health care agency
WHAT'S UP
keeping staff informed & current
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HCA bids farewell to Dave Riley

A retirement celebration and reception was held on January 11 at the Old County Courthouse in Santa Ana to bid farewell to HCA Director Dave Riley after more than 34 years of dedicated service to the County.

Members of the Board of Supervisors, community leaders, County staff and members of the HCA family were all present at the front steps of the Courthouse to take part in a program for Dave which included a welcome greeting from Bill Mahoney and Mike Spurgeon and remarks from Supervisor Bill Campbell, County CEO Tom Mauk, Assistant HCA Director Bob Wilson and Ken Hohla. Supervisor Janet Nguyen also presented Dave with a plaque to commemorate his dedication to the County.

Dave began his career with the County in 1976, working for various Agencies and Departments including the County Administrative Office, Probation Department and Human Services Agency.

His career path with the County included serving as Program Manager for Maternal and Child Health, and HCA Chief Financial Officer and Chief Compliance Officer. In 2003, Dave was promoted to HCA Assistant Director.

HCA congratulates Dave and wishes him well as he embarks on a new journey into retirement.

EMS moves to countywide data system

HCA's Health Disaster Management (HDM)/Emergency Medical Services (EMS) Program is the Local EMS Agency (LEMSA) for the County of Orange and provides regulatory and medical oversight for the countywide EMS system.

The Orange County EMS System responds to more than 160,000 9-1-1 calls for service every calendar year and is comprised of more than 120 paramedic units, over 400 ambulance transport units, and 25 Emergency Departments.

Per California state regulations, EMS personnel (EMTs and Paramedics) are required to fill out a Prehospital Care Report (PCR) every time they complete an assessment and/or provide treatment to a patient in the field (a.k.a. Prehospital) setting. The current system is primarily "paper-based" with limited availability of electronic data.

In 2007, the HDM/EMS Program formed a group of dedicated professionals from the local EMS System who volunteered their time to partner with HDM/EMS

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New 5th Edition of HCA Code of Conduct

The Office of Compliance is pleased to announce the much anticipated release of the 5th edition of the HCA Code of Conduct. The 4th edition, last updated in 2007, has been reorganized by the HCA workforce who volunteered to review and update the Code of Conduct through a collaborative process. This team of 20 represented all service areas in HCA and also a variety of classifications.

The Office of Compliance would like to thank the following individuals for their participation on the review team:

- **Thea Bullock**, *Compliance*
- **Kindra Dimitriadis**, *IRIS*
- **Terre Duensing**, *Health Disaster Management*
- **Kathy Gilbert**, *Medical Services Initiative Program*
- **Lori Gordon**, *Health Disaster Management*
- **Debra Hampton**, *Adult Mental Health*
- **Dagmar Himmler**, *Juvenile Health Services*
- **Lina Klein**, *Alcohol & Drug Abuse Services*
- **Linda Le**, *Privacy*
- **Maria Montellano**, *Public Health Services*
- **Hien Nguyen**, *Medical Services*
- **Brian Petros**, *BHS Quality Improvement and Program Compliance*
- **Chris Prevatt**, *Health Promotion and OCEA Board Member*
- **Tazia Reyna**, *California Children's Services*
- **Suntara Sovan**, *Environmental Health Division*
- **Deanne Thompson**, *Public Information & Communications*
- **Christina Weckerley**, *Prevention & Intervention*
- **Paul Wright**, *Human Resources*

What's New in the Code of Conduct, 5th edition?

Each standard was reviewed by a subcommittee of the review team.

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How to get paid quicker when submitting manual mileage claims!

As you may know, HCA employees can now claim mileage and parking via the online mileage claim program. Manual (paper) mileage claims are only used for such things as hotel, meal, phone and tuition costs (non-HCA employee volunteers and commission/advisory board members must continue to use the manual claim form for mileage and parking).

When submitting manual claim forms, there are some things employees and supervisors can do to ensure claims are paid as quickly as possible:

- Employees – Be sure to fill out your manual form completely, sign it, and include adequate documentation, if needed, such as copies of completed and signed travel requests.
- Supervisors – At your earliest convenience, thoroughly review and sign your employee's claim. Forward the claim and any backup documents in a *confidential* pony envelope to your program's Program Support Analyst (PSA) assigned to your program. You can contact Payroll if you don't know who your assigned PSA is.

The PSA will then review the claim, sign as the authorized signer, and forward the claim to HCA Payroll for payment processing. Any claim received that is missing the above items or required signatures will be returned to the employee for correction, possibly delaying reimbursement.

If you have any questions, please call HCA Payroll and General Support at (714) 834-7614.

> *"The antidote for fifty enemies is one friend."*
>
> *—Aristotle*

QM now Health Policy and Communication (HPC)

HCA's Office of Quality Management is now officially known as **Health Policy and Communication (HPC)**. The name change was implemented to clearly define the role that HPC plays within the Agency. Oftentimes, Quality Management was confused with Quality Improvement or Quality Assurance Programs.

The new name has been approved by the Director's Office and is meant to capture the essence of HPC's role, as follows:

- **Health Policy** – The office has a significant responsibility to research and analyze data, making actionable information available to policy-makers. This also encompasses legislative analysis and a role in planning with such activities as the Balanced Scorecard. All of this is to assist HCA decision-makers, the CEO, and Board of Supervisors to make decisions and set policy based on the best available information.
- **Communication** – HPC also has a significant role in sharing information throughout the Agency, as well as with the public. This encompasses Public Information & Communications, the "What's Up" newsletter, Desktop Publishing, and the Web. These activities help keep staff and the community informed, and are especially important during any kind of emergency or disaster, etc.

For some long-time HCA staff, "QM" is second-nature and it may take some time adapting to "HPC." However, with time, the new name change will become more familiar and also more informative. For more information about HPC, please call (714) 834-3166 or visit http://ochealthinfo.com/hpc.

Health Policy and Communication staff pictured (back row, left to right) are Ryan Ramos, Anne Fialcowitz, Kerry Underwood, Chris Moreno, Janel Alberts, Kimari Phillips, Curt Condon, Maria Corona, David Thiessen, Anh Nguyen, Deanne Thompson, Sandy Viernes, Gina Quiroz and Jennifer Bernsen. Pictured (front row, left to right) are Jean Brayer, Alaka Nafday, Tricia Landquist and Nicole Stanfield.

HCA's Leadership Development Program celebrates its fifth graduating class

On January 25, 2012, HCA's Leadership Development Program honored its fifth class of graduating participants from HCA and our two partner agencies, Orange County Waste and Recycling (OCWR) and Orange County Public Works (OCPW).

Joining the Leadership program's alumni were 46 more graduates; 34 from Level I and 12 from Level II. The Executive Teams, managers and supervisors of the graduates from all three agencies, as well as representatives from our Cal. State University of Fullerton partner, were in attendance and were treated to inspirational presentations made by seven of the graduates: Haya Farooqui/HCA; James Fortuna/OCPW; Dean Freed/HCA; Madai Garcia/OCWR; Dianne Martinez/OCPW; Teresa Renteria/HCA; and Barbara Tidball/OCPW.

This year's ceremony also included "Servant Leadership Awards" presented to 35 highly committed contributors who, by giving priority attention to the needs of their colleagues and those they serve, achieved exceptional results for the Leadership Development Program and their respective organizations.

For more information on the Leadership program and how you can participate, please visit the website at http://intranet.ochca.com/hr/tsd.

HCA's Leadership Development Program honored its fifth class of Level 1 and 2 graduating participants from HCA, OCPW and OCWR. HCA staff pictured (alphabetically) are Azin Aslie, Richard Bruno, Kasey Choi , Mark Delgado, Haya Farooqui, Dean Freed, Consuelo Gonzales, Annice Guadan, Lauren Hatch, Elizabeth Ines, Rebecca Juarez, Karl Kerckhoff, Denise Mercurio-Wasserman, Tuan Nguyen, Zorayda Ochoa, Teresa Renteria, Selma Silva, Naomi Tesfamichael, and Pamela Vellen. HCA staff members not pictured are Juan Anzora, Jason Austin, Jennifer Broadwater, Timothy Hoang, Lauren Marques, Lillian Olden, and Mariam Zhowandai.

OCPW staff pictured (alphabetically) are Maria Abrogar, Francisco Avalos, Nickelson Ballon, Sheila Carter, Scott Dessort, James Fortuna, Stacy Kennedy, Dianne Martinez, David Sanchez, Michael Smith, Dean Swart, and Barbara Tidwell.

OCWR staff pictured (alphabetically) are Larry Adams, Jesus Barragan, Adam Flynn, Madai Garcia, Evelyn Grechuta, Patti Henshaw, Jesus Perez, and Virginia Roman.

Show Us The Money!

F&PSS Joins the HCA Intranet

Have you ever wondered how HCA makes sure we don't run out of money before we run out of year? Why we need a budget anyway? Or what the Financial & Program Support Services (F&PSS) unit can do for you? A new F&PSS intranet site is now available to all HCA employees at http://intranet.ochca.com/fpss . The website provides an introduction to the F&PSS unit, as well as information regarding the Agency's current budget and revenues, F&PSS responsibilities, an overview of the County & Agency's fiscal plan and process, an organizational chart, and a listing of the F&PSS team members with assignments and contact information. The website also contains information to help answer questions like:

- How do I fill out a request to unfreeze a position?
- What object code do I use for a requisition?
- What form should I complete if I need to purchase meals for a meeting?
- What is "Administration Distribution" and why is it important?
- What are NCC, AFR, PYE and other confusing acronyms used by the financial folks?

And much more! This new website is intended to be a resource for all HCA employees. If you have suggestions for additional content, resources, information, or have a question that the website doesn't answer, please talk with a F&PSS staff member.

MARCH HEALTH OBSERVANCES

National Colorectal Cancer Awareness Month

National Nutrition Month®

Social Worker Month

National School Breakfast Week 7-11

National Women and Girls HIV/AIDS Awareness Day. 10

National Poison Prevention Week 20-26

World Tuberculosis Day 24

American Diabetes Alert Day 25

Code of Conduct

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- New quotes and cover design were selected by the team.
- Individual Conduct
  Additional detail was added to address stringent privacy protections such as restricting access to confidential and sensitive information, prohibition on snooping, and proper disposal of documents containing confidential or sensitive information. Clarification provided to address personal relationships with clients and coworkers.
- Adhering to Laws and Regulations
  Added language to address prompt return of any overpayments received to comply with the 2009 Fraud Enforcement and Recovery Act.
- Conflicts of Interest
  Clarification added to address potential conflicts with County Conflict of Interest Code and OC Gift Ban Ordinance. Additional emphasis addressing personal relationships was added to this standard.
- Protect Assets
  A bullet addressing cash and check handling policies was added to this standard by the team.
- Records Maintenance
  The major revision in this standard was in the introductory paragraph which specified the inclusion of records both hardcopy and electronic.
- Statement of Non-Retaliation
  This section was expanded to include examples of retaliatory behavior because the annual employee surveys continue to show that fear of retaliation continues to be a concern among the members of the workforce. The added explanation is intended to help the workforce identify and prevent potentially retaliatory conduct.

We greatly encourage you to review the 5th edition of the HCA Code of Conduct, which is available electronically on the HCA intranet at http://intranet/docs/compliance/code_of_conduct.pdf.

If you have any questions or comments, please contact the Office of Compliance at (714) 568-5614 or via e-mail at officeofcompliance@ochca.com.

A Toast to Health

Rethink Your Drink Open House shares options for healthier beverages

Drinks can contribute to a large number of calories and many consumers are not aware of how this affects their weight and health. On December 8, 2011, HCA's *Network for a Healthy California* program sponsored a *Rethink Your Drink Open House* to help local partners share resources and educational materials.

At the event, 12 interactive stations were hosted by local experts. Attendees learned about resources for youth, adults, and seniors, as well as events and received information on marketing, beverage ingredients, sports and much more. Local "Champion Moms" co-hosted two of the stations, sharing their knowledge and experience. A taste test station also allowed participants to practice label reading, as well as sample new and popular beverages.

Champion Mom Husna Aijaz shared her expertise related to beverage ingredients at the Dec. 8 Rethink Your Drink open house event.

"We were excited to have staff from HCA's Women, Infants and Children (WIC) program, school districts, the Dairy Council, Cal State Fullerton and others show how we are working together to share information about label reading, portion size and healthy beverage choices," said Maridet Ibañez, HCA Nutrition Services Program Manager.

A display at the Dec. 8 open house helps to educate attendees about combating obesity by selecting healthier beverages.

The Rethink Your Drink (RYD) initiative is expanding in Orange County and at the state and national level. The goal is to combat obesity by helping individuals make healthier beverage choices more often. To learn more, contact Maridet Ibañez at (714) 834-8092 or visit www.ochealthinfo.com/nupac.

A visual display showcases the many beverages marketed toward adults and youth.

"The language of friendship is not words, but meanings."

—Henry David Thoreau

EMS

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to develop standards and processes that would define a future EMS Data System.

Orange County's population base and health care system size is comparable to many states in the nation. Therefore, the group determined that it would be best to lay out the future system as if Orange County was a similar sized state. Their work established the foundational knowledge necessary to define the new EMS Data system that is now known as the Orange County Medical Emergency Data System or OC-MEDS.

Led by EMS Coordinator Laurent Repass, the OC-MEDS project is a multi-year, multi-agency initiative that has earned the support of the local prehospital health care community and has been endorsed by the Orange County Ambulance Association, the Orange County Fire Chiefs Association, and the Hospital Association of Southern California.

The project has been creatively funded by several grants including the Urban Area Security Initiative (UASI), Public Health Emergency Response (PHER), the California Office of Traffic Safety (OTS), and California EMS funds. The "web-based" system complies with state and federal patient privacy laws/regulations and is an interoperable EMS data solution that aids in the evaluation and monitoring of every EMS patient encounter within Orange County from the moment that a 9-1-1 request for service is received, to the moment that a patient is discharged from an Emergency Department.

OC-MEDS enables multiple agencies to utilize a single data system in real time to ensure the continuity of prehospital patient information and is the first of its kind in California. In addition, the system will replace the paper-based EMT/Paramedic and ambulance license/certification processes used by EMS today with "web-based" workflow software with online fee payment capabilities.

Some of the core objectives of the OC-MEDS project include:

- Providing "real-time" data sharing capabilities between EMS providers and hospitals to improve the continuity of prehospital patient care information.
- Establishing a "user-friendly" web-based reporting module(s) and comprehensive data mining/visual informatics tools.
- Supplementing countywide syndromic surveillance efforts and aiding in the early warning determination of biological and/or chemical events based on 9-1-1 dispatch data and prehospital provider impressions.
- Enabling the management and tracking of patients who are involved in a Multi-Casualty Incident (MCI).
- Allowing for seamless integration between patient data collected by EMS providers and data collected by receiving hospitals (i.e., Trauma Centers) in order to facilitate the determination of patient outcomes to better evaluate the quality of patient care.
- Standardizing and improving regulatory, licensure/certification business operations of the HDM / EMS program by replacing inefficient paper-based processes with secure workflow software including online fee payment capabilities.

For more information about the OC-MEDS project, please visit the EMS Program website at: www.ochealthinfo.com/ems/ocmeds

"A true friend is one who thinks you are a good egg even if you are half-cracked."

—Author Unknown

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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