Grand Opening of a New Health Center

I am very excited to share that the aging Richmond Health Center soon will be replaced with the new state-of-the-art West County Health Center (WCHC). The Center is scheduled to open in late September with the grand opening celebration on September 4. I encourage staff and the community to attend this event. The West County Health Center has earned the Silver LEED standard for being environmentally friendly, and has 58 exam rooms to help meet the demand for health care in West County. It will offer primary and specialty care, along with well-baby visits, immunizations and other critical services. Thanks to a $1 million contribution from John Muir Health, WCHC also will offer expanded evening and weekend care starting in 2013. The additional hours will provide a timely and convenient source of care to people who need to be seen the same day but don’t require a trip to a hospital’s emergency department. This allows Contra Costa Health Services to effectively partner with Doctors Medical Center in San Pablo.

Preparing for the Affordable Care Act

The WCHC is one of many steps Health Services is taking to prepare for the newly insured under the Affordable Care Act (ACA) in 2014. We have started the groundbreaking for a health center in Martinez that will offer both behavioral and physical health care. We are currently expanding several of our eight health centers located throughout the County and encouraging our physicians to expand their number of evening and weekend clinics.

We know that expanding our clinics alone will not meet the growing need for primary care, therefore, we are redefining how we deliver care by using team-based care, integrating services by giving patients one stop for all of their health care needs, expanding care into the community through our school-based health centers and strengthening our partnerships with other health care providers in the County.

CCHP and community partners

We are very fortunate to have Contra Costa Health Plan (CCHP), our very own health maintenance organization. CCHP has longstanding contractual relationships with community health clinics and private provider networks.

We know that we alone cannot meet the health care needs of everyone who lives in Contra Costa. We will need to expand our partnerships with community providers, especially as CCHP’s membership continues to grow.
CCHP has successfully enrolled almost 12,000 seniors and persons with disabilities and roughly 13,000 Low Income Health Plan members. A majority of LIHP members will be eligible for fully federally funded Medi-Cal under ACA in 2014, and this number is expected to grow significantly when ACA is fully implemented.

ccLink

We are taking the steps now to build the infrastructure to accommodate the newly insured under the ACA. A part of that infrastructure is our electronic health record, ccLink, which was implemented in our hospital, health centers, detention facilities and CCHP on July 1. Although we are still experiencing the pain of implementation of ccLink, we know that with technology optimization and training this powerful tool will help us meet the needs of our patients. These are exciting times. We have many challenges ahead, yet I am very proud of what we have achieved together. Please join me as we celebrate the grand opening of the West County Health Center on September 4.

Sincerely,

William Walker, M.D.

Grand Opening Celebration of Contra Costa Health Services’ new West County Health Center

Tuesday, September 4, 2012
4:30 – 7 p.m.
13601 San Pablo Avenue
San Pablo, CA

Join County health officials and Center staff, Congressman George Miller, Contra Costa County Board of Supervisors, San Pablo City officials, and other dignitaries. Enjoy light refreshments by local restaurants, facility tours and entertainment.

Calling All Artists and Performers! Healthcare Workers as Creators is Sept. 18

Come to this year’s Healthcare Workers as Creators event and get an opportunity to really “create” your mark on the hospital. For the seventh annual art event at our Regional Medical Center, attendees will be invited to participate in PaintFest, a group mural for the hospital (materials provided). As usual, the program will feature art and musical performances by county health care workers. There will be hands-on creativity workshops, a silent art auction to benefit Healing Through the Arts, and an opportunity to purchase art. The event is from 4 to 8 p.m. Tuesday, September 18 on the cafeteria lawn at our Regional Medical Center, so mark your calendar! Food and drinks will be served. Farmers’ Market vendors will stay until 6 p.m. to provide food for the event.

To participate or volunteer, contact Dr. Alan Siegel at alan.siegel@hsd.cccounty.us or pager 925-346-4993.

The next Director’s Report will be the October issue. Publicize your upcoming events and successes by sending information by September 17 to Kate Fowlie at 597 Center Avenue, Suite 255, Martinez 94553, fax 925-313-6219, or email kate.fowlie@hsd.cccounty.us. The Director’s Report is available online at http://cchealth.org/topics/publications/ and on site at http://cchs/
HazMat Crews Busy as Four Incidents Occur in Three-Month Span

Since June, three refineries have experienced incidents that registered at least a Level 2, meaning there was some offsite impact. There were two Level 2 incidents that occurred at Shell Martinez and one at Phillips 66. A Level 3 incident—the most severe—occurred Aug. 6 at the Chevron Refinery in Richmond. For that incident, a shelter-in-place was ordered for Richmond, San Pablo and North Richmond. Our Hazardous Materials staff quickly arrived on scene and began air testing. Samples were submitted to the Bay Area Air Quality Management District for analysis. Emergency information was posted to our website and disseminated through Facebook and Twitter accounts. Health advisories were issued for persons who did not live in a shelter-in-place region, yet had respiratory sensitivities. Sirens continued to sound in the shelter-in-place areas every 30 minutes. The shelter-in-place was lifted at 11:12 p.m. as the situation came under control.

To find out more about the Chevron incident and for a FAQ of the incident, visit http://cchealth.org/special/richmond-refinery-response.php

State Survey Highly Ranks Emergency Department for Pediatric Readiness

The Emergency Department in our Regional Medical Center is well prepared to care of children. That is the verdict of a recent Pediatric Readiness Assessment that scored our Emergency Department second highest in the county at 95.1 out of 100 — and well above the state average score of 70. The Pediatrics Readiness Project is a nationwide effort to help hospital emergency departments optimize emergency care for children of all ages. The assessment looks at the presence of an emergency physician and nurse leader that work together to coordinate pediatric emergency services, available pediatric-sized supplies, maintenance of pediatric emergency training of staff members, ongoing maintenance of team skills for care of children, pathways for emergency consultation and transfer, and ongoing pediatric emergency quality improvement. Our Emergency Department Nurse Program Manager Mary Murphy said the Emergency Department’s efforts were strongly supported and encouraged by Hospital and Nursing Administration as well as our Emergency Medical Services Division.

To find out more about our Emergency Department, visit http://cchealth.org/medical_center/services.php or contact Mary Murphy at 925-370-5171 or mary.murphy@hsd.cccounty.us

WHERE TO GET EMERGENCY INFORMATION

cchealth.org - Health emergency updates from Health Services
cocowls.us - Sign up for phone alerts
cccounty.us - Updates from Contra Costa County

Social Media

Contra Costa Health Services
@CoCoHealth

Phone Numbers
1-888-959-9911 - Health Emergency Information Line
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

Dr. Amy Buoncristiani, left, and Registered Nurse Jennie Clyne are a part of the team that helped our Emergency Room score highly on a pediatric readiness assessment.
Healthy Families Enrollees Make Transition to Medi-Cal Next Year

Children enrolled in the Healthy Families Program (HFP) will be moved into Medi-Cal managed care over a one-year period beginning January 2013. This move is part of a four phase statewide effort to move children now enrolled in the HFP into Medi-Cal managed care plans such as our Contra Costa Health Plan (CCHP). These children will maintain all of the benefits that they now have under the Healthy Families Program, however, dental and mental health care will be provided through Denti-Cal and County mental health programs. Children living in households with incomes over 150% of Federal Poverty Level ($34,575 for family of four) will pay a reduced monthly premium to maintain their Medi-Cal managed care insurance. Children in Contra Costa who are Kaiser members through HFP will continue to receive their health care with Kaiser. As these children are transitioned to CCHP under Medi-Cal, they will be immediately reassigned back to Kaiser to maintain continuity of care. This transition should be seamless to HFP children receiving their health care through Kaiser.

To find out more about the transition to Medi-Cal from Healthy Families, contact Wendy Mailer at 925-957-7224.

Training our Community

Pam Dodson with our EMS Division teaches members of the Tibetan community how to do CPR and use a defibrillator at a recent health event. To learn about HeartSafe Community, visit http://cchealth.org/ems/heartsafe.php

Three Public Health Programs Take Home Badges of Excellence

It’s becoming somewhat common for our Divisions and Programs to take home awards. Yet, what’s not so common is when we take home three from a single conference of a nationwide field of peers. That’s exactly what happened in July when three of our Family, Maternal and Child Health programs were honored for excellence in Public Health by their national peers. The programs, all components of the Life Course Perspective, were three of only 39 nationwide to be honored at the 2012 annual conference of the National Association of County and City Health Officials. The honored programs were our Inter-Conception Depression/Anxiety Screening, Education and Referral Program, our Lift Every Voice Program and our Building Economic Security Today Project. FMCH Director Lorena Martinez-Ochoa said these types of proactive approaches to family health can lay a solid foundation for generations to come.

To find out more about the programs and honors, visit http://bit.ly/FMCHhonors or contact Lorena Martinez-Ochoa at 925-313-6951.
World Breastfeeding Week

Scores of breastfeeding supporters flocked to Todos Santos Plaza on August 2 to celebrate what some say is the best way to ensure good health for and strong bonds with your baby. The Women, Infants and Children Program in our Public Health Division organized the Concord event to mark World Breastfeeding Week, which was August 1 to 7. Raz Moghbel, our Acting Director of WIC, said the event was an opportunity to collaborate with our community partners and offer resources to families to promote breastfeeding as a parent’s first choice. Marina Rowoldt, a Registered Dietitian and Senior Public Health Nutritionist at our Concord WIC Clinic, said the benefits of breastfeeding include reduced risk of chronic disease, illness and obesity in children. Smaller events were held at WIC offices in Richmond, Pittsburg and Brentwood during regular hours to mark World Breastfeeding Week.

To find out more about WIC, contact Raz Moghbel at raz.moghbel@hsd.cccounty.us

Columns Cover Health Topics Relevant to the Olympic Games

The recent Olympic Games were the inspiration for several recent Healthy Outlook columns that cautioned fun should always be accompanied by a good dose of prevention. Environmental Health Specialist Lino Ancheta wrote that while Olympics is a good encouragement for physical activity in the pool, one should take precautions including testing chemical levels, always supervising children and staying out of the pool while sick. Meanwhile, for those who actually attended the Games, our Communicable Disease Manager Erika Jenssen said measles outbreaks in Europe could spark new cases at home. Jenssen said people and health care providers should be on the lookout for symptoms.

To read more of these and other Healthy Outlook columns, visit www.cchealth.org/topics/column
‘Ask Me’ Aims to Improve Communications in Medical Surgical Unit

The Patient Experience Partnership Council is beginning an “Ask Me” communication plan to pilot in our Regional Medical Center’s Medical Surgical Unit in September with the goal of creating a standard model of communication between patients and their care teams. In August 2011, CCRMC formed a partnership with the California Health Care Safety Net Institute (SNI) and ExperiaHealth in a Patient Experience Action Collaborative to enrich the overall patient experience by initiating the “Ask Me” pilot. A multidisciplinary team was drawn up and included two patients, a physician, two nurses, and representatives from Personnel and the Reducing Health Disparities Unit. The project’s focus was around designing a standard patient-centered model of communication between patients, their families and medical care teams. The team developed an “Ask Me” communication note card to help improve direct verbal communication and interactions with a patient’s care team, permitting open, clear communication and shared partnership in the patient’s health care decisions and planning. CCRMC is also improving patient experience through efforts of the Spiritual Care Partnership Council and the Behavioral Healthcare Partnership. Understanding and responding to patient needs and engaging patients in care improvements are key strategies for providing patient-centered, consumer-driven care and reducing health disparities for our vulnerable populations.

For more information about the Patient Experience Efforts at CCRMC, contact Lynnette Watts at 925-370-5403.

Some Psychiatric Visits, Missed Appointments Down Thanks to Transition Team

A multidisciplinary team in our Behavioral Health Services Division is making strides for people who need mental health services, yet have either never reached out for those services or have been unsuccessful in past attempts. The Transition Team attempts to find ways for people to transition to the least restrictive environment for help, decrease recidivism, prevent relapse and avoid placement into mental health rehabilitation centers or detention, when possible. In 2011, an evaluation was conducted to determine the team’s efficacy. The evaluation found a 53% reduction in psychiatric emergency room visits, a 32% reduction in missed appointments, a 70% reduction in inpatient services, a 34% reduction in homelessness. The Team also helped enroll 70 clients in Medi-Cal. Program Manager Michaela Mougenkoff said the results are promising and hopes the Team can build upon past successes.

Find out more about the Transition Team from Michaela Mougenkoff at michaela.mougenkoff@hsd.cccounty.us or 925-957-5113.
Les David
Institutional Services Worker - Specialist
Contra Costa Regional Medical Center and Health Centers
For his willingness to help without being asked, for taking time to assist WIC staff, and for going above and beyond in carrying out his duties.
♦ Nominated by Brentwood WIC Staff

Patricia Hofherr
Clerk - Senior Level
Contra Costa Regional Medical Center and Health Centers
For her dedication and commitment to ensuring that all logistics were in place for a four day off site training, including the clean up and preparation for all four days.
♦ Nominated by Teresa O’Riva

Michael Windt
Information Systems Technician II
Information Technology
For his hard work, outgoing personality, positive attitude and dedication to resolving complicated technical problems.
♦ Nominated by Rachael Birch

Kameisha Nichols
Environmental Health Specialist II
Environmental Health
For doing an amazing job creating an atmosphere of beauty and caring for the African American Baby Shower in Richmond.
♦ Nominated by Gwenn White

Martin Lynch
Senior Disease Intervention Technician
Public Health

Jeff Cameron
Network Administrator II

Rhonda Gomes
Network Analyst II

DeDee Jeffrey
Information Systems Technician II

The Network Group
Information Technology
For their outstanding work on the HCIN upgrades and the ongoing process of bringing wireless video interpretation to Contra Costa Regional Medical Center and Health Centers.
♦ Nominated by Sally McFalone

Dayna Parish, MD
Contra Costa Regional Medical Center and Health Centers
For engaging the family of a vulnerable patient, taking immediate action to encourage collaboration with other providers involved in the patient’s care and following up to ensure the best possible outcome.
♦ Nominated by Chris Castro

Staff
(please see iSITE for a list of names)
Hazardous Materials
For providing the highest level of service during a recent hazardous materials incident at the Phillips 66 Refinery and for the sacrifices made to accomplish this level of service.
♦ Nominated by Randy Sawyer
Sasha Jackson  
Certified Medical Assistant  
Contra Costa Regional Medical Center and Health Centers  
For ensuring a patient understood take-home instructions by utilizing telephone interpretation services to review the instructions with the patient during discharge.  
♦ Nominated by Robin Wallace

Veronica Flemming, RN  
Mental Health  
For her willingness to switch teams to meet staffing needs. For her positive, professional attitude, for helping our team succeed, for treating everyone with respect and for being a true joy to work with.  
♦ Nominated by Michael Aiman

New Director of Public Health Nursing  
Sue Crosby has officially been assigned the role of Director of Public Health Nursing. Sue adds the title to her current position of Clinic Services Director. Her new responsibilities put her at the helm of Public Health Nursing operations, which means oversight for Public Health clinics and acting as the clinical subject matter expert for all Public Health Nursing staff. Public Health Director Dr. Wendel Brunner said Sue has the experience and vision to ensure that Public Health Nursing will play a vital and expanding role as Health Services meets the challenges of health care reform and health inequities in our communities. Congratulations to Sue on her new role!

August Milestones  
Congratulations to these employees who have given us long years of service: Etagegn Belew, Souhacksa S. Sheehan, Georgia E. McDaniel, Lucy A. Rosa, Reed W. Graner, Linda R. Russell-Sanders, Anthony K. Bonhomme, Christine L. Conner, Elenor M. Guarin, Glenda M. Coccimiglio, Rose R. Tapia, Clarence Moody, Severa S. Zamora, Audrey M. McLemore, Mark A. Gonzales (10 years); Lupe M. Gasca, Prescilla I. Tantoco, Juliette A. Kelley, Tambra Gutierrez, Jerry H. Yoshioka (15 years); Mila P. Leynes, Vern L. Wallace (25 years); and Katherine Heinen (30 years).

September Milestones  
Congratulations to these employees who have given us long years of service: Oliver Z. Graham, Janice L. Drazich, Glorimar H. Anastas, Lydia L. Dela Cruz, Bernadette L. Ganancial, Michael T. Robinson, Kathleen A. Gibson, Tracy D.C. Golphin, Patricia A. Schader, Xilin C. George (10 years); Donna R. Poirier, Tracy H. Finuf, Jalilah N. Bell, David J. Jaskolski, Stephanie Y. McDowell, Luz M. Perez, Scott R. Faivre (15 years); Michael Puell, Margaret S. Ewing (20 years); Susan C. Guest, Patricia M. Keane, Kenneth A. Saffier, David P. Hearst, Jan Diamond, Susan J. Vincent (25 years); Adrienne L. Karki, Leo J. Sacauskas, Claudia L. Dillon, and Curtis C. Jackson (30 years).