



# Archived Document

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## EMS Coordinator deploys to Philippines to assist with Typhoon Haiyan impact

**H**CA Health Disaster Management Paramedic and Emergency Coordinator Mike Noone spent 14 days in the Philippines to assist with the impact of Typhoon Haiyan. He responded with a team of American and Canadian medical volunteers to the recent tragedy in the province of Leyte in the Philippines. Arriving in Tacloban, a city of 200,000 in the impacted area, Mike helped set up a clinic staffed by doctors, nurses and paramedics with the disaster relief organization Hope Force International.

“Several things stood out for me. Just like California plans for earthquakes, the Philippines are accustomed to and plan for typhoons. However, with winds at 160 to 195 miles per hour and a storm surge of up to 20 feet, this overwhelmed their preparations and building codes. Even new hospitals and government buildings had their top floors ripped off and ground floors flooded to the second level. Laboratory, pharmacy, radiology, CT scanners and generators were all destroyed,” said Mike. “I wasn’t



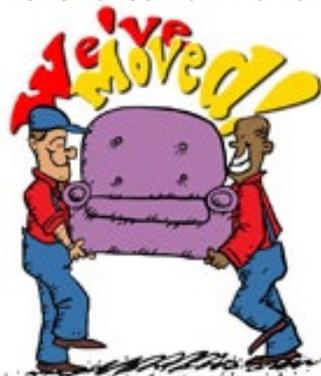
*Typhoon Haiyan, with winds at 160 to 195 miles per hour and a storm surge of up to 20 feet, overwhelmed provinces within the Philippines. Approximately 500,000 homes remain destroyed.*

surprised to see that the poorest neighborhoods of shanty towns were flattened, but so were middle-

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## EPRP has moved and remodeled!!

**R**esponsibility for the management of HCA's Educational & Professional Reimbursement Program (EPRP) recently transitioned from Human Resources Services (HRS) to Financial & Program Support Services (F&PSS). During this transition, HCA worked with Auditor-Controller and HRS to clarify the EPRP requirements and process. As a result, HCA's EPRP policy, website (<http://intranet.ochca.com/eprp>) and application system have undergone some renovations to provide more information and assistance to employee's seeking reimbursement for eligible expenditures through the EPRP program.



### **What's changed?** **EPRP website**

- Information and links have been updated
- HCA Policy & Procedure III – 3.15 regarding EPRP is included on the website as a link
- Auditor-Controller 2007 EPRP Guidelines are included on the website as a link
- FAQs have been enhanced to better answer

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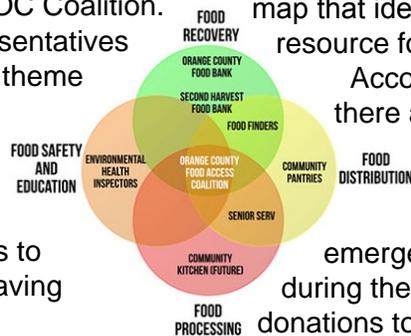
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# PBS features Waste Not OC Coalition

**P**ublic Broadcasting Services (PBS) visited Orange County in December to produce a segment on the Waste Not OC Coalition.

The coalition includes a group of representatives from food banks, restaurants, grocers, theme parks, sports venues, manufacturers and educational institutions that is focusing efforts on redirecting potentially usable prepared food from markets, restaurants and other sources to community food pantries rather than having food thrown out and end up in landfills.

County Health Officer Dr. Eric Handler has been instrumental in creating the coalition to address hunger in Orange County. PBS profiled the coalition's efforts to help reduce the number of local residents without adequate food and highlighted the current pilot project in the City of Anaheim. The Coalition's



website at [www.wastenotoc.com](http://www.wastenotoc.com) features information about the Anaheim project and an interactive map that identifies local food pantries acting as a resource for families needing food assistance.

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. Meanwhile, Americans discard 40% of their food, valued at \$165 billion annually.

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).

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## EPRP has moved

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questions like:

- Who is eligible for EPRP?
- What is eligible for reimbursement?
- What is not eligible for reimbursement?
- What is the process for reimbursement?
- How will I know what is happening with my claim?

## EPRP Application System

- System drop downs have been updated
- Application status messages have been enhanced
- Applications must receive final program level approval from the service area Deputy Agency Director or Chief Of Operations

## What is changing in the future?

The EPRP email address is changing effective February 1, 2014 to [EPRP@ochca.com](mailto:EPRP@ochca.com).

## What hasn't changed?

- To be eligible for EPRP reimbursement, costs must meet requirements under the Personnel & Salary Resolution (PSR), Auditor-Controller guidelines, and HCA policy
- EPRP remains a two-step process:
  1. Submit your application for reimbursement with proof of cost and obtain approvals
  2. Submit a claim form with supporting documents once your eligible expense is complete

## What's important to know about EPRP?

- **Explore the EPRP website and application**

**system** – Understand the Personnel & Salary Resolution, Auditor-Controller guidelines, and HCA policy regarding the EPRP so you can be sure your expense qualifies.

- **Get your application approved in advance of incurring the expense** – This is the best way to ensure you will be reimbursed. Expenses incurred prior to an approved application are the employee's responsibility if they do not meet all County and Agency requirements. Work with your direct supervisor to ensure your application is appropriate and processed correctly.
- **Gather & submit all required supporting documents** – Familiarize yourself with exactly what documents are required for reimbursement in advance. Make sure you obtain and submit them timely.
- **Don't wait to submit!** – Auditor-Controller EPRP guidelines only allow one year from the date of the event to submit all required items - approved application, claim form and supporting documentation. After a year has passed, the expense is no longer eligible.
- **Check "My Queue" frequently** – Monitor your application and claim status for updates and comments to be sure your request is on track. If you have suggestions for additional content, resources, information, or have a question the website doesn't answer, please email [tuitionreim@ochca.com](mailto:tuitionreim@ochca.com) before February 1, 2014 or [EPRP@ochca.com](mailto:EPRP@ochca.com) on or after February 1, 2014.

# CHS/OCSD team up for World AIDS Day

**W**orld AIDS Day is celebrated December 1st every year to raise awareness about HIV/AIDS and to demonstrate international solidarity in the face of the pandemic. This year's theme "Getting to Zero: Zero new HIV infections. Zero discrimination. Zero AIDS-related deaths," reminds us of the role we have in ending HIV Disease. By the year 2015, the campaign envisions that there will be

- Zero new infections;
- Zero AIDS-related deaths; and
- Zero discrimination

With the campaign in mind, HCA Correctional Health Services (CHS), in partnership with the Orange County Sheriff's Department (OCSD), HCA's 17th Street Testing, Treatment and Care Clinic, and the Public Health Laboratory, offered HIV screening to the incarcerated inmate population at all five Orange County facilities.

CHS took on the project of screening patients with the goal to increase HIV awareness, decrease stigma and fears related to HIV testing, and increase the number of individuals who are aware

of their HIV status. The inmate population is approximately 6,500 and considered high-risk for HIV transmission. By educating and screening inmates, HIV transmission can be reduced, individuals living with HIV can potentially be identified in the early stages of disease, and for those identified as HIV-positive, care and prevention services can be offered to improve health outcomes.

This year's World AIDS Day HIV testing campaign was a success in large part due to the dedicated team of correctional nurses lead by James Trimmer, Maria Rienzo, and Jocelyn Lumitap. These nurses worked hand in hand with HIV Testing, Treatment and Care staff Colleen Brody, Arturo Guzman, Jorge Lopez, and Annabelle Mercado, and student nurses from Vanguard University.

The team provided education and screening to 1,254 inmates at all five jail facilities between



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CHS team members pictured top row include (left to right) Arturo Guzman, Dr. J. Chay and Colleen Brody. Pictured middle row (left to right) are Pamela Adams, Jocelyn Lumitap, Jorge Lopez and Annabelle Mercado. Pictured in center is Maria Rienzo.



## ALERT! ALERT! IMPORTANT NEWS!

# 2014 brings new regulations

**A**s of January 1, 2014, all County government agencies that own or license computerized data that includes personal information is required to disclose any breach of the data's security to California residents whose unencrypted personal information was, or is reasonably believed to have been, acquired by an unauthorized person of the data breach upon discovery. (Assembly Bill 1149 and Senate Bill No. 46 – Amends Civil Code Section 1798.29)

**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.

Compliance will provide more details on this new regulation in the Annual Compliance training. In summary, this means any HCA

owned or licensed computerized data with personal information or personal identifiable information (PI or PII) not PHI (protected health information) have reportable notification requirements when a breach of the data occurred. For example, many programs not considered a HIPAA covered component such as Environmental Health, EMS, etc., will now be required to report all data breaches to the Office of Compliance and follow the Breach Reporting Policy.

### **Revised Authorization to Use and Disclose Protected Health Information (PHI)**

In compliance with the HITECH Final Rule on September 23, 2013, the Authorization to Use and Disclose PHI has been revised and improvements have been made to be more user friendly. Now there is an option to electronically complete the form, then print and have the client sign.

HIPAA allows certain use and disclosures without an authorization such as for treatment, payment or health care operations. There are many other uses and disclosures that require an authorization to be completed before the County can use or share the client's information.

All workforce members should replace the existing form and start using the revised form if you have not already done so. You may obtain the form from the following website links:

- <http://intranet/forms#custodian> or
- <http://ohealthinfo.com/about/admin/programs/records#hipaa>

**LOOK FOR:** Authorization to Use and Disclose Protected Health Information (PHI) – Form #: F346-531B with the revision date (11/13)

If you have any additional questions, please contact a member of the Privacy team:

- Thea Bullock, Chief Compliance Officer/County Privacy Officer – (714) 834-3154
- Linda Le, Deputy County Privacy Officer – (714) 834-4082
- Nikoo Tabesh, Privacy Analyst – (714) 834-5172

## HCA secretaries celebrate the holiday



HCA's secretaries gathered on December 4, 2013 to celebrate the holidays with a Holiday Bowl event held at Tustin Lanes. The event proved to be a great time of fellowship, fun and laughs. Pictured (back row, left to right) are Lauren Horton, Danielle Daniels, Jean Brayer, Hien Nguyen, Laura Sudlow and Lisa Anderson. Pictured (middle row, left to right) are Marsi Hartwell, Cristina Sosa, Maria Montellano, Susanna Ganey, Maggie Rawlins and Denise Westrick. Pictured (front row, left to right) are Lisa Alford, Esther Razo, Thu Do and Cattien Nguyen.

# Upcoming Safety classes in 2014

**H**appy New Year! The HCA Safety Program has been busy preparing throughout the holiday season to ensure that important in-house safety trainings are ready and available for HCA employees in the coming months. To help



ensure safety compliance for HCA, the following trainings are now available on Training Partner to sign up for the 2014 year.

## **Cal/OSHA Log 300 Training**

January is the time when Cal/OSHA 300 logs are due to HCA Safety. All programs closed out their 2013 Cal/OSHA logs on December 31, 2013 and started a new log on January 1. This class assists supervisors, managers and other staff responsible for maintaining the Cal/OSHA logs by providing a basic understanding of Cal/OSHA reporting requirements.

The HCA Safety Program is providing Cal/OSHA Log 300 Training throughout the month of January. Sign up today!

## **Defensive Driver Refresher Trainings**

This is a required class specifically designed for HCA employees who drive personal or County vehicles to conduct County business and includes helpful information on driving laws and how to avoid accidents. This refresher is required every other year after attending the initial Defensive Driving - Basic class provided by CEO Risk Management.

Great news! For your convenience, HCA Safety

is now offering Defensive Driving Refresher classes at program locations. Instead of you coming to us, we come to you! Contact Safety to schedule a class at your location today!

## **Supervisor Refresher Workshop Trainings**

This class is required to be taken every two years and is specifically designed for HCA Supervisors, Managers and other staff who have at least one or more employees under their supervision. The class will provide valuable information necessary to comply with the County wide Injury and Illness Prevention Program (IIPP) and focuses on Injury and Illness Reporting, Cal/OSHA logs and other helpful information.

Dates for the trainings are listed on the Intranet at <http://intranet.ochca.com/safety/safetytrainings/refresher>. Enrollment is available through Training Partner at: <http://tp2003.ocgov.com/TPOnline/TPOnline.dll/Home>.

Take care, be safe, and take advantage of these terrific classes being presented this year! For any Safety related questions, please feel free to contact the HCA Safety line at (714) 834-SAFE.

Thank you and have a wonderful and SAFE New Year!



## **World AIDS Day**

*continued from page 3*

November 21, 2013 and December 14, 2014.

Through this effort, three individuals were newly identified as HIV-positive and linked to care services.

HCA would like to recognize the teamwork, dedication, and passion for this project in effort to achieve the goal of "Getting to Zero."

*HIV education and screening was provided to 1,254 inmates at all five jail facilities.*

*It wouldn't be New Year's if I didn't have regrets.*  
—William Thomas



# New Year, New You

**E**ach year brings pledges that this is the year that your family will be healthy and fit. In 2014, start with you! Be a health role model for your kids by making an effort to improve your own health habits to show them that being healthy is important. The Academy of Nutrition and Dietetics offers the following tips:



**Make gradual changes:** Drink one more glass of water every day. Walk 10 minutes longer every week. Cut down one less indulgent food or drink every week.

**Start walking:** Take the stairs instead of the escalator or elevator. Park at the back of the parking lot and walk instead of cruising for the closest spot.

**Focus on health not weight:** Don't talk about your weight or put yourself down in front of your kids. Focus on eating healthy and being active and encourage your kids to do the same.

**Slow down:** It takes 20 minutes for your stomach to tell your brain that you've been fed. By slowing down your eating, your brain will realize you are fuller sooner and you won't eat as much. Try little tricks to slow down such as putting your fork down between every bite.

**Stay positive:** Try not to complain about how much you may dislike exercising or eating healthy foods. Try new recipes or substitute healthier ingredients in your favorite recipes to create a new healthy version. Build a support network of family and friends to join you in creating recipes or to be your workout buddy. Having a support network can help you focus on positive results rather than temptations and also help motivate you and your family.



For more information on how to get a jump start on your 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

# Pinterest approved for County use

**A**fter completing a review process as defined in the County's Social Media Policy, CEO Information Technology has approved the Pinterest social media network for use by County agencies.



Pinterest is a pinboard-style photo-sharing website that allows users to create and manage theme-based image collections such as events, interests and hobbies. Users can browse other pinboards for images, "re-pin" images to their own pinboards or "like" photos.

Pinterest is a great way to promote your programs by highlighting photos of events or activities. Along with Pinterest, other County approved social media sites include Facebook, Twitter and YouTube.

Visit HCA's social media sites at the following:

<b>OC Health</b>	   
<b>OC Beach Info</b>	 
<b>OC Health Alert</b>	
<b>OC Red Ribbon</b>	 

Can you think of creative ways your program may have a business need for any of the approved social media sites? Let us know how Health Policy and Communication can help your program. Give us a call on the HCA Media Line at (714) 834-2178.

information, to name a few.

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 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 of making a healthier tomorrow, starting with our staff. Visit the WorkingWell intranet website at <http://intranet/workingwell> for more information, resources and tips to leading a healthy, active lifestyle.

**Typhoon Haiyan**

*continued from page 1*

class gated communities where municipal employees, healthcare professionals and business owners live. Very few police officers, doctors or nurses could report to work for the next week as they were taking care of their own families. Their absence lead to looting and critical hospital staffing shortages.”

The Hope Force International team of 10 volunteers set up a clinic in a wing of the Divine Word Hospital in Tacloban. They saw approximately 200 patients a day with mainly respiratory infections caused by lack of shelter and exposure to rain and smoke, in addition to those with infected wounds and other complaints. The Hope Force team supplemented a group of Korean doctors, nurses and responders who were operating the hospital’s emergency department, seeing 300-400 patients a day, and a team of Filipino surgeons, doctors and nurses from an unaffected province who were overseeing inpatient admissions.

Deaths from the storm have been estimated at 6,000 to 10,000 people, with thousands more still missing. But barring an epidemic caused by current conditions, the healthcare response to the disaster is winding down. The Philippines estimates that approximately 500,000



*Mike Noone is pictured in the front row wearing a green shirt and khaki pants along with Hope Force International volunteers, medical volunteers and Tacloban residents.*

homes remain destroyed or badly damaged. Hope Force International and Habitat for Humanity were collecting donations to help provide victims shelter during the holidays.

**HCA HR has moved**

The dust at HCA Human Resources has settled on their move from the 3<sup>rd</sup> floor to the 6<sup>th</sup> floor at the HCA headquarters 405 W. 5<sup>th</sup> Street building in Santa Ana. If you have an appointment with HR staff, please contact them via the 6<sup>th</sup> floor telephone and lobby extension list directory. There is also a convenient lock box located outside the HR suite for any paperwork you would like to drop off. For additional information, please contact HCA Human Resources at (714) 834-3101.



**FEBRUARY HEALTH OBSERVANCES**

AMD/Low Vision Awareness Month

American Heart Month

International Prenatal Infection Prevention Month

National Children’s Dental Health Month

National Wear Red Day . . . . . 1



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

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

## February Is American Heart Month

Every journey begins with one step, whether it's climbing a mountain or preventing heart disease. American Heart Month is 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 Centers for Disease Control and Prevention (CDC), about 715,000 Americans have a heart attack every year. About 600,000 people die from heart disease in the United States each year—that's 1 out of every 4 deaths. Heart disease is the leading cause of death for both men and women.

The situation is alarming, but there is good news—heart disease is preventable and controllable. Start by taking small steps every day to bring our loved ones and ourselves closer to heart health. Eat a healthy diet, maintain a healthy weight and exercise regularly.

As you begin your journey to better heart health, keep these things in mind:

- **Don't become overwhelmed.** Every step brings you closer to a healthier heart.
- **Don't go it alone.** The journey is more fun when you have company. Ask friends and family to join you.
- **Don't get discouraged.** You may not be able to take all of the steps at one time. Get a good night's sleep and do what you can tomorrow.
- **Reward yourself.** Find fun things to do to decrease your stress. Round up some colleagues for a lunchtime walk, join a singing group, or have

a healthy dinner with your family.

Knowing your risk factors and taking steps like not smoking, limiting alcohol use, monitoring blood pressure and having your cholesterol checked is



you're the cure

important in preventing a heart attack or stroke. The five major symptoms of a heart attack include:

- Pain or discomfort in the jaw, neck, or back
- Feeling weak, light-headed, or faint
- Chest pain or discomfort
- Pain or discomfort in arms or shoulder
- Shortness of breath

If you think that you or someone you know is having a heart attack, call 9-1-1 immediately.

For more information, visit the Centers for Disease Control and Prevention website at [www.cdc.gov/features/heartmonth/](http://www.cdc.gov/features/heartmonth/) or the American Heart Association website at [www.heart.org](http://www.heart.org).

### MISSION STATEMENTS

#### County of Orange

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

#### Health Care Agency

"In partnership with the community, protect and promote the health and safety of individuals and families in Orange County through assessment and planning, prevention and education, and treatment and care."

**Update**

# Quarterly Safety Meeting

 In January 22, the HCA Safety Program hosted its 1<sup>st</sup> Quarterly Departmental Safety Representative (DSR) meeting for 2014.

More than 100 dedicated DSRs attended this informative meeting that provided discussions and trainings on DSR timelines, 2013 Cal/OSHA Log completion and posting, Safety Program Plans and the new HCA Ergonomic Program Plan coming to the agency this year.



In addition, the HCA Safety Office recognized outstanding individuals who demonstrated timeliness in regard to submission of safety documents. Their continuous immediate attention to safety issues assists the Safety Program by ensuring that hazards 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.

- Maria H. Avalos . . . . . Pulmonary Disease Services
- Maria Lopez . . . . . Refugee Health Services
- Steve Karakash . . . . . Facilities Operations



*Pictured (left to right) are Maria Lopez, Maria H. Avalos, and April Kearney for Steve Karakash.*



## Logos available online

 Did you know that County and HCA logos, as well as guidelines on their use can be found on the HCA Intranet at [County Logos](#)? Also available for download is the official OC 125 logo adopted by the Board of Supervisors for use on County publications for 2014. Various formats of logos can be downloaded based on the purpose of your project. Follow the easy steps to save the images to your computer. For any questions, please call the HCA Media Line at (714) 834-2178.

- MARCH HEALTH OBSERVANCES**
- National Colorectal Cancer Awareness Month
- National Endometriosis Awareness Month
- National Nutrition Month
- World Tuberculosis Day. . . . 24
- American Diabetes Alert Day 25

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

**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.

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

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## Mike Arroyos named CCS Employee of the Quarter

Congratulations to Mike Arroyos, Office Assistant with the California Children's Services (CCS) program on being selected as the CCS employee of the quarter on January 15, 2014.

As an Office Assistant, Mike

processes incoming mail and provides the nurses with charts and needed reports so that requests for medical services are processed in a timely manner. Mike is recognized by the CCS staff as an excellent employee who is dedicated, approachable, and always willing to help.

Candidates are nominated for the CCS employee of the quarter by their peers for their outstanding and significant contribution to CCS or the 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. CCS aspires to nurture, advance, and preserve the well being of children with special needs through optimal access and provision of quality health care services. For more information about the CCS program, visit the CCS webpage at <https://media.ocgov.com/gov/health/about/medical/ccs/default.asp>.



Pictured (left to right) are Lynn Einarrson-Woods, CCS Division Manager and Mike Arroyos.

### Save the Date

## Public Health Week 2014

National Public Health Week (NPHW) is almost here! Be sure to mark April 7-13, 2014 on your calendars. This year's theme "Public Health: Start Here," focuses on guiding



communities through the evolving public health system.

The system that keeps our communities healthy and safe is changing as technologies advance, public attitudes toward health shift and more health and safety options become available through policy changes such as

the Affordable Care Act.

NPHW 2014 is an opportunity for health professionals to engage with individuals and communities to help them understand how public health affects their lives and offer guidance on how to navigate the changing system. Whether it's through research, data collection, health education, policy change or direct services, public health lays the foundation and creates the conditions that put healthy choices within reach.

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

*Shoot for the moon. Even if you miss, you'll land among the stars.*  
—Les Brown

WHAT'S

keeping staff informed & current

# CHS flu vaccination team

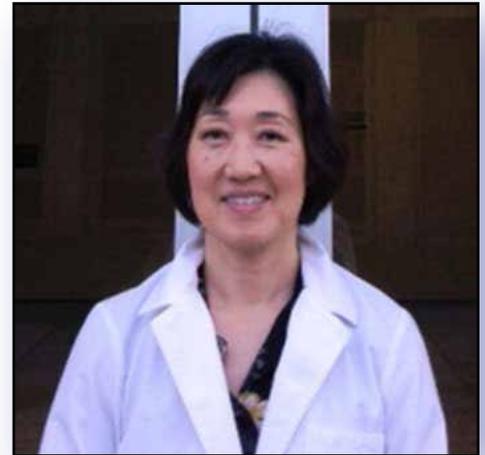
**H**at's off to the outstanding team of Correctional Health Services (CHS) staff who took on the flu vaccination project for all Orange County jail facilities. Team members Jim Trimmer, Senior RN; Maria Rienzo, RN; Diana Mohrhoff, RN; Jocelyn Lumitap, RN and Joanne Tabata, Pharm D worked together to ensure that all of the inmates in the Orange County jail system received flu vaccines and health education.

This team visited all five facilities within Correctional Health Services to educate patients about staying healthy and the importance of receiving the vaccine. Mass vaccination clinics were set up in



all facilities. Their efforts involved going cell to cell to make sure all those requesting vaccines were able to receive one. They provided a total of 4,176 vaccinations and will continue to give more until the flu season ends.

Orange County jail facilities house an average of 6,571 inmates. The average length of stay is six months. Institutionalized individuals in the jail system are considered high risk, and providing the flu vaccine prior to release contributes to the continuum of health for our surrounding communities.



CHS Pharmacist Joanne Tabata

Through their efforts, transmission of the potentially deadly strain of H1N1 flu virus (also known as the swine flu) is decreased. The team enjoyed educating the patients and inmates expressed appreciation for receiving the free vaccination services. Congratulations CHS Flu Vaccination Team for a job well done!



Pictured (left to right) Maria Rienzo, RN; Jim Trimmer, Sr. RN; and Jocelyn Lumitap, RN.

# Blood donations needed

**T**he 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 solid blood supply.

A blood drive is planned to take place on April 17 from 9 a.m. to 3:15 p.m. at the County Hall of Administration, Civic Center Plaza area – look for the Red Cross Bloodmobile. To schedule

an appointment to donate, visit [www.redcrossblood.org](http://www.redcrossblood.org) and enter sponsor code OC1 when scheduling.

The American Red Cross Saves Lives and you can too! For information about the Red Cross and questions on how to determine your blood type, please call the Orange County Chapter of the Red Cross at (714) 481-5300 or visit [www.redcross.org/ca/orange-county](http://www.redcross.org/ca/orange-county).



# Compliance Update

Welcome to spring 2014. The Office of Compliance has a new member on our team. In January 2014, Keith Olenlager joined the Office of Compliance as Compliance Analyst. Keith will be working on compliance

outreach and education, compliance investigations, updating compliance policies and standards, supporting the Compliance Committee and implementing compliance training and supporting the entire HCA work force as part of the compliance team.

The 2014 Compliance Survey will be launched in April. This survey is voluntary and anonymous. We need input from you on the HCA Compliance Program. We want an effective Compliance Program that meets the needs of the work force. We are here to help you accomplish your program objectives and comply with all the complicated laws, regulations and policies related to our jobs. Your input is used to update policies, develop training content and set our priorities each year.

Compliance matters! For any questions, contact the following:

- Thea Bullock, MPA, CHC  
Chief Compliance & Privacy Officer  
714-834-3154  
[tbullock@ochca.com](mailto:tbullock@ochca.com)
- Linda Le, CHPC, CHP  
Deputy County Privacy Officer  
714-834-4082  
[lle@ochca.com](mailto:lle@ochca.com)
- Keith Olenlager  
Compliance Analyst  
714-834-4399  
[kolenslager@ochca.com](mailto:kolenslager@ochca.com)
- Nikoo Tabesh, CHPC  
Privacy Analyst  
714-834-5172  
[ntabesh@ochca.com](mailto:ntabesh@ochca.com)



**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.

# Fire Safety

HCA Safety welcomes you to spring! Although spring is usually our rainy season, Californians are experiencing a severe drought this year. Although drought increases the risk of outdoor fires, HCA Safety is also concerned with the safety of our employees and the risk of fire within our buildings.

To prevent the risk of fire in the workplace, HCA Safety asks that you observe the following:

- Know the location of emergency exits and fire extinguishers at your location.
- Ensure that surge protectors are plugged directly into wall or cubicle electrical sockets and not into each other.
- Inspect all electrical, computer and telephone cords and have them replaced if any are torn or show wear.



If you have a personal space heater in your office, it must be UL (Underwriter's Laboratory) or ETL (Electrical Testing Laboratories) listed, be fan driven and must automatically turn off if tipped over.

Please also ensure that any desk lamps are not placed near flammable materials such as paper and are turned off when you leave the office for the day.

Take care and be Safe! For any Safety-related questions, please feel free to contact the HCA Safety line at (714) 834-SAFE.

Thank you and have a wonderful and SAFE Spring!

**SAFETY LINE**

**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.

Editors . . . . . Tricia Landquist  
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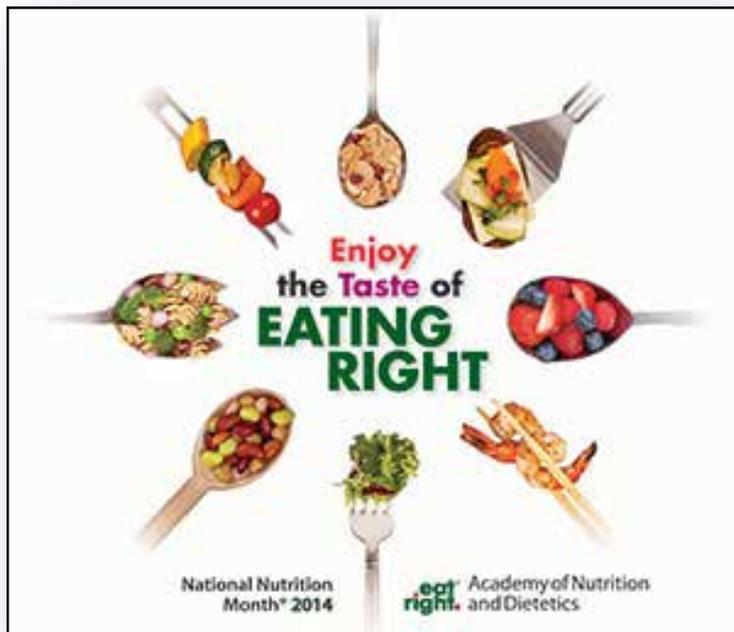
# Celebrate National Nutrition Month®

**E**ach year during the month of March, the Academy of Nutrition and Dietetics encourages individuals to return to the basics of healthful eating and physical activity habits through National Nutrition Month. This year's theme "Enjoy the Taste of Eating Right," focuses on combining taste and nutrition to create healthy meals that follow the recommendation of the [2010 Dietary Guidelines for Americans](#).

Whether shopping at the grocery store, eating at a local restaurant or cooking meals at home, the following easy steps will help to keep your taste buds excited while making sure your body is getting the nutrients it needs.

## At the grocery store

When shopping, make it a point to try one new



fruit, vegetable or whole grain every week. Start small by picking a different type of apple, a different color potato or a new flavor of whole-grain rice until you are comfortable picking entirely new things that you've never tried or heard of before.

## Eating at restaurants

The next time you and your family head out to eat, choose a restaurant that features ethnic foods from Asia, Europe or Africa. These restaurants often feature menus filled with healthy options that will be new to you. You can also find a local restaurant that specializes in using seasonal ingredients. Frequently you will be able to order your favorite dish but with a new and exciting flavor twist.

## Cooking at home

Add variety to your staple dishes by varying the ways you cook them. Grill or broil the chicken you typically bake. Mash the potatoes you typically roast. Steam the vegetables you typically sauté. And get to know your spice cabinet. A pinch of this and a dash of that can add a fresh zest.

Visit the Academy of Nutrition and Dietetics [Interactive Game website](#) to have some fun while you learn about food and nutrition. Nutrition games including word searches and Sudoku are available for kids and adults or take a quiz on how healthy your eating habits are by taking the [Rate Your Plate Quiz](#).

[A library of recipes](#) is also available on the Academy's website and is designed to help you "Enjoy the Taste of Eating Right" or visit the [HCA Nutrition Services](#) website to learn more about the program.

## APRIL HEALTH OBSERVANCES

Alcohol Awareness Month

Occupational Therapy Month

STI Awareness Month

National Infant Immunization Week . 26 – May 3

National Public Health Week . . . . . 7 – 13

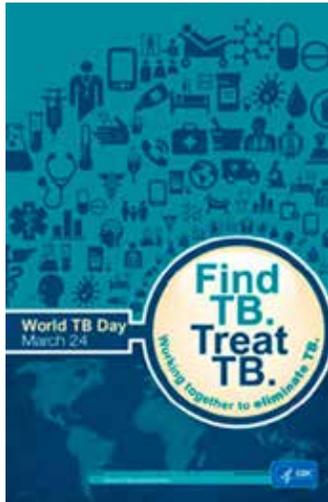
World Health Day . . . . . 7

*Happiness often sneaks in  
through a door you didn't know  
you left open.*  
—John Barrymore

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# World TB Day 2014

 On March 24, 2014, the World Health Organization (WHO), Stop TB Partnership and Centers for Disease Control and Prevention (CDC) observe World TB Day, which this year follows the theme “**Find TB. Treat TB. Working together to eliminate TB.**”



Tuberculosis remains a persistent public health concern, with an estimated one-third of the world’s population infected with the TB bacteria, 8.6 million new TB cases and 1.3 million TB deaths annually. Additionally, multi-drug-resistant TB and extensively drug-resistant TB remain a threat. In the United States, California still has the highest number of TB cases in the nation.

A new case of TB is diagnosed every four hours in California, a Californian dies with TB every other day, and a child under five years of age is diagnosed with TB every week in California.

In 2013, 187 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 by ensuring that 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 how your life is or may be affected by TB and what you can do to stop the spread of this disease. The California TB Controllers Association urges you to know the signs and symptoms of tuberculosis; know your TB risks by completing the California Tuberculosis Controllers Association (CTCA) TB risk assessment available at [www.CTCA.org](http://www.CTCA.org); and talk with your healthcare provider about your need for a TB test if you have a TB risk.

For more information about World TB Day, visit the Stop TB Partnership website at [www.stoptb.org](http://www.stoptb.org) and the CDC World TB Day website at <http://www.cdc.gov/tb/events/WorldTBDay/default.htm>. To learn more about Orange County’s TB Control Program, visit the website <http://ochealthinfo.com/phs/about/dcepi/tb>.



*HCA’s Tuberculosis Control Program staff are doing their part to stop TB by conducting expanded contact investigations in homes, schools and workplaces, and by participating in Directly Observed Therapy.*

## Harbor Justice Center DUI Court receives recognition

**C**ongratulations to the Harbor Justice Center DUI Court located in Newport Beach on recently being selected as one of four National Academy Training Courts by the National Center for Driving While Impaired (DWI) Courts.

The DUI Court program for the Harbor Justice Center seeks to treat and redirect hard-core, repeat, impaired drivers through a comprehensive court-directed program that provides participants regular and random testing, intensive probation supervision and treatment by trained professionals for their substance abuse issues.

The program is a partnership between the Orange County Superior Court, Probation Department, Health Care Agency (HCA), Public Defender's Office, District Attorney's Office, Sheriff's Department, various community groups including Mothers Against Drunk Driving (MADD) and all local law enforcement agencies serviced by Harbor Justice Court.

The program has three phases and requires a minimum of 12 months to complete the program, which includes intensive supervision by the Probation Department; individual and group therapy counseling

provided by HCA; regular sobriety meetings; random drug and alcohol testing; regular team meetings including judicial oversight and progress reviews before the DUI Court Judge.

The other three named DWI Courts along with Harbor Justice Center include Athens Clark County DWI Court in Georgia; Greene County DWI Court in Missouri; and Ottawa County DWI Court in Michigan. The four recognized courts will:

- Serve as role models for other DWI Courts
- Provide learning and training for newly created DWI Courts
- Provide ongoing mentoring with DWI Courts in their region
- Serves as a research platform for the development, identification and testing of improved DWI Court practices

Before selection, the courts went through a rigorous evaluation process competing against other DWI Courts from across the country. The four courts will be a DWI Academy Court for a 3-year period. This is an important honor for Orange County and further establishes the positive collaborative contributions of all partners. To learn more about the recognition, visit [NCDIC Harbor Justice Court](#).



On March 18, 2014, the Harbor Justice Center DUI Court team received recognition on being selected as one of four National Academy Training Courts by the National Center for Driving While Impaired Courts.



## Compliance Matters:

# A new way to report

You may have seen the poster around your office or break room describing the Agency's Compliance Program and the toll free, 24-hour hotline available to all Agency employees, clients, and contracted staff. This hotline was established to allow individuals to report any potential misconduct, to obtain guidance on a compliance related issue, or discuss a situation that just "does not feel right."

And while the convenience of the 24-hour, toll-free hotline will always be available, the Office of Compliance is pleased to announce a new way to report an issue – online. The online issue reporting feature will allow individuals to report an issue anonymously, but will also provide email updates to allow you to track the issue number, status, and resolution of that issue.

Monitored by a third party vendor, the hotline and online reporting service allow for a confidential and



If your program needs a Compliance Hotline poster, please contact us at [officeofcompliance@ochca.com](mailto:officeofcompliance@ochca.com) or 714-568-5614.



anonymous way to report a compliance issue, along with a tracking system that allows the reporting party to verify issue status and the

... continued on page3

# Earthquake Safety

In light of the recent earthquakes, HCA Safety would like to remind all HCA employees of the following earthquake safety guidelines for your home as well as the workplace.

## What to Do During an Earthquake ...

### ... If indoors

- **DROP** to the ground; take **COVER** by getting under a sturdy table or other piece of furniture; and **HOLD ON** until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, loadbearing doorway.
- Stay inside until shaking stops and it is safe to go outside.
- DO NOT use the elevators.



### ... If outdoors

- Move away from buildings, streetlights, and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits, and alongside exterior walls from falling debris.

### ... If in a moving vehicle

- Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

### ... If trapped under debris

- Do not light a match.
- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or clothing.



... continued on page4

# OCLinks Referral Line



OCLinks (855-625-4657) is the Health Care Agency Behavioral Health Services new telephone and online information and referral line. It has been in operation since October 21, 2013 providing referrals to behavioral health programs within the County's Behavioral Health System to callers seeking child/adult mental health services, alcohol and drug inpatient and outpatient programs, and Prevention and Early Intervention services.

Since its inception in October, the program has linked more than 2,000 callers both by phone and online chat to services. Callers are greeted by friendly Navigators who have been extensively trained in all HCA Behavioral Health Programs through site visits and trainings. The Navigators are



Orange County | Behavioral Health Information & Referrals  
**855-OC-Links**  
 (625-4657)

bilingual in English, Spanish, and Vietnamese. They assess each caller to determine the right program for each individual, and then call the identified program to link them directly to services. Callers are also able to log on to live chat at [www.ochealthinfo.com](http://www.ochealthinfo.com) for information as well.

OCLinks is available to potential participants to programs or to service providers looking for referrals for their participants. OCLinks operates Monday through Friday, from 8 a.m. to 6 .pm. Call and check it out!

## MAY HEALTH OBSERVANCES

- Arthritis Awareness Month
- Better Hearing & Speech Month
- Global Employee Health & Fitness Month
- Healthy Vision Month
- Hepatitis Awareness Month
- Melanoma/Skin Cancer Detection & Prevention Month®
- Mental Health Month
- National Asthma & Allergy Awareness Month
- National Celiac Disease Awareness Month
- National Osteoporosis Awareness & Prevention Month
- National Physical Fitness & Sports Month
- National Teen Pregnancy Prevention Month
- Ultraviolet Awareness Month

Children's Mental Health Awareness Week . . . . .	4 - 10
North American Occupational Safety & Health Week . . . . .	4 - 10
Hand Hygiene Day . . . . .	5
National Bike to School Day . . . . .	7
Food Allergy Awareness Week . . . . .	11 - 17
National Women's Health Week . . . . .	11 - 17
National Stuttering Awareness Week . . . . .	12 - 18
National Neuropathy Awareness Week . . . . .	12 - 16
HIV Vaccine Awareness Day . . . . .	18
National Asian & Pacific Islander HIV/AIDS Awareness Day. . .	19
World Autoimmune Arthritis Day . . . . .	20
National Senior Health & Fitness Day® . . . . .	28
World No Tobacco Day . . . . .	31

## Compliance Matters

*continued from page 2*

outcome. Remember, if you see it, hear it, or suspect it: **REPORT IT.**

For more information regarding the issue reporting process, or to report an issue, please visit our new Issue Reporting website at: [intranet/compliance/issuereport](http://intranet/compliance/issuereport).

For those that have not done so, please help us in improving how we implement our Compliance Program by completing the 2014 Compliance Program Survey by April 30<sup>th</sup> by going to: [www.surveymonkey.com/s/HCA2014ComplianceSurvey](http://www.surveymonkey.com/s/HCA2014ComplianceSurvey).

Thanks to those who have provided feedback for this year's survey.

For any questions, contact the following:

- Thea Bullock, MPA, CHC  
 Chief Compliance & Privacy Officer  
 714-834-3154  
[tbullock@ochca.com](mailto:tbullock@ochca.com)
- Linda Le, CHPC, CHP  
 Deputy County Privacy Officer  
 714-834-4082  
[lle@ochca.com](mailto:lle@ochca.com)
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 Compliance Analyst  
 714-834-4399  
[kolenslager@ochca.com](mailto:kolenslager@ochca.com)
- Nikoo Tabesh, CHPC  
 Privacy Analyst  
 714-834-5172  
[ntabesh@ochca.com](mailto:ntabesh@ochca.com)

*See everything;  
 overlook a great deal;  
 correct a little.*  
 —Pope John XXIII

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# OC experiencing high number of measles cases

 Orange County currently has the highest number of confirmed measles cases so far this year, as reported by any county in California. With 22 measles cases confirmed to date, five of the cases have been children, none of whom were immunized, and five are healthcare workers who became ill after exposure to the measles cases.

HCA is taking every precaution to prevent outbreaks in health care facilities, schools and daycare facilities. Unimmunized children, school and daycare staff, and healthcare workers who are exposed to the measles will be instructed to stay home for up to 21 days.

Measles is a highly contagious and potentially severe disease that causes fever, rash, cough, and red, watery eyes. Measles spreads very easily by air and by direct contact with an infected person. People are contagious from approximately four days before the rash appears through four days after the rash appears. **Anyone suspecting they have measles should call their medical provider BEFORE arriving at a medical office to avoid exposing others to the measles virus.**

Review your status of immunity against measles in order to protect yourself and to prevent potential exposure to your family if you were to develop measles.

Two doses of the MMR (measles, mumps and rubella) vaccine are very protective; individuals who have not received two doses of MMR vaccine may be at risk of infection. Vaccination is especially important for children, healthcare workers, adolescents and adults who have not been adequately vaccinated, and people planning foreign travel.

## **Protect yourself and family from measles:**

Children should receive their first MMR vaccine at 12-15 months of age. The second dose of MMR is given at 4 to 6 years of age before going to school.

Vaccinating children, adolescents and adults is the best way to protect infants who are too young to receive the MMR vaccine.

Vaccinations are very safe. The benefits far outweigh any risks. Side effects are usually mild, such as soreness where the shot was given.

Measles is found in many parts of the world including Europe, Asia, Africa, and the Middle East. Vaccination before traveling is recommended.

The MMR vaccine is widely available from medical providers throughout Orange County. A list of free and low-cost vaccinations is available on the [Health Care Agency website](#). Learn more about measles by visiting the [Health Care Agency](#) or [Centers for Disease Control and Prevention](#) websites.

 Pick battles big enough to matter,  
small enough to win.   
—Jonathan Kozel

## **Earthquake Safety**

*continued from page 2*

- Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

## **What to Do After an Earthquake:**

- **Expect aftershocks.** These secondary shockwaves are usually less violent than the main quake but can be strong enough to do additional damage to weakened structures and can occur in the first hours, days, weeks, or even months after the quake.
- **Listen to a battery-operated radio or television.** Listen for the latest emergency information.
- **Use the telephone only for emergency calls.**
- **Open cabinets cautiously.** Beware of objects that can fall off shelves.
- **Stay away from damaged areas.** Stay away unless your assistance has been specifically requested by police, fire, or relief organizations. Return home only when authorities say it is safe.
- **Help injured or trapped persons.** Remember to help your neighbors who may require special assistance such as infants, the elderly, and people with disabilities. Give first aid where appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.

HCA Safety encourages you to pass on the tips above to your coworkers, family and friends. For any Safety related questions, please contact the HCA Safety line at (714) 834-SAFE.

# Employees Recognized for Service Years

**H**CA hosted an Employee Recognition Award Ceremony on March 13 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 – 2

10 Years – 19

15 Years – 33

20 Years – 21

25 Years – 10

30 Years – 3

35 Years – 1

45 Years – 1

## 45 YEARS

*Congratulations to Charlotte Egan on 45 years of County service! Public Health Services Deputy Agency Director David Souleles, Public Health Lab Director Rick Alexander and Charlotte's Supervisor Kathryn Krusel recognized Charlotte for her dedication and commitment and presented her with a Board of Supervisors Resolution, 45-years of service pin and certificate to commemorate the occasion.*



## 30 YEARS



*Adult Mental Health Services Division Manager Annette Mugrditchian and Public Health Services Deputy Agency Director David Souleles presented Behavioral Health Services staff member Joe Churchin with a 30-year certificate and pin.*



*Medical Services (MS) staff member Lupe Morfin received recognition for 30 years of County service from MS Deputy Agency Director Holly Veale and Public Health Services Deputy Agency Director David Souleles.*

*Good for the body is the work of the body, and good for the soul is the work of the soul, and good for either is the work of the other.*  
—Henry David Thoreau

25 YEARS



Public Health Services (PHS) staff members pictured (left to right) Asuncion Vergara, Ruth Strickland and Lance Malis celebrated 25 years of County service and received a certificate and pin from PHS Deputy Agency Director David Souleles and Medical Services Deputy Agency Director Holly Veale.



Behavioral Health Services staff members pictured (left to right) Diane Gibson and Kim Phan received recognition for 25 years of service from Adult Mental Health Services Division Manager Annette Mugrditchian and Public Health Services Deputy Agency Director.



Pamela Guterrez from Behavioral Health Services celebrated 25 Years of County service and received recognition from Adult Mental Health Services Division Manager Annette Mugrditchian and Public Health Services Deputy Agency Director David Souleles.

20 YEARS



Celebrating 20 years of service, Public Health Services (PHS) staff members pictured (left to right) Bernice Youngs, Alma Gomez and Sandra Chapman received recognition from PHS Deputy Agency Director and Medical Services Deputy Agency Director Holly Veale.

**20 YEARS**



*Behavioral Health Services staff members pictured (left to right) Sandra Sagarnaga, Bradley Hovda, Mario Gutierrez, Reyna Brown Guillen and Frank Cabrera celebrated 20 years of County service and received a certificate and pin from Adult Mental Health Services Division Manager Annette Mugrditchian and Public Health Services Deputy Agency Director David Souleles.*



*Information Technology (IT) staff member Mike Franco celebrated 20 years of service with the County and received a certificate and pin from IT Program Operations Manager John Moore and Public Health Services Deputy Agency Director David Souleles.*



*Correctional Health Services (CHS) staff member Kristen Clevenger received recognition for 20 years of County service from CHS Administrative Manager Kerri Musgrave and Public Health Services Deputy Agency Director David Souleles.*

**15 YEARS**



*Celebrating 15 years of County service, Correctional Health Services (CHS) staff member Elizabeth Alquisira received recognition on March 13 from CHS Administrative Manager Kerri Musgrave and Public Health Services Deputy Agency Director David Souleles.*

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

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

15 YEARS



Staff from Behavioral Health Services pictured (left to right) Thu-Thuy Nguyen and Dixie Terrones-Granado received recognition for their 15 years of County service from Adult Mental Health Services Division Manager Annette Mugrditchian and Public Health Services Deputy Agency Director David Souleles.



Celebrating 15 years of service, Public Health Services (PHS) staff members pictured (left to right) Deborah Townes and Susan Hall received recognition during the March 13 event from PHS Deputy Agency Director David Souleles and Medical Services Deputy Agency Director Holly Veale.



Medical Services (MS) Deputy Agency Director Holly Veale and Public Health Services Deputy Agency Director David Souleles recognized MS staff pictured (left to right) Gustavo Plascencia and Kay Glenn for 15 years of County service.

10 YEARS



Congratulations to Public Health Services Deputy Agency Director David Souleles on celebrating 10 years of County service. Medical Services Deputy Agency Director Holly Veale presented David with a certificate and pin during the March 13 Awards ceremony.

15 YEARS



Information Technology (IT) Program Operations Manager John Moore and Public Health Services Deputy Agency Director David Souleles, recognized IT staff member John Crane for 15 years of County service.

10 YEARS



Information Technology (IT) staff member Will Bogdan celebrated 10 years of County service and received recognition from IT Program Operations Manager John Moore and Public Health Services Deputy Agency Director David Souleles.



Celebrating 10 years of service to the County, Behavioral Health Services staff member Tatiana Tretiakova received recognition from Adult Mental Health Services Division Manager Annette Mugrditchian and Public Health Services Deputy Agency Director David Souleles.



Medical Services (MS) staff members pictured (left to right) Minh Luong, Lupe Moreno and Madhavi Yarlagadda received a 10-year certificate and pin from MS Deputy Agency Director Holly Veale and Public Health Services Deputy Agency Director David Souleles.

*If we had no winter, the spring would not be so pleasant; if we did not sometimes taste of adversity, prosperity would not be so welcome.*  
—Anne Bradstreet

# BHS participates in church event

**A** “Mental Health and the Church” event was recently held on March 28, 2014 at Saddleback Church to encourage individuals living with mental illness, educate family members and equip church leaders to provide effective and compassionate care to anyone faced with the challenges of mental illness.

Behavioral Health Services Deputy Agency Director Mary Hale was invited to participate as a co-presenter in a workshop, “Therapeutic Partnerships” along with Steve Pittman, Board of Directors President for NAMI Orange County. The workshop

provided an understanding for the lived experience of mental health from both an individual and shared perspective and provided the essential elements needed for building partnerships to support recovery.

HCA’s Mental Health Services Act (MHSA) programs including Prevention and Intervention (P&I) and Program for Assertive Community Treatment (PACT) also hosted a resource table to provide information regarding programs and services, as well as the OCLinks (855-625-4657) information and referral line to those in attendance.



*BHS Deputy Agency Director Mary Hale and MHSA staff members Samantha Cook, Kayla Mach, Lisa Marrs, Ken Alma, Steve Lownes, Adrian Morales, Julie Webster and Luis Martinez participated in a “Mental Health and the Church” event held at Saddleback Church on March 28. Attendees were able to visit with staff and obtain information about programs and services.*

# Public Health Week celebrated

**P**ublic Health Week has been celebrated every April since 1995. HCA celebrated the week locally from April 7-13, by recognizing coalition partnerships. Each day, a different coalition was featured through an announcement that was sent to all HCA staff. Without the collaboration of our coalition partnerships, we would not be able to reach our goal of making Orange County a healthy place to live, work and play.

On April 9, a recognition event was held at the 17<sup>th</sup> Street Learning Center where each of the public health divisions had the opportunity to present a certificate of appreciation to coalition representatives and share how coalitions work together to improve health. The following coalitions were recognized:

- Community Courts Collaborative
- County Nutrition Action Plan
- Faiths and Institutions Together for Health (FAITH) Coalition
- Food Safety Advisory Council
- HIV Planning Advisory Council
- Mission Hospital South Orange County Childhood Obesity Prevention Task Force
- Nutrition and Physical Activity Collaborative
- Orange County Care Collaborative for Kids

- Orange County DUI Task Force
- Orange County Healthy Aging Initiative
- Orange County Immunization Coalition
- Orange County Perinatal Council
- Orange County Prescription and Over the Counter Drug Abuse Coalition
- Orange County Safe Kids Coalition
- Orange County Tobacco Education Coalition
- Orange County WIC Providers
- The Refugee Forum of Orange County
- Vision Y Compromiso
- Waste Not OC

Community partners involved with the Orange County Community Health Improvement Plan were also recognized and a Public Health Week Resolution was presented by Supervisor Moorlach.

In the field of public health, coalition partnerships are essential in improving the health of the community. Public Health staff, as well as other HCA staff, attend many meetings and participate in a variety of coalitions in addition to those recognized during Public Health Week. Thank you for your collaboration and efforts in making Orange County a healthy place to live, work and play!



*Supervisor Moorlach attended the April 9th Public Health Week event “Improving OC’s Health Through Partnerships” held at the 17th Street Learning Center to present Public Health Services Deputy Agency Director David Souleles, Public Health Operations Chief Donna Fleming and HCA Assistant Director Richard Sanchez with a Board Resolution to commemorate April 7-13, 2014 as Public Health Week in Orange County.*

## Celebrating Nurses Week, May 6-12

Patients often recognize that a nurse is the health care professional with whom they and their families have the most direct contact. However, they might not realize that nurses also are leaders in improving the quality of care and expanding access to care. That's why May 6-12 is celebrated as National Nurses Week, an annual opportunity for communities to recognize the full range of nurses' contributions.

This year's theme, "**Nurses: Leading the Way**," recognizes nurses as leaders who improve the quality of health care. The public holds nurses in high regard and trusts them to advocate for patients. Nurses practice in diverse roles, such as clinicians, administrators, researchers, and educators.

There are currently more than 500 nurses who are employed by the Health Care Agency who provide quality health care services to improve community health outcomes. HCA nurses work in the community, in clinics, and in institutional settings providing direct patient care, case management, health education and connection to resources and services.

HCA thanks and recognizes all of our nurses and commends you for your positive contributions and dedication to the community and clients we serve!

National Nurses week is celebrated annually by professional associations, health care facilities, governments, and communities from May 6 (National Nurses Day) to May 12, the birthday of Florence Nightingale, the founder of modern nursing. Visit the [National Nurses Week](#) website for more information.



An event was held on May 6 at the 17<sup>th</sup> Street patio to recognize HCA nurses for their contributions and dedication to the community and clients we serve. A Board of Supervisors Resolution to recognize May 6-12, as Nurses Week in Orange County was also presented to Dr. Handler, Pat Orme and Donna Fleming.

# Resist the urge to snoop

In September 2013, San Francisco General Hospital had a patient go missing, only to be found deceased almost three weeks later in a stairwell. On January 24, during a routine audit of the records of high profile cases, it was found that four San Francisco General employees had been snooping in the deceased patient's records without authorization. The employees were caught and placed on administrative leave. Eventually, two were terminated and a third resigned; the fourth returned to work.



compliance  
**UPDATE**

Patient-record snooping grabbed news headlines on May 4, 2014 when Huping Zhou, 47, of Los Angeles became the first person sentenced to four months in prison for misdemeanor HIPAA offenses for accessing confidential records without a valid reason or authorization, according to the U.S. Attorney's Office in the Central District of California.

What do these news stories teach us? As the old adage goes, "learn from the mistakes of others." A considerable amount of our agency's resources have been dedicated to HIPAA privacy and security compliance, such as IT Security reminders that pop into your inbox, reminders about changing your password, videos showing how to send an encrypted email, Annual Compliance Training, protecting patient privacy and the Compliance Corner reminders in the *What's Up Newsletter*. However, even with all of these reminders, there have been HIPAA breaches.



This urge to peek, also known as snooping, is the act of accessing medical records without authorization or for a legitimate business reason, both of which are a violation of patient data privacy regulations.

Similar to the recent and highly publicized retail store breaches, theft and hacking are usually considered the biggest threats to the security of patient information. A single snooping incident might not be as large or noticeable as the theft of a laptop containing private data on 100,000 patients for example, but on the other hand, what snooping lacks in scope, is more than made up for in frequency.

With the recent implementation of the CHS electronic health record

... continued on page 4

**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!

# Call for 2014 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 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

... continued on page 5



**Team Excellence Award**

HCA & OCEA   
LABOR MANAGEMENT COMMITTEE

# CHS staff receive recognition

## **Mike Graham, RN and Katy Marinazzi, Chief Pharmacist**

Hat's off to Correctional Health Services (CHS) Electronic Health Record Project Leaders Mike Graham and Katy Marinazzi who have been working tirelessly for the last 18 months to lead the CHS team through the implementation of the new electronic



health record (EHR). Mike and Katy served as liaisons between the CHS program, HCA IT and the EHR vendor, leading the way through planning, customizing, testing, training and finally implementation. The hours leading up to implementation were long and the work voluminous, but they kept their positive attitudes and focus on success.

The planning, customization and training phases required long meetings, collaboration with staff and HCA IT, hands-on testing, and communication to all involved parties. Mike and Katy were committed to a successful implementation and their attention to every detail was evident throughout the process.

On January 7, 2014, the EHR went "live" for the adult jails. Both were on-site from the very beginning and throughout the day and evening, assisting users, communicating any problems with the vendor, and working with management and HCA IT to address issues. They both continued their hands-on assistance for the first few weeks of implementation and to this day, make rounds to work through issues with staff. They consistently



make themselves available to staff for questions and assistance.



On March 18, 2014, the EHR went "live" for juvenile hall including Orangewood and Pulmonary Disease Services (who utilize the CHS pharmacy for TB medication dispensing). Once again, Mike and Katy led the team through the process (after months of planning and training for the juvenile side).

The implementation phase of the electronic health record is far from the final phase of the project. Mike and Katy are as involved as ever, meeting weekly with the involved parties, assisting staff, communicating issues, etc. This has been their full-time job for the last year and a half and the CHS team (adult and juvenile) are extremely grateful for everything they do.

## **Maria Rienzo, Comprehensive Care Registered Nurse**



Congratulations to Maria Rienzo who has been selected as a finalist for the prestigious Nurse.com's Giving Excellence Meaning (GEM) Award.

Working for CHS for more than 16 years, Maria's most recent achievement has been working with the flu epidemic and prevention in the Orange County Jail system. Maria and her team were tasked with immunizing thousands of patients. She took on this task with great enthusiasm, energy, and passion.

Maria organized mass educational events, providing education and encouragement to our high risk patients to accept a flu vaccine. In 12 days, she administered 3,451 vaccines. To date she has lead the team and vaccinated a total 4,819 patients! This was accomplished because she truly cared that this often overlooked and under-served population receive care comparable to the community. She talked one-on-one with many inmates who had questions and concerns, and made sure they understood the benefits of receiving a flu vaccine. Because our inmates flow out into the community after incarceration, her preventative measures really helped the community at large decrease total number of flu cases. This was of extreme value to the CHS program as Maria's dedication directly impacted the

... continued on page 5

**Compliance Update**

*continued from page 2*

(EHR) and the planned “go live” date of the BHS EHR, it is important to remember the significance of HIPAA Compliance. The workforce must remember, the EHR has auditing tools which exist to stop misuse and limit privacy violations by seeing, recording, and analyzing user activity in the EHR. Details, such as who’s supposed to have access to someone’s patient information, who has been looking at a particular patient’s information, how long one has been looking at a record, what is being looked at, and whether information was printed, are only several of the many functions. For electronic health records to achieve Meaningful Use Certification, the audit functionality must be present. Once unauthorized access is found, the Office of Compliance will conduct breach risk assessments which may lead to notifying Deputy Agency Directors, the California Department of Health Care Services (DHCS), the Federal Government’s Department of Health and Human Services (HHS), and the patient. The state and federal reporting puts the Health Care Agency on the radar for auditors and investigators to come knocking at any moment.

Accessing patient medical records without authorization for a business reason is a violation of federal law and may also result in penalties and fines.

This article serves as a reminder to control the curiosity to view a patient’s medical record without authorization. Make sure you complete the training and follow the privacy and security policies. When you are not sure, ask. If you have any questions or would like customized training, please contact the Office of Compliance. You may report anonymously to the Compliance Hotline at (866) 260-5636.

- Thea Bullock, Chief Compliance and Privacy Officer (714)834-3154, [tbullock@ochca.com](mailto:tbullock@ochca.com)
- Linda Le, Deputy County Privacy Officer (714) 834-4082, [lle@ochca.com](mailto:lle@ochca.com)
- Nikoo Tabesh, HCA Privacy Analyst (714) 834-5172, [ntabesh@ochca.com](mailto:ntabesh@ochca.com)

*The only courage you ever need is the courage to live the life you want.*  
—Oprah Winfrey

# Election workers needed for June!

**HC**CA is the agency providing the most volunteers to the Primary Election to date – more volunteers are still needed! The Orange County Registrar of Voters is recruiting over 6,500 volunteers for the upcoming **June 3, 2014 Statewide Direct Primary Election**. County of Orange employees have exceptional skills that are important with assisting voters during Election Day operations. The County Employee Poll Worker Program allows employees to participate in the democratic process by serving as poll workers, and receive their regular day’s pay along with a paid stipend for volunteering. By volunteering, you help provide trained staff at polling places on Election Day, increase and strengthen the availability of bilingual poll workers, and provide a reliable source of trained poll workers.

To sign up to be a County Employee Poll Worker, please visit their website at [www.ocvote.com/volunteer/volunteer-to-serve/](http://www.ocvote.com/volunteer/volunteer-to-serve/). Select ‘Poll Worker’ and ‘County of Orange’ as the organization, and make sure to complete all of your information and your supervisor’s name, email address and phone number. For additional information on the various Election Day volunteer opportunities, job descriptions, and stipends, please visit [www.ocvote.com/volunteer](http://www.ocvote.com/volunteer).

County of Orange employees have the opportunity to make a difference in our community, contribute to our government’s democratic process, and provide quality service to Orange County residents. If you have any questions or would like additional information about the County Employee Poll Worker Program, please contact Espie Martinez at (714) 567-7575 or [Espie.Martinez@rov.ocgov.com](mailto:Espie.Martinez@rov.ocgov.com).



**JUNE HEALTH OBSERVANCES**

Cataract Awareness Month

Home Safety Month

National Scleroderma Awareness Month

Fireworks Safety Awareness Month . . . . .

June 1 thru July 4

National Cancer Survivors Day. . . . . 1

National HIV Testing Day . . . . . 27

**Hats Off**

*continued from page 3*

quality of life for our patients and their families when they return home.

**Nurse.com** the website and **Nurse.com** the magazine publishes award-winning news circulated regionally to a combined audience of more than 600,000 Registered Nurses. This award is a national program to honor nurses and the extraordinary contributions they make to patients and communities. The nurses chosen for this award are nominated by a colleague because they exemplify outstanding clinical knowledge and nursing expertise in caring for patients.

**Mayra Davila, Comprehensive Care LVN**

Congratulations to Mayra Davila on receiving a Certificate of Recognition from the Orange County Sheriff's Department Medal of Valor Program. Maria received acknowledgement for the life saving measures she provided as one of the first responders during a serious medical emergency that occurred in Theo Lacy Facility Module on July 4, 2013.

Mayra was able to recognize the severity of the situation and came up with the most effective plan to care for the patient while waiting for further assistance to arrive. Mayra and the deputies who responded to this incident were honored at the 26<sup>th</sup> Annual Medal of Valor Luncheon held April 17, 2014. The ceremony marked the culmination of a year of excellence and an opportunity to honor the outstanding men and women who serve our community.



For the past 26 years, the Orange County Sheriff's Department Medal of Valor Selection Committee and the Orange County Sheriff's Advisory Council review nominations for the Medal of Valor Program. Selected men and women from the Orange County Sheriff's Department and their partners are honored for their meritorious service to the residents of Orange County.

**Team Excellence Awards**

*continued from page 3*

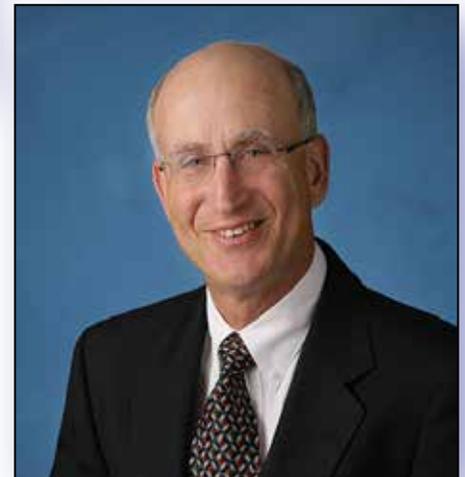
deadline to submit nominations is Friday, July 18, 2014. The members of the LMC look forward to receiving your team's nomination!

Previous winners of this award include the *WorkingWELL* team, 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.



**Director receives 10-Years of Service Award**

Congratulations to HCA Director Mark Refowitz on celebrating 10 years of dedicated service to the County. A certificate and 10-year service pin was presented to Mark to commemorate the occasion.



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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## Board Approves Laura's Law implementation

Orange County became the first large County in California to implement the Assisted Outpatient Treatment (AOT) Program, commonly known as "Laura's Law," when the Orange County Board of Supervisors unanimously provided approval on May 13, 2014 to see the program created.

The AOT program creates a system where severely mentally ill individuals who meet certain criteria can receive court ordered treatment to treat their conditions.

The criteria for this program includes, but is not limited to:

- A person must be 18 years of age or older;
- The person is suffering from a mental illness;
- The person is unlikely to survive safely in the community without supervision;
- The person has a history or lack of compliance with treatment;
- The person's condition is substantially deteriorating; and

- Participation in AOT would be the least restrictive placement.  
In addition, one of the following must be met:
- The person, within the last 36 months, has required two psychiatric hospitalizations or placement in a correctional facility due to their mental illness; or
- The person's mental illness has resulted in one or more attempts or threats of serious and violent behavior toward himself/herself or another within the last 48 months.

Senate Bill 585 clarified that Mental Health Services Act funds could be used to pay for the provision of Laura's Law mental health services. October 2014 is the proposed target date for implementation of the program.

HCA will monitor all individuals that are placed in AOT and will track all data and outcomes associated with implementing this program. The effectiveness of the program will also be evaluated with regard to reducing homelessness and hospitalizations of persons served.

## Dr. Handler keynote speaker at Conference

In May 8<sup>th</sup>, County Health Officer Dr. Eric Handler served as a Lunch Keynote Speaker during the 3<sup>rd</sup> Annual National Zero Waste Business Conference in Atlanta, GA. His presentation highlighted the Waste Not OC Coalition and its campaign to end hunger in Orange County by alleviating hunger with food donations.

To learn more about Waste Not OC, visit the coalition website at [www.wastenotoc.org](http://www.wastenotoc.org) which features an interactive food donation map and great examples of educational material on food donation for businesses.

Sponsored by the U.S. Zero Waste Business Council, the conference brought together a diverse group of stakeholders for industry updates, Zero Waste best practices, networking, problem solving, and training for professionals.

Presenters focused on Zero Waste successes such as avoiding greenhouse gas emissions, cost savings, increased employee morale, and making a difference in the community by focusing on donating what typically becomes waste. Zero Waste businesses are leading the way to Zero Waste and have diverted over 90% of their waste from landfill, incineration and the environment.

For more information about the Zero Waste Business conference, visit <http://uszwbc.org/events/2014-conference/conference-program>.



... continued on page 4

# Compliance seeking Code of Conduct review panelists

The Office of Compliance is seeking representatives from all service areas and job classifications throughout the Health Care Agency to be a part of the Code of Conduct review panel. As the document that sets the tone for our Agency's ethical standards, the Code of Conduct is reviewed and updated to ensure it meets the needs of our workforce. If you are interested in serving on the review panel, please obtain approval from your supervisor, if necessary, and submit your request to the Office of Compliance at [officeofcompliance@ochca.com](mailto:officeofcompliance@ochca.com) or (714) 568-5614. Reviews will begin this Fall.



## Annual Compliance Training Coming This Summer

Annual Compliance Training is scheduled to rollout to all HCA employees this July. For those that completed the Annual Compliance Survey in April, we appreciate your feedback and responses as they were beneficial in helping us shape some of the areas that we will focus on in this year's training. Stay tuned for the announcement and be sure to complete your training!



## \*\*Prior Issue Update\*\*

The Office of Compliance was recently informed that the new online issue reporting feature announced in the April 2014 "What's Up" Newsletter was only available to employees through the Agency's **Intranet** site, thus limiting availability and possible anonymity. To ensure this feature is available to all employees 24 hours a day, 7 days a week and to allow the reporting party complete anonymity, the Office of Compliance has made this feature available on the Agency's **Internet** website and can be found at <http://ohealthinfo.com/about/admin/compliance>.

# CHS participates in "Meeting of the Minds" conference

Correctional Health Services (CHS) Mental Health Program staff members Coletta Franciscus, LMFT and Adelene Tsujiuchi, LMFT, HCA Service Chief were invited to present at the 20<sup>th</sup> Annual "Meeting of the Minds" mental health conference held at the Anaheim Marriott on May 13, 2014.

Approximately 200 attendees were present at the workshop that focused on "Mental Health in the Jail Setting." The workshop provided statistical data about the incidence of mental illness in a correctional setting, as well as a historical perspective and education regarding the delivery of clinical services by a multidisciplinary team. Emphasis was placed on the importance of collaboration with the Orange County Sheriff's Department, as well as agencies and external stakeholders in the community.



The annual conference, sponsored by the Mental Health Association (MHA) of Orange County, raises mental health awareness, enhances skills, increases cultural sensitivity and reduces stigma. The event brings together a variety of mental health professionals, community providers, police departments and mental health consumers who have the opportunity to share information, strengthen existing relationships and develop new alliances.

For more information about the conference, visit the MHA website at <http://www.mhaoc.org/spv-12.aspx>.

# Eat. Play. Breathe. Promotes Healthy Lifestyle

**S**ix in ten (6 in 10) preventable deaths in Orange County are due to chronic disease; and three behaviors – unhealthy eating, physical inactivity and smoking – are the main contributors. To address this startling fact, the Health Care Agency (HCA) is launching **Eat. Play. Breathe.**, an awareness campaign that encourages individuals to eat fresh, play some way, and breathe smoke-free every day.

The campaign promotes positive health messages and a valuable website, [www.myHEALTHOC.org](http://www.myHEALTHOC.org), where the community can find simple and useful tips and resources to eat better, become more active and stop smoking.

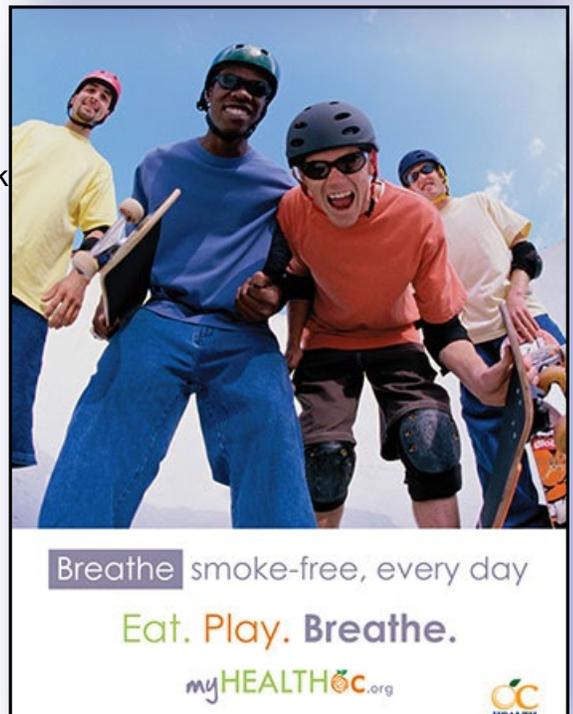


**“The Eat. Play. Breathe.** campaign is great opportunity to raise awareness about the importance of leading a healthy and active lifestyle,” said HCA Director Mark Refowitz. “Evidence shows that eating fresh and nutritious foods, playing and being active every day, and not smoking are the three best ways to prevent chronic disease.”

From July 1 through September

1, be sure to keep an eye out for the campaign’s advertising messages, which will be seen throughout the county on Orange County Transportation Authority (OCTA) buses, billboards, the Outlets at Orange, OC Fair and the lobbies of many county agencies.

To learn more, visit [www.myHEALTHOC.org](http://www.myHEALTHOC.org).



*“Health is a state of complete harmony of the body, mind and spirit. When one is free from physical disabilities and mental distractions, the gates of the soul open. — B.K.S. Lyengar”*

# CCS highlights Employee of the Quarter

Congratulations to California Children Services (CCS) Senior Public Health Nurse (PHN) Vicki Munzing, on being selected as the CCS Employee of the Quarter on May 7, 2014.

As a CCS PHN case manager, Vicki provides essential case management services including coordination and authorization for medical services for critically ill children. She currently provides case management services for the Palliative Care Project and also coordinates transfer cases between counties. Vicki is recognized



Pictured (left to right) are CCS Division Manager Lynn Einarsson-Woods and Vicki Munzing.

and occupational therapy through the Medical Therapy Program. The program provides services to more than 12,000 children with qualifying medical conditions.

The mission of the CCS program is to enhance the quality of life for children birth up to 21 years of age with special medical needs by facilitating access to quality medical care, working collaboratively with community providers to meet the needs of the child and family, and promoting and supporting the growth and development of the child.

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

by her peers as an employee who demonstrates exceptional customer service, advocates on behalf of her patients, and consistently embodies the CCS Mission, Vision and Values in all her work.

Candidates are nominated for the CCS Employee of the Quarter Award by their peers for their outstanding and significant contributions to CCS and the 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

## Dr. Handler

*continued from page 1*

Dr. Handler also had the opportunity to present the Waste Not OC Coalition and its campaign to end hunger during the 2014 Social Innovation Summit held at JP Morgan Chase in New York, NY last month. In this unique interactive 5-minute pitch style format, Dr. Handler showcased the Waste Not Coalition and campaign to a group of 10 Forbes and Fortune 500 companies with the goal of partnership development.

The Summit brings together companies and businesses that are playing at the nexus of technology, investment, philanthropy and international development to investigate solutions and catalyze inspired partnerships. To learn more about the Summit, visit [www.socinnovation.com](http://www.socinnovation.com).



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

International Group B Strep Awareness Month

Juvenile Arthritis Awareness Month

UV Safety Month

# PHS on a Roll ... Strategic Plan, Accreditation, and more!

**P**ublic Health Services has been on a roll. In early May, Public Health Services (PHS) published the *Orange County Health Improvement Plan*, Orange County's first community health assessment and community health improvement plan. The plan was completed by the *Orange County Community Health Planning Advisory Group*, composed of 21 partner organizations, with leadership from Public Health Services. The Advisory Group completed an 18-month planning process beginning in October 2012. After its assessment process, the Advisory Group identified four priority health areas for action: 1) Infant and Child Health; 2) Older Adult Health; 3) Obesity and Diabetes; and 4) Behavioral Health and improvements for the Orange County public health system. The plan includes an assessment, goals, objectives, and strategies for each of these areas. Read the plan [here](#).



A few weeks later, PHS published its first Strategic Plan. The *Public Health Services Strategic Plan*

outlines health focus areas and strategic directions for Public Health in the coming years. The plan was created with the help of a Strategic Planning



Members of the Public Health Services Strategic Planning Work Group created their vision for a healthy Orange County. Pictured (left to right) are Richard Alexander, Randy Styner, Kelly Broberg, Dr. Helene Calvet and Becky Stone.



Public Health Services submitted its application for public health accreditation on May 23. Pictured (left to right) are Dr. Helene Calvet, David Souleles, Jane Chai and Donna Fleming.

Work Group consisting of 50 staff across Public Health Services. After its assessment process, the Work Group identified enhancement strategies for Public Health services and five focus areas: 1) Optimal Birth Outcomes; 2) Chronic Disease Prevention; 3) Chronic Disease Management; 4) Reproductive and Sexual Health; and 5) Food Safety. The plan includes goals, objectives, and strategies for each focus area. Read the plan [here](#).



And on Friday, May 23, PHS joined only a handful of California health departments in successfully submitting its application for public health accreditation through the Public Health Accreditation Board (PHAB). Public health accreditation is a national, voluntary process launched in September 2011; accreditation shows public health departments' proficiency in providing the 10 Essential Public Health Services. With their application submitted and approved, Public Health Services will begin a 12-month process of submitting documentation and completing a site visit to show that it has met the 32 standards across 12 domains of the PHAB standards.

Be a coffee-drinking individual --- espresso yourself!

—Author Unknown

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# “Directing Change” student winners receive recognition

**L**ocal students and their high schools were recognized during the May 28 Mental Health Board meeting for their participation in “Directing Change,” a student video contest that is part of a statewide effort funded by the Mental Health Services Act to prevent suicide, reduce stigma and promote wellness.

Student winners from Buena Park High School, Canyon High School, Corona Del Mar High School and San Juan Hills High School were presented Proclamations from the Orange County Board of Supervisors

Suicide continues to be a persistent, yet preventable, public health issue impacting America’s youth. According to the Centers for Disease Control and Prevention (CDC), suicide was the 2<sup>nd</sup> leading cause of death in the U.S. among youth between the ages of 12-17 in 2010. In California, suicide accounted for nearly 23% of all deaths among the same age group (90 out of 344).

Students created 60-second public service announcements about suicide prevention and ending the silence about mental illness that featured educating the public about stigma, suicide warning signs, words to use to offer help to someone you are concerned about and resources that are available.

To view a complete list of local finalists, please visit the HCA [Directing Change](#) website or for a complete statewide list, visit [California winners and finalists](#). Visit Behavioral Health [Prevention & Intervention Services](#) to learn more about access to services, community resources and outreach and education.

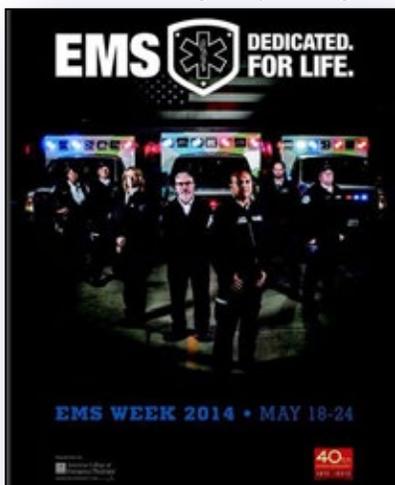


*Students and representatives from their high schools received Board Proclamations during the May 28 Mental Health Board meeting to acknowledge their participation and winning entries for “Directing Change,” a student video contest that is part of a statewide effort funded by the Mental Health Services Act to prevent suicide, reduce stigma and promote wellness.*

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# Emergency Medical Services (EMS) personnel recognized during EMS Week

**I**n celebration of Emergency Medical Services (EMS) Week, May 18-24, 2014, the Health Care Agency recognizes Orange County’s



EMS first responders (fire, ambulance and marine safety), law enforcement, dispatch, hospital personnel and medical professionals for their dedication and commitment in providing day-to-day life saving services to the community.

“EMS first

responders are vital to keeping our community safe,” said Mark Refowitz, Health Care Agency Director. “I would like to thank each and every responder for their dedication to saving lives, preventing injury and optimizing the health of our community.”

Each year, Orange County EMS solicits nominations for outstanding service made by the County’s EMS personnel who respond to the scene of a specific incident or for overall performance. Congratulations to the following individuals who were identified by their peers for their exceptional performance and dedicated service.

- **Anaheim Fire Department:** Chris Richichi, Mark Edinger, Nathan Petralia, Tom Roche, Shane Kohls, Manny Ortega, Joel Griffin, Jason Hartley, Denny Munson, Mark Lucas, Matt Fiorenza, Dave

... continued on page 7

# OC's HIV Anti-Stigma Campaign

The Orange County HIV Prevention Planning Committee in collaboration with the Health Care Agency's HIV Planning and Coordination Unit have developed a campaign to decrease stigma related to HIV. The primary goal of the campaign included developing a message for the general population of Orange County that will initiate dialog, increase HIV awareness, and decrease stigma regarding HIV. A secondary goal is to encourage healthy behaviors to reduce/prevent HIV transmission.

The campaign logo is **HIV It's a Human Thing...** and can be incorporated with the following multiple tag lines:

- 👤 Let's talk about it OC
- 👤 Learn the facts OC
- 👤 Ask about HIV OC
- 👤 Educate yourself OC
- 👤 Talk about HIV OC
- 👤 Prevent it OC
- 👤 Get tested OC
- 👤 Talk to your doctor OC
- 👤 Use protection OC
- 👤 Wear a condom OC
- 👤 Talk to your loved ones OC
- 👤 Talk to your partners OC
- 👤 Talk to your parents OC
- 👤 Talk to your family OC
- 👤 Talk to your children OC

**Help reduce the stigma of HIV in Orange County.** Download the campaign and add it to your email signature line, post the campaign on Facebook or Instagram, etc. The campaign will be developed in Spanish and Vietnamese. Updates to the campaign will be added to the HIV Planning and Coordination website at <http://ochealthinfo.com/phs/about/dcepi/hiv/ocasc>.



## EMS Week

*continued from page 6*

Verdecia, John Warrickand, Justin Balint, Brad Oye, Lacey Keller, Jimmy Timboe, John Price (now retired), Alex Hale and Alex Mistuloff

- **Care Ambulance Service:** Drew Thomas, John Cavuto, Ray Shanahan, Anthony Glover, Chris Salcedo, Mike Stene, Mason Lawrence, Javier Barragan and Dennis Rodriguez
- **Costa Mesa Fire Department:** Tim Vasin, Fred McDowell, Taylor Voss, Mark Martinez and Ken McCart
- **Disney Guest Health Service:** Michele Aldwir, Margie Whyte, Denise Gilliland, Tracy Murphy, Susan Flores, Chris Claire and Holly Schaffer
- **Disney Security Guard:** Mike Wolf
- **Garden Grove Fire Department:** Richard Ronstadt, David Sanchez, Pete Huber, Ryan Van Wie and Joey Wingert
- **Laguna Beach Marine Safety:** Scott Diedrich, Tom Cantrell and Steven Renisch
- **Lynch Ambulance Service**
- **Metro Net:** John Delgado
- **Newport Beach Fire and Marine Safety:** Ralph Restadius, Rick Zaccaro, Mike Ybarra, Adam Novak, Joe Harrison, Roman Taijeron, Jeff Bogin, Joel Chidley, Dustin Suppe, Brian O'Rourke, Michael Prichard, Beau Nicolette and Gavin Wuerfel

This year marks the 40<sup>th</sup> anniversary of EMS Week, which is celebrated annually to recognize the efforts and dedication of all EMS personnel. To learn more, visit [EMS Week 2014](#).



*A bargain is something you can't use at a price you can't resist.*  
—Franklin P. Jones

# Walk with David Wednesdays and Scavenger Hunt Walks

Something's new with "Walk with David Wednesdays" –This year, every other month the walk is a Scavenger Hunt Walk! During a Scavenger Hunt Walk, you must solve clues to identify locations along the route of the walk, which is usually 1.5 miles in length. It is a team activity, and teams must take pictures of themselves at each location in order to verify that they solved all the clues correctly.

It's a great way to exercise your mind and body, and have fun with some friends. An iPhone or iPad is helpful to solve the clues, but some teams have completed the walk using only their brain power and knowledge of the Civic Center area.

The last two scavenger hunt walks have featured themes: St. Patrick's Day Walk on March 19 and Memorial Day Walk on May 21. The next regular "Walk with David" will be June 18, and the next Scavenger Hunt Walk will be held on July 16 and will feature a "Summer Fun" theme.

Join us for all "Walk with David Wednesdays," held on the third Wednesday of each month, departing at 12 noon from the lobby of HCA Headquarters located at 405 W. 5<sup>th</sup> Street in Santa Ana (Bldg. 38).



Don't miss out on the fun! Exercise your mind and body and join your co-workers for the next 1.5 mile "Walk with David Wednesday" on June 18 or the next Scavenger Hunt Walk planned for July 16.

# Human Resources Documents

In an effort to streamline and process Human Resource related documents in a timely manner, we would like to remind you of two ways to submit documents:

## **HR Electronic Mailbox**

Human Resources reviews the electronic mailbox every morning and the documents are processed the same day. This is the most effective way to submit and track documents that have been submitted to HR. We request that all licenses be scanned and sent to the electronic mailbox so they will be legible. Send HR documents to [HCAHR@ochca.com](mailto:HCAHR@ochca.com)

## **HR Mailbox**

There is a secure lock box for HR documents outside of suite 658 in building 38 (405 W. 5<sup>th</sup> Street in Santa Ana). Documents are retrieved from this box several times per day. Please complete a pony envelope with the name of the person who is dropping off the document and confirmation email will be sent to that individual by the end of the day verifying that the document has been received by HR.

For any questions regarding this information, please contact HCA Human Resource Services at (714)834-3101.

*Live simply that others  
might simply live.*  
—Elizabeth Ann Seton

# Mari Tafoya recognized by Anaheim PD

Congratulations to Mental Health Specialist Mari Tafoya on receiving a Community Member Recognition Award by the Anaheim Police Department. An event was held at the City National Grove of Anaheim on May 22, 2014 to recognize award recipients.



The County and Anaheim Police Department joined forces last year to form one of the County's Psychiatric Emergency Response Teams (PERT). The mission of this collaborative is to provide prompt response to mental health clients, assess the needs of individuals, protect life and property, make community based resource referrals where appropriate and provide pertinent information for case follow-up in order to reduce the frequency of calls for service for mental health related issues by facilitating treatment and housing for those in need.

Mari is assigned to two Anaheim PD officers and they spend their entire shift responding to calls involving the mentally ill. Whether the call of service is a crisis or a follow-up, Mari's enthusiasm, energy and passion is evident. Her clients greatly appreciate her dedication and determination in getting them linked to appropriate services.

Mari joined the County in 2000 and served as a clinician at the Behavioral Health Anaheim Clinic. She then joined the Centralized Assessment Team in 2006 and in 2013, she accepted a position with PERT.

# Health Promotion receives APA Award

Congratulations to Public Health's Health Promotion (HP) Division on receiving an American Planning Association (APA) 2014 Award for Outstanding Planning – Healthy Communities Practicum. In collaboration with the UCI Community Outreach Partnership Center (COPC) and RBF Consulting, staff from HP assisted in the design and implementation of the Healthy Communities course offered at UCI.

The course provides students with experience in consultative planning practice, while also helping local cities and neighborhoods understand opportunities for proactively integrating health into planning, policies, and practices that improve local built environments and enhance the wellbeing of Orange County residents.

Thus far, the practicum has brought technical planning assistance and delivered unique tools in seven cities in Orange County (Santa Ana, San Clemente, Anaheim, Huntington Beach, Orange, Stanton and Garden Grove), including 10 distinct neighborhoods or districts.

Each community received a baseline assessment of its overall health along with a more detailed study and custom set of recommendations and/or implementation tools that focused on a particular aspect(s) of healthy communities such as access to healthy food, enhancing mobility, and developing leadership/social capital.

The partnership resulting from the Practicum between UCI's COPC, HCA and the UCI Adjunct Faculty from RBF Consulting is working hard to strengthen and heighten focus on healthy communities in Orange County and the larger region. The collaboration has spearheaded a new five-county healthy community planning network, CHANGES (Community Health Action Network for Growth through Equity & Sustainability). The network includes students, public health officials, hospitals, professional planners, non-profits and educators.

For more information about the awards, visit the American Planning Association California Chapter website at <https://www.apacalifornia.org/>.



## Dr. Handler receives Hunger Fighter Award

**C**ongratulations to County Health Officer Dr. Eric Handler on receiving a California Hunger Action Coalition (CHAC) Hunger Fighter Award. Dr. Handler received recognition for his efforts in founding the Waste Not OC Coalition, a group working to combat hunger in Orange County by capturing surplus prepared food from restaurants and hotels.

Recognizing that hunger is a public health risk, Dr. Handler has also inspired several hospitals and health clinics to evaluate patients for food insecurity during the patient intake process. Some health care providers have opened on-site emergency food pantries for patients, while others refer patients to their nearest emergency food provider using an

online mapping tool available on the [Waste Not OC website](#).

“We can end hunger in Orange County through the efforts and passion of our Waste Not OC Coalition partners,” said Dr. Handler. “This is truly a countywide effort.”

The Hunger Fighter award is presented to individuals who demonstrate a commitment to alleviating hunger in California and are innovative and collaborative in their work.

Visit [Waste Not OC](#) to learn more about the coalition and its efforts to combat hunger in Orange County. For more information about the Hunger Fighter Award, visit the [California Hunger Action Coalition](#).



*Pictured (left to right) are Orange County Food Bank Director Mark Lowry, HCA Director Mark Refowitz, County Health Officer Dr. Handler, Chairman Shawn Nelson and Orange County Food Bank Executive Director Buddy Ray.*

# The results are in!

**W**ere you one of the 884 staff that completed the 2014 Annual Compliance Survey? If so, the Office of Compliance (OOC) appreciates your feedback. The 2014 survey was a 28-item anonymous, web-based questionnaire conducted by the Office of Compliance (OOC) from April 1, 2014 to May 2, 2014.

The survey provides the OOC with information and trends that help determine Annual Compliance Training topics and areas we need to focus on to enhance the Compliance program. One of the major positives that came out of the survey is that a large majority of staff indicated that they had a general understanding regarding the purpose of the Compliance program, the Code of Conduct, and are aware of the policies related to their job.

When it came to reporting compliance issues or concerns, most respondents felt more comfortable reporting a compliance concern to their supervisor/manager, the Office of Compliance, or other appropriate area. While this is extremely positive and encouraged, 22% of the respondents reported having observed workplace behavior that they felt violated the Code of Conduct, policy or law. A majority of those stated that they didn't report these issues due to a fear of retaliation or the belief that nothing would be done.

The OOC encourages all employees to report any and all observed, heard, or suspected compliance issues to their supervisors or the Office of Compliance. We make it easy to report an issue by allowing you to call, click, email, or visit us in person. Reports can be submitted anonymously as well through the Hotline or online reporting feature.

The results of the 2014 Annual Compliance Survey can be viewed on the HCA Intranet at <http://intranet/compliance/reports>. **Thanks again to all of those that responded to our survey!**

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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<b>Call</b>		Hotline: (866) 260-5636 Office: (714) 568-5614
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<b>E-mail</b>		<a href="mailto:officeofcompliance@ochca.com">officeofcompliance@ochca.com</a>
<b>In Person</b>		Office of Compliance 405 W. 5 <sup>th</sup> Street, STE 776 Santa Ana, CA 92701

## Time to ACT

2014 Annual Compliance Training (ACT) is available to all HCA employees and is designed to give you an overview of the compliance program and important HIPAA privacy updates. It also demonstrates the important role that each of us play in maintaining compliance in our workplace and the integrity of the Health Care Agency.

This year's training focuses on a few of the trending topics from the Annual Compliance Survey as well as the process for reporting issues

to the Office of Compliance. Don't forget to print a copy of the certificate you receive once you complete the training and to keep a copy in your own files. You are encouraged to complete the training as soon as possible, as there are only a few 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).

**COMPLIANCE HOTLINE**  
**866.260.5636**

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!

## AUGUST HEALTH OBSERVANCES

- Cataract Awareness Month
- Children's Eye Health and Safety Month
- National Breastfeeding Month
- National Immunization Awareness Month
- Psoriasis Awareness Month
- Spinal Muscular Atrophy Awareness Month
- World Breastfeeding Week . . . . . 1-7
- National Health Center Week . . . . . 10 - 16

# TUPP hosts BH Regional Training

The Health Care Agency's (HCA) Tobacco Use Prevention Program (TUPP) partnered with the California Department of Public Health's Tobacco Control Program to host a Behavioral Health Regional Training on June 12, 2014, entitled, "Moving Forward: A Strategic Approach to Tobacco Recovery in Behavioral Health Programs."

Approximately 50 individuals from public health departments, hospitals, clinics, and behavioral health programs attended the training held in Anaheim. While most attendees traveled locally from Orange County, some also came from Los Angeles, Riverside and San Diego Counties.

This training provided an opportunity to learn about strategies for creating smoke-free behavioral health facilities. Individuals with mental health and/or substance abuse disorders are much more likely to smoke and die from tobacco-related diseases. It is estimated that of the 480,000 people who die annually from tobacco related diseases, 200,000 of them also have mental health or substance abuse disorders.

Thanks to the collaborative efforts of Behavioral Health Inpatient Services Service Chief II Dawn Smith, TUPP was able to connect with staff from Royale Therapeutic Residential Center (TRC) in Santa Ana and invite them to be speakers at the training. Program Director Mary Lawrence and Medical Director Dr. Reza Farokhpay from Royale

TRC, shared their success story and provided practical tips on the process they underwent to become a 100% smoke-free facility.

HCA's own Public Health Services Deputy Health Officer Dr. Helene Calvet gave an enlightening talk about electronic nicotine delivery systems (ENDS), also commonly referred to as e-cigarettes.

Other speakers included Dr. Chad Morris, PhD, Director of the Behavioral Health and Wellness Program at the University of Colorado, Denver, who talked about the effectiveness of organizational, psychosocial and pharmacological approaches to tobacco control and wellness strategies. Dr. Cynthia Wang Morris, PsyD, Clinical Director

of the Behavioral Health and Wellness Program at the University of Colorado, gave a presentation on creating systems change to integrate tobacco cessation in behavioral health settings.

Another speaker featured Jaina Pallasigui from Anaheim Regional Medical Center, TUPP's smoking cessation provider, who offered to set up smoking cessation classes at the behavioral health programs

in attendance. Closing remarks were given by Kathy Berger, Director of Physical Rehabilitation Services, the Cancer Center, and the Wound Care Center at St. Joseph Hospital, which is also a smoke-free venue.

The goal of this training was to provide participants with new tools to help their clients become and remain tobacco-free. The feedback from the training participants indicated that the goal was achieved and that they will be able to make efficient use of the training tools to help their facilities become smoke-free.



*HCA's TUPP program hosted a training held in Anaheim last month to provide an opportunity to learn about strategies for creating smoke-free behavioral health facilities.*

# HCA Payroll

## Retirement Rate Change

Effective June 27, 2014, the new retirement rates established by the Orange County Employees Retirement System (OCERS) and adopted by the Board of Supervisors for Fiscal Year 2014-15 will be implemented and will be reflected on the July 18, 2014 paycheck for most employees. These rates are calculated and adjusted each fiscal year in accordance with the MOU provisions for various bargaining units.



To learn more about the rate calculations, please login to the OC Employee Portal (<https://empinfo.ocgov.com/OCEmployeePortal/public/Logon.aspx>), and scroll down to County Announcements in the PayStub Application. The Retirement Rate Calculators are listed by representation unit.

## Timesheets Due

As a reminder, timesheets are due to HCA Payroll from all supervisors by 10 a.m. on July 24 and August 7. **Supervisors:** *If you are going to be out of the office during the week that timesheets are due, please make sure you have an assigned back-up to review and approve your staff timesheets in VTI.*

If you have any questions or need assistance, please contact HCA Payroll at (714) 834-5744 or via email at [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com).

# NACO Awards Presented

The Health Care Agency (HCA) and OC Community Services (OCCS) collaborated on two community programs that received 2014 National Association of Counties (NACO) awards in the categories of Community/Economic Development and Health. NACO spotlights winners across the county which celebrates innovative programs to modernize county governments.

The "Mental Health Services Act (MHSA) Housing" program received recognition in the category of Community/Economic. HCA Behavioral Health Services and OCCS collaborated jointly to develop affordable, supportive housing with MHSA funds. By January 2015, 117 new MHSA units throughout Orange County will be occupied by MHSA-eligible homeless individuals. MHSA funds were leveraged with other private and public funding sources for a total of 428 affordable units (311 affordable and 117 MHSA).

The Health category award was presented to HCA and OCCS Office on Aging's "Healthier Living" collaborative that brings community programs to disenfranchised, disabled and elderly communities in Orange County to help deal with chronic diseases and other problems. Visit the [NACO website](#) to learn more about the 2014 NACO awards and to view a listing of this year's winners.



# Workplace enhancement suggestions?

The Health Care Agency/OCEA Labor Management Committee (LMC) would like to remind employees that there is a mechanism to suggest ways to enhance the workplace.

As an HCA employee, you may submit a [Workplace Enhancements Solutions form](#) available on the Intranet, to the LMC for consideration. If appropriate, the LMC Workplace Solutions Subcommittee will then process and facilitate resolution of the workplace issue.

A [Workplace Enhancement Index](#) that contains issues that have been submitted and resolved is also available on the Intranet for viewing and download.



Team Excellence Award

HCA & OCEA LABOR MANAGEMENT COMMITTEE

Please note that it would not be appropriate to submit this form to the LMC if the following criteria apply:

- Issues concerning only one employee (examples: evaluations, PIP awards, disciplinary actions or interactions with fellow employees).
- Issues involving the classification of one or more employee (including reclassification issues).

The LMC looks forward to working on your behalf to enhance your workplace!



## Public Guardian moves to HCA

**I**n March 2014, the Orange County Board of Supervisors approved separation of the Public Administrator (PA)/Public Guardian (PG) into two distinct offices. The Public Administrator's office is now part of the District Attorney and the Public Guardian's office is now a function of Health Care Agency Behavioral Health Services. PA and PG staff are currently co-located at 1300 S. Grand Ave. in Santa Ana, and continue to work very closely with shared responsibilities and mutual staff assignments.

To celebrate the successful collaboration of the two offices, as well as making significant accomplishments, the District Attorney's office and HCA sponsored a combined PA and PG staff BBQ. In addition to staff from PA and PG as well as the DA and HCA, County Counsel also participated while enjoying BBQ chicken and an impressive array of pot luck side dishes.



Staff from PA, PG, the DA's office and HCA came together at a BBQ to celebrate the successful collaboration between offices.



# Compliance Word Search

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

Program: \_\_\_\_\_

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

**L**et's take the topic of "COMPLIANCE" and test your word search skills. Return your completed word search game by Friday, August 22, 2014 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 names of the submitters will be entered into a drawing. Three (3) names will be drawn and will win a prize! We will contact the 3 winners by email and/or telephone.

ANNUAL COMPLIANCE TRAINING	ETHICS	PHI
AUDIT	FRAUD	POLICIES
CODE OF CONDUCT	HIPAA	PREVENT
COMPLY	HOTLINE	PRIVACY
DISCLOSURE	ISSUE	REPORT
DOCUMENTATION	NON RETALIATION	RISK
ENCRYPT	PASSWORD PROTECT	SECURITY

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 M Z H B F G O F P S R C H Y Z A N L Q S A K P F P S T W T H

# HCA Payroll

## Labor Day Holiday

Labor Day is Monday, September 1! If the holiday is also your scheduled day off, please



note the following when using the pay code HCNC – Holiday Comp Non-Cashable in VTI: (1) All staff are limited to 8 hours of HCNC,

(2) Any hours accrued using the HCNC will be deposited in the PIPL2 leave balance for future use, (3) Any hours accrued using the HCNC is non-cashable so the CP pay code cannot be used, (4) When an employee uses any HCNC time accrued for time off in the future, please ensure that PIPL2 pay code is recorded on the timesheet.

## Timesheets Due

As a reminder, timesheets are due to HCA Payroll from all supervisors by 10 a.m. on August 21 and September 24.

**Supervisors:** If you are going to be out of the office during the week that timesheets are due, please make sure you have an assigned back-up to review and approve your staff timesheets in VTI.

If you have any questions or need assistance, please contact HCA Payroll at (714) 834-5744 or via email at [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com).

**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.

# HIVPAC receives award

Congratulations to HCA's HIV Planning and Coordination (HIVPAC) Unit on receiving the 2014 in+care Campaign award by the National Quality Center. The in+care Campaign award acknowledges excellence in meeting the goals of the in+care Campaign which is designed to improve health outcomes for HIV-positive individuals receiving Ryan White grant-funded care.



Since its inception in 2011, HIVPAC has coordinated Orange County's participation in the national in+care Campaign, which was developed in collaboration with the Health Resources Services Administration (HRSA). The overarching goals of the campaign are to bring HIV-positive individuals into medical care and keep them engaged in care.

When HIV-positive individuals are engaged in care, they are 1) more likely to be adherent to life-saving medications; 2) more likely to have an undetectable viral load indicative of good health; and 3) are less likely to transmit HIV to others.

To improve the health of persons living with HIV/AIDS, HIVPAC has done the following in collaboration with community services providers throughout Orange County:

- Conducted needs assessments and surveys,
- Implemented numerous quality improvement activities and trainings for providers, and
- Developed biannual newsletters for service providers and persons living with HIV/AIDS with information to promote and increase medical care adherence.

The ability to effectively maintain individuals in medical care is due to the work of Orange County's dedicated HIV service providers. Therefore, this award acknowledges the dedication and work of all of our community partners from eligibility workers, administrative staff, case managers, outreach/linkage to care staff, transportation providers, medical assistants, etc., to medical providers without whom this award would not be possible.



HIV Planning and Coordination staff pictured are (top, left to right) Sam Monroy, James Williams, Diane Pinto, Natalie Silva, Mindy He and Dr. Christopher Ried. Pictured (middle, left to right) are Irene Magana, Alyssa Haveman and Tamarra Jones. Those pictured seated are (left to right) Grecia Estrada and Rebecca Mare.



# Lindgren receives recognition

Congratulations to Behavioral Health Services Centralized Assessment Team (CAT) Supervisor Lance Lindgren on receiving a proclamation from the Westminster City Council for his service and dedication toward helping the Westminster community. Lance is recognized for his collaboration with the Westminster Police Department (PD) and received recognition during the June 25 city council meeting.

Lance has worked with Westminster PD for the past 11 years riding with officers and responding to calls involving the mentally ill, as well as providing training to law enforcement.



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# Management Services gains new staff

**P**lease join Elsa Davis and HCA Management Services in welcoming Karen Morgan Newe, Adrienne Billiter and John Lewis.



Karen has been selected as HCA's Records Manager for Custodian of Records (COR) and comes to us from the

Environmental Health Division. With more than 29 years of County service, Karen brings a wealth of knowledge and organizational skills to her new role. Karen can be reached at (714) 834-2044.

Also new at the COR office is Custodian of Records Adrienne Billiter. Adrienne is a Registered Health Information Administrator (RHIA) and has spent the last 8 years at Kaiser Permanente implementing their electronic health record system that is used by all 14 Kaiser medical centers in Southern California. Adrienne is an experienced trainer and will be the cornerstone of the COR Record Coordinator program.

Adrienne can be reached at (714) 834-3079.

Management Services welcomes John Lewis as HCA's new Safety and Training Officer. John comes to the HCA Safety Program from private industry where he spent eight years working in operations and training. John has 15 years of experience in public safety with both the LA County Sheriff's and Whittier Police Departments, where he works as a Field Training and Advanced Officer and as an Investigator. John can be reached at (714) 834-4359.



Please note that the HCA Management Services team lead by Elsa Davis has relocated from the 7<sup>th</sup> floor at the HCA Headquarters building to the 2<sup>nd</sup> floor in suite 203. All phone numbers for Management Services team members will remain the same.

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# Douroudian honored with award

**C**ongratulations to Negar Douroudian, Behavioral Health Services Social Worker with the Workforce Education & Training Program on receiving a 2014 Woman Making a Difference Award on March 27 from Senator Lou Correa. The award honored 100 women making a difference in the 34<sup>th</sup> District.



Negar has been employed by the Orange County Health Care Agency since October of 2007 and serves adults with mental illness. She obtained extensive experience

assisting adults with developmental disabilities at a day habilitation facility where she started the first horticulture and music therapy program. She was awarded recognition by Ms. Yoko Ono for starting the first Autistic program as Program Director at that day habilitation facility.

At the beginning of her employment with the Health Care Agency, Neagr provided supervision and feedback as a Prop. 36 auditor, to county contracted

providers who served adults with drug and alcohol addiction. Since 2009, Ms. Doroudian has worked relentlessly to promote cultural competency at the Workforce Education and Training program by coordinating trainings and events that serve consumers, family members, county staff and the public at large.



*Pictured (left to right) are Senator Lou Correa and Negar Douroudian.*

Negar is currently chair of the Integration of Spirituality and Behavioral Health program, as well as a certified Mental First Aid Trainer for the County of Orange. She is a leader in implementing innovative

*... continued on page 6*

# Ponce recognized for service commitment

**H**at's Off to Anna Marie Ponce, Senior Staff Nurse with the HCA Refugee Health Services Clinic. The clinic provides health assessments to newly arriving refugees, asylees and victims of human trafficking. This is often a new arrival's first experience with the US healthcare system, but Anna Marie and other clinic staff aim to put new arrivals at ease. However, escaping persecution or enslavement takes an emotional as well as a physical toll. In one such situation, Anna Marie went above and beyond to ensure the successful resettlement of a human trafficking victim, a woman we will call 'TS'.



TS was born in Maguindanao, a province in the Philippines located in the Autonomous Region in Muslim Mindanao (ARMM). Most of the people in ARMM practice the Islam religion that was introduced at the end of 15<sup>th</sup> century by the Muslims of other neighboring countries, i.e., Malaysia, Indonesia. TS spoke and understood Maguindanao, the spoken language in her province, Tagalog, the national spoken language in the Philippines, a "little" English, and a "little" Arabic. She finished elementary school and never had a chance to obtain a higher education because of poverty. She was married and had 5 children.

Her story began when she applied as a domestic helper in Saudi Arabia. TS was promised by the agency that recruited her in the Philippines that she would have a steady income and would be treated with kindness and respect by a prominent family, her employer, in Saudi Arabia. With a heavy heart because she was leaving her family and her youngest child, who was only 6 months old at that time, she accepted the position and departed for what she thought would be a better life.

When TS was first seen by Anna Marie in the clinic, she was shy, quiet, alert, and did not complain of medical symptoms. She was glad that the nurse who was seeing her was a Filipina and spoke Tagalog. Because language was no longer a barrier, TS spoke freely and honestly about her experiences in Saudi Arabia. Anna Marie was able to assist and guide TS during her resettlement.

TS was very emotional when she told her story. Her passport was taken from her so she could not leave the house and the country. She was only given one meal a day. She was beaten, tortured, imprisoned, isolated, and experienced intense fear



and forced labor. She worked almost 24 hours and was fortunate if she could get 5 hours of sleep. The worst of all was that her employer didn't pay her for more than a year and threatened her if she tried to escape.

When the whole family went to the US for a vacation, TS was asked to join them. During the entire time TS contemplated escaping, and made up her mind to escape one night when the children were in a public playroom and the employer couple was attending a party at a friend's house. TS was fortunate that she had her passport, her cell phone, and a number to call, that was given to her by an LAX immigration officer when she first arrived to the US, in case her employer maltreated her while in the United States.

TS was rescued by Human Trafficking representatives who put her in their custody while a warrant of arrest was issued for her employers. Realizing that they would be questioned and arrested, the employer couple and their children immediately travelled back to Saudi Arabia before the arrest was made. Their names are on a list so that if they return to the US, they will be arrested for human trafficking crimes.

TS had endured emotional and psychological consequences before and after her escape. She had trouble sleeping, bad dreams, nervousness, and felt sad and hopeless. She missed her family very much. TS truly appreciated that there were people from numerous agencies, including Anna Marie and the clinic, who helped her build her life again. In fact, TS' social worker managed to get TS a job and to bring her whole family to the US last Christmas.

# Employees recognized for service years

**H**CA hosted an Employee Recognition Award Ceremony on July 10 to recognize the years of service that employees have contributed to the Agency and County. The following is a list of service awards that were presented:

5 Years.....	4	10 Years .....	5	15 Years.....	27
20 Years.....	19	25 Years .....	7	30 Years.....	2
35 Years.....	1				

## 30 YEARS



Caroline Cordova from Public Health Services (PHS) celebrated 30 years of County service and received a certificate and pin to commemorate the occasion from HCA Assistant Director Richard Sanchez, County Health Officer Dr. Eric Handler and PHS Deputy Agency Director David Soueles.

*Shoot for the moon. Even if you miss, you'll land among the stars.*  
—Les Brown

## 25 YEARS



Behavioral Health Services (BHS) staff member Victor Cota celebrated 25 years of County service and received recognition from HCA Assistant Director Richard Sanchez and BHS Chief of Operations Jenny Qian.



Public Health Services (PHS) staff pictured (left to right) Pearl Boelter and Eleanor Forrest celebrated 25 years of service and received recognition on July 10 from HCA Assistant Director Richard Sanchez, County Health Officer Dr. Eric Handler and PHS Deputy Agency Director David Soueles.

## Douroudian honored

*continued from page 4*

approaches to connecting county clinicians and staff to Spirituality and Behavioral Health Services, as well as bringing people together from all faiths to address mental illness, drug addiction and cultural sensitivity

in underserved communities through her monthly Mental Health First Aid trainings.

Within the Iranian community, Negar volunteers her time to organizations that support children with cancer and victims of domestic violence.



HCA Assistant Director Richard Sanchez, County Health Officer Dr. Eric Handler and Public Health Services (PHS) Deputy Agency Director David Souleles congratulated PHS staff on celebrating 20 years of service. Pictured (left to right) are Mahdere Negash, Susan Aguilera and Alan Reynolds.



Behavioral Health Services (BHS) staff members pictured (left to right) Jacqueline Williams and Alicia Armstrong-Sadjadi celebrated 20 years of County service and received recognition from HCA Assistant Director Richard Sanchez and BHS Chief of Operations Jenny Qian.

*Only those who will risk going too far can possibly find out how far one can go.*  
—T.S. Eliot



Celebrating 20 years of County service, Correctional Health Services (CHS) staff members pictured (left to right) Patricia Trout, Blanca Esparza and Michael Iwai received a certificate and pin to commemorate the occasion from HCA Assistant Director Richard Sanchez and CHS Administrative Manager Kerri Musgrave.

**SEPTEMBER HEALTH OBSERVANCES**

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

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

15 YEARS



HCA Assistant Director Richard Sanchez, County Health Officer Dr. Eric Handler and Public Health Services (PHS) Deputy Agency Director David Souleles presented PHS staff members who celebrated 15 years of County service with a certificate and pin to commemorate the occasion. Pictured (left to right) are Cecilia Leon, Martha Pacheco Deconcepcion and Glenda Papa.



Celebrating 15 years of County service, Correctional Health Services (CHS) staff member Magdalena Lopez received a certificate and pin from HCA Assistant Director Richard Sanchez and CHS Administrative Manager Kerri Musgrave.



Behavioral Health Services (BHS) staff member Bhuvana Rao celebrated 15 years of County service and received recognition from HCA Assistant Director Richard Sanchez and BHS Chief of Operations Jenny Qian during the July 10 Employee Recognition Awards.

10 YEARS



HCA Assistant Director Richard Sanchez, County Health Officer Dr. Eric Handler and Public Health Services Deputy Agency Director David Souleles congratulated Howard Mayo from Environmental Health on celebrating 10 years of County service.

*The obstacles of your past can become the gateways that lead to new beginnings.*  
—Ralph Blum

## JHS receives reaccreditation

**C**ongratulations to Juvenile Health Services (JHS) on receiving reaccreditation status from The Institute for Medical Quality (IMQ). This two-year award signifies that 100% Essential and minimum 85% Important Standards were met based on Title 15, California Code of Regulations, Minimum Standards for Juvenile facilities.

This achievement is the culmination of months of planning and effort on the part of our Juvenile Health Services staff and could not have been done without the collaborative partnerships with the Probation Department, HCA Clinical Evaluation and Guidance Unit (CEGU) and the Orange County Department of Education.

"We are so proud of the Juvenile Health Services

team! This rigorous survey and subsequent reaccreditation showcase the outstanding work done every day by the dedicated JHS staff," said Erin Winger, Chief of Operations for Correctional Health Services.

During the two day survey, surveyors covered the full spectrum of medical, mental health and dental care, evaluating six areas: Administration, Personnel, Care and Treatment, Pharmaceuticals, Health Records and Medical/Legal issues.

Accredited since 2009, JHS continues to provide youth in Juvenile Hall, Youth Leadership Academy, Youth Guidance Center and Joplin Youth Center with medical care that meets the community standard of care.

Congratulations to the JHS team!

## HCA welcomes Dr. Johnson

**H**CA welcomes Julie Johnson, MD, FAAFP who joined the Family Health Clinics/Family Health Division as Public Health Medical Officer I on July 21, 2014.

Some of Dr. Johnson's responsibilities include direct patient care (Child Health and Family Planning Clinics), clinical supervision and consultation to nurse practitioners, clinical oversight of the travel immunization clinic, and participation in clinical Quality Improvement activities.

Dr. Johnson attended UCI Medical School and completed her residency training in Family Medicine at Kaiser Permanente Orange County. She has been practicing medicine for 17 years (eight in Family Medicine at Kaiser Orange County and nine in Public Health at Riverside County). She worked as a consultant for the Medical Board of California as an Expert Medical Reviewer.

A board-certified Family Medicine physician, Dr. Johnson has a special interest in women's health. As Physician-in-Charge at the Corona Family Care Center, she supervised physician assistants and nurse practitioners. Additionally, Dr. Johnson was a clinical preceptor (Graduate Nursing Programs) at UCI, Loma Linda, and Western University.

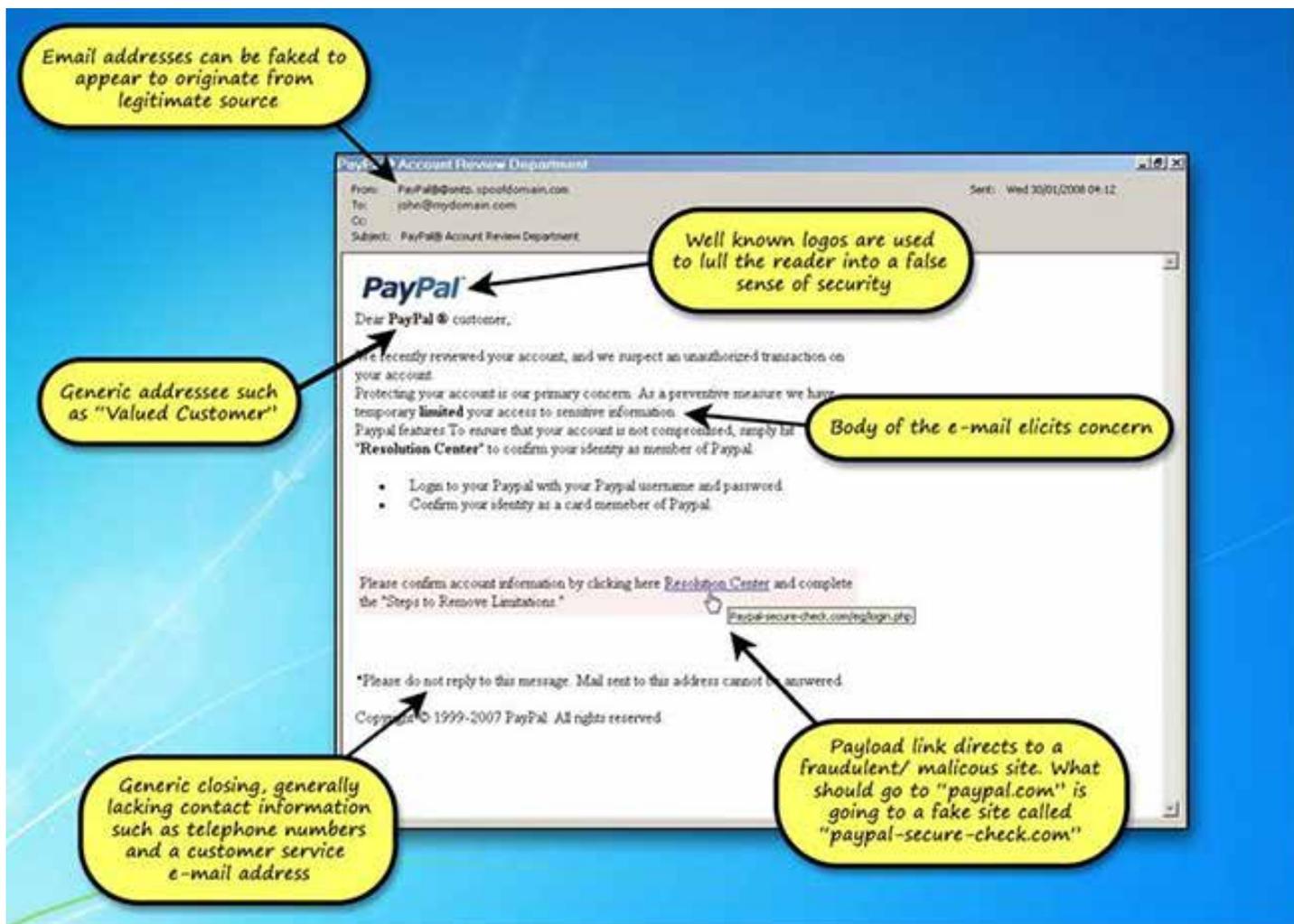


## Email Security

One of the most common ways a computer gets infected is when a person opens a malicious attachment or clicks a malicious link sent to them by email. This article will provide some tips to help you identify these malicious emails, help

make you aware of the tactics that the senders use, and clear up several common misconceptions about how your computer gets infected.

The following is a sample of a phishing email along with what to look for:



While images in emails can contain malicious code, by default, Microsoft Outlook will block the automatic download of images which prevents malicious code from being executed. If you hover the mouse over a provided link, you can see the actual destination without actually launching the site. Links can only be executed when they are clicked on.

### So what if you're not sure?

First, be thorough in your review of the email. Are there misspellings in the body of the email? Does the provided link go to some unknown web address? Remember, you can open up the e-mail and hover the mouse over any link to see the actual destination

without harming your computer. Next, contact the source at a known or trusted number. For example, if you receive a questionable email from Wells Fargo bank, contact them by getting a number from their website or through a phone book. If the email is received at work, you can contact the IT Service Desk at (714) 834-3128 for assistance. Finally, err on the side of caution. If an email attachment or link is legitimate, there is almost always going to be a way to verify it. While contacting the source is going to be the best method, if you happen to be reading an email after hours, wait until the apparent source is

... continued on page 3

# WIC: Strengthening families for 40 years!

In 1974, the USDA established the Women, Infant and Children's (WIC) program as a supplemental food program aimed at improving the health of pregnant mothers, infants and children. This past July 30, 2014, HCA Nutrition Services WIC, along with other nationwide WIC programs celebrated their 40<sup>th</sup> anniversary. To commemorate this special occasion, programs hosted celebrations to highlight the impact that WIC has on families and to recognize all the staff who have worked in WIC through the years.

HCA WIC brought together past WIC employees and directors to celebrate with current staff to remember its past, celebrate its present, and look forward to its future. On July 30, Public Health Services Deputy Agency Director David Souleles addressed a gathering held at the HCA 17<sup>th</sup> Street Learning Center to recognize the important role that WIC staff has in public health.

HCA has successfully served low income families

with food vouchers, information on healthy eating, breastfeeding support and referrals to health care. As the sole provider of WIC services in the county, HCA served 750 individuals at the 17<sup>th</sup> Street Clinic the first year in 1974; 20 years later, 45,000 individuals were served. After 40 years, with four WIC providers in the county, more than 95,000 individuals are served monthly. Over this period, WIC participants have received millions of dollars of food benefits to help keep their families healthy and strong.

HCA WIC is proud to be part of the California WIC Program, which is the nation's largest, serving over 1.4 million participants in 650 clinics across the state. WIC has recently been credited with reducing early childhood obesity and substantially increasing breastfeeding rates – a public health success story.

For more information on the WIC program and how to help families stay healthy and strong, please visit [www.myhealthoc.org/eat/extra-resources](http://www.myhealthoc.org/eat/extra-resources) or contact Nutrition Services/WIC at 1-888-YOUR-WIC (1-888-968-7942).



An event was held at HCA's 17<sup>th</sup> Street Learning Center on July 30, 2014 to recognize the important role that WIC staff have in improving the lives of Orange County families in the past, present and future.

## Email Security

continued from page 2

available or until IT can be contacted to determine its legitimacy.

The full article and other helpful security tips can be found on the IT Intranet site at <http://intranet.ochca.com/IT/security/tips>.

Great ideas need landing gear  
as well as wings.  
—C.D. Jackson

# 211 helpline adds food pantries map

The 2-1-1 helpline recently added a [searchable food pantries map](#) to their website at [www.211oc.org](http://www.211oc.org) to help connect Orange County's most vulnerable with health and human service resources they need. The map was provided by the Waste Not OC Coalition and includes a searchable database of food pantries as a resource for families in need of food assistance.

The Waste Not OC Coalition includes a group of representatives from food banks, restaurants,

grocers, theme parks, sports venues, manufacturers and educational institutions that is focusing efforts on redirecting potentially usable prepared food from markets, restaurants and other sources to community food pantries rather than having food thrown out and end up in landfills.

County Health Officer Dr. Eric Handler has been instrumental in creating the coalition to address hunger in Orange County. To learn more, visit the Coalition's website at [www.wastenotoc.org](http://www.wastenotoc.org).



Select Language  
Powered by Google Translate

Dial 2-1-1  
WE CAN HELP



HOME GET HELP GET INVOLVED FOR AGENCIES REPORTS SUPPORTERS ABOUT US CONTACT US

Guided Search

Keyword Search

Email Us

## Food Pantries in Orange County

Brought to you by [Waste Not OC](#)

Click on a point on the map for more info.



*Dreams are today's answers to tomorrow's questions.*

—Edgar Cayce

# Prevention works, treatment is effective & recovery happens

**I**n honor of National Recovery Month in September, the Health Care Agency encourages staff to actively participate in this year's theme, **“Join the Voices for Recovery: Speak Up, Reach Out”** by openly discussing mental health and substance use disorders with family, friends, and the community. Encourage relatives and friends of people with mental and/or substance use disorders to implement preventive measures, recognize the signs of a problem, and guide those in need to appropriate treatment and recovery support services.

One in four Americans live with mental illness and according to the 2012 National Survey on Drug Use and Health, 23.1 million people aged 12 or older nationwide needed treatment for an illicit drug or alcohol use problem. In 2012, out of the 43.7 million Americans aged 18 or older who had any mental illness, only 17.9 million received mental health services.

Prevention of mental and/or substance use disorders works, treatment is effective, and people recover in Orange County and around the nation. Overcoming mental health and/or substance use disorders is essential to achieving healthy lifestyles, both physically and emotionally.

Learn more about National Recovery Month at [www.recoverymonth.gov](http://www.recoverymonth.gov) to see available resources,

specifically the 2014 Toolkit. It contains outreach tips and resources to promote recovery in our community. Another great way to support recovery is by planning recovery events to encourage discussion about this important topic.

In previous years, programs have planned canned food drives, chili cook-offs or car washes to promote recovery and get the word out about National Recovery Month. If your program plans an event, please email Behavioral Health Navigation Manager, [Jason Austin](mailto:Jason.Austin@ochca.com) with details so that it can be shared with others.

For more information about the behavioral health programs available through the Health Care Agency, call OCLinks at (855) OC-LINKS or go online at [www.ochcahealthinfo.com/oclinks](http://www.ochcahealthinfo.com/oclinks).



## OCTOBER HEALTH OBSERVANCES

- National Bullying Prevention Month
- National Physical Therapy Month
- Sudden Infant Death Syndrome Awareness Month
- Mental Illness Awareness Week . . . . . 5-11
- Walk to School Day . . . . . 8
- National Hospital & Health System Pharmacy Week . . . . . 19-25
- National Lead Poisoning Prevention Week . . 19-25
- Red Ribbon Week . . . . . 23-31
- National Pharmacy Technician Day . . . . . 28



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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**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!



# workingWELL

A HEALTHY OC STARTS WITH US



HCA's workingWELL team hosted a Harvest Your Health event on Sept. 3, 2014 at the 17<sup>th</sup> Street Learning Center that featured demonstrations from the OC Master Gardeners and OC Master Preservers, as well as informational tables that showcased various HCA programs. The well-attended event included seed exchanges, various fruit/vegetable tastings and opportunity drawings.

## Laura's Law Hotline launches in OC

**T**he Assisted Outpatient Treatment (AOT) program, also known as Laura's Law, provides court-ordered treatment for persons with severe mental illness who meet specific criteria. The program is designed to assist individuals who are resistant to obtaining or maintaining treatment.

A Hotline is available for AOT referral and criteria verification. Please call 1-855-HCA-4121 or 1-855-422-1421, Monday through Friday, between 8 a.m. and 5 p.m.

There are specific guidelines determining who can request AOT and who qualifies for AOT. To qualify for the program, an individual must have serious mental illness and a recent history of psychiatric hospitalizations, incarcerations, or acts, threats or attempts of serious violent behavior toward them self or others. A summary of criteria is available online at this [link](#).



Orange County is one of several counties in California to approve implementation of AB1421,

commonly referred to as Laura's Law. The law was named after Laura Wilcox, a mental health worker who was killed by a man who had refused psychiatric treatment.

HCA offers a variety of outreach and engagement programs and hotlines for individuals and families in need of behavioral health services and resources including:

- **OC Links (855-OC-Links)**

Monday – Friday, 8 a.m. to 6 p.m.

Information and Referrals for anyone seeking Behavioral Health Services, including: mental health, crisis programs, alcohol and drug inpatient and outpatient, and prevention and early intervention services.

- **Emergency Psychiatric Evaluation (866-830-6011)**

24 hours a day / 7 days a week

The [Centralized Assessment Team](#) responds to private residences, police stations, health clinics, private doctors', therapists' offices, and in the field.

- **Orange County Crisis Prevention Hotline (1-877-7CRISIS or 1-877-727-4747)**

- **BHS Emergency Phone Numbers**

## Ebola: What you need to know

**E**bola is a virus that has caused recent disease outbreaks in the West African countries Guinea, Liberia and Sierra Leone. The risk of getting sick with Ebola is very low in the U.S. and in Orange County, and there are currently no cases of Ebola in California.

The Health Care Agency is working closely with the local partners and state and federal health officials to ensure a coordinated response in the event that an Ebola case is identified in Orange County. HCA is committed to ensuring the health and safety of County employees with regard to Ebola, and has developed policies and procedures to keep them safe.

... continued on page 5



Health Care Agency and Orange County Sheriff's Department staff meet to discuss Ebola planning and coordination.

# Updates to our Notice of Privacy Practices (NPP)

This time last year, the U.S. Department of Health and Human Services (HHS) published the HIPAA Omnibus Final Rule to implement the Health Information Technology for Economic and Clinical Health (HITECH) Act and further strengthen existing HIPAA provisions. The Omnibus Rule established new requirements that impacted our Notice of Privacy Practices and we released a major revision in September 2013 that HCA is using today.

Only a year later, our NPP has gone through a minor modification in keeping with the requirements of the Omnibus Rule. The new version, effective October 6, 2014, has already been posted to the County website. This version contains a short statement concerning a patient or his or her representative having the right to obtain a copy of their completed lab test results directly from our public health laboratory as opposed to getting them from the ordering doctor or clinic. Most programs within the Agency won't notice anything different because of these changes. Instead, the Public Health Laboratory and Custodian of Records will be working together to satisfy obligations to our clients.



**Compliance UPDATE**

## Important reminders!

- Deplete your current stock of 2013 NPPs
- Once depleted, order and post the 2014 version
- Contact the Office of Compliance for ordering instructions
- Provide a copy of the revised NPP to:
  - ♦ All new clients on the first date of service and obtain acknowledgement of receipt
  - ♦ Anyone who asks for a copy
- NPP is available in Spanish, Vietnamese, Farsi and Korean
- NPP can be found at [www.ochealthinfo.com/about/admin/hipaa/npp](http://www.ochealthinfo.com/about/admin/hipaa/npp)
- The Office of Compliance will be distributing poster sized NPPs to post in your clinic



... continued on page 3



# Flu shot program underway

With the flu season upon us, getting a seasonal influenza vaccination is the best way for you and your family to be prepared. Influenza can cause serious illness and even death, especially in young children, pregnant women, the elderly and persons with medical conditions that place them at risk.



The annual influenza vaccination program for County employees is currently available and will be offered Monday, Wednesday and Friday at [Employee Health Services \(EHS\)](#) from October 14 to November 17, 2014 from 1 – 3 p.m. No appointment is needed. For more information, please contact EHS at (714) 565-3780.

If you cannot take advantage of the County program, we encourage you to seek vaccination from your health care provider or at the many community locations offering the vaccination. For more flu information and a flu shot locator, visit the HCA [seasonal influenza](#) website.

This flu season, be sure to take precautions to prevent the spread of influenza and other infections. Wash your hands frequently with soap and water and be sure to cover your mouth and nose with a tissue if you cough or sneeze.

# Guidelines for communicating with a person with mental illness

**B**e respectful to individuals with a mental illness – when someone feels respected and heard, they are more likely to return respect and consider what you have to say. HCA Behavioral Health Services Prevention and Intervention offer the following guidelines to assist in communicating with a person with mental illness:

- If the individual is experiencing events like hallucinations, be aware that the hallucinations or the delusions they experience are their reality. You will not be able to talk them out of their reality. They experience the hallucinations or delusional thoughts as real and are motivated by them. Communicate that you understand that they experience those events. Do not pretend that you experience them.
- Some people with paranoia may be frightened, so be aware that they may need more body space than you.
- Do not assume that they are not smart and will believe anything you tell them.
- Mental illness has nothing to do with the person's intelligence level. Do not lie to them, as it will usually break any rapport you might want to establish.
- Do not just pass them on to another person like a "hot potato" just to get rid of them. This may save you time in the short run, but may come back to haunt you later, or cause problems for someone else. Anyone who is passed unnecessarily from

one person to another can become angry or violent. Refer them to someone else only if it is an appropriate referral.

- Listen to the person and try to understand what he/she is communicating. Often, if you do not turn off your communicating skills, you will be able to understand. Find out what reality based needs you can meet.
- If needed, set limits with the person as you would others. For example, "I only have five minutes to talk to you" or "If you scream, I will not be able to talk to you."
- Keep a current list of community resources, like shelters, food programs, and mental health services that you can suggest to them (if they need it). Some people will not accept the suggestion, but some will.
- Call for help (police, security, or colleagues) if you feel physically threatened or need help de-escalating the person.

For more information visit [BHS Prevention and Intervention](#) online or for behavioral health resources, call OCLinks at (855) OC-LINKS or (855) 625-4657 or chat online at [OCLinks](#).



## Compliance Update continued from page 2

### Notice of Privacy Practices (NPP) Now Available in Korean

The Office of Compliance is happy to announce the availability of the Notice of Privacy Practices (NPP) and the NPP Acknowledgement of Receipt in Korean. Though Korean is not quite an official threshold language in



Orange County, we are pleased to make this NPP available to our Korean speaking clients.

- The **NPP** can be found on the internet: <http://ochealthinfo.com/about/admin/hipaa/npp>
- The **NPP Acknowledgement of Receipt** can be found on the intranet: <http://ocintranet.ocgov.com/hipaa/acknowledge.asp>

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 or
- ♦ **Thea Bullock, Chief Compliance and Privacy Officer** at (714) 834-3154.



# Hat's Off to Coletta Franciscus

Congratulations to Coletta Franciscus, LMFT, a licensed Marriage & Family Therapist with HCA Correctional Health Services (CHS) Mental Health on receiving an OC Sheriff's Department (OCSD) Gold Star Award.

Coletta was nominated for this award based on her exceptional efforts & dedication with this year's Electronic Health Record (EHR) implementation, representing CHS at the 20<sup>th</sup> Annual Mental Health Association Meeting of the Minds conference, as well as her "can do" spirit and commitment in working with the severely and persistently mentally ill. She truly embodies the phrase "servant leadership," not only to the clients that she treats, but also to her supervisors and co-workers in the CHS program.



*Coletta received the OCSD Gold Star Award from Sheriff Sandra Hutchins on August 26, 2014.*

Coletta completed her B.A. in Criminal Justice in 1999 and her M.A. in Counseling Psychology with an emphasis in Marriage & Family Therapy in 2005. Although Coletta has held other clinical positions since obtaining her clinical license in 2007, her "ideal job" was to combine her educational background of Criminal Justice & Mental Health — making her a perfect fit for the CHS Mental Health team since March 2011.

# County Poll Worker Program

The Orange County Registrar of Voters is preparing for the November 4, 2014 General Election and is in need of more than 6,000 volunteers. Bilingual volunteers are especially needed to assist in Spanish, Vietnamese, Korean, Chinese, Japanese, Tagalog, Khmer and Hindi.

The County Employee Poll Worker program allows employees to participate in the election process by serving as a poll worker on Election Day. You will receive your regular pay for the day along with a paid stipend based on the volunteer position you select.

For those interested in volunteering, visit the [County Poll Worker Program](#) for more information or contact [Espie Martinez](#) at (714) 567-7575.

# Benefits Open Enrollment begins November 1<sup>st</sup>

The County of Orange annual benefits Open Enrollment period will take place from November 1 – 21, 2014. Be sure you have your PIN number available in order to make any changes. Your PIN provides access to your personal benefits information and the ability to make changes if needed. Visit the [Benefits Center](#) online to access your account.

For any questions regarding your PIN number or benefits, call the Benefits Resource Line at 1-866-325-5345 to speak with a Benefits Specialist. Specialists are available Monday through Friday, from 7:30 a.m. to 5:30 p.m.

## NOVEMBER HEALTH OBSERVANCES

- American Diabetes Month
- Lung Cancer Awareness Month
- National Alzheimer's Disease Awareness Month
- National Radiologic Technology Week. . . 2-8
- National Nurse Practitioner Week . . . . . 9-15
- Great American Smokeout . . . . . 20
- National Family Health History Day . . . . . 27

# TECH TALK

## Passphrases

The process of creating and remembering passwords can be a daunting task. Adding more difficulty to the process is the complexity of a County environment of requiring uppercase, lowercase, numbers, and symbols in your passwords. Fortunately, there's a solution that will allow you to create a very secure password and maintain your sanity when trying to remember it – passphrases.

Simply put, passphrases are multiple words put together to form long passwords. Since the length of a password directly correlates to the difficulty in cracking it, passphrases are almost always more secure than 8-character passwords that are extremely complicated. Because the brain more easily remembers patterns, stories, or words, passphrases are also significantly easier to remember.

The first step in picking out a good passphrase is to think about a subject which you can easily remember and think of a general statement about the subject. For example, if you really love your pet cat named Morris, you may start out with a statement such as "I love my cat, Morris." This statement is an excellent foundation for a great passphrase.

Now, being that the County requires passwords meet a minimum complexity, you still need to have a combination of three of the following four criteria: uppercase letters, lowercase letters, numbers, and special symbols. Using the sentence, "I love my cat, Morris" you can generate a passphrase by removing the spaces to get "Ilovecat,Morris" which would meet all of the criteria with upper and lower case letters along with the comma. You can also meet the criteria by substituting letters for symbols such as "1" for the letter "i" or "@ " for the letter "a" as in "1lovecat@tMorris." Here are a few more examples:

- **I went to Cabo last summer = iwent2Cabolastsummer**
- **I love my six grandkids = ilovemy6grandkids!**
- **Chocolate donuts are the best = chocolatedonutsRthe6est!**

Just remember, choosing the best passphrase for you is going to be based on your life experiences. Capitalize one or more of the letters and substitute a letter or two for numbers and/or symbols, and you're ready to start your easier, more secure password experience.



### Ebola

*continued from page 1*

More information, including [Ebola Frequently Asked Questions](#), is available on the Health Care Agency website at [www.ochcahealthinfo.com/ebola](http://www.ochcahealthinfo.com/ebola). The California Department of Public Health (CDPH) has also

established an Ebola hotline, (855) 421-5921, to respond to public inquiries Monday through Friday from 8:00 a.m. to 5:00 p.m.

### Latest Ebola News:

- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)



## New HCA logo available for download



In September 2, 2014, the Health Care Agency Director

approved the new Agency brand identity and logo for use on all Health Care Agency communications. A single Health Care Agency brand will help create a positive image of the Agency and its mission, establish credibility, and create an internal sense of shared purpose.



Currently in the works are an HCA Brand and Logo Use Policy & Procedure along with new style guides. In the meantime, the new HCA logo in various file formats is available for download on the [HCA Intranet](#). For any questions, please contact HCA Communications at (714) 834-2178.

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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# Waste Not OC Seals presented

 On October 6, 2014, the Waste Not OC Coalition presented official Waste Not OC window seals to The Original Manassero Farms, St. Joseph Hospital and Katella Grill. This group, in collaboration with the Waste Not OC Coalition, joined the fight to end hunger and reduce food waste in Orange County. The seal they received represents their endeavor to donate their excess food, which will then be given to food insecure individuals in the county. During the months of July, August and September, 36,632 lbs. of food have been recovered. This is equivalent to approximately 30,527 meals. To learn more about the Coalition, visit the [Waste Not OC](#) website.



Collectively, four Manassero Farms locations (two in Irvine, one in Brea, one in Tustin) have generously donated 3,485 pounds of excess, fresh produce to the hungry for the month of August 2014 alone. Pictured (left to right) are Mike Haller (Program Manager – OC Environmental Health Food Protection Program), Terri Schaeffer (Fleur de Lys Events), Bernadet Garcia-Silva (Project Manager, Waste Not OC), Dr. Eric Handler (Orange County Public Health Officer), Anne Manassero (Vice President, the Original Manassero Farms), and Lisa Hoffmaster (Director of Fund Development, Food Finders).



St. Joseph Hospital staff receive the Waste Not OC window seal for their efforts to end hunger and reduce food waste. Pictured (left to right) are Mike Haller (Program Manager – OC Environmental Health Food Protection Program), Bernadet Garcia-Silva (Project Manager, Waste Not OC), Kim Norton (Director of Food and Nutrition, St. Joseph Hospital of Orange), Steve Moreau (CEO, St. Joseph Hospital of Orange), Dr. Eric Handler (Orange County Public Health Officer), and Lisa Hoffmaster (Director of Fund Development, Food Finders).



Katella Grill owner Mike Learakos receives the Waste Not OC window seal from County Health Officer Dr. Eric Handler. Katella Grill, located in the City of Orange, will join others in donating excess food which will then be given to food insecure individuals.

# Grand Opening of Cotton's Point Senior Apartments

Cotton's Point Senior Apartments held its Grand Opening on October 15, 2014. This 76-unit building in San Clemente has a tenant mix of low income seniors and Mental Health Services Act (MHSA) eligible seniors ages 62 and up.

The MHSA Housing Program provided \$1.622 million for construction and additional funding to maintain long-term affordability. The County of Orange Housing Authority provided Project-Based Section 8 Vouchers for these units. Other investors include the City of San Clemente, County of Orange Community Resources (OCCR) HOME funds, the State of California Multi-Housing Program and the Federal Home Loan Bank of San Francisco's Affordable Housing Program. MHSA Housing Program staff worked closely with OCCR, the developer Meta Housing, and many others to develop this project and prepare staff to be ready to welcome residents to their new home.

MHSA residents are diagnosed with a serious and persistent mental illness and are homeless or at risk of homelessness. Supportive services are provided on and off site as needed by staff from HCA Behavioral Health Services providers OASIS, Older Adult Services, and the Residential Care and Housing Office's Residential Clinical

Services Coordinator, working together with property management and other onsite non-clinical program staff.

The project was named for a local surfing location and also for the lead architect, John Cotton, who



*Behavioral Health Services Deputy Agency Director Mary Hale participated in Cotton's Point Grand Opening festivities on October 15. Attendees had the opportunity to tour the new facility and meet those involved with the project.*

passed away before the project he designed was completed. Cotton's Point was recently awarded Senior Project of the year at the Southern California Association of Non-Profit Housing. On October 31, 2014, Cotton's Point was presented with the Shaping Advancements in Generational Environments Award from the 55+ Housing Council under the Care Community category.

*Small cheer and great welcome makes a merry feast.*  
—William Shakespeare

# Choosing to be an influencer of right culture leads to success

*An ethical culture is an element of an effective ethics and compliance program.*

**C**ulture means attitudes and behavior that characterize the functioning of a group or organization and ethical means principles of morality pertaining to concepts of right and wrong conduct. Success, for purposes of this article, means to achieve defined performance goals and the mission in a right way.

Being fair and demonstrating one is trustworthy are essential components of creating an ethical culture.



**compliance UPDATE**

Trust is developed when people experience honest and equitable treatment and when leadership is transparent in their communications, demonstrate consistent

disciplinary actions (remain objective) and are open to hearing and discussing concerns.

Leadership must demonstrate they are trustworthy in order to successfully influence an ethical and legal culture. Colin Powell, retired four-star general in the U.S. Army, says it this way: "Leadership is solving problems. The day soldiers stop bringing you their problems is the day you have stopped leading them. They have either lost confidence that you can help or concluded you do not care. Either case is a failure of leadership."

There are benefits to HCA and the workforce when an ethical culture is promoted. Studies show organizations that promote an ethical culture have greater success in meeting their goals and are able to achieve greater customer and employee satisfaction. Workforce members are more productive and even inspired to be more creative. We are certainly happier and therefore healthier when we work for organizations that promote a right culture because it gives us confidence in the organization and ourselves.

How we think about matters influences the choices we make. Our thinking shapes our character, attitudes, our conduct, and conversations. Thus, it's important we think upon and understand the ethical and legal conduct expected of us as defined by our Code of Conduct. We need to be familiar with these standards for business conduct, because they advise us where and how to raise concerns, define the risks in our organization, and explain how HCA is accountable to comply with the laws and its policies.

HCA can be held accountable for wrongdoing when we know about it and don't do anything about it. Regardless of our role, we are all able to influence ethical culture by first choosing right conduct for ourselves.

For any questions, please contact the Office of Compliance at (714) 568-5614 or [officeofcompliance@ochca.com](mailto:officeofcompliance@ochca.com).

**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.

# OCLinks one year update

**A**s of October 21, 2014, the Behavioral Health Services Information and Referral Line, OCLinks, has been in operation for one full year. It has been an incredible year educating individuals and families about the more than 200 behavioral health services available through the Health Care Agency and linking them to these services.

Presentations were conducted across the county and people have responded enthusiastically with increasing call volume. The OCLinks number is prominent throughout the county – it's listed on websites; posted in businesses and doctors' offices; and displayed in school, police and probation offices. During the first year, OCLinks received 7,877 calls and chats combined. In addition, the OCLinks webpage received 9,701 hits.

The response to OCLinks is extremely positive and is helping to increase access to all Behavioral Health Services. Behavioral Health Navigators are available Monday through Friday from 8 a.m. to 6 p.m. by calling 855-OC-Links (625-4657). To learn more or to chat live online, visit [OCLinks](http://OCLinks).

Orange County | Behavioral Health Information & Referrals  
**855-OC-Links**  
(625-4657)

**SAFETY LINE**

**714.834.SAFE**

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

# CHAT-H team wins 2014 Ambriz Award

Congratulations to HCA's Comprehensive Health Assessment Team-Homeless (CHAT-H) within the Public Health Nursing Division, on being selected as winners of the 2014 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.

Founded in 2007, CHAT-H is a unit of public health nurses (PHNs) that has grown to a dedicated team of a Supervisor, 3 PHNs and a Community Health Assistant (CHA) who serve the homeless in parks, shelters, soup kitchens, motels and any other locations they may be found.



In partnership with many other homeless service providers including HCA Behavioral Health, CHAT-H handles health crises, provides case management for chronic medical conditions and assists with Medi-Cal applications providing support through the entire process until the client is successfully linked with a medical provider. The team also provides referrals for mental health services, food, clothing, legal aid, housing, financial assistance and more.

CHAT-H also provides seasonal flu vaccines at sites where the homeless gather during the fall and winter months and run a Nursing Clinic at Homeless Court in Santa Ana once a month to serve the clients of collaborative court members who gather to have their legal problems handled. The team is also active in the Homeless Provider forum, the Collaborative to

Assist Motel Families and committees of the County's Ten Year Plan to End Homelessness.

CHAT-H is recognized for the close working relationship among each of the members who share client information and case management activities all assisting to maximize the team's effectiveness in the community. PHNs have advanced nursing knowledge of chronic diseases, disabilities, geriatrics and pediatrics, while the CHA has specialized knowledge of Medi-Cal, CalOPTIMA, and CalFresh. All team members have special training interacting with individuals who are suffering the trauma of chronic or episodic homelessness. These combined

talents have built a team competent to successfully interact with a myriad of personalities that make up the homeless world.

Team members also have strong working relationships with other agencies and non-profits, which are critical to successful interventions on behalf of clients. They additionally go above and beyond

their regular duties by personally arranging services for clients and delivering donated goods. Members regularly remind each other to "not work harder than your client" because of the high level of commitment each has toward client success. An element of trauma-informed care is to be flexible and patient, which is evident by their willingness to spend more time, move their lunch break, work late, or change their plans in order to accommodate clients.

Congratulations to the following members from CHAT-H:

- Becky Stone, PHN
- Larry Pritchett, PHN
- Pam Douglas, PHN
- Jessika Almiranez, PHN
- Apryl Walters, CHA

*Give thanks for unknown blessings already on their way.*  
—Native American Saying

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# 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 separate.
- 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.

## **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

... continued on page 5

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## Holiday programs help those in need

**T**he annual 2014 County Holiday Gift Drive for Operation Santa Claus (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 42,000 children, teens, and families in need, and over 2,500 low-income seniors and adults with disabilities.

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

### **Donate online:**

- [Operation Santa Claus Online Donation](#)
- [Senior Santa and Friends Online Donation](#)

### **Other ways to help:**

- **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 and all OC Public Libraries. Gifts are greatly needed for all age groups and should be unwrapped and not heavily taped.
- **Volunteer Your Time** – To learn more about how you can volunteer to make a difference this holiday season, please call (714) 679-2438. You'll be glad you did!

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## Holiday Food Safety Tips

*continued from page 4*

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:

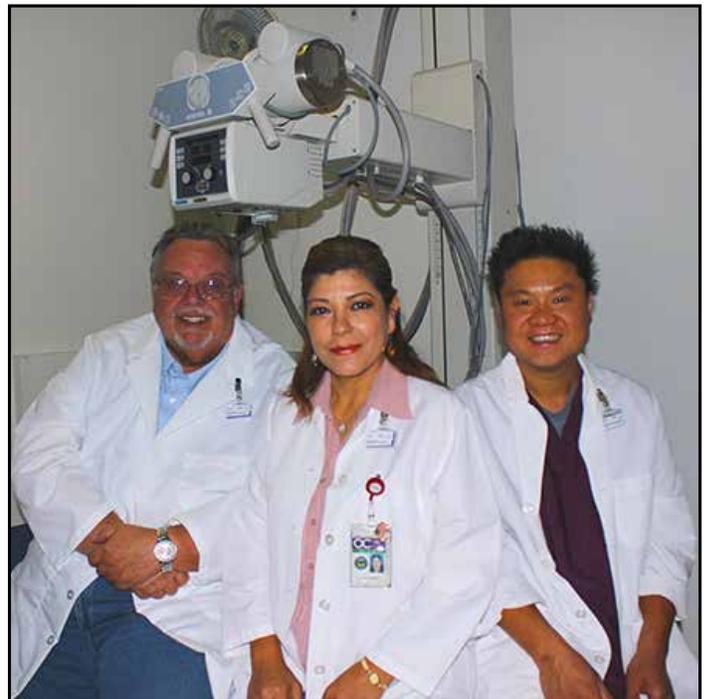
- [Let's Talk Turkey](#)
- [Turkey: Alternate Routes to the Table](#)
- [Keep Holiday Foods Safe](#)
- [Ultimate Shelf Life Guide](#)
- [Shelf Life Advice](#)
- [HCA Environmental Health Food Protection Program](#)

## Radiologic Technology Week 2014

**N**ational Radiologic Technology Week from November 2 – 8, 2014, celebrates the important role medical imaging and radiation therapy professionals play in patient care and healthcare safety.

The radiology profession is an ever changing challenge due to the advances made through research and development on a worldwide scale. New equipment, new software and even new radioactive isotopes are always on the horizon. The field of radiology is diverse and includes all diagnostic imaging, as well as therapeutic modalities.

The Health Care Agency utilizes these diagnostic imaging capabilities daily. The primary use is for screening and treatment follow-up of communicable tuberculosis (TB). The Public Health clinic is fully equipped with digital technology to serve the public in this endeavor to keep everyone safe and disease



*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.*

free. 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 Radiologic Technologists and co-

*... continued on page 7*

# Employees recognized for service years

**H**CA hosted an Employee Recognition Award Ceremony on November 13 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 – 7

10 Years – 20

15 Years – 44

20 Years – 25

25 Years – 11

30 Years – 1

35 Years – 4

40 Years – 2

## 40 YEARS



*Congratulations to Paul Hanna on 40 years of County Service! HCA Director Mark Refowitz and Public Health Services Deputy Agency Director David Souleles recognized Paul for his dedication and commitment and presented him with a 40-year service pin and certificate to commemorate the occasion.*

## 25 YEARS



*Melissa Tober from Medical Services (MS) celebrated 25 Years of County service and received recognition from HCA Director Mark Refowitz and MS Chief of Operations Teri Schultz.*

## 25 YEARS



*Public Health Services (PHS) staff members pictured (left to right) Anthony Martinez, Monica Marquez, Minoo Ghajar and Craig Aguilara celebrated 25 years of County service and received a certificate and pin from HCA Director Mark Refowitz and PHS Deputy Agency Director David Souleles.*



Celebrating 20 years of service, Public Health Services (PHS) staff members pictured (left to right) Quan Nguyen and Irma Calata received recognition from HCA Director Mark Refowitz and PHS Deputy Agency Director David Souleles.



Medical Services (MS) staff members Juan Altamirano and Jeanine Mumford celebrated 20 years of County service and received a certificate and pin from HCA Director Mark Refowitz and MS Chief of Operations Teri Schultz.



Behavioral Health Services (BHS) staff members pictured (left to right) Jane Camacho, Kevin Dewindt, Lori Gordon, Annette Malijen, Linda Tran and Nancy Fernandez celebrated 20 years of County service and received a certificate and pin from HCA Director Mark Refowitz and BHS Chief of Operations Jenny Qian.



HCA Director Mark Refowitz and Correctional Health Services (CHS) Deputy Agency Director Kim Pearson presented Dagmar Himmler and Stacey Northcutt with a 20-year pin and certificate to commemorate their years of dedicated service.

### Radiologic Technology Week 2014

continued from page 5

workers as well.

In addition to working with the skeleton, Radiologic Technologists also work with all parts of the body and have a way of imaging them to provide an important diagnostic tool for healthcare. A little known fact that gets lost with all of the new technological advances is that even today, approximately 90% of all the millions of exams throughout the world is still the chest X-ray. The chest X-ray examination can provide evaluation capabilities of the thoracic skeletal structures, the thoracic spine, the heart and the lungs.

For more information about National Radiologic Technology Week or the field of Radiologic Technology, visit the American Society of Radiologic Technologists.



Medical Services (MS) staff member Lisa Klawe celebrated 15 years of County service and received recognition from HCA Director Mark Refowitz and MS Chief of Operations Teri Schultz.



Celebrating 15 years of service, Information Technology staff member Kevin Nguyen received recognition during the November 13 event from HCA Director Mark Refowitz and Administrative & Financial Services Deputy Agency Director Anna Peters.



HCA Director Mark Refowitz and Public Health Services Deputy Agency Director David Souleles recognized Jenna Sarin for 15 years of dedicated County service.

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



Behavioral Health Services (BHS) staff members pictured (left to right) Karen Shifflett, Kim Ta, Kimberly Robbins and Eva Perez celebrated 15 years of County service and received recognition from HCA Director Mark Refowitz and BHS Chief of Operations Jenny Qian.

**10 YEARS**



Celebrating 10 years of service to the County, Behavioral Health Services (BHS) staff member Melvin Navarro received recognition from HCA Director Mark Refowitz and BHS Chief of Operations Jenny Qian.



Public Health Services (PHS) staff members pictured (left to right) Alexandra Vecchio, Francis Miller and April Anderson celebrated 10 years of County service and received a pin and certificate to commemorate the occasion from HCA Director Mark Refowitz and PHS Deputy Agency Director David Souleles.



Medical Services (MS) staff members pictured (left to right) Elizabeth Partain and Wendy Yen received a 10-year certificate and pin from HCA Director Mark Refowitz and MS Chief of Operations Teri Schultz.

**DECEMBER HEALTH OBSERVANCES**

Safe Toys and Gifts Month

World AIDS Day . . . . . 1

National Handwashing Awareness Week . . . 1-7

National Influenza Vaccination Week . . . . 7-13

*All that we behold is full of blessings.*  
—William Wordsworth

**5 YEARS**



Correctional Health Services (CHS) staff member Kathryn Martinazzi celebrated 5 years of County service and received recognition from HCA Director Mark Refowitz and CHS Deputy Agency Director Kim Pearson.



Public Health Services (PHS) staff members Brian Maurer and Gabriela Mata received 5-year service pins and certificates from HCA Director Mark Refowitz and PHS Deputy Agency Director David Souleles.

## OC Champion Moms inspired to “Speak Up for Healthy Changes”

**M**ore than 100 Champion Moms, peer educators, and community partners attended the 7<sup>th</sup> annual Fall Parent “Champions for Change” workshop and recognition event.

This year’s theme **“Be a Champion Mom – Speak Up for Healthy Changes”** encouraged everyday moms to join the public health effort to prevent obesity. The event was coordinated by the Parents for Healthy Neighborhoods workgroup, part of the Orange County Nutrition and Physical Activity Collaborative (NuPAC), and held at the Northgate Markets corporate office in Anaheim.

“We’re proud of the parents in our area who are role models and help others lead healthier lives,” said Maridet Ibanez, Nutrition Education and Obesity Prevention Project Director for the County of Orange Health Care Agency.

Nine exemplary moms and their mentoring agencies were recognized by Orange County Deputy Health Officer Dr. Helene Calvet for their commitment

to nutrition, physical activity and making Orange County a healthier place.

Event participants had the opportunity to attend two mini-sessions: 1) “Build a Healthy Plate: Make Half Your Grains Whole” hosted by Chef Pablo, Northgate Market and 2) “How to Speak Up for Healthy Changes: Sharing Your Message” hosted by Milagros Strategy Group, in collaboration with the Greater Los Angeles Training and Resource Center.

A Champions for Change photo booth allowed participants to have fun and promote the Join the Movement Living Billboard media campaign, coordinated by the Nutrition Education and Obesity Prevention Branch (NEOP), California Department of Public Health.

At the end of the half-day event, all participants were asked to be part of NEOP’s future activities to help create sustainable changes where families eat, live, learn, work, play and shop.

For more information, please email Anna Luciano-Acenas at [aluciano@ochca.com](mailto:aluciano@ochca.com).



A Champions for Change event was held at the Northgate Markets corporate office in Anaheim to recognize nine exemplary moms, as well as provide educational sessions and information booths.

# CHS Bids Farewell to Leah Marcus

This month, HCA Correctional Health Services (CHS) bid a fond farewell to **Leah Marcus**, Staff Development Supervising RN, who retired after more than 23 years of service.

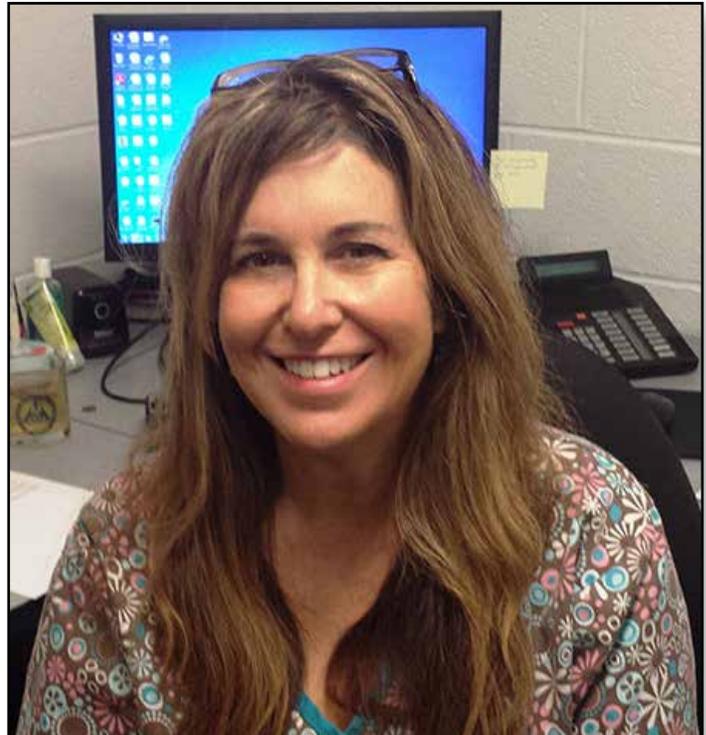
Leah Marcus began her career with the Health Care Agency in 1986 as a Licensed Vocational Nurse with CHS. She received a license as a Registered Nurse in 1988 and through the years promoted to Senior Nurse, then to Staff Development Supervising Nurse.

In her first years with CHS, Leah wrote an article titled 'Caring for Inmates' that was published in the May 1991 issue of nursing magazine, *Nursing90*, detailing what it was like to be a correctional nurse.



*It's hard being a nurse in such a place, where failure is a way of life and survival is a mixed blessing. But I do the best I can, keep my feelings in check, and hope I can make a difference. Sometimes, that's all we can do.*  
—excerpt 'Caring for Inmates'

Leah was a mentor, guide, advocate, and friend to so many of the staff at Correctional Health Services. Working with the incarcerated population



can be challenging for health care providers, but Leah fit into this role with ease. She treated everyone she encountered with dignity and respect and provided care without bias or judgment. These characteristics made Leah a role model for her peers and left us with some big shoes to fill.

Thank you Leah, for your dedication and contributions to HCA and the clients served at CHS. Wishing you the best of luck in your forthcoming endeavors.

## OC 125 Seal

December 31, 2014 marks the end of the County's Quasiquicentennial, as well as the use of the OC 125 seal. Please help us inform staff and ensure that the OC 125 seal is not used on HCA documents and materials after January 1, 2015.



The OC HCA logo and County seal can be downloaded on the HCA Intranet under the [Logos, Templates & Graphics](#) section. For any questions, please contact HCA Communications at (714) 834-2178.

**JANUARY HEALTH OBSERVANCES**

- Cervical Health Awareness Month
- National Birth Defects Prevention Month
- National Blood Donor Month
- National Glaucoma Awareness Month
- Thyroid Awareness Month
- Healthy Weight Week . . . . .19-25
- Women's Healthy Weight Day . . . . . 23
- IV Nurse Day . . . . . 25

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# 2015 Point-In-Time Count and Survey

**A** worthwhile event is being planned for January 24, 2015 that will significantly impact the future of many homeless families and individuals residing in Orange County. From 4:30 a.m. to 9 a.m., 2-1-1 Orange County along with 1,500 volunteers will conduct the 6<sup>th</sup> biennial countywide homeless population **Point-In-Time (PIT) Count and Survey**.

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. PIT helps determine the prevalence and characteristics of persons experiencing homelessness in Orange County. Personal one-on-one interviews between the PIT Team, volunteers and the homeless are conducted to gather information that in turn helps to provide more stable housing options in the region.

This project is undertaken to preserve more than \$16 million in annual federal funding for homeless programs and services, 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**.

Join the movement to end homelessness in Orange County by becoming a sponsor, making a charitable donation or becoming a volunteer. For those interested in volunteering, a short training session is required prior to the day of the count. Visit the project website at [www.pointintimeoc.org](http://www.pointintimeoc.org) or email 211 OC at [pointintime@211oc.org](mailto:pointintime@211oc.org) for more information.

Thank you for your time and effort in assuring that homeless and at-risk individuals and families in our county receive the care and services needed. For more information on **Orange County's Ten Year Plan to End Homelessness** or the **Commission to End Homelessness**, please visit [www.ocpartnership.net/content/commissiontoendhomelessness.html](http://www.ocpartnership.net/content/commissiontoendhomelessness.html).

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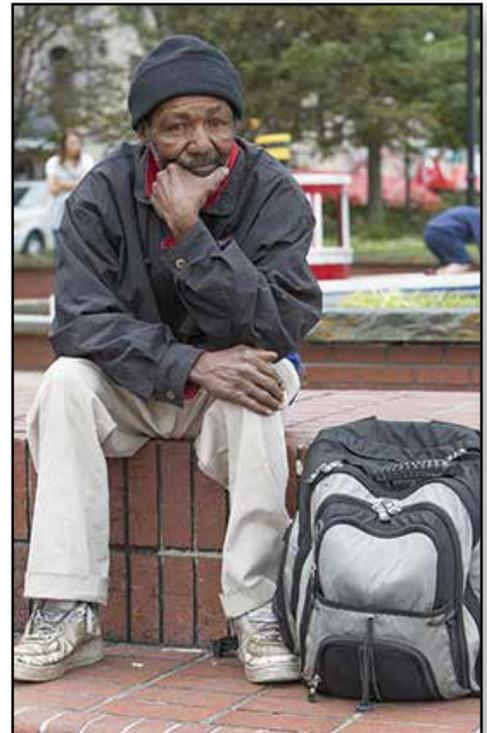
## Armory Emergency Shelter Program open thru April

**T**he County of Orange Armory Emergency Shelter Program is now open at the Fullerton and Santa Ana Armory locations and are tentatively scheduled to remain open seven days a week through April 15, 2015.

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 43,145 bed nights and served 2,012 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, 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 Marissa Norys of Mercy House via email at [marissan@mercyhouse.net](mailto:marissan@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).



*One kind word can warm  
three winter months.*

—Japanese Proverb

... continued on page 4

# 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.

## Armory

*continued from page 3*

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.

### Item Drop-Off Locations

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

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

**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.

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

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

Editors . . . . . Tricia Landquist  
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Anne Fialcowitz

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

### Mental Health Resources:

- OC Links . . . . . (855) 625-4657
- OC Suicide 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
- Evaluation and Treatment Services . . . . . (714) 834-6900