



# Archived Document

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## Nurses decorate 2013 Rose Parade float

Several HCA nurses volunteered their time to help decorate a nurse themed float called "A Healing Place" featured in the 2013 Rose Parade in Pasadena.

The float recognizes nurses and their qualities which are reflected in the design of the float – caring, commitment, compassion, confidence, conscientiousness and intelligence. Nurses bring these qualities to create a healing place using wisdom,

skill and versatility to nurture and educate their patients to prevent illness or gently helping them heal.

Thank you to the following HCA nurses who helped contribute to the success of the float:

- Robyn Baran
- Margie Carrigan
- Marilyn Edgar
- Anh Pham
- JoAnn Calder
- Maria Dominguez-Wilson
- Joanne Fierro
- Rona Tagayun



HCA Public Health nurses and their daughters had the opportunity to decorate a nursing themed float at this year's 2013 Rose Parade in Pasadena. Nurses bundled up to stay warm while decorating the float in a cold warehouse, which helped to keep the flowers fresh. "A Healing Place" recognized nurses and their qualities which are reflected in the design of the float.

# Executive Secretaries host holiday event

**O**n Dec. 11, 2012, HCA Executive Secretaries hosted a Rock 'N' Roll Holiday Bowl Luncheon at Tustin Lanes for HCA support staff. Various prizes were awarded to bowling team winners.



HCA Executive Secretaries pictured (top row, left to right) Marsi Hartwell, Raul Loera and Maria Montellano and (bottom row, left to right) Maggie Rawlins, Lisa Alford and Denise Westrick hosted an event for HCA support staff at Tustin Lanes to celebrate the holidays.



Team winners of lunch courtesy of the Director are pictured (left to right) Irma Plascencia, Cattien Nguyen and Ana Palma.

...more photos on page 5

# Compliance Analyst receives CHC Certification

**T**he Office of Compliance is pleased to announce that HCA Compliance Analyst Caroline Matthew, CHC, is now certified in Health Care Compliance.

This nationally recognized certification indicates achievement of competency in compliance and ethics. To be eligible for the Certified in Healthcare

Compliance (CHC)<sup>®</sup> Examination, candidates must fulfill the requirements in Work Experience and Continuing Education.

Caroline's experience in medical records, hospital compliance and privacy combined with her compliance duties at HCA helped her to qualify for the exam. At least 1,500 hours of work experience in a health care compliance-related position

is needed in addition to 20 CCB credits of continuing education received in the 12-month period preceding the date of the exam.

In December 2012, Caroline completed the HCCA Compliance Basic Academy where industry leaders offered intensive training on a variety of topics including:

- Application of Personal and Business Ethics in Compliance
- Written Compliance Policies and Procedures
- Compliance Training and Education
- Communication and Reporting Mechanisms in Compliance
- HIPAA Privacy Implementation

If you have compliance questions or concerns, feel free to contact Caroline or any other member of the Office of Compliance.

- Thea Bullock, CHC, Chief Compliance & Privacy Officer—714-834-3154



**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.



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# PH Lab hosts Holiday gingerbread decorating event

The Public Health Laboratory decided to change things up a bit in planning their 2012 holiday celebration. Potlucks, although easier on everyone's wallet, have been too routinely done and going out to celebrate was simply not an option for the group.

Due to the economic struggles and stresses of the holiday season, they wanted to do something different and fun, yet economical for everyone. A committee was formed and through a creative meeting of the minds, the idea for a gingerbread house contest was created.

All year long, the lab collectively recycles and saves the money earned for holiday celebrations. This year, they were able to purchase the gingerbread house kits and have a party without a cost to attend.

The gingerbread house rules were simple: up to four people per team, everything had to be edible and the gingerbread houses had to be built in the lab (during breaks and lunches). After several days

of frosted tables, sticky door knobs and the smell of candy and gingerbread, all seven houses were completed and ready for display.

A panel of three neutral judges were selected – Donna Fleming, Susan Attinger and Dr. Matthew Zahn, who took their jobs very seriously. After careful consideration and deliberation, the judges chose winners for each of the seven categories. Yes, everyone was a winner and surprisingly, every house was unique.

The big question the committee had faced was what to do with these gingerbread houses after the party. The answer was quite clear and unanimous. They donated them to Orangewood Children's Home where they would bring joy and brighten someone's day. Orangewood gladly accepted all seven of their gingerbread houses and found homes for them in different areas.

The festivities turned out to be a fun collaboration among friends and coworkers while also giving a little back during the holiday season.



HCA's Public Health Lab hosted a 2012 holiday gingerbread decorating event for staff. Teams of four set off to decorate their houses knowing that everything used had to be edible and time spent on decorating could only be done during breaks and lunches. Seven unique houses were created and each won in seven different categories. After the event, the gingerbread houses were donated to Orangewood Children's Home to be enjoyed by the children housed there.

# 2013 Point-in-Time Count of the Homeless

Every two years, the County of Orange and its non-profit partners conduct a single day count of the County's sheltered and unsheltered homeless population. On Saturday, January 26, 1,000 volunteers will count the homeless from approximately 5-9 a.m. on the streets throughout the county.

If you are interested in volunteering your time to help with the count, please visit the project website at [http://pointintimeoc.org/volunteer\\_job.htm](http://pointintimeoc.org/volunteer_job.htm). A short training session is required prior to the day of the count. For additional questions, please send an email to [info@pointintimeoc.org](mailto:info@pointintimeoc.org).

The project is undertaken to preserve over \$16 million in annual federal funding for homeless programs and services, and serves as a means for leveraging additional funding from other government and private sources for needed homeless services, and provides data to inform decision making on better service planning and delivery including Orange County's Ten Year Plan to End Homelessness. To learn more about the Ten Year Plan or the Commission to End Homelessness, please visit [www.ocpartnership.net/our\\_services\\_coc\\_board.htm](http://www.ocpartnership.net/our_services_coc_board.htm).

# Set realistic weight loss goals the healthy way

Each New Year, many people resolve to lose weight and eat healthy. Many times these resolutions are often followed for several weeks then notoriously forgotten. To help keep you on the right track, the Academy of Nutrition and Dietetics recommends avoiding fad diets, being realistic and specific when setting weight loss goals and consulting a physician before adopting an exercise plan.



Build a support network of family and friends to try new healthy recipes with you or to be your workout buddy. Having a support network can help you to focus on positive results rather than temptations and also help motivate you to stick with your plan.

For more information to get a jump start on setting goals for a healthy New Year, visit the Academy of Nutrition and Dietetics website at [www.eatright.org](http://www.eatright.org), where you can find resources including nutrition fact sheets, a good nutrition reading list and nutrition information.

You can also visit Public Health Services Deputy Agency Director [David Souleles' blog](#) which includes both personal and work related experiences as he chronicles his journey through eating healthy and being active. Share your personal health and physical activity tips, as



# New HCA website

HCA's new public-facing website is live! The new website provides great tools like mega menus for easy navigation, program specific calendars that automatically feed into a general HCA calendar, and a countywide brand that will be visible throughout all County of Orange websites. The process began in March 2012 and went live on January 2, 2013.

HCA staff will have the opportunity to attend web training in the coming months to learn how to edit a program webpage. If you have bookmarked any HCA or other County webpages, you will need to resave them using the new web address.

Check out the new [website](#) and tell us what you think!



*Tell Us What You Think!*



*All that is worth  
cherishing begins in  
the heart.*

—Suzanne Chapin

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# World AIDS Day – “Getting to Zero”

**W**orld AIDS Day, observed annually on December 1<sup>st</sup>, is a day to reflect and remember those who have lost their lives and those who are still living with HIV or AIDS. The 2012 theme is focused on “Getting to Zero: Zero new infections. Zero discrimination. Zero AIDS related deaths.”

In Orange County, 11,327 people have been diagnosed with HIV; 6,820 persons are still living with the virus; and nearly 2,000 are estimated to be infected without knowing it.

During the first week of December, the Health Care Agency displayed messages from the HIV Planning Council and its committees, service providers, and individuals living with HIV/AIDS as part of the Facing AIDS campaign at its 17th Street location.

The Facing AIDS campaign is part of a national effort to reduce stigma and promote HIV testing. Facing AIDS messages on display varied from “Facing AIDS to give hope” to “I Am Facing AIDS and living a better life.” Visitors and staff who saw the display shared the impact it had on them. One visitor said, “It’s nice to see the amount of support there is in Orange County.”

Eliminating stigma about HIV, encouraging everyone to know their HIV status, and making sure people living with HIV have access to medical care and medications are all important steps in “Getting to Zero” in Orange County.

To learn more about Orange County’s plan to address HIV, read the [Orange County Comprehensive HIV Plan](#).

- FEBRUARY HEALTH OBSERVANCES**
- AMD/Low Vision Awareness Month
  - American Heart Month
  - International Prenatal Infection Prevention Month
  - National Children’s Dental Health Month
  - Give Kids a Smile Day . . . . . 1
  - National Wear Red Day . . . . . 1

## Executive Secretaries *continued from page 2*



Game one bowling team winners received trophies and movie tickets presented by Lisa Alford. Pictured (left to right) are Maggie Rawlins, Irma Plascencia, Pam Gutierrez, Rena Murillo and Lisa Alford.



Game two bowling team winners received trophies and prizes presented by Lisa Alford. Pictured (left to right) are Lisa Alford, Julie Nguyen, Maria Montellano, Imelda Castaneda, Susanna Ganey and Denise Westrick.



2012 Rock ‘N’ Roll Holiday Bowl Lunch participants pose for a group photo at Tustin Lanes.

# Purchasing hosts holiday door decorating fundraiser

**W**hen HCA Purchasing moved into their new building October 2011, they started a new tradition of decorating their office doors and windows for the holidays. The first year was such a success that they were asked to do it again.

For 2012, they added to the festivities by including a Santa photo booth and bake sale. The event was a success and raised \$502 for United Way with half coming from donations to each staffer's individual donation box outside their office.

The donations allowed visitors to help determine which window or door they liked best. The event was well attended by not only HCA personnel, but also by other businesses within the building located at 200 W. Santa Ana Blvd. across from the Old Orange County Courthouse. Purchasing is committed to the United Way campaign and staff are already discussing plans for this year's event.

*Santa and his elves were available for photos during the event. Pictured (left to right) are Annie Pham, John Martinez and Cathy Chang.*



Happy Holidays from Santa and HCA Purchasing. Pictured (sitting, left to right) are Lara Seto and Roland Tabangin. Pictured (first row, left to right) are Judy Urbanos, Sandra Anaya, Diana Perez, Ana Figueroa and Patrick Clark. Pictured (second row, left to right) are Edith Knott, Roy Aragon, Leila Garcia and Mike Macias. Pictured (top row, left to right) are Nahed Girgis, Cathy Chang, John Martinez as Santa, Annie Pham and Anthony Ontiveros. Not pictured is Walt Cadena.



A bake sale was also held during the holiday door/window decorating contest which featured nachos and eggrolls to name a few. Pictured (left to right) are Ana Figueroa, Judy Urbanos and Edith Knott.



Sandra Anya's "Charlie Brown Christmas" received an honorable mention.

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

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

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## Purchasing Holiday

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Congratulations to Cathy Chang, 1st place winner of the Purchasing holiday door/window decorating contest for her "Pooh and Friends" theme.



2nd place winner is "Mrs. Claus's Kitchen" by Lara Seto.



Judy Urbanos received an honorable mention for her "Snowman Village" themed window.



Designed by Diana Perez and Roy Aragon is a "Marshmallow Winter Wonderland" themed display.

## Realistic Weight Loss

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well as your challenges and successes, with David and your co-workers.

HCA's internal WorkingWell initiative provides a foundation for the Agency to protect and promote the health of our employees and support our efforts toward creating a healthier tomorrow, starting with our staff. Visit the WorkingWell intranet website at <http://intranet/workingwell> for more information, resources and tips for leading a healthy, active lifestyle.

## Caroline Matthew

continued from page 2

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- Linda Le, CHPC, Deputy County Compliance Officer—714-834-4082
- Nikoo Tabesh, Privacy Analyst—714-834-5172
- Erika De Anda, Compliance Specialist—714-568-5614

*The Internet is just a world passing  
around notes in a classroom.*  
—Jon Stewart

## LDP celebrates 6th graduating class

**T**he National Association of Counties (NACo) and California State Association of Counties (CSAC) award winning HCA Leadership Development Program (LDP) celebrated its 6<sup>th</sup> graduating class on January 23, 2011 at the Cal State Fullerton Garden Grove Campus, in partnership with OC Waste and Recycling (OCWR) and OC Public Works (OCPW).

LDP celebrated its largest graduating class to date with a total of 63 graduates – 34 from HCA and 29 from partnering agencies. A total of 53 participants completed Track I of the program and 10 finished Track II – 1 participant graduated from both tracks.

The event began with refreshments and a pre-graduation reception where graduates, supervisors and partner agencies' executive teams had an opportunity to network with each other and celebrate

the graduates' success. Following the reception, those in attendance moved into the auditorium for the graduation ceremony.

Graduates were inspired by remarks from the three partner Agencies' Directors and Deputy Directors. Representing HCA, Jeff Nagel spoke of the relevance of learning new skills and holding them much like the precious ring from *The Hobbit* to be used for strength and "adventures" in leadership in the future. Mike Giancola from OCWR shared his own career development path, taking advantage of the County's trainings opportunities and tuition reimbursement programs and working his way up from entry level jobs at the County to OCWR's executive leadership. Rick LeFeuvre from OCPW celebrated the graduates' accomplishments by

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HCA's Leadership Development Team and Graduates pose for a group photo. Pictured (top row, left to right) are Tom Shaw, Hisham Elmishad, Stephen Lownes, Jennifer Bernsen, Daniel James, Jeff Nagel, Margaret Clarke, Jessica Ayala, Michael Macias, Deborah McGlone and Azahar Lopez. Pictured (bottom row, left to right) are Lisa Bauer, Christine Caudill, Jackie Bernard, Daisy Corona, Lorena Bogarin, Julia Rinaldi El-Abd, Karen Galliher, Teresa Garcia, Tumihn Pham, Juan Bravo, Margie Soto, Haya Farooqui, Wube Abebe, Beatriz Baires, Zinia Arroyo, Cenia Robinson, Michael Williams, Leslie Moffit and Blanca Estela Ortiz. Not pictured are Garrett Bright, Michael Brown, Janette Cervantes, Araceli Garcia-Rocha, Tricia Landquist, Carlos Perez, Salome Tenorio, Tuyet Vuong and Julie Khan.

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# Community leaders explore ways to combat hunger in OC

**A** community forum “Waste Not, Want Not,” was held on January 11, 2013 at the Costa Mesa Community Center to explore opportunities to combat hunger by recovering potentially usable prepared and perishable foods.

According to the Orange County Food Bank, there are nearly 456,000 people at risk for hunger every month in Orange County and 1 in 5 Orange County children face food insecurity. Requests for emergency assistance have skyrocketed during the economic downturn and product donations to local food banks have decreased during the same period. Simultaneously, Americans discard 40% of their food, valued at \$165 billion annually.

Forum participants included County Health Officer Dr. Eric Handler who discussed a project between the UCI School of Public Health and the City of Stanton that involves grad students exploring ways to end hunger in the city and HCA Environmental Health Director Richard Sanchez who provided attendees with legal reference information on donated food.

“Dr. Handler is to be commended for helping to

bring together key stakeholders to address hunger in Orange County,” said HCA Director Mark Refowitz. “Ending hunger provides a unique opportunity for training individuals in the field of culinary arts who would otherwise be in the soup kitchen lines, while also meeting a critical social need.”

Additional forum participants included representatives from food banks, restaurants, grocers, theme parks, sports venues, manufacturers and educational institutions. Organizations currently engaged in recapturing perishable foods shared their success and also discussed the barriers to salvaging perishable foods such as liability, logistics, costs and distribution.

The forum plans to meet once again in three months to move forward in developing a strategic plan in combating hunger by recovering potentially usable prepared and perishable foods. For more information, visit the Orange County Food Bank at [www.ocfoodbank.org](http://www.ocfoodbank.org) or the OC Food Access Coalition at [www.ocfoodaccess.org](http://www.ocfoodaccess.org).



County Health Officer Dr. Handler discusses a UCI and City of Stanton project that aims to end hunger in the city during a Jan. 11<sup>th</sup> community forum held at the Costa Mesa Community Center.

*Motivation is what gets you started. Habit is what keeps you going.*

—Jim Ryun

# Healthcare Fraud – An expensive crime

**D**id you know that Medicare and Medicaid fraud costs the government billions of dollars each year? Fraud is generally defined as an intentional attempt to receive benefits or unauthorized payments from the payor source (like Medicare or Medicaid).

More and more we hear stories of individuals and organizations fraudulently billing the government for millions of dollars. To combat fraud and recoup payments, the government has been going after these criminals and since 2008 has recovered more than \$10 billion in its anti-fraud efforts. Those who commit fraud can expect fines and prison time. To better illustrate healthcare fraud, here are some examples of what fraud might look like in the workplace:



COMPLIANCE  
UPDATE

- Billing for services never performed
- Billing for more expensive services than were actually provided (also known as “upcoding”)
- Billing twice for the same medical service
- Dispensing generic drugs but billing for brand name drugs
- Falsifying signatures and other documents related to the provision of medical services



Healthcare workers should always be aware of what constitutes fraud so that it can be reported immediately. If you are aware of any activity you believe to be fraudulent or have questions about fraud, please contact the Office of Compliance immediately at (714) 834-4399. You can read more about healthcare fraud at <http://www.dhcs.ca.gov/individuals/pages/stopmedi-calfraud.aspx> or <http://www.stopmedicarefraud.gov/aboutfraud/index.html>.

For fun, try these quiz questions to test your knowledge of healthcare fraud.

- |  |      |       |
|--|------|-------|
| • Intentionally providing incorrect information on a claim to get a high reimbursement is considered fraudulent.   | TRUE | FALSE |
| • Only healthcare providers are able to commit healthcare fraud.   | TRUE | FALSE |
| • If I accidentally omit a piece of information from a client’s chart, I have committed fraud.   | TRUE | FALSE |
| • I am unsure if a client has been given a certain test. I don’t want to follow up with the physician so I will document it was done anyway. This is fraudulent. | TRUE | FALSE |
| • “I can bill for individual therapy even though I provided group therapy; it does not matter.”  | TRUE | FALSE |

## LDP Graduating Class

*continued from page 1*

commending their hard work and thanking them for what they bring back to their Agency.

Following some remarks from CSUF’s Dean of Extended Learning Carol Creighton who recognized Track II graduates, the audience had an opportunity to listen to five graduates as they shared the impact of how learning new skills had made a difference in their confidence and performance at work.

Graduating from Track I Margaret Clarke from HCA shared how she has applied the skills she learned in LDP and Cesar Orozco from OCWR described the opportunities he has every day to use the tools he learned in the program. Graduating Track II, Ruby Maldonado from OCPW inspired the audience by sharing her “aha moment” in leadership.

Don Reis from OCWR shared a lively presentation about his leadership journey and how LDP has made him a better leader. From HCA, Julia Rinaldi El-Abd shared how specific classes and content has impacted her everyday work and how the program honors all participants’ desire to learn and develop.

After LDP and CSUF certificate awards were given, participants gathered with their respective agencies to pose for a commemorative photo. All in attendance enjoyed an afternoon filled with celebration and positive energy that reminded them that leadership begins from the inside, and we all play important roles in the County of Orange.

For more information about HCA’s Leadership Development Program and how you can participate, please visit the website at <http://intranet.ochca.com/hr/ttd>.

**Answers on page 4**

# February is American Heart Month

Each year, the American Heart Association designates the month of February as American Heart Month and celebrates the “Go Red for Women” movement – a fight to save women’s lives from heart disease. It’s also a time for learning about cardiovascular health, risk factors and warning signs of a heart attack or stroke. It is also a good time to look at your lifestyle choices and determine whether you need to make changes for your own heart health.



According to the American Heart Association, heart disease is still the No. 1 killer of women, causing 1 in 3 deaths each year and heart disease kills more women than all kinds of cancer combined.

To help get you on the right track, the American Heart Association has designed “Life’s Simple 7,” which are seven steps on how best to live and keep your heart healthy:

- Get Active
- Eat Better
- Lose Weight
- Stop Smoking
- Control Cholesterol
- Manage Blood Pressure
- Reduce Blood Sugar

These measures have one unique thing in common – any person can make these changes and even modest improvements will make a big difference. Start with one or two.

Help spread the word about the effects of heart disease and encourage others to learn more about the benefits of leading a healthy lifestyle. For more information on preventing cardiovascular disease and stroke, visit the American Heart Association website at [www.americanheart.org](http://www.americanheart.org).

## MARCH HEALTH OBSERVANCES

National Colorectal Cancer Awareness Month

National Nutrition Month®

Save Your Vision Month

Social Worker Month

Brain Awareness Week . . . . . 11-17

World Tuberculosis Day . . . . . 24

American Diabetes Alert Day . . . . . 27



Great minds have purposes, others have wishes.  
—Washington Irving



Save the Date

# Public Health Week 2013

Be sure to mark April 1-7, 2013 on your calendar for Public Health Week. This year’s theme “Public Health is ROI: Save Lives, Save Money,” highlights the value of prevention and the importance of well-supported public health systems in preventing disease, saving lives and curbing health care spending. Join the movement in championing the work of public health and its significant return on investment (ROI).

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

## Compliance Quiz Answers

Answers:

- 1-True, 2-False, 3-False, 4-True, 5-False



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## March is National Nutrition Month®

**“E**at right, your way, and every day” is this year’s National Nutrition Month® (NNM) key message. Created annually

by the Academy of Nutrition and Dietetics, the national campaign encourages healthy eating styles using the 2010 Dietary Guidelines and MyPlate® messages.

The Dietary Guidelines help consumers make wise choices in their food selections, and MyPlate is a helpful tool in making every meal balanced

with each food group. The NNM message also recognizes that food preferences, lifestyle, culture, ethnic traditions, and health concerns all impact how people make food choices. HCA’s Nutrition Services/WIC program will celebrate NNM with the following activities:

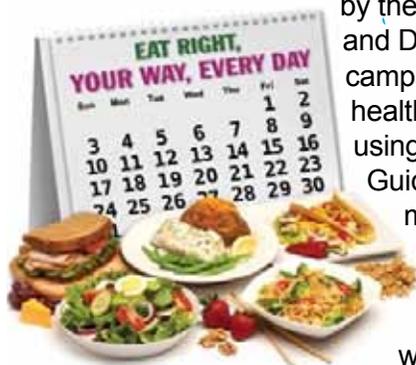
- A display in Building 50’s main hallway and the

employee lunch room explaining the NNM key message and examples of MyPlate meals.

- A “Build-Your-Salad-Your-Way” salad bar at the WIC Full Staff Meeting to celebrate healthy eating.
- A presentation regarding NNM goals and message at the WIC Full Staff Meeting.
- A fun nutrition quiz for Building 50 employees.

HCA Nutrition Services has several registered dietitians who play a critical role in helping people eat right, their way, and every day. For more information on National Nutrition Month®, or a healthier you, visit the Academy of Nutrition and Dietetics website at [www.eatright.org/nnm](http://www.eatright.org/nnm). To learn more about the 2010 Dietary Guidelines and MyPlate, visit [www.choosemyplate.gov](http://www.choosemyplate.gov).

Join HCA Nutrition Services, as they celebrate National Nutrition Month® by eating right, your way, every day.



National Nutrition Month®





# 2013 Compliance Survey

Every other year, the Office of Compliance conducts a survey to help them understand the effectiveness of HCA's Compliance Program. The electronic survey is anonymous and contains several questions to help the Office of Compliance learn how it can improve its compliance program and better serve as a resource for all HCA employees.

This year, the survey will roll out on April 1, 2013 and employees will have the entire month to complete it. While the survey is voluntary, we ask that you please take a few moments out of your day to complete it. The feedback you provide is very important, as the results are utilized to make changes and improvements to the Compliance Program.

Stay tuned for an email from the Office of Compliance on April 1, and be sure to complete the survey by April 30, 2013. If you have any questions about the survey, please call (714) 568-5614 or (714) 834-4399. Thank you for your participation!



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

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You may call the hotline 24 hours a day, 7 days a week at the number shown above.

# Update: Quarterly Safety Meeting

In January 31, the HCA Safety Program hosted the 1<sup>st</sup> Quarterly Departmental Safety Representative (DSR) meeting for 2013. More than 100 dedicated DSRs, attended this informative meeting that provided discussions and trainings on DSR timelines, Cal/OSHA Log 300-A Summary review, Program Red Safety Binder, Vehicle Accident P&P III-4.02, and safety updates.



In addition, the HCA Safety Office recognized outstanding individuals who demonstrated timeliness in regards to submission of safety documents. Their continuous immediate attention to safety issues assists the Safety Program by ensuring that hazards, chemicals information, program plans, and injuries are reported in a timely manner compliant with Cal/OSHA regulations. The HCA Safety Office commends the following individuals for their exceptional effort in making safety a priority at their worksite.

- Vuthy Yam . . . . . ADAS Drug and DUI Court
- Melody Marler . . . . Patients' Rights and & Advocacy Services
- James Devor . . . . . Prevention and Intervention Administration

The HCA Safety Program also took the opportunity at the DSR Quarterly Meeting to recognize interim ASR Coordinator JoAnn Bowland for her efforts and ongoing support to the Safety Program. Although JoAnn is temporarily assigned to the ASR Desk for Management Services, the HCA Safety Program and DSRs took the opportunity to thank JoAnn for her continued dedication and assistance to the Safety Program while she is handling her temporary assignment.



**APRIL HEALTH OBSERVANCES**

Alcohol Awareness Month  
National Autism Awareness Month  
National Child Abuse Prevention Month  
Occupational Therapy Month  
STI Awareness Month

World Health Day . . . . . 7  
National Public Health Week . . . . . 1-7  
National Infant Immunization Week . . . . . 20-27  
World Meningitis Day . . . . . 24

# World TB Day is March 24

The World Health Organization (WHO) and the Stop TB Partnership will observe World TB Day on March 24, 2013. This year's theme "Stop TB in My Lifetime," encourages people all over the world, from the youngest to the oldest, to make an individual call for the elimination of TB.

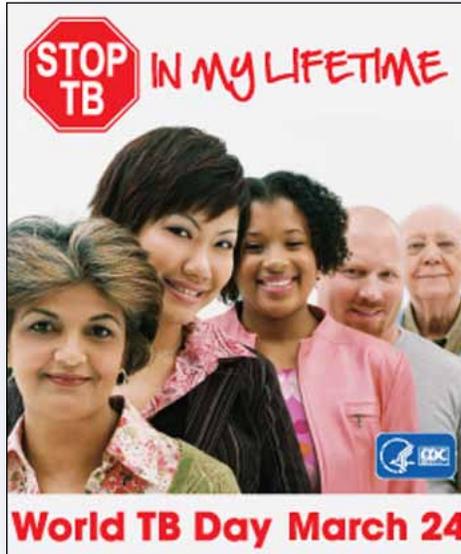
Tuberculosis remains a persistent public health concern, with an estimated one-third of the world's population infected with the TB bacteria, and nearly 9 million new TB cases and almost 1.5 million TB deaths annually. Additionally, multi-drug-resistant TB and extensively drug-resistant TB remains a threat. In the United States, California still has the highest number of TB cases in the nation. This year, more than 2,000 Californians will become sick with TB disease, and every other day a Californian dies with TB.

In 2012, 192 active TB cases were diagnosed in Orange County. In addition, thousands of people living in our County may be carrying the TB bacteria but have not become ill, which is known as latent TB infection. Infection may become disease when immune systems are weakened by conditions like diabetes, smoking, HIV, or simply the aging process.

The good news is that TB remains a preventable and treatable infectious disease. The Health Care Agency's Pulmonary Disease Services (TB Control) Program is doing its part to stop TB through efforts such as operating two full-service TB clinics (Santa Ana and Westminster), ensuring every TB case ingests the anti-TB medication (Directly Observed Therapy) and conducting expanded contact investigations in homes, schools and workplaces.

We can only reach the goal of a world free of TB through universal access to TB care, greater availability of rapid molecular diagnostics, an effective vaccine, development of new medications, and ensuring a reliable TB drug supply.

As you go about your daily tasks on March 24, think about how your life is or may be affected by TB and what you can do to stop the spread of this disease. For more information about World TB Day, visit the Stop TB Partnership website at [www.stoptb.org](http://www.stoptb.org) or to learn more about HCA's Pulmonary Disease Services, visit the website <http://ochealthinfo.com/phs/about/dcepi/tb>.



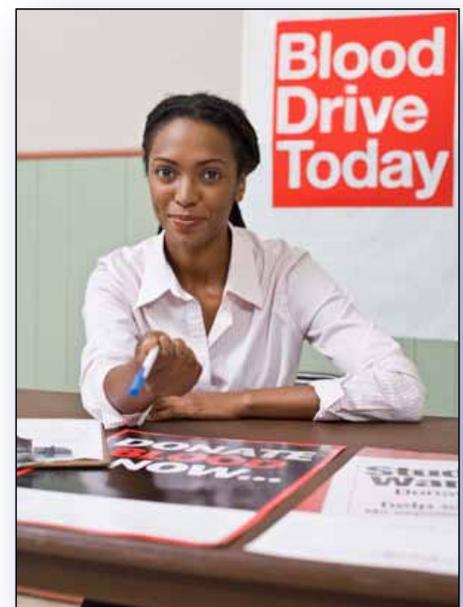
# Blood donations needed

The American Red Cross has an urgent need for blood donations.

Volunteer blood donors of all blood types are continuously needed to maintain a strong and stable blood supply. Donors with type O negative and B negative blood are especially needed now as hospital distributions of these blood types are outpacing donations causing an urgent need situation.

A blood drive is planned for April 17 and 18 from 9 a.m. to 3 p.m. at the County Hall of Administration, Civic Center Plaza – look for the Red Cross Bloodmobile. To schedule an appointment, visit the website [www.redcrossblood.org](http://www.redcrossblood.org) and enter sponsor code OC1 when scheduling an appointment. The American Red Cross saves lives and you can too!

For more information, please contact Amber Alford in HCA Volunteer Services at (714) 834-4144.



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

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

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WHAT'S

keeping staff informed & current

## DUI Summit raises awareness

**O**n Wednesday, February 27, 2013, over 140 local policy makers, law enforcement representatives and key community leaders met at Concordia University in Irvine to learn firsthand of the issues Orange County faces when tackling the prevention of alcohol and/or drug impaired driving.

The Summit was a collaborative effort, spearheaded by the Orange County DUI Task Force, Office of Orange County 3<sup>rd</sup> District Supervisor Todd Spitzer, HCA's Alcohol and Drug Education and Prevention Team (ADEPT), Automobile Club of Southern California and MADD Orange County. The goals of this day-long event included gaining a greater understanding of current DUI trends; identifying evidence-based prevention strategies; and reviewing case studies on what's making a difference at the local level.

The Summit featured prominent speakers from within Orange County and across the state, including presentations from the California Office of Traffic Safety, MADD, local city council members and the business community. Topics discussed focused on local regulatory controls, such as social host ordinances and responsible beverage service, law enforcement strategies, such as checkpoints and saturation patrols, public awareness/education campaigns and a business approach to prevention. As a result of the Summit, a new data indicator is now being added to the annual Community Indicators Report of Orange County highlighting DUI trends at the county and city level.

For additional information about impaired driving prevention taking place in Orange County and details on the DUI Summit, visit the Orange County DUI Task Force website at [www.ocduitaskforce.org](http://www.ocduitaskforce.org).



Staff members from HCA's ADEPT program pose for a group photo during the February 27, 2013 DUI Summit held at Concordia University in Irvine.



OC DUI Task Force Member and ADEPT Staffer Kathy Kendrick.

... more photos on page 2



# Countdown to Compliance

## Ten Useful Recommendations Which Can Help You Become More Health Insurance Portability and Accountability Act (HIPAA) Compliant:

10. Ask for a copy of HCA's and my program's HIPAA Policies. <http://ocintranet.ocgov.com/hipaa/p&p.asp>
9. Read them.
8. Compare what they say with your current privacy practices and identify and correct discrepancies.
7. Do not snoop through the protected health information (PHI) of others or access or use any PHI that you do not need in order to do your job.
6. If you get PHI from or send PHI to a third party (outside the County) as part of your job, find out whether HCA has a Business Associate Agreement ("BAA") in place with that third party (or has decided one is not needed).
5. Learn how to encrypt emails containing PHI before you send them outside of HCA. <http://intranet/docs/it/security/tips/sending-encrypted-email.pdf>
4. Read email threads to make sure that there is no PHI before you forward or reply to emails. If there is PHI, remove it or create a new email.
3. Educate yourself about the minimum necessary requirements, especially if you need to take PHI outside of your office or department. County of Orange HIPAA Policies and Procedures Manual – I -13 Minimum Necessary Requirements
2. Immediately report known or suspected privacy breaches or violations to your supervisor, and the Privacy Analyst or Privacy Officer.
1. If at any time you have privacy concerns or if something is not clear, contact any of the following people for assistance.
  - ◆ Chief Compliance and Privacy Officer, Thea Bullock: (714) 834-3152
  - ◆ Deputy County Privacy Officer, Linda Le: (714) 834-4082
  - ◆ Privacy Analyst, Nikoo Tabesh (714) 834-5172

If everyone were to follow through on these recommendations, it would go a long way in protecting the privacy of our client's information.



... more photos from page 1



DUI Summit attendees gather to learn about current DUI trends and evidence-based prevention strategies.

# Nurse-Family Partnership heads to D.C. reception

The Orange County Nurse-Family Partnership (NFP) was one of three sites selected to attend a Nurse-Family Partnership Board of Directors reception on Capitol Hill in Washington, D.C. on February 26, 2013. The event highlighted the power of NFP and the nurse-client relationship to help produce healthy children and families who are ready to prosper in our national economy. Graduates from Florida, South Carolina, and California programs were presented before the NFP Board, NFP Staff and national representatives.

HCA Public Health Nurse Melanie Dilger and NFP graduate client Krystle Garcia were invited to attend the reception and shared their experiences with the program. Krystle began the program when she was 17 years-old. She expressed how having the non-judgmental support and guidance of Melanie throughout her pregnancy and first two years of her son's life, increased her confidence in parenting and assisted in accomplishing her goals. Krystle graduated high school, completed a Medical Assistant program and is working at an urgent care center. Both Melanie and Krystle left Washington, D.C. feeling supported at a national level!

Special guests who attended the event included Congresswoman Lois Capps of San Luis Obispo; Beverly Malone, CEO of the National League for Nursing; and Dr. David Willis, Director for the Division of Home Visiting and Early Childhood Services attended the gathering.

Nurse-Family Partnership® is an evidence-based, community health program that helps transform the lives of vulnerable first-time mothers and their babies. It is a national program serving families in 505 counties across 42 states. For more information, visit [www.nursefamilypartnership.org](http://www.nursefamilypartnership.org).



*HCA Public Health Nurse Melanie Dilger and NFP graduate client Krystle Garcia were invited to attend a NFP Board of Directors reception on Capitol Hill in Washington D.C.*



*Melanie and Krystle had the opportunity to also meet Barbara Boxer during the NFP event.*



*Krystle shared her experiences with the NFP program during the reception on February 26, 2013. Board Chair Robert Hill and NFP President Tom Jenkins are pictured.*

# Employees Recognized for Service Years

**H**CA hosted an Employee Recognition Award Ceremony on March 14 to recognize the years of dedicated service employees have contributed to the Agency and County. The following is a list of service awards that were presented:

5 Years.....	73	10 Years .....	13	15 Years .....	37
20 Years.....	14	25 Years .....	7	30 Years .....	2
.....		35 Years .....	1		

## 35 YEARS

## 25 YEARS



*Congratulations to Public Health Services (PHS) staff member Thuyet Nguyen on celebrating 35 years of dedicated County service. She received recognition from HCA Director Mark Refowitz and PHS Deputy Agency Director David Souleles during the March 14 Awards Ceremony.*



*HCA Director Mark Refowitz and Public Health Services Deputy Agency Director David Souleles offer their congratulations to Abraham Sanchez on celebrating 25 years of County service.*



*Behavioral Health staff members Mitch Cherness and Sandra Rosen received a 25-year certificate and pin for their years of County service from HCA Director Mark Refowitz and Adult Mental Health Services Division Manager Annette Mugrditchian.*

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20 YEARS



HCA Director Mark Refowitz and Adult Mental Health Services Division Manager Annette Mugrditchian offer their congratulations to Behavioral Health staff members celebrating 20 years of service. Pictured (left to right) are Gloria Trejo, Vincent Sholl, Aida Sanchez-Nunez and Diane Holley.

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15 YEARS



Behavioral Health Services staff members pictured (left to right) Cheryl Pitts, Valerie Soppet, Charlotte Jean, Robert Heidenrich and John Crump celebrated 15 years of service and received recognition from HCA Director Mark Refowitz and Adult Mental Health Services Division Manager Annette Mugrditchian.

April is a promise that May is bound to keep.  
—Hal Borland



HCA Director Mark Refowitz and Interim Correctional Health Services Deputy Agency Director Kim Pearson congratulated Ha Nguyen-Vasquez on her 15 years of dedicated County service.



HCA Director Mark Refowitz and Chief Information Officer Teri Schultz congratulate Carl Funke on his 15 years of dedicated County service.



HCA Director Mark Refowitz and Public Health Services (PHS) Deputy Agency Director David Souleles offer their congratulations to PHS staff pictured (left to right) Marlene Torres, Margaret Carrigan, Helen Kim and Taren Tseng on celebrating 15 years of County service.

**MAY HEALTH OBSERVANCES**

- Arthritis Awareness Month
- Hepatitis Awareness Month
- Mental Health Month

- National High Blood Pressure Education Month
- UV Safety Month

- Food Allergy Awareness Week . . . . . 12-18
- National Senior Health & Fitness Day . . . . . 29
- World No Tobacco Day . . . . . 31

10 YEARS



*Congratulations to Ana Palma from HCA Human Resources on celebrating 10 years of County service. She received recognition from HCA Director Mark Refowitz and HR Division Manager Lisa Bauer.*



*Celebrating 10 years of County service, Behavioral Health Services staff members pictured (alphabetically) Lester Goldstein, Luis Gonzalez, Lissa Holmes and Andrew Inglis received recognition from HCA Director Mark Refowitz and Adult Mental Health Services Division Manager Annette Mugrditchian.*

5-10 YEARS



*Public Health Services (PHS) Staff members pictured (left to right) Debra Cross-Mendez and Alicia Neiman received a 10-year certificate and pin for their 10 years of County service from HCA Director Mark Refowitz and PHS Deputy Agency Director David Souleles.*



*Medical Services staff members pictured (left to right) Araceli Cueva who celebrated 10 years of service and Ronald Lopez who celebrated 5 years of County service received recognition from HCA Director Mark Refowitz and Acting Medical Services Deputy Agency Director Holly Veale.*

5 YEARS



*Correctional Health Services staff members pictured (alphabetically) Abigail Constantino, Elizabeth Pluard and Joanne Tabata received recognition for their 5 years of dedicated service from HCA Director Mark Refowitz and Interim Correctional Health Services Deputy Agency Director Kim Pearson.*

5 YEARS



Public Health Services (PHS) staff members celebrating 5 years of service to the County received a 5-year certificate and pin to commemorate the occasion from HCA Director Mark Refowitz and PHS Deputy Agency Director David Souleles. Pictured (alphabetically) are Melanie Dilger, Soumelia Gountoumas, Emrids Kiamzon, Amalia Lam, Viviana Nethington, Lorena Nieves and Linda Rodriguez.



Celebrating 5 years of service, Behavioral Health Services staff members received recognition from HCA Director Mark Refowitz and Adult Mental Health Services Division Manager Annette Mugrditchian. Pictured (alphabetically) are Glenda Aguilar, Olga Cervantes, Nga Duong, Heather Gallas, Daniel Gibbs, Arif Khwaja, Jeannie Kim, Deborah McGlone, Bao-Chau Nguyen, Minh-Ha Pham, Jenny Ramirez, Kelly Sabet and Rose Ann Stock,



HCA Human Resources staff members pictured (left to right) Ramon Sanchez and Sera Levy celebrated 5 years of County service and received recognition from HCA Director Mark Refowitz and HR Division Manager Lisa Bauer.



# Public Health Week 2013

**P**ublic Health Week has been celebrated every April since 1995. This year's national theme was "Public Health is ROI: Save Lives, Save Money". People in the business world often consider ROI (return on investment). However, in more service oriented type work, such as that which public health provides, success is usually measured in outputs, outcomes and impact. Could the public health story be told using the businesslike model of ROI? This year's Public Health Week activities set out to do just that. Tuesday's Public Health Week Celebration featured poster presentations of over 20 public health programs who demonstrated their return on investment. Additionally, a resolution was presented by staff from Chairman Nelson's office. The resolution also presented several examples of the return on investment of public health services. A contest was held, giving celebration participants the opportunity to vote to determine which poster did the most effective job of portraying return on investment. The winning poster was from the Chronic Disease and

Injury Prevention program's "Protecting You While You're on the Move" display. Programs' ROI posters were also displayed at the Hall of Administration. You may have also noticed the ROI facts that were sent to you each morning of Public Health Week. We all have a role in saving lives and saving money through directly providing services and also by the work that all HCA departments do to support these efforts.



## Helmets

Each year, more than 500,000 people in the US are treated in emergency departments, and more than 700 people die as a result of bicycle-related injuries. Children 15 years and younger accounted for 59% of all bicycle-related injuries seen in ERs. Return on Investment - A \$12 investment in a child's bicycle helmet can prevent \$580 in medical costs, resulting in a return of \$48 for every \$1 invested.

- Reference: <http://www.cdc.gov/HomeandRecreationalSafety/bikeinjuries.html>
- Photo credit: [www.pedbikeimage.org/MikeCynecki](http://www.pedbikeimage.org/MikeCynecki)

## Pedestrian Safety and Walking

Investing in walkable communities is good for health. Providing safe, enjoyable, places to walk can lead to increased daily physical activity through walking. It can also reduce traffic injuries and fatalities, reduce air pollution, reduce traffic congestion, and even increase general mobility and street level activity, which helps reduce crime. Walking regularly can reduce individual health-care costs with savings of \$330 a year. Return on Investment – Over the past years, staff have worked with students to conduct walkability assessments. Outcomes have led to improvements that increased safety and walkability: Improved landscaping, repainted crosswalks, repaired sidewalks and other tripping hazards, painted curbs to enhance pedestrian visibility, and installation of stop signs and traffic lights. Additionally, our young researchers became civically engaged residents, as they shared their experiences with stakeholders to make their neighborhoods safer and more enjoyable for walking.

References:

- <http://fresh-energy.org/2011/09/energy-101-whats-the-return-on-investment-for-biking-and-walking/>
- <http://walking.about.com/od/beginners/a/cheaphealth.htm>



... more on page 13



# Public Health is ROI

SAVE LIVES, SAVE MONEY

NATIONAL PUBLIC HEALTH WEEK

April 1-7, 2013 :: [www.nphw.org](http://www.nphw.org)

As we celebrate **Public Health Week**, those of us in Public Health Services would like to celebrate our many partners here at the Health Care Agency. We know in Public Health Services that we could not serve the community effectively without the support and service provided by our HCA partners. **WE ALL HAVE A ROLE** in supporting public health and in putting prevention to work in our lives, whether it be at home, at school, at work, while we're on the move or in our communities. **By making and supporting healthy choices, we can be living examples of the public health return on investment.**

Tuesday, April 2, 2013

HCA PUBLIC HEALTH WEEK CELEBRATION



Wednesday, April 3, 2013

WHAT THE HEALTH DOES ECONOMICS HAVE TO DO WITH PUBLIC HEALTH?

*Presented by Public Health Chief of Operations Donna Fleming*



Thursday, April 4, 2013

WEIGHT OF THE NATION- PART FOUR CHALLENGES

*Presented by Health Promotion Division Manager Amy Buch*



# Youth-created artwork showcased

The Tobacco Use Prevention Program (TUPP) celebrated two student artists from Bolsa Grande High School, Tiffany Thai and Y Xa, whose artwork designs were selected among hundreds of entries as best illustrating the theme of “Tobacco and Hollywood.” The “Tobacco and Hollywood” Project is one of TUPP’s community outreach projects, committed to reducing youth exposure to tobacco in Hollywood movies. Students receive an educational presentation about this public health concern, and then they create their own artwork to illustrate the effect that seeing smoking in movies can have on youth’s behavior and attitude toward smoking.

These artwork designs were unveiled as ads on bus shelter panels near Bolsa Grande High

School on April 3. The students, their families, representatives from the high school and Garden Grove Unified School District, and TUPP staff joined in the celebration to congratulate the winners. The ads will be on display for at least one month to continue raising awareness in the community of how tobacco use in the movies can influence youth to smoke.

For more information about the “Tobacco and Hollywood” project, please contact Tiffany Vong at (714) 834-6605. TUPP also offers free help to teens and adults who want to quit smoking. Adults 18 and older can receive free nicotine patches when they complete one of TUPP’s quit smoking services. Call 1-866-NEW-LUNG (639-5864) for more information.



*Bolsa Grande High School student Y Xa poses next to her winning artwork.*



*A poster created by Bolsa Grande High School student Tiffany Thai is featured on a bus shelter located on the corner of Westminster Blvd. and Bushard St. in the City of Westminster.*

# OC Champion Moms empower community

**T**he County of Orange Health Care Agency Nutrition Services program is pleased to share that two local moms will be among the parents featured in new Spanish TV ads produced by the California Department of Public Health, Network for a Healthy California (Network).

The TV ads will be released in mid-April and are aimed at helping families, especially those with limited resources, eat healthy foods and be active. The “Not My Kids” or “A Mis Hijos No” message will motivate parents to ensure their children are healthy, active and have a positive self-image.

“I am proud to be a Champion Mom,” says Yazmin, a mother of five from Santa Ana. “It’s a big commitment to raise a healthy family. It takes a whole village to raise a healthy child, and I’m thankful that I am not alone. In Orange County, I am lucky to have other Champion Moms and community partners who are always willing to help.”

Having Champion Moms fits perfectly with this year’s Public Health Week theme, “Return on Investment: Save Lives, Save Money.” Maridet Ibanez, HCA Nutrition Services Program Manager stated, “The Champion for Change campaign is a great example of this investment, that working with local parents generates amazing results in improving the health of our families and community.”

The Network is funded by USDA SNAP-Ed and run by the California Department of Public Health. Since 1997, the Network has focused on improving health in California, especially among low-income Californians who are at greater risk of obesity and other serious health problems.

For more information, find us on Facebook or at [www.cachampionsforchange.net](http://www.cachampionsforchange.net). For more information about National Public Health Week, visit [www.nphw.org](http://www.nphw.org).



Champion Mom Yazmin discusses ways to incorporate healthy eating and how to lead an active lifestyle.

## Child Safety Seats and Seatbelts

Motor vehicle crashes are the leading cause of death among those ages 5-34 in the U.S. In one year alone, deaths and injuries to drivers and passengers from crashes cost \$70 billion in medical and lost work.

Parents and caregivers can make a lifesaving difference. Child safety seats reduce the risk of death in car crashes by 71% for infants and 54% for toddlers ages one to four. For children 4 to 7, booster seats reduce injury risk by 59% compared to safety belts alone. Return on Investment – A \$52 investment in a child safety seat prevents \$2,200 in medical costs, resulting in a return of \$42 for every \$1 invested. Seatbelt use reduces serious injuries and deaths in crashes by 50%. In 2009, seat belts saved about 13,000 lives and could have saved thousands more if all drivers and passengers had buckled up.



**THIS IS PUBLIC HEALTH.**  
[thisispublichealth.org](http://thisispublichealth.org)



OC Champion Moms Yazmin and Marlene along with State Latino Campaign Manager Ignacio Romero participate in a panel discussion to launch the new Latino ads.

Reference:

- [http://www.cdc.gov/MotorVehicleSafety/Child\\_Passenger\\_Safety/CPS-Factsheet.html](http://www.cdc.gov/MotorVehicleSafety/Child_Passenger_Safety/CPS-Factsheet.html)
- <http://www.cdc.gov/motorvehiclesafety/seatbelts/index.html>
- [http://www.nphw.org/assets/general/uploads/APHA-NPHW2013\\_Sec\\_ONE\\_4b\\_noTOC.PDF](http://www.nphw.org/assets/general/uploads/APHA-NPHW2013_Sec_ONE_4b_noTOC.PDF)

## CHS Wound Care Team targets inmates

**H**ealing should come naturally, but sometimes due to various complications such as diabetes, poor circulation or infection, the healing process can be slow and difficult resulting in wounds that will not heal. In an effort to address these challenges, Correctional Health Services (CHS) formed a wound care team that has added an exciting dimension to the quality of healthcare services that CHS already delivers to our incarcerated patients.

The concept of the wound care team was envisioned by a group of wound care certified nurses who recognized the need for a more comprehensive approach to wound care in the jails. Wound care team members have completed specialized training from the Wound Care Education Institute and are certified by the National Alliance of Wound Care. Michael Tigno, LVN WCC, Jessie Perita, LVN WCC, and Ava Chavez, SR RN WCC comprise the group of wound care specialists at CHS who deliver wound care tailored to each patient's specific needs.

The types of wounds treated by the team

include chronic wounds, diabetic foot ulcers, lacerations, burns, gunshot wounds, dog bites, spider bites, and abscesses, just to name a few. Because these wounds can result in complications, including the loss of limbs and life-threatening conditions, effective treatment is vital.

The specialized approach of the CHS wound care  
... continued on page 6



Pictured (left to right) are Michael Tigno, Comprehensive Care LVN; Ava Chavez, Senior Comprehensive Care RN; and Jessie Peralta, Comprehensive Care LVN.

## CCS Employee of the Quarter announced

**C**ongratulations to Araceli Cueva, Office Specialist with HCA's California Children's Services (CCS) program on being selected as the CCS employee of the quarter on May 1, 2013.

Araceli recently received her 10-year service award with the County of Orange. As an Office Specialist, she answers phone calls from providers and families, renews authorizations for medical services and provides office support to the medical staff. Araceli is recognized by her peers as being a team player, working well with others, going above and beyond her job responsibilities to be helpful, and is commended for her positive attitude.

Candidates are nominated for the CCS employee of the quarter by their peers for their outstanding and significant contributions to CCS or the work environment, their leadership skills, being a team player, and

... continued on page 5



Pictured (left to right) are Araceli Cueva and CCS Division Manager Lynn Einarrson-Woods.

# Compliance begins with you

**M**ahatma Gandhi said: “Be the change you want to see in the world.” Essentially it means you can make a difference, if you choose to. We are all responsible for results (good or bad) and we can influence the outcomes in matters of compliance within organizations. We will touch on how compliance begins with you, and why is it important.

Compliance means fulfilling official requirements, doing the “right” thing, or taking action to correct what is wrong. Laws and regulations are put in place to protect people’s rights and to hold organizations and professionals responsible for operating in compliance with the requirements, to protect those who receive the organization’s services, and to protect the integrity of a program and the program funds.

Organizations often enter into Conditions for Participation (CoP) agreements with federal, state, and even private entities. When organizations are approved to participate, they are expected to carry out the services that the agreement requires. If the organization does not meet the requirements, they may have to return the program funds they received, often with penalties or fines for not carrying out the services as agreed.

Workforce members also enter into conditional agreements with their employer when they are hired. Those conditions may vary, depending on what type of services the organization provides. Most organizations maintain and communicate codes of conduct and policies and procedures, and they provide education to help their workforce comply with the requirements they must meet. When employees do not meet conditions of employment, it can quickly affect the organization’s compliance, and it could result in harm to those receiving services from the organization. It may also affect the employees’ future employment.

Many organizations have compliance programs to help their workforce comply. Compliance programs exist to identify risks and oversee corrective actions, but anyone can identify a compliance concern. Additionally, compliance programs are designed to keep employees aware of current requirements, to help them identify and know how to report compliance issues, and to provide a “confidential message line” for the workforce to report potential or actual concerns without fear of retaliation.

Compliance begins with you, because of the difference your decisions can make. When an issue is identified by anyone, it is important that the organization is able to quickly respond and correct the issue to protect everyone’s interests. Non-compliance comes in many forms—some can be very serious, and we often hear about those in the media. Compliance issues can range from financial issues (e.g., banking, investments, grants, or billing standards); to health care concerns (e.g., infection control, quality, and

... continued on page 6



# Safety Refresher Training

**I**t’s that time again ... HCA Safety will be launching the “2013 Annual Safety Refresher Training” from now until

June 21, 2013. In addition to providing important safety updates

and refresher basic safety information, employees will also have an opportunity to provide feedback via an online survey. This feedback will be beneficial in assisting the HCA Safety Program in continuing to provide for safety needs at HCA. For questions regarding the “2013 Annual Safety Refresher Training” or for any other safety related questions, please call the HCA safety line at 714-834-SAFE.

## Update: Quarterly Safety Meeting

On April 11, the HCA Safety Program hosted the 2<sup>nd</sup> Quarterly Departmental Safety Representative (DSR) meeting for 2013. More than 100 dedicated DSRs attended this informative meeting that provided discussions and training on completing the annual safety and health inspections checklists, Bloodborne

... 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.

**SAFETY LINE**

**714.834.SAFE**

Remember to call HCA Safety to report workplace injuries and other safety related matters. We are here to help!

# Earth Day at the Bay 2013

 In April 20, the Orange County Public Health Laboratory participated in the 23<sup>rd</sup> annual Earth Day celebration held at OC Parks Peter and Mary Muth Interpretive Center located in Upper Newport Bay.

This annual event is organized by the Newport Bay Conservancy on behalf of the California Coastal Commission, California Department of Fish and Wildlife, City of Newport Beach, Orange County Parks, Orange County Health Care Agency, and the University of California Irvine. It focuses attention on ways to protect our planet through recycling, reusing, conserving resources, and preventing pollution.

Public Health Microbiologists Melissa Nakahara and Joe Guzman along with Lab Assistant Intern Hazzel Perez, and student volunteer, Brian Galliher talked with event participants to educate them on HCA's beach monitoring efforts to protect public health when recreating at any of the State, County, and City beaches located in Orange County.

Kids young and old had the opportunity to play a "Filtering for Bacteria" game, which introduced them to indicator bacteria found in polluted water and the potential sources for these bacteria. Participants also had the chance to test a water sample using filtration equipment, as well as use a microscope to view bacteria that can be found in polluted beach water samples.

Earth Day at the Bay 2013 had a great turnout with an estimated 3,000 attendees. The Public Health Laboratory always welcomes the opportunity to participate in these educational outreach events to bring awareness to HCA's role in protecting the public, as well as protecting the earth. For more information about HCA's Ocean Water Protection Program or the Public Health Laboratory visit [www.ocbeachinfo.com](http://www.ocbeachinfo.com) or [www.ocphlab.com](http://www.ocphlab.com).

## Safety

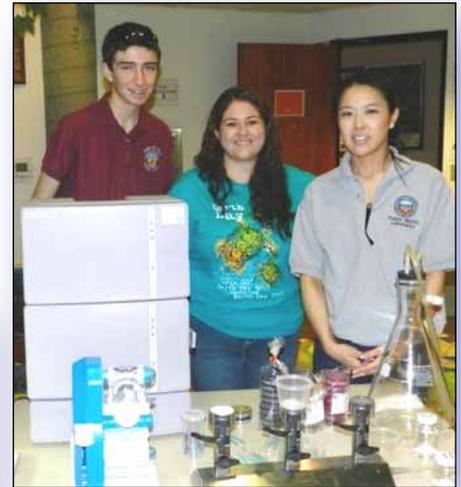
*continued from page 2*

Pathogen and Respiratory Programs, and the ergonomic evaluation process.

In addition, the HCA Safety Office recognized outstanding individuals who demonstrated timeliness in regard to submission of safety related documents. These DSRs provided continuous immediate attention to safety issues which assisted the Safety Program by ensuring that



*Student Volunteer Brian Galliher and Public Health Microbiologist Melissa Nakahara educated the public about HCA's beach monitoring program.*



*Pictured (left to right) are Brian Galliher, Hazzel Perez, and Melissa Nakahara.*



*Public Health Microbiologist Melissa Nakahara demonstrates how to filter a water sample, while an attendee views bacteria through a microscope.*



*Earth Day celebration attendees had the opportunity to play a "Filtering for Bacteria" game while visiting HCA's Public Health Laboratory booth.*

hazards, chemicals information, program plans, and injuries were reported in a timely manner compliant with Cal/OSHA regulations. The HCA Safety Office commends the following individuals for their exceptional effort in making safety a priority at their worksite:

- Diana Perez, Purchasing
- Pamela Pineda Adams, Correctional Health Services

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# Avian Influenza A (H7N9) in the news

 In April 1, 2013, the World Health Organization (WHO) reported the first human infections ever with an avian (bird) influenza virus A (H7N9). As of May 17, 2013, 131 confirmed human infections have been reported in China (130) and Taiwan (1, exposed in China), with 36 deaths (27%). Additional cases are expected to occur. Extensive investigation in China has identified probable limited human-human transmission in small family clusters, but no sustained human-human transmission thus far. Most cases are presumed to have resulted from exposure to infected birds.

To date, no H7N9 infections have been reported in birds or humans in the United States. Given the extensive travel between China and the U.S., cases in the U.S. can be expected. However, unless the virus mutates (changes) to become able to spread among humans effectively, a pandemic (worldwide outbreak) will not occur. As you may recall with the 2009 H1N1 influenza pandemic, infections with this virus spread rapidly and many people in Orange County were affected, with 226 persons requiring intensive care unit admission and 57 deaths. Fortunately, the 2009 H1N1 pandemic was not as severe as others in history, with about 0.2% of cases dying, compared to over 2.5% for the 1918 Spanish flu pandemic.

## **What HCA is doing about H7N9:**

- Following updates daily from the Centers for Disease Control and Prevention (CDC) and WHO
- Providing information to health care providers about the disease, testing, infection control, and treatment
- Conducting enhanced surveillance for suspect cases
- Obtaining the capability for testing in the OC public health lab
- Posting information on the HCA website for the public
- Meeting internally among different divisions to review plans and processes
- Meeting with external planning partners such as John Wayne Airport and the Orange County Emergency Management Organization to provide information and review response plans

## **What you can do:**

- Stay informed (<http://ochealthinfo.com>)
- Review (or make) your individual/family emergency preparedness plan
- Review your work continuity of operations plans and your potential role within the agency during a public health emergency. ([CLICK HERE](#) for more information)
- Get involved in your community emergency response planning
- Practice respiratory hygiene/cough etiquette routinely and get vaccinated annually against seasonal influenza
- Follow public health recommendations (i.e., stay home when ill)

For more information about H7N9, see <http://ochealthinfo.com/phs/about/dcepi/epi/flu/h7n9>. For information about Influenza preparedness, see <http://healthdisasteroc.org/prepare/fluprep>.

# 405 W. 5<sup>th</sup> St. Employee of the Month Program

 To recognize employees with one or more years of HCA service for excellent performance over and above typical job responsibilities, HCA Director Mark Refowitz introduced the HCA 405 W. 5<sup>th</sup> Street Employee of the Month program which began in April 2012.

An individual is recognized each month and gets to park in the former Director's parking space at the 405 W. 5<sup>th</sup> Street parking garage. Any HCA employee may nominate a qualifying HCA employee who works at the 405 W. 5<sup>th</sup> street building that they believe has demonstrated outstanding achievement in any one or more of the following areas:

- Recognition and encouragement of behaviors that demonstrate HCA's values: Excellence, Integrity, and Service.
- Demonstration of effort above job responsibilities
- Excelling as a team player
- Demonstration of an on-going commitment to exceptional customer service

Nominations may be submitted by email to Lisa Alford at [Lalford@ochca.com](mailto:Lalford@ochca.com). Final decision will be made by HCA Director Mark Refowitz. For more information, please contact Lisa Alford via email at [Lalford@ochca.com](mailto:Lalford@ochca.com).

Past winners of the award include:

- Lauren Horten, ADAS

... continued on page 6

# 17th Street Testing, Treatment and Care ROI



Although Public Health Week has already become a distant memory, the theme will be continued throughout the year.

The 2013 theme, “Public Health is ROI: Save Lives, Save Money,” refers to Return on Investment (ROI) – a performance measure. More than 20 HCA Public Health Services programs participated in Public Health Week and created posters conveying how their program is returning on investment.

This month we are sharing the poster from HCA’s 17<sup>th</sup> Street Testing, Treatment and Care. Did you know that for every HIV infection prevented, an estimated \$355,000 is saved in the cost of providing lifetime HIV treatment? Check out the poster presentation to see how our local program is returning on investment by saving lives.



## Celebrating HCA’s nurses



National Nurses Week is celebrated annually from May 6, also

known as National Nurses Day, through May 12, the birthday of Florence Nightingale, the founder of modern nursing. Each year the American Nurses Association selects a theme to highlight nurses. This year’s theme is “Delivering Quality & Innovation in Patient Care.”

At HCA there are more than 405 Nurse Practitioners, Public Health Nurses, Registered Nurses, and Licensed Vocational Nurses who provide quality health care services to improve community health outcomes. Nurses play an integral role in our mission to protect and promote the optimal health of individuals, families and our diverse communities.

HCA’s professional nurses coordinate and provide high quality care in an array of settings. They work in clinics, offices and in client’s homes. They also work at the jails, homeless shelters and other agencies. They provide direct care, case management, consultation, support, education and outreach to individuals, families and the community.

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. To learn more about National Nurses Week, visit the [American Nurses Association website](http://www.americannurses.org).

### CCS Employee of the Quarter

*continued from page 1*

commitment to the children and families served by the CCS Program.

CCS is a statewide program that provides medical case management for children with special health care needs and medically necessary physical and occupational therapy through the Medical Therapy Program. The program provides services to more than 13,500 children from birth to 21 years with qualifying medical conditions. The goals of the CCS program are to promote a child’s optimum health potential, increase the level of functional independence and improve the quality of life for the child and their family.

For more information about the CCS program, visit the CCS webpage at <https://media.ocgov.com/gov/health/about/medical/ccs/default.asp>.

# Resource Fair highlights County resources

**A** “Get Connected” resource fair was held on May 2, 2013 at HCA’s 17<sup>th</sup> Street Clinic to showcase County resources and make connections with other County agencies to learn valuable information in working with clients.

Attendees included employees working with clients in HCA, Social Services Agency (SSA), Community Resources (OCCR), Child Support Services (CSS) and OC Probation. Information booths and drop-in workshops, as well as an “Ask the Expert” panel to brainstorm resources and assist with challenging situations were offered at the event.



Attendees gathered at the May 2<sup>nd</sup> “Get Connected” resource fair to learn about resources within the county and make connections.

## CHS Wound Care Team

*continued from page 1*

team has successfully helped to heal many chronic wounds. The team provides thorough evaluation and collaboration with a team of specialists and develops a treatment plan that meets the patient’s individual needs. The patient’s progress is carefully tracked and reassessed so that changes can be made to the treatment plan if necessary.

The goals of the team are to heal the patient’s wound, shorten healing time, reduce discomfort and pain, and educate the patient about effective wound management and prevention of recurrence of the wound.

The wound care team believes that they will only continue to improve the care of their patients in line with CHS’ mission statement “to provide healthcare with respect, compassion and integrity through a culture of teamwork and accountability.”

## Employee of the Month

*continued from page 4*

- Bhuvana Rao, ADAS
- Sera Levy, HR
- David Valdez, CDM
- Keith Olenlager, HDM
- Celia Nguyen, HR
- Duane Bankey, MSI
- Kerry Underwood, HPC
- Julia Rinaldi EI-Ab, FAS
- Lori Gordon, HDM

## Compliance

*continued from page 2*

professional practice standards); or environmental matters (e.g., construction, oil and gas, or utilities) and more. When in doubt, ask. Talk with someone about your concerns, or use the confidential hotline to report your concern. Your choice to report or not report can make a big difference, and this is just one way that compliance begins with you.

## JUNE HEALTH OBSERVANCES

Fireworks Safety Month

Cataract Awareness Month

Men’s Health Month

National Safety Month

National Scleroderma Awareness  
Month

National HIV Testing Day. . . . 27

health care agency

WHAT’S UP

keeping staff informed & current

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

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# May is Mental Health Month

**C**elebrated during the month of May, this year's theme for Mental Health Month is "Pathways to Wellness," which focuses on the strategies that we can put into practice to help each of us achieve wellness and good mental and overall health. More than the absence of disease, we have wellness when we reach a balance between our emotional, physical, spiritual, relational and mental health.

Because living a "successful existence" means something different to each individual, wellness can be many things, but it generally includes the pursuit of health. Your pathway to wellness can be:

- Good health
- Saving more money
- Healthy relationships
- Being good to yourself
- Showing gratitude
- Keeping good friends close
- Taking care of your community
- Eating one less cookie
- Learning how to let go
- Walking instead of driving
- Playing with your pet
- A day at the spa
- Eating fresh fruit from your own garden

## **Did you know?**

- Connecting with others can help you to enjoy the times when you are alone.
- Staying positive can improve your mood and your health.
- If you quit smoking now, in 20 minutes your heart rate drops, and in 12 hours the carbon monoxide (a gas that can be toxic) in your blood drops to normal.
- Exercising in "spurts" can be just as effective as continuous exercise.
- Drinking beverages with caffeine should be stopped 6-8 hours before bed to ensure a more restful sleep.
- Creating joy and satisfaction can be easy with little things such as making a gourmet meal while listening to your favorite music, treating yourself to a massage, or even taking a few moments to admire nature.



*Sabrina Noah from Supervisor Bates' office presented Prevention and Intervention Division Manager Jenny Qian with a 2013 Mental Health Month Resolution signed by the Board of Supervisors during the May 6 MHA Steering Committee meeting.*

- What you drink is just as important as what you eat.
- Spirituality can give you a sense of purpose and meaning.
- Writing down your problems can help shift your thinking about the issue and ultimately improve your mood.
- Stress management techniques are important because chronic (long-lasting) stress can change your brain and the way you function.

To recognize Mental Health Month, President Obama issued a proclamation which calls upon citizens, government agencies, organizations, health care providers, and research institutions to raise mental health awareness and continue helping Americans live longer, healthier lives. For many of the tens of millions of Americans who are living with a mental health issue, getting help starts with a conversation; talking about it with someone they trust and consulting with a health care provider.

For more information, please visit the [HCA emotional well-being website](#) or the [Mental Health America 2013 Mental Health Month website](#).

*Worrying does not empty tomorrow of its trouble,  
It empties today of its strength.*

—Author Unknown

## County receives Most Committed Partner Award for community participation

California State University, Fullerton (CSUF) presented the County with a 2013 “Most Committed Partner” Award by the Center for Internships & Community Engagement. The award recognizes those who participate in community engagement activities such as service-learning, academic internships, AmeriCorps projects and other types of course-related community service.

Over the past year, approximately 300 CSUF students participated in community engagement activities at several County agencies including the Board of Supervisors, Auditor-Controller’s Office, County Executive Office, Health Care Agency, John Wayne Airport, OC Community Resources, OC Dana Point Harbor, OC Public Works, OC Waste & Recycling, Probation, Public Defender’s Office and the Social Services Agency.

A Community Engagement Awards ceremony was held at CSUF on May 7, 2013 to honor CSUF students, faculty and community partners. Among those in attendance to accept the award on behalf of the County included HCA staff members Karen Munoz from HCA Public Health Community Nursing and Patricia Palacios from HCA Children & Youth Services.

Thank you to all the HCA staff members for your dedication and support of the intern program at HCA. Congratulations on your contribution toward this prestigious community recognition.

For more information about the award program, please visit the CSUF Engagement Awards’ website at [www.fullerton.edu/cice/awards\\_2013.html](http://www.fullerton.edu/cice/awards_2013.html). A video highlighting the County’s contributions to the program can also be viewed by clicking the County of Orange logo on the website.



County staff members attended a Community Engagement Awards ceremony held on May 7, 2013 to accept the Most Committed Partner Award. Pictured (left to right) are Julie Chay, PIO, OC Waste & Recycling; Karen Munoz, MSN, PHN, RN, HCA Public Health Community Nursing; Peggi Buff, Administrative Manager, OCCR Organizational Development; Jane Collier, LCSW, SSA Quality Assurance; Patricia Palacios, Office Specialist, HCA Children & Youth Services; Jane Dawson, Administrative Manager, HRS; and Daniel Cook, Senior Assistant Public Defender, Public Defender’s Office.



# 2013 Compliance survey results

The Office of Compliance conducted an online survey of all HCA staff from April 1-30, 2013. This is the eighth compliance survey. During the survey period, 758 online responses were received, which represents approximately 32% of HCA

employees. A series of general Yes/No questions were asked about the compliance program and the percentage of “yes” answers to those questions were similar to the responses from 2011, when the survey was last given. See the chart below for a comparison.

Statement/Question	“Yes” Answer Frequency in 2013	“Yes” Answer Percent in 2013	“Yes” Answer Percent in 2011
I am familiar with the HCA Compliance Program.	732	99%	99%
I have consulted or referred to the Code of Conduct.	551	75%	74%
I know where to locate HCA policies and procedures.	690	94%	96%
I know the name of the Chief Compliance Officer.	613	84%	86%
I know how to contact the Chief Compliance Officer.	677	92%	93%
I am aware of the Employee Compliance Hotline and how to access it.	666	91%	92%
I am aware of the Compliance Program web site on the Intranet.	669	92%	92%
I am aware of the HIPAA web site on the Intranet.	664	90%	91%
I have felt pressured to compromise ethics to get the job done.	132	18%	18%
Within the last year, I have encountered situations inviting misconduct.	164	22%	26%
Within the last year, I have observed workplace behavior that I felt violated the Code of Conduct, policy or law.	173	24%	29%
(If yes to item above) Did you report the violation to anyone?	94	55%	61%

While the percentage of “yes” responses is relatively similar between the two survey years, there is a noticeable decrease in reporting observed misconduct which appears to be due to fear of retaliation and the belief that nothing will be done. The Office of Compliance hopes to address issues brought to light during this survey, such as fear of retaliation, reporting concerns, our overall culture of compliance

and how we want to partner with departments and staff to ensure compliance with the Code of Conduct and organizational policies and procedures.

Thank you for providing candid feedback. For any questions about the survey results or if you are interested in seeing details of the survey, please contact Compliance Analyst Caroline Matthew at (714) 834-4399 or [cmatthew@ochca.com](mailto:cmatthew@ochca.com).

## 2013 Annual Compliance Training (ACT) Rolls out July 1, 2013

The Office of Compliance (OOC) will deploy ACT on July 1, 2013. All HCA employees are required to complete the mandatory training by September 3, 2013. Stay tuned for an email from the Office of Compliance on July 1 which will explain how you can begin this important training.

**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.

# Call for 2013 Team Excellence Award nominations

The Health Care Agency/OCEA Labor Management Committee (LMC) is seeking nominations for the annual Steve Ambriz Team Excellence Award. The award is designed to recognize the qualities and characteristics of effective work teams and emphasizes key elements of the Leadership Development Program.

Please take this opportunity to nominate a team, program, or department within the Health



Team Excellence Award



Care Agency that excels as a unit. Visit the LMC Team Excellence Award Intranet webpage at <http://intranet.ochca.com/lmc/team> for application criteria, details about previous winners, and additional information about what makes an excellent team. A nomination form can also be downloaded at [http://intranet.ochca.com/docs/lmc/LMC\\_Award\\_Application.pdf](http://intranet.ochca.com/docs/lmc/LMC_Award_Application.pdf). The deadline to submit nominations is Friday, July 19, 2013. Members of the LMC look forward to receiving your team's nomination!

Previous winners of this award include the Costa Mesa Collaborative Court team, Alcohol and Drug Abuse's Drug Court, Adult Mental Health Services' Anaheim Clinic, Correctional Mental Health Team from Correctional Health Services, Public Health's San Onofre Nuclear Generating Station Offsite Dose Assessment Center (ODAC) team, the Tobacco Use Prevention Program (TUPP), Children and Youth Services West Region program, Public Health's Certified Unified Program Agency (CUPA) Used Oil Program, and Family Health Division's Childhood Lead Poisoning Prevention Program.



# Patients' Rights Advocate will be missed

Myra Kanter, Behavioral Health Nurse for HCA's Patients' Rights Advocacy Services passed away unexpectedly on May 24, 2013.

Myra began working with HCA Behavioral Health Services in December 1995. She spent the majority of her time in Patients' Rights Advocacy Services as a Behavioral Health Nurse defending the rights of individuals living with mental illness in Orange County.

In 2006, she was presented with the Patients' Rights Advocate of the Year Award by the California Association of Mental Health Patients' Rights Advocates for her commitment and tenacity standing for the rights of all Consumers. Myra was especially suited for this role as she self-identified as a consumer.



The following quote from Myra was included in the Summer 2009 edition of the MHS Recovery Connections Newsletter:

"To be a mental health consumer is to be a chosen member of a precious, specially-trained, elite, skilled and fearlessly brave social group. The more I am exposed to others with mental illness and/or mental health concerns, the more proud I am to acknowledge that I am one of them (and work in this field)!"

If one word could be used to describe Myra it would be **Courage**. Myra quite simply refused to be stigmatized by her illness and was a member of the Anti-Stigma Committee. When asked to write about stigma in 45 words or less she wrote the following:

## Stigma

By Myra Kanter

Through the dark, cold & stillness;  
Thunderous roaring radiates 'cross mother-earth.  
'Tis voices 'er generations of stigmatized Peoples.  
Beaconing mankind surrender useless thought-forms  
& transition to higher/brighter, bands of light.  
Imploring that humanity abandon needless mind-sets.  
In such, transforming the flow of health, beauty & life.

Her sudden loss will continue to be felt throughout the Agency and the Orange County Mental Health Community.

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## Behavioral Health nurses receive recognition

To celebrate National Nurse's Week from May 6-12, 2013, Behavioral Health (BH) nurses gathered at the Wellness Center in Orange. Those in attendance toured the facility where they often refer clients for participation and also had an opportunity to attend a training hosted by Dr. Ponce on Integrative Care held in an actual Recovery Education Institute classroom – another community resource for BH clients.

The event recognized individual BH nurses and

their respective service chiefs, as well as program directors. The highlight of the event focused on reflecting on the opportunity to contribute to the community, providing nursing care for the mentally ill population and acknowledging the gift of being trusted with the intimate, complex details of an individual's health, and the chance to be of help when another person is facing challenging times.

Thank you to all Behavioral Health nurses for all that you do!



*Pictured (left to right, standing) are Jovita Buenoconsejo, Teresa Renteria, Ian Kemmer, Ana Hernandez, Mark Davis, Maria Dominguez, Maite Sbado, Karen Hoffman, Sharon Simmons, Muriel Enos, Lilia Blanco, Cheryl Wing and Dr. Donald Sharps. Pictured (left to right, sitting) are Darolyn Underwood, Kelly Winters, Christina Trinh and Donna Bray.*

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## World Refugee Day

Each year on June 20, the United Nations and countless government and civic groups around the world celebrate World Refugee Day. This year's theme focuses on "1 Family Torn Apart by War is Too Many."

Most people in America don't realize that there are more than 43.7 million refugees and internally displaced people around the world. Thousands of refugees are resettled to California each year to pursue lives free from fear and intolerance in communities that provide opportunities for them to thrive.

During the last fiscal year, HCA's Refugee Health Services (RHS) program provided health assessments to 320 recent arrivals, including two victims of trafficking. The trend in increased arrivals

from the Middle East has continued for the past four fiscal years, particularly arrivals from Iran and Iraq.

RHS provides required health assessments to newly arriving refugees, asylees, parolees, and victims of trafficking at the Westminster Clinic located at 14120 Beach Blvd, Suite 104. As part of the health assessment, a nurse evaluates and a physician screens clients for tuberculosis, hepatitis, parasitic infections and other physical and mental health conditions. Clients are referred to appropriate care in the community and the linkages are confirmed by a Public Health Nurse.

World Refugee Day was established by the United Nations to honor the courage, strength and determination of women, men and children who are forced to flee their homes under threat of persecution, conflict and violence. It is an opportunity to recognize and celebrate the achievements and contributions of refugees and to promote awareness of refugee resettlement efforts. To learn more, visit [www.worldrefugee.us](http://www.worldrefugee.us).



# WIC ROI

This year's Public Health Week theme, "Public Health is ROI: Save Lives, Save Money," refers to Return on Investment (ROI) – a performance measure. More than 20 HCA Public Health Services programs participated in Public Health Week and created posters conveying how their program is returning on investment. This month, we are sharing a poster from HCA's Women, Infants and Children (WIC) program.

Did you know that nearly \$13 billion per year would be saved if 90% of US infants were breastfed exclusively for six months? During this year's Public Health Week celebration, the HCA WIC program showed how WIC saves money and lives through the promotion of exclusive breastfeeding. WIC also provides food benefits in order to promote healthy eating and prevent childhood hunger. For every dollar spent on a pregnant woman in WIC, up to \$4.21 is saved in Medicaid for her and her newborn baby because WIC reduces the risk for preterm birth and low birth-weight babies by 25% and 44%, respectively. Thank you WIC for your demonstrated return on investment!



Participation results in healthier pregnancies, healthier birth outcomes & better growth and development of young children.

- For every dollar spent on a pregnant woman in WIC, up to \$4.21 is saved in Medicaid for her and her newborn baby because WIC reduces the risk for preterm birth and low birth-weight babies by 25% and 44%, respectively.
- It costs about \$743 a year for a pregnant woman to participate in WIC.
- WIC promotes breastfeeding, about \$13 billion per year would be saved if 90% of US infants were breastfed exclusively for six months.

**Brings money to local communities**

- In fiscal year 2010, \$6.25B of WIC food benefits were spent in local communities' across the country but only \$4.56B were provided by the government.
- WIC cost containment initiatives save federal tax dollars (e.g. infant formula rebate program generated \$1.69B).

**Improves access to healthy food for the community**

- Food packages are focused on the nutritional needs of the population.
- Increases demand for healthy food items in local food retail outlets.

**Helps achieve national goals**

- Ending childhood hunger by 2015.
- Prevent maternal and childhood overweight & obesity.
- Improve breastfeeding rates.
- Make healthy food accessible.

CALIFORNIA **wic** WOMEN, INFANTS & CHILDREN  
Nutrition • Breastfeeding • Healthy Start • WIC

THIS IS PUBLIC HEALTH.  
www.publichealth.org



## Amber Alford receives recognition award

HCA Director Mark Refowitz presented Amber Alford from HCA Volunteer Services with a certificate to recognize her outstanding contribution and dedication in coordinating HCA's involvement in the 2013 Essentials for Young Lives Drive.

The County participated in this year's campaign to collect diapers, baby food and baby hygiene products from April 29 - May 10, 2013 to be distributed to shelters throughout Orange County. The event was conducted by HomeAid Orange County, in partnership with the Children and Families Commission of Orange County and successfully collected approximately \$1 million in donated goods.

Families are the fastest growing segment of Orange County's homeless population. By receiving these essential items, it allows the shelters to expand the use of their already limited resources to help their clients achieve self-sufficiency.

For more information about the campaign or to donate online, please visit [www.essentialsforyounglives.org](http://www.essentialsforyounglives.org).

*The larger the island of knowledge, the longer the shoreline of wonder.*

—Ralph W. Sockman

# HCA conducts joint exercise with USPS

 In April 18, HCA and Medical Reserve Corps staff partnered with the United States Postal Service (USPS), Santa Ana Police Department (SAPD) and Orange County Fire Authority (OCFA) for an annual emergency exercise to test the process of responding to an anthrax exposure at the USPS Mail Processing Center.

After the deadly anthrax attacks of 2001, the USPS developed a sophisticated biohazard detection system (BDS) that was installed in mail processing facilities around the country. The system identifies trace levels of DNA from harmful biological agents as mail is processed on high-speed sorting equipment.

The exercise simulated the detection of a hazard by the BDS system at the plant, prompting evacuation by employees, extraction of biohazard samples by hazmat-suited Postal Inspectors, a mock

decontamination by OCFA and a medical response from HCA.

The Health Disaster Management Division planned HCA's part of the exercise and trained and coordinated HCA employees from throughout the Agency that participated in the exercise, which included setting up a post exposure prophylaxis (PEP) clinic to provide medical screening and medication dispensing. HCA's Public Health Lab also provided assistance in testing the sample material obtained during the BDS exercise.

According to official observers, the drill proved the capability and commitment of the participating agencies, while also highlighting some opportunities for improvement. Drills similar to this exercise provide a unique opportunity to test and improve response preparedness for an actual event.



HCA staff participated in the exercise by setting up a PEP clinic to provide medical screening and medication dispensing.



HCA staff and participants gather to receive information during the BDS exercise held on April 18, 2013.

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

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

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**JULY HEALTH OBSERVANCES**

Cord Blood Awareness Month

International Group B Strep Awareness Month

Juvenile Arthritis Awareness Month

World Hepatitis Day . . . . . **28**

 The value of identity of course is that so often with it comes purpose. 

—Richard Grant

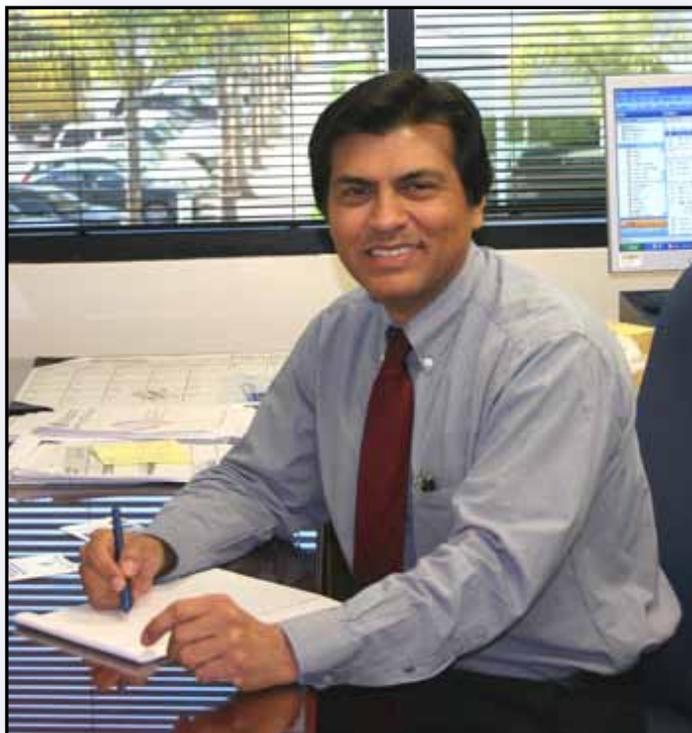
## Sanchez appointed Assistant Director

**C**ongratulations to Richard Sanchez, MPH on being appointed as HCA's Assistant Director. Mr. Sanchez has more than 29 years of experience in public health administration. He previously served as the HCA Director of Environmental Health (EH), a position he held for eight years.

Prior to his tenure in Orange County, Mr. Sanchez served as Director of Environmental Health for the Sacramento Environmental Health Department and as Program Director and Field Staff for the San Bernardino Environmental Health Department.

Since joining the County in 2005, Mr. Sanchez has served HCA with distinction. Under his leadership, HCA EH is a two-time award recipient of the Business Council's "Turning Red Tape into Red Carpet," an honor given in recognition of the collaborative work with business and cities to promote economic growth while protecting the public.

Mr. Sanchez holds a Bachelor of Science in Biological Sciences from the University of California at Irvine, a Master of Public Health from Loma Linda University, and is a graduate of the Orange County Leadership Academy. He began his new role on June 28 and is supported by Executive Secretary Marsi Hartwell.



Please join HCA in welcoming Mr. Sanchez to his new role as HCA Assistant Director.

## Board approves FY13/14 MHSA Plan Update

**I**n June 18, 2013, the Orange County Board of Supervisors approved the FY 13/14 Update to the County's Mental Health Services Act (MHSA) Plan. The Plan provides funding, personnel, and other resources in support of county mental health programs.

The goal of these programs is to reduce the long-term adverse impact of untreated serious mental illness and serious emotional disturbance through the expanded use of successful, innovative, and evidence-based practices.

Components of MHSA include Community Services and Supports, Workforce Education and Training, Capital Facilities and Technology, Prevention and Early Intervention, and Innovations.

The Plan was developed through an extensive community planning process with input from many diverse stakeholders. Orange County has received MHSA funding since 2005. This funding has been used to provide approximately 100 new programs that enhance the mental health wellness of our community.

Approval of the Plan will allow those programs/services to continue at current funding levels, as well as to implement eight new Innovations Projects. The eight new Innovations Projects are subject to the approval of the Statewide MHSA Oversight and Accountability Commission. The total amount of funding approved is approximately \$104,000,000.

The entire FY 13/14 MHSA Plan Update may be found on the MHSA website at <http://ohealthinfo.com/mhsa>.

# Summer Safety Tips

**T**hank you and congratulations to those who have completed the 2013 Annual Safety Training Refresher! This year the Safety training included a brief survey requesting feedback regarding experiences with some of the resources offered by the Safety Program. The survey results will be utilized to enhance the program to better serve HCA and its



employees. If you have not yet had the opportunity to take the training, please do so at your earliest opportunity. For assistance logging onto Training Partner, please contact HCA Safety at 714-834-7233 (714-834-SAFE).

Have you checked out the Safety Program website lately? It contains new pages with information on Ergonomics, the Facility Inspection process and Bloodborne Pathogens training. Additionally, the Department Safety Representative (DSR) Resources page and Safety Forms page have been updated. Access the website at <http://intranet.ochca.com/safety>.

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

patients' homes.

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

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

For more tips regarding heat illness prevention, please go to the following site:

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

**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.



**714.834.SAFE**

Remember to call HCA Safety to report workplace injuries and other safety related matters. We are here to help!

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

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

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# Team welcomed by Cuban officials

For many Americans, Cuba is perceived as a forbidden island associated with Soviet era revolutionary leaders mixed with distant memories of cold war politics that culminated in the Cuban missile crisis of the 1960s. Although the country maintains its Communist ideology, Cuba has evolved from a bourgeois playground in the 1950s to a vibrant and emerging developing Caribbean nation that has some of the region's best health and disaster programs.

Eleven health care professionals were selected to be part of a research team to examine Cuba's distinguished public health and advanced emergency disaster infrastructure. For most of the team's researchers, including HCA Health Promotion Division's Joe Vargas, it was their second Cuban visit since their initial research visit in 2010. The 2-week research study was composed of a variety of health care individuals including emergency physician assistants, nurses, a pharmacist, a research scientist, public health officials, a firefighter, paramedics, and a medical equipment designer.

Medical Education Cooperation with Cuba (MEDICC), an Oakland-based non-profit organization served as the group's official academic advisors throughout the visit, arranging meetings with Cuban officials at Hospitals, Clinics, Public Health Ministry, Red Cross, National Ambulance Service, Meteorological Institute, schools and community organizations. The group was allowed special permission visas under the US Treasury Department general license for professional

research that includes full-time health related professionals conducting research in Cuba.

## **Polyclinics: Cuba's answer to community health**

The research group followed a Cuban government approved itinerary that was nonstop, covering three main cities; Habana, Santa Clara, and Cienfuegos. The trip initiated with field visits to Cuba's unique and efficient public health clinics termed Polyclinics. The strategically placed clinics serve as a hub for the neighborhood that include a

doctor/nurse team that live in the community and an accredited research and teaching center for medical, nursing and allied health science students.

In addition to providing primary care at their office, the doctor/nurse team make visits to the homes of their patients to conduct health audits and home care visits. Secondary care is provided at the Polyclinic facility where there are specialists that include lab, X-ray, physical and occupational therapy, dental, acupuncture and other services

not offered in the neighborhood medical office. Tertiary care is provided at larger hospitals in larger cities for surgery and other more specialized treatments.

The polyclinics are responsible for about 80-130 families in their catchment area. One unique requirement is that Polyclinics are required to continually monitor and routinely conduct a health assessment of the neighborhood population they are responsible for and to transform the service offered by the clinic, based on these needs.

As it was explained to the US researchers, if the data or health picture of the community indicates that there is an increase in a health issue like smoking, then services like cessation counseling sessions would be increased a few days a week.



... continued on page 5

# Making a splash without a pool!

**Y**ou've probably seen water play fountains around. They're popping up all over Orange County's amusement parks, hotel resorts, and even outdoor malls. These are an innovative, fun alternative to the beloved swimming pool for "beating the heat" on a hot summer day. People commonly refer to them as splash pads, water playgrounds, or wet decks. They can be as simple as a patio deck with spouting water nozzles to a jungle-gym playground equipped with water cannons, splash buckets, and overhead spray devices. The activity in these areas draws attention, giving momentum to the growing trend.

What you may not be aware of is that because the water is recirculated, just like a swimming pool, there is potential for transmission of waterborne diseases. Rest assured that these fun filled areas are evaluated for public health and safety by HCA Environmental Health.

In the regulatory world, these are referred to as spray grounds or interactive water features. Before construction Environmental Health reviews the design of the reservoir tank and the filtration and disinfectant systems, to ensure that each meet applicable health and safety standards. These water features are then inspected periodically for disinfection levels and safety equipment.

For more information about Environmental Health's Pool safety program, please visit their web page at <http://ochealthinfo.com/eh/water/pool>.



# Immunization Assistance Program ROI

**One of the Return on Investment (ROI) displays from Public Health Week featured the Immunization Assistance Program. Did you know that vaccines are among the most cost-effective clinical preventive services? Childhood immunization programs offer significant ROI.**

For example, according to the Department of Health and Human Services, each birth cohort vaccinated with the routine immunization schedule (which includes DTap, Td, Hib, Polio, MMR, Hep B, and varicella vaccines),

- Saves 33,000 lives
- Prevents 14 million cases of disease
- Reduces direct health care costs by \$9.9 billion

We celebrate the effective work of the Immunization Assistance Program and the work of so many HCA staff to assure individuals are vaccinated against infectious diseases.



## Immunization Assistance Program (IAP)

The 20th century marks substantial achievements in the control of several vaccine-preventable diseases. Since the introduction of the polio vaccine in 1955, federal, state, and local governments and public and private health-care providers collaborated to develop and maintain the vaccine-delivery system in the United States.

As we entered the first decade of the 21st century, we experienced dramatic declines in cases, hospitalizations, and deaths related to vaccine-preventable diseases. Vaccines are one of the greatest achievements in biomedical science and public health.

In celebration of the 50th Anniversary of the Salk Polio Vaccine, the Immunization Assistance Program (IAP) was involved in several activities highlighting this event. These activities represent the "Return on Investment" in Public Health.

### Sources:

- JAMA. 2011;306(1):36-38. doi:. Retrieved March 20, 2013. <http://jama.jamanetwork.com/article.aspx?articleid=1104063>
- MMWR Weekly. April 02, 1999 / 48(12);243-248. Retrieved March 20, 2013. [www.cdc.gov/mmwr/preview/mmwrhtml](http://www.cdc.gov/mmwr/preview/mmwrhtml)

# Used Oil Program garners YouTube views

The Orange County Regional Used Oil Recycling Program is a partnership between Orange County Environmental Health (EH) and 23 member cities. The program aims to prevent illegal dumping of used motor oil and other petroleum products by providing residents with the tools and information they need to properly dispose of their used oil and filters free.

To help educate do-it-yourself home mechanics and boaters throughout the county, EH staff worked with film intern Michael Kennedy from Chapman University to film and edit a "How to Recycle Used Oil" video. Working on a limited budget, the video was made in a way that could be used throughout the state and be relevant. With the assistance of Hazardous Waste Specialist III Dean Freed from EH and a Napa Auto Parts store in Brea, the video has garnered thousands of views on YouTube since its posting.

The video can be accessed both in English and Spanish on Environmental Health's Used Oil website at <http://ochealthinfo.com/eh/waste/oil> and the Used Oil Facebook page at [www.facebook.com/OCUsedOil](http://www.facebook.com/OCUsedOil).

Environmental Health has shared video YouTube links with CalRecycle, as well as many local cities and counties from central California all the way down to San Diego where regional Household Hazardous Waste Information Exchange (HHWIE) meetings are held. EH has also encouraged other jurisdictions to use their content if they were short on resources.

Video links were also shared with the 23 participating cities within the Orange County Regional Used Oil Program, as well as high schools, ROP and community college auto shop programs where staff provide pollution prevention presentations.

In addition to the video, several Used Oil Recycling newspaper, billboard, and bus advertisements can be seen throughout the County. For more information about the program, visit the EH website at <http://ochealthinfo.com/eh/waste/oil>.



## Cuba

*continued from page 3*

Likewise, if there is an increase in a communicable disease in the community, then extra campaigns, monitoring and education would be directed expeditiously within the community to deter further cases.

Polyclinic officials commented that because of their lack of financial ability to purchase costly medical equipment and supplies, Cuba medical personnel rely intensely on primary prevention efforts because they understand this to be the most cost-effective alternative to prevent future medical complications. A quick look at Cuba's health indicators are a reflection of the strong preventive primary-care structure enacted for the last 40 years. Many of these numbers surpass or are equal to industrialized countries in the world. According to WHO, Cuba has one of the world's highest life expectancies at 77 years (WHO, 2008). The Health Care Agency's 2012 Healthy Places, Healthy People report indicates that the average life expectancy in Orange County is 81.5 years.

After their return to the US, the research team is processing information for submission to academic journals for publication and scheduling presentations to share their experiences in Cuba to interested organizations.

*World Health Organization, The World Health Report 2008: Primary Health Care Now More Than Ever. Geneva, 2008.*

*We come nearest to the great when we are great in humility.*  
—Rabindranath Tagore

### AUGUST HEALTH OBSERVANCES

Children's Eye Health & Safety Month

National Breastfeeding Month

National Immunization Awareness Month

Psoriasis Awareness Month

World Breastfeeding Week . . . . .1-7

## CHS Deputy Agency Director Appointed

**C**ongratulations to Kim Pearson on being appointed Correctional Health Services (CHS) Deputy Agency Director (DAD).

Ms. Pearson has been serving as Interim DAD since February 22, 2013 and has provided outstanding leadership.

She joined the Agency as the Assistant Director of Nursing for Correctional Medical Services in 2009, was promoted to the CHS Director of Nursing in 2010, and accepted a new assignment as the Chief of Operations for CHS/Adult Health Services in 2011. HCA is grateful to have her as part of the agency and appreciates all of her efforts and accomplishments.

Ms. Pearson has a dual Master's degree in Business Administration and Healthcare Administration, is a licensed registered nurse, and possesses 30 years of clinical and healthcare operations experience.



Please join HCA in congratulating Kim on her promotion to this critical role.

## Public Health Services Quality Academy

**O**ne of the things that makes the Health Care Agency a unique place to work is our commitment to excellence and constant willingness to improve. In support of this, the Public Health Quality Academy launched in March 2013 provides intensive training and support to a cohort of 45 HCA employees on how to improve the quality of services across Public Health Services.

The cohort consists of employees from all divisions within Public Health including Disease Control and Epidemiology, Environmental Health, Family Health, Health Promotion, the Public Health Laboratory, and Public Health Nursing, as well as representatives from Contract Development and Management and Program Support.

Academy participants attended a series of trainings held in March and June to learn about key concepts of quality improvement (QI) and its

significance to public health. After engaging in interactive learning activities focusing on QI concepts and tools, participants formed teams composed of those who work within and outside areas of project topics which include:

- Increasing utilization of the online Women, Infant and Children (WIC) education program
- Improving the foodborne illness investigation process
- Increasing access and quality of care at the Adult Emergency Dental Clinic

Participants continue to meet regularly with their groups to strategize, implement and evaluate



... continued on page 3



# Compliance Training Reminder

# Deadline is September 3, 2013

**T**hank you to the 49% of the HCA workforce for completing the 2013 Annual Compliance Training. All HCA employees are required to complete the mandatory training by September 3, 2013. The Annual Compliance training is designed to give everyone an overview of the compliance program and important HIPAA privacy updates. It also demonstrates the important role that each of us play in maintaining

U.S. Department of Health and Human Services in January 2013. The NPP is a mandated document given to patients that outlines how protected health information about them may be used and disclosed and under what circumstances their specific authorization may not be required. The Notice of Privacy Practices also describes the HIPAA rights related to use and disclosure of the individual's health information.

any person other than the health plan) pays for treatment at issue out of pocket in full.

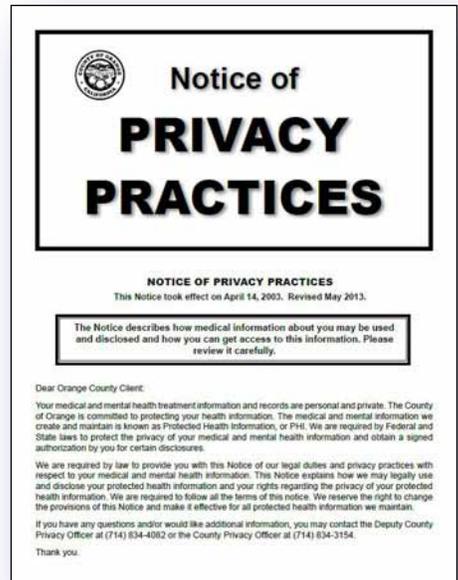
The new NPP will be available for ordering by mid-August and more information will follow. Until then, a few important things to take note of are that copies of the current NPP will have to be discarded and replaced by the new NPP, posted in a prominent place in each clinic and provided to new clients no later than September 23, 2013. Look for the NPP to be posted to the County and HCA websites soon. If you have any questions about the new NPP, please contact Nikoo Tabesh, Privacy Analyst at (714) 834-5172 or Linda Le, Deputy County Privacy Officer at (714) 834-4082.

**REMINDER!**  
Please remember to complete the 2013 Annual Compliance Training which is due by September 3!

Besides the NPP's new look when compared to its 2006 counterpart, the new Final Rule requires the HIPAA Privacy Notice to inform individuals by including statements regarding: an individual's right to be notified following a breach of their

compliance in our workplace and the integrity of the Health Care Agency. Annual Compliance Training can be found on the intranet or [here](#). When you have completed the training, please print out a copy of the certificate to keep in your own files. You are encouraged to complete the training as soon as possible, as there are only four weeks left. If you have any questions about the training or encounter any problems, please contact the Office of Compliance at (714) 568-5614 or at [officeofcompliance@ochca.com](mailto:officeofcompliance@ochca.com).

unsecured PHI; being contacted about fundraising and their right to opt out of receiving such communications; most uses of and disclosures of PHI for marketing purposes and sales of PHI which require the individual's authorization; uses and disclosures not described in the Privacy Notice that can be made only with the authorization from the individual; and an individual's right to restrict certain disclosures of PHI to a health plan when the individual (or



**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.

**SAFETY LINE**

**714.834.SAFE**

Remember to call HCA Safety to report workplace injuries and other safety related matters. We are here to help!

# Helpful hints for manual mileage claims

## PHS Quality Academy

*continued from page 1*

progress toward their project goals. They have also begun to share what they have learned by conducting trainings within their program areas.

For questions regarding the Academy, please contact Public Health Projects Manager Jane Chai at (714) 796-0404 or via email at [JChai@ochca.com](mailto:JChai@ochca.com).

**T**he on-line mileage claim process has significantly streamlined the reimbursement process



when claiming for miles driven or for parking. However, the manual (paper) claim forms are still required when claiming anything else, such as meals or travel reimbursements. Below are some helpful hints to ensure your claim is processed in a timely manner.

- Do NOT include claims for parking or mileage as those reimbursements are only processed via the on-line mileage process.
- Attach the **approved** travel request form when claiming travel related expenses.
- Attach all required **itemized** receipts and exclude any non-claimable items (e.g., alcohol). The credit card authorization (signature receipt) is not an itemized receipt as it does not reflect the detail of the items purchased.
- If your manual mileage claim includes airfare, hotel, and/or car rental, please attach a memo or note (on the supporting documentation) stating the charge was paid by employee and not the County of Orange.

If any required receipts are missing, you must attach a detailed memo identifying the amount, purpose of the purchase,

... continued on page 6





# The month of August is National Immunization Awareness Month

**I**mmunizations are one of the top 10 public health accomplishments of the 20<sup>th</sup> Century. While immunizations have significantly reduced the incidence of many serious infectious diseases, vaccination rates for some diseases are not meeting national public health goals. Not everyone realizes immunizations are not just for children – they are needed throughout our lifetime.

As we prepare for the upcoming school year, here are some important reminders to keep you on track.

## Off To College: Young Adults



Getting ready for college means making sure you are up to date on all doses of the recommended vaccines – both to protect yourself and others around you. Some diseases can spread quickly in settings like college dorms and classrooms. Don't wait –make back-to-school appointments for vaccinations now. Many colleges and universities have vaccination entry requirements. Visit [www.immunize.org/laws/](http://www.immunize.org/laws/) for additional information.

## Back to School: Children, Pre-Teens & Teens



Preparing for school means gathering supplies and back packs. It's also the perfect time to make sure children are up to date on their vaccines. "Immunizations are a safe and effective way to help our kids stay healthy in school and protect them from vaccine-preventable illnesses that can be very serious and have lifelong consequences," said Dr. Chapman, Director of the California Department of Public Health (CDPH) and the State Public Health

## SEPTEMBER HEALTH OBSERVANCES

- Childhood Cancer Awareness Month
- Fruit and Veggies – More Matters Month
- Healthy Aging Month
- National Alcohol & Drug Addiction Awareness Month
- National Preparedness Month
- World Alzheimer's Month
- World Heart Day . . . . .29

Officer. "As families make plans for heading back to school, those plans should include making sure their children are up-to-date on required immunizations for school, including an adolescent whooping cough booster shot (Tdap) for incoming 7<sup>th</sup> graders."

Getting all of the recommended vaccines is one of the most important things parents can do to protect their children's health. Check the childhood immunization schedule for all recommended vaccines (ages 7 to 18) at <http://ohealthinfo.com/phs/about/family/iz/teens>.

## Babies from Birth to Age 2



Pregnancy is a great time to plan for your baby's immunizations – and to make sure you have the vaccines you need to protect yourself and pass protection to your baby during the first few months of life. In addition to the vaccines recommended for adults, women need a flu shot every year, and the Tdap vaccine to protect against whooping cough with every pregnancy. Additional information can be found at <http://ohealthinfo.com/phs/about/family/iz/pregnant>.

## Adults Need Vaccines, Too



Many adults don't realize they still need protection against vaccine-preventable diseases. Vaccines are not just for kids. Adults still need certain vaccines, both to protect themselves and their loved ones. Additional information can be found at <http://ohealthinfo.com/phs/about/family/iz/adults>.

To learn more about National Immunization Month, visit the National Public Health Coalition website at [www.nphic.org/niam](http://www.nphic.org/niam).

*We are all inclined to judge ourselves by our ideals; others, by their acts.*  
—Harold Nicolson

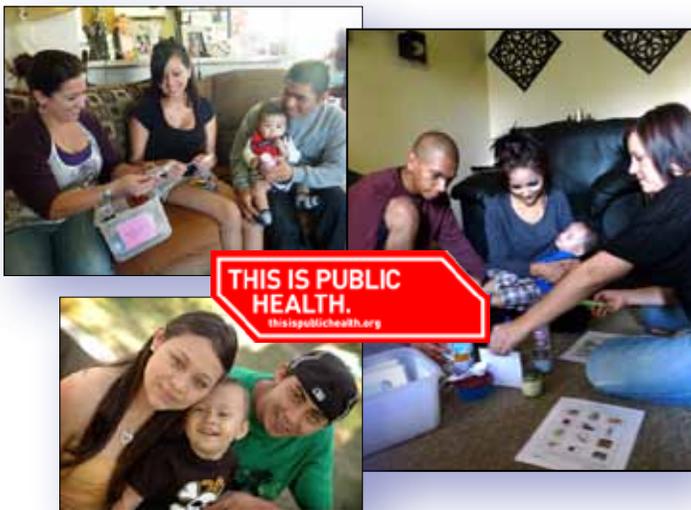
# Nurse Family Partnership® ROI

**D**uring Public Health Week in April, more than 20 HCA Public Health Services programs created posters conveying how their program is returning on investment. This month, we are sharing a poster from the Nurse Family Partnership® (NFP), a program within the Public Health Nursing Division.

This program provides intensive prenatal and postnatal home visitation by registered nurses and targets low-income mothers and their first-born children – in Orange County, the program specifically targets adolescents.

Numerous cost-benefit analyses have examined return on investment for NFP at federal, state and local levels. An analysis conducted in 2005 by the Rand Corporation found a net benefit to society of \$34,148 per higher-risk family served. That's a return of \$5.70 for each dollar spent on the program.

For those higher-risk families, the analysis found that communities recovered the cost of the program by the time the child reached the age of four. Congratulations to our Public Health Nurses who are saving lives and saving money.



## Nurse Family Partnership®

A 2012 analysis by the Pacific Institute for Research and Evaluation, found that NFP saves governments money across Medicaid, Child Protective Services, criminal justice, safety net spending (TANF and food stamps) and special education.

The cost savings benefits are secondary to the effect the program has on the families. NFP lets firstborns with low-income parents get a safe and healthy start on life. The program reduces crime, substance abuse, child maltreatment, preterm births, associated special needs and infant mortality.

# BHS EHR Project Enhancement is underway

**I**n mid-September, the Orange County Board of Supervisors approved the project completion of Behavioral Health Services (BHS) Electronic Health Record (EHR). Working with the current EHR vendor Cerner Corporation, the goal is to build upon the existing system by adding the functionality needed for clinical staff to complete documentation of their services, assessments and treatment plans, as well as electronic prescribing of medications and other tools to enable staff to perform clinical work within the supportive environment of an EHR.

Articles will periodically be included in "What's Up" to keep staff informed of the progress and timeline of the EHR project. To learn more, an informative blog "BHS EHR Info" can be accessed on the HCA Intranet at <http://bhsehrinfo.ochca.com/>. Staff can also subscribe to receive an email notification when a new article or FAQ has been posted.

## **What is the Behavioral Health Services Electronic Health Record?**

An EHR is a computerized system where consumer health-related records are created, stored, used, exchanged and retrieved. The Integrated Records Information System (IRIS) is the electronic health record for BHS. In its entirety, the BHS EHR will include a longitudinal electronic record of all relevant consumer health information such as demographics, financial/insurance information, assessments, progress notes, treatment plans, e-prescriptions, medications, past history and appointment schedules.

Some of this functionality is present in IRIS today and has been used successfully for several years, such as registration, scheduling, reporting and billing. The current goal is to expand upon this functionality using a three phased approach. The first phase includes:

- Clinical Documentation (Assessments, Progress Notes, Care Plan, with rules and clinical decision support)
- Electronic Prescriptions
- Document Scanning and Storage
- Health Information Records Management
- Better and more flexible navigational and records

... continued on page 6

# Environmental Health focuses on food at OC Fair

**M**ore than 24 Food Protection Program staff from Environmental Health (EH) were on hand during the opening day of the OC Fair on Friday, July 12 to inspect more than 200 food operations including bacon-wrapped deep fried pickles! Thank you to all EH team members for a great job on making sure that the foods served at the fair were prepared and handled safely.



Pictured (top row, left to right) are Randy Dossett, Gerrit Kovach, Kevin Dugan, John Banoczki and Shelley Wallevand. Pictured (middle row, left to right) are Glenn Dimaano, Ashley Reynolds, Matthew Reighter, Lara Adourian, Christina Valdez, Janene Bankson, Jenafer Forester, Bruce Freeman, Jennifer Russell, Leslie Moffitt, Lia Gountoumas and Brian Wong. Pictured (bottom row, left to right) are Todd Naffziger, Kevin Do, Karen Newe, Mary Jin, Linda Rodriguez, Britney Nguyen and Valerie Kenekeo. Not pictured are Tom Wong and Naomi Tesfamichael.

## BHS EHR

*continued from page 5*

- presentation tools
- Enhanced ability to run reports
- Compliance with regulatory requirements such as Meaningful Use and expanded Security and Privacy laws
- Disaster Recovery (allows us to get our system back up and running after a catastrophic event)

The first phase is targeted to go live March 2014 with Adult Mental Health Services (AMHS) Santa Ana and Children and Youth Services (CYS) East Region. This phase will include a limited number of clinics to properly assess and test the deployment.

Following successful testing, phase two will include expanded deployment to AMHS, Prevention and Intervention, Center of Excellence and CYS county outpatient mental health programs. The final phase will include connectivity and data sharing with contract providers, consumers and Health Information Exchanges (HIE). This phase is targeted for completion in 2016.

The Agency is excited about the future of the BHS EHR and benefits it will bring to staff and consumers.

## Mileage Claim Helpful Hints

*continued from page 3*

date, and city where the item was purchased. In addition, for claims which include meal reimbursements, you must also certify that the amount does not include purchases of alcoholic beverages.

If you have any mileage claim or payroll-related questions, please contact HCA Payroll at (714) 834-5744 Monday through Friday from 7:30 a.m. to 5:00 p.m., or email us at [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com).

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

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Pony . . . Bldg. 38-S, 4th Floor

*Of at first, the idea is not absurd, then there is no hope for it.*  
—Albert Einstein



## Ava Chavez recognized for contributions to CHS



**C**ongratulations to HCA Correctional Health Services (CHS) nurse Ava Chavez, RN on being recognized as the September “What’s Up” Gold Star recipient for her dedication and positive contributions to the CHS program.

Previously employed by CHS in 1996, Ava served as a contract Licensed Vocational Nurse (LVN) and part-time LVN until 2002. Being a highly motivated and goal oriented individual, she went back to school and received her Registered Nurse (RN) license. She is currently a senior nurse for CHS and is in charge of daily nursing operations, overseeing five facilities housing up to 7,000 men and women. Ava was also recently chosen to fill the role of CHS Case Manager. In this senior nurse role, Ava manages hospitalized inmates and works with hospital clinical staff to bring the inmates back to the jail whenever possible. She also works with inmates in the jail with special health needs by providing discharge planning and linkage to care.

Ava is a wound care certified nurse and took on a leadership role to develop a wound care team along with two licensed vocational nurses as team members. Healing should come naturally, but sometimes due

... continued on page 4

## MSI transition & Covered CA key points

**E**ffective January 1, 2014, the provisions of the Affordable Care Act which provides access to affordable, individual health insurance options goes into effect. Under the law, a new “Patient’s Bill of Rights” provides individuals the opportunity to make informed choices about their health.

Once in effect, this will have a significant impact on the Health Care Agency’s (HCA) Medical Services Initiative (MSI) Program. The following key points are provided below to assist HCA staff and clients (percentages current as of September 23, 2013):

- Approximately 69% of current MSI clients will be transitioned to the new Medicaid Expansion and will be automatically enrolled into CalOptima. These persons have incomes that are at or below 133% of the Federal Poverty Level (FPL).
- The remaining 31% of MSI clients will be eligible

to purchase subsidized health insurance through the State’s health insurance exchange program, called “Covered California.”

- ALL MSI clients will receive letters about the transition sometime in September – the message of the letters will be specific to those identified as being transitioned to CalOptima vs. those identified as needing to contact Covered California.
- For those not transitioning to CalOptima, enrollment in Covered CA starts October 1, 2013 and will remain open until March 31, 2014.

### **Basics of transition from MSI to CalOptima:**

- Clients will receive a packet about plan choice in early November. 100% of MSI’s Primary Care Physicians (PCPs) are also CalOptima PCPs.
- If the client does not select a plan, they will be

... continued on page 4



# Compliance Word Scramble

Let's take the topic of "COMPLIANCE" and test your word scramble skills. Return your completed word scramble game by Thursday, October 3, 2013 with your information to the Office of Compliance either:

In Person - 405 W. 5th Street, Santa Ana, Rm. 776

By Pony - Bldg 38-T

By Email - [Officeofcompliance@ochca.com](mailto:Officeofcompliance@ochca.com)

The name of the submitters who have all the correct answers by the due date, will be entered into a drawing. Five (5) names will be drawn and will win a prize! We will contact the 5 winners by email and/or telephone.

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Program: \_\_\_\_\_ Bldg. # \_\_\_\_\_ Email: \_\_\_\_\_

- DOCE FO DOCTNCU \_\_\_\_\_
- LICNAMCOPE \_\_\_\_\_
- ANTGRINI \_\_\_\_\_
- SECTIH \_\_\_\_\_
- IUTDA \_\_\_\_\_
- TEPNYRC \_\_\_\_\_
- AHPAI \_\_\_\_\_
- YVPCIRA \_\_\_\_\_
- TECISYUR \_\_\_\_\_
- LYOPIC \_\_\_\_\_
- TRPOER \_\_\_\_\_
- DAFUR \_\_\_\_\_
- KSRI \_\_\_\_\_
- SUESI \_\_\_\_\_
- EHAT LCOLUKB \_\_\_\_\_
- NMTOCTADUEINO \_\_\_\_\_
- ONN-IAROETNLTAI YLOPCI \_\_\_\_\_
- NASONITC \_\_\_\_\_
- ENOP RODO LYOPCI \_\_\_\_\_
- CTERDOTPE ALETHH RMANOTIOIFN \_\_\_\_\_

**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.



**714.834.SAFE**

Remember to call HCA Safety to report workplace injuries and other safety related matters. We are here to help!

*The soul does not absorb negativity by accident, always by choice.*

—Dodinsky

# Mary Maurer receives Therapist of the Year Award

**M**ary Maurer, a Physical Therapist with the California Children's Services (CCS) Medical Therapy Program, has been awarded the 2013 Kathy McCarthy Therapist of the Year Award. Mary has worked for the CCS program for 25 years, and was nominated by her peers for her leadership and dedication to the CCS program. Mary sets high standards for herself and provides exceptional care to the children served by the CCS program. She is a kind and patient mentor for her peers and is a valuable resource for new staff. She affirms and encourages those around her and her wisdom and compassion inspire an atmosphere of trust and respect in the work environment.

The CCS Kathy McCarthy Therapist of the Year Award was established in 1992 to recognize staff occupational and physical therapists who have demonstrated an outstanding commitment to their profession, and the children and families of the CCS Medical Therapy Program. Kathy McCarthy was an Occupational Therapist in the CCS program who passed away in 1992. She had a 25 year career

with the Orange County CCS Program. The award was established in her name to honor her dedication to the children served by the program.



*Pictured (left to right) are Mary Maurer, Physical Therapist and Harriet Fain-Tvedt, Chief Therapist.*

*Every day may not be good, but there's something good in every day.*  
—Author Unknown

# Jorgette Leano named CCS Employee of the Year

**J**orgette Leano, an Office Specialist with the California Children's Services (CCS) Program, has been awarded the CCS Medical Therapy Program 2013 Employee of the Year Award. Jorgette has worked for the CCS program since 2000 and was nominated by her peers for her excellence in customer service and her dedication to the CCS program.

Jorgette works at the Reilly Medical Therapy Unit providing clerical assistance to the team of physical and occupational therapists providing therapy services for physically disabled children. Jorgette is a true asset to the department. She is dependable, professional, efficient, organized, full of positive energy, and a true team player. She is valued for her skills and the excellent manner in which she handles the CCS families with kindness.

California Children's Services specializes in medical care, case management, and physical and occupational therapy for children with special health care needs. The goals of CCS include preventing disabling conditions in children through early diagnosis and treatment and maximizing function and quality of life for children with severe physically disabling conditions.



*Pictured (left to right) are Harriet Fain-Tvedt, Chief Therapist; Tess Ohern, Therapy Consultant; Jorgette Leano, Office Specialist; and Debbie Kwang, Therapy Consultant.*

## Gold Star

*continued from page 1*

to various complications such as diabetes, poor circulation or infection, the healing process can be slow and difficult resulting in wounds that will not heal. The wound care team has added an exciting dimension to the quality of healthcare services that CHS already delivers to incarcerated patients.

All team members have received specialized training from the Wound Care Education Institute and are certified by the National Alliance of Wound Care. Each patient under their care has a treatment plan and the goal of the team is to shorten the time of healing, reduce discomfort and pain, and educate patients about effective wound management and prevention of recurrence of the wound. Types of wounds treated by the team include diabetic foot ulcers, lacerations, burns, gunshot wounds, dog bites and abscesses, just to name a few. Because these wounds can result in complications, including loss of limbs and life-threatening conditions, effective treatment is vital. Such dedication to wound care has resulted in quality care being provided to the patients, safety for CHS and Orange County Sheriff Department staff due to the decrease of patient movement to an outside facility for medical care, and savings for both organizations.

Ava is also recognized for her dedication and caring for fellow employees when she became involved with Public Health's Working WELL program and took on a leadership role to coordinate various activities including exercise and walking programs within CHS. She also supports the Employee Assistance Program (EAP) and collaborates with others in CHS to help identify employees who may benefit from utilizing EAP.

Recently, Ava was named the Outstanding Wound Care Certified Nurse of the Year by the National Alliance of Wound Care. She will be honored this month during an event planned to take place in Las Vegas. She was also selected as a 2013 California Nurse.com Nursing Excellence regional finalist in the Home, Community and Ambulatory Care category. Ava was honored on August 23, 2013 in Los Angeles during the Nurse.com Giving Meaning Excellence (GEM) Awards and was chosen as the regional winner for her category. She will later be a candidate for the national award.

Ava is recognized for epitomizing the mission of CHS, "To provide correctional healthcare with respect, compassion and integrity through a culture of teamwork and accountability." Coworkers note that she is always upbeat, encouraging and handles daily challenges with humor and a positive attitude.

Thank you Ava for your commitment and dedication to HCA and the CHS program!

## Covered CA

*continued from page 1*

auto-assigned to one and will receive a notice of selection around the beginning of December.

- New coverage begins January 1, 2014.



Covered California™  
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Getting health coverage  
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health insurance.

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### **Basics of transition from MSI to Covered CA:**

- Clients eligible for Covered CA will receive a letter about the transition in September that will contain information about available premiums and cost-sharing subsidies (tax credits).
- Four levels of Covered CA plans will be available with different levels of co-pays and premiums.
- Covered CA facilitators will call all exchange-eligible clients sometime during October or November to assist them in choosing a plan.
- Clients should enroll in a qualified plan by December 15, 2013 to ensure a January 1, 2014 start date for coverage. The open enrollment period will be extended to March 31, 2014. For those enrolling after January 1, 2014, coverage will begin on the day of application approval.

Those individuals who choose to forego coverage in violation of the Affordable Care Act's individual mandate will be required to pay a penalty on their tax return. Between 2014 and 2016, the penalty will be a flat dollar amount or a percentage of taxable income WHICHEVER is greater. More information on tax provisions can be found on the Internal Revenue Service (IRS) website at [www.irs.gov/uac/Affordable-Care-Act-Tax-Provisions-Home](http://www.irs.gov/uac/Affordable-Care-Act-Tax-Provisions-Home).

To learn more about Covered CA, the four levels of plans available and coverage cost, visit the Covered CA website at [www.coveredca.com](http://www.coveredca.com) or call the toll-free number at (888) 975-1142. A helpful fact sheet "Getting Yourself and Your Family Covered" is also available online at [www.coveredca.com/PDF-printing/fact-sheets/CC\\_Getting\\_Covered\\_fact\\_sheet\\_English.pdf](http://www.coveredca.com/PDF-printing/fact-sheets/CC_Getting_Covered_fact_sheet_English.pdf).

# Employees Recognized for Service Years

**H**CA hosted an Employee Recognition Award Ceremony on August 28, 2013 to recognize the years of dedicated service employees have contributed to the Agency and County. The following is a list of service awards that were presented:

5 Years.....	45	10 Years .....	33	15 Years .....	40
20 Years.....	18	25 Years .....	11	30 Years .....	6

## 30 YEARS



*Congratulations to Public Health Services (PHS) staff members pictured (left to right) Catherine Smith, Larry Honeybourne and Nina Garcia on celebrating 30 years of dedicated County service. They received recognition from HCA Director Mark Refowitz and PHS Deputy Agency Director David Souleles during the August 28 Awards Ceremony.*



*Congratulations to Kevin Smith on his 30-years of dedicated County service. Kevin received recognition from HCA Director Mark Refowitz and Behavioral Health Services Deputy Agency Director Mary Hale during the August 28 Employee Recognition Awards.*

## 25 YEARS



*Behavioral Health Services (BHS) staff member Greg Masters received a 25-year certificate and pin for his years of County service from HCA Director Mark Refowitz and BHS Deputy Agency Director Mary Hale.*



*Correctional Health Services (CHS) staff member Jeannette Granados celebrated 25 years of service to the County and received recognition from HCA Director Mark Refowitz and CHS Deputy Agency Director Kim Pearson during the August 28 Employee Recognition Awards.*

*Being in a good frame of mind helps keep one in the picture of health.*

—Author Unknown

20 YEARS



HCA Director Mark Refowitz and Public Health Services Deputy Agency Director David Souleles offered their congratulations to PHS staff members celebrating 20 years of service. Pictured (alphabetically) are Linh Bui, Emma Chavez-Valle, Martha Dominguez, Saba Fattaleh, Sheila Gill, Mike Haller, Estefana Martinez, Juan Montes and Tammy Nguyen.



HCA Director Mark Refowitz and Behavioral Health Services (BHS) Deputy Agency Director Mary Hale offered their congratulations to BHS staff members celebrating 20 years of service. Pictured (left to right) are Darlene Davis and Steven Johnson.



Congratulations to Alaka Nafday from Health Policy and Communication on her 20 years of service to the County. Research and Planning Manager Curt Condon presented Alaka with a certificate and pin to commemorate the occasion.

15 YEARS



HCA Director Mark Refowitz and Behavioral Health Services (BHS) Deputy Agency Director Mary Hale offered their congratulations to BHS staff members celebrating 20 years of service. Pictured (left to right) are Brenda Tobar, Nathan Lopez, Chandara Lee, Antonio Larrea and Stephen Hatch.

15 YEARS



HCA Director Mark Refowitz and Chief Information Officer Adil Siddiqui recognized IT staff member Virgilio Fermin for his 15 years of dedicated County service.



Public Health Services (PHS) staff member Mike Carson celebrated 15 years of dedicated County service and received a certificate and pin from PHS Deputy Agency Director David Souleles and Financial and Administrative Services Deputy Agency Director Jeff Nagel during the August 28 Awards Ceremony.



Congratulations to Curt Condon on receiving a 15-year pin and certificate from HCA Director Mark Refowitz and Financial and Administrative Services Deputy Agency Director Jeff Nagel.

Lorena Bogarin from Medical Services (MS) was congratulated by HCA Director Mark Refowitz and MS Deputy Agency Director Holly Veale on her 15 years of County service.



10 YEARS



HCA Director Mark Refowitz and Chief Information Officer Adil Siddiqui recognized IT staff for their 10 years of dedicated County service. Pictured (alphabetically) are David Castellanos, Jaime Castellanos, Richard Hassan, Valentine Kamara, Richard King, Rene Larios and Joanne Martin.



Public Health Services (PHS) Staff members pictured (alphabetically) Michael Brown, Deborah Browning, Xuan Mai Chau and Anabel Garcia received a 10-year certificate and pin for their 10 years of County service from PHS Deputy Agency Director David Souleles and Financial and Administrative Services Deputy Agency Director Jeff Nagel.



Celebrating 10 years of County service, Behavioral Health Services (BHS) staff members pictured (left to right) Shane Mills, Flora Colinco and Alma Davis received recognition from HCA Director Mark Refowitz and BHS Deputy Agency Director Mary Hale.



HCA Director Mark Refowitz presented Lisa Alford with a 10-year pin and certificate to commemorate her dedication and service to the County.



Medical Services (MS) staff members pictured (left to right) Tazia Reyna and Gabriel Rodriguez who celebrated 10 years of service received recognition from HCA Director Mark Refowitz and MS Deputy Agency Director Holly Veale.



Public Health Services (PHS) staff member Miriam Lewis celebrated 10 years of County service and received recognition from PHS Deputy Agency Director David Souleles and Financial and Administrative Services Deputy Agency Director Jeff Nagel.



*Celebrating 5 years of service, Behavioral Health Services (BHS) staff members received recognition from HCA Director Mark Refowitz and BHS Deputy Agency Director Mary Hale. Pictured (alphabetically) are Yvonne Doan, Paul Hoang, Ednita Ramirez and Cristina Sosa.*



*HCA Director Mark Refowitz and Chief Information Officer Adil Siddiqui recognized IT staff member David Atkins for his 5 years of dedicated County service.*



*Medical Services (MS) staff members pictured (left to right) Elizabeth Ines and Ivone Mendoza who celebrated 5 years of County service received recognition from HCA Director Mark Refowitz and MS Deputy Agency Director Holly Veale.*



*Congratulations to (pictured, left to right) Kim Derrick and Nicole Stanfield from Financial and Administrative (FAS) on receiving a 5-year certificate and pin from HCA Director Mark Refowitz and FAS Deputy Agency Director Jeff Nagel.*



*Congratulations to Public Health Services (PHS) staff members (pictured, left to right) Lamngeun Keovongsa and Karen Gork on celebrating 5 years of County service. They both received recognition from PHS Deputy Agency Director David Souleles and Financial and Administrative Services Deputy Agency Director Jeff Nagel during the August 28 Awards Ceremony.*

# OC Used Oil Recycling ROI

**D**uring Public Health Week in April, more than 20 HCA Public Health Services programs created posters conveying how their program is returning on investment. This month, we are sharing information about Environmental Health's (EH) Regional Used Oil Recycling Program.

Did you know that one gallon of improperly disposed motor oil can contaminate 1 million gallons of drinking water? Used motor oil can contain heavy metals and other toxic substances. Yet pollution from used oil is completely preventable.

According to the Centers for Disease Control and Prevention, clean water technologies have had a significant impact on public health and have had a rate of return of 23 to 1 for investments made at the turn of the 20th century.

Here in Orange County, the Orange County Regional Used Oil Recycling Program aims to prevent illegal dumping of used motor oil and other petroleum products by providing residents with the tools and information they need to properly dispose of their used oil and filters at no cost.

Keeping motor oil out of the water helps to make our drinking water safer. Environmental Health Staff let people know where they can find recycling locations. Check out [www.earth911.com](http://www.earth911.com) for information on where to dispose of used oil and filters or visit the EH website at <http://ochealthinfo.com/eh/waste/oil> to learn more about the program.

A "How to Recycle Used Oil" video was also created by the program to help educate do-it-yourself home mechanics and boaters throughout the County. The video can be accessed both in English and Spanish on the EH Used Oil website and the Used Oil Facebook page at <https://www.facebook.com/OCUsedOil>.

Thanks to the staff in Environmental Health who protect the environment and save money by educating the public so our water supply is safe.



## OCTOBER HEALTH OBSERVANCES

National Bullying Prevention Month

National Physical Therapy Month

Mental Illness Awareness Week . . . . . 7-13

Walk to School Day . . . . . 9

National Health Education Week. . . . . 14-18

National Hospital and Health System Pharmacy Week. . . . . 20-26

National Lead Poisoning Prevention Week . . . . . 20-26

Red Ribbon Week . . . . . 25-31

*Too many people miss the silver lining because they're expecting gold.*  
—Maurice Setter

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

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

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## PHL staff represent HCA at TB Conference

**T**hree Orange County Public Health Laboratory (PHL) Microbiologists Mino Ghajar, Mariam Zhouwandai, and Sunita Prabhu, represented HCA at the Association of Public Health Laboratories (APHL) 8<sup>th</sup> National Conference on Laboratory Aspects of Tuberculosis held in San Diego from August 19-21, 2013.

Last year, OCPHL was awarded an APHL/Centers for Disease Control grant Study on the Performance Evaluation of Molecular Methods for Tuberculosis (TB). This study was conducted in collaboration with HCA's TB Control Program.

During the August conference, PHL staff member Mino Ghajar participated as a guest speaker and provided a discussion on "Performance Evaluation and Clinical Application of NAAT in Orange County, CA."

Mariam Zhouwandai and Sunita Prabhu also presented a scientific poster on the "Evaluation of the Cepheid GeneXpert MTB/RIF Assay" (co-authors included Richard Alexander and Michelle



Public Health Lab staff members pictured (left to right) Sunita Prabhu, Mino Ghajar and Mariam Zhouwandai attended the APHL 8<sup>th</sup> National Conference on Laboratory Aspects of Tuberculosis held in San Diego from August 19-21, 2013.

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## Halloween Health and Safety Tips

**A**utumn events like Halloween and Harvest Day are fun times to dress up in costumes, go trick-or-treating, attend parties, and eat yummy treats. It's also a good time to encourage nutritious snacks, physical activity, and focus on safety.

### Expecting trick-or-treaters or party guests?

- Provide healthier treats for trick-or-treaters - crackers, popcorn, trail mix
- Serve up a variety of fruits, vegetables, and cheeses at your festive shindig
- Use party games and trick-or-treating as an opportunity to get some exercise
- Be sure walking areas and stairs are well-lit and



- free of obstacles
- Keep candle-lit jack o' lanterns and luminarias out of reach of pets and small children, and never leave them unattended

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# Compliance Past, Present and Future

**2013** marks the 13<sup>th</sup> year of HCA's Compliance Program since its inception in 2000 with Dave Riley serving as the first Chief Compliance Officer for HCA. Under his direction, Mr. Riley built the foundation for HCA's Compliance Program by creating the following:

- HCA Compliance Committee
- Code of Conduct
- Policies and Procedures
- Annual Training
- Compliance Issue Reporting and Investigation Procedures
- Sanction Screening for Ineligible Persons
- Auditing and Monitoring for Compliance

The compliance landscape has changed significantly since 2000. The countywide HIPAA Privacy Officer responsibility was also assigned to the Chief Compliance Officer for HCA. In recent years, HIPAA Privacy issues rival compliance issues in numbers and complexity. The trend observed throughout the compliance field is that privacy incidents are being reported in record numbers and enforcement for privacy violations are increasing.

The HCA Compliance Team is constantly working to keep up with the changing laws and regulations affecting health care privacy and security in California and across the nation. The healthcare world can be a high-risk and challenging environment that demands a proactive compliance approach. Being certified helps demonstrate expertise in helping mitigate compliance-related risks.

Nikoo Tabesh, HCA Privacy Analyst and Caroline Matthew, HCA Compliance Analyst recently obtained their Certifications in Healthcare Privacy Compliance (CHPC). This certification requires knowledge of relevant

**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.

# Tips on Defensive Driving

**W**hen people think of job hazards at the Health Care Agency it is usually in reference to the health hazards that are often associated with working in the medical field and with the public. However, HCA's



greatest hazard has nothing to do with a medically related exposure. In fact, the hazard is often found in almost every department throughout the Agency. Still guessing what that hazard might be? The answer is

driving a vehicle.

Surprisingly, driving a vehicle for HCA on County time is one of the greatest hazards that HCA employees are potentially exposed to. In fact, it can be such a serious hazard that CEO Risk Management Safety Loss and Prevention requires all County employees who drive as part of their job assignment to take Defensive Driving Training when they initially begin their assignment, and continue with refresher training every two years thereafter.

The HCA Safety Office would like to remind HCA employees that although there are many actions and conditions that drivers are unable to control while driving a vehicle, there are a few techniques that drivers can do that may assist in preventing many common vehicle accidents such as rear end collisions.

Allow adequate following distance. The National Safety Council, California Department of Motor Vehicles, and CEO Risk Management all encourage drivers to follow a "three second rule" to ensure enough braking distance between vehicles. For more information regarding the "three second rule" please visit [www.driversedguru.com/driving-articles/drivers-ed-extras/the-3-second-following-distance-rule/](http://www.driversedguru.com/driving-articles/drivers-ed-extras/the-3-second-following-distance-rule/)

Watch vehicle speed. Speed plays a huge part in how much braking distance is needed between vehicles. The faster a vehicle is moving, the more braking distance it requires to stop!

Staying current on Defensive Driver

**SAFETY LINE**

**714.834.SAFE**

Remember to call HCA Safety to report workplace injuries and other safety related matters. We are here to help!

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# HCA Radiology Techs recognized

**N**ational Radiologic Technology (RT) Week from Nov. 3-9, 2013, celebrates the important role that medical imaging and radiation therapy professionals play in patient care and healthcare safety. The images produced are vital in the medical evaluation process and in the lives of many patients.

This year's RT Week theme focuses on **"R.T.s: Positioning Ourselves for Excellence."** The radiology profession is ever changing due to the advances made through research and development on a worldwide scale. New equipment, software and radioactive isotopes are always on the horizon.

The field of radiology is very diverse and includes all diagnostic imaging, as well as therapeutic modalities. The Health Care Agency utilizes the diagnostic imaging modality daily. The primary use is for screening and treatment follow-up of communicable tuberculosis (TB). Public Health has two clinics that are fully equipped with digital technology to serve the public in this endeavor to keep everyone safe and disease free: one in Santa

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HCA Radiologic Technologists pictured (left to right) are Duane Nielsen ARRT, CRT Imaging Services Supervisor; Norma Guillen ARRT, CRT Technologist; and Tuan Nguyen ARRT, CRT Technologist.

# Barrera selected as CCS Employee of the Quarter

**C**ongratulations to Aldo Barrera, Office Specialist with the California Children's Services (CCS) program, on being selected as the CCS employee of the quarter on September 5, 2013.

As an Office Specialist, Aldo answers phone calls from providers and families, renews authorizations for medical services, and provides office support to the medical staff. Aldo is recognized by his peers as an exceptional employee who is dedicated, approachable, and eager to help the CCS nurses and families.

Candidates are nominated for the CCS employee of the quarter by their peers for their outstanding and significant contribution to CCS or the

... continued on page 4



Pictured (left to right) are CCS Division Manager Lynn Einarsson Woods and Aldo Barrera.

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## Halloween Tips

continued from page 1

- Drive safely and keep your eye out for trick-or-treaters

### Going trick-or-treating? Have a **SAFE HALLOWEEN!**

- ▶ **S**words, knives, and similar costume accessories should be short, soft, and flexible.
- ▶ **A**void trick-or-treating alone. Walk in groups or with a trusted adult.
- ▶ **F**asten reflective tape to costumes and bags to help drivers see you.
- ▶ **E**xamine all treats for choking hazards and tampering before eating them. Limit the amount of treats you eat.
- ▶ **H**old a flashlight while trick-or-treating to help you see and others see you. Always WALK and don't run from house to house.
- ▶ **A**lways test make-up in a small area first. Remove it before bedtime to prevent possible skin and eye irritation.
- ▶ **L**ook both ways before crossing the street. Use established crosswalks wherever possible.
- ▶ **L**ower your risk for serious eye injury by not wearing decorative contact lenses.
- ▶ **O**nly walk on sidewalks whenever possible, or on the far edge of the road facing traffic to stay safe.
- ▶ **W**ear well-fitting masks, costumes, and shoes to avoid blocked vision, trips, and falls.
- ▶ **E**at only factory-wrapped treats. Avoid eating homemade treats made by strangers.
- ▶ **E**nter homes only if you're with a trusted adult. Only visit well-lit houses. Don't stop at dark houses. Never accept rides from strangers.
- ▶ **N**ever walk near lit candles or luminarias. Be sure to wear flame-resistant costumes.

For more information, visit the Centers for Disease Control Halloween Health and Safety Tips website at [www.cdc.gov/family/halloween/index.htm](http://www.cdc.gov/family/halloween/index.htm).

## Defensive Driving Tips

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Training; one of the best ways to prevent vehicle accidents and even a traffic ticket or two is to attend a Defensive Driver Refresher course to obtain up to date driving laws and prevention tips. In fact, HCA conveniently offers Defensive Driver Refresher Training for HCA employees at their own work location!

For more information on how to arrange a Defensive Driver Refresher Training for your specific HCA work location or for any other Defensive Driving related questions, please contact the HCA Safety line at (714) 834-SAFE.

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## Aldo Barrera

continued from page 3

work environment, their leadership skills, being a team player, and commitment to the children and families served by the CCS Program.

CCS is a statewide program that provides medical case management for children with special health care needs and medically necessary physical and occupational therapy through the Medical Therapy Program. The program provides services to more than 13,500 children from birth to 21 years with qualifying medical conditions. Goals of the CCS program are to promote a child's optimum health potential, increase the level of functional independence and improve the quality of life for the child and their family.

For more information about the CCS program, visit the CCS webpage at <http://ochealthinfo.com/about/medical/ccs/>.

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## NOVEMBER HEALTH OBSERVANCES

American Diabetes Month

Lung Cancer Awareness Month

National Alzheimer's Disease Awareness Month

National Family Caregivers Month

National Healthy Skin Month

National Radiologic Technology Week . . . . . 3-9

Great American Smokeout. . . . . 21

Public Health Thank You Day . . . . . 25

**TB Conference**

*continued from page 1*

Wood) during the conference. The PHL has been using the Cepheid instrument since June 2011 for rapid, direct detection of TB and resistance to Rifampin (one of the drugs used for treatment of TB) from respiratory specimens. Rifampin-resistance is used for early detection of Multiple-Drug Resistant (MDR) TB.



*Minoo Ghajar served as a guest speaker at the APHL TB Conference held in San Diego.*

**Radiology Techs**

*continued from page 3*

Ana and the other in Westminster.

The Radiologic Technologists in Public Health exhibit excellence daily during each exam, protecting each and every individual patient by using radiation safety practices that are not only necessary for the patient, but the radiation worker as well.

Unlike the skeletal images displayed in windows or hung in various areas on Halloween, Radiologic Technologists deal with the skeleton on a more professional level. Not only the skeleton, but all parts of the body have a way of imaging to provide an important diagnostic tool for healthcare.

With all of today's new technological advances, the chest X-ray is still the most common - given approximately 90% of the time among the millions of exams throughout the world. Another little known fact is that the imaging profession utilizes 264 shades of gray!

For more information about National Radiologic Technology Week or the field of Radiologic Technology, visit the American Society of Radiologic Technologists website at [www.asrt.org/events-and-conferences/national-radiologic-technology-week](http://www.asrt.org/events-and-conferences/national-radiologic-technology-week).

**Compliance Update**

*continued from page 2*

regulations and expertise in compliance, privacy, and compliance operations. HCA is preparing for our future by ensuring we have well trained qualified individuals in the Compliance Program to address any type of privacy or compliance concerns that we may encounter.

If you have any questions, please contact:

- ◆ Thea Bullock, MPA, CHC,  
Chief Compliance & Privacy Officer . . . . . (714) 834-3154
- ◆ Caroline Matthew, MPH, CHC, CHPC,  
Compliance Analyst . . . . . (714) 834-4399
- ◆ Linda Le, CHP, CHPC,  
Deputy County Privacy Officer . . . . . (714) 834-4082
- ◆ Nikoo Tabesh, CHPC, Privacy Analyst . . . . . (714) 834-5172
- ◆ Erika De Anda, Compliance Specialist . . . . . (714) 568-5614

health care agency

**WHAT'S UP**  
keeping staff informed & current

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

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## BH receives Probation Partner Award

**O**n October 15, 2013, Behavioral Health staff were presented with the Probation Department's Collaborative Partner Award during the annual Chief's Awards held at the County Hall of Administration.

Public Safety Realignment was an opportunity to take preexisting partnerships and strengthen them. The collaboration between HCA and Probation is one of these relationships that have benefited from this shift in the criminal justice world.

Recognizing the importance of immediately linking offenders released from prison with appropriate resources, Probation embedded HCA staff in their probation offices. There are currently four assessment staff, one mental health

caseworker, one re-entry case manager and one psychiatrist to assist with offender's needs.

Probation and HCA staff work as a team to coordinate residence plans for offenders with mental health issues along with offenders that have participated in CA Department of Corrections and Rehabilitation's Substance Abuse Program (SAP).

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*Pictured (top row, left to right) are Probation Chief Steve Sentman, Dr. Donald Sharps, Brett O'Brien, Mike Priesing, Mitch Cherness, Allan Aloyian, and Teri Consunji. Pictured (bottom row, left to right) are Bhuvana Rao, Annette Mugrditchian, Jenny Hudson, Leticia Luna-Pinto and Meredith Desmond. Not pictured are Melissa Beck, Carla Romero, Scott Logan, Kristian Miranda and Cristina Sosa.*

## Holiday programs help those in need

**T**he annual 2013 County Holiday Gift Drive for Operation Santa Clause (OSC) and Senior Santa and Friends (SSF) runs from November through December 23. Last year, donations enabled OSC and SSF to provide gifts and necessities to more than 42,800 children, teens, and families in need, and over 2,500 low-income seniors and adults with disabilities.

Each year, many holiday wishes have been granted for children who are abandoned, neglected, abused, or placed in foster care, and elderly and disabled adults served by the County of Orange Social Services Agency, Health Care Agency, Probation Department, Child Support Services and OC Community Resources.

Please join other County employees by giving to the County's Holiday Gift Drive. New, unwrapped toys, gifts, necessities, gift cards, checks and cash are all needed to ensure Orange County's most vulnerable children, teens, families



... continued on page 5



# HIPAA Horrors

**T**here are horrors far worse than the frequent misspelling of the Health Insurance Portability and Accountability

Act (HIPAA), believe it or not. In the HIPAA world, the moment you know you have a breach on your hands resulting from either inappropriate social media use at work, theft of an unencrypted laptop, or unencrypted email, among other things, it's the equivalent to the adrenaline rush experienced while watching the nerve wracking scene where Jack Nicholson hacks his way through the hotel room door with an axe and pokes his head through the splintered gash in *The Shining*.

### **The following are four real horrific tales of privacy gone wrong:**

- In June 2013, an emergency department employee at the University of Arizona Medical Center innocently took a picture of something at her work station and posted it on Facebook. That picture unfortunately happened to include her computer screen which was displaying a woman's personal health information (PHI), including her name, address and social security number. Though the picture was removed 30 minutes after its original posting, it was enough time for someone to steal her identity and use the information to apply for food stamps. The Arizona woman filed a police report and though the Facebook posting was taken down, the photo still exists on the social media site through the files of the employee's friends.

**October 22, 2013; Green Valley News Reports**

- On October 12, 2013, several laptop computers containing the confidential records of 729,000 patients were stolen from an administrative office of AHMC Healthcare located in Alhambra, California. The laptops contained private health information including patient names, insurance numbers, payment records, diagnosis or procedure codes, and social security numbers of patients treated at Anaheim Regional Medical Center and five other hospitals. **Orange County Register**

- 4 million patients' protected health information including patient names, addresses, dates of birth, social security numbers and clinical information, including physician, medical diagnoses, medical record numbers and health insurance data were compromised after the theft of unencrypted company computers at Advocate Health System on July 15, 2013 in what is the second biggest HIPAA breach ever reported. [www.healthcareitnews.com/news/behemoth-hipaa-breach-sounds-alarms](http://www.healthcareitnews.com/news/behemoth-hipaa-breach-sounds-alarms)

- On May 14, 2013, an administrative clerk at Dent Neurological Institute in Buffalo, NY accidentally attached a file which included information about 10,200 patients and inadvertently mailed it to 200 unauthorized people. [www.healthcarebusinesstech.com/recent-hipaa-breaches](http://www.healthcarebusinesstech.com/recent-hipaa-breaches)

- A HIPAA horror story can be avoided by following agency and department policies and procedures that will mitigate culpability and by learning from the mistakes of others. For privacy related concerns or questions, please contact Nikoo Tabesh, CHPC, Privacy Analyst at (714) 834-5172 or Linda Le, CHP, CHPC, Deputy County Privacy Officer at (714) 834-4082.

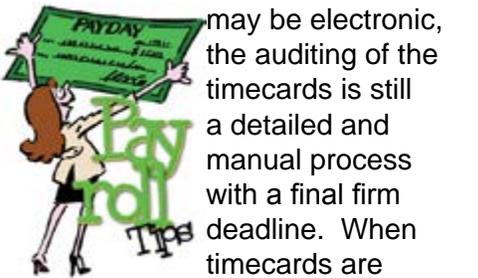
**COMPLIANCE**  
**866.260.5636**  
**HOTLINE**

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.

# Payroll Pointers

**A**ll timecards are due to HCA Payroll by 10 a.m. on the last day of the pay period. Whereas the submission of the timecards in VTI



may be electronic, the auditing of the timecards is still a detailed and manual process with a final firm deadline. When timecards are late, our time to do our job is shortened. Your cooperation is appreciated.

As we approach the Holiday Season, here are a few reminders to ensure happy payroll processing:

- All supervisors should review those listed as your Acting Roles. It is advised that everyone has a minimum of two and verifies they will be here for payroll processing in your absence.

- Early timecard submission for the Thanksgiving Holiday: All timecards are due on MONDAY, 11/25/13.

- Early timecard submission for the Christmas Holiday: All timecards are due on MONDAY, 12/23/13. A reminder will be sent for that pay period.

HCA Payroll staff are here to help and can be reached at (714) 834-5744 or via email at [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com).

**SAFETY LINE**  
**714.834.SAFE**

Remember to call HCA Safety to report workplace injuries and other safety related matters. We are here to help!

# Holiday Food Safety Tips

**T**he holidays are upon us once again. For many of us, the word “holiday” is a synonym for a get-together involving many people and food. When preparing foods this coming holiday, make sure that food safety is part of your planning. Environmental Health’s Food Protection Program offers the following tips to help make your holiday meals safe.

## Food Safety Tips When Shopping

- Buy your turkey preferably 1-2 days before you cook it.
- Pick up the turkey, dairy, and eggs just before checking out.
- Bag the frozen turkey or keep it separate from fresh produce.
- Avoid buying fresh, stuffed turkeys.

## Storing the Turkey/Perishable Foods

- Store the turkey in the freezer if you bought it early in the month.
- Keep turkey in the refrigerator if cooking within 24-48 hours.
- Keep the turkey in its package in a pan to keep any juices from getting into fresh produce or food.
- Refrigerate pumpkin pie and other foods prepared ahead of time.

## Thawing the Frozen Turkey Safely

- Wash your hands with soap and water before handling the turkey or any food.
- There are 3 ways to defrost a frozen turkey safely:
  - ♦ Defrost turkey in the refrigerator (40°F) approximately 24 hours for every 4-5 pounds of turkey.
  - ♦ Submerge turkey in its original package in a pan of cold water deep enough to cover the turkey. Change the water every 30 minutes, and allow 30 minutes thawing for every pound. Cook the turkey immediately.
  - ♦ Thaw in the microwave oven. Remove any packaging and keep turkey in a microwave-safe pan to catch any juices. Cook the turkey immediately. Microwave ovens may vary so be sure to check the manual for the minutes per pound and power level to use for defrosting.



- Remove any giblets from the turkey cavity and cook separately.



## Preparing Food Safely

- Wash your hands with soap and water.
- Make sure working areas and surfaces, utensils and plates are also clean.
- Use separate cutting or chopping boards for meats and for fruits/vegetables. Avoid putting cooked food on cutting boards that have touched raw food.
- Avoid wiping your hands that have touched raw food with dish towels.
- Keep raw food away from vegetables and side dishes that will not be cooked.

## Cooking Food Safely

- Stuffing the turkey is not recommended. Cook the stuffing separately.
- Use a food thermometer. You can’t tell if the turkey is cooked simply by looking.
- Check to make sure every part of the turkey reaches a minimum internal temperature of 165°F, even if your turkey has a pop-up temperature indicator. Check the innermost part of the thigh and wing, and the thickest part of the breast.
- Let turkey stand for 20 minutes before carving to allow juices to set.
- Stuffing should also reach a minimum temperature of 165°F.
- Any dish containing eggs should be cooked to reach an internal temperature of 160°F.
- Use a separate clean spoon whenever tasting food from the pot. Do not use the same spoon for stirring to taste the food.

... continued on page 5

# October rocked Red Ribbon Week!

**R**ed Ribbon Week is a nationally celebrated anti-drug awareness campaign that began in 1985 in memory of a fallen DEA Agent, Enrique "Kiki" Camarena. In honor of Red Ribbon Week, a county-wide kickoff event **"Rock 'N Road,"** was held on Saturday, October 19, in conjunction with the City of Mission Viejo's 25<sup>th</sup> Annual "Walk Against Drugs" and Supervisor Bates' Safety Expo.

The triad of events led to an estimated turnout of approximately 5,000 people, mostly families, receiving information ranging from earthquake preparedness and community resources to teen safety driving and drug facts. Festivities for the day included a Battle of the Bands, Battle of the Banners, and recognitions.

The Battle of the Bands provided Orange County middle and high school students with the opportunity to compete for a grand prize, a FREE recording studio session in LA. Bands submitted original music prior to the event and the top three finalists played live on stage in front of a panel of judges, including County Supervisor Todd Spitzer. The winning band "Sharp Turn Ahead" featured eighth grade students from Thurston Middle School in Laguna Beach.

Supervisor Spitzer, along with Supervisor Bates, presented the Red Ribbon Week Resolution to the organizers of Rock 'N Road, Erin Meluso (RADD) and Phil Falcetti (NCADD-OC). Supervisor Bates also fittingly presented an "Award of Excellence" to the City of Mission Viejo's Mayor, Rhonda Reardon, in commemoration of the 25th Annual "Walk Against Drugs."

**"Battle of the Banners"** is a county-wide contest giving the opportunity for youth to create the 2014 Red Ribbon Week theme and logo for Orange County. A total of 31 entries were received and judged by the Rock 'N Road Youth Committee. Banners were then displayed at the Rock 'N Road event for public voting. The 1<sup>st</sup> place winner was McAuliffe Middle School followed by Project Access-Stratford Place and then Magnolia High School's Friday Night Live Chapter.

To learn more about Red Ribbon Week, visit the Red Ribbon Week campaign website at <http://redribbon.org/>. For more information about HCA's Alcohol & Drug Education & Prevention Team (ADEPT) Red Ribbon program, visit <http://media.ocgov.com/gov/health/phs/about/promo/adept/syp/redribb/default.asp>.



## Probation Partner Award

*continued from page 1*

Both Probation and HCA staff attend SAP resource fairs at local prisons in order to meet face to face with as many offenders transitioning into the county upon release as possible.

Once in the community, probation officers work closely with HCA partners to link the offenders to in-patient and out-patient substance abuse services along with mental health counseling and psychotropic medication when appropriate. Recognizing that offenders who participate in community aftercare substance abuse treatment services are less likely to reoffend, the Probation Department and HCA contracted with sober living facilities in the community.

This continuity of care allows offenders who have demonstrated the willingness to remain sober to participate in Probation's Day Reporting Center outpatient drug services which provides the opportunity for funded sober living housing.

## DECEMBER HEALTH OBSERVANCES

Safe Toys and Gifts Month

World AIDS Day . . . . . 1

National Handwashing Awareness Week . . . . . 1-7

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  
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 Pony . . . Bldg. 38-S, 4th Floor

## Holiday Programs

*continued from page 1*

and low-income seniors and adults with disabilities are not forgotten this holiday.

Donate online at: [http://ssa.ocgov.com/volunteer/donations/osc\\_donation](http://ssa.ocgov.com/volunteer/donations/osc_donation) or [http://ssa.ocgov.com/volunteer/donations/sr\\_santa\\_donation](http://ssa.ocgov.com/volunteer/donations/sr_santa_donation).

**Angel Tags for the Tree** – Angel tags provide gift suggestions for a child or senior in need of a holiday gift. Gift suggestions for each age group will be listed on the reverse sides of an Angel Tag which can be found on Christmas trees located throughout various County buildings. Gifts are greatly needed for all age groups and should be unwrapped and not heavily taped. If you would like to coordinate an Angel Tag drive for your unit, please call (714) 825-3159 or (714) 679-2438.

### **Gifts for Seniors** –

Cash donations and gift cards are needed for seniors to help purchase special request items like walkers and other medical equipment. Gift cards give clients the freedom to purchase items such as medication and clothing. For more information, please contact Eric Pittman at (714) 825-3111.



### **Donations** –

Cash, checks and gift card donations provide gifts and other special need items for toddlers and teens. Please make checks payable to Operation Santa Claus or Senior Santa and Friends and mail to: Operation Santa Claus, 1505 E. Warner Ave., Santa Ana, CA 92705.

**Volunteer Your Time** – Assist with sorting gifts at the Operation Santa Claus Gift Shop. Volunteers are needed in November and December. To volunteer, please email [mona.gustafson@ssa.ocgov.com](mailto:mona.gustafson@ssa.ocgov.com) or call (714) 679-2438.

## Holiday Food Safety Tips

*continued from page 3*

### **Serving Food Safely**

- Keep cold foods cold and hot foods hot.
- Keep the pumpkin pie and any cold dessert in the refrigerator at 40°F.
- Use clean serving spoons for each dish.
- Wash hands with soap and water before handling food or eating.
- Carve the turkey with a clean carving knife and fork.

### **Storing Left-Overs Safely**



- Store left-over food within two hours after serving, including pumpkin pie.
- Use several shallow storage containers to store left-over food.
- Store in the refrigerator if eating left-over food within 3 days.
- Keep in the freezer for longer storage time.
- Label and date all of your leftovers so you know how long they've been in there.

For more tips on food preparation, visit the following websites:

- [Let's Talk Turkey](#)
- [Turkey: Alternate Routes to the Table](#)
- [Foodsafety.gov](#)
- [Ultimate Shelf Life Guide](#)
- [Shelf Life Advice](#)
- [Orange County Food Protection Program](#)

None is more impoverished than the one who has no gratitude.  
Gratitude is a currency that we can mint for ourselves,  
and spend without fear of bankruptcy.

—Fred De Witt Van Amburgh

## Dr. Stratton receives Global Award

**C**ongratulations to Dr. Sam Stratton, Emergency Medical Services (EMS) Medical Director on being recognized as the December Gold Star recipient. Dr. Stratton was recently presented with the 2013 Award for Global Leadership in Emergency Public Health from the World Association for Disaster and Emergency Medicine (WADEM). The award is presented every two years by the organization for distinguished global leadership in advancing the science of emergency public health and improving health care in areas including public health, emergency care and disaster relief and



preparedness. HCA Director Mark Refowitz praised Dr. Stratton for his leadership in Orange County and beyond. "Congratulations are definitely deserved in recognition of his great work and passion to save lives," Refowitz said.



In addition to his role at HCA, Dr. Stratton is a professor at the UCLA School of

... continued on page 4

## workingWELL Team wins 2013 Ambriz Award

**C**ongratulations to HCA's workingWELL Team, winners of the 2013 Steve Ambriz Team Excellence Award. This award was created to identify 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. To carry out HCA's mission to "protect and promote the health and safety of individuals and families in Orange County," workingWELL was created in December 2011 by volunteer staff from across the Agency to provide a

foundation for HCA to protect and promote the health of our employees and support our efforts to make a healthier tomorrow for our community. The 16 team members have voluntarily supported workingWELL as committee members and comprise areas from within HCA including Behavioral Health, Health Policy and Communication, Medical Services, and Financial and Administrative Services.

A Wellness Platform was adopted July 2012 that provides the foundation for future HCA wellness policies, practices and programs. It was created by

... continued on page 8



workingWELL Team members received recognition from HCA Assistant Director Richard Sanchez during the November 18 Employee Recognition Ceremony. Pictured (left to right) are Kelly Broberg, Dr. Helene Calvet, Karen Hodel, Christina Weckerly, Nicole Stanfield, May Nur, Donna Fleming and Deanne Thompson.

# Our “Respond”sibility

It's that time of year where friends and families gather for the holidays and as the New Year fast approaches it is a time for reflecting on the past, and more importantly, looking forward to the coming year. It's a time to reflect on the changes we want or need to make and resolve to follow through on those changes. Change can only come when you are first aware of the problem, then properly report it to have it addressed. “Compliance is everyone’s business.” This is a statement you have probably heard before, but what does that really mean? It means:



Compliance  
UPDATE

**Being aware** of our surroundings and expected standards to help maintain our compliance. Generally everyone participates in compliance by completing the assigned ongoing compliance education, reviewing the Code of Conduct, and remaining aware of the policies and procedures. Managers can provide additional awareness opportunities for their program staff. This can be done by routinely including compliance topics on the staff meeting agenda, by reviewing and discussing the most current policies and procedures, or by inviting the in-house experts from different departments to discuss specific areas. Awareness creates knowledge, and this is key to successfully creating an environment of accountability.

**Reporting concerns** so they are properly addressed is everyone's responsibility, regardless of position. If a concern is identified but is not reported, there is the potential for that concern to remain “undetected” and this can place employees, customers, patients and/or the organization at risk in any number of ways. Anyone can encounter an issue during day-to-day job activities. How we respond is important. Any identified actual or potential concern needs to be reported to those who can help ensure that the issues are properly investigated, evaluated, and corrected. Organizations have individuals (experts) designated to respond and address different types of issues. For this reason, it is important that the right people within the organization are also notified. These experts can carefully assess all facts without bias and evaluate the process or system to determine the necessary response, thus ensuring that the regulations and standards are met and that matters are handled consistently and fairly. This assists in creating a safe reporting environment and a just and ethical culture.

**Being accountable** for compliance is different depending on our roles within the organization.

Sometimes it's about making sure our organization regains compliance in an area where an issue has been identified (corrective actions). Sometimes it's about revising or drafting a policy or procedure to make sure we comply with a new or revised regulation, law, or standard. For others it's about being aware and maintaining licensing requirements and renewals, or being aware and

... continued on page 4



## HPC has it all!

Have you been tasked to create a PowerPoint presentation or document that may require including the County logo and/or graphics? Where do you start?

Look no further! Various PowerPoint templates, County logos and a searchable ThinkStock graphics database are available on the Health Policy & Communication (HPC) Intranet site at <http://intranet.ochca.com/hpc/ltg>.

The HPC Intranet site provides additional guidelines on how to download available templates and logos. ThinkStock photos and illustrations can be viewed here. Once you select an image, send a request along with the image number to one of the following team members below. For any questions, please call the HCA Media Line at (714) 834-2178.

- Sandy Viernes – (714) 834-2182
- Chris Moreno – (714) 796-0237
- Anne Fialcowitz – (714) 834-3164
- Kerry Underwood – (714) 796-0239

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

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You may call the hotline 24 hours a day, 7 days a week at the number shown above.

**SAFETY LINE**

**714.834.SAFE**

Remember to call HCA Safety to report workplace injuries and other safety related matters. We are here to help!

# Denise Fennessy named new Environmental Health Director

Congratulations to Denise Fennessy on being appointed to serve as the Environmental Health Director within Public Health Services following a competitive recruitment process.

Denise has been with Environmental Health for 26 years, including having served as Assistant Director for the last six years. She has a bachelor's degree in applied ecology from UC Irvine and is certified as a Registered Environmental Health Specialist by the California Department of Public Health.

In her new role, Denise will be responsible for a division that regulates more than 41,000 entities and conducts approximately 65,000 inspections per year ensuring compliance with multiple state statutes and regulations with the goal of protecting and improving public health and safety of Orange County residents, visitors, and workers.

Denise assumed her new position on November 15, 2013. Please join the Agency in welcoming her to her new position.



# David Souleles receives CSAC Award

Congratulations to Public Health Services Deputy Agency Director David Souleles on receiving the California State Association of Counties (CSAC) 2013 Circle of Service Award for his role in the negotiations and implementation

of AB 85 and SB 98, this year's health realignment savings measures.

The Circle of Service Award is a way for CSAC to recognize county officials whose service to the county family and CSAC membership has been substantially above and beyond the norm.



*Pictured (left to right) are Ike McGowan, Yolo County Supervisor and CSAC Immediate Past President, David Souleles and Matt Cate, CSAC Executive Director.*

*The color of springtime is in the flowers;  
the color of winter is in the imagination.*  
—Terri Guillemets

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# NFP celebrates 15 years of service

**T**he Orange County Nurse Family Partnership® (NFP) Program is recognized for its 15 years of service to pregnant and parenting teens. NFP public health nurses (PHNs) help young first-time mothers during their pregnancy and the first 2 years of their child's life to have improved health for themselves and their babies, fewer subsequent pregnancies, fewer childhood injuries, increased intervals between births, increased maternal employment, and improved school readiness. In addition to the intensive home-visits by PHNs, the program is also participating in important research on intimate partner violence.

"It is through the dedicated work of public health nurses that the lives of so many young women have been changed these past 15 years, with the true investment being realized over the years in the lives of productive parents and in the lives of their thriving children, teens, and ultimately adult children," said Public Health Services Deputy Agency Director David Souleles.

The ongoing excellent work of the Orange County NFP Program received recognition from Thomas R. Jenkins, Jr., President and Chief Executive Officer of the National Service Office who wrote, "I am impressed with the heart in your work; your passion and commitment always rings true and clear. And, I've been impressed with your



*Pictured (back row, left to right) are Martina Flores, PHN III; Isabella Yniguez, PHN III; Linda Aceves, PHN III; Desiree Mares, SPHN II; Marcia Salomon, SPHN II; Silvia Hernandez, IPT and Heather Bell, PHN III. Pictured (front row, left to right) are Kelly Thue, PHN III; Melanie Dilger, PHN III; Veronica Garcia, IPT and April Anderson, PHN III. Not pictured is Kathryn Ramos, PHN III.*

professionalism as you balance your caring hearts with firmness and strength while working with your client moms."

Additionally, HCA NFP Supervisor Marcia Salomon, R.N., M.S.W., M.P.H., received an Athalie Award for nursing excellence from the Associates for the Advancement of Nursing Science and Research on November 12, 2013.

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## Gold Star

*continued from page 1*

Public Health and is a faculty member of the UCLA Center for Public Health and Disasters. He practices Emergency Medicine at Harbor-UCLA Medical Center, where he is a Clinical Professor of Medicine at the David Geffen School of Medicine. He also serves as the Editor-in-Chief of the WADDEM research journal Prehospital and Disaster Medicine.

Currently a resident of Huntington Beach, Dr. Stratton has worked for HCA since 2006. He received his Medical Degree from the University of New Mexico, Albuquerque and completed his residency in Internal Medicine at the University of California, Irvine. Dr. Stratton received his Masters Degree in Public Health from UCLA in 1999 and is board-certified in both Emergency Medicine and Internal Medicine.

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## Compliance Update

*continued from page 2*

accountable for addressing changes to professional practice standards or coding and billing requirements. When it comes down to it, we are all accountable to do the job we were hired to do and that means we need to remain informed about relevant standards to properly carry out our duties. It also means we need to ensure that concerns are properly reported and addressed by the right individuals within our organizations. This helps contribute to creating a just and ethical culture within our organization.

If you have any questions, please contact a member of the Compliance Team.

- Thea Bullock, MPA, CHC, Chief Compliance and Privacy Officer (714) 834-3154
- Erika De Anda, Compliance Specialist (714) 568-5614

# Employees' Years of Service recognized

**H**CA hosted an Employee Recognition Award Ceremony on November 14 to recognize the years of dedicated service employees have contributed to the Agency and County. The following is a list of service awards that were presented:

5 Years – 24

10 Years – 18

15 Years – 33

20 Years – 18

25 Years – 15

30 Years – 4

35 Years – 1

## 30 YEARS



*Congratulations to Katherine Harvey from Medical Services (MS) on receiving a 30-year certificate and pin from MS Chief of Operations Teri Schultz and HCA Assistant Director Richard Sanchez.*

## 25 YEARS



*Nina Mays from Correctional Health Services (CHS) received a 25-year certificate and pin from CHS Deputy Agency Director Kim Pearson and HCA Assistant Director Richard Sanchez.*

## 25 YEARS



*Congratulations to Behavioral Health Services (BHS) staff members pictured (left to right) Chip Pope, Merida Hughes and Luis Martinez on celebrating 25 years of County service. They received recognition from BHS Deputy Agency Director Mary Hale and HCA Assistant Director Richard Sanchez.*

*Environmental Health staff members pictured (left to right) Oyewole Akinyemi and Dan Yokoyama celebrated 25 years of County service and received recognition from Public Health Services Deputy Agency Director David Souleles and HCA Assistant Director Richard Sanchez.*



20 YEARS



Celebrating 20 years of service, Ted Becker from Behavioral Health Services (BHS) received recognition from BHS Deputy Agency Director Mary Hale and HCA Assistant Director Richard Sanchez.



Congratulations to Valerie Brooks from Public Health Services (PHS) on celebrating 20 years of County Service. She received recognition on November 14 from PHS Deputy Agency Director David Souleles and HCA Assistant Director Richard Sanchez.



Public Health Services (PHS) staff member Eduardo Medina celebrated 20 years of County service and received a certificate and pin from PHS Deputy Agency Director David Souleles and HCA Assistant Director Richard Sanchez.



Congratulations to Veronica Ramirez and Jim Marquez who received a 20-year service award from Behavioral Health Services Deputy Agency Director Mary Hale and HCA Assistant Director Richard Sanchez.



15 YEARS

Carmen Stanish from Public Health Services (PHS) received a 15-year certificate and pin from PHS Deputy Agency Director David Souleles and HCA Assistant Director Richard Sanchez.

15 YEARS



Behavioral Health Services (BHS) Deputy Agency Director Mary Hale and HCA Assistant Director Richard Sanchez presented BHS staff celebrating 15 years of County service with a certificate and pin to commemorate the occasion. Pictured (left to right) are Dawn Smith, Anong Nhim, Dr. Alan Edwards, Stephen Lownes and Melody Marler.



Medical Services (MS) staff member Cesar Bondad received a 15-year certificate and pin from MS Chief of Operations Teri Schultz and HCA Assistant Director Richard Sanchez.

What good is the warmth of summer without the cold of winter to give it sweetness. —Author Unknown

15 YEARS



Health Policy & Communication staff member Anh Nguyen celebrated 15 years of County service and received recognition from Financial & Administrative Services Deputy Agency Director Jeff Nagel and HCA Assistant Director Richard Sanchez.



Correctional Health Services (CHS) staff member Sheryl Wamsley-Goldsmith was awarded a 15-year certificate and pin by CHS Deputy Agency Director Kim Pearson and HCA Assistant Director Richard Sanchez.



Jocelyn Esguerra from Correctional Health Services (CHS) received recognition on November 14 for her 15 years of County service from CHS Deputy Agency Director Kim Pearson and HCA Assistant Director Richard Sanchez.



Celebrating 15 years of County service, Public Health Services (PHS) staff members pictured (left to right) Maria Montellano, Joseph Deocampo and Vida Mofidi were congratulated by PHS Deputy Agency Director David Souleles, County Health Officer Dr. Handler and HCA Assistant Director Richard Sanchez.

10 YEARS



Congratulations to Correctional Health Services (CHS) staff member Wendy Wilfert on receiving a 10-year certificate and pin from CHS Deputy Agency Director Kim Pearson and Assistant HCA Director Richard Sanchez.

10 YEARS



Public Health Services (PHS) staff members pictured (left to right) Larry Pritchett and Sylvia Aguas received a 10-year certificate and pin from PHS Deputy Agency Director David Souleles and HCA Assistant Director Richard Sanchez.



Celebrating 10 years of County service, Cheryl Seitter from Behavioral Health Services (BHS) received recognition from BHS Deputy Agency Director Mary Hale and Assistant HCA Director Richard Sanchez.



Public Health Services Deputy Agency Director David Souleles and HCA Assistant Director Richard Sanchez presented Jennifer Russell from PHS with a 5-year certificate and pin during the November 14 recognition awards.



Information Technology staff member Robert Nguyen celebrated 5 years of County service and received recognition from Chief Information Officer Adil Siddiqui and HCA Assistant Director Richard Sanchez.



Congratulations to Behavioral Health Services (BHS) staff member David Gould on receiving a 5-year certificate and pin from BHS Deputy Agency Director Mary Hale and HCA Assistant Director Richard Sanchez.

**Ambriz Award**

*continued from page 1*

the team to be consistent with County and Labor policies; and it specifically addresses wellness from a holistic perspective, encompassing the following sectors: Illness and Disease Prevention and Management, Injury Prevention, Tobacco Free Living, Nutrition, Physical Activity, Emotional Well-Being and Family Well-Being.

workingWELL has been a success with both employees and management. In a little more than one year, the following have been accomplished entirely through the team’s voluntary efforts:

- The Workplace Wellness Committee was established with mission, vision and goals.
- The Wellness Platform was created and adopted by HCA Management.
- The initiative was branded as “workingWELL: a Healthy Orange County Starts with Us.”
- Approximately 300 HCA employees attended a kick-off event in September 2012 that featured information and resources on each of the platform sectors, County benefits representation, a (no cost) farmer’s market and flu vaccinations.
- An intranet website was created to provide information and resources, as well as an interactive blog (<http://intranet.ochca.com/workingwell>).
- A monthly e-blast newsletter was created with links to the workingWELL website and external resources

for information on health, wellness and safety issues relevant to employees and their families.

A Team Member program was developed and more than two dozen HCA employees were trained and empowered to be workPALS at their worksites supporting worksite initiatives such as healthy lunch clubs, walking clubs, Lift Off, etc. Team members combined their talents and some learned new skills to make workingWELL a success. With each individual contributing their strengths, the initiative has not been burdensome or stressful. The biggest strength of effort is that it is employee driven and collaborative. Because of this, HCA employees know and feel that it is genuinely intended to support them.

workingWELL epitomizes all that is good about HCA. Embracing the theme of “a Healthy Orange County Starts with Us,” workingWELL was intentionally designed to both support employees, as well as position HCA to lead by example by modeling a sustainable program for other organizations to follow.

**workingWELL team members include:**

- |                     |                   |
|---------------------|-------------------|
| Floyd (Trey) Bonnor | Kelly Broberg     |
| Amy Buch            | Dr. Helene Calvet |
| Donna Fleming       | Karen Hodel       |
| April Kearney       | Karen Lawson      |
| May Nur             | Chris Prevatt     |
| Nicole Stanfield    | Pauline Stauder   |
| Deanne Thompson     | Henry Torres      |
| Christina Weckerly  | Teri Williams     |

*Winter must be cold for those with no warm memories.*  
 —from the movie *An Affair to Remember*

# Childhood Lead Poisoning Prevention Week celebrated

Childhood Lead Poisoning Prevention Week is celebrated annually during the month of October. This year's theme focused on "Lead-Free Kids for a Healthy Future." Childhood lead poisoning is considered the most preventable environmental disease of young children.

From October 20-26, HCA's Childhood Lead Poisoning Prevention Program (CLPPP) sought to prevent and reduce the harmful effects of lead poisoning in Orange County children by providing education, case management, and environmental evaluation services. Public Health Services' CLPPP staff members from Family Health and Environmental Health were engaged in planning and coordinating a wide range of community efforts to educate the public on common sources of lead poisoning and on the importance of lead exposure prevention measures.

Activities included attending and providing information at health fairs; collaboration with community-based organizations to distribute health education materials; canvassing downtown Santa Ana to distribute pamphlets to the public and retail establishments; visiting paint stores to provide free customer pamphlets on safe home renovation practices; participating in a Red Ribbon safe story time at Aliso Viejo Library; conducting outreach at local elementary schools and at flu vaccine clinics



City of Brea Mayor Pro Tem Brett Murdock presents staff with a proclamation during a city council meeting. Pictured (left to right) are Dr. David Nuñez, Cecile Truong, Mozghan Mofidi, Fred Chung and Mardee Jara-Meza.

held at Northgate Markets; requesting and attending city lead awareness proclamations in the cities of Brea, Stanton, La Habra, and Anaheim and posting prevention tips through social media on HCA's Facebook and Twitter accounts.

For more information, visit the HCA CLPPP website at <http://ochealthinfo.com/phs/about/family/lppp> or call (714) 567-6220. For lead-based paint and environmental lead specific information, please call (715) 433-6000.



CLPPP staff attended a City of Anaheim meeting and received a Childhood Lead Poisoning Prevention Week proclamation. Pictured (first row, left to right) are Jenafer Forester, Fred Chung, Dr. Helene Calvet, Mardee Jara-Meza and Mozghan Mofidi. Pictured (second row, left to right) are Jeff Lane, Viri Chino and Margie Carrigan.



CLPPP staff members pictured (far left) Viri Chino and Mardee Jara-Meza participated in a Red Ribbon safe story time event at Aliso Viejo Library along with librarians and the Red Ribbon team. Not pictured are Ruth Dignadice, Maria Aguilar and Manisha Sulakhe.

# Armory Emergency Shelter Program open thru April Make over your holiday meals with MyPlate!

**T**he County of Orange Armory Emergency Shelter Program opened on November 13, 2013 at the Fullerton Armory location and December 2, 2013 at the Santa Ana Armory location. Both Armories are tentatively scheduled to remain open seven days a week through April 2014.

The Armory Emergency Shelter Program will offer hot meals, showers, clothing, blankets, a safe place to sleep, and shelter from the winter weather, as well as other supportive services to approximately 400 homeless per night. While the program is operated by a nonprofit organization (Mercy House), volunteer opportunities are available for County employees.



Last year, the Armory Program provided 40,524 bed nights and served 1,848 unduplicated clients. The success of the Armory Program is largely due to the collaborative efforts of County agencies, churches, nonprofit agencies and dedicated individuals who generously volunteer their time. Volunteer opportunities include: helping the homeless to sign-in,

distributing blankets or clothing, and serving food, as well as setting up and/or cleaning up.

If you are interested in volunteering for this worthy cause, or you know someone who is or would be interested in volunteering, please contact Irene Mendoza of Mercy House via email at [IreneM@mercyhouse.net](mailto:IreneM@mercyhouse.net). If you would like more information on the Armory Emergency Shelter Program you may visit Mercy House's website at [www.mercyhouse.net](http://www.mercyhouse.net).

In addition to volunteering, the armory also accepts donations of various hygiene supplies, clothing (gently used or new), food items (prepackaged) and gift certificates. Donated items can be dropped off Monday to Thursday from 5 p.m. to 8 p.m. at the following locations below. For more information on items to donate, please contact James Brooks at [jamesb@mercyhouse.net](mailto:jamesb@mercyhouse.net) or Austin Drissen at [austind@mercyhouse.net](mailto:austind@mercyhouse.net).

## Item Drop-Off Locations

- Santa Ana Armory – 612 E. Warner (Warner/Main)
- Fullerton Armory – 400 S. Brookhurst (Brookhurst/Valencia)

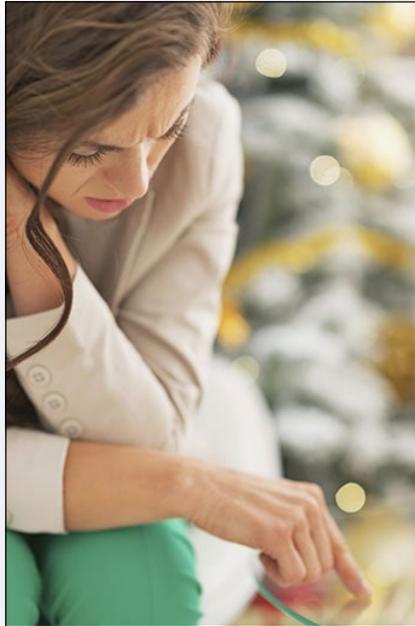
**T**he holiday season has arrived! It's time to find your favorite family recipes and start cooking! While many of our favorite dishes help us to remember and celebrate special times, choosing healthier options can be a challenge. Let MyPlate help you find solutions with "MyPlate Holiday Makeovers."

During an 8-week series of various holiday makeover recipes, you'll find new ways to celebrate the season with healthy recipe substitution tips and ideas for preparing your holiday feast. To view the recipes, visit <http://blogs.usda.gov/tag/myplateholidaymakeover>. Visit [www.choosemyplate.gov](http://www.choosemyplate.gov) often to find new holiday ideas and resources to help you keep good health in mind.



# Handling Holiday Grief

**A**s the year comes to a close and the holidays rapidly approach, you and those around you may experience a range of emotions. Examples of things that might bring excitement include new additions to the family, career changes and spending time with those we care about. There might also be sadness over things that have not been accomplished, struggles over health issues or finances and memories of loved ones who are no longer with us. Balancing these conflicting emotions can also be challenging and possibly painful for some. When thinking about grief around the Holidays advice from the American Hospice Foundations (AHF) states, "Some people find it helpful to be with family and friends, emphasizing the familiar. Others may wish to avoid old sights and sounds, perhaps even taking a trip. Others will find new ways to acknowledge the season." This reminds us to honor our process and to be kind to ourselves.



## The AHF and GRIEF.COM suggests:

- Planning for the holidays acknowledging that it is not uncommon to feel out of sorts with the celebratory tone of the season and preparing for these feelings.
- If you've experienced a loss, recognize that things won't be the same and that doing things a bit differently can acknowledge the change while preserving the past.
- Taking time for you may be important, but try not to isolate.
- Remember that the holidays may affect other family members or dear friends as well. Talk with them about your plan and respect their choices and needs; compromise if necessary.
- Avoid additional stress by deciding what you really want to do, and what can be avoided.
- Have a Plan A (i.e., time with family) and Plan B (i.e., going to a favorite movie or getting some exercise).
- Pay extra attention to children; they are often forgotten grievers.
- Reach out to others and share your thoughts and feelings.

If you know someone is struggling with a loss, find subtle ways to help and reach out to them: you might invite them to a group event or just out for coffee.

## Mental Health resources:

- OC Crisis Prevention Hotline . . . . . (877) 727-4747
- OC Warm Line . . . . . (877) 910-9276
- National Suicide Prevention Lifeline . . . . . (800) 273-8255
- Crisis Line for People with Disabilities . . . . . (800) 426-4263
- Centralized Assessment Team (CAT) . . . . . (866) 830-6011
- Emergency and Treatment Services . . . . . (714) 834-6900
- OC Links . . . . . (855) 625-4657

## JANUARY HEALTH OBSERVANCES

Cervical Health Awareness Month

National Glaucoma Awareness Month

Thyroid Awareness Month

Healthy Weight Week . . . 19-25

*I prefer winter and Fall, when you feel the bone structure of the landscape --- the loneliness of it, the dead feeling of winter. Something waits beneath it, the whole story doesn't show.*

—Andrew Wyeth

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

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

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