



Director's Message

Dear OC Health Care Agency (HCA) Team,

As we countdown to 2023, I hope you are as excited and positive as I am, about the future of the HCA, and all we do in Orange County (OC). We have faced, and continue to face, many challenges including respiratory syncytial virus (RSV), monkeypox, influenza, and of course COVID-19 and its variants. In addition, there are the 'regular' matters we are tasked with such as crisis intervention, care for the incarcerated, veterans' services, along with our many public and mental health programs. Don't forget issues which rise from time to time such as rabid bats, avian

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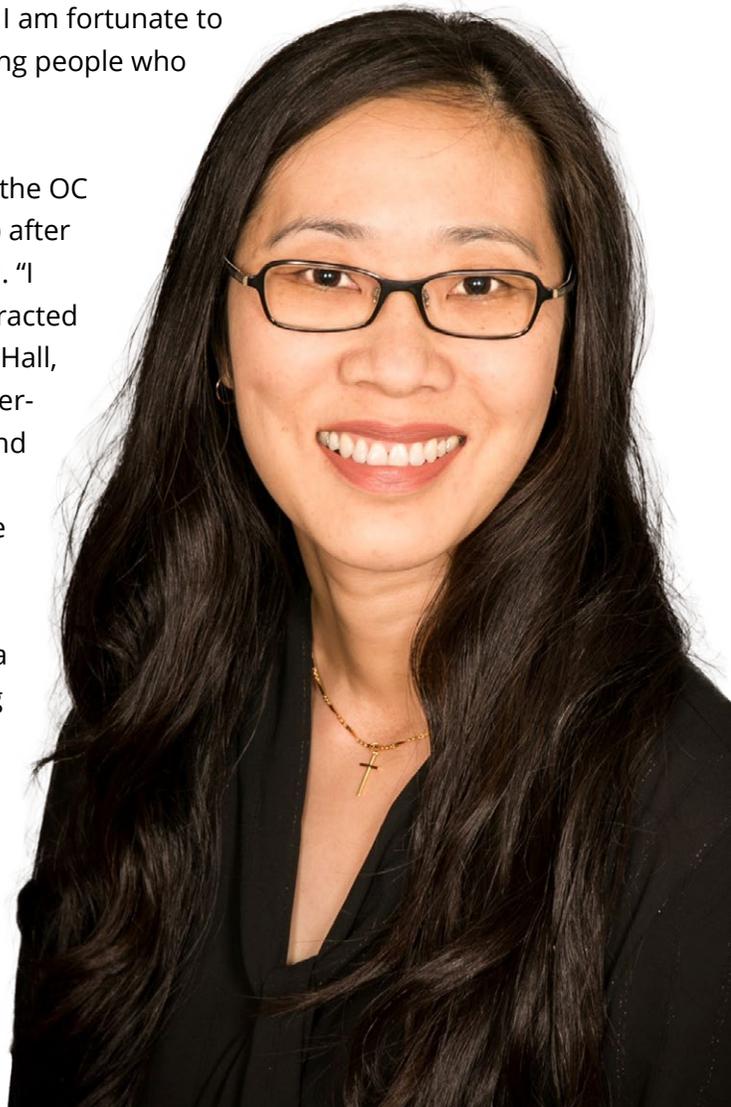
Peer-to-Peer

Dr. Linh Pham

"I see myself as a worker bee partnering with others in the hive to ultimately provide and improve the medical care of Orange County (OC) residents." Peer-to-Peer recipient **Dr. Linh Pham**, Physician II-Correctional, Correctional Health Services (CHS), Juvenile Health Services (JHS), has been a "worker bee" for 8 years with the County of Orange. When asked what she likes most about her work, Dr. Pham said its her coworkers, "Everyone is dedicated to their job and performs their job duties with the utmost care and abilities. I am fortunate to work with such outstanding people who do outstanding work."

Dr. Pham said she joined the OC Health Care Agency (HCA) after being referred by a friend. "I started working as a contracted physician for the Juvenile Hall, and really enjoyed the interactions with the youths and the staff." Her career has focused on youth. "Before joining the HCA I worked as a general pediatrician as well as a physician on a mobile asthma van taking care of children with asthma. When people ask what I do for work I tell them I'm a pediatrician, but I work mostly with the adolescent population."

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FEATURED ARTICLES

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Director's Message

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flu, and health outbreaks. Despite it all, we continue moving forward as evident by our specialty and strategic programs, and through it all you are the main reason thanks to the excellent work you do. You are part of a tremendous and dynamic team doing incredible work and I am proud of you! No matter the task or tasks we face, the HCA's ability to serve and shine is a result of you and all you do. I hope you are as proud and humbled, as I am, to be with the HCA.

Among the reasons I'm excited and positive about the future is the symposium the HCA recently co-hosted entitled; The Future of Health Care: Innovations in Data to Achieve Health Equity. Several HCA colleagues attended the daylong symposium which featured California Surgeon General Dr. Diana Ramos, the HCA's **Dr. Margaret Bredehoft** and **Dr. Veronica Kelley** as well as myself and other health leaders from OC. I truly believe the symposium shows the HCA continues to

lead the way in creating a collaborative approach to health care, along with our partners in OC, to serve our community. You can read more about the symposium in this newsletter.

You can also listen to the opening remarks from the symposium, which was hosted by **Hieu Nguyen**, Director of the Office of Population Health and Equity. Welcome addresses were presented by the Honorable Doug Chaffee, Chair, OC Board of Supervisors, 4th District and the Honorable Donald P. Wagner, Vice Chair, OC Board of Supervisors, 3rd District. The opening keynote features Dr. Steven Goldstein, Vice Chancellor for Health Affairs with the University of California-Irvine; and addressing the [Social Progress Index](#) is Michael Green, Chief Executive Officer with the Social Progress Imperative. You can hear their presentations by clicking [here](#).



OC Health Care Agency (HCA) and Advance OC welcome keynote speaker Dr. Diana Ramos on the importance of data within the Equity in OC Initiative. (L-to-R): **Dr. Clayton Chau**, HCA Director; Mary Zhuang, AdvanceOC; **Emmi Monsour**, Admin. Manager (AM) I, Office of Population Health & Equity (OPHE); **Wesley Shain**, Staff Specialist (SS), OPHE; **Jill Lubarski**, SS, OPHE; Dr. Diana Ramos, California Surgeon General; Katie Kalvoda, Advance OC; **Luis Gonzalez**, Co-Director, OPHE; **Hieu Nguyen**, Director, OPHE; Elsy Salcedo and Leanna Fong, Advance OC; and **Ryan Natividad**, AM I, OPHE.

Even though it's the end of the year December has significant cultural and health matters including:

- December 1 [World AIDS Day](#)
- December 5-9 [National Influenza Vaccination Week](#)
- December 18 [Hanukkah](#) (starts)
- December 25 [Christmas](#)
- December 26 [Kwanzaa](#) (starts)

Also, if you could use a little help with mental health wellness during the holiday season check the link to our most recent Your Health Matters OC episode on page 17.

Finally, I'd like to fondly wish you and yours a peaceful, joyful and happy holiday season and a great new year!

Stay Well,



Clayton Chau MD

Dr. Clayton Chau
MD, PhD, MASL
HCA Director

Peer-to-Peer *continued from page 1*

Being in the spotlight is not something Dr. Pham, a Board-Certified Pediatrician, seeks out. Her colleagues said she is highly respected, consistently goes above and beyond in service, and is a natural leader. Dr. Pham acknowledges and returns the praise, "I'd like to think that I perform my job with thoroughness and empathy. But I am only as good as my team. I'd like to thank my colleagues and coworkers for their support. I wouldn't be able to perform my job without *them*."

OPERATION SANTA CLAUS and **SENIOR SANTA AND FRIENDS**

NOVEMBER 15 - DECEMBER 30

Help bring joy to Orange County's seniors, foster youth and children of families in need.

To donate new, unwrapped gifts or to make an online donation, please visit:
www.ssa.ocgov.com/DonateOSC
www.ssa.ocgov.com/DonateSSF

Operation Santa Claus is a collaborative effort between the County of Orange Social Services Agency, OC Health Care Agency, OC Probation, Orange County Child Support Services and OC Community Resources.



A Vision for the

FUTURE OF HEALTH CARE

in Orange County

The OC Health Care Agency (HCA) co-sponsored and organized a symposium on the future of health care which focused on the use of data to deliver quality care for Orange County's (OC) diverse populations. "The future will use innovations in data to achieve health equity in OC," said **Dr. Clayton Chau**, HCA Director. "Data-driven health care is pivotal to organizations' well-being. I see the HCA's role as the convenor and facilitator to bring all major players and health systems in OC together, in the creation of a transformed system of care delivery in OC that addresses inequity and provides optimal health for all," he said.

The symposium included breakout sessions. In one of them, County Health Officer **Dr. Regina Chinsio-Kwong (Dr. CK)** explained the HCA has the responsibility for caring for the public and high-risk communities, no matter the challenges. "The COVID-19 pandemic presented a unique experience, breaking down barriers

to provide more real-time data (vaccination rates, cases, hospitalization rates and deaths) and allowing more collaboration across the county," she said. "We need to build on the momentum gained throughout the pandemic to continue working collaboratively with private and public entities to make meaningful impacts on our community. Data will help us achieve precision-public health changes that can have more lasting positive impacts on the underserved," said Dr. CK.

Dr. Margaret Bredehoft, Chief of Public Health Services (PHS) facilitated a breakout session on innovations in public health. "Stories inspire but numbers convince," said Dr. Bredehoft. She said the symposium explored challenges and opportunities such as, "New data sources that include the community and qualitative data from communities facing disparities; data disaggregation to better identify risk and outcomes; building data capacity among community health



partners; community involvement in shaping data collection systems; and other important areas.”

A breakout session on innovations in mental health featured **Dr. Veronica Kelley**, Chief of Mental Health and Recovery Services (MHRS). “The partnership with Mind OC and the creation of the Be Well campus exemplifies innovative collaboration, focusing on Behavioral Health services for all Orange County residents regardless of payor source,” said Dr. Kelley.

Hieu Nguyen, Director of the Office of Population Health & Equity served as host of the event. “Along with our conference partners, AdvanceOC and the University of California-Irvine, the HCA recognizes data as a critical element in addressing health equity. When data is absent, entire populations are overlooked and inequities persist,” said Hieu. In addition to many HCA staff, the audience included medical practitioners,

scientists, researchers, community organizations, patient advocates, students and the community at large. Orange County Board of Supervisors Chairman Doug Chaffee and Vice-chairman Donald P. Wagner addressed the audience as did California Surgeon General Dr. Diana Ramos.

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- 1 The OC Health Care Agency's (HCA) role in convening and facilitating the major players was evident in the symposium as **Dr. Clayton Chau**, HCA Director, moderated a panel discussion with leaders from CalOptima, UCI Health, Providence Southern California, Kaiser Permanente OC and City of Hope-OC. The panelists discussed the barriers and challenges to creating an integrated system that doesn't require so much navigation support; and discussed the vision for an improved health care delivery system that supports integration, equity and quality health for all. The health leaders committed to share information; collaborate on shared technology platforms; and to meet on a regular basis – with an initial focus on CalOptima Health members.



2 “Inspired by the discussions at the symposium, Public Health Services (PHS) is committed to supporting a range of projects designed to modernize the public health data infrastructure where and how data are collected, analyzed, and interpreted with an eye toward equity,” said **Dr. Margaret Bredehoft**, Chief of PHS.

3 “The OC Health Care Agency is committed to working with our partners to facilitate data conversations, align data strategies across systems, and center data equity as a foundational component of health equity,” said **Hieu Nguyen**, Director, Office of Population Health & Equity.



4 “The OC Health Care Agency (HCA) has the responsibility for caring for the public and high-risk communities,” said **Dr. Regina Chinsio-Kwong**, County Health Officer, seen here at a breakout session. She explained, “the HCA is reliant on state, census, death and communicable disease reported data. However hospitals, health systems and local providers have more specific real-time chronic condition data that HCA does not have visibility of unless it is shared. This makes it difficult to make data-informed decisions for the county at large.”

5 **Dr. Veronica Kelley**, Chief of Mental Health and Recovery Services, sharing the importance of collaboration and shared accountability in Behavioral Health during breakout session.



Congratulations to Nominees and the Winning Team in the 2022 Team Excellence Award

Nominations from 5 OC Health Care Agency (HCA) teams were entered in the 2022 HCA/Orange County Employees Association (OCEA) Labor & Management Committee's (LMC) Steve Ambriz Team Excellence Award (TEA). In alphabetical order: Children and Youth Services – Program of Assertive Community Treatment (CYS Pact); Collaborative Services/DUI-Drug Court Programs; Housing Supportive Services (HSS); Mental Health Services Act (MHSA) Coordination Office; and Older Adult Services (OAS). You can read about the teams in the TEA program on the HCA Intranet [here](#).

"This is a very important award that a team can receive," said **Dr. Clayton Chau**, HCA Director during

the presentation ceremony for the award. "I'd like to congratulate all the teams that were nominated." The TEA recognizes the great work of HCA teams and the excellent collaborative efforts that best represent the HCA's values and principles. "The award is designed to encourage teams to exemplify qualities of effective communication, accountability, enthusiasm, creativity and collaboration," said **Chris Prevatt**, Co-Team Leader, OCEA LMC.

The 2022 award was presented to Children and Youth Services – Program of Assertive Community Treatment (CYS PACT). Interim Service Chief (SC II) **Heather Balcom** oversees daily operations of the

CYS PACT. “This team has truly rebuilt itself in the time that I have been here, as they have gone through an entire restaffing, including leadership changes, have implemented new evidence-based practices, and have resumed group services that had stopped due to COVID-19 and staffing,” said Heather. “It was so validating to see the team get recognized for the immense undertaking of essentially rebuilding the program, while also acclimating to being new HCA employees over the past year. Hearing the team share in their excitement with one another, and share with the families and loved ones, was really uplifting. This team is truly exceptional and special, and I’m honored to be a part of it. It’s very affirming to know that the Agency sees what I see in them,” she said.



While **Carolina**

Ocampo Martinez is transitioning into the role of SC for CYS PACT. “I appreciate the HCA/OCEA LMC recognizes teams for the hard work being done,” said Carolina. “It is an honor to see CYS PACT receive this recognition. The award received by CYS PACT was well deserved and is reflective of all the hard work and dedication the team members have put into client care. This award will be a motivation for the team and I to continue providing exceptional services to the community,” she added.

Team members shared their thoughts on the recognition. **Emely Portillo-Segovia**, is a Behavioral Health (BH) Clinician I, “Having received this award demonstrates the efforts and passion our team has for our community and clients. With most of our team having started at the PACT program this year, we have created a supportive, positive, and welcoming

environment where we can rely on one another for knowledge, guidance, and support. Although our team is small, together we are mighty.” Emely also said she’s found a place where, as a bilingual therapist, she can help high-risk youth achieve stability and re-integration into their communities, “I am immensely grateful and honored to be in a role where I can use my skills to directly help my clients and their families in achieving their goals. As a first-generation Salvadoran American,

it has always been my passion to work with my community and provide resources/ services without barriers (i.e. transportation, language, and financial hardships).”

The gratitude for the recognition is echoed by **Dawnelle Delgado**, Mental Health Worker II, “Receiving this recognition validates the daily efforts we take as individuals and as a

team to serve the population that we do. It’s not always an easy task but seeing the positive effects we are having is worth it. CYS PACT truly has an amazing team and earning this reward reflects that. I am honored to be a part of it.” Dawnelle described her role as a “parent partner” who provides support to client’s caregivers so they can better support their loved one. “This role allows for parents and caregivers to feel validated and supported. Often parents might feel overwhelmed and lost and I am here to reassure them that they are not alone, and we will navigate whatever barriers we have to together. I am very pleased with the values of the Agency I represent, and I feel like the PACT program is an instrumental part of achieving wellness to the residents we serve.”

Congratulations to the CYS PACT team for this recognition!



RSV

Respiratory Syncytial Virus



The OC Health Care Agency (HCA) issued a Declaration

of Health Emergency in Orange County (OC) on October 31, 2022, in response to rapidly spreading virus infections, most notably Respiratory Syncytial Virus (RSV). You can read the County Health Officer's Declaration [here](#), and the HCA's press release [here](#).



RSV is a common, respiratory virus that can easily spread from

direct contact with respiratory droplets. The virus commonly results in cold-like symptoms and can cause infections of the lungs and breathing passages. Symptoms may include runny nose, fever, cough, trouble eating, drinking or swallowing. You can read more from Children's Health of Orange County (CHOC) [here](#).



RSV can be dangerous, even deadly for some infants, young

children and older adults especially those with underlying heart or lung disease. The California Department of Public Health (CDPH) reported the first RSV and influenza death in a child under age 5 this winter season on November 14, 2022. No additional information was released to protect patient confidentiality.



The virus is transmitted by coughs, sneezes, or direct contact such as through

kissing or even touching a surface with the virus on it and then touching your face before washing your hands. Prevention includes covering coughs and sneezes and frequent hand washing. Read more about RSV from the Centers for Disease Control and Prevention [here](#).



With many different respiratory viruses circulating this fall, it is

important to stay home when you are sick. Additionally, those with concerning symptoms, or those who are at high risk for severe respiratory illness should seek medical attention.



Congratulations

for Turning Red Tape into Red Carpet Award



Award presented to County of Orange and CalOptima.

Congratulations to the OC Health Care Agency (HCA) in partnership with the Orange County (OC) Board of Supervisors and CalOptima for winning an award at the 12th Annual Turning Red Tape into Red Carpet Award Ceremony hosted by the OC Business Council (OCBC). The OCBC Award was given to the HCA and CalOptima for their Public-Private Partnership in the Be Well OC Orange Campus. The award honors the public-private partnership that helped launch Be Well OC's campus in the city of Orange as a first-of-its-kind center that provides comprehensive behavioral health care.

"The HCA and CalOptima are pleased to receive this award and recognition for the Be Well Campus in Orange," said **Dr. Veronica Kelley**, Chief of Mental Health and Recovery Services. "The Be Well Campus in Orange provides an integrated model for mental health

and substance use disorder services by breaking down barriers between the public and private sectors. The campus represents a common vision for the HCA and CalOptima Health to lead the nation in optimal behavioral health care and wellness for all residents regardless of payor source."



CAMPAIGNING FOR HEALTHY SMILES IN OC



Contributors: **Samuel Monroy**, Program Supervisor, Local Oral Health Program
Pauline Bui, Division Director, Health Promotion and Community Planning Division
Mary Young, Strategic Program Manager, Office of Strategy and Development

The SmileOC campaign launched by the OC Health Care Agency's (HCA) Local Oral Health Program (LOHP) in partnership with Univision and Outfront Media began June 6, 2022 and was active until September 18, 2022.

This campaign drove community awareness for the importance of seeing a dentist during pregnancy and focused on providing resources. The messaging was necessary based on data gathered from the Maternal and Infant Health Assessment conducted yearly at Orange County (OC) hospitals. Data reported that less than 50% of women who delivered a baby received dental care during pregnancy. However, that number decreases to 31% among women with Medi-Cal. In addition, engaging Medi-Cal recipients can help bring the entire family into oral health care services, thus helping reduce childhood cavities. "About half of the students entering Orange County kindergarten classrooms have cavities. Cavities are one of the most

common chronic diseases for children," stated **Sam Monroy**, Program Supervisor for the HCA's LOHP. "We understand that one of the best ways to address this chronic disease is to engage the family in a dental home and engaging that family begins during pregnancy."

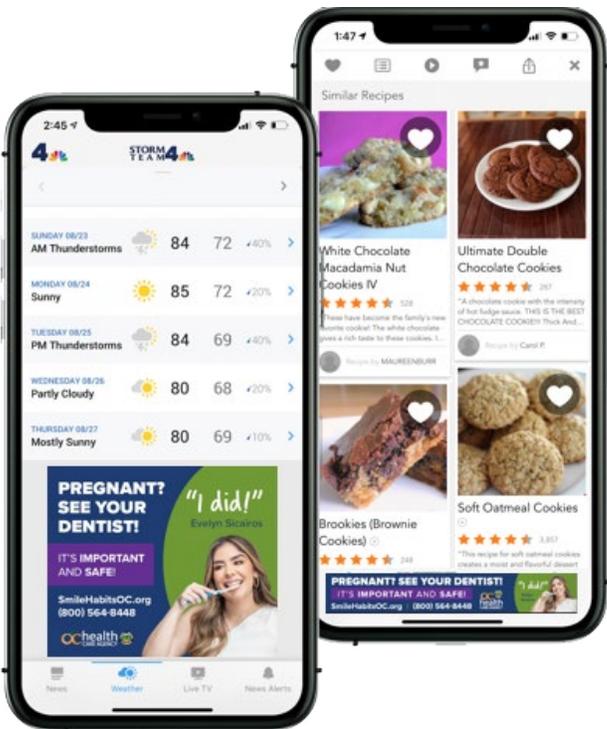
The 14-week campaign reached more than a million Orange County residents. The social media component reported over 1.2 million impressions on Instagram and Facebook. From those impressions, close to 900,000 unique users were reached. The partnership with Univision provided 133 posts with 3,104 total clicks and included stations ranging from Channel 34, K-Love 107.5, Zona Mx 101.9, KRCD 103.9, and even featured radio personality Evelyn Sicarios.

The outdoor component advertised 24 bus placements that created over 675,000 impressions leading to 1,612



clicks on ads. Reaching residents in underserved areas to increase equity in education and access is a paramount focus of the HCA's Strategic Plan. This campaign, as an extension of this objective, aligned to create visibility and resources in identified equity areas, effectively resulted in the highest click-through rates (CTR) occurring in Santa Ana, Anaheim, as well as Fullerton and Orange.

The campaign not only reached specific geographic markets, but it also stretched to a diverse audience largely including engagement from Gen Z, Millennials, and individuals shopping online. From the beginning and throughout, the percentage of traffic on [SmileHabitsOC](#) by mobile devices went up from 18% to 50%. Most of the traffic to the website came between June and September from people on their cell phones clicking on an ad or looking up the website from the bus ad. Sam concluded, "Due to the campaign, we saw increased traffic to the website's pregnancy page and the "Find a Dentist" page. We are hoping that we can start to see an increase in the number of community members who see the dentist during pregnancy."



OPIOID HERO OF THE MONTH

OC Health Care Agency (HCA) Director **Dr. Clayton Chau** is recognized as the "Opioid Hero of the Month" by SafeRxOC, which is the Orange County Collaborative on Prescription Drug Abuse. SafeRxOC is a countywide initiative to stop the misuse and abuse of prescription drugs. SafeRxOC said they selected Dr. Chau, "for his extraordinary work in our community." You can read the feature on Dr. Chau [here](#).

SafeRxOC previously recognized as "Opioid Hero of the Month," **Dr. Chun Chiang**, Medical Director, Correctional Health Services in March 2021 (read [here](#)); and **Dr. Veronica Kelley**, Chief of Mental Health and Recovery Services in August 2022 (read [here](#)). You can learn more about SafeRxOC [here](#).



CHEERS

for HCA Staff in NAMI Walks OC

Congratulations and *thank you* to OC Health Care Agency (HCA) staff who participated and supported colleagues in the National Alliance on Mental Illness (NAMI) Walks Orange County (OC) event. HCA teams and individuals were recognized by event organizers for their efforts on behalf of NAMI's mission of advocacy, education and support for mental health awareness and resources. You can learn more about the NAMI Walks event [here](#).

The HCA was well represented at the event. Mental Health and Recovery Services (MHRS) Chief **Dr. Veronica Kelley** led the OC Navigators team. "I'm grateful to all HCA staff who took time out of their busy schedules during this part of the year to participate, and to raise awareness of the importance of mental health and the fact that treatment is available for those with a mental illness and recovery is possible," said Dr. Kelley.

"We can be proud of the efforts by everyone at the HCA who supported this worthy cause for mental health," she said.

Heather Balcom, Service Chief II served as captain of the MHRS Children and Youth Services (CYS) team. "We had such a great show of support and presence during the event," said Heather. "It was so wonderful to see family and friends show up for the walk. I want to thank and acknowledge everyone who participated in such a great cause. The amount we raised ranked us as 13 out of 33 teams that participated, so well done!" said Heather.

"The event provided a wonderful opportunity to share the resources the



HCA has for mental wellness and suicide prevention including the OC Navigator,” said **Dr. Bhuvana Rao**, Director of the Office of Suicide Prevention who attended the walk. “Our team had a table with information on OC Navigator and other wellness resources offered by HCA programs and we were able to reach hundreds of participants on the importance of understanding mental health and reaching out for help,” she said.

The HCA also entered teams with **Daniel Gibbs** and **Elvira Dodd**.

1 MHRs Staff back row (L-to-R): **Anthony Padilla**, Jeff Nagel (retired), River, **Karla Perez**, **Kaylah Perez** and **Lesia Weinert**.

Front row (L-to-R): **Angelica Naranjo**, **Dr. Veronica Kelley**, **Michelle Smith** and **Annette Mugrditchian**.

2 Children and Youth Services Team. Front row (L-to-R): **Megan Davis**, **Emely Portillo-Segovia**, **Dawnelle Delgado** and **Blanca Vasquez**.

Middle row (L-to-R): **Veronica Davalos**, **Carolina Ocampo Martinez**, **Athena Lewis**, **Steffanie Huff** and **Maggie Ibarra**.

Back row (L-to-R): **Amanda Henry**, **Nancy Garcia**, **Patty Morales**, **Alicia Lemire**, **Dawn M. Smith** and **Heather Balcom**. Not pictured: **Diego Serrato**, **Lizbeth Esparza** and **Laura Zamora**.



Contributor: **Kelsy Escalante**, Public Health Nutritionist II

Healthy Snacks

Snacks are a great way to keep us filled between meals and can also prevent us from poor meal choices throughout the day. What type of snacks do you have most often? Healthy snacks are foods full of nutrients and limited in added sugars, saturated fat, and sodium. Try these [healthy snacking tips](#):

Build your own: Instead of buying snacks, make your own! For example, cut up celery and add peanut butter in a small container.

Prep ahead: Plan and prepare your snacks for the week, so all you do is grab them when you leave home.

Make it a combo: Build your healthy snacks by having at least 2 food groups (protein, grains, fruits, vegetables, dairy) in your snack, for example low-fat yogurt with berries or some apple slices with peanut butter.

For more healthy snack ideas, visit [here](#).

Apple Raisin Grahams

For full recipe click [here](#).

Serves: 2 / Ready In: 10 minutes

Ingredients

- 1 tablespoon low-fat cream cheese
- ½ cup raisins
- 1 cup apple, finely chopped
- 2 Graham crackers
- 1 teaspoon cinnamon

Preparation

1. Mix cream cheese, raisins, apple, and cinnamon in a small bowl.
2. Place mixture on graham crackers. Serve and enjoy.



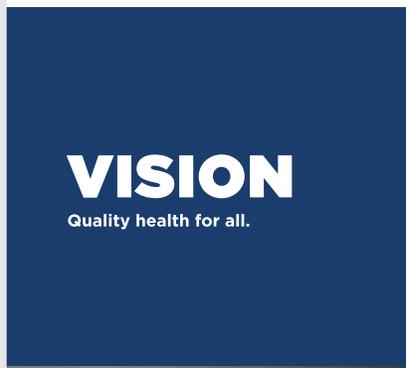

The OC Health Care Agency's (HCA) live stream talk show YOUR HEALTH MATTERS OC is focused on the holiday season. The most recent episodes addressed healthy food preparation and mental health care for the holidays. The program on food preparation includes tips for safe food handling and recipes. You can watch the program [here](#). The most recent program addressed mental health care during the holidays including ways to recognize emotional triggers and how to have a positive outlook during the holiday season. You can watch that episode [here](#).

Previous episodes of YOUR HEALTH MATTERS OC are available on the Agency's YouTube page at: <https://www.youtube.com/c/OrangeCountyHealthCareAgency>. The talk show can be seen live every other Tuesday at 6 p.m. on the HCA's YouTube page or Facebook page at: <https://www.facebook.com/ochealthinfo>.

Viewers are invited to submit questions on the show's topics before and during each show at yourhealthmatters@ochca.com. You can also submit topics for consideration on future shows.

YOUR HEALTH MATTERS OC features experts from the HCA, and the community, who discuss a variety of topics that affect us all. Previous episodes include discussions on Fentanyl, Suicide Prevention Awareness, Nursing, Colorectal Cancer, Sexually Transmitted Disease Awareness, and much more.

**Show schedules are subject to change.*



VISION

Quality health for all.




MISSION

In partnership with the community, deliver sustainable and responsive services that promote population health and equity.



GOALS

Promote quality, equity, and value. Ensure the HCA's sustainability. Offer relevant services to the community.




CONNECT WITH US

The **What's Up newsletter** is created and distributed monthly by HCA Communications. We welcome your ideas, input and/or insight into HCA people and programs. To contribute, comment or connect please email us at hcacomm@ochca.com or call **(714) 834-2178**. The HCA is now on Instagram! You can follow us on social media by clicking below.

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