ccLink Launch

After many months of planning, training and preparation, we are launching our electronic health record (EHR) ccLink on July 1 at Contra Costa Regional Medical Center and July 2 in our Health Centers. It’ll also be used in Detention Health and by some of our Public Health programs. This will be a historic moment for us as we realize this long anticipated goal.

Why now and why Epic

I have been asked why we are implementing an EHR system and why we chose the Epic system. We are doing this now because it is an opportune time to take advantage of federal funds available for EHR implementation, we will lose federal reimbursement if we don’t implement an EHR, and it will benefit our patients. We chose Epic because it has a reputation around the country for being the most effective EHR tool for managing care and improving health outcomes of patients. It is also the EHR for many of the hospitals and health systems in our region, including Kaiser Permanente, Sutter Health, University of California San Francisco Medical Center and University of California Davis Medical Center, and in the near future, John Muir Health.

All of us using the same EHR may finally bring us to a day when we begin to talk about health systems providing health in a new way. It will allow for effective sharing of patient data between systems and a more accurate assessment of community health indicators. It gives us the opportunity to identify specific place-based health disparities and allow for systematic methods of addressing these disparities.

Still some work ahead

Although there are many benefits of ccLink, I recognize the tremendous effort and unavoidable anxiety that this implementation is creating for all of us. We have experienced a great deal of stress in preparing and training for this implementation and we will continue to experience stress in the coming weeks as we put the system in full use.

We acknowledge that during the implementation period there will be a decrease in the number of patients we will be able to see. We have anticipated this and are preparing to meet the needs of our patients by developing alternative access during this period. We will be using our mobile health vans at Contra
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Costa Regional Medical Center and Pittsburg Health Center (See iSITE for schedule), expanding access through after-hour clinics, using physician telephone advice access and partnering with urgent care centers. We are communicating these changes to patients by making information available in the clinics, putting outgoing messages on our appointment and advice nurse phone lines and online at www.cchealth.org/cclink/. Tools for communicating with patients can be found on iSITE as well.

Despite all of our planning, I expect there will be unanticipated impediments as there are with all massive change efforts. We will monitor our progress and make changes as needed. We will have all hands on deck during this implementation. We know that many of you are putting in a lot of hours to make this happen and I appreciate your sacrifices.

Well worth the sacrifices

My hope is that a year from now we will look back and realize that the sacrifices that we have made and will continue to make throughout the implementation process were well worth it.

I hope that we will see how valuable it has been for our patients and how it has improved our work flows and day-to-day lives at work.

I am certain that this successful implementation will further our goal of becoming a model health care system and will help prepare us to take full advantage of the Affordable Care Act.

Sincerely,

William Walker, M.D.

ccLink Resource Numbers

- ccLink Resolution Center (24/7) 925 335-7600 (opens July 1)
- Providers Hotline 335-7400 or Fax a printed sheet from iSITE to 925-335-7601
- IT Help Desk: 925-957-7272

U.S. Supreme Court upholds the Affordable Care Act

I am very excited that the U.S. Supreme Court has declared that the individual mandate and all other provisions of the law are constitutional. The court has made it optional for states to expand Medicaid to individuals up to 133% Federal Poverty Level. California has demonstrated tremendous leadership in beginning to implement reform. This includes early Medicaid expansion and the establishment of the Health Benefits Exchange, and we expect this work to continue and more than 3 million uninsured Californians will gain access to health insurance. This is a historic victory for our healthcare system and those whom we serve.

What Does This Mean to Us

We are on the right track and will continue to build the infrastructure needed for full implementation of the law in 2014. Some of the work underway is the implementation of electronic health record, ccLink, on July 1, integration of primary care and behavioral health services, and establishing new models of primary care health homes. We will continue to address inefficiencies and improve quality in partnership with our patients and families. We will continue to recruit primary care providers, expand our health centers, and expand our partnerships with community providers and hospitals to meet the healthcare needs of the newly insured in 2014. I am very grateful that the U.S. Supreme Court preserved the opportunity to make the biggest improvements to health care in more than 50 years. I am energized to continue moving forward along with all of you. — WW

The next Director’s Report will be the August issue. Send story suggestions to Kate Fowlie at kate.fowlie@hsd.cccounty.us by July 13. Electronic copies are available at www.cchealth.org/topics/publications/
Help Desk Extends Hours for Phone Support, Establishes Online Trouble Ticket System

CCHS IT Help Desk Supervisor Larry Klein knows the calls to our Help Desk are going to exceed the usual 220 per day with the launch of ccLink this month. He also knows that many Health Services employees don’t work during the 7 a.m. to 5 p.m. window in which the team of four technicians answers calls. That’s why Larry instituted two drastic changes last month to help during this time of transition. The first and most notable difference is longer hours. Since June 11, the Help Desk has operated from 6 a.m. to 10 p.m. The other change, which also launched June 11, was the implementation of an online Service Desk that accepts trouble tickets around the clock. However, Larry noted that the tickets will only be answered during the new extended hours.

To access the online Service Desk, visit http://servicedesk/ on any computer connected to the Health Services network. To find out more about the changes at our Help Desk, contact Larry Klein at larry.klein@hsd.cccounty.us or 925-957-7476.

**TAKE NOTE:** The CCRMC Farmers Market is now every Tuesday from noon to 4 p.m.
Community Meeting Arranged to Discuss June Refinery Leak, Answer Community Concerns

A community meeting will be held early this month to talk about a chemical release from the Phillips 66 Rodeo refinery, our response to the incident and to give residents an opportunity to ask questions. The July 2 meeting will take place from 7 to 9 p.m. in the Crockett Community Center and include speakers from the refinery, Health Services, Supervisor Federal Glover’s office and other agencies. The June 15 release caused a rotten egg odor in the Crockett area for almost two days. Our Hazardous Materials Director Randy Sawyer said although there was noticeable odor that could cause nausea, headaches and potentially trigger breathing problems for people with pre-existing illnesses, the concentration of the chemical form the release would only have a transient health concern and no long term health problems. Our Hazardous Materials Program is working with the refinery to investigate the cause and whether any follow-up actions are required. It was the first Level 2 event—meaning it had an off-site impact where eye, skin, nose or respiratory irritation may be possible for individuals with respiratory sensitivities—in Contra Costa since December 2010.

Divisions Join Forces to Avert Norovirus Outbreak at Local Eatery

Acting on multiple reports of illness, our Public Health and Environmental Health Divisions led an investigation into a local eatery last month that resulted in a temporary closure to prevent more people from getting sick. Tests confirmed that several people who ate or worked at California Pizza Kitchen in Walnut Creek contracted norovirus. Our staff continue to analyze information from more than 130 individuals who ate or worked at the restaurant from June 7 to June 14 and may have been infected. Norovirus, which causes diarrhea and vomiting, is highly contagious and spreads from person to person through contaminated food, water and objects that come in contact with the mouth. The restaurant reopened following an inspection that determined it had been properly disinfected. Employees were allowed to return to work after participating in food handling training conducted by our Environmental Health Specialists. Our Environmental Health Director Dr. Marilyn Underwood said it is important to act swiftly on reports of foodborne illness to protect public health and control outbreaks. She added that our Communications Unit was instrumental in getting the word out about the closure through media interviews and social media, which greatly assisted in helping paint a clearer picture of the extent of the illness pattern.
Partnerships Boost West County African American Health Conductor Re-entry Program

Our Reducing Health Disparities Unit’s African American Health Conductor Program is leveraging its partnerships and an infusion of funding to build upon its success of helping former inmates receive health care services. The Transitional Care Network partnership includes UC San Francisco, City College of San Francisco, Yale University, the Department of Corrections and 10 other community health centers across the country. As part of the partnership, Health Services will receive $455,000 over the next three years. The Network plans to form a collaborative that will drive efforts to improve care and health for this vulnerable population. The Health Services team includes Tiombe Mashama, Tracy Reed Foster, Dr. Priscilla Hinman, Dr. Ann Harvey, Dr. Malaika Scott, Concepcion James and the Regional Health Foundation’s Lynda Gayden. The plan is to expand upon our current work of identifying patients with chronic medical conditions prior to release to help these individuals navigate our health system, find primary care, link to behavioral health and social services, and develop chronic disease management skills. Tiombe said the project should help reduce reliance on emergency room care, reduce hospital admissions and lower costs, while improving outcomes and access.

West County Community Baby Shower Aims to Improve African American Birth Outcomes

Driven by a motivation to lower the disproportionately high rates of fetal and infant death among African Americans, our second annual Community Baby Shower was definitely a positive event. More than 150 families packed Richmond’s Nevin Community Center in June eager to learn and to improve birth outcomes. In Contra Costa, African Americans infants die at a rate that is nearly four times higher than white infants and almost three times higher than Hispanic infants. To reduce this disparity, the African American Community Baby Shower, sponsored by our African American Health Initiative, Building Blocks for Kids Collaborative and the City of Richmond Parks and Recreation Department, aimed to educate, empower and support. The event featured workshops and resources covering a range of topics, including nutrition and physical activity, having a healthy baby, fetal and infant mortality and men’s involvement. Suzette Johnson of our Family, Maternal and Child Health Programs said the event helped foster partnerships with the community.

For more information about this project, contact Tiombe Mashama with our Reducing Health Disparities Unit at tiombe.mashama@hsd.cccounty.us or 925-957-5553.

To find out about the next African American Community Baby Shower contact Dr. Lynor Jackson-Marks at 925-521-5705.
New and Improved Mobile Health Clinics Ready to Roll for Upcoming School Year

Two new mobile health clinics, funded from a grant made possible by Affordable Care Act, will serve an estimated 1,950 Contra Costa students. The vans, expected to roll into action with the coming school year, bring our mobile health clinic fleet to six, serving roughly 5,000 kids throughout the county. During the 2011-12 school year, our school-based health centers served 3,209 patients for a total of 8,824 visits. School-based health centers improve the overall health and wellness of all children through health screenings, health promotion and disease prevention activities and enable children with acute or chronic illnesses to attend school. Public Health Nurse Program Manager Susan Nairn said the 40-foot vans will provide quick, affordable, safe and convenient health services to children who might not otherwise receive the care they need. She said the new vans do not include pop-outs, which makes it possible to park on city streets without blocking sidewalks or traffic.

To find out more about our school-based health centers, contact Susan Nairn at susan.nairn@hsd.cccounty.us or 925-313-6278.

Patient and Family Involvement Work Showcased at National Conference, Site Visit

Our patient and family partnerships work at the Regional Medical Center and Health Centers was highlighted last month at the National Association of Hospitals and Health Systems (NAPH) conference in San Francisco. CCRMC/HCs Chief Executive Officer Anna Roth spoke about our work to engage patients, families and community representatives and leaders in improvement efforts in order to create health care services that are welcoming, accessible, safe and respectful for everyone. CCRMC also had the honor of hosting this year’s NAPH fellows on June 18. The fellows, who are selected for a special training program from all over the nation, had a tour of the hospital and participated in interactive presentations about many of our successful programs.

To find out more about the NAPH fellows visit, see Anna Roth’s blog. For more information about patient and family involvement, read the article or watch the video online at http://cchealth.org/medical_center/partners.php or contact Lynnette Watts, Patient and Family Advisory Council Coordinator, at Lynnette.Watts@hsd.cccounty.us or 925-370-5403.
Service Excellence
You’re a GEM for Going the Extra Mile

Pamela Anderson-Moore
Senior Health Education Specialist
Derelle Hill
Health Education Specialist
Public Health

For their help coordinating and facilitating a luncheon for clients in West Contra Costa County.
◆ Nominated by John Johnson

Terry Brown
Clerk – Senior Level
Contra Costa Regional Medical Center and Health Centers

For demonstrating excellence in customer service and going the extra mile to help my daughter obtain a medical appointment.
◆ Nominated by a patient’s mother

Rebecca Carr
Information Systems Programmer/Analyst
Paul Freeman
Hao Luu
Alan Ly
Information Systems Technician II
Jeff Sullins
Information Systems Technician I
Information Technology

For dedicating the time necessary to meet an important deadline to replace more than 850 computers throughout the county for the ccLink project.
◆ Nominated by Larry Klein

Anna Chang-Lai
Mental Health Clinical Specialist
Mental Health

For stepping out of her role as trainee to provide translation services during a community training. For helping the residents get the most out of the training experience.
◆ Nominated by Thomas Tighe

Peter Del Fiorentino, LVN
Teresa O’Riva
Director of Professional Development
Contra Costa Regional Medical Center and Health Centers

For changing their schedules without hesitation to cover an all day CPR class when the instructor was unable to attend at the last moment and for being awesome to work with.
◆ Nominated by Sue Crosby

Stephen Leung
Information Systems Technician I
Information Technology

For directing my call to the help desk to the right person and for following up with me a few days later to ensure my needs were met.
◆ Nominated by LuWanda Hill

Do you know someone going the extra mile?
Service Excellence nomination forms are available at www.cchealth.org and http://cchs/ from any CCHS computer
Service Excellence
You’re a GEM for Going the Extra Mile

Anita Martinez
Appointment System Coordinator
Contra Costa Regional Medical Center and Health Centers

For scheduling mandatory training for the medical staff in a manner that minimized patient care disruptions. For her willingness to dedicate the time above and beyond her normal work schedule to achieve this goal.

♦ Nominated by Chris Farnitano

Hoot Awardee of the Month

Kimberly Ferlise, May

See “past recipients” of Hoot award.

New LVNs Join Care Teams at Health Centers

Over the next few weeks, 22 additional licensed vocational nurses (LVNs) will be joining our Health Centers. The new LVNs will be joining our care teams as we make the shift to patient-centered health homes (PCHH). Their responsibilities will include panel coordination as part of our efforts to create an improved medical home with an enhanced care team. We successfully piloted PCHHs earlier this year and are excited to be able to implement this model. The pilot demonstrated that patient issues that previously averaged two to three days to be addressed were able to be handled the same day. In addition, patient care needs not needing the involvement of the primary care provider are being handled by the new teams, allowing primary care providers more time to handle issues requiring their attention. The LVNs will be assigned to each of our Health Centers.

For more information, contact the Ambulatory Care Clinic Supervisor for each respective site and/or Anthony Longoria, Director of Ambulatory, Detention, and Emergency Department Nursing, at anthony.longoria@hsd.cccounty.us or 925-370-5721.

July Milestones

Congratulations to these employees who have given us long years of service: Guillermo L. Cuadra, Erika H. Jenssen, Carolyn B. Lovejoy, Surinder K. Rahi, Derica L. Ware, James R. Deaton, Patricia H. Valdepena, Lance D. Gold, Sunthara Hay, Ryan J. Carson, Margaret L. Cook, Todd E. Bott, Irene Hernandez, Linda M. Wise, Maria C. Sanchez (10 years); Leslie A. Cruz, Grace S. Ma, Wilfredo Perez, Christine A. Giles, Vidya Raman, Martha A. Martinez, Carolyn E. Smith, Jenny V. Jennings, Robert J. Harrison (15 years); Dawn M. Wadle, Marianne R. Bunce-Houston (20 years); Cynthia A. Ashbrook and Ogo S. Mbanugo (25 years).