

# DIRECTOR'S REPORT

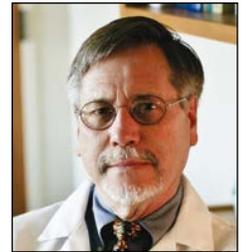
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## Year in Review

This time of year is a time of reflection. As I look back at 2013, I recall entering this year with many uncertainties. It has been a tumultuous year filled with transformational changes both locally and nationally, but I am especially proud when I reflect on all that we achieved together here at Contra Costa Health Services (CCHS).

There have been numerous obstacles to implementing the Affordable Care Act (ACA) at the national level. Yet in spite of all the national challenges, we have much to be thankful for in California. By making the decision early to expand Medi-Cal and develop its health insurance exchange, California is ahead of the curve, and you have all played a role in making health care reform a reality locally.



William B. Walker, MD  
CCHS Director

## CCHS Accomplishments

As you may know, our health plan is one of the five offered in Contra Costa through Covered California—the state's health insurance exchange—and one of two managed care plans for Medi-Cal. **Contra Costa Health Plan (CCHP)** Chief Executive Officer Patricia Tanquary and her staff have spent many hours preparing to receive new members and working with the state to finalize details of policies and procedures. They are continuing to expand CCHP's network of community providers in an effort to meet the demand for primary care providers. CCHP also celebrated its 40th anniversary this year.

**Contra Costa Regional Medical Center & Health Centers (CCRMC & HCs)** experienced transformational change as Chief Executive Officer Anna Roth and her staff made preparations to meet the increased demand for health care. Three years into the Delivery System Reform Incentive Payments (DSRIP) program, CCRMC & HCs has met *all* the milestones required to date. These impressive results are helping to expand access to care, enhance quality, and transform our care delivery system into one that is patient and family centered. This year, the Telephone Consultation Clinic (TCC), an innovative service delivered to patients through a partnership between CCRMC & HCs and CCHP's Advice Nurses, won a top honor (see story on page 5). TCC is part of CCRMC & HCs' broader efforts to improve access to health care.

Under the leadership of Director Cynthia Belon, **Behavioral Health Services** is well on its way to integrating Homeless, Alcohol and Other Drugs and Mental Health services into a seamless system. In this new model of service delivery, multidisciplinary teams are working side-by-side to offer previously separate services. Staff is working extensively with CCRMC & HCs to fully integrate Behavioral Health into primary

care, and the new Concord Health Center 2 is a model for this new way of providing integrated primary and behavioral health care.

**Public Health** Director Dr. Wendel Brunner also has been busy this year working with CCRMC & HCs, Behavioral Health and CCHP to bring the strength of prevention and community outreach to the many health care integration efforts. He reaches beyond the health department to influence and educate locally and statewide on issues of health equity and chronic disease prevention. Dr. Brunner and his Public Health staff provide countless hours of services in the community and these efforts will help us to address health inequities, improve health outcomes and ultimately decrease health care costs.

Fire station closures throughout the county have diminished the number of first responders and **Emergency Medical Services** Director Pat Frost and her staff have been busy working with fire officials and other partners to respond to this gap in services and to create efficiencies in the current system. Pat is also exploring how to best integrate EMS into our health care delivery system.

Under the leadership of Director Marilyn Underwood, **Environmental Health** (EH) embraced mobile technology this year. EH staff are now bringing tablet computers to food-facility inspections and digitally logging their inspection results from the field. EH also made a free app for smartphones allowing residents to see inspection results for thousands of restaurants and other food facilities.

Our **Hazardous Materials Programs** responded to major emergencies, including an overturned tanker trailer carrying propane in Richmond, and a potential chlorine leak at a chemical plant in Pittsburg. HazMat Director Randy Sawyer and his staff's leadership and training in HazMat's response are evident not only in their response to these events, but in the drastically diminished number of incidents occurring in Contra Costa through their enforcement of the County's Industrial Safety Ordinance. Randy has received state and national recognition for his work and was appointed to a task force operated by the California Environmental Protection Agency to improve public and worker safety at and around oil refineries.

Many innovative changes happening in CCHS have

required the leadership, knowledge and commitment of our **Information Technology** (IT) staff. IT Director David Runt and staff have spent many hours helping our divisions to implement new systems and ensure that new and existing systems work effectively together. **Communications** Officer Kate Fowlie and staff in our Communications Unit, Community Education and Information, have helped increase our use and knowledge of effective external communication tools, including social media, to keep the public informed on safety issues, community events and many of our innovative systems changes. For more information, visit our online newsroom: [cchealth.org/newsroom](http://cchealth.org/newsroom)

We are now able to recruit, test and develop eligible lists to fill vacancies in the department. Adding these new responsibilities to our **Personnel** staff under the leadership of Personnel Officer Dorette McCollum has helped to streamline the hiring process.

The knowledge of Chief Financial Officer Patrick Godley in our **Finance** unit has kept all of our trains running with adequate financial fuel. We will have to deal with uncertainty in health care finance in the coming year, and I continue to be proud to have the talent and skills of Patrick to help us respond to difficult financial challenges.

We know that we can't make the impacts on the communities we serve without all of our **community partners**. My assistant, Wanda Session, has been essential in strengthening our community partnerships, including with Healthy Richmond, Access to Care Stakeholders and East and Central County Action Access Team. Her partnership building makes my job easier and increases our effectiveness as we continue our outreach into the communities we serve.

These were only a few of our achievements in 2013. I recognize that all of you have made these and the many other achievements not mentioned possible. I appreciate the exceptional, compassionate services provided by each of you. Thank you for making this tumultuous year a prosperous one.

Happy New Year!



William Walker, M.D.

## Fair in Richmond Shows Residents How to Get Health Coverage and More

About 130 West County residents attended the Community Health Enrollment & Wellness Fair in Richmond on Dec. 7 to learn more about Medi-Cal and Covered California. The fair was hosted by Healthy Richmond, an initiative of the California Endowment. It was part of a broader effort to educate and enroll people in health insurance under the Affordable Care Act. Representatives from insurance plans, including our Health Plan and enrollment counselors certified by Covered California, answered questions from residents about obtaining coverage. More than 30 tables representing different health-related organizations and providers offered information to residents. Those who attended also were able to receive free blood pressure checks, diabetes screenings and flu vaccinations. The four-hour fair also encouraged residents to increase physical activity and eat healthy foods, and it featured live music, Zumba dancing, a bike repair station, cooking demonstrations, and bags of fruit provided by Food Bank of Contra Costa & Solano.



Wanda Session (far right), assistant to the CCHS Director and co-chair of the Healthy Richmond Action Team that planned the enrollment fair, is joined by Supervisor John Gioia, Diane Aranda of the California Endowment (far left) and Roxanne Carrillo Garza of Healthy Richmond.

To learn more about Healthy Richmond, visit [healthyrichmond.net](http://healthyrichmond.net)

## Health Care Reform Resources

As the county health system, we are committed to ensuring the residents of Contra Costa are informed about what the Affordable Care Act (ACA) offers. The ACA, also known as Health Care Reform or Obamacare, means more people will have access to affordable health insurance. For more information and links to helpful resources, including a calendar with upcoming ACA events in Contra Costa, please visit our website: [cchealth.org/aca](http://cchealth.org/aca)

## More Winter Beds at Emergency Shelters for the Homeless

In preparation for the cold weather, the Homeless and Housing Services Program provided 20 additional shelter beds this winter season. The expansion began Nov. 1 and will continue through March 30, 2014 at our Concord and Richmond emergency shelters. All residents receive food, clothing, case management, benefits and housing placement services. In Contra Costa County, there are about 3,800 people who are homeless, and approximately 1,300 people sleeping outside nightly. Referrals for winter supplies such as coats, gloves, cloths, sleeping bags, or other homeless services can be obtained contacting Anka Behavioral Health Homeless Outreach Team (Project HOPE) at 925-435-3650, or by dialing 211, the national information and referral line for local health and social services.



Additional shelter beds will give homeless people the opportunity to rest indoors during cold winter months.

For more information, visit [cchealth.org/homeless](http://cchealth.org/homeless). Any homeless residents or partners working with our consumers may call the Homeless Hotline at 1-800-799-6599 for information about accessing services.

## Foodborne Illness Drill Helps Prepare CCHS Divisions for an Emergency

Several Health Services divisions participated in an emergency exercise on Nov. 21 that simulated a massive outbreak of foodborne illness that quickly overwhelmed local hospitals and health care facilities. The exercise, which included Public Health, Emergency Medical Services, Environmental Health, Contra Costa Regional Medical Center & Health Centers, the Office of the Director and the Community Warning System, was designed to help us better understand our roles and responsibilities during an emergency. Because we used the live version of IRIS, many CCHS staff members received numerous email alerts during the drill, as they would in a real event. It was a good reminder that every Contra Costa County employee is a disaster service worker, and that drills and emergency preparation are a very important part of ensuring we are able to provide critical services to our community during disasters. If you would like training on how to use IRIS, including



A scene from the Nov. 21 drill. From left to right: Vince Martinez of the Community Warning System, Peter Ordaz of Behavioral Health and Steve Morioka of HazMat.

how to manage your alert preferences, please contact your division's IRIS trainer. If you're unsure who the trainer is, ask Kim Cox at [kim.cox@hsd.cccounty.us](mailto:kim.cox@hsd.cccounty.us).

## CCHS "Go Kit" Mobile App Now Available for iPhone and iPad

Health Services staff can now easily access important documents when they're not in the office by using a new "Go Kit" mobile app created by the Information Technology (IT) unit. A "Go Kit" is a group of documents or links that can be accessed on a mobile device, which can be particularly useful during an emergency. IT has built the app so authorized staff can create and manage customized Go Kits for their programs or teams. When new documents are added, edited or deleted, the Go Kit app automatically updates the new content and sends a push notification to users. For security purposes, app administrators designate who can access a particular Go Kit. After downloading and installing the mobile app, a user can then subscribe to any authorized Go Kit and enjoy convenient, anytime access to its contents. Currently, the app is only available for Apple mobile devices, but an Android version is being prepared for release soon.



To learn how to download a Go Kit app and how to become an authorized administrator, visit iSITE or contact Marc Miyashiro at [marc.miyashiro@hsd.cccounty.us](mailto:marc.miyashiro@hsd.cccounty.us)



At the TCC, advice nurses like Diane Shouse determine if a patient is eligible for a phone consultation with a doctor or family nurse practitioner.

## Telephone Consultation Clinic Wins Top Honors

The Telephone Consultation Clinic (TCC), an innovative service being delivered to patients through a partnership between Contra Costa Regional Medical Center & Health Centers and the Contra Costa Health Plan Advice Nurse unit, won top honor in this year’s Quality Leaders Awards. The Quality Leaders Awards, which are given by the California Association of Public Hospitals & Health Systems and the Safety Net Institute, recognize innovative and creative system improvements in California public hospitals and health systems. About 75% of patients who are referred to the TCC have their needs met without an in-person visit. The way the TCC works is a patient calls into the Advice Nurse line and an on-duty nurse determines whether the patient is eligible for a phone consultation with a physician or family nurse practitioner. LVNs and support staff from the Advice Nurse unit make followup calls to patients to gauge their satisfaction with the TCC service. To date, the TCC enjoys a 98.5% patient satisfaction rate. The TCC began as a limited pilot in late 2011 and was expanded to a seven day a week service at the beginning of this year.

For more info on the Telephone Consultation Clinic, visit [cchealth.org/medicalcenter/culture](http://cchealth.org/medicalcenter/culture)



Every dollar donated results in two full meals, and allows the Food Bank to purchase perishables such as fresh fruits.

## Donate to Food Bank Online for Annual “Food Fight”

The 10th annual Counties Care Holiday Food Fight is on between Contra Costa and Solano county employees! With your help, our county can win its friendly competition to deliver the most food to the Food Bank of Contra Costa & Solano Counties, and it’s now easier to deliver help to hungry families. Rather than drop a can in a tub, you can now donate online by visiting [www.foodbankccs.org](http://www.foodbankccs.org) – make sure you designate your donation for “Contra Costa County Employee Food Fight.” The Food Fight runs through December 31. You can also donate with cash or check in the office.



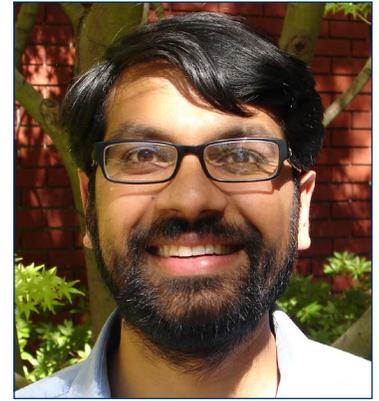
For a list of Health Services coworkers who are collecting donations for the Food Bank, see iSITE or contact Jessica McCracken at [jessica.mccracken@hsd.cccounty.us](mailto:jessica.mccracken@hsd.cccounty.us) or 925-313-6712.

## Immunization Program Helps Make Thanksgiving Healthier for the Needy

Health Services was honored to contribute to the annual Thanksgiving dinner for the needy held at Salute E Vita Ristorante in Richmond this year. The restaurant offers an annual Thanksgiving meal for those in need that brings hundreds of homeless or low-income residents out of the cold for a four-course dinner. This year, Salute also offered the gift of health, with volunteers from area hospitals offering free flu vaccine. They gave nearly 200 doses of vaccine, supplied by Health Services, and gave away many more vouchers for free flu shots at our weekly Public Health clinics. Our Immunization Program also contributed clinic supplies and expertise to keep the lines moving, while the Health Emergency Response Program contributed a pop-up canopy. The Richmond clinic of RotaCare Bay Area, Inc. transported and stored the vaccine. Restaurant owner Menbere Aklilu also provided 10 free take-out vouchers to homeless consumers who attended the event, to commemorate Salute's 10th anniversary.

## Health Column: Baby Benefits When Pregnant Moms Get Flu Vaccine

Any mom can tell you that pregnancy is hard on the body. One thing an expecting mother can do to help maintain her healthy is get a flu shot, writes Dr. Nishant Shah in a recent Healthy Outlook column. Pregnant women are more susceptible to complications from the flu because their bodies are essentially working for two. Those complications in turn can complicate pregnancy: Studies have linked flu illness during pregnancy to an increased risk of miscarriage, low birth weight and premature birth. Getting vaccinated during pregnancy also helps to afterward protect the infant, who cannot receive vaccine during the first six months of life.



Dr. Nishant Shah

To read Dr. Shah's article and other Healthy Outlook columns, visit [cchealth.org/column](http://cchealth.org/column)

## Connect with Health Services on Facebook & Twitter!



<http://cchealth.org/socialmedia/>



**Fernando Garcia**

Nursing Shift Coordinator  
Contra Costa Regional Medical Center and Health Centers  
For his amazing professionalism and compassionate response to the needs of a hospice patient and for always going the extra mile for each and every patient and staff member.

◆Nominated by Anna Roth

**Jessica Lee, MD**  
**Behavioral Health Services**

For her expert care and collaboration with the Multi Systemic Therapy Program to ensure informed, timely service to a patient in need.

◆Nominated by Chris Castro

**Communicable Disease Program**

Public Health  
For the work you do, whether it is tracing a source to prevent further spread of disease or simply educating us on what to look out for.

◆Nominated by Peter Benson, MD, John Muir Trauma Center

**Albert Fam**

Mental Health Clinical Specialist  
Behavioral Health Services  
For always going the extra mile for his patients and for making a wonderful impact on many of our West County seniors.

◆Nominated by Sue Meltzer

**Joanna Fon**

Medical Staff Coordinator  
Contra Costa Regional Medical Center and Health Centers  
For working long and diligently over the past several years to keep credentials current.

◆Nominated by Steele Colby

**Rose Dela Cruz**

Charge Nurse  
Contra Costa Regional Medical Center and Health Centers  
For her listening skills, honesty, patience, fairness and follow through with staff and patients.

◆Nominated by Deann Bologna



**DO YOU KNOW SOMEONE**  
*Going the Extra Mile?*

To recognize a CCHS employee, vendor or volunteer for outstanding Service Excellence performance, submit the commendation form by email to [wanda.session@hsd.cccounty.us](mailto:wanda.session@hsd.cccounty.us) or fax to 925-957-5401. Forms are on our website ([cchealth.org](http://cchealth.org) on About Us page) or iSITE, our intranet, at <http://cchs/> Nominations are subject to approval by Division Directors.

# Service Excellence

You are a GEM for Going the Extra Mile



## Billy Jo Wright

Laboratory Technician II

Contra Costa Regional Medical Center and Health Centers

For her superior skills and compassionate singing while doing a blood draw on my one-year-old grandson who didn't even cry.

◆ Nominated by a patient's grandparent

## Karen Glover

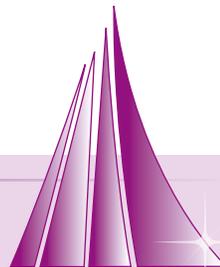
Clerical Supervisor

Contra Costa Regional Medical Center and Health Centers

For being a pleasure to work with and for her leadership at the West County Health Center.

◆ Nominated by Lorene Francois

## DECEMBER MILESTONES



### **Congratulations to these employees who have given us long years of service:**

Timothy T. Goong, Kathleen Y. Tong, Jerri Curry, Ria A. Brandenburg, David M. Gomez, Claudia P. Rojas, Emily R. Shomaker, Brenda L. Ross, Shasha J. Jackson, Erika E. Oseguera, Anamarie Varas De Valdes Lee, Christina D. Alcantar (10 years); Mary K. McCaslin, Carla J. Wilson, Harkanwal K. Gill, Edith D. Mendoza-Smith, Dana A. Colomb, Elizabeth A. Kroll, Lara M. Wright (15 years); Kelley Taylor, Michael Borenstadt, Raphael P. Espinosa, Maria T. Hernandez (20 years); Christopher Trujillo, Diane M. Ringue, Tresa R. Skrehot (25 years); and Laura E. Garcia (35 years).

The next Director's Report will be the January issue. Publicize your upcoming events and successes by sending information by December 27 to Kate Fowlie at 597 Center Avenue, Suite 255, Martinez 94553, fax 925-313-6219, or email [kate.fowlie@hsd.cccounty.us](mailto:kate.fowlie@hsd.cccounty.us). The Director's Report is available online at <http://cchealth.org/topics/publications/> and on iSITE at <http://cchs/>