

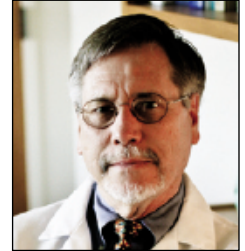
DIRECTOR'S REPORT

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Milestones

2015 Achievements

This year we have achieved a lot together. We have made significant strides in our efforts to increase access, improve quality, protect the environment, respond responsibly to disease outbreaks and natural disasters, and increase our partnerships with community-based organizations and local hospitals. Many of our efforts have not gone unnoticed locally, statewide and nationally.



William B. Walker, MD
CCHS Director

The Affordable Care Act has improved access to insurance for thousands of county residents and this increase challenges all providers and delivery systems to meet the demand for healthcare. I am proud of our efforts in the delivery system to improve access to care, including system improvements, innovative approaches to accessing care, and increasing available appointments through capital projects and expanded evening/weekend clinic hours. We found success in a team-care approach that includes pre-appointment screenings, ordering labs in advance, offering alternate care options such as telephone appointments, standardizing intake by medical assistants and simplifying provider schedules. We have successfully expanded integrated primary and behavioral health care—including treatment for substance abuse disorder—at most of our health centers. In early 2016, we will implement provisions of Laura's Law, a state measure that allows courts to require outpatient treatment for people with records of hospitalizations and violence resulting from serious mental illness.

This year we expanded our school-based health centers that provide physicals, well-child exams, immunizations, reproductive healthcare and, at some sites, minor sick care, dental exams and fillings. The newest clinic opened this year at Kennedy High School in Richmond. Our new Antioch Health Center is scheduled to open in early 2016. While these clinics help to increase the number of available appointments, we know that we still have work ahead to meet demand as Contra Costa Health Plan continues to grow its Medi-Cal membership by more than 3,000 new members monthly. We can't meet this demand for care alone and CCHP continues to expand its contractual relationship with community providers.

Coverage for Remaining Uninsured

ACA did not provide coverage to everyone and a few months ago the Board of Supervisors and local hospitals provided funding for a new program called Contra

Costa CARES, which offers healthcare for low-income adults who are ineligible for Covered California or Medi-Cal. The program launched this month and will cover up to 3,000 adults. Contra Costa CARES members will receive their care at one of the community-based health clinics. Children who are ineligible for coverage under ACA will become eligible for coverage through the state Medi-Cal program early next year and have coverage now through the county's Basic Health Care Program or the Child Health Program offered by Kaiser Permanente.

Safety and Prevention

As a healthcare system we not only provide patient care, we are responsible for keeping our communities healthy by being prepared to respond to disasters and disease outbreaks. Our capabilities were tested as we were called upon to provide mutual aid during the Valley Fires in Lake County and Napa. Our Public Health Division increased awareness and understanding of the importance of vaccinations during a measles outbreak in the state. Our Environmental Health/Hazardous Materials Division responded to an incident at the Antioch Water Park where children were sickened while playing there. We learned from these experiences, and were able to practice and further improve our emergency response capabilities during our annual disaster drill. Again, I am proud of our emergency preparedness efforts in Contra Costa, and the continuous hard work many of you do to increase our capabilities.

The Environmental Health Division developed color-coded health grade placards to be posted in restaurants after inspections starting early next year. This will help customers easily understand the restaurant's food safety record and raise awareness about critical food safety risk factors. The Hazardous Materials Program has been working with state and local agencies to help shape environmental protections, and the Public Health Division has been working with others to help mitigate the effects of climate change.

Our EMS staff spent many hours this year evaluating the needs of residents in response to 911 ambulance calls. As a result, Contra Costa County Fire Protection District and American Medical Response (AMR) provided a joint response to a proposal submitted by EMS for ambulance services in the county. This sole response was approved by the Board of Supervisors and became a first-of-its-kind public-private partnership for a 5-year ambulance contract that shifts the responsibility of billing and insurance reimbursement to the fire district, while AMR acts as the district's subcontractor for the provision of emergency ambulance services (see story on page 5). These changes will be implemented in early 2016 and are expected to streamline delivery of services to the public.

Community Partners

CCHS cannot do all of this work alone. I want to acknowledge the many partnerships that we have with community-based organizations, local hospitals, local jurisdictions and private providers and health systems. Together we were able to provide permanent housing placements for hundreds of veterans and other chronically homeless residents through the Zero 2016 Campaign. In partnership with many CBOs, we improved street safety and walkability and made parks safer for families and individuals to play and exercise.

As a community, we responded to the closure of Doctors Medical Center, one of only two hospitals in West County. Local hospitals, community-based organizations and DMC's hospital district worked with the health department to provide education and resources to residents, expand access to urgent care services at Lifelong Medical Center and ongoing responsiveness to healthcare needs of West County residents.

Continued next page

To publicize upcoming CCHS events and successes, contact Will Harper at will.harper@hsd.cccounty.us or 925-313-6903. The Director's Report is available online at cchealth.org/newsroom and on site at <http://cchs/>

Milestones Reached

In 2015, we reached some significant milestones. Medicaid and Medicare, federal health insurance programs for low-income, disabled and elderly residents, turned 50 this year. These programs have provided access to care for millions of residents across the nation, and last year Medicaid expanded to include low-income adults without children. Contra Costa Regional Medical Center's Family Medicine Residency Program celebrated more than six decades of training physicians. This program has successfully filled the gap for highly trained physicians not only in our system of care, but also other local health systems. I am proud of this program that produces up to 14 physicians annually.

Public Health's Nurse-Family Partnership program graduated its first group of first-time moms after more than two years of intensive home visiting support from a Public Health Nurse. This evidence-based, national model for improving community health is funded by the Affordable Care Act and touches the lives of more than 100 women and their babies.

Local, State and National Recognition

CCHS was recognized for its efforts to keep the communities of Contra Costa safe.

The Emergency Medical Services (EMS) Division won an award from American Heart Association for their efforts to save lives by closing the gaps that keep heart attack STEMI patients from timely access to appropriate care. Healthcare for the Homeless won the 2015 Medical Respite Award for Excellence, a national award for its work serving homeless county residents at the Phillip Dorn Respite Center in Concord.

CCRMC won the 2015 Outstanding Achievement Award from the Commission on Cancer of the American College of Surgeon for its Cancer Program's excellence in quality care. The California Association of Public Hospitals/Safety Net Institute awarded CCRMC & Health Centers its Quality Leaders Award for its efforts to enhance patients' access to care and improve safety at the hospital (see story on page 4).

Contra Costa Health Plan received a certificate from California Department of Health Care Services 2015 Innovation Award in recognition of its successful collaborative project:

"Reducing Early Childhood Caries in the Medical Home."

HazMat Chief's Randy Sawyer received the 2015 Secretary's Award for Environmental Achievement for his work with the state to help shape the environmental protection policy.

You Make the Difference

I have highlighted a sampling of the many efforts in 2015 to improve access, care, prevention and safety. I know that I have not included all of the achievements and efforts underway in the department, and I want to acknowledge the many achievements by all of the members of my staff. You are the ones who make a difference in the lives of those whom we serve.

I want to acknowledge the many years of leadership provided by Dr. Wendel Brunner, our Public Health Director who retired in 2015. Wendel's many contributions to the health and wellness of our communities will be felt for many years to come. We look to our new Director, Dan Peddycord for continued leadership in prevention, wellness and health equity.

Year Ahead

With 2015 coming to a close, we must take a look at what is ahead in 2016. The 1115 Medi-Cal Waiver has been approved by the state and federal governments, but the details are still being worked out. There is still a lot of uncertainty about reimbursement and other issues, while at the same time there is a lot of excitement about the possibility of whole person care and other patient-centered innovative care included in the waiver. I look forward to the year ahead with great optimism.

I want to close this year by thanking each of you for your individual contributions to improve the health of our communities. Many of you have shared your stories about your personal volunteerism. I am proud to hear your stories and ask that you continue to share on iSITE.

Happy New Year!



William B. Walker, M.D

Pediatric Obesity Group Appointments Now Offered at Schools

Families now have the option of participating in Active & Healthy Families (AHF) group appointments in their child's school or a school near their home.

AHF, which is managed by Public Health Clinic Services, is a pediatric obesity medical group appointment program designed to educate families and support obesity prevention. The program, which serves children 5 to 12 years old who are overweight or obese, consists of eight bi-weekly sessions facilitated by a nurse practitioner, registered dietitian and community health worker. The group appointments are available at select school-based clinics in Richmond, Concord, Pittsburg and Antioch.



Active & Healthy Families participants and providers at Fremont Elementary School in Antioch.

Family practice and pediatric providers are encouraged to refer their eligible patients to the AHF program.

For more information about the program and how to make a referral, contact Michelle Rivero at michelle.rivero@hsd.cccounty.us or 925-313-6158.

Active & Healthy Families in School-Based Clinics

City

Antioch
Concord
Pittsburg
Richmond

School

Marsh, Fremont, Turner, Mission
Meadow Homes, Cambridge
Parkside Elementary, Marina Vista, Heights
Kennedy High Community Clinic



The CCRMC & Health Centers team won the Quality Leaders Award from the California Association of Public Hospitals/Safety Net Institute earlier this month for its "advanced access bundle."

CCRMC and Health Centers Recognized for Access and Safety Improvements

Contra Costa Regional Medical (CCRMC) & Health Centers recently received honors for its efforts to enhance patients' access to care and improve safety at the hospital. On December 3, the California Association of Public Hospitals/Safety Net Institute gave CCRMC & Health Centers its Quality Leaders Award for the "advanced access bundle" at the organization's annual conference. The bundle incorporated a series of improvements using a team-care approach to enhance patients' access to care. CCRMC & Health Centers, which will receive \$6,000 for winning the award, earned

top honors for the advanced access bundle. The judges said the advanced access effort "stood apart because it addresses a significant health care challenge and meaningfully impacts patients' experience and quality of care."

Earlier this fall, the Collaborative Alliance for Nursing Outcomes (CALNOC) gave CCRMC and other select hospitals awards for performance excellence for reducing hospital-acquired pressure ulcers (HAPUs), also known as bedsores, and falls. The HAPU rate at CCRMC declined 98% over a five-year period. Meanwhile, CALNOC also recognized the hospital for its efforts to reduce injury falls. To prevent falls, CCRMC has designated staff who only focus on fall prevention and patients are asked about their history of falls at the time of admission.

For more info on the advanced access bundle, contact Dr. Chris Farnitano at Chris.Farnitano@hsd.cccounty.us. For more info on patient safety improvements, contact Shelly Whalon at Shelly.Whalon@hsd.cccounty.us.

Anti-Cavity Program for Young Kids Wins Innovation Award

At the October meeting of Medi-Cal plan Medical Directors, the California Department of Health Care Services presented Contra Costa Health Plan with a certificate celebrating CCHP as runner-up for its 2015 Innovation Award. CCHP won the recognition for its successful collaborative project: “Reducing Early Childhood Caries in the Medical Home.” The project was a partnership between CCHP, Contra Costa Regional Medical Center (CCRMC) & Health Centers, Contra Costa Public Health’s Children’s Oral Health Program, UCSF School of Dentistry and the SF Bay Area Collaborative Research Network. Dr. Diane Dooley and Nikki Moultrie spearheaded the project. Dr. Dooley is a pediatrician at Concord Health Center and the Pediatric Medicine consultant to CCHP; Nikki is the former manager of the Children’s Oral Health Program.

The Pediatric Department at CCRMC initiated the project to address early childhood caries, the most common chronic condition among children 0-5. The partners worked together to establish clinical systems to apply cavity-fighting fluoride varnish, along with oral health education, dental screening and referral at well child appointments. CCHP partnered with CCRMC to train primary care medical staff at CCRMC clinics and in the Community Provider Network how to apply the varnish and establish workflows. Four years later, these clinics continue to regularly apply the varnish, reducing the incidence of cavities and lowering future health care costs.

A detailed description of this collaborative effort can be read later this month in *Pediatrics*, the official journal of the American Academy of Pediatrics, in an article co-written by Dr. Dooley and Nikki Moultrie.



A young patient at Concord Health Center gets fluoride varnish applied during a doctor’s visit to protect his teeth from cavities.

BOS Approves New Emergency Ambulance Contract for Contra Costa

The Contra Costa County Fire Protection District and American Medical Response (AMR) will provide emergency ambulance service for much of the county beginning in 2016 under a first-of-its-kind public-private partnership. The parties submitted a joint response to a request for proposals from the Emergency Medical Services Division (EMS) earlier this year for a 5-year ambulance contract, and were the only bidder. The Board of Supervisors unanimously approved the arrangement last month. The unusual alliance shifts the responsibility of billing and insurance reimbursement to the fire district, while AMR acts as the district’s subcontractor for the provision of emergency ambulance services.

Under the new model, Contra Costa Fire intends to directly dispatch AMR crews in Contra Costa County’s exclusive operating areas, which account for approximately 90% of county 911 services. The remaining 10% of emergency ambulance services are provided by the Moraga-Orinda Fire and San Ramon Valley fire protection districts, which provide their own emergency ambulance services. AMR previously held the county’s ambulance contract exclusively. The changes are expected to streamline delivery of services to the public and include cost-saving strategies identified in the 2014 EMS System Modernization Study.



Under the new contract, American Medical Response will team with Contra Costa Fire to service the county.

Read the contract at cchealth.org/ems, or contact EMS Director Pat Frost at Patricia.Frost@hsd.cccounty.us.

Five-Year Report Shows Many Childhood Deaths in Contra Costa are Preventable

Most deaths of young children in Contra Costa County from 2008 to 2012 could have been prevented by safe sleeping practices, more active supervision or other interventions, according to a recent report from the county's Child Death Review Team. The team, which reviews deaths of minors in Contra Costa County, examined autopsy results from 155 cases involving minors investigated by the Contra Costa Coroner's Office and found that, among infants, 73% of the deaths were attributed to sleep-related causes such as Sudden Infant Death Syndrome (SIDS) or accidental overlay.

Dr. Jim Carpenter, team chair and pediatrician at Contra Costa Regional Medical Center, said the report underscores the importance of safe-sleep modeling and education for new parents at hospitals and clinics. Other preventable causes of childhood death in Contra Costa included homicide, suicide, car accidents and drownings. Overall, the report concluded that death was potentially preventable in 65% of the examined cases. The team includes representatives from several county agencies, including law enforcement, Emergency Medical Services, social and health services, and probation.



The report found that among infants, 73% of the deaths were attributed to sleep-related causes such as Sudden Infant Death Syndrome.

To read the report, visit the Child Abuse Prevention Council of Contra Costa County at capc-coco.org/news.html

Donate to the Food Bank for the Annual Holiday "Food Fight"

The 12th 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. You can provide help to hungry families by visiting foodbankccs.org/countycup and designating your donation for "Contra Costa County Employee Food Fight." Be sure to note that CCHS is your division when asked, "What department are you supporting?" You can also donate with cash or check in the office. Every dollar donated provides two full meals to the needy, and allows the Food Bank to purchase perishables such as fresh fruits. The Food Fight runs through December 31. Last year, Contra Costa County employees donated nearly \$110,000 to the Food Fight, besting our friendly rivals in Solano County. Health Services employees accounted for more than \$20,093, or one-fifth, of our county's total. People can also donate canned foods and non-perishable items at Contra Costa Regional Medical Center and our health centers during the holiday season.

For a list of Health Services staff who are collecting donations for the Food Bank, see [iSITE](#) or contact Jessica McCracken at 925-313-6712.

Online Form, Email Facilitate Filing for Medical Leave

Our Personnel division is taking steps to make it easier for staff to file Family Medical Leave requests. Staff can now fill out a medical-leave form on Personnel's [iSITE](#) page, download it and send it to a new dedicated email address (see infobox below). Requests for continuous or intermittent family medical leave can be submitted to this email. Someone from Personnel will then contact the person and determine his or her eligibility. The Family and Medical Leave Act provides leave to eligible employees with qualifying circumstances and ensures that employees will be reinstated to the same or equivalent position with no loss of benefits once the leave is concluded.

Email completed forms for medical leave requests to HSD.Medical.Leave.Requests@hsd.cccounty.us



Gerald Tamayo

Emergency Planning Coordinator
Public Health

For going above and beyond to assist the Health Emergency Response Unit (HERU) accomplish all major deliverables during a time of staff shortage.

◆Nominated by Kim Cox

Melissa Stewart

Systems Analyst II
Information Technology

For dedicating her time to meet a crucial deadline to perform testing and validations for the OBIX Fetal Monitor upgrade and for her assistance in corrective actions under great pressure.

◆Nominated by Rebecca Carr

Mark Clark

Supervisor
Information Technology

For dedicating his time over and beyond what is normally expected to perform testing and validation and to ensure the correctness of the interfaces between EPIC and OBIX.

◆Nominated by Rebecca Carr

Sean Byrns

Active Directory Administrator
Information Technology

For dedicating his time over and beyond what is normally expected to make clients' software installations available to perinatal and Labor and Delivery staff in preparation for launch of the OBIX upgrade.

◆Nominated by Rebecca Carr

Dag Richards

Systems Software Analyst II
Information Technology

For dedicating his time to meet a crucial deadline to perform testing and validations and corrective actions under great pressure for the OBIX Fetal Monitor upgrade.

◆Nominated by Rebecca Carr

Lee Schugar

Information Systems Technician II
Information Technology

For dedicating his time to meet a crucial deadline to ensure that all staff could launch the new OBIX Fetal Monitor upgraded application. For verifying and testing clients, trouble shooting and correcting problems.

◆Nominated by Rebecca Carr

Paulette Crawford, RN

Contra Costa Regional Medical Center
and Health Centers

For dedicating her time to meet a crucial deadline to identify active and inactive users and train and support staff for the OBIX Fetal Monitor upgrade.

◆Nominated by Rebecca Carr

Lorena Martinez-Ochoa

Director of Family, Maternal and Child
Health

Kristina Kutter

Program Specialist I

Liliana Padilla Ochoa

Registered Dental Assistant

Erika Oseguera

Lead Registered Dental Assistant
Public Health

For being flexible and willing to share their time and resources in order to prevent cancellations of our respite dental clinic, which serves the homeless population in Contra Costa County.

◆Nominated by Alvin Silva



Ian Wallace, MD
Daniel Moring-Parris, MD
Tsige Metagesha
 Ambulatory Care Clinic Supervisor
Michael Changaris
 Clinical Psychologist
Pamela Taylor
 Clerk-Senior Level
Thomas Tighe
 Mental Health Program Manager
 Contra Costa Regional Medical Center
 and Health Centers
Abigail Kroch
 Epi/Biostatician
 Public Health
Amanda Dold
 Program Supervisor
 Mental Health

For developing new processes that will identify behavioral health conditions and provide supportive interventions to meet our patients' health needs.

◆Nominated by Miles Kotchevar

Rosalie Taguinod
 Systems Analyst I
Melissa Stewart
 Systems Analyst II
Urduja Crisologo
 Clinical Systems Analyst I
Alison Dunn
 Information Systems Program Analyst
 Information Technology

For stepping up and providing invaluable classroom assistance to the ccLink trainers delivering Electronic Health Records training to replacement workers. For their role in helping us achieve outstanding quality of training as cited by the Department of Health Care Services.

◆Nominated by Marc Miyashiro



**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.

DECEMBER MILESTONES

Congratulations to these employees who have given us long years of service: Lalaine E. Bague, Darleen G. Laxamana, Richard Thai (10 years); Tina M. Crummie, Maya W. Maran, Maria R. Anaya-Montoya, Mary M. McLain, Steven V. Montoya, Karen F. Ramirez, Vernita Travis, Ahmad M. Popal, Karen D. Flynn, Cheryl A. Silveria, Loretta Walker (15 years); Lacey A. Friedman, Jacqueline C. Vargas, Ann-Marie Brown, Olga Adams (20 years); Rhonda R. Barksdale, Jack B. Rosenfeld, Edward M. Krebs (25 years); Adila V. Araya, Terrie L. Kent, Teresa McGowan (30 years); Anita Martinez and Pamela J. Gosling (35 years).