Health Insurance is Not Enough

More than 4 million people now have health insurance through expanded Medi-Cal and Covered California, thanks to the Affordable Care Act (ACA). Our Contra Costa Health Plan (CCHP) has grown by 67,846 to a new total of nearly 178,000, most of whom are covered under Medi-Cal. CCHP members are seen through the Community Provider Network, Kaiser, and our hospital and health centers.

This is great progress, but we know that gaining insurance and access to care is only the beginning. In order to make our communities healthy, we must also pay closer attention to environmental and social factors that affect physical and mental wellbeing. For years, our Public Health Division has been working with community-based organizations and civic leaders to improve the health of the communities in which our residents live and work. Our other divisions also have increasingly started addressing these factors as well. Yet there is much work to be done and more ways we can work together across our entire health system and community.

ACA paves the way to address population health

Many chronic diseases are preventable. Contra Costa Health Service is engaged in many exciting initiatives addressing issues, known as social determinants of health, that affect primarily low-income communities. Data have shown for years that poverty, lack of safe affordable housing, safe places to play and exercise, access to fresh fruits and vegetables, and continued exposure to stress and violence show up in the form of chronic diseases such as hypertension, diabetes, heart disease and other issues.

In addition to providing access to insurance for thousands of uninsured residents, the ACA also paved the way for significant payment and delivery system reforms that focus on improving patients’ care experience, improving population health, and reducing costs. For this reason, California’s 21 public health care systems, including county-owned and operated facilities and University of California medical centers, are asking the federal Centers for Medicare & Medicaid Services (CMS) to approve the 1115 Medi-Cal Waiver submitted by the state Department of Health Care Services in March.

Medi-Cal Waiver could fund upstream solutions

The previous waiver that just ended provided millions of dollars annually to health systems like ours

DID YOU KNOW?

More than 4 million people now have health insurance through expanded Medi-Cal and Covered CA
to make delivery system improvements. If approved, the next waiver will include benchmarks to begin addressing social determinants of health, such as affordable housing, food and other necessities. The idea is to support each “whole person” through the integration of physical and behavioral health services, along with robust care coordination with social, housing, vocational training and other services that are critical to holistically and comprehensively addressing the needs and care of patients. This model would coordinate care beyond traditional health services and addressing these very basic needs will become an obligation in our delivery of good healthcare. We also are seeing value or outcome-based reimbursement being implemented at the national level with the federal Medicare program.

These changes make me hopeful that there will be funds available to address upstream issues affecting the health of our communities. With appropriate funding, we will be able to make more formal intersections between public health and clinical care interventions.

System changes are already underway

We are already doing some of this work, such as helping our families learn to cook healthy through our pediatric obesity efforts. We also have been collaborating with cities to include a health element in their general plan. We also are working in partnership with Kaiser Permanente and UC Berkeley with Health Leads to link patients to other social services, and using Promotoras and Health Conductors as cultural brokers to connect more effectively with our community members.

As a nation, we are finally realizing that though health insurance and access to care are essential, they are not sufficient alone to improve health for everyone. The 1115 Medi-Cal Waiver begins to address this issue, but we still have a long way to go to truly change and improve the health of our community as a whole.

Sincerely,

William B. Walker, M.D.

WHERE TO GET EMERGENCY INFORMATION

cchealth.org—Health emergency updates from Health Services

cococws.us—Sign up for phone alerts from Community Warning System

cccounty.us—Updates from Contra Costa County

Facebook

Contra Costa Health Services

Twitter

@CoCoHealth

Phone Numbers

925-313-9622 – Community Warning System

211 – General information

Local Media

Tune in to your local media outlets, such as KCBS 740-AM and CCTV Channel 99, 27 or 32

Connect with Health Services on Facebook & Twitter!

cchealth.org/socialmedia

The next Director’s Report will be the June issue. To publicize upcoming CCHS events and successes, contact Kate Fowlie at kate.fowlie@hsd.cccounty.us or 925-313-6636. The Director’s Report is available online at cchealth.org/newsroom and on isite at http://cchs/
Resource List Provides Information On Health Resources In West County
Contra Costa Health Services (CCHS) and its partners created a resource list to provide the community with information about healthcare resources in West County following the April 21 closure of Doctors Medical Center in San Pablo. The resource list includes information on urgent care centers, including new urgent care services at Lifelong Medical Care in San Pablo, as well as other health centers, clinics and our free advice nurse line. Anyone without health insurance can call our Contra Costa Health Plan’s Advice Line nurse line for free medical advice 24 hours a day, 7 days a week. The advice nurses help callers with non-life threatening emergencies to determine whether to seek emergency, urgent or next-day care, and where to find that care. The resource list was distributed to Health Services’ community partners in West Contra Costa, including health providers, schools, churches, cities, first responders and other partners.
Program Helps Moms and Dads in Jail Read to their Kids

Lift Every Voice (LEV), our support program for pregnant women in jail, has partnered with a local literacy nonprofit and the West County Detention Facility to encourage incarcerated parents to read to their babies. Lift Every Voice—which is part of the Family, Maternal & Child Health program in the Public Health Division—collaborated with REading ADvantage, Inc. (READ) to record about two dozen incarcerated mothers and fathers reading from children’s books, including Twinkle, Twinkle, Little Star: A Bedtime Story. The books and the recordings are delivered along with a teddy bear to the guardians of the children. The reading program, believed to be the first of its kind in California for incarcerated parents, is designed to encourage adults to be active in their children’s development, as well as improve their children’s long-term language, vocabulary and reading comprehension skills, while also parenting from a distance. The partnership between Lift Every Voice, READ and the West County Detention Facility was initiated by LEV coordinator Jeannie Cummings within the past 18 months. Lift Every Voice, which celebrates its 10th Anniversary this month, primarily provides case management, crisis intervention and referrals to incarcerated pregnant women during and after their release from county jail.

For more information on Lift Every Voice and the READ partnership, contact Jeannie Cummings at jeannie.cummings@hsd.cccounty.us or 925-313-6313.

Farmers’ Market Returns to CCRMC on May 5

The weekly farmers’ market returns to Contra Costa Regional Medical Center (CCRMC) on May 5. The weekly market, a joint venture between CCRMC and Contra Costa Certified Farmers’ Markets (CCCFM), Inc., will take place every Tuesday from 10 a.m. to 2 p.m. through September 29. As in the past, the farmers’ market will offer locally grown seasonal produce and delicious prepared foods, kettle corn and gourmet coffee. Don’t forget to stop by the information table to get a “Stamps for Salad” card, which can be used to get a 40% discount at the salad bar in the hospital cafeteria. This is the second year the market will be offering Market Match, an incentive program that helps financially disadvantaged individuals and families buy fruits, vegetables and nuts. The market will offer up to a $5 match with an EBT transaction each week. The Market Match program is made possible through a grant from the Contra Costa Regional Health Foundation.

For information about the CCRMC farmers’ market, visit www.cccfm.org or contact Rhonda Smith at rhonda.smith@hsd.cccounty.us.
Newborn Followup Clinics Help Moms Learn How to Breastfeed

Four of our health centers are now holding newborn follow-up clinics with lactation assistance to mothers. The clinics at Martinez Health Center, Pittsburg Health Center, Brentwood Health Center and West County Health Center provide care during the first month of a child’s life and are designed to improve long-term breastfeeding rates. Research shows breastfeeding for at least six months helps reduce a child’s risk of infection, chronic disease and obesity. However, many mothers give up within the first couple of weeks after giving birth if they experience troubles breastfeeding, said Dr. Francine Jolton, chair of our Pediatrics Department. At the follow-up clinics, mothers and their babies will not only see a healthcare provider, but also a lactation consultant, who will provide breastfeeding education and support. Doctors and nurses are able to schedule appointments in ccLink, our electronic health record, for the newborn follow-up clinics either from hospital discharge or from our outpatient clinics. Appointments should be made for both the mother and the baby. Details can be found on the Pediatric Team page on iSITE.

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<thead>
<tr>
<th>Newborn Clinics with Lactation Assistance</th>
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<tbody>
<tr>
<td>Brentwood Health Center</td>
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<tr>
<td>Miller Wellness Center</td>
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<tr>
<td>Pittsburg Health Center</td>
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<td>West County Health Center</td>
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For more information about the newborn follow-up clinics, contact Dr. Jolton at francine.jolton@hsd.cccounty.us.

CCRMC & Health Centers Names New Chief Medical Officer

Dr. Samir B. Shah has been named the new chief medical officer of Contra Costa Regional Medical Center (CCRMC) and Health Centers. Dr. Shah began his new job on May 1. A cornea specialist, Dr. Shah joined CCRMC and Health Centers 11 years ago and has served as the head of the Surgery Department since 2010. In addition to his clinical service at CCRMC, Dr. Shah has been involved in resident education at UCSF, has served as a team ophthalmologist for two professional bay area sports teams, and serves as an ad hoc referee for the journal Ophthalmology. A Bay Area native, he was educated at UC Berkeley, George Washington University, UC Irvine, and the Doheny Eye Institute at USC. Dr. Shah replaces Dr. David Goldstein, who is transitioning into his new post as medical director of Contra Costa Health Services’ Emergency Medical Services (EMS) Division.
Environmental Health Collecting Drought-Related Data for State

The Environmental Health Division wants to hear from private well users in Contra Costa who have had recent supply or water quality problems related to the drought. Gov. Jerry Brown’s office has asked counties to track that information to help monitor effects of the drought, but the effort relies on self-reporting from property owners. Environmental Health has received several recent reports of wells running dry from the Tassajara Valley, where an estimated 100 to 200 properties rely upon wells for potable water. The Division is working with the state and county Offices of Emergency Services, Supervisor Mary Piepho, Contra Costa’s Local Agency Formation Commission (LAFCO) and other agencies to find short-term solutions for county residents hardest hit by the drought, as well as long-term planning strategy for the driest parts of the county.

To report a problem with a private well, call the Environmental Health Division at 925-692-2500.

EMS Wins Another Award from the American Heart Association

For the second straight year, our Emergency Medical Services Division has received the American Heart Association’s Mission: Lifeline EMS Bronze Award for its commitment and success in implementing specific quality improvement measures for the treatment of patients who suffer a severe heart attack known as a STEMI (ST Elevation Myocardial Infarction). Mission: Lifeline seeks to save lives by closing the gaps that keep STEMI patients from timely access to appropriate treatments. EMS agencies provide education in STEMI identification and follow protocols derived from American Heart Association/American College of Cardiology guidelines. The correct tools and training allow EMS providers to rapidly identify the STEMI, promptly notify the destination medical center and trigger an early response from hospital personnel. The Emergency Medical Services Division received the Mission: Lifeline Bronze award meeting specified achievement measures for at least one and up to three calendar quarters with no single measure scoring below 75%.

For more information, contact Prehospital Care Coordinator Maria Fairbanks at maria.fairbanks@hsd.cccounty.us.
Behavioral Health Services Get Going at the George & Cynthia Miller Wellness Center
In the past few months, we have begun to gradually roll out a bevy of behavioral health services at the George & Cynthia Miller Wellness Center, our newest outpatient health center. In January, new behavioral health staff began working at the Miller Wellness Center, including psychiatrists, psychiatric nurses and behaviorists. In February, the facility began operating a 1 p.m. to 9 p.m. behavioral health clinic on weekdays. Starting in May, the clinic will be open on Saturday from 8 a.m. to 5 p.m. In the coming months, there are also plans to expand services to include substance abuse groups, crisis counseling and medication refills. CCHS has integrated physical and behavioral health care at outpatient clinics in West County, Concord and Martinez. Integrated services allow us to treat the whole person in one place.

For more information about behavioral health services at the Miller Wellness Center, contact Julie Kelley at julie.kelley@hsd.cccounty.us or Matthew Luu at matthew.luu@hsd.cccounty.us.

Access Line Connects Callers to Substance Abuse Counseling
The Mental Health Access Line has begun offering its clients direct access to substance abuse counseling several days a week, an important step in the Behavioral Health Division's efforts to integrate the delivery of its mental health, substance abuse and homeless services. Zachariah Todd, formerly a case manager in the Homeless Program, became a substance abuse counselor for the Alcohol & Other Drugs Services (AODS) hotline in December, reviving a program that had been without dedicated staff for about a year. But his addition has also helped connect mental health and AODS services on the high-volume Mental Health Access Line. Evolution of the access line is the main product so far of last year's consultant-led process to improve consumer access to Behavioral Health programs. The Division eventually intends to fully integrate all of the telephone hotlines for mental health, AODS and the Homeless Program, so that consumers can access all services with a single call.

For more information, call Katy White at 925-372-4400.

George and Cynthia Miller cut the ceremonial ribbon at the grand opening of the Miller Wellness Center in May 2014.
**New CCHS Events Calendar on iSITE**

We now have a calendar of events on iSITE that allows you to easily see the kinds of activities going on around Contra Costa Health Services. A snapshot of the calendar listings is visible on the home page of iSITE. Staff can submit your own listings to be posted on the calendar. These listings should have department-wide relevance. Listings must be reviewed and approved by an iSITE editor before going live. The full calendar can be accessed by clicking the calendar link under the News tab or in the Recommended column on the iSITE homepage. The calendar platform was designed by Information Technology and the content is being managed by our Community Education & Information (CEI) unit.

For more information about the iSITE calendar, contact Will Harper in the Community Education & Information (CEI) unit at 925-313-6903 or will.harper@hsd.cccounty.us.

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**Drinking Water is Key to Avoiding Painful Kidney Stones**

We know it is healthy to drink water, and that many people do not drink enough. But how much does it really matter? Just ask anyone who ever passed a kidney stone, writes Dr. Erica Dorfman, a family medicine resident at Contra Costa Regional Medical Center, in the latest Healthy Outlook column that recently appeared in the Contra Costa Times. Kidney stones rarely grow larger than a couple millimeters, but they are extremely painful as they pass through the urinary tract and out of the body. Nearly 9 percent of Americans have had a one, and people who get them once will probably get them again. But we can all reduce our risk by drinking more water, Dr. Dorfman writes, which is something most of us should do anyway.

To read the rest of Dr. Dorfman’s column, visit cchealth.org/column. CCRMC providers interested in writing about health issues for Healthy Outlook should contact Dr. David Pepper at theairdoctor@gmail.com.
Andi Bivens
Graphic Designer
Community Education & Information (CEI) Unit

For her creativity designing new Service Excellence certificates annually. For her attention to detail and excellence designing the certificates used to recognize CCHS employees for exemplary work and service.

♦ Nominated by Wanda Session

Karl Fischer
Community and Media Relations Specialist
Community Education & Information (CEI) Unit

For being a reliable and creative problem solver. For being very professional and cheerful in his approach to dealing with complex and sensitive issues, and for providing advice to the department.

♦ Nominated by Craig Stroup

Hala Yowakeem
Laboratory Technician III
Contra Costa Regional Medical Center and Health Centers

For being an invaluable link between the clinical laboratory and the public health laboratory. For consistently going above and beyond to maintain a productive workflow.

♦ Nominated by Stephanie Trammell

Patricia Weisinger
Account Clerk—Advanced Level
Emergency Medical Services

For demonstrating outstanding problem solving by identifying the intended recipient of funds submitted by the state health department.

♦ Nominated by Patricia Frost

Deborah Britto
Secretary—Advanced Level
Contra Costa Health Plan

For going above and beyond to inspire and enable others to perform well.

♦ Nominated by Annette Nunez

Shawn Sekel
Nutritionist
Public Health

For her outstanding work in preparing WIC staff for WNA (WIC Nutrition Assistant) training. For her consistent follow through, willingness to collaborate, and assistance.

♦ Nominated by Raz Moghbel
Gisele Lucas  
Clerk—Senior Level  
Contra Costa Health Plan

For having a pleasant presence with an excellent sense of humor that eases the day for patients and staff alike.

♦Nominated by Paula Robinson

Gene Ramos  
ccLink Training Coordinator  
Contra Costa Regional Medical Center and Health Centers

For his innovation and creativity in developing an online training module for Contra Costa Health Plan’s staff.

♦Nominated by Annette Nunez

Jeanne Kerr  
Administrative Analyst  
Emergency Medical Services

For assuring the EMS data is collected, available for further analysis and presented in meaningful ways. For doing an excellent job coordinating the EMS Agency newsletter, EMS Best Practices, and making sure it is a quality communication tool.

♦Nominated by Patricia Frost

Maria Fairbanks, RN  
Emergency Medical Services

For facilitating an outstanding EMS Stroke System Oversight meeting bringing together professionals from various disciplines to discuss how to improve stroke system care. For playing an essential role in supporting collaboration and quality efforts of all EMS system stakeholders.

♦Nominated by Patricia Frost

Ericka Sexton  
Clerk—Specialist Level  
Contra Costa Regional Medical Center and Health Centers

For being a true team player. For taking time to respond immediately to requests for medical record number assignments.

♦Nominated by Valerie Estes

Maria Banales  
Certified Medical Assistant  
Contra Costa Regional Medical Center and Health Centers

For her professionalism and personal assistance to me.

♦Nominated by Sue Meltzer
You’re a GEM for Going the Extra Mile

Aaron Doyle
Paramedic/Prehospital Care Coordinator

Patricia Weisinger
Account Clerk—Advanced Level
Emergency Medical Services

For improving our efficiency and reducing costs by printing permanent EMT certification cards. For improving communication to EMTs (Emergency Medical Technicians).

♦Nominated by Patricia Frost

Tami Welcome, RN
Contra Costa Regional Medical Center and Health Centers

For going the extra mile to help pediatric patients get the specialty appointments they need. For always being pleasant, friendly and caring.

♦Nominated by Leigh Pierson Brown

MAY MILESTONES

Congratulations to these employees who have given us long years of service: Candice J. Toyoda, Thuha T. Le, Doreen Obermeyer, Gila Wildfire, Rachel M. Diaz, Kathryn S. Garrett, Juliet Rea, Sonia E. Vanegas, Felix C. Box, Alice Lin, Edgardo C. Diaz Jr., Cheryl S. Sarchett, Gene D. Roney, Vibeth O. Lardizabal, Maria Luz J. Omandam, Adamma A. Osiagwu, Linda I. Ramirez (10 years); Anquanetia N. Reed, Jacqueline Y. Lewis, Veronica M. Santolaya, Linda R. Wohler, Candace E. Jacobus, Cheri E. Webster, Leatasha E. Manchester, Gurdeet K. Bhandal, Lela Jones, Aina M. Ferro, Josefina A. Lanzas, Luisa P. Medrano, Cheri L. Stingily, Elisa K. Danish, Veronica Gonzalez-Heredia, Cecilia Ramirez, Aery J. Upton (15 years); Jennifer T. Huynh, Luisa F. Petite, Anita M. De Vera, Elizabeth M. Garcia, Denise M. Peschel, Blanca Brossa, Cindy J. Howell, Jason A. Sahagon, Lianne M. Gill, Deandra M. Heard, Chisara Ohanele, Rosemarie Sandoval, Irma L. Suniga (20 years); Jo-Anne Y. Linares, Katrina L. Byrd, Phillip G. Clarke, Tanya J. Brown, Martha C. Delgado, Margaret Robbins, Michelle D. Williams, Roberta M. Martinez, Mariano O. Mendoza (25 years); Susan D. Farley, Benet A. Moody, Phillis M. Johnson (30 years); Luwanda Hill and Vincente Aguigui Jr. (35 years).
You’re a GEM for Going the Extra Mile

Service Excellence

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 or fax to 925-957-5401. Forms are on our website (cchealth.org on the About Us page) or iSITE, our intranet, at http://cchs/ Nominations are subject to approval by Division Directors.