health care agency
WHAT'S UP
keeping staff informed & current
ISSUE 12-05
MAY, 2012

Ribbon cutting celebrates MH campus opening

On April 19, 2012, the Health Care Agency and Mental Health Services Act (MHSA) marked a special occasion for consumers throughout the County when the Mental Health Campus located at 401 S. Tustin Street in Orange officially opened.

After seven years from the development of the concept to completion of construction, this campus was made possible by funding from the MHSA and was shaped with input from mental health consumers who utilize the facility.

A ribbon cutting ceremony was held to celebrate the opening of this unique, three-facility campus that houses a 7,600 square foot consumer-run Wellness/Peer Support Center; a 9,250 square foot, 15-bed Crisis Residential Center – a homelike environment that provides services to adults in acute crisis; and a 7,500 square foot Education and Training Center that will provide support to consumers who aspire to have a career in mental health services.

The event featured guest speakers including Supervisor Bill Campbell, Interim HCA Director Mark Refowitz, Interim Behavioral Health Director Mary Hale, former OC Mental Health Board Chair Theresa Boyd and current OC Mental Health Board Chair

Supervisor Bill Campbell cuts the ribbon during the April 19th official opening of the Mental Health Campus located at 401 S. Tustin Street in Orange.

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Dr. Chau receives Visionary Leadership Award

Congratulations to Behavioral Health Services Associate Medical Director Dr. Clayton Chau on receiving a Visionary Leadership Award from the National Council for Community Behavioral Healthcare. Dr. Chau received the award on April 16, 2012 in Chicago, Illinois during the Council's Awards of Excellence event.

The award honors those who have demonstrated outstanding leadership in the behavioral healthcare field and recognizes persons and organizations annually for their efforts on behalf of people with mental illnesses and addiction disorders.

Recognized for his "innovative and inspirational work," Dr. Chau serves as a role model for persons working on their recovery and wellness with mental illness. His success is credited in part to his overwhelming passion for helping others and as he put it, "having the opportunity and privilege to work with the clients who allow me into their lives" to work toward their successful recovery. Additionally, Dr, Chau

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Compliance Update

Welcome to spring 2012! The Office of Compliance has more changes to share.

- The long awaited 5th Edition of the Code of Conduct is available on the Compliance Intranet Code of Conduct, 5th Edition. The 2012 Annual Training will cover the Code of Conduct, but you are encouraged to take a peek at our new look and updated standards of conduct.
- HCA Compliance Committee updates:
  - Mary Hale was appointed Interim Deputy Agency Director for Behavioral Health, but will continue to have a role on the HCA Compliance Committee.
  - Office of County Counsel Supervising Deputy James Harman joined the Compliance Committee when Paul Albarian was promoted to support the airport.
  - We said good-bye to committee member, Health Disaster Management Division Manager Terre Duensing in March 2012, due to her well-deserved retirement.

The Office of Compliance welcomed Compliance Analyst Caroline Matthew, who joined us in April 2012. Caroline graduated from the University of California at Los Angeles with a Master of Public Health in Health Services Management. Caroline has always been in the healthcare field. She started out working at a community hospital in their medical records department, and most recently worked for Providence Health and Services as a Compliance Specialist serving the many compliance and privacy needs of its hospitals and clinics.

She will be working on our compliance and privacy education, handling compliance investigations, assisting in privacy breach reporting and supporting the compliance committee as part of the Compliance Team. Caroline is located at 405 W. 5th Street, 7th floor in room 777, (714) 834-4399. Please stop by and say hello.

If you have any questions or concerns, you may reach me at (714) 834-3154 or at tbullock@ochca.com. Those that wish to remain anonymous may contact the Compliance Telephone Hotline at (866) 260-5636.

Thea Bullock, MPA, CHC
Chief Compliance Officer

Privacy breach & **fine**

In March 2012, the Department of Health and Human Services (HHS) levied a fine of $1.5 million against Blue Cross Blue Shield of Tennessee because of a 2009 breach where 57 unencrypted hard drives were stolen from a data storage center. The hard drives contained PHI (Protected Health Information) of about 1 million members including their names, social security numbers, dates of birth, diagnoses, and health plan identification numbers. The health plan failed to have administrative, physical and technical safeguards in place as required by the HIPAA Privacy and Security Rule; therefore they had to pay a high price for this breach.

When other healthcare organizations experience large breaches and subsequently suffer financial sanctions because of those breaches we are reminded of how easily we could be in that position. That is why it is important that HCA employees take measures in our everyday work to protect the confidential information we have. Here are a few ways you can protect patient health information:

- Keep confidential papers locked up when not in use;
- Encrypt (Secure E-mail or password protect) email before sending or replying if it contains confidential information;
- Lock your computer when stepping away;
- Shut down your computer

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OC DUI Task Force receives national attention

Congratulations to the Orange County DUI Task Force and the Alcohol and Drug Education and Prevention Team (ADEPT) for participating in the National Highway Traffic Safety Administration (NHTSA) national research project aimed at understanding how non-law enforcement based task forces function and address alcohol and/or drug impaired related issues at the local level.

Among the 100 plus task forces identified, the Orange County DUI Task Force was selected as one of nine coalitions to participate in this research project. Three members of the task force (including Kathy Kendrick from ADEPT) were interviewed and provided information on how the coalition was developed and structured.

The report provides an in-depth analysis of each coalition and presents the findings in two sections. **Section One** provides an overall description of how task forces are formed, the strategies utilized to address DUI, the staffing and funding structure; and the strengths, weaknesses, accomplishments and challenges task forces encounter along the way. **Section Two** showcases each task force with a more in-depth description of the items described in section one.

The Orange County DUI Task Force was initiated by ADEPT in 2005 by forming the Alcohol Impaired Driving Task Force of Costa Mesa and it evolved to become the Orange County DUI Task Force in 2009. The task force is co-led by Kathy Kendrick and Anita Lorz from the Automobile Club of Southern California, and has a membership of 60 plus agencies with 20 – 25 core members attending each bi-monthly meeting.

With an overall goal to reduce alcohol and/or drug impaired related motor vehicle fatalities or injuries in Orange County, the Orange County DUI Task Force trains alcohol establishments on their roles, responsibilities, and legalities of serving alcohol responsibly; supports law enforcement efforts by attending DUI checkpoints, providing media materials, training problem establishments, etc.;

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Dale receives recognition

Hats off to Rick Dale, Staff Specialist for HCA's Inpatient Managed Care Unit on receiving a Certificate of Appreciation from Behavioral Health Services.

Rick is noted as a team player and viewed by his staff as displaying all the attributes of a true leader – when issues arise during projects, he handles them head on. A County employee since 1999, Rick is also recognized for his contributions and dedication to the clients and staff of HCA.

How to view your online mileage claim after submitting it

There are two ways you can view your online mileage claim after submitting it:

- Save the e-mail that you automatically receive from WFAdmin@ac.ocgov.com after submitting a claim. The e-mail includes a link **"Click here to access the task"** to view your claim (you cannot however, make any changes to it).

- You can view all of your *paid* online mileage claims through the OC Portal – the same place where you access your pay stubs. Once logged onto OC Portal, click the down arrow next to **Click to Select** and click **PayStub Application**. Click **Mileage Claim** to see a list of your claims, then click on **Details** next to any claim.

For payroll or mileage claim questions, please call HCA Payroll at (714) 834-7614 between 7:30 a.m. and 5:00 p.m. or e-mail HCAPayroll@ochca.com.

JUNE HEALTH OBSERVANCES

Cataract Awareness Month

Home Safety Month

Men's Health Month

National Congenital Cytomegalovirus (CMV) Awareness Month

National Scleroderma Awareness Month

Refugee Awareness Month

National Cancer Survivors Day 5

National HIV Testing Day 27

Dr. Chau

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recognized his mentor, HCA Interim Director Mark Refowitz for his continued support of his ideas and appreciates the support from all of his HCA colleagues in the work he does.

Dr. Chau does not hold the typical working hours – providing services that range from administrative, clinical, and community work – after his "day job" he also serves on the HIV & AIDS Planning Council, involves himself in outreach to the homeless, provides trainings to churches and other community organizations and continues to find time to serve as a Lecturer for the UCLA School of Public Health and Assistant Clinical Professor for the UCI School of Medicine.

His 15 years of service to the Health Care Agency has provided us with the opportunity to experience his excellence firsthand.

Blood Drive information

The American Red Cross saves lives and you can too! A blood drive is planned for June 5 & 6 from 9 a.m. to 3 p.m. at the County Hall of Administration located at the Civic Center Plaza in Santa Ana. Look for the Red Cross Bloodmobile.

To schedule an appointment or for more information, contact Amber Alford at (714) 834-4144 in HCA HR Volunteer Services or visit the website www.redcrossblood.org and enter sponsor code OC1 when scheduling an appointment.

DUI Task Force

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educates the community and raises awareness on the risks and consequences associated with alcohol and/or drug impaired driving; and provides technical assistance to local agencies, alcohol establishments, etc., on implementing these and other prevention strategies at the local level.

To learn more about the task force, contact Kathy Kendrick at (714) 834-3294 or by e-mail at kkendrick@ochca.com. The report is available in its entirety at www.nhtsa.gov/staticfiles/nti/pdf/811460a.pdf.

"A bargain is something you can't use at a price you can't resist."

—Franklin P. Jones

Congresswoman Sanchez visits HCA

On Tuesday, May 1, U.S. Congresswoman Loretta Sanchez visited the Orange County Health Care Agency's 17th Street campus to discuss HIV services in Orange County. Congresswoman Sanchez represents the 47th Congressional district, which spans Santa Ana, Garden Grove, Fullerton, and Anaheim.

Pictured (left to right) are Dr. Handler, Irene Magana, Tamarra Jones, Donna Fleming, Congresswoman Loretta Sanchez, David Souleles, Mark Refowitz and Dr. Ried.

HCA staff present at the meeting included Interim HCA Director Mark Refowitz, County Health Officer Dr. Eric Handler, Public Health Services (PHS) Deputy Agency Director David Souleles, PHS Chief of Operations Donna Fleming, 17th Street Testing, Treatment, and Care Medical Director Dr. Christopher Ried, 17th Street Testing, Treatment, and Care Program Manager Irene Magana, HIV Planning and Coordination Program Manager Tamarra Jones, and HIV Planning and Coordination Intern Frederick Rose.

The meeting included a discussion about the current status of HIV services, the epidemic in Orange County, and concerns for the future of HIV services. Staff provided an update on the recent increased emphasis on finding the estimated 1,774 individuals living with HIV in Orange County who do not know their status, including implementation of projects to begin routine testing in healthcare settings at UCI Medical Centers, Alta Med, and in select County jail sites.

Staff also discussed HCA's work with the HIV Planning Council in the development of the Comprehensive HIV Services Plan for 2012-2014. The plan has been guided by state and national efforts, including the National HIV/AIDS Strategy, Healthy People 2020 Goals, the impact of the Patient Protection and Affordable Care Act, and legislative requirements to find individuals who are unaware of their HIV status and link them to care.

Staff also shared concerns about the future of the Ryan White Treatment Modernization Act (Ryan White Act), which is set to expire in September 2013. The Ryan White Act has been the single largest piece of federal legislation to fund healthcare and supportive services to people living with HIV. In addition, uncertainty related to the future of the Affordable Care Act (which is currently under review by the Supreme Court) and its implications for HIV/AIDS services in Orange County were discussed.

The Congresswoman acknowledged the importance of ensuring that individuals have access to care to decrease the transmission of HIV as well as maintain the health of individuals living with HIV/AIDS.

Privacy

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completely when you leave at the end of the day; and

- Only access confidential information you need to do your job

It is important to remember that employees who violate patient privacy or fail to protect patient privacy can be disciplined, up to and including termination. This is stated in HCA's privacy policies which can be found here: http://intranet/pap. Protecting patient privacy may not always seem convenient or easy, but we must remember the *law* requires us to do so. If you have privacy questions or concerns, please call HCA Privacy Analyst Linda Le at (714) 834-4082.

HCA celebrates nurses

National Nurses Week is celebrated annually from May 6, also known as National Nurses Day, through May 12, the birthday of Florence Nightingale, the founder of modern nursing. This year's theme, "Nurses: Advocating, Leading, Care," reflects the commitment nurses make every day for their patients and the compassion and quality of care they provide for their community.

In recognition of Nurses Week and to celebrate HCA's nurses, an event was held on May 8 at HCA's 17th Street outdoor patio area and featured guest speaker Correctional Medical Services Deputy Agency Director Kathy Wild, a Board of Supervisors Resolution presentation and greetings from HCA executives. Various nursing programs within HCA also showcased displays inside the Clinic for both visitors and staff to view.

Often described as an art and science, nursing is a profession that embraces dedicated people with varied interests, strengths and passions because of the many opportunities the profession offers. Nurses work in a variety of settings including emergency rooms, school based clinics and homeless shelters to name a few. Nurses also have many roles—from staff nurse to educator to nurse practitioner and nurse researcher.

For more information on National Nurses Week, visit the American Nurses Association website at www.nursingworld.org.

An event was held on May 8 at HCA's 17th Street Clinic outdoor patio area to celebrate Nurses Week. A Board resolution declaring Nurses Week in Orange County was presented by Public Health Services Deputy Agency Director David Souleles to Family Health Division Manager Mary Davis. Interim HCA Director Mark Refowtiz addressed attendees and thanked HCA nurses for their commitment and dedication to the clients we serve. Displays showcasing HCA's various nursing programs were also available for viewing by attendees.

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

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"The art of living does not consist in preserving and clinging to a particular mode of happiness, but in allowing happiness to change its form without being disappointed by the change; happiness, like a child, must be allowed to grow up."

—Charles L. Morgan

HCA social workers recognized

An event was held in April at the Social Services Agency to recognize Social Worker Appreciation month. HCA's social workers received recognition from Interim Behavioral Health Services Deputy Agency Director Mary Hale and an SSA representative. HCA staff pictured (alphabetically) are Brian Batchelder, Angelica Galvan, John Gavino, Tamra Kopiec, Thanh-Minh Luyen, Genoveva Monreal, Jenny Nghe, Felicia Revers and Catherine Speckman.

Supervisor Moorlach presented Interim Behavioral Health Services Deputy Agency Director Mary Hale with a resolution recognizing Social Worker Appreciation Month in Orange County.

MH Campus

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Richard McConaughy.

Attendees had the opportunity to tour the facility, visit classrooms that feature "Smart Boards," and also view rooms and common areas within the Crisis Residential Center section of the building.

Services at the new campus will begin at different times – the Wellness/Peer Support Center is set for a May opening; the Crisis Residential Center is set to open the first week of July; and the Education and Training Center will begin operations when a contractor is identified.

The Mental Health Campus is located on a site owned by the County since the late '90s that once housed a Social Services Agency facility. It was demolished to make room for the campus, believed to be the first of its kind in California.

An event was held on April 19 to mark the official opening of the Mental Health Campus located at 401 S. Tustin Street in Orange. The campus was constructed with MHSA funding and shaped with input from consumers.