, ambulance companies, and hospitals that provide emergency services to residents and visitors to Orange County.

The month-long series of EMS Week events, which included blood pressure screenings, fire safety training, child passenger safety seat inspections and drowning prevention/water safety to name a few, culminated in the annual tailgate celebration and Angels vs. Baltimore Orioles game at Angel Stadium on June 2.

Free hot dogs and refreshments were provided during the celebration as visitors enjoyed viewing law enforcement, fire and ambulance vehicles. EMS day at Angels Stadium proved to be a success again this year as fans later packed the stadium to see the Angels defeat the Orioles that evening.



Hot dogs, hot dogs and more hot dogs! A volunteer helps to grill hot dogs in preparation for the start of the EMS tailgate celebration at Angel Stadium on June 2.



Volunteers from the Orange County Sheriff's Junior Explorer program helped to assemble hot dogs in anticipation of visitors to the annual EMS Week tailgate celebration on June 2 at Angel Stadium.



Agency Director Julie Poulson, her husband Randy, Terre Duensing and Dr. Eric Handler joined in the day's festivities of the EMS Week tailgate celebration and later saw the Angels defeat the Orioles that evening.



Tailgate Celebration attendees enjoyed visiting several fire and paramedic vehicles on display where they also received free fire helmets.

(Right) The famous Squad 51 vehicle from the television show "Emergency!" debuted at the Angel Stadium tailgate celebration on June 2. The TV show was based on the Los Angeles paramedic program which began in 1969. Squad 51 soon became known to many as a symbol for the fire service paramedic program.



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# MRC receives NACo Award

**T**he National Association of Counties (NACo) recently selected HCA's Health Disaster Management Medical Reserve Corps (MRC) for a 2007 Achievement Award along with six other Orange County agency departments and acknowledged them for implementing effective and innovative county programs that promote quality and responsive county government.

Orange County's MRC is vital to enhance emergency preparedness and response capabilities for the County through advanced registration, organization and training of volunteer health professionals and non-medical individuals. These volunteers can be readily mobilized to respond to a major emergency or disaster, whether man-made or natural, when the existing health infrastructure is overwhelmed and unable to provide needed medical care in a timely manner. The program is also integrated into the County's disaster plan for expanding the ability to handle unusual increases in patient volume.

The Orange County Health Care Agency believes in enhancing the level of citizen participation, as well as reaching out to community businesses, senior citizen communities and other Citizen Corps Volunteer Programs that will bring mutual aid resources together.

Highly respected at the State, National and local levels, the Orange County MRC program is one of 36 registered Medical Reserve Corps Programs in California which focuses on disaster preparedness. It is sponsored by the Office of the Surgeon General in cooperation with the White House's USA Freedom Corps and the Department of Homeland Security's Citizen Corps. Orange County's MRC represents 400 of the 5,961 MRC volunteers in California.



*Pictured (left to right) are Health Disaster Division Manager Terre Duensing and MRC Coordinator Peggy McCormick.*

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## Ambriz Award

*continued from page 1*

The team described their accomplishment as being equivalent to a football team with a bunch of rookies making it to the Super Bowl and having their playbook replaced on the eve of the big game. ODAC members emphasized several important qualities that have made them such an effective team:

- Members have a volunteer spirit and committed hearts.
- Members leave their titles at the door in order to work together as an integrated team working outside their normal job duties.
- Members had strong and enthusiastic support from both Southern California Edison (especially Barbara Culverhouse, Rick Garcia and Dan Cleavenger) and from the Environmental Health Division leadership including Richard Sanchez.
- Members shared the same goal of protecting public health and safety in the event of the unthinkable, an emergency at the San Onofre Nuclear Generating Station.
- Members are able to be creative and think outside the box in approaching challenges.
- Members are able to critique themselves without taking it personally when reviewing individual role performance.

Spending time with this inspiring team also highlighted their sense of humor and comfort level with one another. They clearly represent an enthusiastic and knowledgeable group of people who value one another, think positively and practice effective communication. Congratulations ODAC team!



*Pictured (left to right) are Mike Fennessy, Miloni Devani, Sha Rashidi-Fard, Randy Styner, Dino Jerro, Robert Curtis, Mike Haller, Stefani Waterman and Mike Vena. Not pictured are Jeff Warren, Shelley Wallevand and Michael Ramirez.*

# How many miles can I claim?

**I**t's easy to figure out how many miles to claim on a Mileage & Other Expense Claim form when you drive from your assigned office to a county business-related meeting or appointment and back again. It's simply the number of miles driven round trip. However, what if your appointments prevent you from coming into the office for the whole day? Or, what if you drive directly from home to an appointment before coming into the office? Keep in mind that mileage between home and your assigned office is not claimable. For example, you live 10 miles from your assigned office, and on a particular day you have appointments in the field and never make it into the office. If you drive 47 miles that day, you can claim 27 miles (since 20 miles round trip between work and home are not claimable). However, if you only drive 17 miles, your total miles do not exceed 20 and, therefore, there are no miles to claim.

If you drive directly to an appointment from home and then come into the office, only the miles you normally drive to work are subtracted. Again, if you live 10 miles from work, if mileage between home to the appointment and then from the appointment to work totaled 25 miles, you could claim 15 miles. This also applies if you were to leave work early to go to an appointment and went directly home afterwards.

Here are a few more things to keep in mind:

- Any mileage used for personal reasons cannot be claimed. Using the first example above, if you drove 47 miles in one day, but drove 5 miles for lunch, you may only claim 22 miles.
- Do not rely on online driving direction services such as Yahoo!, MapQuest, Google, or MSN to calculate mileage. Your car's odometer is the most reliable source.

Trips made from home to an assigned work location may be claimable when such a trip is unanticipated, required and/or ordered and occurs outside the employee's normal work hours and normal work schedule. Several examples may be helpful:

- An employee who is called while home to return to work to cover a vacant shift would be able to claim



# Walking for a Cause

**H**CA staff, family, and friends joined together to walk for a cause at the 21<sup>st</sup> annual Orange County AIDS Walk. Staff from HCA's HIV Planning and Coordination unit, which administers federal and state funds for the provision of HIV services in Orange County, along with staff from the HCA HIV Clinic, REACH (Risk Reduction, Education & Community Health), and program support, formed the "Walk with CARE" team. They joined numerous other organizations, agencies, and private teams in a combined effort to raise funds and to provide support to the growing HIV/AIDS community in Orange County.

"It was great to see so many people get involved and show support in response to the local HIV/AIDS epidemic" said Tamarra Jones, Program Manager for HIV Planning and Coordination.

As of December, 2006, an estimated 3,500 Orange County residents were living with AIDS and an additional 2,706 are estimated to be living with HIV. Between 2005 and 2006, the number of people living with AIDS in the County increased by 4%. Due to the continual increase of local HIV/AIDS prevalence, fund raising is becoming increasingly critical to maintain services available to people living with this disease.

AIDS Walk continues to be one of the largest local events to raise funds to provide much needed services to people living with HIV and AIDS in Orange County, as well as provide education to prevent the spread of HIV in the community. This year, AIDS Walk was extremely successful, exceeding the set goal amount by raising more than \$700,000. To learn more about Orange County AIDS walk, visit [www.aidswalk.org/oc](http://www.aidswalk.org/oc).



*Pictured (back row, left to right) are Sarah Corella, Sheila Refoy, Calandra Park, Chip Pope, James Booth, Craig Aguilera, Audrey Oland, Matt Aguilera and Donna Fleming. Pictured (front row, left to right) are Jianna Jones, Tamarra Jones, Jane Chai, Katherine Chai, Irene Magana, Nathan Huynh, Gus Pope and Coolleen Brody-Pope.*

his/her mileage for the trip from home to the work location and back home.

- An employee who is scheduled to work at a time/day outside their normal work schedule would not be able to claim the mileage for the trip from home to the work location and back home.

The difference between these situations is that in the first example the trip to work is unplanned/not scheduled and in the second example the trip to work is planned/scheduled.

For questions regarding minimum mileage reimbursement, mileage for volunteer services, and much more, please visit the HCA Intranet under Forms, Payroll and review the HCA and County Wide Instructions. For all other questions, please call (714) 834-5744, M-F from 7:30 a.m. to 5:00 p.m., and by email at [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com).



## AUGUST HEALTH OBSERVANCES

Cataract Awareness Month

Children's Eye Health and Safety Month

National Immunization Awareness Month

Psoriasis Awareness Month

Spinal Muscular Atrophy Awareness Month

World Breastfeeding Week. . . . . 1-7

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# JHS gains two-year accreditation

**M**onths of planning and hard work has paid off for HCA Juvenile Health Services, which has gained formal program accreditation from the California Medical Association's Institute for Medical Quality.

Official word was received in early July that Juvenile Health had been granted a two-year accreditation on June 28<sup>th</sup>, following the May 4<sup>th</sup> survey of Juvenile Health Services programs at Juvenile Hall and the four County camps where services are provided. "This is exciting news and is a reflection of the dedication and commitment of the entire staff of Juvenile Health Services," said Maureen Robles, HCA Institutional Health Services Manager. "We are pleased that the survey team recognized the achievements of our staff and HCA's emphasis on improving the medical care and health services provided in the County's juvenile facilities." The goal of seeking accreditation for Juvenile Health Services was originally the vision of former HCA Institutional Health Services Manager Frank Madrigal.

The Institute of Medical Quality's standards cover the full spectrum of medical, psychiatric and dental care. Standards must be met in six areas: Administration, Personnel, Care and Treatment, Pharmaceuticals, Health Records and Medical/Legal Issues. These standards have been developed over 15 years of accreditation experience and achieving the standards requires close cooperation between Juvenile Health Services staff, probation department personnel and facility managers.

"When we kicked off this effort in October 2006, we knew that it would take teamwork on the part of every Juvenile Health Services staff member to achieve accreditation," said Mark McDorman, Juvenile Health Services Program Manager. "We are



*HCA staff enjoyed light refreshments during the Juvenile Health Services accreditation kick-off event held at Juvenile Hall on October 23, 2006.*

very pleased with this recognition by the Institute of Medical Quality and we will work hard in the future to maintain our accreditation and the standard of care that it reflects."

Staff from Juvenile Health Services who served on the Accreditation Committee and played a key role in the accreditation effort will be saluted at July's HCA Employee Recognition event.

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# PH program changes name

**H**CA's Preventive Health Care for the Aging Program recently underwent a name change and is now called Preventive Health Care for Adults (PHCA) to represent the new target population which has been expanded to also include baby boomers, those aged 50 and above.

The new name change and expanded target population was recently announced by the California Department of Public Health's Preventive Health Care for the Aging program which has provided services to low income and ethnic minority seniors in the community who have limited access to health care since 1973.

"PHCA has been funded by the State of California and Orange County since 1976 and has provided free health assessments, screenings, education, counseling and referrals by public health nurses," said Judy Ogan, PHCA Coordinator. "Through individualized health care plans, participants identify health problems, find needed health services and learn preventive health practices. Providing this type of support helps participants change their habits and behaviors so that they may live healthier,

more fulfilling lives and avoid the costs of chronic diseases."

The program also provides free community health promotion and education activities such as blood pressure, blood sugar, and cholesterol screenings. Other program offerings include chronic disease self-management classes and special clinics which include hearing screening, skin assessment and flu shots/immunization services.

"These free services provide access to early detection of risk factors that contribute to chronic disease. Through referral and health care management processes, participants are linked with providers and community resources," said Ogan.

During the last fiscal year, 62% of Orange County's clients received referrals and more than 18% of those were for potential medical problems. Of the completed referrals for a potential medical problem, 91% resulted in a new diagnosis or treatment.

For more information about HCA's Preventive Health Care for Adults Program or to make an appointment for services, call (714) 972-3745.

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*Never give up, for that is just the place and time that the tide will turn.*  
—Harriet Beecher Stowe

# Cultural Competency Spotlight on Excellence

## May Recipient—Mari Hill

**B**ehavioral Health's Cultural Competency program named Mari Hill, RN with Patients' Rights Advocacy Services as the recipient of their May 2007 Spotlight on Excellence Award.

Mari is acknowledged for being instrumental in implementing dynamic multilingual patients' advocacy services for HCA's Orange County clients by offering advocacy, assistance and interpretation of mental health laws to monolingual patients, as well as their families. She additionally runs multilingual groups in both Spanish and English at several locations throughout the County including jail facilities on a weekly basis.

"This type of assistance provides our patients with seamless quality during treatment, ensuring successful discharge and return to the community," said Mari. "Dignity and respect are the cornerstones of recovery in mental health; advocacy work allows me to remove one more barrier to success for both the monolingual patient and their families."

Mari has been a registered nurse since 1971 specializing in Mental Health since 1980 and joined the county six years ago. She also received a 2006 "Bravery for Heroic Measures" Red Cross medal for her contributions in helping to save a 3-week old baby during Hurricane Katrina.



*Pictured (left to right) are Ronnie Kelley, Mari Hill, Barbara Rocha and Rafael Canul.*

## June Recipient—Michael Merryman

**T**he June 2007 Cultural Competency Spotlight on Excellence Award was presented to Michael Merryman from Behavioral Health's Patients' Rights Advocacy Services during a June 27 Orange County Mental Health Board meeting.

Michael is noted for his dedication in serving HCA's clients and for ensuring language access rights for consumers, particularly with Vietnamese speaking clients and families where he provides assistance in understanding the legal and medical privileges of patients.

He also follows the notion that dignity and respect are the basic cornerstones for all HCA clients throughout the healthcare system.

Michael began his career with HCA in January 2005 serving as a Mental Health Specialist for the Alcohol and Drug Abuse Services (ADAS) Fullerton Clinic. In November 2005, he began working in his current position at Patients' Rights Advocacy Services.



*Pictured (left to right) are Ronnie Kelley, Michael Merryman, Barbara Rocha and Rafael Canul.*

# Magnificent Chargers participate in MS Walk



The Magnificent Chargers once again participated in this year's annual MS Walk held on April 14 at UCI and helped to raise \$2,946 in donations for the MS Society exceeding the team's collection last year. Team Captain Shehrnaz Irani sends a big "Thank You" to all who supported her team in achieving this goal. Pictured (back row, left to right) are Tony Nguyen, Linda Le and Jim Oka. Pictured (bottom row, left to right) are Shehrnaz Irani, Kathy Clark, Denise Westrick and mascot Hannah.

*Be kind; everyone you meet is fighting a hard battle.*

—John Watson

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

**WHAT'S UP** is a newsletter for employees of the County of Orange, CA, Health Care Agency.

Editors . . . . . Tricia Landquist  
 Howard Sutter  
 Anne Fialcowitz

Phone . . (714) 834-6644  
 E-mail . . tlandquist@ochca.com  
 FAX . . . . (714) 834-7644  
 Pony . . . Bldg. 38-S, 4th Floor



## Chief of Public Health Operations selected

**H**CA is pleased to announce the selection of Donna Fleming to serve as Chief of Public Health Operations. Since joining the Health Care Agency in February 2005, she has served as the Program Manager for HIV Planning and Coordination and Division Manager for Disease Control and Epidemiology.

In her new role, Donna will be responsible for providing operational management and oversight to the following Public Health Divisions: California Children's Services, Disease Control and Epidemiology, Family Health, Health Promotion, the Public Health Laboratory and Public Health Nursing.

Prior to joining HCA, Donna served as Executive Director of the Camp Fire USA Orange County Council and held several positions with the AIDS Services Foundation Orange County including Deputy Director and Director of Social Services.

Donna holds a doctorate in Public Administration from the University of Southern California and a master's degree in Social Work from San Diego State University.

Donna began her new role as Chief of Public Health Operations on July 20 and is located at the 405 W. 5th Street building in Santa Ana in room 707. She can be reached at (714) 834-2980 or by e-mail at [dfleming@ochca.com](mailto:dfleming@ochca.com).

Please join the Agency in welcoming Donna to her new role.

## HCA receives Project Public Health Ready designation

**T**he Health Care Agency was recently awarded with a Project Public Health Ready designation for its preparations to respond to public health emergencies such as bioterrorism events, epidemics and natural disasters.

The Project Public Health Ready designation was awarded to Dr. Eric Handler, County Health Officer, on July 12 during a recognition ceremony at the 2007 National Association of County and City Health Officials (NACCHO) Conference in Columbus, Ohio.

Achievement of Project Public Health Ready status demonstrates excellence in the areas of emergency preparedness planning, staff training and conducting emergency exercises. To be recognized, each applicant must meet all three of the criteria.

"The achievement of Project Public Health Ready recognition is the result of the hard work of each member of our Health Care Agency staff," said Dr. Handler.

To achieve Project Public Health Ready status, more than 2,600 HCA employees were trained in emergency incident management and disaster response roles. In addition, almost 700 Public Health employees were certified through a Columbia University program as meeting basic Public Health emergency response competencies. Staff also participated in emergency exercises such as the Points of Distribution (POD) exercise in November 2006 during which flu shots were administered to the community at Cal State Fullerton, Golden West College and Saddleback Church.

HCA is one of 139 health departments in the United States and one of five health departments in California that have achieved Project Public Health Ready status during the three years of the project. For more information about Project Public Health Ready visit [www.naccho.org/topics/emergency/pphr.cfm](http://www.naccho.org/topics/emergency/pphr.cfm).



*Dr. Eric Handler received the Project Public Health Ready designation on July 21 during the 2007 NACCHO conference held in Columbus, Ohio.*

# New HCA Code of Conduct due out soon

**T**he 4<sup>th</sup> Edition of the HCA Code of Conduct will be available soon. The Office of Compliance would like to acknowledge and thank the code of conduct review team for their suggestions and improvements to the Code of Conduct.

The review team included:

- Brent Scarborough, HCA Accounting
- Christine Sutton, Financial and Administrative Services
- Joanne Yang, HCA Information Technology
- Jody Barrera, Office of Compliance
- Larry Brenner, Environmental Health Division
- Maria Corona, HCA Quality Management
- Mehrak Makooi, Behavioral Health Services
- Patricia Wang, Institutional Health Services
- Paul Wright, HCA Human Resources
- Rebecca Cardoza, Financial and Administrative Services
- Richard Skaff, Behavioral Health Services
- Sheila Gill, Public Health Services
- Theresa Krutsinger, Public Health Services

## What's new?

- The standard previously called "work place conduct" has been renamed "Individual Conduct." This change was made to help reduce confusion with the "work relationships" standard. Individual Conduct targets personal responsibility.
- Additional language related to the prevention of workplace violence has been added to the "Individual Conduct" standard.
- New language related to False Claims laws and non-retaliation was added to the "Adhering the Laws and Regulations" standard in response to the 2005 Federal Deficit Reduction Act.
- Additional clarification and examples were added to the "Conflicts of Interest" standard.

We encourage your review of the 4<sup>th</sup> edition of the HCA Code of Conduct. When the 4<sup>th</sup> Edition is released, everyone will be required to review and acknowledge the revised Code of Conduct. If you have any questions or comments after your review, direct your questions to your supervisor, another member of your management team, Human Resources or the Office of Compliance.

**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**



## Announcing new payroll resource!

**T**here is now a resource page available on the County of Orange Intranet that is loaded with information and forms for Payroll! Need to change your withholdings? Need to change banks for direct deposit? Want to know what that deduction is on your pay stub? Even the County Travel Policy is available on the site! Don't know what number to call for Payroll? The information is just a click away! How do you get to the site? From the HCA Employee Intranet website at <http://balsam/intranet/> select "County Intranet," and click on "Homepage." Once there scroll down to "Reference Information." From here click "Claims & Disbursing."

If you have a question that is not addressed on the site you can even "Ask a Question!" Please take some time and explore this great site. We hope you found this article useful. Please send any comments or suggestions to [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com).



## HCA at the OC Fair

*HCA's Health Promotion Program joined in the festivities at this year's Orange County Fair "Cowabunga – the Year of Herefords, Surfers & Sand" and hosted an informational booth inside the Fair's Orange County Building. Visitors participated in an interactive game experience where they could answer health-related questions and receive information about HCA's services and programs. Rachaline Napier (pictured far left) from Disease Control & Epidemiology, greeted visitors as they stopped by the booth to learn more about the Agency.*

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# Health Disaster Management welcomes emergency managers

**H**CA's Health Disaster Management (HDM) Division recently increased its response capability and resources by hiring two veteran Emergency Managers, Bryan Hanley and Erik Lowman.

Bryan joined HDM as an Administrative Manager II and is tasked with overseeing emergency preparedness planning and managing numerous funding source grants. Previously, Bryan served as the Regional Medical & Health Coordinator for Region One, made up of Orange, Los Angeles, San Luis Obispo, Santa Barbara and Ventura Counties.

Bryan has extensive experience collaborating with hospitals, fire departments, ambulance service providers, police agencies, clinics, long-term care facilities and other community and corporate partners. He also serves as an Administrative Officer with CA-1, Orange County's Disaster Medical Assistance Team (DMAT) and was deployed in response to Hurricanes Katrina and Rita. Bryan is also a licensed paramedic, former firefighter and hazardous materials technician.

He has additionally completed numerous trainings through the National Fire Academy and the Federal Emergency Management Agency (FEMA) Institute, and holds a lifetime instructor credential from the Department of Homeland Security in Weapons of Mass Destruction.

Another new addition to the HDM team is Erik Lowman who will serve as the new Pandemic Influenza Coordinator. Erik was born in the city of Orange, but grew up in Oklahoma and graduated from the University of North Texas' (UNT) Emergency Administration and Planning Institute. While attending UNT, he completed internships as a Terrorism Preparedness Planner for La Crosse County Emergency Management in Wisconsin and Emergency Management with the city of Rowlett, Texas.

Prior to joining HCA, Erik served as the Director of the Department of Emergency Management for Marionette County, Wisconsin and was then selected three years later as the State of Wisconsin's Northeast Regional Emergency Management Director. In that role, he provided emergency preparedness oversight for 13 counties and two Native American tribes. Erik has considerable experience teaching on a wide variety of emergency preparedness topics and has coordinated a number of large disaster response efforts.



*HCA's Health Disaster Management Division welcomed two new veteran Emergency Managers (left to right) Erik Lowman, Pandemic Influenza Coordinator and Bryan Hanley, Administrative Manager II.*

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## Sheryl Curl is first woman finisher

*(Right) Congratulations to Sheryl Curl, HCA Correctional Mental Health Administrative Manager II (pictured in center), on being the first women's finisher at a recently held 10K race at Iroquois Park in Louisville, KY. She led the women in her age category during the duration of the race and had a 200-meter lead at the 5K mark, widening the margin at the finish line. In preparation for races, her regimen consists of running about 35 to 55 miles per week in combination with some strength training.*

*Awareness of both your limitations and your potential enhances humility.*  
—Sheila Murray Bethel



Mark your calendars!

## Upcoming United Way events

### Dr. Magic's World of Illusions Show

Presented by HCA's Health Disaster Management Division, *Dr. Magic's World of Illusions Show* will be held on Aug. 24 from 5:30 p.m. to 7 p.m. at the Santa Ana Police Department Community Room



located at 62 Civic Center Plaza in Santa Ana and will feature John Van Sky, Ph.D, Bieterosim Preparedness Program

Training Manager, as Dr. Magic. Admission is \$6 per person and paid secure parking is available adjacent to the show site. For more information, contact Rhonda Suite at (714) 834-6589 or by e-mail at [rsuite@ochca.com](mailto:rsuite@ochca.com).

### HCA Executive Team Lunch

Join HCA's Executive Team during the "Come Tailgate with HCA Varsity All Stars" luncheon at the Civic Center Plaza on Sept. 13 from 11:30 a.m. to 1 p.m. The event will feature freshly grilled hot dogs catered by Jerry's Wood-Fired Dogs. To purchase \$5 pre-sale tickets for a meal which includes a Jerry's signature wood-fired hot dog, bag of chips, fresh fruit, cookie and drink, contact your HCA United Way division coordinator or Prity Thanki at (714) 834-5522 or by e-mail at [pthanki@ochca.com](mailto:pthanki@ochca.com). Pre-sale tickets are currently available through Sept. 6 or can also be purchased during the day of the event for \$6. Invite all of your friends from other County agencies, the event is open to all!

### Orange County (OC) Idol

Are you the next OC Idol? Or, if singing isn't your forte, come be a voting judge and plan to attend the annual OC Idol competition at the County Hall of Administration on Sept. 19 from 11:30 a.m. to 1:30 p.m.; Sept. 26 from 12 noon to 1 p.m.; and Oct. 3 from 12 noon to 1 p.m. The entrance fee for contestants is \$10 and the admission fee for those interested in being part of the audience is \$5, which includes a voting ballot. Additional voting ballots can also be purchased for \$5 each. For more information, contact Lau-

... continued on page 12



## Bullock receives CHC Certification

**H**ats Off to Thea Bullock, Assistant Compliance Officer in HCA's Office of Compliance, on receiving Certification in Healthcare Compliance (CHC), a national certification based on meeting eligibility requirements then passing a comprehensive exam of compliance topics.

The CHC professional is an individual with knowledge of relevant regulations and expertise in compliance processes sufficient to assist the healthcare industry to understand and address legal obligations, and promote organizational integrity through the operation of an effective compliance program. Thea joins HCA Chief Compliance Officer Jeff Nagel and Behavioral Health Services Quality Improvement and Program Compliance (QIPC) Division Manager Dave Horner in receiving this certification. Nationwide more than 500 individuals have earned this professional credential.

As a former Manager of HCA's Management Services Division of Financial/Administrative Services, Thea was appointed to the position of Assistant Compliance Officer in 2005. She assists in the day-to-day operations of the Compliance program and is responsible for developing and maintaining training and communications programs, coordinating internal investigations and keeping the Code of Conduct and Compliance Policies and Procedures relevant and up-to-date.



## Lopez named LULAC County Citizen of the Year

**C**ongratulations to Linda Lopez, RN, PHN with HCA Specialized Public Health Nursing Perinatal Substance Abuse Services Initiative/Assessment and Coordination Team (PSA-SI/ACT) on receiving an Orange County Citizen of the Year Award from the Anaheim Council's League of United Latin American Citizens (LULAC).

An event was held on July 21 at the Embassy Suites Hotel in Garden Grove to recognize six community leaders and exemplary citizens who share a deep commitment to the general welfare of people and who have made significant contributions to the community.

Linda is noted for her dedication to the clients she serves which includes pregnant women with a history of, or current substance abuse. She sees clients throughout the community, in their homes, motels and shelters. Currently, Linda is involved in piloting a new program where outreach is extended to pregnant women who are incarcerated in Orange County Women's Jail, offering the services of a public health nurse upon release. If the inmate is going to return to complete her sentence after delivery, Linda assists the mother in developing a safe plan for the care of the newborn.

Linda also serves as a Board of Directors' member for Court Appointed Special Advocates (CASA) and along with her husband John, are founding members of the Hispanic Advisory Council to CASA, where they work to bring awareness to the community as to the need for Hispanic volunteers.



Congresswoman Loretta Sanchez (pictured on right) presented Linda Lopez with an Orange County Citizen of the Year Award from the Anaheim Council's LULAC chapter during an event held on July 21 at the Embassy Suites hotel in Garden Grove.

# OC receives additional \$9 million in MHSA funding



OC Mental Health Board members gather to discuss the \$9 million in MHSA growth funding during a public hearing held on March 22, 2007. Pictured (left to right) are Cecile Dillon, Xavier Espinosa, Harvey Grody, Mikyong Kim-Goh, Robert Reid, Rob Bachmann, Janice Deloof, Randy Beckx, Rachel Pedraza, Kathy Nickerson and Erica Phoa.

Last month, Orange County received notice that the California Department of Mental Health approved the County's Plan, developed for the use of an additional \$9 million available from the State of California for Mental Health Services Act (MHSA) Community Services and Supports (CSS).

A Community Planning Process was held in the fall of 2006 to develop the plan which will be used to supplement existing CSS programs by adding four new programs to the continuum of care and expanding four programs implemented in FY 2006-07.

The new programs include Mentoring Programs for Children and Transitional Age Youth (TAY), a Consumer-run Wellness/Recovery Center and a Program of Assertive Community Treatment (PACT). Expanded programs include the Children's Full Services/ Wraparound (FSP/W) Program, TAY FSP/W Program, the Older Adult Supports & Intervention System and the Older Adult Mental Health Recovery Program.

One of the new programs included in the plan, the Consumer Wellness/Recovery Center, has attracted a special interest from the community. In response, a 30-member committee made up of almost entirely consumers was appointed to make recommendations to county staff about the services and programs to be included in this new facility.

To date, the committee has held five meetings in which experts from other jurisdictions discussed best practices for a wellness center and their own experiences in implementing similar projects. County staff will take final recommendations into consideration, as well as costs, length of time to implement and county policies and procedures.

... continued on page 12

# Cultural Competency Spotlight on Excellence

Behavioral Health's Cultural Competency Program presented Terry Maher, Clinical Social Worker with HCA's Older Adult Services (OAS) Program, with their July 2007 Spotlight on Excellence Award.

Terry is recognized for his ability to integrate cultural considerations with a Recovery Model used by the program to provide treatment and services to the diverse populations served by OAS.

Per his colleagues, Terry has a vision that focuses on cultural needs of the underserved and is always aware of the importance and impact on the services that he and OAS provides.

# Substance Abuse/Aging Workshop set for September

**H**CA Behavioral Health Services, Older Adult Substance Abuse Resource Team

(START) in collaboration with Public Health Services, Preventive Health Care for Adults (PHCA); the American Society on Aging under contract with the California Department of Alcohol & Drug Programs; the National Council on Alcoholism and Drug Dependence-Orange County; and Forest Pharmaceuticals, Inc., is producing its eighth Substance Abuse and Aging workshop on Sept. 17 at the Costa Mesa Neighborhood Community Center located at 1845 Park Ave. in Costa Mesa.

The workshop titled "Hope at Any Age" is directed toward health care providers, chemical dependency counselors and senior service providers who are interested in learning about successful interventions with older adults with co-occurring mental health and substance abuse disorders.

A registration fee of \$25 is due by Sept. 7. Plan to register early as attendance is expected to be at capacity. A light breakfast, lunch and CEUs are included in the registration fee. Five CEU's for LCSW's, MFT's, PhD's, RN's, LPT's and CAAD will be available. A registration form and additional workshop information can be found online at [www.ochealthinfo.com/behavioral/amhs/workshops.htm](http://www.ochealthinfo.com/behavioral/amhs/workshops.htm). For further information regarding the workshop, contact Bill Liu, PharmD., at (714) 972-3700 or by e-mail at [bliu@ochca.com](mailto:bliu@ochca.com).

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.

Editors . . . . . Tricia Landquist  
Howard Sutter  
Anne Fialcowitz

Phone . . (714) 834-6644  
E-mail . . [tlandquist@ochca.com](mailto:tlandquist@ochca.com)  
FAX . . . (714) 834-7644  
Pony . . . Bldg. 38-S, 4th Floor

# Employees receive recognition for years of service at July Awards Ceremony

**H**CA employees received recognition for their dedicated years of service and outstanding contributions to the Agency at the quarterly Employee Recognition Awards held at the Hall of Administration on July 26. Special awards of recognition were also presented to the 2007 Steve Ambriz Labor Management Committee (LMC) Team Excellence Award winners and the Juvenile Hall Accreditation Team, as well as individual awards to Assistant Director Dave Riley, Regulatory Health Services Deputy Agency Director Mike Spurgeon and Assistant Emergency Medical Services (EMS) Medical Director Dr. Ken Miller. The following is a list of service awards presented:

5 Years of Service . . . . . 41	10 Years of Service . . . . . 39	15 Years of Service . . . . . 14
20 Years of Service . . . . . 11	25 Years of Service . . . . . 6	30 Years of Service . . . . . 4

## SPECIAL RECOGNITION



Assistant Director Dave Riley and Institutional Health Services Division Manager Maureen Robles recognized HCA Juvenile Health Services on receiving a 2-year full accreditation. Pictured (back row, left to right) are Mark McDorman, Sam Stevens, Jennifer McClelland and Dr. Bob Grimm. Pictured (front row, left to right) are Dr. Erenia Perry, Dr. Helen Ninh, Annette Malijen, Samantha Lutz and Dagmar Himmler.



Institutional Health Services Division Manager Maureen Robles and Regulatory Health Services Deputy Agency Director Mike Spurgeon presented Assistant Director Dave Riley with a Department of Defense Patriotic Employer Award during the Employee Recognition Awards ceremony on July 26.



(Left) Emergency Medical Services (EMS) Program Manager Greg Boswell and Regulatory Health Services Deputy Agency Director Mike Spurgeon recognized Assistant EMS Medical Director Dr. Ken Miller on being appointed to the Federal Emergency Management Agency (FEMA) National Advisory Council for Federal Emergency Management.

(Right) Assistant Director Dave Riley congratulated Regulatory Health Services Deputy Agency Director Mike Spurgeon on his upcoming retirement from the Agency and presented him with the "Golden Mike Award" for his contributions in serving as emcee for many HCA events including Employee Recognition Ceremonies, a United Way Fashion Show and during HCA retirement events, to name a few.



(Right) This year's Steve Ambriz Team Labor Management Committee (LMC) Team Excellence Award honorees, the HCA Environmental Health Offsite Dose Assessment Center (ODAC) team, received recognition from Regulatory Health Services Deputy Agency Director Mike Spurgeon, Environmental Health Director Richard Sanchez, and LMC Member Greg Manning during the July 26 Employee Recognition Awards held at the Hall of Administration. Pictured (left to right) are Mike Spurgeon, Greg Manning, Miloni Davani, Jeffrey Warren, Mike Fennessy, Stephani Waterman, Michael Ramirez, Dino Jerro, Sha Rashidi-Fard, Robert Curtis, Randy Styner and Richard Sanchez.



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**30 YEARS**



*(Left) Celebrating 30 years of dedicated service, Yolanda Rodriguez from Behavioral Health Services received a certificate and pin to commemorate the occasion from Adult Mental Health Services Division Manager Annette Mugriditchian and Regulatory Health Services Deputy Agency Director Mike Spurgeon.*



*Kerrie Morgan from Animal Care Services celebrated 30 years of service and received a certificate and pin from Environmental Health Services Director Richard Sanchez and Regulatory Health Services Deputy Agency Director Mike Spurgeon during the July 26 Employee Recognition Awards.*



*(Left) Kathy Brown from Public Health Services received a certificate and pin for her 30 years of service during the July 26 Employee Recognition Award ceremony from Public Health Services Deputy Agency Director David Souleles and Regulatory Health Services Deputy Agency Director Mike Spurgeon.*

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**25 YEARS**



*In recognition of 25 years of service to the Agency, Dr. Robert Doublday received a certificate and pin to commemorate the occasion from Institutional Health Services Division Manager Maureen Robles and Regulatory Health Services Deputy Agency Director Mike Spurgeon.*



*Lt. Brian Frick from Animal Care Services received recognition for 25 years of service to the Agency from Environmental Health Services Director Richard Sanchez and Regulatory Health Services Deputy Agency Director Mike Spurgeon.*

20 YEARS



*(Left) Anita Duplessis from Public Health Services celebrated 20 years of dedicated service to the Agency and received recognition from Public Health Services Deputy Agency Director David Souleles and Regulatory Health Services Deputy Agency Director Mike Spurgeon.*



*Terry Carrier from Environmental Health received recognition from Environmental Health Services Director Richard Sanchez and Regulatory Health Services Deputy Agency Director Mike Spurgeon to commemorate 20 years of dedicated County service.*



*(Right) Celebrating 20 years of service, John Ralls from Environmental Health received a certificate and pin from Environmental Health Services Director Richard Sanchez and Regulatory Health Services Deputy Agency Director Mike Spurgeon during the July 26 Employee Recognition Awards.*

*Sherrie Fox from Behavioral Health Services celebrated 20 years to the Agency and received recognition from Adult Mental Health Services Division Manager Annette Mugrditchian and Regulatory Health Services Deputy Agency Director Mike Spurgeon during the Employee Recognition Awards held on July 26.*



15 YEARS



*Dawn Wolf from the California Children's Services (CCS) Program celebrated 15 years of service and received a certificate and pin from Public Health Services Deputy Agency Director David Souleles and Regulatory Health Services Deputy Agency Director Mike Spurgeon.*



*Arlene Hoffman from the Nutrition Services Program received recognition from Public Health Services Deputy Agency Director David Souleles and Regulatory Health Services Deputy Agency Director Mike Spurgeon for her dedicated 15 years of service to the Agency.*

**15 YEARS (CONTINUED)**



*Celebrating 15 years of dedicated service, Financial and Administrative Services staff (left to right) Alice Moore, Bill Grey and Luis Armenta received recognition from Chief Information Officer Teri Schultz and Regulatory Health Services Deputy Agency Director Mike Spurgeon.*



*Luis Arevalo from Behavioral Health Services celebrated 15 years of service to the Agency and received a certificate and pin from Adult Mental Health Services Division Manager Annette Mugrditchian and Regulatory Health Services Deputy Agency Director Mike Spurgeon.*



*Celebrating 15 years of service, Karen Jackson from Specialized Public Health Nursing received recognition from Public Health Services Deputy Agency Director David Souleles and Regulatory Health Services Deputy Agency Director Mike Spurgeon during the July 26 Employee Recognition Awards.*

**10 YEARS**



*Celebrating 10 years of dedicated service, Patricia Riedel from Medical and Institutional Health Services received recognition during the July 26 Employee Recognition Awards ceremony from Institutional Health Services Division Manager and Regulatory Health Services Deputy Agency Director Mike Spurgeon.*

*(Right) Celebrating 10 years of service to the Agency, Muriel Enos from Behavioral Health Services received recognition from Adult Mental Health Services Division Manager Annette Mugrditchian and Regulatory Health Services Deputy Agency Director Mike Spurgeon during the July 26 Employee Recognition Awards.*





Public Health Services Deputy Agency Director David Souleles and Regulatory Health Services Deputy Agency Director Mike Spurgeon congratulated Public Health Services staff on their 10 years of service to the Agency and presented them with certificates and pins. Pictured (left to right) are Madhu Gupta, Yvonne Tran, Chris Prevatt, Barbara Brashear, Caroline Statzula and David Hernandez.



HCA Information Technology staff who celebrated 10 years of service to the Agency received recognition from Chief Information Officer Teri Schultz and Regulatory Health Services Deputy Agency Director Mike Spurgeon. Pictured (left to right) Sandra Scott, Carole Haggstrom and Ronald Margheim.



Chief Information Officer Teri Schultz and Regulatory Health Services Deputy Agency Director Mike Spurgeon recognized Financial and Administrative Services employees Jovita Gonzales and Rebecca Cardoza on celebrating 10 years of service.



Environmental Health staff member Janene Bankson celebrated 10 years of County service and received a certificate and pin from Environmental Health Services Director Richard Sanchez and Regulatory Health Services Deputy Agency Director Mike Spurgeon.



*Behavioral Health staff Mary Montalvo and Francisco Tellez received recognition for their 5 years of service to the Agency from Adult Mental Health Services Division Manager Annette Mugrditchian and Regulatory Health Services Deputy Agency Director Mike Spurgeon.*



*Theresa Armijo from Medical and Institutional Health Services received celebrated 5 years of service to the Agency and received a certificate and pin from Institutional Health Services Division Manager Maureen Robles and Deputy Agency Director Mike Spurgeon.*



*(Left) Public Health Services employees celebrating 5 years of service to the Agency received recognition from Public Health Services Deputy Agency Director David Souleles and Regulatory Health Services Deputy Agency Director Mike Spurgeon. Pictured (left to right) are Marilyn Garcia, Gloria Herrera, Kwantwell Cabellon, Zorina Catuna and Erica Castillo.*



*Environmental Health Services staff Royce Long and Jessica Fortuna received a 5-year certificate and pin to commemorate their years of service to the Agency from Environmental Health Services Director Richard Sanchez and Regulatory Health Services Deputy Agency Director Mike Spurgeon.*



*John Vo from HCA Information Technology celebrated 5 years of service to the Agency and received a certificate and pin from Chief Information Officer Teri Schultz and Regulatory Health Services Deputy Agency Director Mike Spurgeon.*

# Pandemic Collaborative holds second meeting

Collaboration among multiple disciplines has become a best practice for emergency planning as California health and emergency management officials take these efforts to the next level. Assembled in April 2007, the California Southern Region Pandemic Preparedness Collaborative (CSRPPC) was established after a small group of county health officers gathered together and agreed on a better way to plan. By bringing together counties in Mutual Aid Regions I and VI, and the counties that share borders, preparedness and response plans can be coordinated to make them more effective over a larger geography.

Hosted by the Long Beach Department of Health and Human Services, the Collaborative's second meeting was held recently on July 25 at the Miller Family Health Education Center in Long Beach where 50 participants from 11 state, county and municipal jurisdictions engaged in a discussion regarding various emergency management and public health issues.

Staff from various areas in HCA including Public Health Services, Health Disaster Management and Public Information and Communications were in attendance to discuss relation of how other collaborative groups address pandemic influenza, risk communications and community containment measures.

During the meeting, Terry Stratton and Holly Sisneros of the California Department of Public Health presented a training on Crisis, Emergency and Risk Communication for Pandemic Influenza which provided information about engaging more partners and building community resiliency during public health disasters. For more information about the CSRPPC, contact Erik Lowman, Pandemic Influenza Coordinator for HCA's Health Disaster Management Division by e-mail at [elowman@ochca.com](mailto:elowman@ochca.com).



Howard Sutter from HCA Public Information and Communications discussed aspects of risk communications during the second CSRPPC meeting held in Long Beach on July 25.



County Health Officer Dr. Eric Handler addressed more than 50 participants from 11 state, county and municipal jurisdictions at the CSRPPC meeting held last month.

## United Way

*continued from page 4*

ra Sudlow at (714) 834-8245 or by e-mail at [lsudlow@ochca.com](mailto:lsudlow@ochca.com).

## 2007 United Way Leadership Breakfast

The Social Services Agency invites all to attend the annual 2007 United Way Leadership Breakfast on Sept. 26 from 7 to 9 a.m. at the Phoenix Club located at 1340 S. Sanderson Ave. in Anaheim. The event will feature a Presentation of Colors, singing, salsa dancing, a silent auction and an opportunity drawing. Tickets can be purchased for \$25 per person pre-sale or \$30 per person after Sept. 12. For tickets and information, contact Stella Perez at (714) 245-6002 or by e-mail at [Stella.Perez@ssa.ocgov.com](mailto:Stella.Perez@ssa.ocgov.com).

## MHSA Funding

*continued from page 5*

Initial funding for the MHSA program was awarded to Orange County in April 2006 and has since had a positive impact on the way community mental health programs are planned and operated in the county and throughout the state.

During the first year of implementation, more than 700 adults and children living with a serious mental health condition and/or experiencing a serious emotional disturbance have been enrolled in Full Service Partnerships, which provide a wide range of integrated mental health and supportive services that enable clients to meet their goals. Other MHSA funded programs have provided a variety of Systems Development and Outreach & Engagement services to thousands of Orange County residents in need of mental health services.

For more information about MHSA, visit [www.ochealthinfo.com/prop63/](http://www.ochealthinfo.com/prop63/) or contact the program at (714) 834-2907 or send an e-mail to [Prop63@ochca.com](mailto:Prop63@ochca.com).

## SEPTEMBER HEALTH OBSERVANCES

- Childhood Cancer Month
- Fruit and Vegetable Month
- Healthy Aging Month
- National Alcohol and Drug Addiction Recovery Month
- National Cholesterol Education Month
- National Preparedness Month
- Ovarian Cancer Awareness Month
- Prostate Cancer Awareness Month
- National Suicide Prevention Week . . . . . 9-15
- Reye's Syndrome Awareness Week . . . . . 16-22
- Pollution Prevention Week . . . . . 17-23
- World Heart Day . . . . . 30

# HCA bids farewell to Mike Spurgeon

**T**he Health Care Agency commends Mike Spurgeon, Regulatory Health Services Deputy Agency Director, on his years of dedicated service to the County, and offers him best wishes on his recent retirement from the Agency.

To wish him well, a "Last Round-Up" event was held on Aug. 23 at the Embassy Suites in Santa Ana and featured guest speakers HCA Director Julie Poulson and Assistant Director Dave Riley, as well as an Assembly resolution presentation by Assemblyman Todd Spitzer and a performance by the Good, the Bad and the Bambi.

Those in attendance enjoyed a Wild West themed meal as they viewed a video reflecting on Mike's career which also showcased messages and sentiments from several HCA managers, former members of the Board of Supervisors and the Orange City Council to name a few.

In addition to the event, Mike also received a resolution from the Orange County Board of Supervisors during a meeting held on Aug. 21 commending him on his retirement.

HCA congratulates Mike and wishes him well as he embarks on his new journey into retirement.



Assemblyman Todd Spitzer presented an Assembly resolution to Mike during the "Last Round-Up" event congratulating him on his years of dedicated County service. Also pictured is Chip Monaco from the Integrated Waste Management District.



Agency Director Julie Poulson and Municipal/Community Relations Manager Holly Veale donned their western themed outfits during the event as they congratulated Mike on his retirement.

During an Aug. 23 Board of Supervisors meeting, Supervisor Moorlach presented John "Mike" Spurgeon with a resolution commending him on his retirement.



Performing a Mike Spurgeon version of the song "9 to 5," the Good, the Bad and the Bambi entertained attendees during the "Last Round-Up" event at the Embassy Suites. Members of the group include Lisa Bauer, Thea Bullock, Christine Caudill, Alice Moore, Becky Robinson, Teri Schultz and David Thiessen.



Mike and his family enjoy a Wild West themed meal during a "Last Round-Up" event held on August 23 at the Embassy Suites in Santa Ana.

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# Cultural Competency Open House welcomes visitors with ethnic feast

**B**ehavioral Health's Cultural Competency Program hosted an open house on Aug. 22 to provide an opportunity for visitors to meet new program staff, as well as tour their offices, learn more about the program and services offered and sample ethnic cuisine.

The event welcomed new staff members Minh-Ha Pham and Sergio Ventura, as well as returning staff members Hanh Truong and Christy Castiglione.

Open house attendees were greeted by Ronnie Kelley and Rafael Canul as the sounds of music played in the background at the program's offices located at the 405 W. 5<sup>th</sup> Street building, suite 400 in Santa Ana.

While touring the office, visitors also had the opportunity to sample various foods including Filipino noodles, Vietnamese egg rolls, salad and fried rice, as well as Spanish rice, beans and carnitas.

For more information about Cultural Competency, visit the program's website at [www.ochealthinfo.com/behavioral/cultural/home.htm](http://www.ochealthinfo.com/behavioral/cultural/home.htm) or call (714) 796-0188.



*Sergio Ventura, Minh-Ha Pham and Christy Castiglione served attendees a sampling of the ethnic cuisine offered during an open house held at the program's offices located at the 405 W. 5<sup>th</sup> Street building, suite 400 in Santa Ana.*



*Cultural Competency staff gathered for a group photo during the program's open house held on Aug. 22. Pictured (left to right) are Sergio Ventura, Rafael Canul, Minh-Ha Pham, Christy Castiglione, Hanh Truong and Ronnie Kelley.*

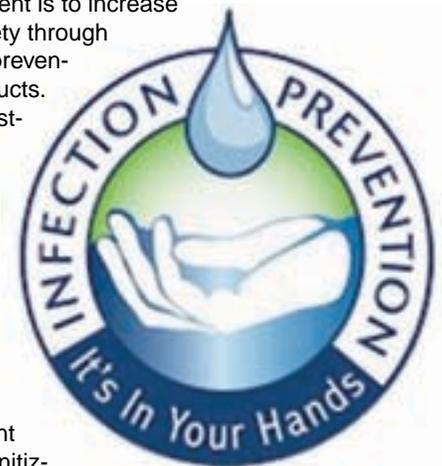
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## HCA Infection Prevention Fair set for October

**H**ealth Care employees are invited to attend the 2007 HCA Infection Prevention Fair which will be held on Tuesday, Oct. 16. The event will be from 10 a.m. to 2 p.m. at the HCA Public Health Education Center located at 1725 W. 17<sup>th</sup> St. (Training Bldg. 1729E in back parking lot) in Santa Ana. The goal of the event is to increase health care worker safety through promotion of infection prevention practices and products.

The Fair will be hosted by HCA Employee Health Services and Public Health Nursing. Free flu vaccine will be offered to all HCA employees. There will be vendors displaying and demonstrating the latest infection prevention products including sharps safety equipment and disposals; hand sanitizers; disinfection and cleaners; and personal protective equipment (respirators, gloves, etc.). In addition, information will be available on respirator fit testing and infection prevention training videos, as well as various educational materials.

For more information about the Infection Prevention Fair, contact HCA Employee Health Services at (714) 834-5974.



“It is wonderful how much may be done if we are always doing.”

—Thomas Jefferson

# Mandatory 2007 Annual Safety Training



## HIPAA news update!

### **On the National agenda**

Senators Leahy and Kennedy have proposed legislation, known as the Health Information Privacy and Security Act of 2007, to tighten the HIPAA Privacy Rules. While this is only proposed legislation at this time, it represents one piece of the ongoing debate regarding healthcare privacy. The following link to Senator Leahy's site has information on the proposed changes: <http://leahy.senate.gov/press/200707/071807c.html>.

Shortly before the HIPAA National Provider Identifier Rule (NPI) deadline in May 2007, the Centers for Medicare and Medicaid Services (CMS) issued a statement allowing covered entities to invoke contingency plans after May 23, 2007. This contingency was put in place to minimize potential disruption to cash flow for health care organizations that were unable to fully comply with the NPI rule. More information can be found at the CMS site: [http://www.cms.hhs.gov/NationalProvIdentStand/Downloads/NPI\\_Contingency.pdf](http://www.cms.hhs.gov/NationalProvIdentStand/Downloads/NPI_Contingency.pdf)

### **On the Orange County agenda**

Orange County has a new HIPAA Privacy Officer and a new Security Officer in the County Executive Office.

- Carolyn McInerney was appointed as the OC HIPAA Privacy Officer. Carolyn has extensive experience in public service, but most recently she worked on the staff of former 5th District Supervisor Tom Wilson. In addition to serving as the HIPAA Privacy Officer, Carolyn continues to provide leadership on the County's Homeless Multi-Service Center project.
- Ron Moskowitz has assumed the responsibilities of the CEO Security Officer. Ron has been with CEO/IT as a Project Manager for the last year, previously working at HCA as the HCA Security Officer.

Both Carolyn and Ron can be reached via email through the HIPAA Intranet links at <http://ocintranet.ocgov.com/hipaa/>.

### **On the Health Care Agency agenda**

The NPI rule requires the adoption of a standard unique identifier for health care providers (for both organizations and individuals). HCA has received all NPI numbers necessary to submit claims, and is using these new identifiers where possible. All new employees who provide billable services in their new assignment are being given direction and support by our Human Resources department for applying for and sharing their NPI number as needed. As a reminder to providers, CMS has urged all individual providers to log in to the NPPES NPI application database to review their application data. Certain information in the database will be made available to the public under the Freedom of Information Act (FOIA).

The Annual HIPAA Self-Assessment has now begun. Each year, as part of HCA's Compliance Work Plan, an assessment is completed by all clinics/sites that are covered by HIPAA. The purpose of this review is to determine HCA's overall compliance with the HIPAA Privacy and Security Rules and to identify opportunities for improvement throughout the Agency. This year's assessment targets those areas in HIPAA that are at highest risk of review in an external audit. Agency efforts to meet our obligation to comply with the HIPAA regulations have been evident in the outcome of past assessments.

**T**he annual HCA safety training is now available online at [www.ochealthinfo.com/safety-training](http://www.ochealthinfo.com/safety-training) through October 16. The training incorporates the four basic training programs required of all Health Care Agency employees and includes the Injury and Illness Prevention Program, Emergency Action Plan, Fire Prevention Plan and the Hazard Communication Plan.

When accessing the online training, please note that an additional field on the screen associated with the "Certificate of Completion" form requires that you enter your unique Employee ID number in order to receive credit for course completion. Your ID number is the same six digit number used to access the County Paystub Application website and Virtual Time Interface (VTI). Be sure to print a completion certificate to keep for your records and for submission to your supervisor.

For employees who do not have access to a computer, a classroom session will be offered later in the year. For more information about the training, contact Elsa Davis, HCA Safety Program Manager at (714) 834-8759 or by e-mail at [SafetyProgram@ochca.com](mailto:SafetyProgram@ochca.com).

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.

Editors . . . . . Tricia Landquist  
Howard Sutter  
Anne Fialcowitz

Phone . . (714) 834-6644  
E-mail . . tlandquist@ochca.com  
FAX . . . . (714) 834-7644  
Pony. . . . Bldg. 38-S, 4th Floor

**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**

“Surviving is important, but thriving is elegant.”  
—Maya Angelou



# OCMRC and McCormick receive CESA Award for service

**T**he California Emergency Services Association (CESA), a nationally recognized group of professional emergency managers, selected the Orange County Medical Reserve Corps (OCMRC) and its coordinator Peggy McCormick as the recipient of its Public Sector Gold Award for outstanding service in emergency management.

The OCMRC is a team of 450 volunteer medical professionals who can readily mobilize to respond to a major emergency or disaster, whether man-made or natural, when the existing health infrastructure is overwhelmed and unable to provide needed medical care in a timely manner.

Peggy has served as the MRC Coordinator since February 2005 and is a recognized leader in MRC development. She has presented at numerous local, state and national conferences and traveled to Utah and Colorado to provide guidance to other MRC coordinators seeking to develop new MRC teams.

Earlier this year, the OCMRC received the National Association of Counties Achievement Award in recognition of an effective and innovative program that contributes to and enhances county government in the United States. The OCMRC is a vital resource ready to respond in support of Orange County's disaster response assets.

Actively involved in community events and exercises, the OCMRC recently participated in the State's annual Rough & Ready 2007 disaster exercise. MRC volunteers from Orange



County joined other MRC members from throughout the state in providing simulated field triage and support to first responders.

Congratulations to both Peggy and the OCMRC for garnering national recognition for HCA's emergency preparedness achievements. For more information about the OCMRC or for medical professionals interested in learning more about volunteering, contact Peggy McCormick at (714) 834-2335 or by e-mail at pmcormick@ochca.com.

## Gearing up for Red Ribbon Week in OC

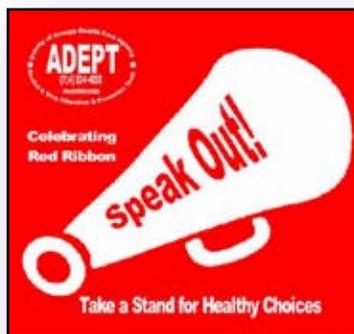
**E**very year, Red Ribbon Week is celebrated during the last week of October in thousands of communities and schools across the country to raise awareness of community and school based prevention programs regarding alcohol, tobacco and other drugs in our schools, work places, and communities. The National Red Ribbon Campaign was sparked by the murder of Drug Enforcement Agency Special Agent Enrique "Kiki" Camarena by drug traffickers in 1985.

This year, Orange County has developed its own Red Ribbon Week theme: "Speak Out! Take a Stand for Healthy Choices."

The development of the theme was a collaborative effort throughout Orange County led by the Health Care Agency's Alcohol and Drug Education and Prevention Team (ADEPT) and the Prevention Coalition of Orange County. Another product of their collaboration is the Red Ribbon Community Toolkit which is designed to create successful Red Ribbon Cam-

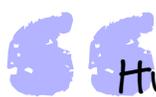
paigns, promote alcohol and other drug prevention throughout the year, and connect schools and communities.

In conjunction, the Health Care Agency's ADEPT program is offering Red Ribbon Campaign training sessions designed for parents, teachers, community partners, and youth who are interested in conducting meaningful alcohol, tobacco, and other drug (ATOD) related activities in schools and communities during Red Ribbon Week and throughout the year. The trainings are currently underway and continue throughout September and into early October. Don't miss the opportunity! Dates, times, and registration information can be found on the ADEPT website at



[www.ochealthinfo.com/adept/red-ribbon/trainings.htm](http://www.ochealthinfo.com/adept/red-ribbon/trainings.htm).

For more information on the Red Ribbon Campaign and the Red Ribbon Community Toolkit, contact Marilyn Pritchard, ADEPT Program Manager at (714) 834-3547, or visit the ADEPT website at [www.ochealthinfo.com/adept](http://www.ochealthinfo.com/adept).



*Human beings, like plants, grow in the soil of acceptance, not in the atmosphere of rejection.*

—John Powell



# Breastfeeding Awareness Month observed

Each year during the month of August, World Breastfeeding Week (Aug. 1-7) is celebrated in more than 120 countries. In conjunction with this event, Governor Schwarzenegger proclaimed August 2007 as Breastfeeding Awareness Month and urged Californians to educate themselves about the benefits of breastfeeding so that they may become active supporters for breastfeeding mothers.

To commemorate the occasion locally, HCA Nutrition Services Women, Infants, and Children (WIC) Program sponsored numerous activities, using this year's theme "Breastfeeding – The 1st Hour: Welcome Baby Softly." Among the activities held, breastfeeding displays were created in all HCA WIC clinics and at the reception area and staff lounge of the 17<sup>th</sup> Street facility, as well as the County Hall of Administration.

One of the highlights of the month-long activities included a series of breastfeeding fairs held at four WIC clinics which provide peer counseling. Hosted by WIC Peer Counseling services, the fairs featured displays on breastfeeding topics, as well as



Public Health Community Nursing along with support from Nutrition Services/WIC created a Breastfeeding Awareness Month exhibit at the Hall of Administration which was displayed during the month of August. Pictured (left to right) are Delia Aponte, Gina Navarro, Yessenia Garcia and Margie Carrigan.



Staff at the Westminster WIC Clinic created a display at their offices to celebrate Breastfeeding Awareness Month. Pictured (left to right) are Luyen Bui and Debbie Melvin.

personal interaction with Peer Counselors and Certified Lactation Consultants.

WIC staff also collaborated with more than 50 local libraries to promote breastfeeding. Both County and City libraries received a donated children's book to add to their collection, along with a comprehensive breastfeeding resource list and Breastfeeding Awareness Month materials to display during August.

To provide outreach to obstetric and pediatric physicians, WIC staff worked alongside Community Field Nursing and visited doctors at local offices to provide up-to-date breastfeeding resources and promotional materials that can assist them in supporting breastfeeding among their patients.

For more information or to assist Nutrition Services/WIC in promoting and supporting breastfeeding, call (714) 834-7986. Those who have questions or need assistance with breastfeeding can call the Nutrition Services Breastfeeding Helpline at (714) 834-8363.

## Mark your calendars for UWay events

### **Orange County (OC) Idol Finals**

The annual OC Finals will be held on Oct. 3 from 12 noon to 1 p.m. at the County Hall of Administration. Plan to attend and vote for your favorite contestants. The audience admission fee is \$5 and includes a voting ballot. Additional voting ballots will also be available for \$5. For more information, contact Laura Sudlow at (714) 834-8245 or by e-mail at lsudlow@ochca.com.

### **Golf Tournament**

The 9<sup>th</sup> annual Orange County Employees' United Way Golf Tournament will be held on Oct. 8 at the Green River Golf Course in Corona. Check-in time begins at 7 a.m. and cost to enter per player is \$125. For more information, contact Gabriela Thatcher from the Social Services Agency at (714) 704-8849.

### **Civic Center Kick-Off**

The 2007 United Way kick-off "Pirates of the Pacific" themed event is planned to take place on Oct. 10 from 11:30 a.m. to 1:30 p.m. at the Civic Center Plaza. Come join in the festivities and visit HCA's booth which will feature nachos and various other items for sale. County agencies will also offer other food and dessert items, opportunity drawings, live entertainment and the opportunity to

purchase various wares. For more information, contact Pat Martinez at (714) 834-2331 or by e-mail at pat.martinez@ocgov.com.

### **HCA Executive Team Silent Auction**

The popular HCA Executive Team Silent Auction will take place from Oct. 22-25 at the 405 W. 5<sup>th</sup> Street building in Conference Room 433. The annual event will feature a variety of gift baskets designed and created by each division within HCA. Come see what themed baskets are available for bid this year! For more information, contact Prity Thanki at (714) 834-5522 or by e-mail at pthanki@ochca.com.

### **2008 Entertainment Books**

HCA Administration and the MSI Division are selling Orange County (\$35), Los Angeles (\$25) and Inland Empire (\$20) Entertainment Books. Save by using hundreds of discounts like 2 for 1 and 50% off coupons for a variety of activities including fine dining, casual restaurants, fast food, movies, sporting events, theme parks, local services, shopping, travel and more. To purchase books, contact Lynn Tang at (714) 834-2327 or Maggie Rawlins at (714) 834-2048.

... continued on page 6

# ACS hosts "Forever Friends for Free" event

Orange County Animal Care Services' (ACS) first "Forever Friends for Free" held on Aug. 18-19, proved to be a success with a total of 155 animals being adopted during the two-day weekend event.

Families, friends, and rescue groups filled the shelter in search of their own "forever friend" over the weekend. The number of animals who found forever homes included 92 dogs, 47 cats, 6 rabbits, two turtles and one iguana. The event was offered as a special promotion in response to generous donations received to support the animals at ACS.

Among those adopted were two animals including, "Patches" a 4-year old, male miniature poodle mix and "Felix" a 3-year old, domestic medium haired cat.

Patches came to ACS as a stray on July 23 with severe matting down to his skin. A group of dedicated ACS volunteers took notice of the hopeful look in his eyes and groomed him to increase his chances of adoption. On Sunday, Aug. 19 one of ACS' adoption partner groups adopted Patches to give him a greater chance of finding a permanent home through their rescue group.

On June 16, Felix came to the shelter also as a stray and was overlooked many

times by visitors of the shelter due to his large size and shyness in his kennel. After being featured in the Pet Directory for the Orange County Register on a weekly basis and also starring on KDOC's Pet Place television show, he finally found his forever home on Saturday, Aug. 18.

Patches and Felix are just two of

the 155 animals who contributed to the great success of ACS' first ever "Forever Friends for Free." To view animals that are currently available for adoption, visit the ACS website at [www.ocpetinfo.com](http://www.ocpetinfo.com) or visit the shelter located at 561 The City Drive South in Orange.



... continued from page 5

## OCTOBER HEALTH OBSERVANCES

- Healthy Lung Month
- International Walk to School Month
- Lupus Awareness Month
- National Breast Cancer Awareness Month
- National Dental Hygiene Month
- National Disability Employment Awareness Month
- National Physical Therapy Month
- Sudden Infant Death Syndrome Awareness Month

- National Child Health Day . . . . . 1
- World Mental Health Day . . . . . 10
- National Health Education Week . . . . . 15-19
- National Lead Poisoning Prevention Week. . . . . 21-27

### Orange County "OC" Visors

HCA's Health Promotion Division is currently taking pre-orders to purchase County of Orange "OC" visors. The "one size fits all" visors are \$10 each, available in black only and come with an adjustable velcro closure. Each visor displays the wording "County of Orange" with "OC" printed in the center. Support United Way and purchase one for your friends and family! The deadline to submit an order is Oct. 22. For more information or to submit a pre-order, contact Laura Buscemi-Beebe at (714) 834-4187 or by e-mail at [lbuscemi@ochca.com](mailto:lbuscemi@ochca.com).

### Emergency Preparedness Kits

Are you prepared? HCA's Health Disaster Management Division is selling various preparedness items including office & desk kits; emergency kits in fanny packs and backpacks; family kits; a flashlight/lantern; weather radios and emergency chocolate. Kits range from \$20-\$130 and are available for viewing in room 301A at the 405 W. 5<sup>th</sup> Street building in Santa Ana. For more information, contact Rhonda Suite at (714) 834-6589 or by e-mail at [rsuite@ochca.com](mailto:rsuite@ochca.com).

*The essence of being human is being able to direct your own life.*  
 —Stephen R. Covey

## HCA & USPS prepare for emergencies

**H**CA's Health Disaster Management Division held a 2007 Biohazard Detection System (BDS) exercise on Sept. 12 with the Santa Ana United States Postal Service (USPS) to test its response to a possible terrorist attack.

The USPS has the capability of detecting aerosolized anthrax spores released from letters during mail processing through the BDS system. HCA's role in the event of a BDS alarm is to reduce or eliminate negative health effects to individuals potentially exposed to anthrax spores.

In response to an alarm, HCA in coordination with the USPS, Costa Mesa Fire Dept., Santa Ana Fire Dept., Santa Ana Police and Terrorism Early Warning Group, establish a decontamination and Point of Dispensing (POD) site. The purpose of the site is to decontaminate individuals exposed to anthrax and dispense medication to the exposed employees. HCA also provides assistance in lab testing the anthrax material obtained during a BDS alarm.

During the Sept. 12 exercise, 2007 BDS Rapid Response

*Biohazard Detection System (BDS) Rapid Response Team members set-up a Point of Dispensing (POD) site to provide prophylaxis to USPS employees during a BDS exercise held on Sept. 12.*

Team (RRT) members set up the POD site in record time and dispensed medication bottles at a rate of 150 people per hour.

USPS Management was impressed with HCA's response, reporting that the HCA BDS Team was the best that they have seen in the Western region.



## Community Service Center launched

**A** new concept in delivering services to Orange County residents debuted Monday, October 1st with the opening of a County Community Service Center located at 15460 Magnolia Street in Westminster.

The Community Service Center was the idea of First District Supervisor Janet Nguyen, who welcomed visitors on the Center's first day of operation and joined with other County and local officials in cutting a ceremonial ribbon to mark the facility's opening. The service center will provide a location away from the Civic Center for First District residents to seek information from the Health Care Agency, Social Services Agency, Housing and Community Development and other County Agencies.

HCA Director Julie Poulson participated in the ribbon cutting ceremony. Also in attendance were Dr. Eric Handler, County

Health Officer; Donna Fleming, Chief of Public Health Operations; and Dr. Clayton Chau, Behavioral Health Services psychiatrist.

The Center is considered a pilot project to determine the need for a satellite facility. The Board of Supervisors will review the project after its first year of operation and will determine whether the Center is financed for continued operation.



*Pictured (left to right) are Dr. Clayton Chau, Agency Director Julie Poulson, Supervisor Janet Nguyen and Dr. Eric Handler.*



*County and local officials participated in a ceremonial ribbon cutting to mark the grand opening of the County Community Service Center located in Westminster.*

# Leadership Development Program receives feedback

Since its rollout in January 2007, HCA's Leadership Development Program received over 250 applications for participation during its first semester of courses, achieving its goal to have 10% of the agency participate. By the Program's third Orientation meeting, classes were full and extra sessions were added to meet the demand. As the Program begins its second semester, participants complete the core courses in preparation for a graduation ceremony to be held in January 2008. Excerpts from participant evaluations regarding course content and application of key concepts on the job are reflected below, with the writers' permission.

## **Providing Customer Service In a Regulatory World**

- "The course allowed us to practice real life scenarios. I liked that the material not only focused on providing excellent service to our customers, but also focused on how to treat coworkers." David Castellanos/IT
- "These tools/concepts are working out great. I have found that now I am paying more attention to others' needs." Maria Corona/QM
- "I have particularly found the four steps of creating collaborative influence very helpful on a daily basis. I believe customers feel better about themselves when they are treated appropriately and I feel better about myself when I perceive myself to have handled a situation well." Frances Garfias/BHS CYS

## **What To Do When Conflict Happens**

- "'Define the Issue' was the easiest ... to utilize. '**When There's No Time To Plan**' was a fantastic skill to have learned. I was a conflict avoider before taking this training. Learning these skills has actually helped my assertion skills." Cheryl Seitter/BHS REACH Program
- "Sometimes, how I respond to others is more important than getting the other person to change. I think I am happier in my job. I realize that sometimes the only person that can change is myself. My reactions are the only area that I can control." Carl Kerckhoff/BHS CYS

## **Mission Possible: Navigating the Mind Fields of Change**

- ♦ "Every time an adverse change comes my way, I look at the big picture and find a way it can benefit me..." Larry Brenner/EHS
- ♦ "Testing some of my thoughts and beliefs before I act ... can help from turning a 'mole hill into a mountain,' and potentially causing damage that you can't recover from. Great results. I feel better, ... am not resentful, and has helped to open better communication with staff." Jennifer Bernsen/QM

## **Understanding Yourself and Others**

- ♦ "Now I have an understanding of why I do what I do and how it affects my relationships with staff—I can improve my relationships." Jean Brayer/QM

## **7 Habits of Highly Effective People**

- "The information provided was very practical and could be utilized in both a professional and personal capacity. ... to date I have regularly practiced four of the seven habits. Three of the habits I need to work on and have been doing so with good results." Nancy Robins/BHS Project Together
- "It was extremely useful in all areas of my life, not just work. I review my mission statement weekly, plan my calendar and schedule the 'big rocks.'" Dianne Martinez/EHS

## **Preparing For Promotion**

- "Extremely valuable ... tips on preparing for the interview and [the concept] to view each day as an informal interview. I have focused more on the importance of my daily responsibilities as a positive way to show consistency and reliability." Carla Parmer/BHS/Long Term Care

## **Preparing For Supervision**

- "I developed a greater appreciation for the supervisor's role and how challenging these positions can be. I will work with an eye toward making my supervisor's position easier.

... continued on page 3



# 2007 Annual Compliance Training

Are you ready for some compliance training? Yes, it's that time of year again and HCA will begin its annual Compliance Training in the near future!

Look for a letter from HCA Director Julie Poulson providing additional details of this important training effort, and an e-mail from the Chief Compliance Officer, Jeff Nagel, detailing how to link to the training.

The training will be available online so if you do not have access to a computer, please contact the Office of Compliance at the number below. Annual training is mandatory for HCA's regular, extra-help and contract employees.

This year's training focuses on (1) legal obligations that HCA must follow, (2) Elements of the Compliance Program, (3) the revised Code of Conduct, and (4) HIPAA Privacy and Security.

If you have any questions about Compliance training, contact the HCA Office of Compliance at (714) 568-5614.

**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.

The good is the greatest rival of the best.  
—Nellie L. McClung

# Re-introducing HCA's LMC Workplace Enhancement Subcommittee

**D**oes your workplace need enhancement? If so, the HCA-OCEA Labor Management Committee (LMC) Workplace Enhancement Subcommittee is here to help!

The Workplace Enhancement Subcommittee (WES) was created by the LMC to facilitate creative workplace solutions to items submitted by HCA staff. The following are some examples that WES has helped to facilitate within HCA:

- Designated a building parking and entry area as smoke-free
- Worked with Agency Director Julie Poulson to develop a voluntary smoke-free premises policy for all HCA buildings
- Retained reserved parking spaces within a parking structure for assigned employees who had difficulty being blocked in or unable to use them, and assisted in the redeployment of a parking attendant
- Increased office space for HCA employees at a jail facility
- Eliminated a foul odor from an X-ray room at the 17th Street Clinic
- Facilitated control of a rodent population in the jail by exterminators
- Posted signs at the 17th Street Clinic to make finding parking easier



## How to Submit a Workplace Enhancement Request:

Submitting an item to the WES is easy! Visit <http://balsam/intranet/lmc/issues.asp> to access the Workplace Enhancement Solutions Form on the LMC website. Completed forms can be mailed to OCEA at 830 N. Ross St. Santa Ana, 92701 or to HCA HR in Bldg. 38-AE, or be given to any LMC member (a current member roster with contact information is available online). Enhancement items may be submitted anonymously.

Workplace Enhancements/Solutions Forms received by the LMC that contain issues involving multiple agencies will be reviewed and forwarded to the appropriate forum.

To learn more about past items the WES has addressed, click on <http://balsam/intranet/lmc/issuesindex.asp> and review the Workplace Issues Index.

It would **NOT** be appropriate to submit a workplace enhancement to the LMC if the following criteria apply:

- Issues concerning only one employee (examples: evaluations, PIP awards, disciplinary actions or interactions with fellow employees)
- Issues involving the classification of one or more employees (including reclassification issues)
- Suspected violations of the Code of Conduct, operational policies, laws or regulations which should be reported to HCA's Office of Compliance

The LMC is always seeking new enthusiastic members. If you are interested in joining, please apply at [www.ochealthinfo.com/admin/lmc/application.asp](http://www.ochealthinfo.com/admin/lmc/application.asp).

## Leadership

*continued from page 2*

I am volunteering for tasks whenever required." Carl Kerckhoff/BHS CYS

## Business Writing For Results

- "Extremely valuable. ... [I learned] word economy, reader benefit, and visual punch for emails." Dianne Martinez/EHS

## Basic Writing Skills

- "We learned so many valuable concepts, like the correct way to draft a

business letter and knowing where to put good news and bad news. My letters are much more clear as I know why I am writing, what I want to say, and who [the readers are]." Fran Miller/PH Epi

Interested employees who have passed new employee probation are encouraged to participate by completing the request form online at <http://balsam/intranet/hr/tsd>. Open enrollment in the Leadership Development Program is continuous throughout the year, with Orientation meetings scheduled on demand.

## Poll Workers Needed

**I**t's election season once again in Orange County, and several elections are just around the corner. The Registrar of Voters is currently seeking election day workers for the upcoming Presidential Primary scheduled on February 5, 2008.

As County employees, HCA staff have the opportunity to volunteer at a polling place or serve in the field as a coordinator and participate in the democratic election process. Your efforts can help ensure that the County's elections will take place with the highest degree of professionalism and accuracy.

Bilingual poll workers are especially needed. For more information on eligibility, responsibilities, training, time commitment and compensation visit [www.ocvote.com/county](http://www.ocvote.com/county) or call the Registrar of Voters office at (714) 567-7575. Prior to registering, please obtain approval from your manager or supervisor.



Behold the turtle,  
he only makes progress  
when he sticks  
his neck out

—James B. Conant

# Pollution Prevention Week 2007 celebrated

**A**long with several other County agencies and businesses, HCA's Environmental Health Division participated in this year's Pollution Prevention Fair held at the County Hall of Administration Plaza on Sept. 19 to celebrate Pollution Prevention Week from Sept. 17-23, 2007.

Visitors at the event learned how different organizations were doing their part in preventing pollution, as well as learned how to personally prevent pollution in their homes and in the environment. Celebrated during the third full week in September each



Environmental Health staff pictured (left to right) Royce Long, Bob Held and Christine Lane participated in Pollution Prevention Fair 2007 held at the County Hall of Administration Plaza on Sept. 19 to celebrate Pollution Prevention Week 17-23, 2007. Booth visitors received information regarding the used oil recycling program.

year, Pollution Prevention Week is an opportunity for individuals, businesses and government to emphasize and highlight their pollution prevention and sustainability activities and achievements, expand current pollution prevention efforts, and commit to new actions.

For more information about Pollution Prevention Week or to learn more about what you can do to help reduce waste and support pollution prevention, visit the National Pollution Prevention Roundtable online at [www.p2.org/p2week/index.cfm](http://www.p2.org/p2week/index.cfm).



HCA staff member Sandy Viernes visited the Integrated Waste Management District (IWMD) booth to learn about proper battery disposal, as well as locations of the County's hazardous waste collection centers for disposal of household items.



## Timecard FAQs

### **Who is responsible to record hours on the timecard?**

Both the employee and supervisor are responsible for ensuring the employee's timecard is completed accurately and correctly. As a legal document, the timecard must reflect accurate hours worked and leave balances used. Also, appropriate and valid pay codes and job codes must be used. By submitting the timecard to the supervisor, the employee is certifying that, to the best of his/her knowledge, the information contained is true and correct. The same applies to the supervisor submitting employee timecards to Payroll.

### **How often can I post my time worked on my timecard?**

It is strongly suggested that employees post their time daily. Doing so otherwise may result in time being recorded incorrectly due to an oversight of time taken for leaving early, coming in late, being sick, etc.

### **When should I submit my timecard?**

Follow the established policy within your unit. Otherwise, employees should submit timecards to their supervisors no earlier than during the last scheduled shift of the pay period. All approved timecards must be submitted by supervisors by 10 a.m. of non-pay week Thursday.

### **Can my supervisor complete my timecard on my behalf?**

Under certain circumstances, such as when an employee is out sick or on leave on the date the timecard is due for submission, the supervisor can and should complete and submit the employee's timecard.

### **What will happen if my supervisor is not in the office on the date my timecard is due?**

Each supervisor is required to assign back-up supervisors in Virtual Timecard Interface (VTI). These back-up supervisors have access to the supervisor's employees' timecards in order to complete and/or approve timecards when needed. Generally, the supervisor will request one of the back-up supervisors to approve the supervisor's staff timecards when, for example, the supervisor will be on vacation. If the supervisor is unexpectedly absent, Payroll will contact one of the back-ups to approve timecards if the supervisor's manager hasn't already done so.

For more information, contact HCA Payroll by e-mail at [hca-payroll@ochca.com](mailto:hca-payroll@ochca.com) or by phone at (714) 834-5744; 7:30 a.m. to 5:00 p.m. Monday-Friday.

# HCA Pharmacists recognized during Pharmacy Week 2007

**C**elebrated each year during the month of October, National Hospital and Health System Pharmacy Week from Oct. 21-27, 2007 recognizes pharmacists and pharmacy technicians who provide care in ensuring the safe and effective use of medications.

The role of the pharmacist has evolved over the years. Back in 1970, there were only 650 medications on the market, and today there are more than 10,000. Because of this medication explosion, the aging population, and the average adult taking five or more medications, the pharmacist is a welcomed resource to evaluate the best generic equivalents and to also recommend cost saving therapeutic interchange.

One of the best kept secrets in HCA involves a small but mighty group of seven pharmacists (one director, two chief pharmacists and four pharmacists), seven contract pharmacists and six pharmacy technicians. These pharmacists provide care for several HCA programs, which include Institutional Health Services, Public Health Services Health Disaster Management Division, and Public Health Pulmonary Disease Services Direct Observed Therapy Program.

Within the Orange County jail system, which is the 8<sup>th</sup> largest jail nationally, pharmacists participate in dispensing and medication monitoring for the inmates housed at the Central Jail Complex, Theo Lacy facility and Juvenile Health Services Clinic and Camps.

HCA's Health Disaster Management Division also employs a pharmacist to maintain compliance with state and local pharmacy laws and regulations, as well as to prepare and maintain a cache of

pharmaceutical antidotes and antibiotics for first responders during an emergency.

HCA joins Dr. Erenia Perry, Director of Pharmacy Services; Bob Grim, Theo Lacy and Juvenile Health Services Clinics and Camps Chief Pharmacist; and Dr. Mark Chew, Public Health Services Health Disaster Management Division Chief Pharmacist in acknowledging and

celebrating the many achievements and dedication of all County pharmacists and pharmacy technicians during National Pharmacy Week 2007.

For more information about National Hospital and Health System Pharmacy Week, visit the American Society of Health System Pharmacists website at [www.ashp.org](http://www.ashp.org).

*(Right) Dr. Mark Chew is pictured with a cache of pharmaceutical antidotes and antibiotics for use during an emergency or disaster.*



*(Left) Central Jail Pharmacy staff pictured (back row, left to right) include Erica Thai, Pharmacist; Mike Iwai, Pharmacist; and Maria Zamora, Pharmacy Technician. Pictured (front row, left to right) are Margie Soto, Pharmacy Technician; Jena Mehta, Pharmacy Technician; and Erenia Perry, Director of Pharmacy Services.*

*(Right) Theo Lacy Pharmacy staff pictured (left to right) include Ken Kawamura, Pharmacist; Bob Grim, Chief Pharmacist; Safta Pislaru, Pharmacy Technician; Aileen Franzi, Pharmacy Technician; and Kris Desai, Pharmacy Technician. Not pictured is Jean Masuo, Pharmacist.*



## NOVEMBER HEALTH OBSERVANCES

- American Diabetes Month
- Jaw Joints – TMJ Awareness Month
- Lung Cancer Awareness Month
- National Family Caregivers Month
- National Healthy Skin Month
- National Pancreatic Cancer Awareness Month
- Pulmonary Hypertension Awareness Month

Great American Smokeout . . . . . 15  
 Gastroesophageal Reflux Disease Awareness Week .18-24

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

**WHAT'S UP** is a newsletter for employees of the County of Orange, CA, Health Care Agency.

Editors . . . . . Tricia Landquist  
 Howard Sutter  
 Anne Fialcowitz

Phone . . (714) 834-6644  
 E-mail . . tlandquist@ochca.com  
 FAX . . . (714) 834-7644  
 Pony. . . Bldg. 38-S, 4th Floor

# HCA Executive Team United Way Lunch

HCA's Executive Team donned their favorite sport's team wear and served up Jerry's Wood Fired hot dogs and fixings during the "Come Tailgate with HCA Varsity All Stars" United Way lunch fundraiser held on Sept. 13 at the Civic Center Plaza.



# OC Idol 2007 takes center stage

**S**even HCA employees – Rick Dale, Ryan Drabek, Daniel Gray, Janis McBride, Preston Kirby Smith, Nick Salazar and April Thornton – and Venessa Salim from the Auditor Controller Department, took center stage to compete and perform a variety of songs at the annual 2007 United Way OC Idol competition.

The competition took place on Sept. 19 & 26, and Oct. 3 at the Board Hearing Room at the County Hall of Administration where judges Agency Director Julie Poulson, Family Health Division Manager Tony Edmonds and Eric Norby, Chief of Staff for

Supervisor Chris Norby, provided comments and suggestions to each competitor after their performances.

Four winners of the first round then moved on to the next round of competition, culminating in the top two finalists who competed on Oct. 3, where Ryan Drabek from Animal Care Services was named the winner of the 2007 OC Idol competition.

Thank you to all OC Idol 2007 contestants in helping to make this a successful event for this year's United Way fundraising campaign!



(Top row, left to right) April Thornton, Behavioral Health Services; Daniel Gray, Behavioral Health Services; Janis McBride, Environmental Health; Nick Salazar, Public Health Services. (Bottom row, left to right) Preston Kirby Smith, Public Health Services; Rick Dale, Behavioral Health Services; Venessa Salim, Auditor Controller; Ryan Drabek, Animal Care Services.

Minds are like parachutes, they only function when they are open

—James Dewar

# Cultural Competency Spotlight on Excellence

**T**he September 2007 Cultural Competency Spotlight on Excellence Award was presented to Barbara Greenfield, Service Chief with the Mental Health Services Act (MHSA) Program during a Sept. 26 Orange County Mental Health Board meeting.

Barbara began her County career as a Social Worker with Drug Abuse Services in 1976. Over the years she has worked in several different departments including the Continuing Care Mental Health and Board and Care Placement Services Unit; Forensic AB 1229 Program; Social Services Foster Care Long Term Placement Unit; and the Quality Review and Training Unit.

She was instrumental in the development and implementation of the Goodwill Employment WORKS Program, and as Service Chief for MHSA, is now overseeing and is involved in the start-up process for the program's outreach and engagement contracts that will serve the Asian Pacific Islander and Latino communities.

As Service Chief for these two start-up programs, she is responsible for program development, hiring County staff, training staff and educating the community regarding the benefits of these MHSA programs.



*Pictured (left to right) are Hanh Truong from the Cultural Competency Program and Barbara Greenfield.*

# Refugee Preventive Health earns award

**C**ongratulations to HCA Refugee Preventive Health Services (RPHS) on receiving a Civic Service Honor Award from the U.S. Department of Health and Human Services; Centers for Disease Control and Prevention (CDC); and the National Center for Preparedness, Detection and Control of Infectious Diseases for the program's demonstration of scientific excellence in preventing the importation of diseases into the United States during an overseas polio outbreak.

On Oct. 16, 2006, the Division of Global Migration and Quarantine, U.S. Centers for Disease Control and Prevention received confirmation that one case of poliomyelitis due to wild polio virus type I occurred in a 3-year-old Somali girl living in a refugee camp in the Dadaad area in Kenya. The child became ill on Sept. 18, 2006.

To prevent importation of this disease into the U.S. and to protect the health and welfare of newly arrived refugees, the CDC developed recommendations for implementation domestically (for refugees who arrived in the U.S. from Sept. 1 through Oct. 16, 2006) and oversees (for refugees currently in the Dadaab area camps or the Nairobi transit center awaiting resettlement into the U.S.).

Locally in Orange County, a family of 11 (2 parents and 9 children) arrived in the U.S. on Sept. 26, 2006. They were

processed through the Nairobi refugee transit center and stated that they were not close contacts of the polio case, however, noted that they had heard of the case.

RPHS staff received recognition for their contributions in identifying the family of 11 refugees who arrived in the County during the specified timeframe; interviewing the

refugees to determine if they could have had exposure to the polio case; devel-

oping a screening tool to assess for signs and symptoms of polio; providing any needed polio injections; performing physical examinations on the refugees and tracking the screening results and reporting findings to the State.



*Refugee Preventive Health Services staff are pictured (left to right) Mike Carson, Benjamin Nguyen, Anna Marie Ponce, Ha Nguyen, Loann Phan, Rande Bautista and Dr. Roopa Viraraghavan.*

## CMS hosts Nursing Skills Fair



**T**he 2007 Correctional Medical Services (CMS) Nursing Skills Fair took place during the month of October and offered an opportunity for CMS nurses to test skills related to standardized and operational procedures.

Cervical collar application, tuberculosis skin testing and automatic external defibrillator (AED) use were among some of the skills tested at the fair. These stations allowed nurses to get a hands-on approach on using specific equipment and strengthening their skills. Nurses in attendance were also able to fulfill their annual training requirements in suicide prevention, bloodborne pathogens/tuberculosis and respirator fit testing.

*Correctional Medical Services (CMS) Registered Nurses and Licensed Vocational Nurses attended the October 2007 CMS Nursing Skills Fair held at the 405 W. 5th Street building in Santa Ana to receive hands-on equipment practice and to test their skills related to standardized and operational procedures.*

... more photos on page 10

## HCA Radiology Techs recognized

**C**ommemorated each year during the month of November, National Radiologic Technology Week from Nov. 4-10, 2007 celebrates the importance of medical imaging and radiation oncology and recognizes radiology technologists who use diagnostic and therapeutic technology on a daily basis to care for patients.

At HCA, there are currently three Certified Radiologic Technologists within Public Health Services who perform radiology services focused primarily on pulmonary infectious diseases—tuberculosis. They perform from 7,000 to 10,000 exams per year and provide TB clearance for immigration/refugees and follow-up for patients being treated for TB. The chest X-ray is the most common procedure performed, but HCA technologists also participate in all general diagnostic radiographic procedures as requested by the referring physician.

HCA technologists are also well trained in radiation safety and through the use of newer technologies now offered by Public Health, are able to minimize the necessary exposure to obtain a diagnostic image.

This year's National Radiologic Technology Week theme, "The Guiding Vision in Medicine," recognizes those professionals who explore and innovate on a daily basis while seeing inside the body to aid in healing the patient. A vital link in patient care, radiologic technology provides the means by which pathologies may be determined, treatment planned and administered, and patient health restored.



*HCA radiologists pictured (left to right) are Duane Nielsen, ARRT, CRT Program Supervisor; Norma Guillen, CRT Staff Technologist at 17th St. Radiology; and Tuan Nguyen, ARRT, CRT Staff Technologist at Westminster Radiology.*

For more information about Radiologic Technology Week, visit the American Society of Radiologic Technologists website at [www.asrt.org](http://www.asrt.org).



# A message from Jamy Klein, HCA IT Security Officer

**A**s the Information Technology Security Officer for HCA, I am responsible for implementing security measures to protect the sensitive electronic information maintained by HCA programs. Many IT security measures can be implemented with technical controls, such as firewalls or auto timeout.

Some security measures are not technically controlled and must be implemented by individual users. This is where your help is required to keep HCA's electronic information secure. IT has developed a set of 10 Security P&Ps which are posted on the Intranet at <http://balsam/intranet/P&P/default5-7.asp>, in Section V, P&Ps 6.01-6.10. In addition, IT has posted an employee handbook "Information Security Handbook for Health Care Agency Employees, Contractors and Service Providers," which can be found on the HCA Information Technology website under Information Security at <http://balsam/intranet/it/security/>.

One security policy that merits special attention is P&P V-6.03, Computer Network Passwords. Included in this policy statement are two points that bear repeating:

- ◆ User IDs and passwords must not be disclosed or shared with other users or individuals, including co-workers and supervisors.
- ◆ Passwords are not to be revealed

... continued on page 3

**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.

# HIV in the Vietnamese community

**B**etween 1997 and 2006, the proportion of cumulative AIDS cases among Asian and Pacific Islanders (API) has increased from 1.7% (78 of 4,642) to 2.3% (159 of 6,948). In response to this slow but steady increase, the Health Care Agency's Office of HIV Planning and Coordination worked with Dr. Christopher Bui, President of the Vietnamese Physicians Association of Southern California, to co-sponsor a first-time educational dinner with the Association on Sept. 22, 2007. Over 100 members attended, including medical doctors, pharmacists, dentists, and other medical professionals. In addition, Margie Rice, Mayor of Westminster, and Frank Fry, Westminster City Councilmember, were also in attendance.

With an increasing percentage of cumulative AIDS cases reported among API in Orange County, and the Vietnamese community comprising the largest API group in the county, this seminar was intended to raise awareness of HIV/AIDS and support providers' efforts to more effectively screen, treat, and refer clients to HIV/AIDS services. An overview of the dynamics of HIV transmission, HIV epidemiology, and available community resources such as HIV testing and HIV-related medical care were presented.

HCA staff members were the key presenters for the event. Dr. Clayton Chau, a member of the HIV Planning Council and Associate Medical ... continued on page 3



Pictured (back row, left to right) are Dr. Christopher Bui and Donna Fleming. Pictured (front row, left to right) are Charles Huynh, Dr. Laura Salazar and Dr. Clayton Chau.

# Public Health Nurses provide flu shots

*HCA Public Health nurses are actively involved in providing flu shots to the homeless in Orange County. Here, Susan Sullivan provides a flu shot at the Catholic Worker homeless shelter in Santa Ana, one of almost 60 given that day. Flu shots will be offered at other Orange County homeless shelters to help protect adults and children against seasonal influenza.*



# HCA hosts Infection Prevention Fair 2007

**H**CA Employee Health Services and Public Health Nursing hosted an Infection Prevention Fair on Oct. 16 from 10 a.m. to 2 p.m. at the HCA Public Health Education Center in Santa Ana to increase health care worker safety through promotion of practices and products.

Free flu vaccine was also provided to HCA employees and vendors were on hand to display and demonstrate the latest in infection prevention products which included sharps safety equipment and disposals; hand sanitizers; disinfection and cleaners; and personal protective equipment (respirators, gloves, etc.).

*Attendees at the Infection Prevention Fair held on Oct. 16 at the Public Health Education Center in Santa Ana had the opportunity to view the latest in infection prevention products and take home some informational items. HCA employees also had the opportunity to receive a free flu shot during the event.*



## HIV

*continued from page 2*

Director with HCA Behavioral Health; Dr. Laura Salazar, Clinic Physician from the Public Health Special Diseases Clinic; and Donna Fleming, Chief of Public Health Operations, provided an overview of information and resources available to the community. Dr. Charles Huynh from the Jeffrey Goodman Clinic of the Los Angeles Gay and Lesbian Center also presented, providing information regarding issues related to treating API living with HIV/AIDS.

A provider survey, intended to assess how HIV medical services are being provided in the API community, was also distributed. A total of 63 surveys were completed. If you are interested in the results of the survey or would like more information on issues related to HIV in the API community, please contact Calandra Park at (714) 834-7772.

## Compliance Update

*continued from page 2*

to anyone over the telephone.

When an individual's User ID and password are compromised, the HCA Network becomes compromised. This is a security incident that must be reported to the IT Helpdesk who forwards the report to the IT Security Team. The IT Security Team investigates every reported security incident and follows up with a corrective action recommendation or plan to address any findings.

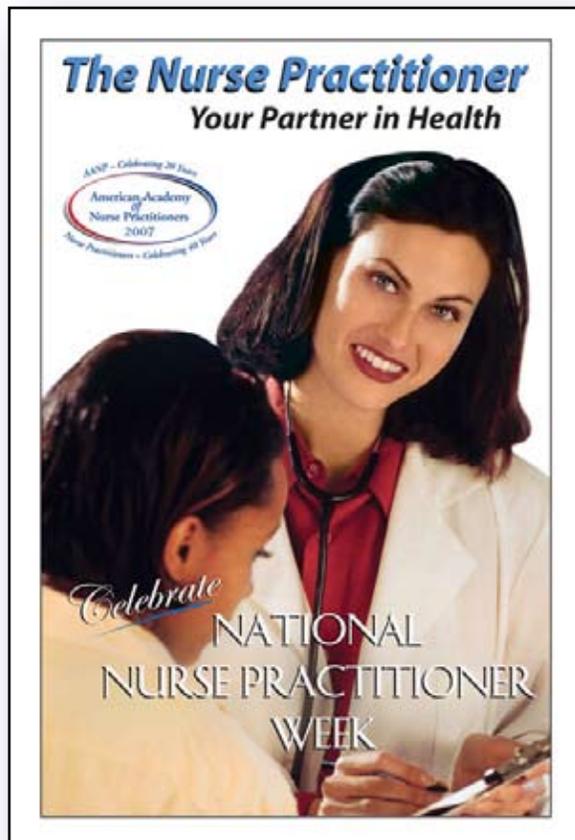
Please review the IT Security P&Ps and the employee handbook. Working together we can keep sensitive client and employee information secure.

## Celebrate Nurse Practitioner Week!

**T**he American Academy of Nurse Practitioners celebrates National Nurse Practitioner Week November 11-17, 2007. At this time, HCA would like to honor all of our dedicated Nurse Practitioners.

Nurse Practitioners are essential to the delivery of high-quality, cost-effective, and personalized healthcare to people and populations across the country. There are approximately 120,000 nurse practitioners currently practicing in the United States, with around 6,000 more being prepared each year. Nurse Practitioners have graduate and advanced education and training beyond their initial registered nurse preparation. Nurse Practitioners not only provide quality medical care, they also integrate health promotion, disease prevention, counseling, and patient education to help patients understand their complete health picture.

This week Nurse Practitioners will celebrate more than four decades of practice and research. If you know a Nurse Practitioner, please take a moment during



National Nurse Practitioner Week to say "thank you."

# Holiday food preparation tips

**A**s the holidays approach we like to celebrate by entertaining friends and family, throwing parties, and preparing feasts. From the buffet table to the office party, food moves center stage throughout the holiday season. Be sure to keep food safe by following the basic food safety steps offered by the California Department of Health Services.

## **Keep hands and food contact surfaces clean; wash them often**

- Always wash your hands with warm, soapy water before and after handling raw foods, after using the toilet, after changing diapers and after handling pets. Dry hand with a clean, single-use paper towel. People with cuts or skin infections on their hands should not prepare food.
- Thoroughly clean all work surfaces, utensils and dishes with hot, soapy water before and after each use. Knives, cutting boards and meat grinders should be washed thoroughly before using them for other foods.

## **Keep foods separate; don't cross contaminate**

- Always wash fresh fruits and vegetables in clean sinks under running water and keep fruits and vegetables away from raw meats, poultry, eggs,

fish and any other raw animal product.

- When tasting food, ladle a small amount of it into a small dish and taste with a clean spoon. Remove the dish and spoon from the area and clean when finished.

## **Refrigerate foods promptly**

- Refrigerate or freeze meat, poultry and seafood promptly after purchase. Perishable items, such as eggs, fresh fruit juices and pre-packaged fruits and vegetables, including salad mixes, must be stored under refrigeration. Check "expiration" or "use by" dates before consuming these products.
- Prevent meat juices from spilling on and contaminating other foods or surfaces both at the market and at home. Refrigeration should be kept at 41° or colder.



- Thaw frozen meat, poultry and seafood inside the refrigerator in its original wrapping. Thawing a moderate size turkey in this manner may take two to four days. If time does not permit a gradual thaw, place the frozen turkey in a watertight wrapper and immerse in cold – not hot or warm – water until the meat is pliable. Change the water every half hour.

## **Cook foods to proper temperatures**

- Rinse poultry and seafood in cold water and drain well before cooking.
- Always use a meat thermometer to ensure that meat is thoroughly cooked.
- Turkey should be placed immediately in a preheated oven set no lower than 325°. Turkey, other poultry or ground poultry should be cooked to an internal temperature of 165° to kill pathogens that may be present. To accurately measure temperature, insert a thermometer in the thickest part of the turkey thigh, but not against the bone. Turkey meat is thoroughly cooked when the hip joint moves easily and the juices run clear – not pink. Stuffing should be cooked separately and heated to an internal temperature of 165°.
- When leftovers are eaten hot, they

... continued on page 10

# Flu season is here

**I**nfluenza (flu) season has once again arrived in Orange County. The flu is a significant cause of respiratory infection that can result in illness and even death. However, vaccination against seasonal flu is effective in preventing disease in most healthy people. The best time to receive the vaccination is in October and November, as the flu season often peaks near the end of December or beginning of January and can last until April. The following are several options for obtaining a vaccination.

## **County of Orange Employee Health Services Influenza Prevention Program**

Employee Health Services provides free flu vaccinations to County employees meeting the high-risk categories noted below and all HCA employees. Other County employees are offered the flu vaccine at a discounted rate of \$11. Vaccinations are available at Employee Health

Services located at 405 W. 5th St., Ste. 601 in Santa Ana from 10 a.m. to 11:30 a.m., Monday through Friday, and at select work sites. Pregnant women will receive or be referred for the thimerosal-free vaccine. For more information, contact Employee Health at (714) 834-5974.

## **Public Health Influenza Program for High-Risk Populations**

The Public Health Immunization Program is providing free flu vaccinations at Family Health clinics if you are:

- 50 years of age and over
- A health care worker
- A pregnant woman during influenza season
- Diagnosed with a chronic disease like heart disease, asthma or other lung disease
- Diagnosed with a health condition that suppresses your immune or respiratory system
- A caregiver or household contact of



a child under 5 years or an adult over 50 years

- A caregiver or household contact of a person with a medical condition that

... continued on page 10

# HCA celebrates United Way 2007



The County's annual United Way fundraising campaign officially began this year with another well attended kick-off event held at the Hall of Administration on Oct. 10. This year, HCA served nachos and had a variety of items for sale including County logo polo shirts, Entertainment Books, Halloween themed balloon decorations, as well as scarves and ties. To help raise additional funds for this year's campaign, the popular HCA Executive Basket Auction was also held from Oct. 22-25, where each program within HCA created baskets with many donated items which featured theatre and amusement park tickets, restaurant gift cards, DVDs, and unique themed outing and vacation excursions, to name a few.



## DECEMBER HEALTH OBSERVANCES

- National Aplastic Anemia and MDS Awareness Week . . . . . 1-7
- National Handwashing Awareness Week. .2-8
- World Aids Day. . . . . 1

*Passion is in all great searches and is necessary to all creative endeavors.*

—W. Eugene Smith

# Employees recognized for service years

**H**CA employees received recognition for their years of dedicated service at an Employee Recognition Awards ceremony held on Oct. 25 at the Hall of Administration. The following is a list of service awards presented:

5 Years .....	16	20 Years .....	6
10 Years .....	27	25 Years .....	5
15 Years .....	13		

## 25 YEARS



*Celebrating 25 years of service, Carmen Franklin from Behavioral Health Services received recognition from Agency Director Julie Poulson and Chief of Behavioral Health Operations Mary Hale during the Employee Recognition Awards held on Oct. 25. Also pictured with Carmen are her husband and supervisor.*



*Public Health Services staff member Concepcion Mungia received recognition from Agency Director Julie Poulson and Family Health Services Division Manager Tony Edmonds for her 25 years of County service.*



*Agency Director Julie Poulson and Chief of Behavioral Health Operations Mary Hale congratulated Frank Zelarny from Behavioral Health Services for his 25 years of dedicated County service. Pictured along with Frank are his son and grandson.*



*Manuel Robles from Behavioral Health Services received a 25-year certificate and pin from Agency Director Julie Poulson and Chief of Behavioral Health Operations Mary Hale to celebrate his 25 years of County service.*



*Howard Snitowsky from Environmental Health celebrated his 25 years of County service during the Employee Recognition Awards held on Oct. 25 and received a certificate and pin from Agency Director Julie Poulson and Family Health Services Division Manager Tony Edmonds.*

## RED CROSS AWARDS



*Agency Director Julie Poulson joined the Orange County Red Cross in recognizing several County employees for their outstanding contributions to the County blood drives and presented them with plaques. Pictured (left to right) are Vanessa Van Mil, representative from the Red Cross; Sylvia Goldie, HCA Blood Drive Coordinator; and DeeDee Acevedo, SSA Blood Drive Coordinator. HCA staff member Amber Alford (not pictured) also received an award.*



*Red Cross representative Vanessa Van Mil presented Sheriff Deputy CD Vincent with a Red Cross Award to acknowledge his contributions to the County blood drives.*

## 20 YEARS



*Charles Peters from Environmental Health celebrated 20 years of County service and received recognition from Agency Director Julie Poulson and Family Health Services Division Manager Tony Edmonds during the Employee Recognition Awards held on Oct. 25.*

*Of opportunity doesn't knock, build a door.*  
—Milton Berle

**15 YEARS**



*Institutional Health Services staff member Patricia Wang celebrated 15 years of County service during the Employee Recognition Awards on Oct. 25 and received recognition from Agency Director Julie Poulson and IHS Division Manager Maureen Robles.*



*Agency Director Julie Poulson and Chief Information Officer Terri Schultz presented Stephanie Weckerle with a certificate and pin to commemorate her 15 years of County service.*



*Environmental Health staff member Sha Rashidi-Fard celebrated 15 years of County service and received a certificate and pin from Agency Director Julie Poulson and Family Health Services Division Manager Tony Edmonds to commemorate the occasion.*

**10 YEARS**



*Agency Director Julie Poulson and Chief Information Officer Teri Schultz presented Joe Pellitteri from Information Technology with a certificate and pin to commemorate his 10 years of County service.*



*Behavioral Health Services staff received recognition for their 10 years of service from Agency Director Julie Poulson and Chief of Behavioral Health Operations Mary Hale during the Employee Recognition Awards held on Oct. 25. Pictured (left to right) are Shirley McDonald, Julia Cotociu and Joseph Harrison.*



*Public Health Services staff members (pictured left to right) Felicia Revers, Claudia Curiel and Ethel Escalante received recognition from Agency Director Julie Poulson and Family Health Services Division Manager Tony Edmonds for their 10 years of County service.*



*Finance and Administrative Support staff members Sylvia Udaya and Nancy Ehlers received recognition from Agency Director Julie Poulson and Chief Information Officer Teri Schultz for their 10 years of County service.*



*Carolina Lim from Institutional Health Services received recognition from Agency Director Julie Poulson and Institutional Health Services Division Manager Maureen Robles for her 10 years of County service. Pictured along with Carolina are Mark McDorman and Ha Nguyen-Vazquez.*

“Nothing strengthens the judgment and quickens the conscience like individual responsibility.”  
—Elizabeth Cady Stanton



Behavioral Health Services staff (pictured left to right) Onsi Habeeb El-Zayat and Kristine Mattis-Graves received recognition from Agency Director Julie Poulson and Chief of Behavioral Health Operations Mary Hale for their 5 years of County service.



Celebrating 5 years of County service, Ken Kawamura from Institutional Health Services received a certificate and pin from Agency Director Julie Poulson and IHS Division Manager Maureen Robles during the Employee Recognition Awards held on Oct. 25.



Ana Varela and Patricia Cimarusti celebrated 5 years of County service during the Employee Recognition Awards held on Oct. 25 and received a certificate and pin from Agency Director Julie Poulson and Family Health Services Division Manager Tony Edmonds to commemorate the occasion.



## Portion Distortion

**H**ave you noticed that the size of bagels, candy bars, and soft drinks has grown over the years? How about portions of restaurant foods like pasta dishes, steaks, and french-fries? As food portion sizes grow, people tend to eat more than they need to stay healthy.

Managing weight involves more than just choosing a healthy variety of foods. It also calls for recognizing and controlling how much and how often you eat. This can be a difficult task when we live in an environment where portion sizes are "super sized." For this reason it is essential to understand the difference between "portion size" and "serving size":

- Portion Size = Amount of food you choose to eat whether from a restaurant, a package, or in your own kitchen
- Serving Size = A standard amount set by the US government

### Portion Control Tips

- Take a standard serving out of the package and eat it off a plate instead of eating straight out of a box or bag.
- Avoid eating in front of the TV or while busy with other activities.
- Eat slowly so your brain can get the message that your stomach is full. Take seconds of vegetables or salads instead of meats or desserts.
- Try to eat three sensible meals at regular times throughout the day.
- Skipping meals may lead you to eat larger portions at your next meal.



### What Does a Serving Look Like?



Handful = 1-2 oz. (Example: 1 oz. nuts = 1 handful or 2 oz. pretzels = 2 handfuls)



Fist = 1 cup (Example: Two servings of pasta or oatmeal)



Palm = 3 oz. (Example: a cooked serving of meat)



Thumb = 1 oz. (Example: piece of cheese)

# OC celebrates Walk to School Day!

**O**n Oct. 3, thousands of Orange County children celebrated Walk to School Day. On this day, adults and children walked together with a purpose: to promote safety, health, physical activity and concern for the environment. Walking to school on a daily basis is a great way to maintain a healthy weight and contribute to the recommended one hour or more of moderate and/or vigorous physical activity per day.

This year, the Orange County Health Care Agency, in partnership with the Orange County Safe Kids Coalition, The Healthy Eating Active Communities (HEAC) Initiative, and other organizations, promoted Walk to School Day countywide. HCA's Health Promotion Division provided Walk to School Day Tool Kits to 100 schools throughout the county containing planning materials, stickers, signs, banners and posters.

By participating in this event, children were not only encouraged to adopt safe walking skills but were also given the opportunity to assess their route to school, document problem areas, and identify both immediate and long-term solutions. The information can then be shared with schools, community leaders, and the

media to build awareness on what the community can do to become more walkable.

Schools throughout the county coordinated Walk to School Day activities such as school assemblies, walking school buses, crossing guard recognition,



Students assessed their school route and reported their results to parents, faculty, school district officials and others.

banner and poster making, class activities on walking, and distribution of rewards for students who walked. Events were promoted via newsletters, letters to the parents, press releases and articles in the local papers. A significant number of schools have

reported successful events and will continue to carry on their Walk to School Day efforts. For example, several schools plan to incorporate the benefits of walking into lesson plans, promote Walking Wednesdays and organize walking among



Supervisor Janet Nguyen rewards students who walked to school with stickers on Walk to School Day.

adults in the neighborhood. Also, several schools reported plans to advocate for increased police enforcement, neighborhood clean up, and other environmental or engineering changes that make the community more walkable.

Learn more about Walk to School Day by contacting Berenis Quiñones at [bquinones@ochca.com](mailto:bquinones@ochca.com) or by visiting [www.ochca.com/public/cdip/w2s/index.htm](http://www.ochca.com/public/cdip/w2s/index.htm).



Students display a banner at a Walker Elementary school event. At the event, Supervisor Janet Nguyen and Troy A. Jacobs, MD, HCA Family Health Medical Director, spoke about the importance of walking as it relates to physical activity and pedestrian safety.

## POD exercise draws 2,700 for flu shots



Soka University in Aliso Viejo and Cypress College played host November 2nd to the Health Care Agency's annual Points of Distribution (POD) exercise, with many community partners making contributions essential to the event's success. Approximately 1,400 people received flu shots at the Soka University POD, while 1,300 turned out at Cypress College. Below, a family takes advantage of the opportunity for free flu shots at Soka, while (left) the drive-through at Cypress proved to be convenient for this motorcycle police officer.



## Holiday

continued from page 4

should be heated to at least 165° or until hot and steaming throughout.

- Cooking times in microwaves may vary because ovens vary in power and efficiency. Cooking whole, stuffed poultry in a microwave is not recommended. Always use a thermometer to ensure foods are thoroughly cooked. Stuffing might not reach the temperature needed to destroy harmful bacterial. Foods cooked or reheated in microwaves should be stirred or turned occasionally to ensure that all parts of the food are thoroughly cooked. If using frozen meat, first microwave the meat until completely thawed, then follow by cooking. If microwaving is not possible, allow at least 1½ times the cooking time to ensure that the meat is sufficiently cooked throughout.

### Refrigerate leftovers

- Turkey should be refrigerated one of two ways: within two hours after it is cooked; or right after cooking, the turkey should be de-boned, sliced or pulled into pieces no more than 2½ inches thick and refrigerated in shallow containers. Store the meat, stuffing and stock in separate containers in the refrigerator or freezer.
- Do not eat leftover meat that has been refrigerated for longer than four days or eat leftover stuffing or gravy that has been refrigerated for more than two days. If properly wrapped, leftover meat may be safely consumed after being frozen for one to three months.
- Keep refrigerated all cream, custard and meringue pies and any other foods with custard filling, except when being served.

For further tips on meat and poultry preparation during the holiday season, visit the U.S. Department of Agriculture Meat and Poultry website at [www.fsis.usda.gov](http://www.fsis.usda.gov). More information and resources regarding safe food handling can be found on the Partnership for Food Safety Education's "Fight BAC" (bacteria) website at [www.fightbac.org](http://www.fightbac.org).



*Nursing Skills Fair  
photos (cont'd.)*

## Flu

continued from page 4

places him/her at higher risk of complications from flu

For more information, call the Health Care Agency Health Referral Line at (800) 564-8448 or visit [www.ochealthinfo.com/public/flu/index.htm](http://www.ochealthinfo.com/public/flu/index.htm).

### Private Sector and Community Influenza Resources

Some County health plans provide flu vaccinations free of charge to plan members. Please check with your health plan to obtain information. Vaccinations are also available at a physician's offices and some pharmacies. Check online at [www.flucliniclocator.org](http://www.flucliniclocator.org) for listings in your area.

Practicing good health habits, as recommended by the Centers for Disease Control (CDC), are also an important way to help prevent the flu. They include:

- **Avoiding close contact**  
Avoid close contact with people who are sick, keep your distance from others to protect them from getting sick, too.
- **Staying home when you are sick**  
If possible, stay home from work, school and errands when you are sick. You will help prevent others from catching your illness.
- **Covering your mouth and nose**  
Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.
- **Cleaning your hands**  
Washing your hands often will help protect you from germs.
- **Avoid touching your eyes, nose or mouth**  
Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose or mouth.

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

**WHAT'S UP** is a newsletter for employees of the County of Orange, CA, Health Care Agency.

Editors . . . . . Tricia Landquist  
Howard Sutter  
Anne Fialcowitz

Phone . . (714) 834-6644

E-mail . . tlandquist@ochca.com

FAX . . . (714) 834-7644

Pony. . . Bldg. 38-S, 4th Floor





**A message from Agency Director Julie Poulson ...**

# HCA to implement training partner, the County's Learning Management System

**A**s part of our ongoing efforts to enhance our work environment and provide our employees with more effective tools, I am pleased to announce that effective January 2008, HCA will implement and utilize Training Partner, the County's learning management system. This system streamlines training registration, scheduling, and reporting with user-friendly point-and-click menus. Some of the features which our employees and supervisors should find beneficial and an improvement over the current Online Registration System are:

- Online transcripts (a list of all classes you have attended);
- Supervisor ability to review all training records for their employees;
- Supervisor ability to enroll their employees in classes;
- Previously taken work-related training may be added to the employee's

transcript information, (including work related courses taken at colleges, universities, seminars, conferences, e-learning, etc.);

- Access to the most current employee information through weekly updates of the County's Human Resources Countywide Accounting and Personnel System (CAPS);
- Vehicle for publishing Sharable Content Object Reference Model (SCORM) compliant online training files;
- Automated enrollment confirmation and cancellation e-mails, sent to both the student and supervisor;
- Reporting abilities for Federal, State, and local requirements;
- Online report availability for Supervisors and Instructors;
- Access to Training Partner online from anywhere anytime; and
- Instructor online attendance processing. Over the last several months, HCA's

Training and Development Staff have been entering course completion lists from the current Online Registration System in preparation for the January 2008 rollout of the Training Partner automated system, so that a more complete transcript of your records will be available to you and your supervisor. We anticipate online supervisory and employee training to take place in January, with the ability to enroll in Leadership Development Program courses in the new system in February. By the end of 2008, all HCA programs that provide in-house, online and vendor-provided training to employees will have the opportunity to be connected or linked into this system for complete employee transcript records.

Thank you in advance for making this a successful and smooth transition to a more comprehensive learning management system.



## Compliance Word Search

**C**ompliance is not a game, but it shouldn't be a chore either. We are taking a break from the usual Compliance article to have some fun. This month we have a word search in place of our usual article. The terms to find should be familiar from the Code of Conduct, Compliance Policies and Procedures, and training. If you are not familiar with some of these terms, contact the Office of Compliance at (714) 568-5614.

B	T	I	E	E	I	I	L	A	C	I	L	E	N	T	F	O	P	C	O
E	I	V	O	E	L	N	D	P	M	C	F	I	L	I	N	P	S	A	U
P	P	L	A	T	I	O	D	O	C	U	M	E	N	T	O	I	M	C	N
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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.

AUDIT FALSE CLAIMS SANCTION SCREENING HIPAA DOCUMENT  
 MONITOR NON RETALIATION PROVIDER BILLING PHI TRAINING  
 INVESTIGATION CODE OF CONDUCT POLICIES PROCEDURES  
 REGULATIONS GUIDELINES GOVERNMENT FUNDING  
 DEFICIT REDUCTION ACT COMPLIANCE COMMITTEE



# Goodrich named HDM Employee of Quarter

**C**ongratulations to Marianne Goodrich on being named the Health Disaster Management (HDM) Division's first Employee of the Quarter. Her name now appears on two perpetual honor plaques, one on display at the HDM office located at the 405 W. 5th Street building and the other at the Division's Strategic Operations Center (SOC).

Marianne's selection resulted from a newly established selection process. Candidates are nominated by their peers and nominations are evaluated by HDM Program Managers, resulting in a final recommendation of the recipient to the Division Manager. Marianne was the unanimous choice for the inaugural HDM Employee of the Quarter recognition award.

In her role, Marianne provides web development and graphic arts support to all HDM programs. Her visually appealing posters have represented HCA both locally and nationally. With many years private sector experience in graphic design and software applications, Marianne brings a unique artistic flair to her projects.

Whether a poster on influenza preparedness, advertisements for United Way events, promotions of HCA's Special Populations Forum, or presentations for various conferences and professional gatherings, the HDM Division notes that Marianne's efforts always reflect her enthusiasm and commitment to excellence.



*Pictured (left to right) are Health Disaster Management Division Manager Terre Duensing and Marianne Goodrich.*

# Share your thoughts

**T**he Mental Health Services Act (MHSA), approved by voters in 2004 as Proposition 63, requires that each county in California prepare a Prevention and Early Intervention (PEI) program plan. Share your thoughts and suggestions about services to be offered and groups of people to be helped by mental illness prevention and early interventions programs in Orange County by taking an online survey at <http://ochealthinfo.com/prop63/pei/survey/>.

The prevention element of the PEI component focuses on reducing risk factors or stressors to prevent the initial onset of a mental health problem, as well as promoting and supporting the well-being of "at risk" individuals under challenging life circumstances in order to reduce the suffering associated with mental health problems.

The early intervention of the PEI component focuses on preventing mental health problems from getting worse. This component is directed toward people for whom a short duration (<1 year), relatively low-intensity intervention is appropriate to measurably improve mental health problems, or to avoid the need for more extensive mental health treatment or services.

Please take a few minutes to complete the online survey, which is available in English, Spanish and Vietnamese, and share your opinions and suggestions about how we can better plan for the needs of the community.

For more information regarding the survey, please contact Kimari Phillips at (714) 834-7402 or by e-mail at [kphillips@ochca.com](mailto:kphillips@ochca.com).



**WHAT'S UP** is a newsletter for employees of the County of Orange, CA, Health Care Agency.

Editors . . . . . Tricia Landquist  
Howard Sutter  
Anne Fialcowitz

Phone . . (714) 834-6644  
E-mail . . tlandquist@ochca.com  
FAX . . . (714) 834-7644  
Pony. . . Bldg. 38-S, 4th Floor

*Of we take care of the moments, the years will take care of themselves.*  
—Maria Edgeworth

# HCA and OC MRC respond during Santiago fire

**T**he recent Santiago Fire during the month of October prompted a response by several Health Care Agency programs, as well as many other County agencies and the Orange County Medical Reserve Corps (MRC).

At the Agency level, the Health Disaster Management (HDM) Emergency Medical Services (EMS) Department Operations Center (DOC) was activated 24/7 from Sunday, October 21 to Friday, October 26. The EMS DOC monitored ambulance availability and hospital/skilled nursing facility bed capacities, as well as served as a collection point for all HCA response activities.

The Orange County Operational Area Emergency Operations Center (EOC) located at Loma Ridge was also activated 24/7 during the same time frame as the EMS DOC, and was noted to be the largest and longest activation duration for a real life event.

At the EOC, members from HDM and Public Health Services staffed the policy group and medical branch, as well as assisted callers who phoned the Public Information Hotline with questions. Staff from HCA Public Information and Communications also provided support to the EOC Public Information Officer (PIO) and assisted in developing



*A photo collage compiled from photos taken by the Orange County Fire Authority and Animal Care Services.*

several press releases to keep the public informed about evacuations, shelters, road closures and air quality, to name a few. Daily conferences were also conducted to ensure HCA response needs were being met.

Representatives from Animal Care Services, Environmental Health, Public Health Nursing and Behavioral Health Services provided 24/7 services in the field, at the Incident Command Post, American Red Cross Shelters, Family Assistance Centers, and as residents from evacuated areas were permitted to reenter their neighborhoods.

The Orange County MRC was also activated for the first time for mutual aid assistance since its official registration date in 2004. During the fires, this activation notified 56 MRC Volunteer Nurses to staff the El Toro High School shelter which housed 135 evacuees.

A total of eight California Registered Nurses were scheduled by the American Red Cross and the MRC Coordinator to staff 12-hour shifts and back-up support shifts to provide basic first aid and triage to sheltered evacuees. The MRC office was also utilized by the OC Operational area to contact local Orange County veterinarians who would provide assistance to animals affected by the fire.

Agency Director Julie Poulson also attended briefings at the EOC at Loma Ridge and the EMS DOC. County Health Officer Dr. Eric Handler visited the American Red Cross shelter at El Toro High School and the Incident Command Post and Base Camp at

# Open House set for new MH Clinic

**T**he Older Adult Mental Health Recovery Program (OAMHRP), funded by the Mental Health Services Act has opened the "first ever" older adult mental health clinic. An open house is planned for January 15, 2008 from 1 p.m. to 4 p.m. at the facility located at 1540 E. First St. in Santa Ana.

The clinic is intended to serve older adults age 60 and over who have a serious and persistent mental illness. All clients must be enrolled in the OAMHRP. The program is staffed by mental health staff who have a specialty in older adult issues.

The clinic will offer the services of a geropsychiatrist, clinical social workers, mental health specialists and Life Skills Coaches. In addition to medication management and counseling services, clients will be encouraged to attend groups which will target a variety of issues, such as dual diagnosis, employment reentry and family and social relationships.

The clinic is easily accessible from I-5 and the 55 freeways, and bus routes on First St. Hours of operation for the clinic are 8 a.m. to 5 p.m., Monday through Friday, as needed.

All are invited to attend the open house. Come by and tour the facility, meet staff and learn about the new Older Adult Mental Health Recovery Program and clinic.

*The measure of life is not its duration, but its donation.*  
—Peter Marshall

Irvine Park.

HCA's prompt response and continued efforts assisted in the initial response into the recovery phase of the fire. Thanks to all HCA staff and MRC volunteers who dedicated themselves to the effort by working extended hours, midnight shifts, in the field and filling in to complete additional assignments for those who were deployed.

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# National Nurse Practitioner Week celebrated



*In celebration of National Nurse Practitioner Week, November 11-17, Agency Director Julie Poulson presented a group of Agency Nurse Practitioners with a Proclamation recognizing the national event and the contributions made by the Agency's Nurse Practitioners to HCA programs and services. Those present to receive the proclamation included: Ray Camarena, NP, Betty Bogar, NP, Peggy Miguad, NP, Barbara Bauman, NP, and Jerry De Jesús, NP, of Correctional Medical Services; April Barrio, NP, of Correctional Mental Health; Kathy Doan, NP, of Juvenile Health Services; and Ana Pope, NP, of Public Health Services.*

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## **Building Roads to Our Future:**

# Sharing lessons learned in prevention

**S**ponsored by the California Prevention Collaborative, California Department of Alcohol and Drug Programs, and the Orange County Health Care Agency – Alcohol and Drug Education and Prevention Team (ADEPT), “Building Roads to Our Future: Sharing Lessons Learned in Prevention” was this year’s theme at the 2007 California Prevention Summit. Held October 28-30, 2007 at the Sheraton Park Hotel in Anaheim, this three-day conference provided prevention professionals from all over the state an opportunity to hear about lessons learned from evidence-based alcohol, tobacco and other drug (ATOD) prevention strategies, as well as an opportunity to contribute recommendations to the State for strengthening the ATOD field.

More than 300 conference participants attended the Summit, which included plenary sessions, workshops, and discussion groups. Conference presentations and discussions centered on involving youth in ATOD prevention, maintaining safe and drug free schools and communities, and sustaining effective ATOD prevention programs.

Keynote speakers included Beverly Watts-Davis, Senior Advisor on Substance Abuse, Substance Abuse and Mental Health Services Administration (SAMHSA) and Michael Cunningham,



*The ADEPT team is pictured with a display created by the program which was showcased during the Prevention Summit. Pictured (back row, left to right) are Stacey Zapanta, Penny Black, Richard Kite, Chris Prevatt, Rebeka Sanchez, Elizabeth Daoust, Carolyn Secrist and Kathy Kendrick. Pictured (front row, left to right) are Health Promotion Division Manager Amy Buch and Juan Montes.*

... continued on page 8

**... additional photo on page 8**

# HDM participates in several local events

**D**uring the month of October, HCA's Health Disaster Management Division (HDM) participated in several local disaster preparedness events, as well as hosted a Special Populations Forum and took part in the annual American Health Care Congress.

To connect with the local business community, HDM participated in an ORC Worldwide Business Preparedness Leadership meeting on October 11 at the Edwards Life sciences facility in Irvine. The meeting included CEOs from large corporations and security representatives. Dr. Eric Handler provided an overview of his responsibilities as Public Health Officer and HDM Division Manager Terre Duensing explained the role of HDM, the Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), and the Incident Command System (ICS). Meeting attendees also had the opportunity to participate in a Pandemic Influenza Tabletop Exercise led by HDM staff.

On October 15, approximately 100 community members attended a "Special Populations Forum: Disaster Readiness for Special Populations" at the City of Costa Mesa Neighborhood Community Center. Hosted by HDM, the goal of the forum was to help community partners plan for specific needs that the community may have in the event of a disaster. Attendees had the opportunity to hear presentations on the Centers for Disease Control (CDC) Public Health Workbook, risk communications and Specific Needs Awareness Planning (SNAP), as well as take part in a tabletop exercise. After the day's events, participants received planning tools including the CDC Public Health Workbook and a DVD copy of

"Emergency and Disaster Preparedness Workshop for Special Populations."

HDM also took part in the 4th Annual American Health Care Congress held on October 16 in the City of Ontario. The conference is designed to strengthen the public will for health system change

(POD) sites. Dr. Eric Handler also served as a presenter and discussed his role as the County Health Officer.

Staff from several HCA programs also participated in the 23rd Annual American Red Cross Disaster Preparedness Academy on October 17 with a



*A "Special Populations Forum: Disaster Readiness for Special Populations" was held on October 15 at the City of Costa Mesa Neighborhood Community Center to help community partners plan for specific needs that the community may have in the event of a disaster.*

by educating the public on healthcare issues, engaging the public in constructive dialogue and presenting comprehensive solutions to address the systematic problems that underlie the lack of affordable healthcare. HDM staff represented the Health Care Agency and presented information on several topics relating to the pandemic planning process, disaster planning for special populations, cardiovascular receiving centers, hospital surge preparedness and point of dispensing

presentation on "Guess who's Coming to Dinner," which discussed the process of investigating a restaurant-based foodborne illness outbreak. More than 600 representatives from local government, the Governor's Office of Emergency Services, cities, school districts, the private sector and volunteers had the opportunity to participate in a panel discussion with Dr. Hildy Meyers, Dr. Eric Handler, David Souleles, Paul Hannah, Howard Sutter, Mike Haller and Terre Duensing.

## JANUARY HEALTH OBSERVANCES

Cervical Health Awareness Month

National Birth Defects Prevention Month

National Glaucoma Awareness Month

National Radon Action Month

Thyroid Awareness Month

Healthy Weight Week . . . . . 20-26

*When the days are too short chances are you are living at your best.*

—Earl Nightingale

# Health Promotion Division staff presenters at annual APHA meeting

**K**udos to Health Promotion Division staff, Joe Vargas and Frank Hernandez! Joe and Frank both presented at this year's American Public Health Association (APHA) Annual Meeting and Expo held in Washington, DC November 3-7. Joe's presentation, "Using a community-based assessment: Effective strategies and lessons learned to engage Latinos in the development, implementation and participation in emergency preparedness," highlighted the Health Care Agency's efforts to address disaster preparedness within special populations, particularly the Latino community. His presentation outlined steps and practices for developing an effective emergency preparedness training plan for Latinos.

Frank Hernandez also presented at this year's APHA meeting as a part of his graduate studies at California State University, Long Beach. Frank's presentation, "Snack Right Health Vending Machines: An Environmental Approach to Improve the Health of California State University, Long Beach (CSULB)," discussed findings of an environmental assessment of vending machine food and beverage items offered on CSULB property, and shared recommendations to improving healthy options in campus vending machines.

If you have questions or would like to receive copies of these presentations, contact Joe Vargas at [jvargas@ochca.com](mailto:jvargas@ochca.com) or Frank Hernandez at [fhernandez@ochca.com](mailto:fhernandez@ochca.com).

*Frank Hernandez is pictured alongside a diagram of his presentation on "Snack Right Health Vending Machines": An Environmental Approach to Improve the Health of CSULB.*



*Joe Vargas (pictured in back) prepares to give his presentation on "Using a community-based assessment: Effective strategies and lessons learned to engage Latinos in the development, implementation and participation in emergency preparedness," during the APHA Annual Meeting and Expo held in Washington, D.C. from Nov. 3-7.*



## Gold Star

*continued from page 1*

offered to the public, which allowed community partners to exercise their POD sites.

In planning a POD exercise, Keith is responsible for exercise development, trainings and materials, such as the Field Operations Guide. He has additionally conducted POD seminars and workshops for the cities of Tustin, Anaheim, Cypress and Aliso Viejo, as well as trainings for HCA staff to act as supervisors and liaisons for city POD sites.

He began his career with HCA during June 2006 as a Staff Specialist in the Bioterrorism Preparedness Program, which is now known as the Health Disaster Management Division. He was then promoted to his current title as Cities Readiness Coordinator.

"I clearly enjoy working with the community and our partners with the main goal of enhancing the community's ability to effec-

tively plan and prepare for a public health emergency," said Keith. "My goal is to have the POD exercise become an annual event that is recognized not only as an HCA exercise internally, but also as a countywide exercise."

*All that we send into the  
lives of others comes back  
into our own.*  
—Edwin Markham

# Cultural Competency Spotlight on Excellence

**B**ehavioral Health's Cultural Competency Program named Cynthia Detweiler of the Substance Abuse Resource Team (START), as the recipient of the December 2007 Spotlight on Excellence Award.

Cynthia is experienced in working with older adults, mental illness and co-occurring disorders. She has given educational presentations on topics including substance use disorders in older adults, harm reduction, brief interventions and co-occurring disorders in older adults.

She is noted for her passion and empathy to express compassion while motivating her clients to improve their quality of life and to bring peace and joy to their spirits. She embraces each individual's uniqueness by acknowledging his or her personal histories, cultural beliefs and practices.

Cynthia has been with HCA's START program for the past 7½ years and worked at the Royale Therapeutic Residential Center prior to her current position. She is a Licensed Clinical Social Worker and California Certified Addiction Treatment Counselor. Cynthia is a graduate of USC with a Masters Degree in Social Work and a Certificate in Severe and Persistent Mental Illness.



*Pictured (left to right) are Ronnie Kelley, Cynthia Detweiler, Mary Ellen Keesey and Rafael Canul.*



*Staff from ADEPT gather for a group photo during the California Prevention Summit held from Oct. 28-30 in Anaheim. Pictured (back row, left to right) are Health Promotion Division Manager Amy Buch, Chris Prevatt, Rebeka Sanchez, Richard Kite, Juan Montes, Mary Fabela, Kathy Kendrick, Elizabeth Daoust and Carolyn Secrist. Pictured (front row, left to right) are ADEPT Program Manager Marilyn Pritchard, Penny Black and Stacey Zapanta.*



## Timecard FAQs continued ...

### **Can I correct my timecard if it's already been submitted?**

Supervisors can request Payroll to return an employee's timecard by sending an e-mail to [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com). The e-mail should include the employee's name and ID number. Corrections can be made as late as non-payday Friday morning.

### **How can I correct time worked for a prior pay period?**

Your supervisor needs to complete the Time Sheet Adjustment Form and e-mail it to [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com). To find the form, supervisors can log into the HCA Employee Intranet. Under the Links Menu click on "Forms/Payroll," then click on the "W" icon to access the Time Sheet Adjustment Form. For future use, supervisors can save the file to his/her desktop.

Contact Payroll either by e-mail at [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com) or by phone at (714) 834-5744 from 7:30 a.m. to 5:00 p.m. Monday-Friday.

## Sharing Lessons

*continued from page 5*

Deputy Director, California Department of Alcohol and Drug Programs. State Controller John Chiang made a special appearance to accept recognition for his part in statewide prevention efforts from youth attending the conference on Sunday.

For additional information about the conference or to learn more about the ADEPT Program, visit the ADEPT website at [www.ochealthinfo.com/adept](http://www.ochealthinfo.com/adept).