

Director's Message

Dear OC Health Care Agency
(HCA) Team,

I would like to extend a joyous greeting to everyone celebrating the Year of the Rabbit during the Lunar New Year which culminates early this month with the Lantern Festival. I also extend wishes of peace and prosperity, which are associated with the Year of the Rabbit, to members of the Korean community this year. Finally a Happy Tet greeting to the Vietnamese community celebrating the Year of the Cat. "Good luck and smooth sailing!"

An issue that has been near and dear to my heart in recent years is Alzheimer's, after watching my Mother struggle with it

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Peer-to-Peer

Victor Cota

"I'm blessed to work with individuals who want to help and to do so at the highest level possible, because our clients deserve the best care possible." Serving others as a social worker is what led Peer-to-Peer recipient **Dr. Victor Cota**, Service Chief II, to join the OC Health Care Agency (HCA) more than 30 years ago. He's now with Mental Health and Recovery Services, Children and Youth Services in Costa Mesa. "I grew up in Santa Ana and after completing my Master of Social Work degree in Sacramento and practicing there for several years, I opted to return "home" and give back to my community, and that meant as a public servant, so the HCA was the right place."

Victor did have a choice on how to be a "public servant." While studying at Santa Ana College, he started working at the OC Register. In a short time, he ended up being the beat reporter for the California

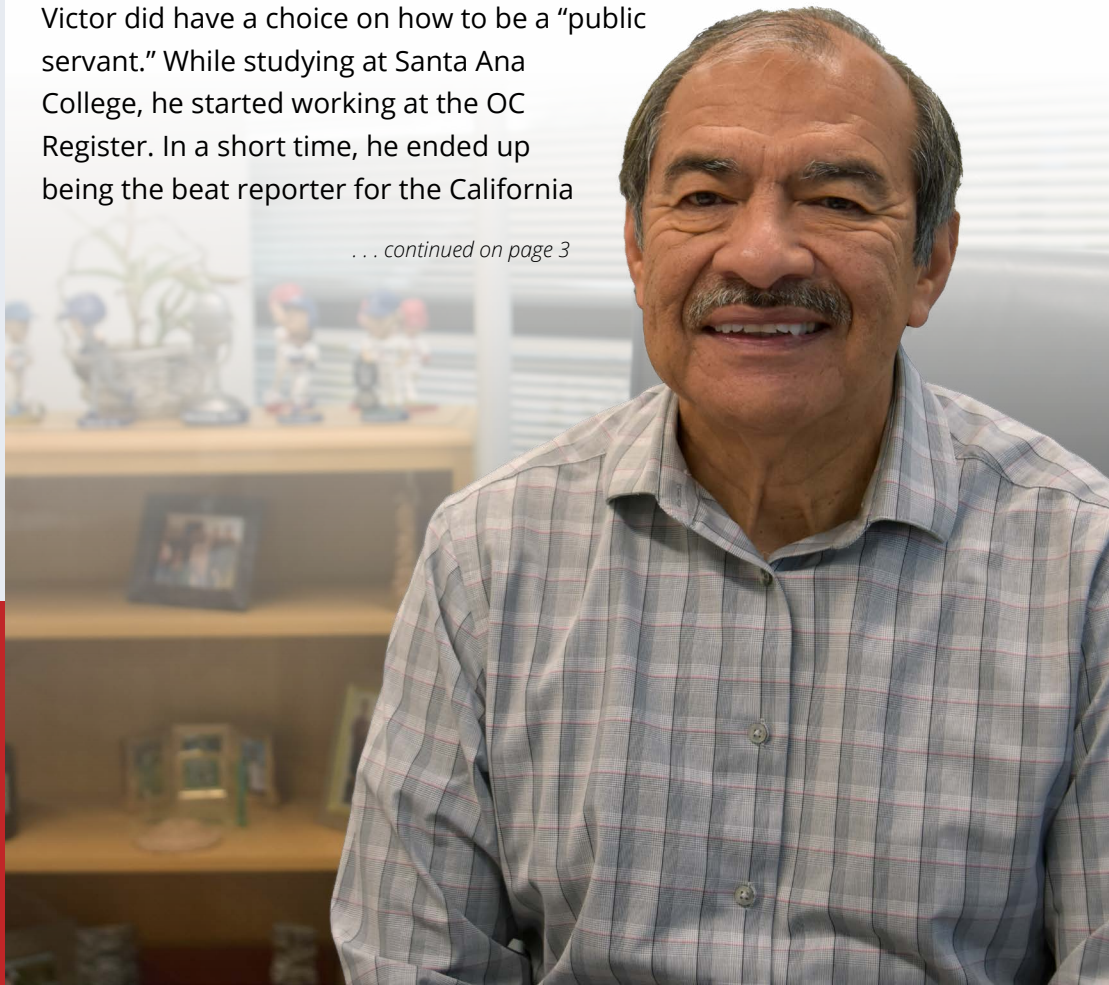
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Director's Message

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before her passing. I recently spoke at the opening of the Alzheimer's Association's new location at Venture Park in Irvine. It's encouraging and inspiring to see the commitment of so many in Orange County (OC) who are advancing the work, research, care and much more in order to counter this disease. The Alzheimer's Association of OC is the leading voluntary health organization in Alzheimer's care, support and research that serves OC. I encourage you to learn more about the organization and the work they are doing by visiting their website [here](#). As you'll see on their website, there's information on how to "Prioritize Your Brain Health this Year." I encourage you to learn more about the 10 ways listed to love your brain in this new year.

I also encourage you to continue taking preventive measures to reduce the transmission of viral illness and to seek treatment earlier on, to reduce the potential for more severe illness. We're still in the winter season and still facing the combination of COVID-19, Respiratory Syncytial Virus (RSV) and influenza. Encourage family, friends and other loved ones that we have effective vaccines, therapeutics, and a better understanding of basic preventive mitigation strategies that individuals

and communities can put in practice to protect themselves. By taking preventive measures we can reduce the transmission of viral illness and by seeking treatment earlier on, we can reduce the potential for more severe illness.

February brings with it significant cultural and health matters including:

[American Heart Month](#)

[National Children's Dental Health Month](#)

[National Snack Food Month](#)

[Black History Month](#)

[Lincoln's Birthday](#) – February 13 (Observed)

[Presidents Day](#) – February 20

Stay Well,



A stylized, handwritten signature in white ink that reads "Clayton Chau MD". The signature is written over a dark blue background that features a faint, geometric pattern of a building and a palm tree.

Dr. Clayton Chau
MD, PhD, MASL
HCA Director

Nominate Colleagues for Employee Recognition Programs



A friendly reminder to take a moment and consider nominating a colleague for an OC Health Care Agency (HCA) Employee Recognition Program (ERP) award. HCA staff can submit nominations for colleagues to be recognized and to receive the Service and Outstanding Achievement Recognition (SOAR) Award. The SOAR Award is presented each quarter to staff members in:

1. Administration Services
2. Correctional Health Services
3. Director's Office (DO)/Offices of Specialty Programs (OSP) which includes California Children's Services, Communications, Emergency Medical

Surf, the Anaheim-based team in the North American Soccer League. “The sports editor looked around and asked if anyone knew about soccer, and I “raised my hand” and got the beat. I got to travel across the USA and Canada covering the team. I also wrote feature articles for soccer magazines and received some honors. Who would have imagined that a kid out of the barrio would have gotten such a chance. Had I not switched careers to social work, I may have become the soccer beat reporter for the LA Times. In fact, the present reporter is a colleague and friend of mine. I got him a job at The Register while we were in college (don’t tell anyone, but I taught him what he knows about soccer!). He later joined The Times. I got the better deal. I get to work for society.”

Victor said he still loves sports and news, “I’m one of those who watches the evening news and still reads the newspaper. I enjoy writing and editing and analyze everything with a journalist’s mind.” However during his sports career, he realized he had a yearning for social work. “I recognized a calling to serve when I learned about social work. I realized it was a better fit for me to help and serve others through social work instead of sports.”

Victor was born in Tijuana, México as the ninth of 10 children. His family immigrated to the US when he was 8 years old. He was encouraged to seek an education at an early age. “I’m bilingual and bicultural. I went to Santa Ana public schools and graduated from Santa Ana High School. I earned an Associate of Arts from Santa Ana College. I earned a Bachelor of Arts from Cal State University (CSU) Fullerton, a Master of Social Work from CSU Sacramento, and a Ph.D. from the University of Southern California.” He also teaches as an adjunct professor in Human Development at Santa Ana College and is a member of the college’s Hall of Fame!

Now as a Service Chief II, Victor said he enjoys providing supervisory leadership for a team of direct service clinicians and front office staff. “I enjoy watching, hearing, knowing and/or perceiving staff and clients accomplish goals in their lives, according to their desires and abilities. We have an incredible team and I’m proud of them and grateful to be a part.” When not at work, Victor enjoys spending time with family and friends, playing or watching sports (of course), supporting the community in various ways, learning, and traveling, among many other interests.

Services, Employee Health Services, Finance, Human Resources, Information Technology, and the Office of Compliance. (*Two SOAR Awards are presented quarterly to staff from the DO/OSP.)

4. Mental Health and Recovery Services
5. Public Health Services
6. Strategy and Special Projects which includes the Office of Population Health and Equity and the Office of the Public Guardian

The call for nominations for 2023 SOAR Awards will be made in March (for the 1st Quarter (January-March); June (for the 2nd Quarter April-June); September (for the 3rd Quarter July-September); and November (for the 4th Quarter October-December).

SOAR recipients are featured in a booklet which is posted on the Agency’s Intranet here: <https://intranet.ochca.com/erp/soar-archives/>.

The Peer-to-Peer recognition takes place monthly with recipients featured in the HCA’s What’s Up employee newsletter. Previous recipients are also on the Intranet here: <https://intranet.ochca.com/erp/archive/>.

For more information on the HCA’s ERP please visit: <https://intranet.ochca.com/erp/>.

To download a nomination form for the SOAR or Peer-to-Peer programs from the Intranet, click here: <https://intranet.ochca.com/erp/forms/>.



The Office of the Public Guardian Recognized for Service

(L-to-R): **David Sanchez**, Supervising Deputy Public Guardian (SDPG); **Shelia Roberge**, Quality Improvement and Special Projects Manager; **Jenny Qian**, Public Guardian; **Peter Nguyen**, Deputy Public Guardian II; **Elvira Dodd**, SDPG; **James Kwon**, Chief Deputy Public Guardian; and **Darren Tan**, SDPG.

The OC Health Care Agency (HCA) Office of the Public Guardian (OCPG) is praised for protecting an Orange County (OC) resident from financial abuse. The OCPG, along with Orange County Adult Protective Services and the Office of County Counsel (CoCo) received recognition from the California Department of Insurance (CDI) which issued a press release that detailed the allegations and actions taken by the CDI as a result of the OCPG's work and investigation. You can read the press release [here](#).

OCPG Deputy Public Guardian II (DPG) **Peter Nguyen** is credited with initiating the work that led to the CDI's actions. "I was reviewing the client's financial records and found that there were many suspicious activities happening on the account. I alerted the financial institutions of my findings, which resulted with the insurance agent being fired from her position. This led to

a referral to the California Department of Insurance, where I assisted in providing information on the case that led to the criminal charges."

The work by the OCPG was praised by the CoCo, "If not for the Office of the Public Guardian, the client would have lost their lifetime savings." While OCPG's **Shelia Roberge**, Quality Improvement and Special Projects Manager shared this, "Great job to all. This is why our office exists!" Peter's Direct Supervisor, **Darren Tan**, shared that "Peter did a great job collaborating with other agencies and maintaining his composure and professionalism despite the obstacles he faced on this case." Darren further stated that Peter has a track record of conducting diligent investigations involving Financial Elder Abuse and neglect where his actions have led to the protection of the most vulnerable members of the community.

Peter's career with the OCPG started in 2019 where he quickly adapted to his investigative and fiduciary duties and where Darren has had the distinct pleasure to observe him grow and excel. Peter currently serves as a subject matter expert at the Elder Abuse Forensic Center (EAFC) and The Financial Abuse Specialist Team (FAST) where he collaborates with a multidisciplinary team by multiple County of Orange agencies and community partners that seek to protect the elderly OC residents experiencing, abuse, neglect, and self-neglect.

Peter said he was not looking for recognition when he joined the OCPG four years ago. "What attracted me to this work was being able to help one of the most vulnerable populations in our community, our seniors." He thanked his colleagues in the OCPG for all the team does. "It's definitely not the easiest job, but it is very rewarding when we are able to have positive outcomes for our clients."

Public Guardian **Jenny Qian** said, "This is another example of the excellence and professionalism I see every day among OCPG staff who look out for the clients we serve. It is not often we end up with criminal outcomes, but police reports are filed by our office on cases we believe have criminal activities. I am thankful for the work of each person in the OCPG."



HOSTED BY



It seems there's a news story almost daily about the impact of opioids on Orange County (OC) or on the country. In the OC Health Care Agency's (HCA) next live stream talk show *YOUR HEALTH MATTERS OC* we'll take an in-depth look at The Opioid Crisis. Join HCA experts and guests on Tuesday, February 21 at 6 p.m.



You can watch the monthly program and all previous episodes of *YOUR HEALTH MATTERS OC* on the HCA's YouTube page at: <https://www.youtube.com/c/OrangeCountyHealthCareAgency> 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 food insecurity in Orange County, Suicide Prevention Awareness, Nursing, Colorectal Cancer, Sexually Transmitted Disease Awareness, and much more. *Topics subject to change.



(L-to-R): **Mike Noone**, **Philip Grieve** and **Genise Silva**.

Orange County Emergency Medical Services (OCEMS) is pleased to announce the selection of staff to fill three key areas. **Mike Noone** is now Assistant Emergency Medical Services (EMS) Director; **Philip Grieve** is the Advanced Life Support/Continuous Quality Improvement (ALSCQI) EMS Coordinator; and **Genise Silva** is EMS Facilities Coordinator.

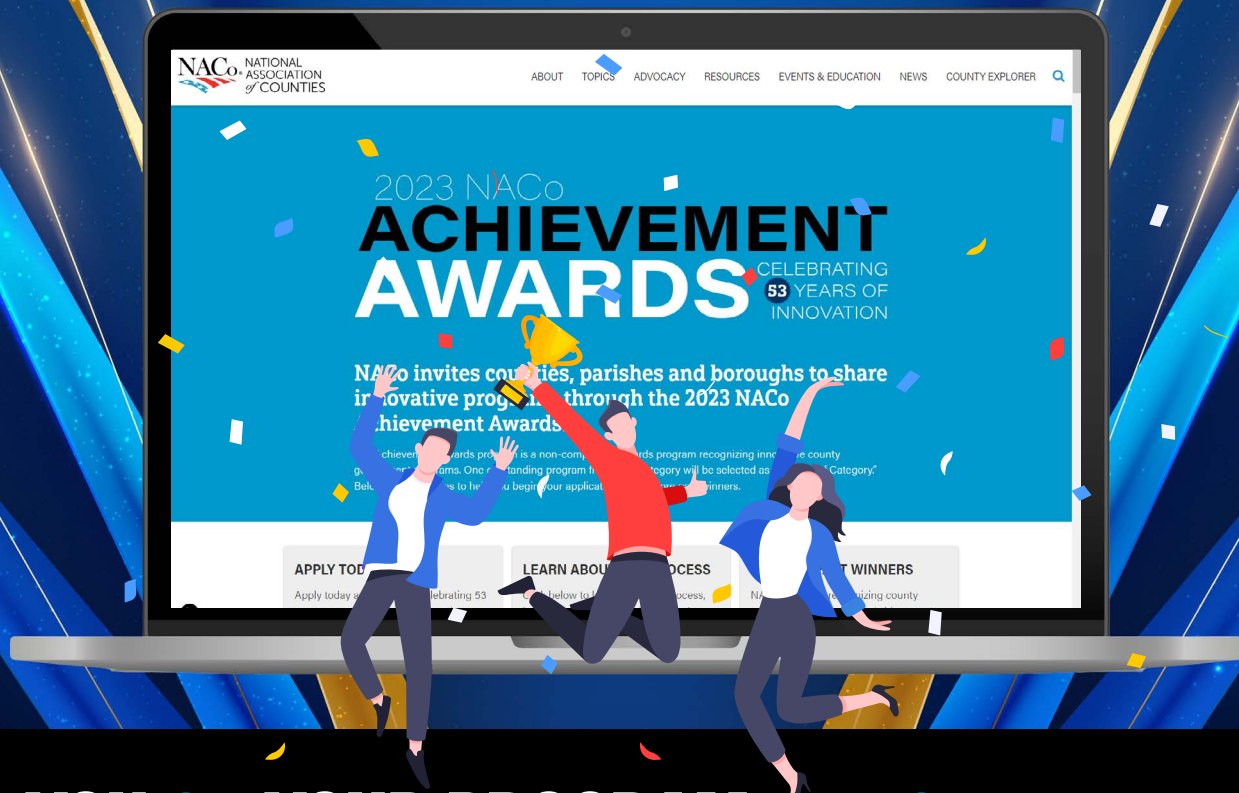
As Assistant EMS Director, Mike will be supporting the operations of the EMS Agency, which include the day-to-day coordination of the medical aspects of the 911 system, as well as non-emergency ambulance transports, and certifying Emergency Medical Technicians, ambulance companies, hospital emergency departments, and paramedics. Additionally, he'll be heavily involved with the OCEMS team in medical/health disaster preparedness and response, such as distributing personal protective equipment during the pandemic response, preparing for natural disasters, etc. Mike rejoined OCEMS after working with the Agency earlier in his career. "As a paramedic for more than 25 years, I love being a helper, especially in critical situations," Mike said. "I want Orange County residents and visitors to get the best emergency medical care possible."

Philip spent more than 10 years as a flight paramedic/crew chief for an air medical service company and has more than 20 years' experience in EMS. He has served as Training and Education Advisor for the British

Government's Department of Health. At OCEMS, Philip will monitor and address various aspects of the ALS system, and work with the EMS Medical Director and system stakeholders to integrate quality improvement processes within the Orange County Medical Emergency Data System (OC-MEDS) to ensure statutory compliance, medical efficacy and system relevancy. "My mom was a nurse and my dad a police officer, so I guess I was born into this kind of work," said Philip. "My experience has been both administrative and in the field, well in the air actually as a flight paramedic. I enjoy serving in any capacity and look forward to working on all things EMS!"

Genise joins OCEMS after serving as a charge nurse and Mobile Intensive Care Nurse (MICN) in the Emergency Department at OC Global Medical Center. She will be responsible for monitoring all Emergency Receiving Centers, and specialty centers, to assure they are in compliance with OCEMS criteria to receive 911 calls and participate in policy review and quality assurance. "Being able to provide good patient care is what motivates me," said Genise. "I may not be at the bedside providing hands-on care, but I know the work I do at OCEMS directly effects all patients seeking emergency care in Orange County."

Congratulations and best wishes to Mike, Philip and Genise on your new positions!



ARE YOU OR YOUR PROGRAM UP FOR AN AWARD?

It's the award season, and the OC Health Care Agency (HCA) encourages Programs to consider submitting nominations for awards. The National Association of Counties (NACo) is accepting nominations for their Achievement Awards. The California Association of Public Information Officials (CAPIO) is accepting nominations for their EPIC Awards, (Excellence in Public Information and Communications). If you plan to submit an entry, please let HCA Communications know as soon as possible at hcacomm@ochca.com. HCA Communications will review, edit, submit and process payment for all HCA submissions. Our Communications team will be available to help draft your entry if you need support with writing content.

The CAPIO awards recognize creative and effective work in the areas of communication and marketing campaigns, newsletter production, photography, special events, writing, website development and video production. You can learn more about the CAPIO EPIC awards [here](#). There's information on the guidelines for submitting an entry [here](#). A list of the categories can be

found [here](#). CAPIO also has a video that provides tips for submitting an entry [here](#). HCA Communications would like all CAPIO nominations submitted to hcacomm@ochca.com by **Tuesday, February 21, 2023**, in order to review and submit in a timely manner. The submission deadline is **March 3, 2023**.

The NACo Achievement Awards is a non-competitive awards program that recognizes innovative county government programs. For more on the categories and the award process click [here](#). HCA Communications would like all NACo nominations submitted to hcacomm@ochca.com by **Tuesday, March 21, 2023**, in order to review and submit in a timely manner. The submission deadline is **April 7, 2023**.

HCA Communications can provide the questions and guidance for the CAPIO and NACo Awards in Word documents which can be filled out. Simply request the documents by emailing hcacomm@ochca.com with "Awards" in the email subject line.



EQUITY LEARNING HUB NOW UNDER DESIGN

Contributors: **Wesley Shain**, Equity Strategist; **Emmi Monsour**, Equity Manager

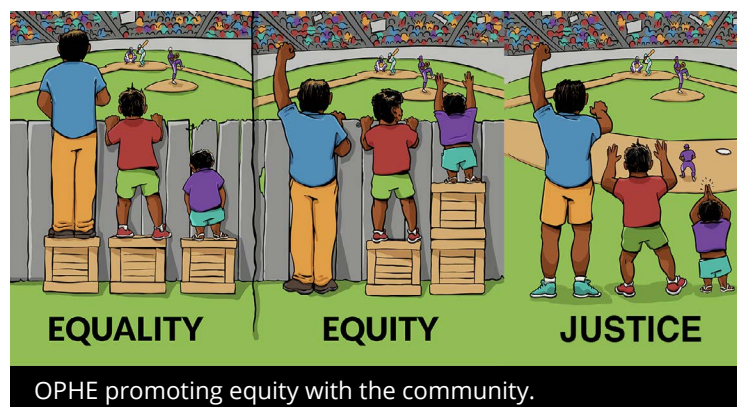
The Office of Population Health and Equity (OPHE) is co-designing an Equity Learning Hub on SharePoint and Equity 101 Training to continue sustaining the OC Health Care Agency's (HCA) 2021-2023 [Strategic Plan](#).

Many sectors, departments, and agencies are focusing on implementing forms of equity as a part of their business or service practices and strategies in areas that overlap in the HCA ecosystem. Across those engagements, there is a common place where the HCA and leaders may be overlooking - the inner work of reflecting on your own personal position and privileges when it comes to inequity.

Setting aside the time to reflect on an inclusive culture deeply, what equity looks like, and its overall purpose of supporting inner-agency widespread

impacts and the meaningful work being done can be a win-win.

Taking a more authentic, compassionate, and willing approach to analyzing systemic oppression can help reduce inequities unknown and advance equity by working ALL together.



The OPHE Equity Learning Hub was strategically developed and collaborated to be a one-stop shop. It was created to assemble access to equity resources and connect with equity-focused organizations within the community and ways for internal HCA staff to learn more about the OPHE's current work around equity. Although this SharePoint is not community-facing, it will have good resources connecting those interested in external resources and outlets within Orange County (OC).

The OPHE Equity Learning Hub will provide various resources to meet the needs of those interested in implementing equity and supply learning. It will always serve as a gateway to connect you to organizations for specific needs, or the OPHE can work and partner with you directly to support your aim towards an equity lens or focus.

The Equity in OC (EiOC) Initiative has funding with a number of organizations based in Orange County who have pioneered the OPHE's equity journey. Their engagement has equipped them with expertise from the Institute of Healthcare Improvement (IHI) with educational awareness and knowledge. These organizations have applied equity implementation projects impacting Orange County and respectfully can be turned to as subject-matter-experts (SMEs) as equity champions of their served populations.

Equity requires observation from a system and multi-facet lens. Because equity work is constantly changing and evolving in Orange County, data shows our populations' differential outcomes. As a public-facing agency, the HCA strives for just that - with resiliency. In addition, it's embodied in our mission, values, and goals of the HCA.

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

- The OPHE offers three core benefits that address equity needs:
- 1. Make available equity resources.
 - 2. Schedule an equity consultation. As a department, the OPHE will support you with an aerial view or individual equity perspective.
 - 3. Provide Equity 101 Training for a more guided and navigated approach.

The Equity 101 Training, coming soon, is meant to identify key terms and how they are used respectfully to cultivate consistent and shared language. Next, pinpoint the root causes of inequities by examining the impact typically seen in structural racism. Lastly, activate and empower HCA staff with an equity lens and become equity champions to support their department of expertise.

OE

OPHE Equity Learning Hub

Equity Resources

Equity Organizations

Our Website

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Social Determinants of Health Explained (Video)

Office of Population Health Equity Learning Hub – Landing Page.

FEBRUARY 2023 9



Orange County (OC) has been selected to participate in

a unique opportunity to monitor the health and nutritional status of adults and children in the United States through the National Health and Nutrition Examination Survey (NHANES) which is underway. The NHANES [website](#) provides information on the survey and its importance to our health.



NHANES results from OC will be combined with results

nationwide and then analyzed to: Provide statistics that inform public health policy and services; Identify risk factors for certain diseases; Reduce problems associated with heart disease, diabetes, high cholesterol and more.



"It's very important for residents to take part if they are invited to do

so," said **Dr. Regina Chinsio-Kwong**, County Health Officer. "If you have the chance to take part, this is a once in a lifetime opportunity to determine the health of our nation," she said.



Participants are screened for selection and there is no cost for

participation. At the end of the examination each participant receives a personal health assessment. Participants are also compensated. For more on how residents are selected and the information collected click [here](#).



NHANES along with the importance of health and nutrition in OC were the focus of the most recent episode of the OC Health Care Agency's livestream show *Your Health Matters OC*. The discussion focused on the importance of OC residents taking part in the NHANES



survey and the connection of health and nutrition to food insecurity in OC. Data from Feeding America estimates 12% of children in OC face food insecurity while 37% of adults in OC face food insecurity. You can watch the episode [here](#).



ROUNDTABLES: SUPERVISOR TIPS AND RESOURCES

The OC Health Care Agency (HCA) Human Resources team has just concluded our first quarter of virtual Roundtable discussions covering various personnel topics. We had some great discussions with Managers and Supervisors on topics and issues related to their roles and responsibilities as HCA Leadership. We are pleased to announce next quarter's offerings.

Discussions will be facilitated live, via Microsoft Teams and the format will include a 30-minute presentation followed by a 15-minute interactive Question & Answer session. Applicable resources, links, and sample documents will be provided to participants. Due to the desire

to make this an interactive meeting, the meetings will be limited to 25 participants each session.

To sign-up, please contact Janet Najera at jnajera@ochca.com and specify which session(s) you would like to be enrolled in; please note each session is a stand-alone meeting. You will receive a confirmation email with a Teams calendar invite.

Future discussion opportunities will be announced on a quarterly basis, with a focus on questions and topics that are frequently received by our team. We look forward to continuing our partnership with all of you!

FEBRUARY – MARCH 2023 Virtual Roundtable Opportunities:

Supervisor Expectations – What are Union Negotiations?

Wednesdays, 2/8 and 2/22
10:00 a.m. and 2:00 p.m.

Supervisor Expectations – Managing Employee Workplace Accommodations: Temporary and Permanent Work Restrictions

Wednesdays, 3/15 and 3/29
10:00 a.m. and 2:00 p.m.





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

Heart Health

Keeping our hearts healthy is vital at any age. In the United States about one-fourth of all deaths are due to cardiovascular disease. Nutrition plays a big role in protecting your heart! A healthy heart diet includes a variety of fruits and vegetables, whole grains, fat-free or low-fat dairy products, skinless poultry and fish, unsalted nuts and legumes, non-tropical vegetables oils. The recommendation is to limit saturated, sodium and added sugars. In addition to healthy eating, practice these healthy habits:

Floss daily: Good dental hygiene can help prevent gum disease, which is a known risk factor for heart disease.

Rest well: Sleep is key in heart health. Your risk of heart disease increases due to lack of sleep.

Get up and walk: For those who have a sedentary job, making time to take a break and walk is important. There is a higher risk of cardiovascular events when you are seated for longer periods.

For more tips on immunity, visit [here](#).



Spicy Sriracha Baked Avocado Eggs

Serves: 4

Serving Size: 1/2 avocado with egg (1/4 of recipe)

[Recipe link](#)

Ingredients

- 2 small avocados (halved, pitted)
- 4 large eggs
- 1/4 teaspoon black pepper
- 1 tablespoon Sriracha hot sauce
- 1 tablespoon finely chopped, fresh cilantro

Directions

Preheat oven to 425°F. Line an 8-inch square baking pan with foil. Scoop out some of the pulp from the avocado halves, leaving a hole big enough to fit an egg (reserve pulp for another use).

Place avocado halves in the prepared pan to fit snugly in a single layer. Fold foil around avocado halves to prevent tipping.

Crack egg into each avocado half; season with pepper. Bake for 12 to 15 minutes or until whites are set and eggs are cooked to desired doneness. Let stand for 5 minutes before serving.

Drizzle each egg with hot sauce and sprinkle cilantro over top.

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. You can follow us on social media by clicking below.



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