



# Archived Document

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# WHAT'S UP

keeping staff informed & current

## Become a workingWELL workPAL

**H**CA's employee interest driven wellness initiative, workingWELL, is looking to recruit new team members. Join workingWELL as a workPAL (workPlace Activity Leader) and help bring great wellness-related ideas and activities to your workplace. As a workPAL you will:

- Help guide and support workingWELL efforts
- Work together to create, promote and share ideas such as healthy potlucks or County-approved physical activity breaks
- Motivate and support employees at your work location

The mission of workingWELL is to create a sustainable healthy workplace that optimizes and supports the well-being of HCA employees.

Interested in joining? Come out to one of the following workPAL orientations and feel free to bring your lunch.

- **Tuesday, January 20**  
11:30 a.m. – 12:30 p.m.  
1725 West 17th St., Bldg. 50, HCA Learning Center
- **Wednesday, January 28**  
Noon – 1 p.m.  
405 West 5th St., Bldg. 38, Room 202
- **Thursday, February 5**  
Noon – 1 p.m.  
1725 West 17th St., Bldg. 50, Room 111D



Not able to attend one of the meetings? Visit the [workingWELL workPAL Intranet site](#) to learn more or contact Hae-In Kim at [HiKim@ochca.com](mailto:HiKim@ochca.com) with any questions.

## New HCA Brand

**C**ommunication  
**Tidbits**  
In January 1, 2015, a single Health Care Agency brand was implemented to create a cohesive image of the Health Care Agency, its mission, and create an internal sense of shared purpose. A unified brand builds strength through consistency both in the message and in action. Professional standards determine the corporate culture of a business, as

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## Sony Pictures hack is a wake-up call for HCA

Last year was filled with big identity theft breaches affecting Target, Macy's, and Home Depot just to name a few. We ended 2014 with the Sony hack and with what most cyber security experts are calling a "wake-up call." Undeniably, it's the sort of wake-up call that painfully and shockingly illustrates the importance of cyber security. What can we all learn from the Sony breach? Data Security is extremely important and we all need to take it seriously. So this begs the question, do you know where to find HCA Security policies? Have you read them? Do you understand them? Do you follow them? If you answered "no" to any of these questions, please visit the [HCA IT Security](#) website and review HCA's Information Technology P&P's which can be found in the [Administrative Policies & Procedures](#), section V: 6.01 - 6.11.



### For any questions about IT Security, please contact:

- **David Castellanos**  
HCA Security Officer  
[dcastellanos@ochca.com](mailto:dcastellanos@ochca.com)  
(714) 834-3433
- **James Lanthripe**  
IT Security Analyst  
[jlanthripe@ochca.com](mailto:jlanthripe@ochca.com)  
(714) 560-6171
- **William Wyman**  
IT Security Analyst  
[wvyman@ochca.com](mailto:wvyman@ochca.com)  
(714) 796-0346
- **IT Security Mailbox:**  
[ITSec@ochca.com](mailto:ITSec@ochca.com)

It's that time of the year again for ...

## Distribution of W-2s for 2014!

Please be advised that all W-2s (Wage and Tax Statements) for 2014 will be mailed on or before February 2, 2015 in accordance with IRS requirements. Please take a moment to verify that your



mailing address is accurate to ensure the correct address is printed on the W-2. If you need to change your address,

please submit a **"Name/Address Change"** form to HCA/Human Resources ([click here](#) for the form). Please email the completed form to [HCAHR@ochca.com](mailto:HCAHR@ochca.com). For any questions on updating your information, contact HCA/Human Resources at (714) 834-3101.

If, for some reason, you are unable to receive your W-2 through the mail, contact HCA Payroll immediately to make other arrangements. Note that by law, all W-2s must be distributed by February 2<sup>nd</sup>. If you do not receive your W-2 by February 13, 2015 or need a reprint, which may take up to one week, you should also contact HCA Payroll at (714) 834-5744 or send an email to [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com). We know how important this is for everyone and 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.

**714.834.SAFE**

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



## HCA secretaries celebrate the holidays

**H**CA's secretarial staff gathered on December 10, 2014 to celebrate the holidays and share good food, fun and laughs at El Torito. Agency Director Mark Refowitz and Assistant Director Richard Sanchez joined staff to show their appreciation and support for their contributions to the Agency throughout the year.



Executive Secretaries pictured with Agency Director Mark Refowitz and Assistant Director Richard Sanchez are (left to right) Hien Nguyen, Suzi Ganey, Denise Westrick, Maria Montellano, Lisa Alford, Marsi Hartwell and Imelda Castaneda.



Agency Director Mark Refowitz and Assistant Director Richard Sanchez congratulate holiday game winners Irma Plascencia/Behavioral Health and Jenny Jones/Correctional Health.

January brings the  
snow and makes our  
feet and fingers glow.  
—Sara Coleridge

# Set realistic weight loss goals the healthy way

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

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

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

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.



**New HCA Brand**  
continued from page 1  
well as the procedures and tactics used to manage the Agency's resources.

Along with a new HCA logo, the new HCA [Professional Standards and Branding Style Guide](#) was developed to set a standard for the writing and design of HCA printed and electronic communications, and should be followed by all HCA staff. The Guide includes resources to assist with the implementation of the new HCA brand and professional standards, including:

- Proper use of the HCA logo and County seal
- Email formatting and signature standards
- Business card template
- Flyer and PowerPoint templates and tips

The HCA Professional Standards and Branding Style Guide is available on the [HCA Brand Resource webpage](#).

For any questions regarding HCA's brand identity, please contact [HCA Communications](#) at (714) 834-2178.




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

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**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

One resolution I have made and try always to keep is this --  
To rise above the little things.

—John Burroughs

# WHAT'S

# UP

keeping staff informed & current

## LMC in the Spotlight – OCLinks Team

**T**he Steve Ambriz Team Excellence 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. The HCA & OCEA Labor Management Committee (LMC) would like to recognize runner-up teams to this year's winner, the Comprehensive Health Assessment Team-Homeless (CHAT-H). This month, the spotlight is on OCLinks.

OCLinks is a program within HCA Behavioral Health Services (BHS) that provides a single door where any potential participant, community member or service provider



can call to be linked to any one of the County's more than 200 behavioral health programs and services.

In September 2013, the OCLinks Information and Referral Line (855-625-4657) along with an internet live chat service [www.ochealthinfo.com/oclinks](http://www.ochealthinfo.com/oclinks) was developed to assist callers in determining what BHS program was a correct fit for them. Upon determination, the caller would then be linked directly to an intake contact. The team is staffed by a group of trained clinicians or "navigators" who understand how to assess and screen each individual caller. They provide services in English, Spanish and Vietnamese, and can also work with any other language using phone-based translation systems.

Together, the team brings knowledge from all the major areas within BHS and is acknowledged for their strengths, problem solving skills and creativity in making OCLinks a huge success. In its short tenure of operation so far, this group of navigators has been

... continued on page 2



The OCLinks team pictured (left to right) include Rose Stock, Patty Morales, Raquel Tellez, Asita Aminian, Jennifer Vu-Brinkley, Sharon Dobbs and Jason Austin.

# Compliance Updates 2015

2015 marks a new year for the Office of Compliance and brings with it updates to key documents that drive the Compliance program and sets the tone for Agency staff. This year the Office of Compliance will issue updated and/or revised versions of the current Compliance Program policies (found [HERE](#)) along with an updated edition to the HCA Code of Conduct.

Also be on the lookout for the 2015 Annual Compliance Survey coming this spring. Last year's survey was used to identify key topics and concepts that were presented in your Annual Compliance Training. This year we will look to you to provide us with topics that can better assist you in your day to day operation. You don't have to wait for training to provide us with feedback, feel free to contact the Office of Compliance at (714) 568-5614 or [OfficeofCompliance@ochca.com](mailto:OfficeofCompliance@ochca.com) with any ideas that you have for topics to cover during this year's training.



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**SAFETY LINE**

**714.834.SAFE**

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## OC Links Team

*continued from page 1*

instrumental in working with thousands of people from many different cultures and languages.

OCLinks has provided presentations throughout the County in various locations including innovative areas to try and connect to places where people in need of behavioral health services would congregate. Promotional materials were developed in several languages and info cards with the OCLinks phone number were distributed. During its first week of operation, OCLinks logged more than 150 callers. Last month resulted in close to 800 callers. Use of social media is also utilized to help normalize the idea of seeking behavioral health services. The HCA Facebook and Twitter pages also have weekly information and inspirational posts and tweets.

Congratulations to the OCLinks team! To learn more, visit [www.ochealthinfo.com/oclinks](http://www.ochealthinfo.com/oclinks).

# CHS Dental goes digital!

Correctional Health Services (CHS) recently went digital with the conversion of their film-based dental X-ray system to one that is now digital. The new system called Dexis, was successfully implemented in the Adult CHS Dental Program. The Adult program now joins Juvenile Health Services in going digital.

Advantages for having a digital X-ray system include the capability to provide HCA dentists with instant images allowing significant time savings, better visual patient-education and diagnostic tools and increased efficiency. Some of the benefits for HCA patients include reduced radiation exposure, less wait-time, shorter appointments, involvement in co-diagnosis and better understanding of treatment. Last but not least, it is a long-term investment in cost-savings.



*Congratulations to Chief Dental Officer Dr. Helen Ninh and CHS Dental staff Monica Diaz, RDA and Dr. Armen Minasyan on the successful implementation of Dexis.*

## MARCH HEALTH OBSERVANCES

National Colorectal Cancer Awareness Month

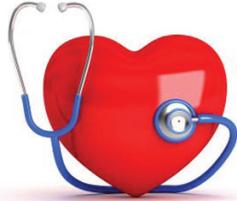
National Endometriosis Awareness Month

National Nutrition Month

World Tuberculosis Day . . . . . 24

American Diabetes Alert Day. . . . . 24

# 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 do 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 like not smoking, limiting alcohol use, monitoring blood pressure and having your cholesterol checked is important in preventing a heart attack or stroke. The five major symptoms of a

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# Dr. Ninh awarded OCSD Gold Star

Congratulations to Correctional Health Services (CHS) Chief Dental Officer Dr. Helen Ninh on receiving an Orange County Sheriff's Department (OCSD) Gold Star Award. Dr. Ninh received recognition from Sheriff Sandra Hutchens during a celebratory event held on January 20, 2015.

Dr. Ninh is responsible for dental services for all adults in the jail facilities and for the juveniles at Juvenile Health Services. Over the past 6 months, she successfully decreased the outstanding Theo Lacy dental sick calls by 80% through her effective collaboration and team effort with other disciplines and OCSD to coordinate the movement of inmates to the dental clinic.

She is caring and passionate about making sure that all inmates/detainees have access to dental care and are seen in a timely manner. In December, she fulfilled her goal of implementing the Dexis Digital X-ray system for the Adult Dental Clinic at Theo Lacy, Men's Jail, Women's Jail and James Musick. Juvenile Health Services already has their system in place.



# January Conference addresses Pediatric Disaster Response and Emergency Preparedness

**A**t the end of January, a Pediatric Disaster Response and Emergency Preparedness conference was brought to Orange County through the efforts of the **Kids in Disasters (KIDs) Working Group**, spearheaded by the HCA Health Disaster Management Division, to better address the unique needs of children before, during and after a disaster.

More than 85 representatives from multiple disciplines including public health, behavioral health, county and state emergency management, social services, education, child care, fire and law enforcement, hospitals, community health centers, and community-based organizations joined together for back-to-back two-day conferences to address pediatric emergency planning and medical response considerations through a combination of lectures, small group exercises, and a table-top exercise.

Various issues were discussed including emergency management considerations for planning and response when children are involved, children with disabilities, access and

functional needs, mass sheltering, pediatric triage, reunification of unaccompanied minors, and pediatric decontamination.

To join in our planning efforts, please contact Dr. Michele Cheung, KIDs Working Group Chair, at [mcheung@ochca.com](mailto:mcheung@ochca.com) or (714) 834-7729. These conferences were provided free of charge through funding from the Federal Emergency Management Agency (FEMA), and through local support from Public Health Emergency Preparedness funds, the host sites of CHOC Children's and Kaiser Anaheim hospitals, and the Children and Families Commission of Orange County.



*More than 85 representatives from multiple jurisdictions gathered at the end of January to address pediatric emergency planning and medical response considerations. County Health Officer Dr. Eric Handler addressed attendees who had the opportunity to participate in lectures, small group exercises and a table-top exercise.*

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

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# Sleep and Heart Disease

**E**xercise and eating nutritious foods aren't the only things that can help increase heart health; sleep is also a factor. The better night's sleep you get, the healthier your heart will be. According to a study by the American Heart Association (AHA), poor sleep quality is linked to an increased risk of high blood pressure, a potential cause of heart disease.

The following tips provided by the AHA will help you get a good night's sleep:

## Recommended amount of sleep

So how much sleep is the right amount? Studies have found that most people need six to eight hours of sleep each day and that too little or too much can increase the risk of cardiovascular problems.

## Negative effects of sleep deprivation

The heart is significantly impacted when the body doesn't get enough sleep – including slower metabolism and more difficulty losing weight.

## Positive effects of good sleep

The positive effects of a good night's sleep

are immediately evident when we wake up feeling refreshed and ready to take on the day. Beyond just feeling good, there are solid benefits to our bodies including heart health, stress hormones, immune system, breathing and mental status.



## How to improve your sleep habits

Do you suffer from a lack of restful sleep? If so, there several things you can do to improve your situation.

- **Exercise:** Try getting adequate exercise. According to the American Heart Association's [2013 exercise standards](#), it is important to schedule in 40 minutes of moderate to vigorous aerobic exercise at least three to four times per week.
- **Avoid excess caffeine:** Avoid excess stimulants, such as caffeine, particularly before bed as they may keep you awake.
- **Establish an evening routine:** Have an evening routine of preparing for bed that includes turning off electronic devices and

participating in soothing activities such as a hot shower or bath, drinking chamomile or herbal sleepy-time tea or reading and meditating.

Learn more [tips to improve your quality of sleep](#).

## American Heart Month

*continued from page 3*

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).

## Save the Date

## March Town Hall Meetings

Health Care Agency Director Mark Refowitz and the HCA Executive Team invite you to attend the all-staff HCA Town Hall meetings to hear the latest information regarding HCA and the County, as well as to answer any questions you may have about the Agency. Come share your thoughts and take the opportunity to ask questions that are important to you.

- **March 4, 2015** from 2 – 3 p.m.  
Board Hearing and Planning Room, Hall of Administration
- **March 9, 2015** from 2 - 3 p.m.  
1725 W. 17<sup>th</sup> Street, Building E  
Public Health Services Learning Center

### We Want to Hear from You!

The Town Hall meeting is your opportunity to get more information about the things that are important to you. Staff is encouraged to submit topic ideas to Nicole Stanfield via email at [nstanfield@ochca.com](mailto:nstanfield@ochca.com).

# WHAT'S

# UP

keeping staff informed & current



## Hats Off to staff who responded to measles outbreak

2015 kicked off with the largest measles outbreak in California in 15 years as Public Health Services (PHS) staff came together from multiple programs and divisions to provide a coordinated and effective response.

A satellite clinic was quickly established at the 17<sup>th</sup> Street complex where vaccine and other prophylaxis was provided and testing conducted. Community members with symptoms of measles were tested for evidence of the virus, and persons without documentation of immunization who were identified as exposed to a known patient were tested for immune status.

The Public Health Laboratory Virology section

worked tirelessly to analyze specimens while the Epidemiology team and surge staff powered through contact investigations necessary to halting the spread of measles among the 35 cases identified.

In all, more than 1,600 hours of overtime and surge support were provided by a total of 35 PHS staff contributing over a seven-week period, together with the Epidemiology and Public Health Laboratory regular staff. The event demonstrated the coordination and energy that Public Health can summon to respond to an outbreak with our highly capable and dedicated teams!

Thank you to all HCA staff who assisted with the 2015 measles outbreak response.



A "Thank You" event was held on February 24, 2015 at HCA's 17<sup>th</sup> Street Clinic to recognize all staff for their contributions and dedication during the 2015 measles outbreak response.

## Waste Not OC seals presented

The Waste Not OC Coalition presented official Waste Not OC window seals to Children's Hospital of Orange County (CHOC), the Cheesecake Factory in Anaheim, Kaiser Permanente Anaheim and the Yellow Cab Co. This group 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.

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# PH staff meet with Surgeon General

Dr. Vivek Murthy, who was confirmed in December 2014 as the 19<sup>th</sup> U.S. Surgeon General, requested to meet with local health departments in Southern California to examine the region and gather as much information he could to assess the nation's most pressing public health issues.

HCA Public Health staff, County Health Officer Dr. Eric Handler, Disease Control & Epidemiology (DC&E) Medical Director Dr. Matt Zahn and DC&E Division Manager Marc Meulman attended a meeting held this month to provide an overview of the measles outbreak in Orange County that was associated with Disneyland

and Disney California Adventure.

Dr. Handler provided details of the outbreak that garnered international, national and local media due to the connection with Disney. He also reviewed treatment recommendations for measles cases, particularly the importance of vitamin A and standardized national guidelines.

Other local health department representatives from various counties also described the significant local public health response necessary to contain the measles outbreak, as well as the additional challenges posed by the anti-vaccine movement.



Surgeon General Dr. Vivek Murthy (pictured far right) was very engaged and spoke to the importance of public health at a local level in containing outbreaks such as measles during his visit in March.

## LMC in the Spotlight

### IT Service Desk Team

The Steve Ambriz Team Excellence 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. The HCA & OCEA Labor Management Committee (LMC) would like to recognize runner-up teams to this year's winner, the Comprehensive Health Assessment Team-Homeless (CHAT-H). This month, the spotlight is on Information Technology's (IT) Service Desk Team.

The IT Service Desk Team is the central point of contact for reporting, tracking and escalating IT-related incidents that impact HCA's internal and external customers. The Service Desk services approximately 3,200 employees, contractors, interns and volunteers using 90 applications in 65 locations spread throughout Orange County.



The IT Service Desk team pictured (left to right, standing) include Lance Jones, Richard King, Javier Pena, David Atkins, Robert Nguyen, Virgilio Fermin. Pictured (left to right, seated) are Diane Garcia and Thanh Bui. Not pictured are Brent Swearingen and Claudia Reza.

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# Lessons learned from the Anthem Breach

Unless you were personally affected by the Anthem breach or you work in the privacy or security field, the shock of possibly the biggest breach to date which has affected tens of millions of people may have already worn off. This situation can be best analogized using a disaster preparedness kit. Do you have a kit at home, in your car, or at work perhaps? Chances are that if we had a large earthquake which rattled our nerves a bit, all those that don't currently have one on



**Compliance UPDATE**

hand would immediately buy one. This type of reactive response is human nature. Sometimes, we have to experience some degree of discomfort, fear, or in some cases a negative financial repercussion in order to become proactive. Instead, we can opt to simply learn from others' mistakes.

Most of the population knows by now, that one of the most common ways a computer gets infected or hacked is by opening a malicious attachment or clicking a malicious link sent to them by e-mail. Even with this knowledge, investigators believe the hackers who penetrated the Anthem network somehow compromised the credentials of five different tech workers, possibly through some kind of "phishing" scheme that could have tricked a worker into unknowingly revealing a password or downloading malicious software.

Though Anthem routinely deflects a variety of attempts to make unauthorized access to its systems, it took just one person to click on a link and open the floodgates. Meanwhile, Anthem warned that other scammers are targeting current and former customers with "phishing" emails that seek to capitalize on concern over the massive data breach. The emails invite customers to enroll in free credit monitoring by clicking on a link, which the company said is a trick aimed at stealing customers' personal information.

HCA receives more than 200 access attempts to our networks per week from all around the world. Please visit the [HCA IT Security Tips](#)

intranet page for tips to help you identify these malicious e-mails, make you aware of the tactics that the senders use, and clear up several common misconceptions about how your computer gets infected. For additional questions, please contact the HCA IT Service Desk at (714) 834-3128.

## IT Service Desk Team *continued from page 2*

The Service Desk provides first level resolution on service requests and closes them at a rate surpassing its goal of 70% at first contact with customers (without referring to other IT personnel or Xerox).

The team is composed of 8 personnel from different disciplines ranging from IT to Licensed Vocational Nursing. The technical skills of this multi-disciplinary and multi-cultural team are complemented by their excellent customer service skills. The team is recognized for their customer oriented attitude demonstrated through their excellent listening skills, respect for each other and their customers, and consistently going above and beyond to serve the needs of their customers.

In addition to providing IT-related customer service to HCA staff via telephone, the team developed "[self-help](#)" [training videos](#), as well as [PC-related tips](#) for staff available on the Intranet. They have also created trouble shooting scripts that define steps that must be done to address a particular issue.

Problems are always analyzed from the customer's perspective. The Service Desk realizes that the first step to solving any issue is to establish rapport between the caller and Service Desk team member. The information is then merged with technical knowledge, thus completing the resolution process.

## APRIL HEALTH OBSERVANCES

Alcohol Awareness Month  
Occupational Therapy Month

National Public Health Week . . . . .	6-12
World Health Day . . . . .	7
National Youth HIV/AIDS Awareness Day . . . . .	10
Every Kid Healthy™ Week . . . . .	19-25
World Immunization Week . . . . .	24-30

## Ice Hockey 101

# Honda Center – a behind the scenes look

**M**any of us know that Orange County plays host to several professional sports teams, including one of the National Hockey League's best, the Anaheim Ducks and that the Honda Center is the venue for the Ducks. But did you know that the ice surface the players skate on is only 1¼" thick? Or that beneath that surface lies over 2 miles of intricate piping connected to a state of the art HVAC system intended to maintain the surface temperature at a perfect 17 degrees Fahrenheit?

These facts and a complete overview of the Honda Center as it relates to environmental health were provided by the operations management of the Honda Center to a group of health inspectors prior to a match up between the Anaheim Ducks and the Tampa Bay Lightning on February 18, 2015. The

health inspectors represented three different counties (Orange, Riverside and San Bernardino) who are members of the California Environmental Health Association (CEHA).

The "behind the scenes" tour revealed the complexities of running an event that hosts more than 17,000 guests on an almost nightly basis. Events held there are not limited to hockey, but also include basketball, concerts and large production shows, adding to the challenges. Tour topics ranged from disaster planning and security to ensuring food safety for large crowds. From dealing with chemical additives and reverse osmosis to treat the water used in ice making to the inter-workings of a Zamboni. For this group, watching a "simple" hockey game will never be the same. Definitely some of the "COOLEST" training ever experienced in Orange County!



Environmental Health staff pictured (left to right) include Ashley Reynolds, Vanessa Elkisch, Brian Wong, Mike Haller, Lauren Shade, Noy Keovongsa, Julie Tran, Jeff Warren, Jackson Warren, Jessica Warren, Britney Nguyen, Jennifer Nguyen, Matt Reighter, Owni Toma.



This Zamboni looks more like a Transformer than a machine used to smooth the ice surface. The water temperature applied to the ice is in excess of 150°F!

## Save the Date!

# April 8 Public Health Week Celebration

**E**very year, the American Public Health Association (APHA) celebrates **National Public Health Week (NPHW)** during the first week of April. The purpose of NPHW is to recognize the contributions of the public health community in creating a healthier nation. This year, the theme of NPHW is "Healthiest Nation 2030."

In honor of NPHW, the Health Care Agency is hosting a celebration on Wednesday, April 8, 2015, from 11 a.m. – 12 noon at the Public Health Training Center located at 1725 W. 17th St., Bldg. 1729E in Santa Ana. During the event, HCA will recognize the winners of the "Public Health in Action" photo contest that was held to showcase how public health has changed and shaped life in Orange County. There were entries in three categories: High School, College/University, and Public Health Professionals. The 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> place winners in each category will be acknowledged during the April 8 celebration and their winning photos will be on display.



# Celebrating National Nutrition Month

Every year in March, the Academy of Nutrition and Dietetics or “The Academy” encourages Americans to return to the basics of healthy eating through **National Nutrition Month (NNM)**. This year’s theme, “Bite into a Healthy Lifestyle” encourages consumers to adopt a healthy lifestyle focused on consuming fewer calories, making informed food choices and getting daily exercise in order to maintain a healthy weight, reduce the risk of chronic disease, and promote overall health.

**Consume fewer empty calories:** Empty calories refer to foods that provide minimal nutritional value, such as solid fats and/or added sugars. Examples of these foods are cakes, cookies, donuts, sodas, and energy drinks. Consume these foods less than their opposing, nutrient dense foods!

**Make informed food choices:** Knowing what nutrients your body needs, the foods that contain them and how much you need is part of developing a healthy lifestyle. Learn your needs by reviewing the [2010 Dietary Guidelines for Americans](#) and check back for the newly updated [2015 Dietary Guidelines for Americans](#) later this year. Guide your food choices while keeping your preferences in mind. For example,

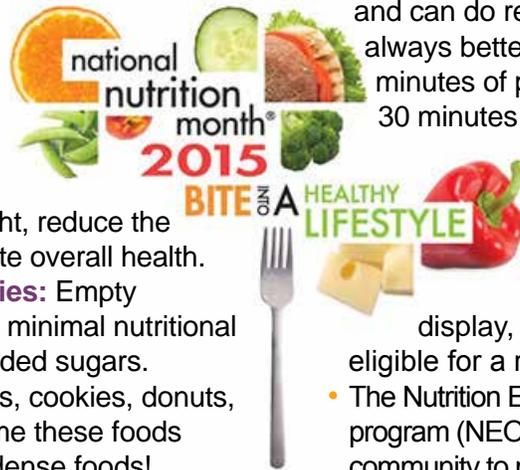
fruits and vegetables are a good source of fiber, but so are whole grains and beans! Expand your palate with a variety of nutrient dense foods.

**Get daily exercise:** Choose activities you enjoy and can do regularly. Every little bit counts and is always better than doing nothing. Do at least 10 minutes of physical activity at a time and at least 30 minutes total for the day.

HCA Nutrition Services is celebrating NNM with several activities:

- A display in Bldg. 50 featuring this year’s theme. After viewing the display, building staff can take a quiz and be eligible for a raffle prize.
- The Nutrition Education and Obesity Prevention program (NEOP) is working with children in the community to make greeting cards, which will be sent to community partners. This card project stimulates creativity and teaches kids how to “Bite into a Healthy Lifestyle.”
- Women, Infants and Children (WIC) staff will be “Biting into a Healthy Lifestyle” with their own Salad Bar potluck.

For more information about NNM, visit [www.nationalnutritionmonth.org](http://www.nationalnutritionmonth.org).



## World TB Day 2015

Do you know what King Tutankhamen, Edgar Allan Poe, Frederic Chopin, Paul Gauguin, Eleanor Roosevelt, Nelson Mandela, Desmond Tutu, Ringo Starr, Tina Turner and Carlos Santana have in common? They all suffered from tuberculosis (TB) at some point in their lives.

On March 24, 2015, the World Health Organization (WHO), the Stop TB Partnership and Centers for Disease Control and Prevention (CDC) observed **World TB Day**, which this year followed 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, 9 million new TB cases and 1.5 million TB deaths annually. Additionally, multi-drug-resistant TB and extensively drug-resistant TB remain a threat. TB is second only to HIV/AIDS as

the greatest killer worldwide due to a single infectious agent. In the United States, California still has the highest number of TB cases in the nation.

In 2014, 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 provides diagnosis, treatment and case management for Orange County residents with TB disease. TB Control also provides TB screening services (TB testing, chest X-rays, symptom check, and physician evaluation, when appropriate) and treatment for latent TB infection for Orange County residents who are at highest risk for progression from TB infection to active TB disease. TB screening services are not offered to individuals needing work or school clearances, including but not limited to:

... continued on page 6



## Waste Not

continued from page 1

Since July 2014, 961,702 pounds of food were donated. This equals 48.4 tons or 80,585 meals. To learn more about the Coalition, visit the [Waste Not OC website](#). Most recently, Waste Not OC was recognized as a Promising Practice by the National Association of County and City Health Officials (NACCHO) Model Practices Program. The recognition indicates that Waste Not OC exhibits the potential for becoming a future Model Practice. To learn more about this recognition, visit [www.naccho.org](http://www.naccho.org).



Kaiser Anaheim: pictured (left to right) are Dr. Handler, Bernadet Garcia-Silva, Renee Pilypaitis, Kimi McAdam, Reid Sinderud, and Sam Vanwagner.



CHOC Hospital: pictured (left to right) are Dr. Handler, Dr. Paul Lubinsky, Matthew Gerlach, Waldo Romero and Bernadet Garcia-Silva.



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

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Cheesecake Factory Anaheim: pictured (left to right) are Bernadet Garcia-Silva, Jim Krohn, Dr. Al Baroudi and Dr. Handler.



Yellow Cab Co.: pictured (left to right) are Cynthia Coad, Bernadet Garcia-Silva, Habib Abdulalim, Charles Lantz, Tom Coad, Mike Learakos and Dr. Handler.

## World TB Day 2015

continued from page 5

students, teachers, school volunteers, certified employees (e.g., janitors), health care workers, childcare workers and foster parents.

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 [www.cdc.gov/tb/events/WorldTBDay/default.htm](http://www.cdc.gov/tb/events/WorldTBDay/default.htm). To learn more about Orange County's **TB Control Program**, visit [www.ochealthinfo.com/phs/about/dcepi/tb](http://www.ochealthinfo.com/phs/about/dcepi/tb).

### Other web resources:

- [www.cdc.gov/tb/events/WorldTBDay/WebResources.htm](http://www.cdc.gov/tb/events/WorldTBDay/WebResources.htm)

# WHAT'S

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keeping staff informed & current

## Legal victory for CHS Mental Health Care team in incompetency hearings

**H**CA's Correctional Health Services (CHS) Mental Health Care team recently earned a significant victory in the Lanterman Petris Short (LPS) Act court, opening the door to treat mentally ill inmates who are pending incompetency hearings (Penal Code 1368).

For the past couple of decades, it has been understood in the Orange County legal arena that an incarcerated mental health patient could not have the same access to mental health treatment permissible through Welfare and Institution Code 4011 when pending a PC 1368 incompetency exam. This examination process would frequently take months to complete due to various factors. In the meantime, the inmates would sit in psychiatric housing refusing to take needed prescribed medication, usually decompensating over this time period. Understandably, many other medical and security issues would accompany the patient's deteriorating mental health status.

This court victory has an immediate, profoundly significant impact on improving the care rendered in



CHS Mental Health Care Support team staff Pictured (left to right) Erica Garcia, Dr. Nabi Latif, MD and Dr. Hsien Chiang, MD celebrate the court victory.

Orange County corrections. Thank you to the many involved in this undertaking and a special thank you to Dr. Nabi Latif for taking on this responsibility and working with County Counsel and the CHS leadership team.

## Public Health Week celebrated

**I**n honor of National Public Health Week from April 6-12, 2015, HCA's Public Health Services hosted a "Public Health in Action" photo contest. Submissions came in three categories: high school students, college and university students, and public health professionals. The winning photos were displayed at the Hall of Administration during Public Health Week and the winning photographers were celebrated at this year's Public Health Celebration Event which took place on April 8, 2015 at HCA's 17<sup>th</sup> Street Learning Center.



This year's celebrations kicked off early through a presentation of a Public Health Week resolution by Chairman Spitzer during the March 24 Board of Supervisors meeting.

... continued on page 2





Staff also participated in wellness activities during their Public Health Week lunch breaks. The first was a demonstration on easy tomato planting held on April 7 at HCA's 17<sup>th</sup> Street Clinic patio area. Master Gardner Dave Freed (pictured top photo, far left) showed staff how to prepare soil and plants to grow tomatoes. A successful tomato plant can grow from 50-100 tomatoes!



Staff also enjoyed a healthy salad bar lunch following the Public Health Week Celebration held on April 8 at HCA's 17<sup>th</sup> Street Learning Center in Santa Ana.

## Bike Commuter Festival

**T**ired of sitting in traffic? Wish you could get to work and get your daily exercise in at the same time? Want to bike but don't know how to get started biking to work? National Bike Month is the perfect time to learn how to bike to work safely and in style!

To kick off bike month, HCA is co-sponsoring an event with the Santa Ana Active Streets Coalition, City of Santa Ana and the Orange County Transportation Authority (OCTA).

- **Bike Commuter Festival**

Wednesday, May 6

10 a.m. – 2 p.m.

Outside Latino Health Access

450 W. 4<sup>th</sup> St., Santa Ana, CA

Dust off your old two-wheeler and bring it in for a free bike check (drop it off between 7 a.m. – 9 a.m. and then pick it up at the event). Come attend the event and learn about fixing flats, rules of the road for bikes, and how to 'find a bike buddy'. Along with this, there will also be people to help you 'map your ride' and give you the finer points of helmet fitting, as well as free giveaways and more!

This is just one event of many for National Bike Month. Check out [OCTA's website](#) for more information about other events and how you can take a Bike Month pledge to be eligible to win a new bike or other prizes!

April is a promise  
that May is bound  
to keep

... continued on page 6

—Hal Borland

# Family Health partners with PODER

In collaboration with Children's Hospital Orange County, Pediatric Adolescent Diabetes Research Education and Hoag Hospital, the HCA Family Health Division is pleased to announce a new partnership featuring a program on the Prevention of Obesity and Diabetes through Education and Resources (PODER). Free to participants, PODER is designed for children, adults and families (ages 8-75). The first series began February 27, 2015 and classes are held at the 17<sup>th</sup> Street Public Health Training Center in Santa Ana.



This program consists of 6 interactive sessions taught in Spanish/English. All family members, ages 8-75, are encouraged to attend. Younger children can observe the classes from a babysitting area and are able to participate in family games. A pre-test is given to assess knowledge of the causes of obesity and type 2 diabetes. A pre-survey is done to assess obesity related behaviors. Height and weight are measured at the first, fifth and sixth class. Participants may weigh themselves each week if they choose. BMI's are also calculated.

### Topics covered include:

- Sugar-sweetened beverages
- Physical activity

- Portions, balanced meals, label reading
- "Street" food and fat
- Media Literacy
- Television viewing
- High risk situations and refusal skills

Games and activities are interspersed with lessons to teach families to play together, as well as reinforce behavior change. The games are non-competitive, able to be enjoyed by all ages, require little skill, minimal space and cost. Homework in English and Spanish is given at each class. Activity-related prizes are awarded for returning homework. It is used to assess understanding and behavior change throughout the series of classes.

The 6<sup>th</sup> and final class is a reunion/follow-up session where all topics are reviewed. Weight, behavior change and knowledge retention are measured again. Success is celebrated and families are encouraged to continue to support each other in leading healthy lives. A 6-month follow up is also offered to assess longer term behavior change.

Children, adults and families who wish to participate can self-refer or obtain a referral from a medical provider. Classes are also offered at four other locations throughout Orange County. For additional information about the program and locations throughout Orange County, please call (714) 509-4204.

## Survey Says

The 2015 Annual Compliance Survey is out and your feedback is needed. This annual survey allows the Office of Compliance to measure the progress of the program on an annual basis while assisting in improving the effectiveness of the Compliance program.



### Compliance UPDATE

Additionally, this survey helps the Office of Compliance to identify areas within the Compliance program that may require improvement and/or areas to focus our training and educational efforts.

This year's survey is also your opportunity to tell us what information

you would like to see in the 2015 Annual Compliance Training. Whether it is more information on Privacy/ Security Incident Reporting, to accepting gifts as a County employee, take this opportunity to tell us what information you would like to be trained on.

Please help us in improving how we implement our Compliance program and what topics you would like to see in Annual Compliance Training by completing the 2015 Compliance Program Survey by April 30, 2015. The survey can be found online at [www.surveymonkey.com/s/2015\\_Compliance](http://www.surveymonkey.com/s/2015_Compliance).

**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!

# AB109 Healthcare Team

The Steve Ambriz Team Excellence 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. The HCA & OCEA Labor Management Committee (LMC) would like to recognize runner-up teams to this year's winner, the Comprehensive Health Assessment Team-Homeless (CHAT-H). This month, the spotlight is on Behavioral Health's AB109 Healthcare Team.



Inmates who are released from County jail under AB109 are on Mandatory Supervision and are monitored by Orange County Probation. HCA Behavioral Health Services (Healthcare), partnered with Probation to assess these clients at the various County Probation offices and link them to appropriate behavioral health services. Probation and Healthcare developed a unique partnership that provides the best resources for AB109 clients to help them succeed in their behavioral health therapy.

The AB109 Healthcare Team was created through the integration of Adult Mental Health and Alcohol and Drug Abuse Services. The team is made up of managers, clinical supervisors, clinicians, case managers and a psychiatrist. All were specifically selected to work with the AB109 high risk population due to their work experience and specialized skill set that features professionals from various educational backgrounds including those with lived experience, that collaborate with one another to provide an optimum

level of service. The team as a whole is driven to provide cutting edge treatment through collaboration and working relationships built through the community.

All staff members are knowledgeable of resources available throughout the county regarding Medi-Cal, primary care providers, housing assistance, counseling, case management and education centers. If there is resource or service needed and the team is unaware of how to obtain it, they are quick to reach out to others to find it. The team has established working relationships with providers to effectively meet the treatment needs of AB109 clients not only within the Orange County correctional system, but throughout the state.

The AB109 group is recognized for their outstanding strengths they demonstrate as a team, for going above and beyond in assisting clients, their exceptional problem solving skills, creativity and willingness to provide the best behavioral health services to Orange County's AB109 clients.



LMC Spotlight – AB109 Group  
Back row, pictured (left to right) are Jenny Hudson, Mitch Cherness, Teri Consunji and Matthew Kee. Front row, pictured (left to right) are Kristian Miranda, Meredith Mebane, Gisela Villavicencio, Leticia Luna-Pinto and Chi Lam. Not pictured are Gregory Fuller and Marco Ibarra.



April hath put a spirit of youth in everything  
—William Shakespeare

**Public Health Week**  
continued from page 3



(left) Health Occupation Students of America (HOSA) from Santa Ana Valley High School and their instructor attended the celebratory event on April 8 and received recognition for their first place winning photo in the high school category that depicted students in action practicing their CPR and first aid techniques.



Winning photos of "Public Health in Action" photo contest were on display at the Public Health Week celebration event held at HCA's 17th Street Learning Center on April 8, 2015. These same photos were also showcased on a display at the County Hall of Administration from April 6-12.

If a picture is worth a thousand words, then let a picture inspire a thousand words.

—Nicholas Boyd Crutchley.

**Mentorship Program**  
continued from page 2

employee with vast experience and someone who wants to learn more. Are you looking to learn new skills? Would you like to hear from someone who has experience in another position and learn about what it takes to be in that position? If so, you might want to be mentored. Benefits to mentees include learning new skills, understanding different perspectives, and developing new relationships.

Perhaps you have been at the County for several years and want to contribute to the growth of another staff member. Maybe you have benefitted from the various leadership programs over the years and would like to give back. If so, you would be a great mentor to someone. Benefits of being a mentor include strengthening your skills, contributing to the Agency's learning and development goals, and gaining satisfaction from knowing you contributed to someone else's growth. Additional information for each of the roles and the benefits for participating in the program can be found at <http://intranet/mentor>

Getting started is easy. You can begin the process by completing an application at [www.surveymonkey.com/s/HCAMentorshipProgram](http://www.surveymonkey.com/s/HCAMentorshipProgram) and submit it by May 4, 2015. Once mentors and mentees are selected, you will be invited to attend an orientation session. From there, mentors and mentees will be matched based on their background and desired areas for learning. Mentors and Mentees should plan to meet for at least an hour per month, with a six month commitment. If you have questions, please contact [HCAMentor@ochca.com](mailto:HCAMentor@ochca.com).

# Employees recognized for Service Years

**H**CA hosted an Employee Recognition Award Ceremony on March 12, 2015 at the Hall of Administration Board Hearing room to recognize the years of dedicated service employees have contributed to the Agency and County.

## 30 YEARS



*Behavioral Health Services (BHS) staff member Thoa Tran celebrated 30 years of County service and received a pin and certificate to commemorate the occasion from Agency Director Mark Refowitz and BHS Children, Youth & Prevention Director Brett O'Brien.*



*Celebrating 30 years of service, Marta McCanne from Behavioral Health Services (BHS) received recognition from Agency Director Mark Refowitz and BHS Children, Youth & Prevention Director Brett O'Brien.*

## 25 YEARS



*Congratulations to Public Health Services (PHS) staff member Irene Magana on receiving a 30-year certificate and pin from Agency Director Mark Refowitz and PHS Deputy Agency Director David Souleles.*



*Marilyn Schmidt from Medical Services (MS) celebrated 25 years of County service and received recognition from Agency Director Mark Refowitz and MS Chief of Operations Teri Schultz.*

**25 YEARS**



*Behavioral Health Services (BHS) staff pictured (left to right) Michelle Roth, Jeffrey Nottke, Giselle Rocha, Daniel Rivers and Carlos Andrade received a 25 years of service certificate and pin from Agency Director Mark Refowitz and BHS Children, Youth & Prevention Director Brett O'Brien.*

**20 YEARS**



*Suzanne Volkas from Public Health Services (PHS) celebrated 20 years of service and received a pin and certificate to honor the occasion from Agency Director Mark Refowitz and PHS Deputy Agency Director David Souleles.*



*Behavioral Health Services (BHS) Children, Youth & Prevention Director Brett O'Brien and Public Health Services Deputy Agency Director David Souleles. recognized BHS staff pictured (left to right) Nhu Nguyen and Laura Esquivel on 20 years of County service.*

The front door to springtime is a photographer's best friend.

—Terri Guillemets

**15 YEARS**



Public Health Services (PHS) staff member Emily Bangura celebrated 15 years of County service and received recognition from Agency Director Mark Refowitz and PHS Deputy Agency Director David Souleles.



Angelo Lugo from HCA IT celebrated 15 years of County service and received recognition from Agency Director Mark Refowitz and Administrative Services Director Anna Peters.



Agency Director Mark Refowitz and Medical Services Chief of Operations Teri Schultz presented 15-year certificates and pins to (alphabetically) Doris Billings, Cherry Anne Fontela, Marsha Owen and Diana Weber.



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

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Behavioral Health Services (BHS) staff member Lilia Blanco received a 15-year certificate and pin from BHS Children, Youth & Prevention Director Brett O'Brien and Public Health Services Deputy Agency Director David Souleles.

**MAY HEALTH OBSERVANCES**

- Healthy Vision Month
- Mental Health Month
- National Physical Fitness and Sports Month
- Children's Mental Health Awareness Week . . 3-9
- Hand Hygiene Day . . . . .5
- National Bike to School Day . . . . .6
- National Nurses Week . . . . . 6-12
- National Emergency Services Week . . . . .17-23
- World No Tobacco Day . . . . . 31

## 10 YEARS



Agency Director Mark Refowitz and Administrative Services Director Anna Peters presented Scott Price with a 10 years of service certificate and pin.



Agency Director Mark Refowitz and Public Health Services (PHS) Deputy Agency Director David Souleles recognized Lionel Brunton and Donna Fleming on their 10 years of County service.



Behavioral Health Services (BHS) staff pictured (left to right) Vianka Inigo, Tracy Ernt and laneta Ueligitone celebrated 10 years of County service and received recognition from BHS Children, Youth & Prevention Director Brett O'Brien and Public Health Services Deputy Agency Director David Souleles.



Tricia Ashimine from Medical Services (MS) received a 10-year certificate and pin from Agency Director Mark Refowitz and Medical Services Chief of Operations Teri Schultz during the March 12 Employee Recognition ceremony.

## 5 YEARS



William Wyman from HCA IT celebrated 5 years of county service and received a pin and certificate from Agency Director Mark Refowitz and Administrative Services Director Anna Peters.



Susan Culhane from Medical Services (MS) received a 5 years of service certificate and pin from Agency Director Mark Refowitz and MS Chief of Operations Teri Schultz.

# WHAT'S

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keeping staff informed & current

## Celebrating HCA's Nurses

The week of May 6–12 was recognized as **National Nurses Week**, a time to honor the nursing profession and acknowledge the vital part registered nurses play in meeting the health care needs of patients. “Ethical Practice, Quality Care,” served as this year’s theme.

A recognition event was held on May 6 at HCA’s 17<sup>th</sup> Street Clinic patio to honor Health Care Agency nurses for their contributions and dedication to the community and clients they serve.

A Board of Supervisors resolution recognizing May 6-12, 2015 as Nurses Week in Orange County was also presented by Public Health Services Deputy Agency Director David Souleles with special recognition to Public Health Nursing Division’s Community Health Assessment Team – Homeless (CHAT-H) staff, recipients of the 2014 Ambriz Award.

Judith Berg, RN, MS, FACHE, Executive Director of the California Institute for Nursing and Health Care (CINHC) served as keynote speaker for the event and discussed the implementation of the Affordable Care Act.

She noted, “...new roles [for nurses]... have the potential to increase access to health care for the



Public Health Services Deputy Agency Director David Souleles is pictured with members of the CHAT-H nursing team and a Board of Supervisors Resolution which proclaimed May 6-12, 2015 as **National Nurses Week** in Orange County.

millions of Californians who have become eligible for health care insurance in 2014.”

Nurses are often the first, most direct point of health care for patients. For the past 13 years, the

... continued on page 9

## Community meeting addresses violent video games

A Safe Communities Meeting hosted by Board of Supervisors Chair Todd Spitzer and the Health Care Agency will provide information on how violent video games impact the community. The event will be held on Wednesday, May 27 from 6 to 8 p.m. at the Columbus Tustin Middle School Multipurpose Room located at 17952 Beneta Way in Tustin.

Featured guest speakers include Deputy C. Cranford from the OC Sheriff’s Department and Clinical Psychologist Dr. K. Woog. Information will be provided on prevention strategies and tips for parents, warning signs and addiction.

Parents, students, neighbors, community leaders and educators are encouraged to attend. Everyone is welcome to the no cost event, and refreshments will be provided at 5:30 p.m. For more information or any questions, please call (714) 834-2077. Spanish, Vietnamese and Farsi interpreters will be available.

# DC&E manages change

**H**CA's Disease Control and Epidemiology (DC&E) Division has undergone significant change over the past few years based on the implementation of the Affordable Care Act, Tuberculosis (TB) clinic consolidation, HIV/STD clinic consolidation and implementation of new HIV prevention programs. These changes have impacted staffing at all levels.

On March 31, 2015, supervisors and managers from DC&E participated in an all-day training on managing change. The training, provided by Capacity for Health, was intended to:

- Increase knowledge of the basic structure and key elements of the Change Cycle;
- Increase ability to go through the various stages in the Change Cycle with staff who are experiencing a change;
- Provide specific tools and strategies to effectively facilitate the change process; and

- Increase confidence to assist staff through change.

Providing an opportunity for staff to have specific training to increase skills and strategies is important in the ever changing landscape of healthcare services. Offering this level of training for staff also supports County Strategic Goals to:

- Attract and retain the best and brightest
- Foster a spirit of collaboration and partnership internally and externally
- Support creativity, innovation, and responsiveness



*DC&E staff participated in a training by Capacity for Health that focused on the Change Cycle.*



Thank you to the dedicated staff of the DC&E Division for their hard work and commitment to deliver exceptional healthcare services that will improve the overall health of people in Orange County.

*Disease Control and Epidemiology staff pictured (top, left to right) are Randee Bautista, Brandon Page, Page Brockwell, Joseph Deocampo, Brian Maurer, Colleen Brody, Maya Thona, Lynette Leviste, Dr. Julie Low, Steve Klish and Sam Monroy. Pictured (seated, left to right) are Irene Magana, Tamarra Jones, Elizabeth Gonzalez and Alyssa Haveman.*

# Dr. Handler recognized as Physician of the Year

**C**ongratulations to County Health Officer Dr. Eric Handler on being named the Orange County Medical Association's (OCMA) Physician of the Year for 2015. On May 28, 2015, Dr. Handler will be recognized at an OCMA event at The Center Club in Costa Mesa and will also be featured in the May issue of *Orange Coast Magazine*.

Each year, OCMA accepts nominations for Physician of the Year. This award, established in 1983, recognizes an Orange County physician who, throughout his/her career, has exemplified what it means to be an accomplished physician. To learn more about the award or how to nominate a physician, visit the [Orange County Medical Association](http://www.ocma.org).



# CHS nurses receive recognition

In April 23, 2015, three Correctional Health Services (CHS) nurses were recognized for their lifesaving efforts at the Orange County Sheriff's Department 27<sup>th</sup> Annual Medal of Valor Presentation Luncheon. Selected men and women are honored annually for their meritorious service to the residents of Orange County.

**Angelo Tupasi, RN, Mayra Davila, LVN, and Glenda Bloemhof, Senior RN** were recognized by the Orange County Sheriff's Department, Sheriff Sandra Hutchens and the Sheriff's Advisory Council with a certificate of lifesaving for their outstanding



efforts. These nurses responded to medical emergencies that required immediate action and educated decision-making. Two lives were saved, due to the quick and professional actions of Angelo, Mayra and Glenda.

HCA congratulates Angelo, Mayra and Glenda on this prestigious recognition!



# Teens pledge a healthier location in one generation

At a forum held during **National Public Health Week**, 19 teens pledged to make at least one healthy change to support their El Modena neighborhood in Orange. The youth were mentored by staff from HCA's *Champions for Change—Orange County* program and Community Action Partnership of OC's *Health Happens Here* initiative. The forum addressed three challenges: 1) How to build a healthy plate, 2) How to get at least 30 minutes of physical activity daily and 3) How to help families and other teens make healthy changes.

"As the next generation, teens are in a position to determine their health and the health of their community in the coming years. However, they encounter barriers, such as unhealthy food options and places to be physically active," said Maridet Ibañez, HCA Program Manager, Nutrition Services.

Katia, a former El Modena youth now in college said, "This has been fun but we have some work to do. Today was another step along the road that will determine what El Modena will look like in 10 years."

For information about HCA's Nutrition Education and Obesity Prevention (NEOP) Youth Engagement activities, contact Anna Luciano-Acenas at [aluciano@ochca.com](mailto:aluciano@ochca.com).



Teens build a healthy breakfast and prepare flavored water.



Youth get active by trying karate.

## JUNE HEALTH OBSERVANCES

Cataract Awareness Month

Men's Health Month

National Safety Month

National Cancer Survivors Day . . . . . 7

Men's Health Week . . . . . 15-21

World Sickle Cell Day . . . . . 19

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# Saving lives through emergency communication

**I**n light of the recent fires in the north Orange County area, Orange County Emergency Medical Services (OCEMS) Coordinator Vicki Sweet, MSN, RN provides the following brief that stresses the importance of frequent drilling in the use of emergency communications.

As a condition of designation as an OCEMS Emergency Receiving Center or Emergency Department, hospitals are required to maintain a redundant communication system that includes ReddiNet®, a communications network for emergency medical providers administered through the Hospital Association of Southern California.

Participants in ReddiNet® include hospitals, EMS provider agencies, local EMS agencies (LEMSAs), dispatch professionals, law enforcement, public health and other local and regional EMS personnel. ReddiNet® has been around for more than 25 years.

The ReddiNet® system helps field and hospital personnel manage multi-victim incidents without having to pick up a phone. It can track ambulances and patient arrivals when multiple hospitals are

... continued on page 8



The ReddiNet® emergency communications system helps field and hospital personnel manage multi-victim incidents. Participating in drills and exercising the system are important to its success.

# HDM: A look behind the scenes of the Preparedness Program

**H**CA's Health Disaster Management Division (HDM) coordinates the Agency's emergency planning, mitigation, recovery, education and training functions related to all-hazards response. The division receives federal funding including grants from the Centers for Disease Control and collaborates with the California Department of Public Health and other state and local partners to ensure consistent disaster and preparedness planning locally, regionally, statewide and nationally.

HDM's Preparedness Unit participates in ongoing planning and preparedness activities with the Operational Area and coordinates with other departments, cities, special districts and Orange County's medical delivery systems to be ready for natural disasters and events to ensure a unified response.

... continued on page 8



HDM's Preparedness Program provides disaster training and exercises for HCA employees and to medical community partners. HCA staff are depicted as they participate in one of many HDM exercises.

# MHSA housing developments receive recognition

**T**wo Mental Health Services Act (MHSA) Housing Program developments were recently honored at the annual Affordable Housing Awards Breakfast last month. This event, co-sponsored by the Orange County Community Housing Corporation, Kennedy Commission, and Affordable Housing Clearinghouse was held at Orange Hills Restaurant on April 24.

MHSA Housing program projects were selected as winners in two categories, Special Needs Development and Project of the Year.

Cotton's Point Senior Apartments located in San Clemente was named Special Needs Project of the Year. Cotton's Point serves seniors aged 62+. Fifteen of the 76 units are dedicated to older adults with mental illness. The community also improved an under-utilized lot previously occupied by a blighted, empty restaurant into an architecturally rich, Spanish Colonial Revival-styled community possessing ocean and golf course views. The project was developed by Meta Housing Corporation and Western Community Housing.



*Cotton's Point Senior Apartments located in San Clemente was named Special Needs Project of the Year.*

Alegre Apartments, located in Irvine, was selected as the Affordable Housing Project of the Year. The project is preparing for leasing this summer and will provide 104 one, two, three, and four bedroom affordable units. Eleven of the units are reserved for MHSA residents whose incomes fall at or below 30% area median income. This project was developed under a unique ground lease with the Irvine Land Trust, which will provide long term affordability in perpetuity. The property provides direct gated access to a large public park and is designed to meet Leadership in Energy & Environmental Design

... continued on page 9

# HCA partners with CHOC Breathmobile

**A**sthma is the most common chronic illness in childhood. Frequently under-diagnosed and under-treated, approximately 10 percent of school-age children in Orange County have been recently found to have significant bronchial asthma. It causes more school absenteeism than any other chronic health condition. Asthma can be well managed with proper care, but can lead to serious disability if left untreated.



The Children's Hospital Orange County (CHOC) Breathmobile is committed to providing comprehensive asthma care to pre-school and school-age children and their siblings. On a rotating schedule once every four to six weeks, the CHOC Breathmobile visits schools and some community clinics throughout Orange County.

Public Health Services, Family Health Division is excited to share a partnership with the CHOC Breathmobile Program. Beginning April 2015, the CHOC Breathmobile is providing services at HCA's 17<sup>th</sup> Street campus.

The CHOC Breathmobile Team provides:

- An asthma and allergy evaluation by an asthma specialist including a comprehensive history, physical exam, breathing tests and limited skin tests
- Standard and ongoing medical treatment for the child's asthma and allergies including medications, spacers and home peak flow monitoring
- An Asthma Action Plan along with education and training on self-management including proper use of equipment, medications, asthma/allergy triggers and emergency situations
- Referral to county and community resources

By providing comprehensive, accessible specialty asthma care for the low-income, medically under

... continued on page 7

# Waste Not OC Coalition recognized for goal to end hunger in Orange County

**T**he **Steve Ambriz Team Excellence 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. The HCA & OCEA Labor Management Committee (LMC) would like to recognize runner-up teams to this year's winner, the Comprehensive Health Assessment Team-Homeless (CHAT-H). This month, the spotlight is on Public Health's Waste Not OC Coalition.

The Waste Not OC Coalition was envisioned several years ago by County Health Officer Dr. Eric Handler and OC Food Bank Manager Mark Lowery after a discussion on hunger and food insecurity within Orange County. Their premise was simple; a talented and committed staff exists within HCA, who if brought together to end hunger and food insecurity, could not only succeed in making a difference, but become role models for others to follow outside of the county. The idea was to "rescue" excess food generated by various food facilities prior to being dumped in for the garbage and ultimately landfills.

Dr. Handler assembled a team that first included Environmental Health's Food Safety Program. While most recognize the regulatory arm of the "health inspector," their main role as educators would be

vital to the team. Early on a knowledge gap was identified by University of California Irvine students serving as HCA volunteers; there was disconnect between the food operator's knowledge concerning donating excess and/or expired food. The vast majority believed it was against health codes. On the contrary, laws are set-up to protect operators who wish to donate wholesome food products to those less fortunate.



Since then, the team has grown to include representatives from food banks, restaurants, grocers, theme parks, sports venues, manufacturers, non-charitable organizations, community volunteer groups and educational institutions that are all working to together to end hunger and food insecurity. While groups like this have existed for years, this was the first time a health agency has committed to becoming actively involved in spearheading a campaign of this magnitude.

The team's talents are all diversified. The County Health Officer serves as the voice of Waste Not OC;



OC Fair & Event Center staff recently received an OC Waste Not seal that represents their endeavor to donate excess food which will then be given to food insecure individuals in the county. OC Waste Not team members pictured with fair staff are (left to right) Mike Haller, Dr. Handler and (front) Bernadet Garcia-Silva.

recent Masters of Public Health graduates are incorporated as Project Managers. Environmental Health team members serve as expert educators for food facility operators as to the specific laws that hold them harmless to the perceived liability associated with donated food products, and a Public Health Lab Manager who brings organizational skills to the group through the Master's program internship. The team has many different talents and skills, yet one goal: ending hunger and food insecurity in Orange County.

In recent months, the number of facilities willing to donate excess food has increased, the amount of food being collected at food banks

... continued on page 7

# Waste Not OC Coalition



The Coalition presented official Waste Not OC window seals to the Anaheim Convention Center last month. The seal represents their endeavor to donate their excess food to food insecure individuals in the county. Pictured (left to right) are Debbie Juliani (Director of Marketing and VIP Events), Jim Tripp (General Manager), Bernadet Garcia-Silva (Project Manager, Waste Not OC), Dr. Eric Handler and Patti Larson (Executive Director, Food Finders).



A Waste Not OC Coalition meeting was held last month at HCA's Learning Center. Pictured is Mike Learakos, head of the Waste Not OC Food Recovery Task Force. To learn more about the Coalition, visit the [Waste Not OC](#) website.

## Waste Not OC

*continued from page 6*

has increased, and other county agencies are also participating in food rescue such as the Orange County Sheriff's Department. The team also created the [Waste Not OC](#) website that features an easy-to-view map that identifies food pantries in Orange County and other valuable information, making it more accessible to the end user or other agencies who are seeking information.

Most recently, the Waste Not OC Coalition was selected for a sharing session at the annual National Association of County and City Health Officials (NACCHO) held in Kansas City, Missouri in July 2015. Their session title "Waste Not OC – Ending Hunger in Orange County, CA" will be presented by Mike Haller, Program Manager for Environmental Health's Food Protection Program and Mike Learakos from Katella Grill in Orange.

## Breathmobile

*continued from page 5*

served pediatric population here in Orange County, the CHOC Breathmobile Program hopes to increase asthma awareness. Another goal is to decrease utilization of hospital and ER visits by over 50% for patients participating in the Breathmobile Program for at least three visits in a one year period. It should also be noted that asthma care received at the CHOC Breathmobile does not replace visits with the child's primary care physician.

Additional information can be found at: [www.choc.org/programs-services/breathmobile/](http://www.choc.org/programs-services/breathmobile/)

*America is hope. It is compassion.  
It is excellence. It is valor.*

—Paul Tsongas

## Saving lives

*continued from page 4*

receiving patients. It can be used in cases of disaster for evacuation of a hospital, a case which was successful tested in an Orange County drill. The system also communicates an emergency department's status, whether they are open with full resources or are requesting diversion.

Drills are important to the success of this communication system. With most ReddiNet® terminals in Orange County being located in busy emergency departments, it is often difficult to manage the "real" environment of the emergency department and also respond to ReddiNet® drills.

However, when a true emergency does occur, hospital and field providers are glad that they are competent to operate the system should they need it, as evidenced by a social media post by a St. Jude Medical Center ED RN when a brush fire broke out behind the hospital (see photo). The hospital did not have to evacuate or go on diversion, but were glad that they had the tools they needed to keep patients safe.

## HDM

*continued from page 4*

The Preparedness Program provides disaster training and exercises for the Agency's employees and to medical community partners. Trainings demonstrate how to work within the federal and state response systems and include such things as hospital surge, decontamination and HCA's award winning Point-of-Distribution (POD) network.

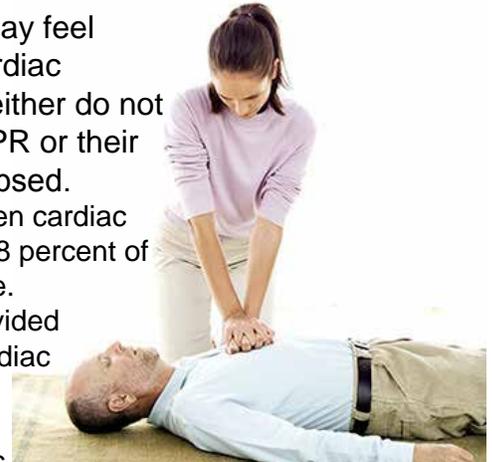
If you would like to be part of HCA's response team, please contact Mary Massey at [mmassey@ochca.com](mailto:mmassey@ochca.com) at to learn more.

# 2015 Sidewalk CPR

Orange County Emergency Medical Services (EMS) and the American Heart Association are sponsoring a state-wide day of "Hands Only" CPR instruction on June 4, 2015. The purpose of sidewalk CPR is to familiarize the general public with initiating CPR using "hands only" (compressions). Orange County EMS is looking for agencies to participate in the 2015 Sidewalk CPR day.

### Statistics:

- 70 percent of Americans may feel helpless to act during a cardiac emergency because they either do not know how to administer CPR or their training has significantly lapsed.
- 383,000 out-of-hospital sudden cardiac arrests occur annually, and 88 percent of cardiac arrests occur at home.
- Effective bystander CPR provided immediately after sudden cardiac arrest can double or triple a victim's chance of survival, but only 32 percent of cardiac arrest victims get CPR from a bystander.



### Want to Volunteer?

- Contact Meng Chung at [mchung@ochca.com](mailto:mchung@ochca.com) or 714-834-6233
- Agencies will be provided instruction on how to participate in the 2015 Sidewalk CPR day
- Sign-in sheets and flyer templates will be provided

### CPR Demos, Videos, and Event Information:

- [www.heart.org/HEARTORG/CPRAndECC/HandsOnlyCPR/DemosandVideos/Demos-and-Videos\\_UCM\\_440561\\_Article.jsp](http://www.heart.org/HEARTORG/CPRAndECC/HandsOnlyCPR/DemosandVideos/Demos-and-Videos_UCM_440561_Article.jsp)
- [www.heart.org/HEARTORG/CPRAndECC/HandsOnlyCPR/Training-Event-Toolkit\\_UCM\\_449638\\_Article.jsp](http://www.heart.org/HEARTORG/CPRAndECC/HandsOnlyCPR/Training-Event-Toolkit_UCM_449638_Article.jsp)

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866.260.5636 **HOTLINE**



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

**SAFETY LINE**

**714.834.SAFE**

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

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

*The starting point of all achievement is desire.*

—Napoleon Hill

## Teens pledge healthier location

continued from page 3



Youth using a PhotoVoice display to discover "What's in our neighborhood?"



Teen leader Katia encourages youth to sign Public Health Week "Healthy Changes" pledge forms.

## MHSA housing

continued from page 5



Selected as the Affordable Project of the Year, Alegre Apartments located in Irvine is preparing for leasing summer 2015.

Housing Program projects are developed in part with funding from the County of Orange's MHSA Housing Program and house Adult and Older Adult Behavioral Health (AOABH) Services clients. MHSA residents receive supportive services from AOABH staff on and off site. Staff work in partnership with OC Community Services, as well as developers, property managers and services staff to bring projects to fruition.

(LEED) Gold certification standards (LEED certified buildings save resources and have a positive impact on the health of occupants, while promoting renewable, clean energy). AMCAL Multi-Housing, Inc. was the developer for this project.

All MHSA

## HCA Nurses

continued from page 1

public has ranked nursing as the most trusted profession in honesty and ethics in an annual Gallup survey. As the healthcare system in our country continues to change, nurses will be more crucial than ever.

Nurses are leading efforts to deliver more efficient and cost-effective care as members of collaborative health care teams. They are helping to increase access to care and improve outcomes by focusing on primary care, prevention, wellness, chronic disease management and care coordination.



Guest speaker Judith Berg, Executive Director of the California Institute for Nursing and Health Care, addressed attendees during the May 6 event held at HCA's 17<sup>th</sup> Street patio.

Success is not final,  
failure is not fatal:  
it is the courage to  
continue that counts.

—Winston Churchill

# WHAT'S

# UP

keeping staff informed & current

## AB 109 & “Waste Not OC” programs win NACO Award

Congratulations to Behavioral Health’s **AB 109** program and Public Health’s “**Waste Not OC**” **Coalition** on receiving 2015 National of Association of Counties (NACO) awards in the categories of Criminal Justice/Public Safety and Health. NACO spotlights winners across the country which celebrates innovative programs to modernize county governments.



Behavioral Health Services and Orange County Probation collaborated on their entry, “*Providing Effective Behavioral Health Treatment and Resources in a Probation Setting.*” In response to the Public Safety Realignment Act (AB 109), HCA and Probation partnered to create a groundbreaking program that removed barriers to treatment and promoted access to care for offenders upon their release. In part, the program co-located Health Care staff in Probation offices to provide easy access to health screenings.

The **AB 109** screening team determines individual treatment needs, placement in services and facilitates the referral and enrollment of the offender into county and contracted treatment providers. HCA has a well-developed continuum of care to meet the various needs of individuals. Services include detox, outpatient treatment (mental health and substance use), psychiatric assessment, residential substance abuse treatment, sober living and emergency shelter.



The Health category award was presented to Public Health’s “**Waste Not OC**” **Coalition** for addressing the growing social problem of food insecurity in Orange County where one in five children face food insecurity on any given day. Representatives from food banks, health care, restaurants, food distributors and community leaders in November 2012, formed the Coalition – a public-private partnership connected with the goal of eliminating hunger and reducing food waste by facilitating the donation



of wholesome surplus food from food-producing facilities to local pantries.

Since 2012, the coalition has increased visibility of food pantries in Orange County, raised awareness of the need for food donations among business owners, provided education to businesses on food donation, and empowered clinicians to refer their patients to food sources using an interactive Google map of nearby food pantries available online at [www.wastenotoc.org](http://www.wastenotoc.org).

Visit the [NACO website](http://www.naco.org) to learn more about the 2015 NACO awards and to view a listing of this year’s winners.

*A garden is always a series of losses set against a few triumphs, like life itself.*

—May Sarton

## 2015 Team Excellence Award

# Call for 2015 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 deadline to submit nominations is Tuesday, July 21, 2015. LMC members look forward to receiving your team's nomination!

Previous winners of this award include the Comprehensive Health Assessment Team-Homeless (CHAT-H), 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.



**Team Excellence Award**

HCA & OCEA **LMC**  
LABOR MANAGEMENT COMMITTEE

## The show must go on ...

The Office of Compliance is in the midst of change as our Chief Compliance and County Privacy Officer, Thea Bullock, has taken an opportunity to work for Orange County Community Resources (OCCR). She takes with her over 10 years of Compliance experience, along with 23 years of experience here at HCA. While the Agency is currently in the process

of recruiting for her replacement, in the meantime, should you have any Compliance, HIPAA, Privacy related questions or concerns, please feel free to contact the Office of Compliance staff for assistance.

- Erika Lara, Compliance Specialist – (714) 568-5614 (Main Line)
- Linda Le, Interim County Privacy Officer – (714) 834-4082
- Nikoo Tabesh, Privacy Analyst – (714) 834-5172
- Keith Olenslager, Compliance Analyst – (714) 834-4399
- Compliance Hotline – 1-866-260-5636



**COMPLIANCE  
UPDATE**



 **WHAT'S UP**  
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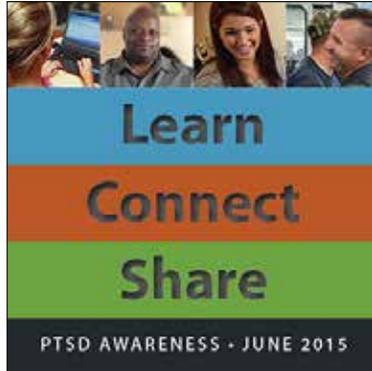
Remember to call HCA Safety to report workplace injuries and other safety related matters. We are here to help!



# June is PTSD Awareness Month

Each year during the month of June, Posttraumatic Stress Disorder (PTSD) Awareness Month is celebrated to help raise awareness of PTSD, its effective treatments and the educational resources available for those suffering from PTSD, as well as their family members.

After a trauma or life-threatening event, it is common to have reactions such as reliving the event, avoiding situations that remind one of the event, having negative changes in beliefs or feelings, and feeling jittery.



If you or a family member or friend are suffering from PTSD, effective treatments are available. Learn about treatment options and care by calling Behavioral Health's OC Links Information and Referral Line at (855) OC-LINKS between the hours of 8 a.m. to 6 p.m. to be connected with a Behavioral Health Navigator. Live Chat is available online at [www.ochealthinfo.com/bhs/about/pi/oclinks](http://www.ochealthinfo.com/bhs/about/pi/oclinks).

OC Links offers telephone and online support for anyone seeking information or linkage to any of HCA's Behavioral Health Services including children and adult mental health, alcohol and drug inpatient and outpatient, crisis programs and prevention and early intervention services.

To learn more about PTSD Awareness Month, visit the National Center for PTSD at [www.ptsd.va.gov](http://www.ptsd.va.gov).

## JULY HEALTH OBSERVANCES

Cord Blood Awareness Month

Eye Injury Prevention Month

Fireworks Safety Month

International Group B Strep Awareness Month

Juvenile Arthritis Awareness Month

Minority Mental Health Awareness Month

World Hepatitis Day . . . . . 28

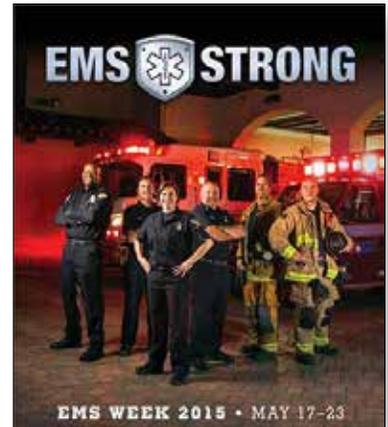
# EMS personnel recognized during EMS Week

In celebration of Emergency Medical Services (EMS) week, May 17-23, 2015, the Health Care Agency recognized 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.

"National Emergency Medical Services Week brings together local communities and medical personnel to honor the dedication of those who provide the day-to-day lifesaving services of medicine's 'front-line,' our first responders," said HCA Director Mark Refowitz.



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:

- Fullerton Fire Department paramedics **Brian Seymour** and **Michael Longueay** who provided extraordinary comfort and compassion to a grieving spouse while responding to a medical aid call.
  - Fullerton Fire Department paramedics **Erik Garcia**, **Jordan Morris** and **John Zillgit** and EMT **Erik Bennett** who resuscitated a patient in cardiopulmonary arrest while carrying him down five flights of stairs.
  - Huntington Beach Marine Safety Department EMT **Jesse Rothman** who performed emergency medical care for a child while he was off-duty.
- Orange County's EMS system strives to

. . . continued on page 4

# CYS East Region Outpatient Clinic

**T**he Steve Ambriz Team Excellence 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. The HCA & OCEA Labor Management Committee (LMC) would like to recognize runner-up teams to 2014's winner, the Comprehensive Health Assessment Team-Homeless (CHAT-H). This month, the spotlight is on Children and Youth Services (CYS) East Region Outpatient Clinic.

The CYS East Region Clinic provides services to a wide range of high risk severely emotionally disturbed (SED) children from 2 to 22 years of age for the communities of Santa Ana, Tustin, Orange and Villa Park. The clinic serves children and adolescents who require mental health services due to a variety of disorders, many of whom are moderate to high risk.

The multi-disciplinary team consists of Psychiatrists, Psychologists, Social Workers, Marriage and Family Therapists, interns and clerical staff. Each clinical discipline brings skills from their diverse theoretical orientation that facilitates great problem solving and supports best practices working with the SED population.

One of the strengths of the team is their ability to communicate effectively with each other, their strong work ethic and commitment to professional development and their ability to respect one another despite differences in training, educational level and County experience. The team is cohesive in being supportive to one another and easily navigates through any changes or difficult situations that may arise.

The entire clinic staff have gone above and

beyond toward the implementation of the Electronic Health Record (EHR) system. CYS East Region was one of three Behavioral Health Services programs that was selected to be part of the pilot implementation. Staff have worked closely with the IRIS, Authority and Quality Improvement Services (AQIS) and IT teams to iron out any issues, so that future expansion to other programs will go as smoothly as possible.

Congratulations to the following CYS East Region team:

### **Administrative Staff**

- Janice Coniglio, Service Chief II

### **Office Support Staff**

- Antonio Larrea, Office Supervisor
- Reyna Brown Guillen, Office Specialist
- Laura Esquivel, Office Specialist
- Bobi-Jo Ross, Office Technician
- Pam Saavedra, Office Technician

### **Clinical Staff**

- Azin Asil, CP II
- Kailash Berera, CMHP
- Cynthia Bracamontes, MFT I
- Carmen Castillo, CMHP
- Christina Chavez, MFT I
- Maria Coleman, MFT I
- Chantal Daitch, CMHP
- Cheryl Destro, CSW II
- Michelle Flores, MFT I
- Claudia Garcia, CSW II
- Greg Koch, CP II
- Stephanie Kua, CMPH
- Nidia Moran, MFT I
- Eva Olvera, CP II
- Jenny Ramirez, MFT II
- Michelle Roth, CP II
- Ana Zuniga, Psychologist Intern

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## **EMS Week**

*continued from page 3*

continuously improve on processes designed to save lives, prevent injury and optimize the health of the communities we serve.

This year marks the 41<sup>st</sup> anniversary of EMS Week, which is celebrated annually to recognize the efforts and dedication of all EMS personnel. To learn more, visit [www.acep.org/emswweek](http://www.acep.org/emswweek) and [www.emsstrong.org](http://www.emsstrong.org).

*There shall be eternal summer  
in the grateful heart.*  
— Celia Thaxter

# “Surf Quake” Emergency Exercise tests 7.2 Earthquake Scenario

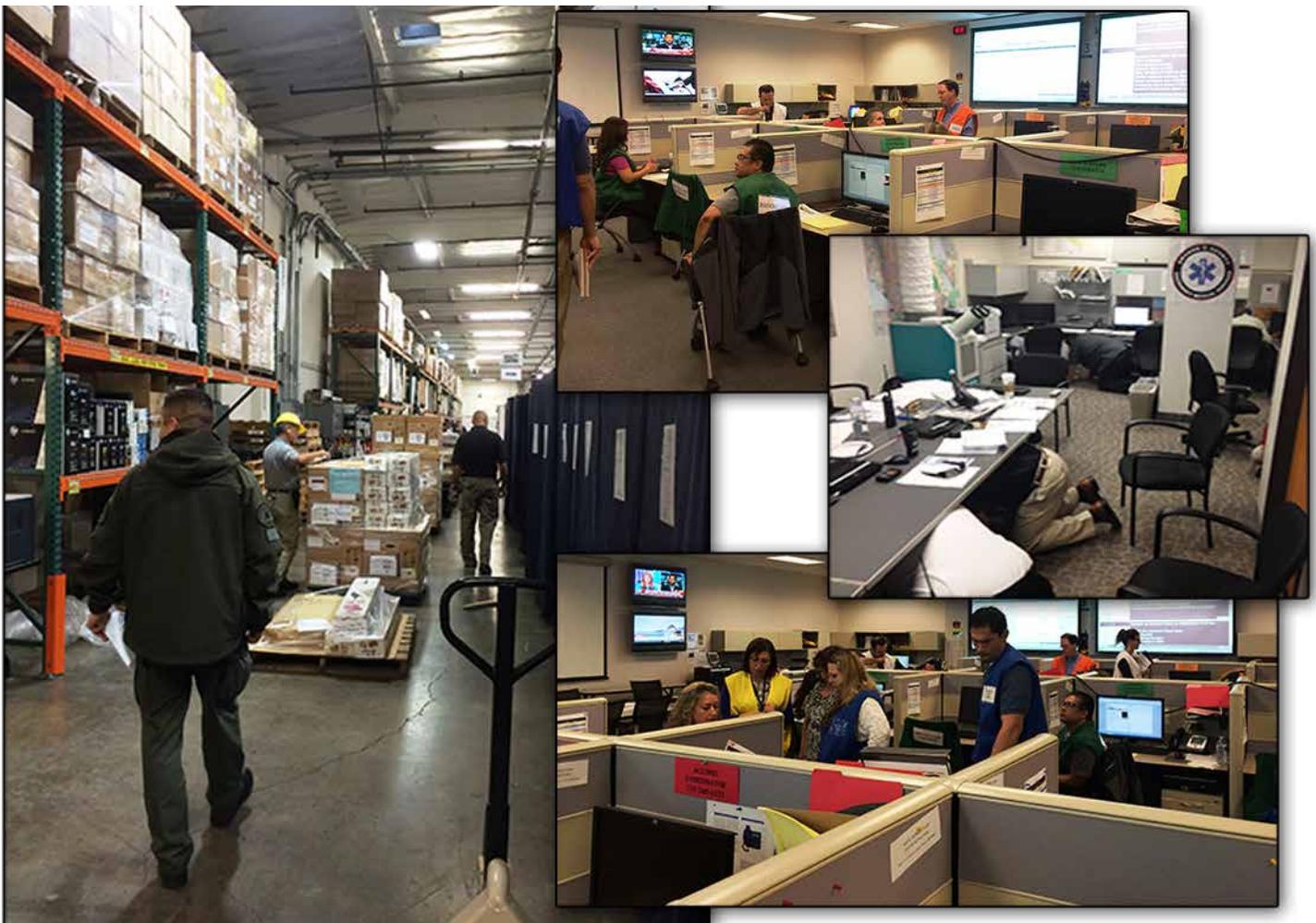
**T**his is a drill! A deadly 7.2 earthquake hit Huntington Beach on May 20, 2015 and caused extensive damage in coastal areas and destroyed buildings and roadways across the county.

While just an emergency exercise, this scenario was based on CalTech’s projections – and was taken seriously by all Orange County cities, agencies, and private parties who worked with the Emergency Management Bureau to respond during the emergency exercise held on May 20.

Health Disaster Management (HDM) coordinated HCA’s programs tasked with responding in a real emergency: Public Health Lab, Public Health Nursing, Disease Control, Environmental Health and Behavioral Health. HDM used the opportunity to train and test **all** of the County’s acute care hospitals’ and other health care partners’ emergency response.

HDM learned a lot and is grateful for all those who participated in the trainings and exercise. They are always looking for volunteers interested in learning new roles to assist at the Health Emergency Operations Center and warehouse during a real emergency. If you are interested in learning more, please contact [Elizabeth Daoust](#) at (714) 975-0612.

As County employees, we are **ALL** Disaster Service Workers. To better understand your part, take a quick break and watch the following video “Your Role as an HCA Responder,” available online at <https://youtu.be/HwNFZlrzBNI>. HDM is here to assist in understanding and hopefully allow you to feel comfortable should you be asked to respond during a real emergency.



A “Surf Quake” emergency exercise was held last month to test a countywide response to a simulated 7.2 earthquake that hit the City of Huntington Beach. Various Orange County cities, agencies, private parties and HCA staff worked with Sheriff’s Emergency Management to respond during the drill.

# WHAT'S

# UP

keeping staff informed & current

## Understanding OC Healthy Steps

**T**he OC Healthy Steps wellness program is designed to help you become aware of your risk factors and key numbers that impact your health (such as your cholesterol and blood pressure), as well as to identify what you can do to maintain or improve your health. Committing to a healthier lifestyle means you increase your chances of staying active and healthy throughout your life.

If you choose to participate and receive your Healthy Steps Wellness Credit for 2016, the period to complete the **Three OC Healthy Steps** runs from **July 6, 2015 through August 21, 2015**.

The OC Healthy Steps program includes the following three important steps:

- **Step 1:** [Biometric Screening](#) – Automatic Connection to your Health Risk Assessment and More Screening Options
- **Step 2:** [Health Risk Assessment \(HRA\)](#) – Faster Process
- **Step 3:** [Non-smoking Attestation](#) – More Convenient

This year, the County of Orange is partnering with Staywell® Health Management to offer new options that will make learning about and keeping track of wellness activities easier than before.

Visiting <https://ohealthysteps.staywell.com/> will connect you to a personalized website where you can track and complete all your steps in one place. You'll find online resources for wellness activities, enhanced support for healthy actions such as managing your weight, blood pressure, cholesterol, stress, nutrition, physical activity and more.

A Toll-Free Help Line at 1-800-492-9812 is also available with representatives to assist you through the process of making your appointment online and to answer questions.

For more details, please visit the [County Human Resources OC Healthy Steps](#) website.



## Team Care joins in Annual AIDS Walk OC!

**S**everal Health Care Agency staff participated in the 2015 **AIDS Walk Orange County** held on May 9, 2015 at William R. Mason Regional Park in Irvine. May 9 marked the 29<sup>th</sup> anniversary of the walk and included a family event, 5k walk and 5k fun run. Part of the festivities also featured a family fun zone filled with music, food and games.

**AIDS Walk Orange County** is an annual event that raises funds to support prevention and care services for those living with HIV disease and their families in Orange County. Funds raised through this event support services that lead to improved health of individuals living with HIV and ultimately contribute to a reduction in the transmission of HIV.

Each year, HCA staff come together as "Team Care" to participate in the 5k walk. This year, the team successfully raised more than \$700 and the event overall raised over \$300,000.

... continued on page 5





## Did you know?

**S**anction screening is an integral part of the HCA Compliance Program. Currently, there are seven HCA programs that conduct sanction screening in collaboration with the Office of Compliance.

### Some key facts about sanction screening:

- 1977 – Congress first **mandated the exclusion of physicians and other practitioners** convicted of program-related crimes from participation in Medicare and Medicaid.
- 1981 – **Civil Monetary Penalties Law** came into effect in order to address health care fraud and abuse.
- **The U.S. Department of Health & Human Services Office of Inspector General (OIG)** is responsible for monitoring and for the enforcement of compliance with these regulations. In order to do so, OIG imposed and continuously maintains a List of Excluded Individuals/Entities (LEIE).
- **How does an individual/entity get on the list?** Some common reasons for exclusion include convictions for program-related fraud and patient abuse, licensing board actions such as the suspension or revocation of a medical license due to concerns about the licensed individual's professional competence or performance, and/or not paying student loans.
- **What are the consequences for employing, contracting or conducting business with an individual/entity that is on the list?** No federal funding can be used for payment, services, etc. to an individual or entity if their name appears on any of these lists. If so, programs can be excluded from participating in all federal health care programs including Medicare and Medicaid thereby losing funding. Civil monetary penalties, placement under a Corporate Integrity Agreement, loss of trust from consumers and damage to the

... 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.

**SAFETY LINE**



**714.834.SAFE**

Remember your HCA Safety Line information and other helpful resources are available at [www.hca.org](http://www.hca.org)

# Disasters' impact on children's mental health needs

**D**uring and after a disaster, thousands of children may experience mental health distress that may need assessment and therapy by mental health professionals experienced in dealing with children.

HCA's Health Disaster Management's (HDM) Orange County Kids in Disasters (KIDs) Working Group, has been collaborating with Behavioral Health Services (BHS) and the Orange County Department of Education to train community partners to help address these needs.

Since January 1, 2015, BHS has provided six psychological first aid trainings to over 160 community partners working to help children, adolescents and families in the immediate aftermath of a disaster by reducing the initial distress caused by the emergency, and fostering short- and long-term adaptive functioning and coping.

Three 2-day Trauma-Focused Cognitive Behavior Therapy (TF-CBT) trainings were also coordinated for 140 mental health professionals working to improve the treatment of children who have experienced trauma.

HDM will continue to provide cutting edge trainings to expand our capacity as a county to handle the surge of pediatric mental health needs after a disaster. To join in our planning efforts, please contact Dr. Michele Cheung, KIDs Working Group Chair, at [mcheung@ochca.com](mailto:mcheung@ochca.com) or (714) 834-7729. For more information about KIDs, visit [www.healthdisasteroc.org/prepare/functional/kids](http://www.healthdisasteroc.org/prepare/functional/kids).



Trainer Alison Hendricks addresses attendees during a didactic session.

## Souleles appointed to CSUF Dean's Advisory Board

Congratulations to Public Health Services Deputy Agency Director David Souleles on being appointed to the Cal State Fullerton Dean's Community Advisory Board for the College of Health and Human Development.

The Dean's Community Advisory Board is a group of accomplished community leaders dedicated to enhancing the quality and reputation of the College of Health and Human Development. The College provides education, research, and community interchange in fields related to health, human development, and community service.

The Dean's Community Advisory Board is chartered with helping to provide (1) input on strategic issues related to the College; (2) an outside perspective to assure that the College's programs are relevant and responsive to the changing needs of the workforce; (3) connections to potential internship for students and employment opportunities for graduates; and (4) connections for community/College interchange. In addition, the Board Members play an integral role in assisting the College with raising external funds to support the goals of the College.

The Board's investment of time, energy and professional expertise helps to ensure that the College is developing – and delivering – a best-in-class education to its diverse student population.



## Trimmer receives Nursing Excellence "GEM" Award

Congratulations to Jim Trimmer, Comprehensive Care Registered Nurse for Correctional Health Services on being recognized as the Western Regional winner out of six finalists in the Home, Community and Ambulatory Care category. Jim received his award on June 5, 2015 at the **Nurse.com Nursing Excellence Giving Excellence Meaning (GEM) Awards** event held at the Universal City Hilton.

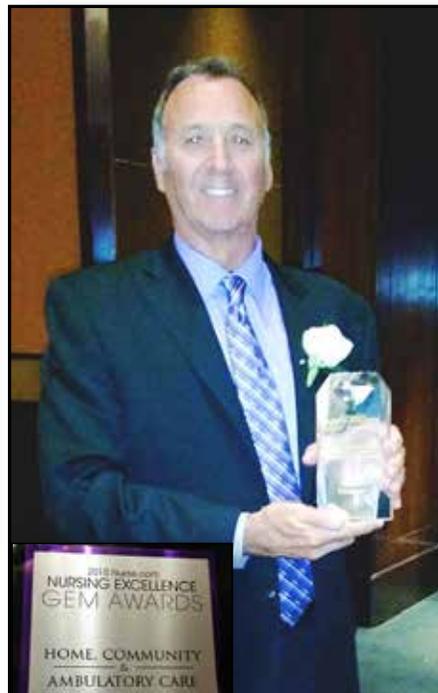
Jim received recognition for the outstanding work he does with the mentally ill population, managing and coordinating the 2015 flu vaccine clinics and World AIDS Day HIV testing within the jails. He is also noted for his overall compassion and advocacy for HCA patients served in corrections.

**Nurse.com** is a national nursing publication that is a source of nursing jobs; innovative, award-

winning learning opportunities; compelling news and other resources that supports the registered nursing community. **Nurse.com** holds the annual **Nursing Excellence GEM Award**, which is a nurse-led nomination, selection, and award program. Nominees come from all specialties and practice settings

and can be nominated in any of the following six categories:

Advancing and Leading the Profession; Clinical Nursing, Inpatient; Education and Mentorship; Home, Community and Ambulatory Care; Patient and Staff Management; and Volunteerism and Service.



*The summer night is like a perfection of thought.*  
—Wallace Stevens

# Be great! Rethink your drink

Champions for Change-OC & Local Grocer Help Youth Make Healthy Beverage Choices

**H**CA's **Champions for Change** – Orange County program linked with the Santa Ana Food Market on June 11, 2015, to help youth from the Boys & Girls Club of Santa Ana learn about healthy beverages.

HCA staff mentored teens from the club to provide information at four educational booths. Youth were greeted with music provided by the Real 92.3 radio station, while younger club members perused the inside of the market to visit with informational booths located around the store. Club members learned about beverage options, tasted sample drinks, practiced label reading and tried fun physical activities. Santa Ana market owners also provided the youth with water and bags of produce to take home.

Youth also completed pledge cards promising to drink more water and choose healthy beverages more often. When the community works together, change can happen!



Healthy informational food and drink booths were located throughout the market for youth to explore and visit.



Youth club members from the Santa Ana Boys & Girls Club visited Santa Ana Food Market on July 11 to learn about healthy beverage options and how to practice reading labels.

## Compliance Update

continued from page 2

organizations reputation and possibly jail time for certain charges may also occur.

- **Who does HCA screen and how often?** All employees, contractors, volunteers/ interns, board members and vendors **prior** to employment, volunteer/intern work, serving on a board, as well as all **current** employees, contractors, volunteers/interns, board members and vendors on a monthly basis.
- **What other lists does HCA screen against?** The System for Award Management (SAM) and the California Medi-Cal Suspension and Ineligible Lists. Some programs have specific requirements to screen individuals against other lists in accordance with their funding.
- **How does HCA comply with this regulation?**

1. The Office of Compliance has contracted services with A-Check Global to screen over 3000 names against the exclusion lists on a monthly basis. The names are submitted by HCA Sanction Screening Coordinators.
2. Annually, the Compliance Specialist conducts an audit of the sanction screening process within the programs responsible for sanction screening to ensure it is being enforced.

If you would like to view *Policy & Procedure 16.08 Screening for Ineligible Persons*, visit the HCA Intranet at <http://intranet/docs/compliance/p&p/1-16.pdf>.

If you have any questions in regard to any information presented in this article, please contact the Office of Compliance at (714) 568-5614.

## AUGUST HEALTH OBSERVANCES

Children's Eye Health and Safety Month

National Breastfeeding Month

National Immunization Awareness Month

World Breastfeeding Week . . . . .1-7

**Rich Products Employees Get the Facts:**

# Nutrition Facts Label

**H**CA's **Champions for Change** – Orange County program currently partners with Rich Products Corporation in Santa Ana to help employees eat healthy foods and be active.

This food manufacturer has been working with HCA on worksite wellness for more than four years. In June, nutrition classes were made available to employees during the company's first, second and third shifts. They learned how to use food labels and compare the nutritional content of similar food products. Employees practiced locating serving size, number of servings per container and sugar content in beverages. One employee was shocked to learn that her sweetened beverage had a total of 2.5 servings and 200 calories per container, not the 80 calories she thought she was drinking. Other employees found the ingredient list very helpful and wanted to know more about sodium, fiber and various items on the label.



Information about drinking water as a healthy option is shown in a poster at Rich Products.



Healthy eating messages are displayed in the employee lunch room at Rich Products located in Santa Ana.

This class was the first of four quarterly nutrition education activities. In addition, HCA places healthy eating messages and recipe cards in the employee lunch room to help remind staff to make healthy eating choices. The worksite has modified their vending machine items and made water readily available in an effort to create a healthier work environment.

Employees at Rich Products Corp. work around the clock and staff employed during the night shift appreciated the extra efforts made by HCA's Nutrition Services staff member Henry Torres. "Great customer service is essential," said Torres, "and helps make the employees and the management **Champions for Change** at their worksite."



A nutrition class provided by HCA Nutrition Services staff member Henry Torres was held during the month of June to provide information to Rich Products staff about how food labels are used and how to look for nutritional content.

## AIDS Walk OC

*continued from page 1*

Team Care also showcased Orange County's HIV Anti-Stigma Campaign, "HIV It's a Human Thing – Let's Talk about it OC," with their team T-shirts. The social marketing campaign aims to encourage the community to talk

about HIV openly and break down stigma associated with HIV.

Next year is the 30<sup>th</sup> anniversary for Orange County's **AIDS Walk**. Join Team Care in raising funds and awareness to end the transmission of HIV. Contact Mindy He at [mhe@ochca.com](mailto:mhe@ochca.com) to be added to the team list for next year's **Walk**.

UP  
WHAT'S

keeping staff informed & current

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

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# WHAT'S

# UP

keeping staff informed & current

## Dr. Handler named Physician of the Year

Congratulations to County Health Officer **Dr. Eric Handler** on being recognized as 2015 Physician of the Year by the Orange County Medical Association.

The award recognizes physicians for being hard-working, exhibiting extraordinary professional competence, serving as an educator and mentor for associates and nurses, being a strong motivator and displaying good rapport with patients. Dr. Handler was selected among 40 nominees.



“Dr. Handler is a great example of someone who went into the field wanting to help people and who has gone above and beyond to make a difference in the medical profession,” said Board of

Supervisors Chairman Todd Spitzer.

... continued on page 3



## German Secretary of Health visits OC



Germany's Secretary of Health, the Honorable Ingrid Fischbach, visited Orange County on Friday, July 24 and toured HCA's Behavioral Health Wellness Center, the Health Strategic Operations Center and Back Bay Science Center. Along with an interpreter and a representative from the German Embassy in Washington, DC, Ms. Fischbach met with HCA staff at each location to learn more about the services and programs that the Agency provides.

## “Let’s Make It Work”

**B**reastfeeding is the first step to a healthy life and forms a lasting bond between mother and child. Most women plan to breastfeed, and 2 out of 3 mothers return to work after giving birth. With more than half of women in the workforce with infants (US Dept. of Labor, 2013), we can work together to support our breastfeeding women. Research shows that nursing moms who get support to pump at work actually miss less work and are more productive.



The Surgeon General has called on all sectors of the community including employers, to protect, promote and support breastfeeding. Breast milk contains essential nutrients needed for optimum infant growth and development. Breastfeeding reduces the risks of acute and chronic health conditions for both mothers and babies. Six months of exclusive breastfeeding and continued breastfeeding for one year or longer, as long as it is mutually desired by mother and infant, is recommended. Mothers with support are two times more likely to exclusively breastfeed to 3 months.

### How can we support breastfeeding working mothers?

**Provide encouragement** – Moms need to be reminded that she is doing a good job. Combining work and breastfeeding can be overwhelming. Kind words can go a long way to keep her committed to breastfeed.

**Find her support** – Help her find help if she needs it. This could be referrals to a lactation consultant or other breastfeeding moms who are going through the same thing. For more information about breastfeeding in Orange County, <https://media.ocgov.com/gov/health/phs/about/family/mcah/bps.asp>.

**Refer to the Women, Infants and Children (WIC) program** – Some women may be eligible for WIC. WIC is a program where women receive support and counseling from trained staff and also provides breastfeeding mothers with a larger and varied food package to encourage them to breastfeed. To find out if breastfeeding women qualify for WIC, visit [www.wicworks.ca.gov](http://www.wicworks.ca.gov).

... continued on page 3

## Payroll Update

### Retirement Rate Change

**A**s of June 26, 2015, new retirement rates established by the Orange County Employees Retirement System (OCERS) and adopted by the Orange County Board of Supervisors for Fiscal Year 2015-16, were implemented and reflected on the July 17, 2015 paycheck for most employees. These rates are calculated and adjusted each fiscal year in accordance with MOU provisions for various bargaining units.



To learn more about rate calculations, please login to the OC Employee Portal at <https://empinfo.ocgov.com/OCEmployeePortal/public/Logon.aspx>, and scroll down to County Announcements in the PayStub Application. Retirement Rate

Calculators are listed by representation unit.

For any questions, HCA Payroll can be reached at (714) 834-5744 or via email at [HCAPayroll@ochca.com](mailto:HCAPayroll@ochca.com).

## Operation Santa Claus

**T**he Orange County Board of Supervisors invites County employees to join them in meeting the ever growing demand for gifts to disadvantaged children in Orange County who might otherwise go without.

**Operation Santa Claus (OSC)** has been bringing holiday joy and a message of hope to the most vulnerable children in the County since its inception in 1962. With the generous support of employees and the community, last year **OSC** distributed more than 41,000 gifts to children. In addition to the holiday season, gifts are also distributed throughout the year for foster children’s birthdays and to help children get through times of despair due to abuse and neglect.

**OSC** is facing a dire shortage of toys, especially gifts for toddlers and girls. To alleviate this shortage, the Board launched a midyear County-wide campaign that recently ended on August 7, 2015. If you were unable to donate during that time, online donation is available year-round at [http://ssa.ocgov.com/volunteer/donations/osc\\_donation](http://ssa.ocgov.com/volunteer/donations/osc_donation). For more information, please contact Dee Azevedo at [Deanna.azevedo@ssa.ocgov.com](mailto:Deanna.azevedo@ssa.ocgov.com).

# NACo appoints HCA Director Refowitz as Vice Chair to Leadership Team

**C**ongratulations to HCA Director **Mark Refowitz** on being appointed to the National Association of Counties (NACo) as Vice Chair of its Behavioral Health Subcommittee. Mr. Refowitz along with **Behavioral Health's AB 109 Program** and **Public Health's "Waste Not OC" Coalition** were recognized at the 2015 Annual NACo Conference and Exposition held on July 20, 2015 in North Carolina.

The National Association of Counties unites America's 3,069 county governments and brings county officials together to advocate with a collective voice on national policy, exchange ideas and build new leadership skills, pursue transformational county solutions, enrich the public's understanding of county government, and exercise exemplary leadership in public service. To learn more about NACo, visit [www.naco.org](http://www.naco.org).

*As Vice Chair of NACo's Behavioral Health Subcommittee, Mr. Refowitz's focus is on preventing those that are mentally ill from entering the jail system and connecting them with needed services and treatment.*



*BH's AB 109 program and PH's "Waste Not OC" Coalition received 2015 NACo awards in the categories of Criminal Justice/Public Safety and Health. Pictured (left to right) on stage to receive the awards are Donna Grubaugh, Mitch Cherness, Dr. Handler, Mary Hale, Mark Refowitz and Kim Pearson.*



*HCA staff attended the July 20 NACo event held in North Carolina. Pictured (left to right, standing) are HCA Director Mark Refowitz, Donna Grubaugh and Dr. Handler. Pictured (left to right, seated) are Kim Pearson, Mary Hale, Mitch Cherness and Bernadette Garcia-Silva.*

## Dr. Handler

*continued from page 1*

In addition to his duties as County Health Officer, a position he has held since 2006, Dr. Handler is widely recognized for his leadership efforts to end hunger and address homelessness in Orange County.

He was instrumental in the creation of the Illumination Foundation, the organization responsible for moving homeless families to permanent shelters. He also co-founded and remains a force on the **"Waste Not OC" Coalition**, an organization that facilitates the transfer of leftover and unused food from restaurants and grocers to those who are suffering from hunger and food insecurity.

## National Breastfeeding Awareness Month

*continued from page 2*

In celebration of **Breastfeeding Awareness Month**, let's work together so that we can empower all women to successfully combine work with breastfeeding. The result? Happier and healthier moms and babies.

# Learn the ABC & Ds of Water Safety & Drowning Prevention

**D**id you know that drowning consistently remains the leading cause of death for children 1-4 years of age and is among the top five leading causes of death for those under the age of 18 in California and in Orange County? Swimming and water recreation activities can be a fun and healthy way to beat the heat during the summer months, but public safety officials want to make sure swimmers and their families exercise caution while keeping cool. Water safety must be exercised year around.

In order to ensure public pools are safe for use, Environmental Health's Food and Pool Safety staff conduct routine inspections at more than 7,400



Pictured (left to right) are Mark Thorndyke (City of Mission Viejo, Community Services Coordinator), Lionel Brunton (HCA Environmental Health Specialist), Khatra Molina (OC Sheriff-Coroner Dept., Crime Prevention Specialist), Steve Concialdi (OC Fire Authority, Fire Captain/Public Information Officer), and Leslie McDonald (City of MV Community Services/Event Coordinator).

public pools located at condominium and apartment complexes, HOAs, hotels, schools, recreational centers and amusement parks. Public pools come in many shapes and sizes and can include: spray grounds, wade pools, dive pools, and spas.

For new public pool construction and remodels, Environmental Health Plan Check ensures that the design meets safety standards, while field staff inspect pool facilities' fencing, self-closing and self-latching pool gates, pool chemistry, water clarity, recirculation equipment, and make sure that safety drain covers are approved and intact. Pool safety is not just the job of Environmental Health, pool and water safety is everyone's responsibility. Environmental Health continues to partner with HCA's Health Promotion Division and Emergency Medical Services first responders to spread the message of drowning prevention.

On June 27, 2015 Orange County Environmental Health partnered with the Orange County Fire Authority, the Orange County Sheriff's Department, and the City of Mission Viejo for **Water Safety Day**. The event kicked-off with a mock drowning narration that left participants and attendees with a very real take home message: children and adults drown without a sound.

Even if you don't own a pool or use one regularly, chances are you know a family or have friends that do. It could be vital to **Learn the ABC...& Ds of Water Safety**.

## **A is for Active Adult Supervision, Assign a "Water Watcher"**

- Never leave a child alone in the water or around a pool unattended – not even for one second.
- Assign an adult "water watcher" who can swim to specifically watch the water.
- Designate an adult to supervise the children in and around the pool/spa area especially during social gatherings.
- If you are the "water watcher" or supervising children, avoid distractions, such as talking on the phone, texting, or any other activity that might be a distraction.

## **B is for Barriers**

- Install and maintain proper fencing around the pool to isolate the swimming area from the home

... continued on page 6

# Prevention and Intervention Division holds Resource Fair

**H**CA's Behavioral Health Services Prevention and Intervention (P&I) Division held its first **Resource Fair** on July 16, 2015 to highlight county-operated and county-contracted behavioral health prevention and early intervention services, most of which are funded by the Mental Health Services Act.

The Resource Fair provided an opportunity for staff to learn more about services available to the community and network with other programs. The **Resource Fair** featured 37 programs hosting resource tables and was well attended by approximately 247 participants.

For more information, visit the Behavioral Health Services [County & County-Contracted Programs Directory](#) online.



*The July 16, 2015 P&I Resource Fair featured 37 programs and was well attended by approximately 247 participants.*



# Restaurant inspections on the go with new mobile app

**H**CA's Environmental Health Food Protection Program recently introduced a new OC Food Inspections application available for download on Android and iPhone. This easy to use application gives the public instant access to food safety and sanitation information for Orange County's restaurants and markets.

"We are very pleased to offer this improved level of transparency," said Mark Refowitz, HCA Director. "While restaurant inspection information has always been available on our [www.ocfoodinfo.com](http://www.ocfoodinfo.com) website, the app puts all of the available information for a restaurant or market in the palm of your hand."

The application provides not only the current inspection status, but everything else the public needs to know about a restaurant or food facility anywhere in the county. The application allows users to search for favorite restaurants, search for nearby food facilities, see all facilities that are currently closed, view inspection reports and even receive inspection reports via email.

For more information and to download the app, visit [www.ocfoodinfo.com](http://www.ocfoodinfo.com).



## Water Safety

continued from page 4



HCA Environmental Health Specialist Lionel Brunton educates Mission Viejo residents about the ABC... & D's of water safety.

and play area.

- Use multiple layers of protection such as safety covers, gate and/or door alarms, and motion-detection devices. Inspect them monthly.
- Make sure all gates are self-closing, self-latching and open outward away from the pool.

### C is for Classes, "CPR"

- Learn CPR, first aid, and rescue techniques.
- Always keep a phone nearby to call 9-1-1 in an emergency.
- Learn swim skills through on-going qualified instruction, do not rely on swimming aids such as water wings, rafts, or foam noodles.
- Keep rescue equipment such as a shepherd's hook, life-saving ring, and CPR sign mounted by the pool to instruct others.

### D is for Drain Safety

- Keep children away from pool/spa drains to avoid entrapment and entanglements.
- Keep long hair tied back and remove dangling items like jewelry and bathing suit ties.
- Install compliant safety drain covers and automatic shut-off switch for the pool or spa pumps.
- Know where the electrical cut-off-switch for the pool/spa pump is and how to turn it off.

Let's all do our part to keep pool use fun and safe all year round! For more information, visit Environmental Health's Pool Safety Program at <http://ochealthinfo.com/eh/water/pool>.



## workingWELL event celebrates HCA's gardeners and chefs

In July 23, 2015, workingWELL hosted a "Bragging Rights" event at HCA's 17<sup>th</sup> Street Training Center in Santa Ana to showcase the harvest of HCA's gardeners and a healthy summer inspired recipe contest. The event served as a follow-up to a tomato planting demonstration that workingWELL held back in April.

More than 20 photos were received from gardeners across the Agency that were showcased in a vegetable garden Hall of Fame during the event. Four HCA chefs took part in the recipe contest that featured a variety of healthy summer dishes.

Pre-selected judges voted for their favorite dish based

... continued on page 7

Pictured is a selection of the beautiful bounty from some of HCA's gardeners.

# Cities take part in POD planning

Is HCA prepared to respond in the event of a bioterrorism attack? Surprisingly, the answer is “yes!” HCA’s Health Disaster Management (HDM) Division is working with the Center for Disease Control’s (CDC) framework and has developed plans to dispense medical countermeasures such as antibiotics and medical supplies within 48 hours of an attack here in Orange County.

This requires organization and coordination – and a lot of planning! To deliver important supplies from the Strategic National Stockpile quickly to all 3.2 million residents of Orange County, HDM uses **Point of Dispensing** sites (PODs) designed to handle 50,000 persons in 48 hours. To date, HDM has worked side by side with 28 of the County’s 34 cities to identify and plan 67 POD sites throughout the County. We received a national **“Best Practice”** award for this unique county/city planning effort.

On May 7, 2015, HDM asked the cities of Anaheim, Laguna Woods, Mission Viejo and Irvine to share their experiences in POD planning, best practices and lessons learned with Orange County’s other cities because they have each made outstanding contributions to the process. This was a success and many of the current cities have now updated their plans and new cities have stepped forward to begin planning efforts.

These PODs depend on volunteers – like you! To find out more about PODs and how you might help,



Representatives from Anaheim, Laguna Wood, Mission Viejo and Irvine gathered on May 7, 2015 to share POD best practices and lessons learned.



City and HDM staff participate in an annual flu vaccination POD exercise to provide free flu shots to community members.

please contact Alison Kellman at [akellman@ochca.com](mailto:akellman@ochca.com). This year’s POD exercise (which dispenses flu shots) will take place in the cities of Aliso Viejo and Orange on Friday, October 16, 2015.

## workingWELL

*continued from page 6*

on nutrition, presentation and taste. In addition to this, the event was open to the entire agency and attendees were invited to participate in judging the recipe contest as well.

Public Health Lab staff member Julia Wolf won the Judge’s Award for her Farro Salad. Her dish also came in a tie with a Rice and Lentil Salad made by Health Promotion’s Pauline Stauder to win the Audience Choice Award.

Interested in having your own summer gardens, but don’t know how to start? Start by looking at the [Master Gardeners of Orange County](#). On their site you can find information about what and when to plant and how to start a community garden, as well as a schedule of upcoming workshops!

**SAFETY LINE**  
**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.

# Waste Not OC Coalition in Action



County Health Officer Dr. Handler and Food Protection Program Manager Mike Haller had the opportunity to present information on the “Waste Not OC” Coalition – a public-private partnership connected with the goal of eliminating hunger and reducing food waste by facilitating the donation of wholesome surplus food from food-producing facilities to local pantries.



Presentations took place at the National Association of County and City Health Officials Annual Conference in Kansas City, MO on July 8, 2015; at the National Association of Counties meeting in Charlotte, NC on July 11, 2015; and the National Environmental Health Association Annual Exhibition and Conference in Orlando, FL on July 13, 2015. More details about “Waste Not OC” are available online at [www.wastenotoc.org](http://www.wastenotoc.org).

# Environmental Health at the OC Fair



Food Protection Program staff were out on opening day of the Orange County Fair on July 17 to conduct food safety inspections on approximately 250 food booths and vehicles to protect public health.


UP

WHAT'S

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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# Employees recognized for Service Years

**H**CA hosted an Employee Recognition Award Ceremony on July 9 to recognize the years of dedicated service employees have contributed to the Agency and County.

*Congratulations to Public Health Services (PHS) staff member Becky Stone on celebrating 35 years of County service. She was presented with a 35-year pin and certificate from HCA Assistant Director Richard Sanchez and PHS Deputy Agency Director David Souleles during the July 9 event.*

**35 YEARS**



**30 YEARS**

*Congratulations to Irma Anthony from Public Health Services (PHS) on celebrating 30 years of service to the County. HCA Assistant Director Richard Sanchez and PHS Deputy Agency Director David Souleles presented her with a pin and certificate during the July 9 Employee Recognition Awards.*



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

—Ralph W. Sockman

## Changes to Employee Recognition

**S**ince 1990, HCA has recognized employees for their dedicated years of service to the County and Agency. Our Employee Recognition Program is an important part of HCA's culture and we are excited to announce a new and enhanced recognition program.

In addition to recognition for years of service,

HCA plans to also highlight other outstanding accomplishments and special achievements made by employees.

Stay tuned for more details on the new Employee Recognition program. Information will be shared within the upcoming months.



Behavioral Health Services (BHS) staff member Elvira Dodd celebrated 25 years of County service and received recognition from HCA Assistant Director Richard Sanchez and BHS Authority and Quality Improvement Services Director David Horner.



Congratulations to Stacy Vandegriff from Behavioral Health Services on celebrating 25 years of County service. HCA Assistant Director Richard Sanchez and BHS Authority and Quality Improvement Services Director David Horner presented her with a certificate and pin during the July 9 event.



HCA Assistant Director Richard Sanchez and Public Health Services (PHS) Deputy Agency Director David Souleles recognized PHS staff on their 25 years of services. Pictured (left to right) are Yvonne Cervantes, Julie Hobberlin, Mozghan Mofidi, Christina Valdez and James Williams.



HCA Assistant Director Richard Sanchez and Medical Services (MS) Deputy Agency Director Holly Veale presented MS staff member Christy Cooper with a 25-year certificate and pin during the July 9 Employee Recognition Awards.

Motivation is what gets you started.  
Habit is what keeps you going.  
—Jim Ryun

20 YEARS



HCA Assistant Director Richard Sanchez and Behavioral Health Services Authority and Quality Improvement Services Director David Horner recognized BHS staff celebrating 20 years of County service during the July 9 Employee Recognition Awards. Pictured (left to right) are Tuan Nguyen, Danielle Craycroft, Karen Hoffman-Winberry, Phuoc Ton and Phyllis Crane.

15 YEARS



Behavioral Health Services (BHS) staff pictured (left to right) Benito Paredes, Mark Lawrenz and Maria Dominguez-Wilson received a 15-year service pin and certificate from HCA Assistant Director Richard Sanchez and BHS Authority and Quality Improvement Services Director David Horner.



Correctional Health Services (CHS) staff member Maria Zamora received recognition for 15 years of County service from HCA Assistant Director Richard Sanchez and CHS Chief of Operations Erin Winger during the July 9 Employee Recognition Awards.



Congratulations to Public Health Services (PHS) staff pictured (left to right) Stephen Klish, Florida Cabale and Denise Westrick on celebrating 15 years of County service. They received recognition from HCA Assistant Director Richard Sanchez and PHS Deputy Agency Director David Souleles.

**SEPTEMBER HEALTH OBSERVANCES**

Fruit & Veggies – More Matters Month

Healthy Aging® Month

National Alcohol & Drug Addiction Awareness Month

National Food Safety Education Month

National Preparedness Month

National Suicide Prevention Week 7 – 12

Family Health & Fitness Day USA .26

10 YEARS



Behavioral Health Services (BHS) staff who celebrated 10 years of County service received recognition from HCA Assistant Director Richard Sanchez and BHS Authority and Quality Improvement Services Director David Horner. Pictured (alphabetically) are Charles Dewitt, Haya Farooqui, Mehrak Makooi, Patricia Morales, Boris Nieto and Cristina Rupp.



HCA Assistant Director Richard Sanchez and Public Health Services (PHS) Deputy Agency Director David Souleles presented PHS staff celebrating 10 years of County service with certificates and pins to commemorate the occasion. Pictured (left to right) are Edgar Duarte, Lucy Hernandez, David Sherpas and Laura Sudlow.

5 YEARS



HCA Assistant Director Richard Sanchez and Medical Services (MS) Deputy Agency Director Holly Veale congratulated MS staff pictured (left to right) Stacy Kurihara, Rachel Pimentel and Janet Shin on celebrating 10 years of service to the County.



Congratulations to Public Health Services (PHS) staff pictured (left to right) Thanh Bui and Brian Wong on celebrating 5 years of service to the County. They both received recognition during the July 9 event from HCA Assistant Director Richard Sanchez and PHS Deputy Agency Director David Souleles.

*The easier it is to do, the harder it is to change.*  
—Eng's Principle

# WHAT'S

# UP

keeping staff informed & current

## HCA provides outreach and services to Civic Center homeless population

**H**CA's Behavioral Health Services Outreach and Engagement (BHS O&E) Program and Public Health's Comprehensive Health Assessment Team Homeless (CHAT-H) provide expanded outreach and services to the Civic Center homeless population on Monday to Friday, from 8:30 a.m. to 5 p.m. and Saturdays, from 9 a.m. to 3 p.m.

BHS O&E provides services to homeless and those individuals at risk of homelessness who are dealing with a behavioral health issue. Services are provided throughout Orange County to all ages including children through older adults and include street outreach, coping skill psychoeducational groups, case management, and wellness screenings. The primary goal of BHS O&E is to link individuals to behavioral health and other supportive services by addressing participant's barriers to accessing these services. This occurs by building trusting relationships with the homeless community and collaborating with other service providers.

CHAT-H Public Health Nurses are experts in specialized resources to meet socioeconomic and psychosocial needs. Face to face education, support,



BHS O&E staff pictured (left to right) at the Civic Center are Mental Health Specialist Tammy Waitman and Public Health Nurse Michelle Spitaleri.

... continued on page 3

## BHS AB 109 program and Probation receive CSAC Award

**C**ongratulations to Behavioral Health's AB 109 program and the Probation Department on receiving a 2015 California State Association of Counties (CSAC) Merit Award.

The CSAC Challenge Awards recognizes County programs for innovation and cost-effectiveness.

Behavioral Health Services and Orange County Probation collaborated on their entry, "Removal of Treatment Barriers for Offenders." Funded entirely by the Public Health Safety Realignment Act (AB 109), HCA and Probation partnered in an effort to remove barriers to behavioral health services by stationing HCA staff at



... continued on page 3

## HCA Interns & Volunteers

# Our Partners for a Healthier Tomorrow!

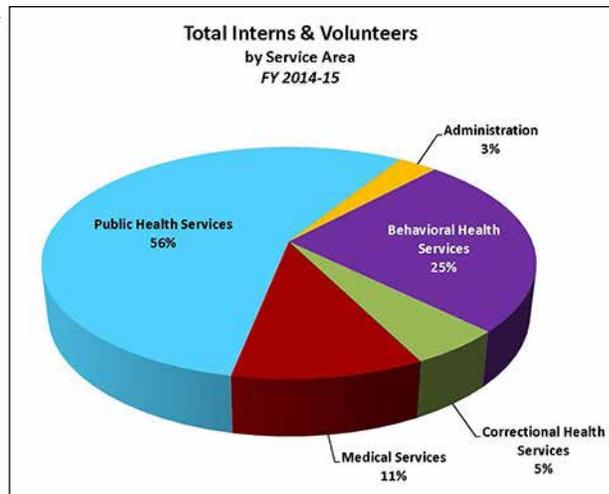
Every day throughout the Health Care Agency, interns and volunteers help to enhance services, provide support to programs and assist with special projects. In turn, our interns and volunteers benefit from guidance by HCA staff through professional teaching and skilled instruction. For nearly 30 years, HCA has provided interns and volunteers with the opportunity to enhance their community participation and has ensured their educational experiences and requirements are met. HCA recognizes that interns and volunteers add to the productivity, efficiency and effectiveness of the agency and we appreciate their contributions!

Did you know that during Fiscal Year 2014-15, 425 interns and volunteers provided more than 96,000 hours of assistance in various programs throughout HCA? These 374 interns and 51 volunteers provided assistance across all HCA service areas.

Their contributions during the year included:

- Launching Correctional Health Services' "Thinking for a Change" group therapy curriculum for incarcerated mentally ill females
- Providing translation services to clients, including helping clients navigate applying for health insurance under the Affordable Care Act at our Family Health Clinics
- Working with our staff to create bilingual/bicultural educational materials on good parenting skills for clients in ADEPT
- Working with Health Promotion/ADEPT staff to develop a "train the trainer" program for the Community Liaisons for Project Access
- Helping staff coordinate special holiday events for clients at our Behavioral Health Services clinics
- Working side by side with Custodian of Records staff to review and prepare responses to records requests
- Providing assistance in the creation of visually impactful educational materials on reducing childhood obesity for our Family Health Clinic
- Helping staff create a new template for measles cases and contact investigations to expedite disease reporting for HCA Epidemiology

- Assisting with providing daily group therapy sessions for mentally ill incarcerated adults in Correctional Health Services Crisis Stabilization Unit
- Drafting a resource manual of substance abuse and mental health treatment facilities for teens for use in the Child Evaluation Guidance Unit



- Assisting in developing new approaches for substance abuse and anger management for girls at our Youth Reporting Centers, as well as providing ideas for building collaborative efforts with the Probation Department and OC Department of Education
- Developing an improved data collection system for food facility chains for Environmental Health Services

Collaborating with Nutrition Services/WIC staff to adapt a class on parenting for WIC participants, including a pre and post test to measure effectiveness of the class

- Helping to develop substance abuse screening protocols and measures, as well as substance abuse groups for youth at Orangewood Children and Family Center

Additionally, HCA interns have an opportunity to learn about public sector health care careers and professional opportunities. HCA volunteer internships are intended to inspire our interns to successfully complete their studies and pursue a professional career providing effective health care services in the public sector.

### **Are you interested in supervising an intern or volunteer in your program?**

The Health Care Agency (HCA) follows the County of Orange 2007 Standards for Utilization of Volunteers. A Position Description must be reviewed and approved by the Program Manager as the first step in placement of an intern or volunteer. All interns and volunteers participating directly or indirectly in Federal Healthcare funded programs are required to register with HCA Volunteer Services **prior to** starting their assignment. The HCA supervisor assigned to the intern or volunteer is responsible for ensuring that the registration process is followed. The registration

... continued on page 3

# Here's our number — So call us, anonymously

**I**t's important to keep the lines of communication open. Open communication assists in prompt identification and response to Compliance or HIPAA concerns. The Federal Sentencing Guidelines (FSG) for Effective Compliance and Ethics Programs



## Compliance UPDATE

advises organizations to develop a Compliance hotline to help create a culture that encourages workforce members to report concerns that may violate laws and regulations. Having and publicizing a Compliance

hotline is one of the elements of an effective compliance and ethics program.

It's important to know that the Health Care Agency's Compliance hotline is managed by the Compliance department but operated by a third party vendor. The goal is to help maintain workforce confidentiality and/or anonymity, to assist in prompt response, and have impartial oversight of reported concerns. It provides a safe way for HCA staff to promptly report concerns and helps maintain open lines of communication as fear of retaliation is most often the reason that concerns are not reported, and this is how communication can begin to breakdown.

Often, concerns reported through the Compliance hotline are not violations of laws and regulations. Regardless of the type of concern reported, the Compliance department oversees all the responses to the concerns reported through the Compliance hotline. Although the Compliance department does not conduct all the investigations, they have an obligation to assess and determine whether there was an adequate assessment and response to the concern.

Compliance hotline contact information is [PUBLISHED](#) in a variety of ways to promote it. We all need to do our part to keep the lines of communication open by promptly reporting and responding to concerns to maintain compliance so we all can enjoy working in an ethical culture.



## Homeless

*continued from page 1*

linkages, and case management are provided for clients who need assistance managing serious health conditions.

The **BHS O&E** and **CHAT-H** teams also coordinate services with the Santa Ana Police Department, various community homeless services providers, and other HCA Behavioral Health programs in these efforts.

Referrals to the **BHS O&E** program can be made by calling the toll-free line at (800) 364-2221. It operates Monday to Friday from 8:30 a.m. to 5 p.m. and is staffed by a clinician who screens calls, offers referrals and linkages and assigns the referral to team members to follow-up with a field visit.

## AB 109

*continued from page 1*

Probation locations to create a continuum of services.

Services include detoxification, residential treatment, psychiatric treatment and medication, and behavioral health counseling. HCA staff work at three Probation sites, which allow offenders engaging in treatment to be better prepared for success upon their re-entry into the community. Since its implementation, clients have reported fewer psychiatric emergency room visits and overnight psychiatric hospitalization stays.

To learn more about the **2015 CSAC Challenge Awards**, visit [www.counties.org/challenge-awards](http://www.counties.org/challenge-awards).

## HCA Interns & Volunteers

*continued from page 2*

process includes Sanction Screening *before* starting an assignment, in accordance with HCA Compliance Program Policy and Procedure I-16.00.

The HCA Volunteer Services intranet site provides more information about how to obtain

and register volunteers/interns. Please review the information available on the Intranet at <http://intranet.ochca.com/volunteering> and follow the Intern-Volunteer Registration Guide to get started! If you have a question that the website doesn't answer, please send an email to the HCA Volunteer Services Coordinator at [VolunteerServices@ochca.com](mailto:VolunteerServices@ochca.com).

# OC Champions for Change honored

In partnership with the City of Compton, the Greater Los Angeles Training and Resource Center (TRC) hosted a *Champions for Change Summit and Recognition Ceremony* on July 16 to honor champion award recipients for their excellent achievements in community change, youth engagement, healthy retail and worksite wellness.

Local health departments from Los Angeles, Orange, and Ventura Counties, as well as the cities of Pasadena and Long Beach, joined the inspirational half-day event. Through the Health Care Agency's *Nutrition Education and Obesity Prevention (NEOP) Program*, nominations were submitted and a team of judges from TRC selected the partners for recognition.

"It was an honor to see the passion behind the work in obesity prevention and tireless efforts of moms, dads, grandparents, even students to introduce healthy change into their neighborhoods, schools, churches and work places," says Maridet Ibañez, HCA's Program Manager for Nutrition Services.

Congratulations to the following Orange County awardees:

- **Champion Mom Amelia Ramos**, Garden Grove was a recipient for the *Excellence Award* for demonstrating leadership in advancing the Champions for Change Mission with her local health department.
- **Linda Franks, Kid Healthy "Padres en Acción"** and **Scott Miller, Our Lady of Guadalupe Church** in La Habra, both received the *Community Health Award* for extraordinary achievement in promoting healthy behaviors and environments in the community, with a primary focus on adult audiences.
- **Gloria Clemens, Clemens's Home Preschool**, Anaheim, received the *Child and Youth Wellness Award* for her outstanding efforts in creating healthier environments for infants and young children.
- **Lau Family, Santa Ana Food Market**, was a recipient for the *Healthy Retail Award* for extraordinary achievement in establishing

healthier food and beverage retail setting in a low-income neighborhood.

- **Pacific Hospitality Group**, representing four hotels in Orange County, was a recipient for the *Workplace Wellness Award* for successful establishment of policies, programs and settings to support healthier workers and worksites.

For more information about the Champions for Change program visit: [www.cachampionsforchange.net](http://www.cachampionsforchange.net) or email Maridet Ibañez at [mibanez@ochca.com](mailto:mibanez@ochca.com).



More than 250 Orange County delegates joined the Champion Summit and Recognition event held on July 16.

## Changes to Employee Recognition

Since 1990, HCA has recognized employees for their dedicated years of service to the County and Agency. Our Employee Recognition Program is an important part of HCA's culture and we are excited to announce a new and enhanced recognition program.

In addition to recognition for years of service, HCA plans to also highlight other outstanding accomplishments and special achievements made by employees.

Stay tuned for more details on the new Employee Recognition program. Information will be shared within the upcoming months.

# September is National Emergency Preparedness Month

**N**ational Preparedness Month, celebrated each year in September, was founded after 9/11 to increase preparedness in the face of any crisis. Emergencies come in many forms – from house fires to accidents to hurricanes – and can occur anywhere. It's imperative that families take the necessary steps to prepare for any emergency.

The following are some tips provided by [Ready OC](#) to help you and your family during an emergency.

- **Make a Plan:** Making a family emergency plan will help you think about important questions and answer them before the disaster strikes. Plan in advance on how you will contact one another, how you will get back together and what you will do in different situations. Visit OC Ready's [Emergency Plan](#) webpage for sample templates.
- **Get a Kit:** You won't know where you will be when disaster occurs, so prepare emergency kits for home, work and your car. It's best to think first about the basics of survival: fresh water, food, clean air and warmth, however, your disaster kit may include other essential items that your family may need in the event such as prescription medicine, diapers or spare contact lenses. For a complete checklist of items, visit OC Ready's [Emergency Kit](#) webpage.
- **Be Informed:** Information is available to assist you from federal, state and local resources. You can find preparedness information by:
  - ♦ Signing up for emergency alerts and notifications at [www.AlertOC.com](http://www.AlertOC.com).
  - ♦ Accessing [www.ReadyOC.org](http://www.ReadyOC.org) to learn what to do before, during, and after an emergency.



To find out more about National Preparedness Month, visit [www.ready.gov/september](http://www.ready.gov/september).

# EPRP news for Supervisors!

**I**f you are responsible for approving applications submitted by your staff for reimbursement of expenses through the **Education & Professional Reimbursement Program (EPRP)**, there is something new available online just for you! In the **EPRP Menu** (left hand side) on the HCA **EPRP Intranet** website at <http://intranet.ochca.com/eprp>, you will now find a new “Supervisors Guide To Reviewing **EPRP** Applications.” This guide is intended to provide you with an overview of your responsibilities in reviewing **EPRP** applications, as well as a general outline of the **EPRP** process. We hope you find it helpful!

The **EPRP** website should contain all the information needed for both employees and supervisors to appropriately navigate the **EPRP** process. Please send an email to [EPRP@ochca.com](mailto:EPRP@ochca.com), if you have suggestions for additional content, resources, information, and/or if you have a question that the website or Supervisors Guide is unable to answer.

## OCTOBER HEALTH OBSERVANCES

National Breast Cancer Awareness Month  
National Physical Therapy Month

International Walk to School Day . . . . .	7
National Depression Screening Day . . . . .	8
Mental Illness Awareness Week . . . . .	11-17
National Hospital and Health System Pharmacy Week . . . . .	18-24
National Lead Poisoning Prevention Week . . . . .	25-31
Red Ribbon Week . . . . .	24-31

**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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# WHAT'S

# UP

keeping staff informed & current

## Health Care Agency implements a new mass notification system

**H**ealth Disaster Management has been leading a workgroup with representatives from all of HCA's service areas to implement a mass notification system for employees and partners. The system is called Blackboard Connect or better known as AlertOC. The system is already widely used by residents, businesses and various County Agencies such as the Orange County Sheriff's Department and Social Services Agency. You may even recognize it by the messages and calls you already receive on your home, cell or work line notifying you of hazards or road closures in your area.

How is this any different from the residential or Amber Alerts you may already receive? While it is similar to the resident side, the HCA AlertOC Employee Portal registers recipients for distribution of information with an emphasis on Health Care Agency issues that can be directed to specific groups, programs, or even work locations.

In October, HCA Employees will receive invitations to register for such notifications through [HCA's AlertOC Employee Portal](#). The process is simple and the benefits of being informed are priceless. Recipients control what information is



received and have options to be notified by email, text or phone calls. If you have not already signed up for AlertOC as a resident, you may do so through [AlertOC.org](http://AlertOC.org).

For more information, please contact Mike Chiles at [mchiles@ochca.com](mailto:mchiles@ochca.com).

## Employee Recognition Program update

**A**s an important part of HCA's culture, staff have been working diligently to develop a new Employee Recognition Program that will better acknowledge and recognize the contributions, accomplishments and special achievements made by employees to the Agency, in addition to honoring the continuous years of service that employees have dedicated to the County.

The existing recognition program has been in place since the 90s. The new Employee Recognition Program, scheduled to be introduced in 2016, will serve to energize and revitalize employees and encourage opportunities for recognition and for those efforts to be acknowledged.

Stay tuned for more details on the new recognition program!

# Flu shot program underway

**W**ith 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.

Influenza vaccination (either shot or nasal spray) is the most effective way to prevent “the flu” and, contrary to a common myth, **the flu vaccine does not cause the flu**. This year’s flu vaccine provides protection against the influenza A and B viruses that are most likely to circulate in the upcoming season.

The annual influenza vaccination program for County employees is currently available and will be offered Monday, Wednesday and Friday at [Employee Health Services](#) (600 W. Santa Ana Blvd., Ste. 405) from 1 – 3 p.m. For more information, please contact EHS at (714) 565-3780 or email [ehs@ochca.com](mailto:ehs@ochca.com). County employees are offered the influenza vaccine at no cost.

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. Many County health plans provide members with free flu vaccination – contact your health plan or health care provider. You can also find locations of nearby pharmacies that provide flu vaccinations at <http://flushot.healthmap.org/>.

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.



# Halloween Health and Safety Tips

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

## Going trick-or-treating?

- Avoid trick-or-treating alone. Walk in groups or with a trusted adult.
- Examine all treats for choking hazards and tampering before eating them. Limit the amount of treats you eat.
- Hold a flashlight while trick-or-treating to help you see and others see you. Always WALK and don’t run from house to house.
- Look both ways before crossing the street. Use established crosswalks wherever possible.
- Wear well-fitting masks, costumes, and shoes to avoid blocked vision, trips, and falls.
- Eat only factory-wrapped treats. Avoid eating homemade treats made by strangers.

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

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

... continued on page 3

## NOVEMBER HEALTH OBSERVANCES

American Diabetes Month

Lung Cancer Awareness Month

Nat'l Alzheimer's Disease Awareness Month

Nat'l Radiologic Technology Week . 8-14

National Nurse Practitioner Week . 8-14

Great American Smokeout. . . . . 9

National Family Health History Day . 26

**health CARE AGENCY**  
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## Had an address or name change lately?

If you've recently changed your name or home address, make sure you update that information with HCA/Human Resources. Keeping your information up-to-date is especially important at the end of the year when W-2s and other correspondence are sent to your home address.



If you need to update your information, please submit a **"Name/Address Change"** form to HCA/Human Resources (click [here](#) for the form). Please email the completed form to [HCAHR@ochca.com](mailto:HCAHR@ochca.com). For any questions on updating your information, please contact HCA/Human Resources at (714) 834-3101.

<b>COMPLIANCE</b> 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.	<b>SAFETY LINE</b>  <b>714.834.SAFE</b> Remember to call HCA Safety to report workplace injuries and other safety related matters. We are here to help!
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### Halloween Tips

continued from page 2

obstacles

- Keep candle-lit jack o'lanterns and luminaries out of reach for pets and small children, and never leave them unattended
- Drive safely and keep your eye out for trick-or-treaters



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

*Clothes make a statement.*

*Costumes tell a story.*

—Mason Cooley

## Benefits Open Enrollment begins October 30

The County of Orange annual benefits Open Enrollment period will take place from October 30 to November 16, 2015. 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.



## Steve Ambriz Award Ceremony November 5

Mark your calendars for the 2015 Steve Ambriz Team Excellence Award Ceremony on Thursday, November 5, 2015 from 2 to 3:30 p.m. at the Board Hearing Room at the Hall of Administration.

Created by HCA and the OCEA Labor Management Committee, the Steve Ambriz Team Excellence Award identifies the qualities and characteristics of effective work teams. It is designed to encourage teams to exemplify the principles featured in the Leadership Development Program, as well as stimulate creative and collaborative action.

Hope to see you there!



**Team Excellence Award**

HCA & OCEA  
LABOR MANAGEMENT COMMITTEE



## OC Postpartum Wellness team wins 2015 Ambriz Award

Congratulations to HCA's Orange County Postpartum Wellness (OCPPW) team within Behavioral Health's Prevention and Intervention Division on being selected as winners of the 2015 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.

OCPPW provides an array of mental health services to women who are at least five months pregnant and to new mothers up to one year after childbirth. Services include assessment/screening, early intervention, individual psychotherapy and supportive counseling, psychotherapeutic and psycho-educational groups, family support, coordination and linkage to community resources and community education. The multi-disciplinary team consists of Clinical Social Workers, Marriage and Family Therapists, a

Mental Health Specialist, Community Workers and Office Support Staff.

Generally, most mothers referred to the OCPPW program are isolated and fearful that the depression or anxiety they are experiencing could lead them to harm their babies. Staff offer support in a non-judgmental manner when educating them about



the baby blues and postpartum depression. With a genuine desire to help and their ability to provide a much needed service to the mothers in the program, each staff member has demonstrated their ability to connect with each of the program's clients. Staff also strives to instill hope in their clients, which is the

... continued on page 8

## There's still time for a flu shot!

The annual influenza vaccination program for County employees is still available at Employee Health Services (EHS) located at 600 W. Santa Ana Blvd., Ste. 405 from 1-3 p.m. For more information, please contact EHS at (714) 565-3780 or email [ehs@ochca.com](mailto:ehs@ochca.com). County employees are offered the vaccine at no cost.

If you cannot take advantage of the County program, we encourage you to seek vaccination

from your health care provider or at one of the many community locations offering the vaccination. Pharmacies that also provide flu vaccinations can be found online at <http://flushot.healthmap.org/>.

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 nose and mouth with a tissue if you cough or sneeze.

# 58,000 meals donated to local food banks

**N**orthgate Gonzalez Market partnered with the **Waste Not OC Coalition** on November 12, 2015 to donate 58,000 meals to local food banks that will be distributed throughout the county. At Northgate's Market Distribution Center in Anaheim, employees loaded several tractor trailers with donated food to be delivered to **Food Finders Orange County**, the **Orange County Food Bank** and **Second Harvest Food Bank**.

Chairman Todd Spitzer and County Health Officer Dr. Eric Handler participated in the donation event, as well as representatives from Northgate Gonzalez

Market, the Waste Not OC Coalition and Food Finders.

Since last year the cities of Orange and Anaheim have donated 130 tons of food equivalent to 210,000 meals. In Orange County, 1 out of 5 children face food insecurity, and is one of the top 10 counties in the nation with the largest number of people facing food insecurity.

**Waste Not OC** was established in 2012 to focus on food recovery to end hunger in Orange County. This private public partnership includes the Health Care Agency, Food Finders, Second Harvest, Orange County Food Bank and the food service industry.

For more information, visit [www.wastenotoc.org](http://www.wastenotoc.org).



On November 12, 2015, Northgate Gonzalez Market donated 58,000 meals to local food banks for donation throughout the County. Chairman Todd Spitzer and Dr. Handler participated in the donation event along with representatives from Northgate Gonzalez Market, the Waste Not OC Coalition and Food Finders.

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

# COR launches new Records Coordinator Program to keep staff informed

In October 29, 2015, HCA's Custodian of Records (COR) Office launched their highly anticipated Records Coordinator (RC) program. Since COR is part of HCA Administration/Management Services, it should come as no surprise that the RC Program was modeled after the successful HCA Safety Department Safety Representative Program.

The first Records Coordinator meeting and training was launched at 17<sup>th</sup> Street's Public Health Learning Center in Santa Ana. The meeting was well-attended by staff representing programs throughout the Agency. Along with providing attendees with an overview of the Records Coordinator Program and its objectives, coordinators were treated to tasty Halloween treats, a raffle drawing and door prizes.

The RC Program was designed with HCA clinical and administrative staff in mind. As a healthcare provider, the Health Care Agency under HIPAA, must comply with rule requirements to protect the privacy and security of health information and must provide their clients with certain rights with respect to their health information. RC training sessions were created to inform and update HCA staff about the requirements governing protection and disclosure of health information in California, which is subject to broad and complex standards. The RC Program provided attendees with an understanding of State and Federal laws, such as HIPAA privacy rules, California Confidentiality of Medical Information, and specialized health information laws covering the release of Mental Health, Drug and Alcohol, HIV and other similar type of patient records.

Training provided throughout this program will help to reinforce the process of releasing patient confidential records and provide guidance when questions arise. Record Coordinators received training materials and information to share with their program staff.

## What is a RC?

A Records Coordinator (RC) is a Health Care Agency Program staff member designated by their

Administrative Management as the primary liaison between their program and the Custodian of Records office. Staff assigned to this role will become subject matter experts (SME) regarding management of records for their clinics and will receive essential training to share with their program staff.

## What are the duties of a RC?

- The RC is responsible for attending and actively participating in the meetings and training sessions offered by HCA Custodian of Records.
- Under the direction of the HCA Custodian of Records office, the RC serves as a coordinator responsible for implementing and maintaining the workplace RC Program which includes record training and the management of patient records.



*The inaugural Records Coordinator meeting held at HCA's 17<sup>th</sup> Street Learning Center on October 29, 2015 was well-attended by HCA staff representing several programs within the Agency.*

## Sample topics to be covered in future sessions include:

- The Laws that govern Confidential Patient Health Records
- Subpoenas
- Record Retention/Record Destruction
- Breaches – Reducing the Risk

The Custodian of Records office is very excited to partner with HCA programs and to foster good communication through the RC program. This program was designed to provide support to HCA staff through training and by creating a forum where staff are able to learn from each other and ask questions in order to better serve our clients.

To find out more information about the HCA RC Program, please visit the Custodian of Records Intranet site at <http://intranet/custodian/rc>.

# PG/PA join to celebrate International Day

The Public Guardian's (PG) office, together with the Public Administrator's (PA) office hosted an "International Day" event held on October 20, 2015 to celebrate the rich ethnic and cultural diversity of both PG and PA staff, as well as many of the hundreds of conservatees that depend on the passionate commitment and excellent fiduciary services provided by these dedicated professionals.

Most of the world's continents were represented with both food and entertainment provided by participating staff, which also included staff from the County Counsel's office. The rich cultural diversity is but one of the strengths that contributes to the high quality of services provided by the staff at the Public Guardian and Public Administrator offices.



## New HIPAA poster available

The Office of Compliance recently developed an informational outreach poster for HIPAA Compliance. The poster is intended to increase workforce awareness of HIPAA Compliance, highlight the major topics of HIPAA privacy and security, and offer important numbers at a glance for both HCA HIPAA privacy and security and county level security contacts.

Color copies of the 11x17 poster will be available by the end of 2015. To request a poster, please contact the Office of Compliance via email at [Officeofcompliance@ochca.com](mailto:Officeofcompliance@ochca.com) or call (714) 834-5172.



### DECEMBER HEALTH OBSERVANCES

- World AIDS Day ..... 1
- National Immunization Vaccination Week ..... 6-12
- National Handwashing Awareness Week ..... 6-12

**HIPAA COMPLIANCE**  
WE RESPECT YOUR PRIVACY

**REMEMBER, IF YOU AREN'T SURE... ASK**

Health Care Agency  
Office of Compliance: (714) 568-5614  
HIPAA Privacy Analyst: (714) 834-5172  
HIPAA Security Officer: (714) 834-3433  
Information Technology Helpdesk: (714) 834-3128

Orange County  
Deputy County Privacy Officer: (714) 834-4082  
County Privacy Officer: (714) 834-3164  
Chief Information Security Officer: (714) 834-2040

**OC health CARE AGENCY**

# HDM participates in Emergency Preparedness Fair

In celebration of National Preparedness month in September, HCA's Health Disaster Management (HDM) Program participated in the Orange County Global Emergency Preparedness Fair held on September 26, 2015.

HDM celebrated the event along with Supervisor Andrew Do, the Sheriff's Department, Orange County Public Works, Marine Corps Association Color Guard, Orange County Fire Authority, Santa Ana Police Department SWAT, Federal Bureau of Investigation, Crime Prevention and K9 teams.

Attendees had the opportunity to view emergency equipment demonstrations, medical surge tents, decontamination suits and operation of decontamination stations. Participants were also allowed access to the Sheriff's helicopter, SWAT armored vehicles and HCA's Health Disaster Preparedness Command Vehicle.

HDM staff provided valuable information to the public by distributing pamphlets and answering questions regarding general emergency preparedness, development of personal preparedness plans and building a kit. Specific information was provided on resources such as AlertOC, the Medical Reserve Corps and Disaster Healthcare Volunteers.



HCA's HDM program celebrated National Preparedness Month in September by participating in the Orange County Global Emergency Preparedness Fair held on September 26. First District Supervisor Andrew Do is pictured with HDM staff Mike Chiles and Jeremy Harris.

To learn more about emergency preparedness planning, visit <http://healthdisasteroc.org/> or <http://bos.ocgov.com/alertoc/alertoc.asp>.

**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!

## Leaves, leaves & more leaves!

- Parenthood Leave
- Pregnancy Disability Leave
- Family Medical Leave
- Leave to Care for Family Member
- California Family Right Act Leave
- Military Leave
- Personal/Discretionary Leave



Visit HCA's Human Resource Intranet website at <http://intranet/hr/forms> for the latest leave policy updates and information on the type of leave that you are entitled to as an employee of the County of Orange. Information on how to request a leave and process to return to work from a Leave of Absence is also available on the Intranet site. Contact Tuoi Tran, HCA's Return to Work/Leave Coordinator at (714) 834-2335 or by email at [ttran@ochca.com](mailto:ttran@ochca.com) for additional information regarding benefits while you are out on a leave.

# Holiday Food Safety Tips

**P**ractice safe food handling procedures to reduce the risk of foodborne illness to your family this upcoming holiday season. May the only “fowl” you commit to your meal be your turkey!

Food safety starts from the purchase, through the proper preparation steps, to the cooking and serving of the turkey and other traditional dishes. HCA Environmental Health provides the following helpful tips to keep your holiday meals safe so you can enjoy the company of your family and friends.

## Food Safety Tips When Shopping

- Buy your turkey preferably 1-2 days before your 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 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 Frozen Turkey Safely

- Wash your hands with soap and water before handling the turkey or any other 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 packaging in a pan of cold water deep enough to cover the turkey. Change the water every 30 minutes and allow 30 minutes for every pound. Cook turkey immediately.
  - ♦ Thaw in a microwave oven. Remove any packaging and place turkey in a microwave-safe pan to catch any juices. Cook turkey immediately.



- 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 clean
- Use separate cutting or chopping boards for

meats and 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 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

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# HCA's Holiday Hope Program

**A**s a Health Care Agency holiday assistance program, Holiday Hope began in 1985 to provide food for the Agency's neediest clients during the holiday season. HCA staff work with a variety of clients ranging in age from infants through senior citizens, many of whom have serious medical and nutritional problems. The program is designed to provide these families with a holiday meal.



Holiday Hope has helped thousands of clients since its inception in 1985. As the economic situation in the County has had an adverse impact, this year the program has become more critical for many of our clients. Because of the dedication of HCA staff and County donors, this program will remain successful for years to come.

HCA staff will accept donations until November 23, 2015. To obtain a copy of the flyer and donation form, visit <http://ocgov.com/gov/volunteer/home/holiday>. For any questions on how to donate, please contact Karla Amezcuita at (714) 834-3104 or [kamezcuita@ochca.com](mailto:kamezcuita@ochca.com).

## Donate Blood

# Give a meaningful gift this holiday season

**S**ave the date for December 9 and 10, 2015 for a Countywide blood drive from 9 a.m. to 3 p.m. The Red Cross Bloodmobile will be parked at the Hall of Administration located at 333 W. Santa Ana Blvd. in Santa Ana. To donate, please sign-up online at [www.redcrossblood.org](http://www.redcrossblood.org) and enter sponsor code OC1.



All participants will receive 2 tickets to the Grammy Museum at LA Live (processing fees apply), 2 tickets to the Laugh Factory (2 beverage minimum purchase) and a discounted ticket offer to an Anaheim Ducks game at the Honda Center and an LA Kings game at Staples Center.

For any questions, please contact Employee Health Services at [EHS@ochca.com](mailto:EHS@ochca.com) or call (714) 565-3780.

# Holiday programs help those in need

**T**he annual 2015 County Holiday Gift Drive for **Operation Santa Clause (OSC)** and **Senior Santa and Friends (SSF)** runs from November through December 23. Last year, donations enabled OSC and SSF to provide gifts and necessities to more than 41,000 children, teens, and families in need, and 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](#)
- **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!

 **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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## Holiday Food Safety Tips

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

## For Further Information

- Let's Talk Turkey – [www.fsis.usda.gov/PDF/Lets\\_Talk\\_Turkey.pdf](http://www.fsis.usda.gov/PDF/Lets_Talk_Turkey.pdf)
- Turkey: Alternate Routes to the Table – [www.fsis.usda.gov/PDF/Turkey\\_Alt\\_Routes.pdf](http://www.fsis.usda.gov/PDF/Turkey_Alt_Routes.pdf)
- Foodsafety.gov – [www.foodsafety.gov/index.html](http://www.foodsafety.gov/index.html)
- Ultimate Shelf Life Guide – [www.stilltasty.com/](http://www.stilltasty.com/)
- Shelf Life Advice – [www.shelflifeadvice.com/](http://www.shelflifeadvice.com/)
- Orange County Food Protection Program – [www.ocfoodinfo.com](http://www.ocfoodinfo.com)

## OCPBW

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catalyst for the recovery process.

Team members support each other daily and can often be found consulting, providing support and encouragement to each other as needed. The services provided by OCPBW can be challenging and emotionally draining for the program's clinicians. In order to practice self-care, maintain healthy boundaries and remain mindful of the work they do, staff check-in with one another and debrief or ask for help. Although education and experience level varies, each team member treats each other as equals and recognizes that each member has his or her own strengths.

Congratulations to the following members from OCPBW:

- Heather Balcom
- Priscilla Avila

# workingWELL Health Fair is well-attended

To celebrate another year of wellness, workingWELL held its 4<sup>th</sup> annual Health Fair on Tuesday October 20, 2015 at HCA's 17<sup>th</sup> Street Clinic. Health Fair participants navigated through four main areas related to physical activity, nutrition, emotional well-being and disaster preparedness. HCA staff participated in different activities including a healthy plate demonstration, an office exercise circuit, and a well-being themed photo booth. Participants who completed all activity areas were also eligible for raffle prizes that were awarded after the event.

The event brought together a number of partners from across the agency including representatives from California Children's Services, Nutrition Services, Health Disaster Management, Behavioral Health Services and Employee Benefits. Finally, the event also showcased the new BMI/ BIA machine stationed in the lunch room at 1725 W. 17<sup>th</sup> street and offered participants an opportunity to interact with Team HardCore members, winners of the Presidential Active Lifestyle Award (PALA) challenge. See you all next year!



HCA's workingWELL program hosted its 4<sup>th</sup> annual Health Fair on October 20 at HCA's 17<sup>th</sup> Street Clinic. The well-attended event provided attendees with an opportunity to navigate through four main areas related to physical activity, nutrition, emotional well-being and disaster preparedness.

- Claudia Cuevas
- Iris Garcia
- Norma Macias
- Golmar Maleki
- Erika Marquez
- Gloria Martinez
- Connie Nguyen
- Perla Peralta
- Elizabeth Saucedo-Gomez
- Veronica Velasquez-Rodarte
- Katie Weber
- Priscila Zuniga

# Environmental Health promotes Childhood Lead Poisoning Prevention Week

Last month, Environmental Health participated in promoting Childhood Lead Poisoning Prevention Week during October 25 to October 31, 2015. Lead Week highlights the year-round efforts of the Childhood Lead Poisoning Prevention Program (CLPPP) team to reduce the incidence of lead poisoning in our county through outreach, partnerships with cities, community based organizations, and businesses, and increasing community awareness.

During Childhood Lead Poisoning Prevention Week, a lead prevention informational table was set up for visitors at Environmental Health headquarters who received valuable information and pamphlets on lead poisoning prevention.

In addition, members of Environmental Health's CLPPP team partnered with the California Environmental Health Association (CEHA) – Citrus Chapter and participated in a lead prevention t-shirt contest during Lead Week. The CEHA Citrus Chapter sponsored the sale of lead poisoning prevention

t-shirts and all those that wore their t-shirt, sent a selfie to be entered into a raffle. A limited number of lead prevention t-shirts are still available and all proceeds go toward environmental health scholarships. Please contact [citrus-chapter@ceha.org](mailto:citrus-chapter@ceha.org) if you are interested in purchasing a shirt.

Lead poisoning is the number one environmental disease for children under the age of six, causing delayed development, behavior issues, reduced IQ, and many other sub-clinical symptoms. High levels of lead in the body can cause seizures, coma and death. Lead based paint in the form of loose chips and dust are the most common source of exposure. Other sources of lead exposure include traditional home health remedies, imported candies, toys, jewelry, pottery, cosmetics, hobbies, and take-home exposure from various occupations.

For more information on lead poisoning prevention, please visit <http://ohealthinfo.com/eh/more/lead> or <http://ohealthinfo.com/phs/about/family/lppp>.



HCA EH staff partnered with the California Environmental Health Association to participate in a lead prevention t-shirt contest. Proceeds from the sale of the shirts go toward environmental health scholarships.



An informational booth was set-up at Environmental Health headquarters in Santa Ana to provide visitors with valuable information on lead poisoning prevention.

Nothing is more honorable than a grateful heart.

—Seneca

# WHAT'S

# UP

keeping staff informed & current

## KIDS Working Group receives recognition

**C**ongratulations to the Kids in Disasters (KIDS) Working Group on receiving a Certificate of Special Recognition from the California Emergency Medical Services Association (CESA), an Award for Promising Practice from the California Department of Public Health and an Excellence in Disaster Preparedness Award from the American Red Cross.

The group received recognition for their contributions and service to children regarding disaster preparedness, response, mitigation and recovery planning. This is achieved by identifying needs, conducting surveys, providing education and training, developing and managing

pediatric input in exercises and ensuring real change in disaster planning and more.

The KIDS Working Group is a subcommittee of the Orange County Disabilities Access and Functional Needs Working Group, led by HCA's Dr. Michele Cheung. Their mission is to engage Emergency Management professionals, public agencies, hospitals, schools, health care organizations, pediatricians and private individuals to promote coordinated efforts and partnerships to ensure that the needs of infants and children are met before, during and after disasters.

The group defines teamwork and collaboration, working together across the spectrum of the pediatric population, while making it work with the plans and policies of the adult and other special needs populations.

### A New Year, A Healthy You!

## Celebrate Orange County's Mental Health Awareness Week

**A** new year brings about reasons to make resolutions better. Why not start with your mental wellness? From January 11-15, 2016, HCA will host **Mental Health Awareness Week** where staff and partners will come together to spread awareness about the importance of mental health and speak out against the stigma about mental illness. Orange County is part of **Each Mind Matters: California's Mental Health Movement**, a community of individuals and organizations working to advance mental health.

Did you know that half of us will have a mental health challenge over the course of our lifetime? Yet research shows that many people, particularly those that are younger, wait a longer time than needed before they get help.

Now is the time to change the conversation about mental health. Celebrate **Mental Health Awareness Week** and show your support by participating in our Ribbon Wall Activity.

All week long, lime green ribbons will be set-up on walls in County offices. Please stop by and sign a ribbon, letting others know that you believe that "Each Mind Matters!" Also throughout the week, stay tuned for wellness tips and activities to support your mental health.

To learn more about Each Mind Matters, visit [www.eachmindmatters.org](http://www.eachmindmatters.org). Look more for details about Mental Health Awareness Week on HCA's social media accounts on Facebook at [www.facebook.com/ochealthinfo](http://www.facebook.com/ochealthinfo) or Twitter at <https://twitter.com/ochealth>.



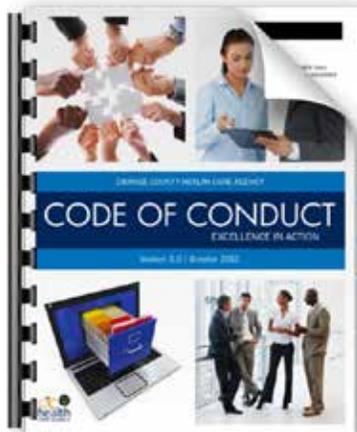


# The Compliance Train has left the station

Each year, HCA's Office of Compliance provides Annual Compliance Training (ACT) to all HCA employee, volunteers and contracted providers. This required training is part of the Office of Compliance's efforts to ensure that you, the workforce, receives current and pertinent information related to your daily activities and duties.

A key element to this year's training is the most recent update to the Agency's Code of Conduct. The 6th Edition of the HCA Code of Conduct is designed to provide guidance to all employees about their compliance responsibilities, as well as where to go with questions or concerns. The new edition also features updated information along with changes in the layout and resources provided. The document

has also been designed for electronic review and use that features key sections tabulated for easy reference and specific topics highlighted throughout each section. Key information is also included at the end of this document within the "Resources Section."



Annual Compliance

Training was released in November and must be completed no later than January 22, 2016. Training can be accessed online at <http://ochealthinfo.com/about/admin/compliance>.

# Della Lisi recognized for Prevention Work

Congratulations to Della Lisi, Health Education Associate in Health Promotion's Alcohol & Drug Education & Prevention Team (ADEPT), on receiving the **Linda Kearns Community Prevention Award** for her passion and commitment to the

**Rx for Prevention – Prescription Drug Abuse Prevention Initiative.**

Della is renowned for her subject matter expertise, ability to establish strong partnerships and her enthusiasm for her work.

In 2006, Della initially came to the Health Promotion Division working on the Safe Healthcare



Project, where she provided residents with information about the dangers of illegal medications and health care. Three years later, Della joined ADEPT to oversee the Prescription Drug Abuse initiative, which was a newly formed

project developed in response to the increase in prescription drug abuse. Upon coming to ADEPT, Della strengthened the initiative by partnering

... continued on page 5

## DID YOU KNOW?

The Health Care Agency is required to ensure that at least one hour of Compliance training is provided to all Agency employees on an annual basis as part of federal guidelines related to the Agency's acceptance of federal health care dollars.

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



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



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

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

# POD Exercise 2015, Safety and Success!

For two years in a row, HCA's Health Disaster Management (HDM) Division, spearheaded by its Cities Readiness Initiative Coordinator Alison Kellman, successfully completed a Point of Dispensing (POD) exercise and met its operational and throughput goals without ANY safety issues. HDM relies on the efforts of dozens of partnering agencies and fellow HCA divisions in order to exercise its POD plans effectively.

HCA's success included the provision of 731

flu vaccines in the cities of Aliso Viejo and Orange. At each site, a walk-up and drive-through method was exercised to ensure HDM and its partners can effectively process affected populations during a large scale disaster, such as a bioterrorism or pandemic influenza event.

HDM is looking forward to continuing their reign next year with safe and successful POD Exercises. If you are interested in participating, please contact Alison at [AKellman@ochca.com](mailto:AKellman@ochca.com) or (714) 560.6107.



*HDM provided 731 flu vaccinations in the cities of Aliso Viejo and Orange during a POD exercise in October, which included both a walk-up and drive-through method.*



# Holiday Grief

**A**s the year comes to a close and the holidays rapidly approach, you and those around you may experience a range of emotions. Examples of things that might bring excitement include new additions to the family, career changes and spending time with those we care about. There might also be sadness over things that have not been accomplished, struggles over health issues or finances and memories of loved ones who are no longer with us. Balancing these conflicting emotions can also be challenging and possibly painful for some.

When thinking about grief around the holidays advice from the American Hospice Foundations (AHF) states, "Some people find it helpful to be with family and friends, emphasizing the familiar. Others may wish to avoid old sights and sounds, perhaps even taking a trip. Others will find new ways to acknowledge the season." This reminds us to honor our process and to be kind to ourselves.

The AHF and GRIEF.COM suggests:

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

### Mental Health resources:

- OC 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
- Emergency and Treatment Services . . . . . (714) 834-6900

## JANUARY HEALTH OBSERVANCES

- Cervical Health Awareness Month
- National Glaucoma Awareness Month
- Thyroid Awareness Month
- National Folic Acid Awareness Week . . . . . 4-10
- Healthy Weight Week . . . . . 18-22
- National Drug & Alcohol Facts Week . . . . . 25-31

# Holiday Gift Drive extended

**T**he County's **Holiday Gift Drive** program has been extended to December 23. New and 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.



Donations can also be made online at [http://ssa.ocgov.com/volunteer/donations/osc\\_donation](http://ssa.ocgov.com/volunteer/donations/osc_donation) or [http://ssa.ocgov.com/volunteer/donations/sr\\_santa\\_donation](http://ssa.ocgov.com/volunteer/donations/sr_santa_donation).

*Angel Tags*, which provide gift suggestions for needed items, as well as collection boxes where gifts can be dropped off, are located in County buildings and all OC Public Libraries. To learn more about how you can volunteer to make a difference this holiday season, call (714) 679-2438 or [click here](#). Your support is appreciated!

Please see the following below for HCA's drop off locations:

- 405 W. 5<sup>th</sup> Street, 2<sup>nd</sup> floor lobby
- 303 W. Lincoln Ave., Ste. 130, Anaheim
- 200 W. Santa Ana, Ste. 100, Santa Ana
- 1725 W. 17<sup>th</sup> Street, Santa Ana

## New Employee Recognition Program

Implementation details, guidelines and procedures will be sent January 2016.

# CVS Pharmacy is a “Smoke-Free Superstar”

The Orange County Tobacco Education Coalition (OCTEC) has recently created a “Smoke-Free Superstar” Recognition Program to honor Orange County establishments that are 100% smoke/tobacco-free as part of an effort to publicly thank those nontraditional partners who help to keep our community healthy.

OCTEC presented its first award to CVS Pharmacy. In October 2014, CVS Pharmacy stopped selling cigarettes and all tobacco products at more than 7,600 stores nationwide. This decision helps keep tobacco out of the hands of youth and encourages adults who smoke to quit by using CVS Pharmacy cessation resources. CVS also recognizes that pharmacies are contributors to community health and that tobacco use detracts from those efforts. OCTEC members, including staff and interns from HCA’s Tobacco Use Prevention Program (TUPP), visited CVS Pharmacy stores and presented “Smoke-Free Superstar” certificates in gratitude for promoting health and wellness. Pictures at various CVS Pharmacy stores will be posted on the OCTEC website at [www.octec.org](http://www.octec.org) to further acknowledge their commitment to better health.

If you know of any establishments in Orange County that are 100% smoke/tobacco-free that should be recognized as a “Smoke-Free Superstar,” please contact TUPP by calling (714) 541-1444.

**Della Lisi**

*continued from page 2*

with law enforcement, school administrators, prevention coalitions, and health care professionals. With these partnerships, she continues to increase awareness of the problem and provides resources to reduce access of nonmedical use of prescription medication.

For the last five years, Della has coordinated the Orange County Prescription Abuse Prevention Coalition, a countywide network of healthcare professionals, parents, law enforcement and prevention professionals dedicated to reduce prescription abuse in Orange County. She is also a member of the California Prescription Drug Abuse Prevention Work Group, a statewide professional prevention strategies group.

Each year, a recipient who best exemplifies true and selfless dedication to the field of alcohol, drugs, and tobacco prevention is presented with the Linda Kearns Community Prevention Award at the annual Orange County Substance Abuse Prevention Network (OCSAPN) Showcase. The Showcase is an event where community agencies exhibit their resources to assist schools and parents in connecting with the wide array of local agencies that are available to assist families with prevention and treatment services.



HCA’s TUPP program visited CVS locations throughout Orange County to present each store with “Smoke-Free Superstar” certificates in gratitude for promoting health and wellness.

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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