health care agency

WHAT'S UP

keeping staff informed & current

ISSUE 12-10
OCTOBER, 2012

A word from the Director ...

Welcome to the Director's Corner, a new feature in our monthly newsletter. Watch this space for news and information about the Health Care Agency from Agency Director Mark A. Refowitz.

How well do you know the Director of the Health Care Agency? Mark joined the County of Orange in 2004 as the Health Care Agency's Deputy Agency Director for Behavioral Health Services. While many of you may have had the opportunity to work closely with Mark, there are still a few things that may surprise you.

Interesting Facts about Mark Refowitz:

- Mark was born in Manhattan and raised in Bronx, New York. He enrolled at New York University at the age of 16.
- Long before entering the world of health care, Mark worked as a licensed taxi cab driver in New York City.
- Mark and his wife have two daughters, and will celebrate their 39th wedding anniversary in November.
- In his spare time, Mark enjoys golfing, paddle boarding and walking his dog Kooper, along the beach in San Clemente.
- Mark is a proud Cancer Survivor!
- On October 1, 1961, Mark was sitting in right field at Yankee Stadium when Roger Maris made history by hitting his 61st home run in his 161st game on the final day of the season against the Boston Red Sox.
- Mark has been a "hardcore" Lakers basketball fan since moving to California in 1998.
- On his lunch break, Mark can often be found on an elliptical machine at the County's gym in Building 12.

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Hale named BH Director

Congratulations to Mary Hale on her appointment as HCA Behavioral Health (BHS) Services Deputy Agency Director. Mary has served as the Interim BHS Director since March 2012.

Mary served as the BHS Chief of Operations for five years and proved to be a dynamic, results-oriented leader with proven success developing and managing a complex behavioral health program. In addition to her leadership, expertise and vibrant demeanor, Mary brings excellent credentials to the role of Behavioral Health Director.

She received her master's degree in Clinical/Community Psychology and has more than 25 years of experience working in Behavioral Health, 22 of those here at HCA. Mary is a graduate of the California Institute of Mental Health Leadership Training and is also a graduate of the Orange County Leadership Academy.

Supervisor Campbell congratulated Mary during an event sponsored by her colleagues held at Bistro 400 on October 2, 2012 to recognize her new position.

Annual Compliance Training

HCA's Office of Compliance rolled out its Annual Compliance Training on October 1, 2012. All HCA employees are required to complete the mandatory training by December 3, 2012.

Designed to provide everyone with an overview of the Compliance Program, the annual training also demonstrates the important role that each of us play in maintaining compliance in our workplace and the integrity of the Agency.

The training can be accessed via the Intranet at Annual Compliance Training. When you have completed the training, please print a copy of the certificate and keep in your files. You are encouraged to complete the training as soon as possible or by the December 3 deadline.

If you have any questions about the training or encounter any problems, please contact the Office of Compliance at (714) 568-5614 or via email at officeofcompliance@ochca.com.

Marcinek helps open new medical unit in Afghanistan

In battlefield medicine, the difference between life and death can be measured in seconds. Medical crews from the 455th Expeditionary Aeromedical Evacuation Squadron (EAES) face this challenge daily while transporting wounded warriors from the field to higher medical care. Fortunately, the 455th EAES has a new facility at Bagram Airfield in Afghanistan to better serve them in their race against time.

Currently deployed in Afghanistan since September 6, 2012, HCA Public Health Nurse Carla Marcinek helped to open this new facility on October 6, 2012 at a dedication ceremony and ribbon cutting. Lt. Col. Carla Marcinek, 455th EAES Commander notes that this new facility will enable medical technicians and flight nurses to respond faster and work more efficiently when providing medical care to wounded service members.

Brig. Gen. Joseph Guastella, 455th Air Expeditionary Wing Commander and Lt. Col. Carla Marcinek, 455th EAES Commander prepare to cut the ribbon to open the new 455 EAES building.

"The new facility is twice as large as the previous one. It is also right on the ramp, closer to the aircraft and closer to the Contingency Aero Medical Staging Facility, said Marcinek." "We're also now able to accommodate medical crews from Kandahar, or other locations, if they need to stop through here. It's just amazing what our Civil Engineers have built for us."

Lt. Col Marcinek has been a flight nurse in the Air Force Reserves for more than 25 years. In 2003, she was deployed for a year to Kuwait and Iraq where she performed medical evacuations of wounded personnel between the battlefield, Germany, and the US. Additionally, she was part of one of the aeromedical crews that air lifted a few of the POWs to safety in the early days of the war.

In civilian life, Carla works as a Supervising Public Health Nurse for

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Radiology Techs recognized

Radiologic Technology is commemorated each year during the month of November. National Radiologic Technology Week from Nov. 4-10, 2012 calls attention to the valuable contributions of Radiologic Technologists (RTs) to the health care field and the highly technical procedures that they perform, as well as the images they produce. These images play an integral role in the medical evaluation process and in the lives of millions of patients.

HCA Radiology Services are currently provided at both the Santa Ana and Westminster clinics and are 100% digital. These images are readily available throughout the County network to HCA providers for review. In addition to the images, a transcribed report is attached to the image file for review simultaneously. Physicians are able to review and confer simultaneously in different areas of the county in order to expedite and provide care for the residents that HCA serves.

Working closely with the IT security team this last year has produced another capability that is instrumental in diagnosis and treatment of our residents.

A remote secure network access method for our Board Certified Radiologist enables off site

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HCA Radiologic Technologists pictured (left to right) are Duane Nielsen ARRT, CRT Imaging Services Supervisor; Norma Guillen ARRT, CRT Technologist, Santa Ana; and Tuan Nguyen ARRT, CRT Technologist, Westminster.

IN THE SPOTLIGHT

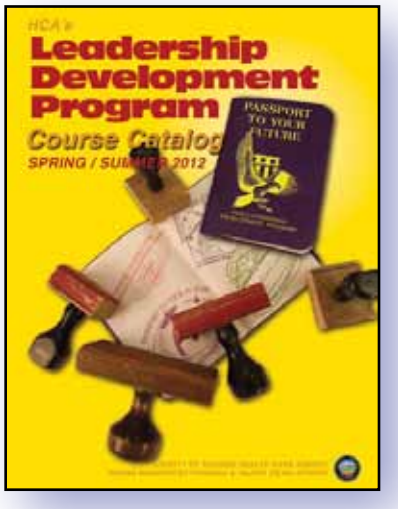
HCA's Leadership Development Program receives CSAC Award

HCA's Leadership Development Program was among three County programs selected to receive a 2012 California State Association of Counties (CSAC) Award for innovation and cost effectiveness as part of its Challenge Awards program. A CSAC Merit Award was presented to the Leadership Development Program for their three track training approach that provides employees with ongoing personal and professional development.

The three tracks of the Leadership Development Program are structured to build on one another, first striving to develop individual accountability, then broaden perspectives, and finally develop skills to become more influential.

Each training opportunity is tied to at least one of the seven core competencies HCA leaders need to achieve excellence: leadership, effective communication, planning and organization, problem solving, results oriented, business acumen, and strategic/political savvy.

To ensure a well-rounded curriculum, the program incorporates partnerships with Cal State Fullerton and the Public Service Institute through Santa Ana College. This allows employees to gain access to the existing expertise in the community at minimal additional cost. The program also uses in-house trainers certified in the components they are teaching.



The Leadership Development Program is the first comprehensive program of its kind in the County of Orange, and is on track for becoming the model for a countywide training initiative. For more information about the program, visit the HCA HR Leadership Development Program.

Janet Shin receives Therapist of the Year Award

Congratulations to Janet Shin, Occupational Therapist with the California Children's Services (CCS) Medical Therapy Program, on receiving the Kathy McCarthy Therapist of the Year Award.

Janet has worked for the CCS program since 2005 and was nominated by her peers for her leadership and dedication to the CCS program. Janet is a dedicated and creative clinician with exceptional handling skills, a patient-centered approach to Occupational Therapy, and a passion for caring. She is a team-player who is highly respected by her peers and is a true asset to her patients, our program and the profession of Occupational Therapy.

The CCS Kathy McCarthy Therapist of the Year Award was established in 1992 to recognize staff

Pictured (left to right) are Lynn Einarsson Woods, CCS Division Manager; Janet Shin, OT; and Harriet Fain-Tvedt, CCS Chief Therapist.

occupational and physical therapists who have demonstrated an outstanding commitment to their profession, and the children and families of the CCS Medical Therapy Program. Kathy McCarthy was an Occupational Therapist in the CCS program who passed away in 1992. She had a 25-year career with the Orange County CCS Program. The award was

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IN THE SPOTLIGHT

Kathy Aasen awarded CCS Employee of the Year Award

Hat's off to Kathy Aasen, Office Specialist with the California Children's Services (CCS) Program on receiving the 2012 CCS Medical Therapy Program Employee of the Year Award.

Kathy has worked for the CCS program since 1987 and was nominated by her peers for her excellence in customer service and her dedication to the CCS program. Kathy works at the Dana Medical Therapy Unit providing clerical assistance to the team of physical and occupational therapists providing therapy services for physically disabled children.

She is a true asset to the department and consistently goes above and beyond that which is required of her. Kathy demonstrates empathy and respect when dealing with the public and has exceptional organizational and teamwork skills.

Pictured (left to right) are Lynn Einarsson Woods, CCS Division Manager; Kathy Aasen, CCS Office Specialist; and Harriet Fain-Tvedt, CCS Chief Therapist.

"You can't have everything. Where would you put it?"
—Steven Wright

Veterans' Behavioral Health Conference a hit

On September 7, 2012 HCA hosted the 2nd Annual Veterans' Behavioral Health Conference. More than 240 community members and partner agencies attended the event to learn about "Strengthening Foundations for Veterans and Their Family Members," this year's conference theme. The Santa Ana High School color guard kicked off the conference with the presentation of the colors, followed by a moment of silence in recognition of all Veterans.

Attendees had the opportunity to hear from keynote speakers who provided information on military family deployment and reintegration issues, and how community organizations came together in Colorado Springs to form a collaborative, integrated approach to serving active military, veterans, retirees and their families.

Judge Hurwitz of the Orange County Family Court presented information about the Non-Criminal Veterans' Domestic Violence Court – a collaborative venture between Family Courts, HCA/BHS, and the VA Long Beach Health Care system.

Breakout sessions in the afternoon highlighted various issues and challenges faced by military families. The day ended with a powerful presentation by a Veteran family member panel who shared compelling information with attendees. The goal of the conference was to raise awareness about the challenges veterans and their families face with deployment and reintegration.

"Veterans are part of a family unit, in order to provide effective support we must work with the family unit," said Mark Refowitz, Health Care Agency Director. "What Veterans bring back from conflict impacts the entire family unit."

To learn more about the available services for Veterans' and their families, visit the Orange County Network of Care. HCA/Behavioral Health provides behavioral health services to veterans, and their families through various programs. For more information, please review the HCA/BHS link under Veterans or call Maureen Robles at (714) 480-6652.

David's Healthy OC Blog

With the kickoff of HCA's employee wellness initiative "workingWELL – A Healthy OC Starts with Us," Public Health Services Deputy Agency Director David Souleles got to thinking "if a healthy OC starts with us, then a healthy OC needs to start with me too."

David saw an opportunity to tackle the weight gain he's struggled with throughout his lifetime by sharing his experiences, resources and tips through David's Healthy OC Blog. David's blog includes both personal and work related experiences as he chronicles his journey through eating healthy and being active.

Visit David's Healthy OC Blog to subscribe, support and comment. Share your personal health and physical activity tips, as well as your challenges and successes, with David and your co-workers.

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

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

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Holiday Hope 2012

Holiday Hope is an HCA holiday assistance program that 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 to senior citizens. Many have serious medical and nutritional problems. Each year County staff members refer their most impoverished clients to Holiday Hope. The program is designed to provide these families with food.

The Holiday Hope program is solely supported through the generosity of County Employees. Volunteer to feed a family by making a cash donation to purchase grocery gift certificates.

For further information or to share in this season of giving, please contact Amber Alford at (714) 834-4144 or email at aalford@ochca.com.

Cash donations (made payable to Holiday Hope) can be mailed to:

Holiday Hope – HCA Volunteer Services
405 W. Fifth Street, Suite 300
Santa Ana, CA 92701

Donations need to be received no later than December 21, 2012.

Operation Santa Claus 2012 now through Dec. 21

What kinds of gifts are needed?

Operation Santa Claus provides gifts to children from newborns through 17 years of age. Gift suggestions for each age group are listed on the reverse side of the Angel Tag. Gifts are greatly needed for all the age groups. All gifts should be unwrapped and not heavily taped.

- **Cash/Check Donations** – Cash donations help purchase gifts and gift certificates for Operation Santa Claus and Senior Santa and Friends. Special requests for children and seniors with special needs are purchased with cash donations.
- **Gift Certificates** – Gift Certificates make excellent gifts for teens and seniors. Teens enjoy certificates from Target, Wall-Mart, etc. Grocery store gift certificates are ideal for seniors. Drug store gift certificates for seniors pay for medications that may not be covered by Medi-Cal.

Please make checks payable to the program of your choice: Operation Santa Claus or Senior Santa and Friends.

Please be sure to designate either Operation Santa Claus or Senior Santa and Friends on donated gift certificates to help our volunteers when they are sorting gifts. Checks or gift certificates can be mailed to: Operation Santa Claus, 1505 E. Warner Avenue, Santa Ana, CA 92705.

Where do I drop off the gifts?

- HCA Admin (Bldg. 38), 405 W. 5th St., Santa Ana, 2nd Floor Lobby
- Public Health (Bldg. 50), 1725 W. 17th St., Santa Ana, 1st Floor Lobby
- Environmental Health (Bldg. 39), 1241 E. Dyer Rd., Santa Ana, 1st Floor Lobby

If you have any questions, please contact Sylvia Goldie at (714) 834-6620.

Radiology Techs
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interpretation of procedures performed on a daily basis. Another advantage of this is that if there is a questionable examination being reviewed by the provider they are able to call the Radiologist and have him/her log in and discuss the exam simultaneously without having to wait for the report.

At HCA, there are currently three Certified Radiologic Technologists within Public Health Services who perform radiographic procedures. The focus is primarily on pulmonary infectious diseases—tuberculosis. The chest X-ray is the most common examination performed routinely in the world and the HCA radiology procedure type is no different. They perform from 7,000 to 10,000 exams per year and provide TB clearance for immigration/refugees and follow-up for patients being treated for TB. HCA technologists also perform all general diagnostic radiographic procedures as requested by the referring physician.

For more information about the field of Radiologic Technology, visit the American Society of Radiologic Technologists website at www.asrt.org/default.aspx.

NOVEMBER HEALTH OBSERVANCES

American Diabetes Month

Lung Cancer Awareness Month

National Family Caregivers Month

National Radiologic Technology Week 4-10

Great American Smokeout. . 8

Mental Illness Awareness Week & World Mental Health Day

OC Hotline provides 24/7 support

In celebration of Mental Illness Awareness Week (October 7-12) and World Mental Health Day (October 10), the Orange County Health Care Agency encourages people to learn more about mental illness and the available resources in Orange County, including two important phone numbers. One in four adults experiences a mental health problem in any given year.

Orange County's mental health and crisis prevention hotline provides confidential phone assistance 24 hours a day/7 days a week to anyone seeking crisis or suicide prevention services. The hotline is operated by Didi Hirsch Mental Health Services. Hotline: 1-877-7CRISIS.

For non-crisis mental health support, the Warmline is available to callers struggling with mental health or substance use disorders. Callers speak with an understanding person who has been through a similar journey and is able to provide a friendly voice and information about mental health resources. The Warmline is operated by National Alliance on Mental Health (NAMI-OC). Warmline: 1-877-910-WARM.

Since the inception of both lines in August 2010, there has been an overwhelming response. Over 11,700 calls have been made to the Hotline and nearly 65,000 people that live or work in Orange County have been reached through community events. The Warmline has processed over 18,000 calls—412% more calls than anticipated. In just one month, July 2012, the Warmline handled 998 calls.

To learn more about the available mental health resources visit http://ochealthinfo.com/behavioral.

Carla Marcinek

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the Health Care Agency in Community Nursing. She directs a staff of eight public health nurses that provide services to central Orange County. Carla manages two major grant programs that offer nursing care to high risk infants and families; collaborates with community partners in advancing breastfeeding and early prenatal care; and, as an agency volunteer for many disaster preparedness activities, Carla puts her military experience to work for all us.

Lt. Col. Carla Marcinek, 455th EAES Commander is pictured inside the new medical facility at Bagram Airfield in Afghanistan.

"I would rather sit on a pumpkin and have it all to myself than be crowded on a velvet cushion.
—Henry David Thoreau

Janet Shin

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established in her name to honor her dedication to the children served by the program.

California Children's Services specializes in medical care, case management, and physical and occupational therapy for children with special health care needs. The goals of CCS include preventing disabling conditions in children through early diagnosis and treatment and maximizing function and quality of life for children with severe physically disabling conditions.

Director's Corner

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- His favorite bands include Steely Dan, Keith Urban, The Dave Matthews Band and Kid Rock.

In December, Mark will host two town hall meetings to share his thoughts on the direction, mission and goals of the Health Care Agency. Employees will also have an opportunity to ask questions of Mark and his executive management team.

Walk to School Day celebrated

On October 3, 2012, Santa Ana Unified School District (SAUSD) staff, City of Santa Ana representatives and HCA staff members celebrated International Walk to School Day by walking with students to Heninger Elementary School in Santa Ana.

Walk to School Day is a fun, educational event involving children, parents, and community leaders. The national event began as a one-day celebration in 1997 and eventually became known as International Walk to School Day when the USA joined Canada and the UK in commemorating this occasion. Growing interest in participation all over the world led the International Walk to School Committee to shift its promotion to International Walk to School Month for the entire month of October.

The event raises awareness about reinforcing children's good traffic safety skills; creating and maintaining safe places for children to walk and bike within their neighborhood; and promotes the fact that children need regular physical activity to stay strong and healthy.

For more information, visit HCA's Walk to School webpage or the International Walk to School Day Website.

School, City and County officials along with HCA staff pictured (left to right) are Art Jimenez; Dr. Audrey Yamagata-Noji; Deputy County CEO Rob Richardson; Santa Ana Councilwoman Michele Martinez; Health Promotion Division Manager Amy Buch; Public Health Services Deputy Agency Director David Souleles and SAUSD Superintendent Dr. Thelma Meléndez.

United Way 2012 kick-off

Jean Brayer from HCA's Health Policy and Communication (HPC) office helped to sell County logo polo shirts and caps during the 2012 United Way Kick-Off event held at the Hall of Administration on October 3.

OC Waste & Recycling Director Mike Giancola supported HCA's United Way booth and purchased some grilled corn during the Kick-Off event on October 3. From loaded baked potatoes to BBQ, to baked goods basket raffles, the event offered an array of items for purchase to raise funds for this year's United Way campaign.