KEEPING STAFF INFORMED AND CURRENT

**FEBRUARY 2017** 



## DIRECTOR'S MESSAGE

February 2017 is a pretty meaningful month for me for two reasons: on one side of the coin, it's a time to commemorate a very important anniversary – it was exactly five years ago that I became the Director of the Health Care Agency; on the other, it's time to share with you – my friends and colleagues – that I've made the decision to announce my retirement, which will be effective March 30.

So what happens next? The County is conducting a public recruitment to select your next director, and I hope to have time to work with whomever is chosen in the weeks to come to ensure and support a smooth transition.

Something I'll be sure to tell him or her is this: While this position comes with operational, legal, and fiduciary responsibilities, there are three major duties to keep at top of mind. **The first is the duty to care.** You work with more than 2,500 employees at HCA and for the people of Orange County. When it comes to the folks who live, work and play here, what we do directly impacts the quality of their lives. It's important to get it right. The second is the duty to be informed. Read the contracts. Understand the processes. Learn

# IN THE SPOTLICHT Highlighting the People and Programs Serving our Mission

# **IT Work Comes Naturally For Self-Taught Enthusiast**

### Richard Hassan

With a natural passion for tinkering and finding out how things work, Richard Hassan discovered his professional calling in the information technology (IT) field when experimenting with building his own personal computer.

Richard's IT experience stemmed from his keen interest in determining how computers function systematically, from every internal component piece to the operating software; and, with time, he eventually became really good at figuring it all out. His position at the U.S. Department of Veterans Affairs where he worked as an IT field technician and network administrator further solidified that

a career in the network and computer industry was the right choice for him.

These days, you'll find Richard managing projects at HCA/IT as a Business Analyst II working with Public **Health Services** Radiology at the 17th Street Clinic to provide IT-related systems support as well as with Correctional Health Services serving as IT lead to support their electronic health record system.



Richard Hassan, Information Technology Business Analyst II.

. . . continued on page 2

### **Director's Message** continued from page 1

our programs. Talk with staff. Fully educate yourself and know the business. The third is the duty to act. If you see something that needs to change, stop, be corrected or moved forward, you must take action in partnership with our leadership on the Orange County Board of Supervisors and within the County Executive Office to help the Agency achieve its mission.

These focuses have been my compass, and I hope they will serve you as well as they have served me. Thank you for our time together, and you'll be hearing more from me soon.

Sincerely,





P.S.

As a result of the communication surveys HCA conducted, your feedback affirmed a need for employee engagement in the form of an employee suggestion program. HCA implemented the Suggestion Box on October 18, 2016. From the first day we launched the virtual Suggestion Box, comments have poured in and you've told us what's up. Many of the comments pertained to specific service areas. While respecting anonymity, I have shared suggestions with the service area directors who have carefully reviewed the comments and provided responses to your comments.

Visit the Suggestion Box intranet page at <a href="http://intranet/admin/sb">http://intranet/admin/sb</a> for new responses, and please keep telling us what's up!

IT Work Comes Naturally For Self-Taught Enthusiast continued from page 1

Coming from a non-IT world before my career now, I understand that it's essential to provide staff with information and guidance in layman's terms when it comes to managing and organizing the projects I'm tasked with at HCA. I also do my best to educate staff about the IT aspect and provide suggestions to enhance the programs and services they provide.

Richard Hassan,
 Information Technology Business Analyst II



With his ongoing contributions to HCA and the community, it should come as no surprise to readers that Richard was nominated by his colleagues and selected as January's Peer-to-Peer award winner. Congratulations, Richard!

## Health Disaster Management Staff Honored for Helping Community

Two Health Disaster Management (HDM) staffers received top honors from local and state partners for the great work they did with the Social Services Agency (SSA) to help prepare Orange County residents in the event of a disaster.

**Dr. Michele Cheung**, Medical Director for HDM worked with SSA and other County agencies to develop an 'Unaccompanied Minors Plan' that focuses on caring for children who may be separated from their parents during a disaster. As HDM's Training, Exercise and Planning Coordinator, **Jeremy Harris** helped staff organize, plan and mobilize resources using mutual aid to support an SSA response to a shelter emergency training event.

Vance Taylor, Director of Access and Functional Needs for the California Office of Emergency Services recognized their commitment and dedication to disaster preparedness and summarized their efforts by commenting, "The commitment to the work you do today is someone's saving grace."

To learn more about HCA's Health Disaster Management Division, click here.

HDM staff received recognition during SSA's Emergency
Management Recognition Awards. Pictured (left to right): Vance
Taylor, HCA; Carol Wiseman, SSA Chief Deputy Director; Sheriff
Sandra Hutchens; Donna Boston, OCSD Director of Emergency
Management; and Jeremy Harris, HCA. Not pictured is Dr. Michele
Cheung, HCA.

# Mike Carson Profiled by the Curry International Tuberculosis Center

To spotlight his great work regarding tuberculosis (TB) control in Orange County, Curry International Tuberculosis Center (CITC) profiled **Mike Carson**, HCA's program manager of Tuberculosis Control and Refugee Services in the organization's recent newsletter. Read the full article here.

"Working with Mike reminds me of something General Colin Powell once said: 'Great leaders are almost always great simplifiers, who can cut through argument, debate, and doubt to offer a solution everybody can understand.' Of the many things I have come to admire about Mike, I most appreciate his fine intellect and strong analytical skills. We can discuss complicated situations, and he can cut through all the extraneous details, and come up with a plan of action that is rational and easily understood by all levels of staff," said **Dr. Julie Low**, Orange County TB Controller.

CITC is designed by the Centers for Disease Control and Prevention as the regional training and medical consultation center for the Western Region. Mike currently serves as a CITC faculty member who's provided trainings to members and hosted mini fellowships for new TB clinicians and staff, providing first-hand knowledge and experience carrying out TB control activities.

To learn more about HCA's TB Control program, visit Pulmonary Disease Services.

# Intern Jillian Huynh Praised for Flexibility and Teamwork

As an intern for Behavioral Health Services' Driving Under the Influence (DUI) and Court Program, **Jillian Huynh** wears many hats to help her team with important projects and provides staff coverage. It's also why she's being recognized as the recipient of the program's quarter Platinum Award.

Jillian serves as an Alcohol Liaison Officer (ALO) where she assists the DUI team at four different court locations to ensure that service is continually offered to clients. She's tasked with providing DUI referrals to the public and works with providers and court staff to track enrollments and status reporting. Jillian is also the program's main research assistant and coordinates the administration of the Conditions of Last Drink survey across all court locations in partnership with Public Health Services.

The DUI and Court Program's peer award recognizes the program's shining stars and highlights their photo and accomplishments at each of the court locations where DUI and Court Program staff are stationed.

For more information about the DUI and Court Program, visit <a href="http://ochealthinfo.com/bhs/about/aqis/court/dui\_programs">http://ochealthinfo.com/bhs/about/aqis/court/dui\_programs</a>

Jillian Huynh, intern for Behavioral Health Services' Driving Under the Influence (DUI) and Court Program



I hope to pursue a career in law enforcement one day. This internship helps to expand my knowledge about the justice system and gives me an opportunity to learn a great deal about the services that the DUI and Court program provides to the community. It's a great feeling to know that the work I do as an ALO intern helps HCA's clients gain control of their lives.



- Jillian Huynh,

Intern for Behavioral Health Services' Driving Under the Influence (DUI) and Court Program

**#MeetTheMDs - The Final Chapter** 

Whether it's hiking into the hills of Guatemala or riding in the back of a truck around the island of Haiti, HCA medical doctors have used their expertise to improve the health and wellbeing of people and communities around the world.



Our Deputy Public Health Officer, **Dr. Helene Calvet**, has traveled to India, Guatemala, Vietnam, the Republic of Marshall Islands, Guam and Bangladesh—to name a few—where she's either taught or practiced medicine. She attributes her interest in pursuing public health on her first trip to India while in medical school where she journeyed alongside medical students to the countryside and learned how they chlorinated wells and hosted vaccination campaigns. "It was these higher level activities that planted the seed for my interest in public health," said Dr. Calvet.

**Dr. Ann Pan**, one of our pediatricians, shares a similar sentiment and passion for using her medical talents worldwide to help those in need by counting, packing and administering medications, bringing mobile clinics into village settings, and more.



"The nice thing about medical education is that you have the opportunity to use your skills to work in areas where they may not have access to medical care," said Dr. Pan. "I've had the opportunity to go to Haiti, Thailand and Kyrgyzstan."

Learn more about Drs. Calvet and Pan's international humanitarian and volunteer efforts by watching the final installment in the #MeetTheMDs campaign <a href="here">here</a>, which includes a beautiful collage of photos from their trips overseas.



## New Food Facility Inspection Report Emphasizes Health and Safety of OC Residents and Visitors

Food facilities in Orange County are now being inspected using a new "checklist" inspection report that's better aligned with other state jurisdictions to focus on risk-based factors and emphasize the prevention of foodborne illness.

Introduced by HCA's Environmental Health (EH) division last month, the new Retail Food Inspection Report is based on the California Food Inspection Data Fields Marking Guideline and aligns with the risk-based inspection process that was adopted by the Orange County Board of Supervisors in August 2015.

#### Key components include:

- Routine inspections will now be provided in a "checklist" format, which will recognize food facilities for complying with critical risk factors, in addition to noting those violations that need to be corrected.
- The inspection report is divided into three sections: (1) Critical Risk Factors, (2) Good Retail Practices and (3) Compliance & Enforcement to more clearly depict the degree of risk associated with each violation and measures taken in response to the observed violation.
- Posting of the inspection notification seals (Pass, Reinspection Due-Pass, Closed) will remain the same.

For a thorough description of the changes, read the Retail Food Program Inspection Guide <a href="here">here</a> or visit <a href="www.ocfoodinfo.com">www.ocfoodinfo.com</a> to learn more about Environmental Health's Food Protection Program.



With the new inspection mandates and all of our new EH Food Protection Program staff members, this new process will assist with productivity, efficiency and effectiveness in a tremendous way.



Denise Fennessy,
 Regulatory/Medical Health Services Chief of Operations

## WHAT YOU NEED TO KNOW TOPICS AND TRENDS IN THE NEWS

# 5 Things You Need To Know About New Car Seat Law

- Effective January 1, 2017, State law requires kids to stay in rearfacing car seats until they are two years old, 40 pounds or 40 inches tall.
- According to a 2007 study in Injury Prevention, children younger than 2 are 75 percent less likely to die or be severely injured in a crash when they're riding in rear-facing car seats.
- 3 Parents who break the law could face fines up to \$400. Read more about the new car seat law here.
- It's important for parents to know when to replace a car seat. Children have outgrown their current car seat when there is less than one inch of space between the top of their head and the top of the car seat.
- 6 HCA's Public Health Services provides free car seat inspections, classes and a whole host of car seat safety resources available here.



# Health Promotion Division Comes Together as One

HCA's Health Promotion (HP) division staff, who were previously housed in two different locations, now all work together in one office space and have joined other Public Health Services programs at 1725 W. 17th St. in Santa Ana.

After more than a decade of talking about bringing the division together, Health Promotion provides the same comprehensive education and prevention services at a single spot. An area previously used as clinical space that included exam tables and a bathroom was completely gutted and renovated to create newly designed office space to house a total of 35 staff, interns, giveaway items and educational materials.

"They say it takes a village, and our village people were nothing but the best to make our move to 17th St. such a success," said **Amy Buch**, Health Promotion division manager. "Many thanks go to HCA Facilities as well as OC Public Works



View the before and after photos of Health Promotion's new location by clicking here.

Facilities, Information Technology staff, and the entire Health Promotion division and everyone at the 17th St. clinic for making the transition such a smooth one!"

Learn more about the Health Promotion Division here or drop by and visit their new location!

# Is Your Program Missing an Opportunity to Utilize an Intern or Volunteer?

Bringing an intern or volunteer on board is a winwin for everyone, but is your program missing out on the opportunity? During Fiscal Year 2015-16, HCA Volunteer Services coordinated and placed 495 interns/volunteers who contributed a total of 58,400 hours of service. This equates to processing up to 45 interns/volunteers a month.

Most of these placements have occurred within Behavioral Health Services and Public Health Services, service areas that have developed opportunities structured specifically for interns/volunteers. With a goal in mind to help bring on more to other programs and service areas at HCA, **Shelly M. Lummus**, new HCA Volunteer Services Coordinator is here to help.

Interns and volunteers can be an essential part of the team to help support a program's special project or participate in community outreach and enhancement of services, all while gaining valuable work experience or to complete practicum hours required by universities or licensure. Read about a BHS intern's success story on page 4.

When an individual completes an internship, he/she brings on replacements allowing seasoned interns to do the initial training of new placements prior to leaving. Placements can be short, such as those within Public Health Community Nursing that offer structured rotations of three, 8-hour days, while BHS has practicum placements for over a year. Some opportunities like those with the Medical

#### Shelly M. Lummus, new HCA Volunteer Services Coordinator

Reserve Corps can be ongoing and ready to deploy if the county has any kind of disaster.

Volunteer Services is part of Administrative Services and provides support to all programs and service areas in HCA. Click here to learn more, or contact Shelly M. Lummus at (714) 834-6620 or via email at VolunteerServices@ochca.com.

I understand that supervisors have limited time to take responsibility for intern and volunteer placements. I plan on doing site visits this year with each of HCA's service areas to educate myself and inform staff on ways to bring on interns/volunteers and how I'm here to assist with the process.

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- Shelly M. Lummus, HCA Volunteer Services Coordinator

# SERVICE AWARDS

On behalf of the Health Care Agency Executive Team, we extend our heartfelt congratulations to each of you for your years of service to our department and the County of Orange.

# 2016 Fourth Quarter Service Awards (Oct. 1 – Dec. 31 Hire Dates)

### 35 Years

Judy Ogan

### 30 Years

Gema Arranda Kevin Vann

### 25 Years

Gerard Aguirre Janice Coniglio Joseph Guzman Patricia Stancato

Delia Aponte Forouzandeh Farzan Sarah Huynh Chiu Vu

Ronald Bennett Rosa Fernandez Steven Sharp

### 20 Years

Jeannine Bender Erlinda Doyo-Hou Florin Maracine Vanessa Thomas
Pauline Bui Jenny Hudson Maria Olvera

Joseph Chen David Maciel Kelly Soemantoro

Mercedes Madrid

### 15 Years

Nonette Chee

Alicia Acuna Mark Davis Diana Mentas Christopher Ried Carolina Aucott **Ezequiel Guitierrez** Diana Nava Cheryl Rowe Mirtala Azzolina Jennifer Henriquez Marcel Navarro Kathryn Schwabl Vincent Baca Mary Herzog Helen Ninh Karina Vasquez **Beatriz Baires Bradley Hutchins** Tammy Nguyen Jennifer Wayt Renato Bautista Jr. Travers Ichinose Theresa Orozco Christina Weckerly-Ramirez Rodriguez Flavio Bernal Duy Lam Shellee Zeller Milagros Ortiz Elana Bishop Tricia Landquist Chika Owuama Mariam Zhowandai Jean Brayer Lance Lindgren Anna Peters Teresa Zimmerman Christy Castiglione Benito Luna

Quyen Phan

#### Service Awards continued from page 10

### 10 Years

Sandra Alvarez
Charlie Arispe
Scarlett Bajjali
Amy Buch
Christian Carbajal
Donna Cooper
Linda Cox
Ricardo Delgado
Hanaa Escatel
Julia Gomez
Asmeret Hagos
Nathan Huynh
Marco Ibarra Villegas

Lawrence Lingren Terrance Maher Elizabeth Martinez

Katherine Lam

Vivian Moen

Julie Nguyen
Mylien Nguyen
Douglas Phan
Gene Pineda
Erika Punchard
Ryan Ramos
Catherine Roque
Bobi-Jo Ross
Rodrigo Sigala
Selma Silva
Tamara Spataro
Roland Tabangin
Luiz Torres

Adriana Vasquez

Jessica Vasquez

Sheryl Woodhouse

David Vu

### **5 Years**

Jorge Bueras
Erin Corbin
Christina Damian
Temple Jellerson
Rosalba Morales

Navie Persaud-Daniel Nancy Roman Delgado Adelene Tsujiuchi Matthew Zahn

# FEBRUARY Health Observances

American Heart Month

International Prenatal Infection Prevention Month

National Children's Dental Health Month

National Wear Red Day ...... 3

World Cancer Day.....4



### **MISSION**

In partnership with the community, protect and promote the health and safety of individuals and families in Orange County through:

- Assessment and planning
- · Prevention and education
- Treatment and care



### **Connect with Us**

The **What's Up** newsletter is created and distributed monthly by HCA Communications.

Please call (714) 834-2178 with any suggestions or comments.

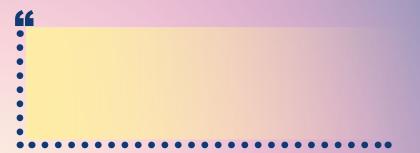
# Welcome to Challet

a feature designed to bring each edition of our newsletter to a close with something that inspires you.

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"As an HCA Information Technology Network Engineer, I am fortunate to be able to visit offices throughout Orange County. With so many beautiful locations, scenes like this one at our Water Quality Laboratory at Shellmaker Island in Newport Beach give me a deep appreciation for its diverse landscape."

 Angelo Lugo, Network Engineer, HCA Information Technology



"Friends and staff from HCA's Custodian of Records Office and Environmental Health got up before dawn to participate in the 26th annual Children's Hospital of Orange County (CHOC) Walk at Disneyland Park and Disney California Adventure held last year in October. What a great opportunity to be part of this event that set a record and raised more than \$3 million." Back row, left to right: Kiki Cason, Ashley Reynolds, Karen Newe, Linda Rodriguez, Lauren Shade, Christina Buranday, Edgar Duarte, Osman Taban and Linda Sasaki. Front row, left to right: Julie Hobberlin, Zohreh Moghaddam, Annice Guada, Joyce Lim, Allison Sasaki and Eliza Yamamoto.

Karen Newe, Manager, HCA Custodian of Records



What inspires you? Would you like to share a motivational quotation, photograph you've taken of something beautiful – even a fitness tip or healthy recipe – with Uplift for consideration? If so, send it via email to <a href="mailto:tlandquist@ochca.com">tlandquist@ochca.com</a>, and please be sure to include your job title, division name, and a sentence or two about why it moves you. Please know that not all submissions will be used; decisions are at the discretion of HCA Communications.