Taking a Look Back

Reflecting on 2012, I am amazed at all that we accomplished together. Although we were presented with many challenges, we were able to complete an incredible amount of work to build and prepare our health care system to meet the challenges ahead while caring for our patients and responding to community needs.

Advancing Information Technology

We not only managed to survive implementation of our electronic health record, ccLink, but we also upgraded other critical information technology. Our intranet, iSITE, now has improved search functionality, HazMat developed electronic mapping systems for first responders to access hazardous material information and will implement electronic field inspections this month, our Health Care Interpreter Network increased access to culturally competent interpreters through significant system upgrades and Environmental Health’s upgrades enhanced its billing and inspection reporting.

Capital Improvements

We also completed a number of capital improvements in 2012, including the opening of our state-of-the-art West County Health Center (expected to be the first newly constructed county facility to be Leadership in Energy and Environmental Design Silver certified), expansion of the Concord Mental Health Center to include primary care, addition of two new vans to our fleet of mobile health centers, and groundbreaking for the new primary care and behavioral health facility in Martinez.

System Improvement

With the help of our patient and family partners, we made significant strides toward our goal of timely access to the right care in the right place. We piloted new models of health homes and appointment scheduling, and integrative models of primary care and behavioral health care. Public Health reorganized its service delivery to be more responsive to its patients and clients, and added a federally funded nurse family partnership program (see story on Page 4).

We also experienced significant growth with CCHP’s membership exceeding 111,000. CCHP will continue to grow as Healthy Families children transition to Medi-Cal later this year.
Responding to community needs
While building and improving our infrastructure, we were also responding to the needs of our communities. Our Hazardous Materials, Emergency Medical Services and Public Health teams did a stellar job responding to chemical releases and monitoring responses to the incidents. Teams from our Public Health and Environmental Health divisions responded to a number of communicable disease outbreaks, and their efforts helped decrease the spread of disease.

We also took proactive steps to make our communities healthier by continuing to work with community partners to address issues of disparities and health inequities through upstream innovative approaches to health and by declaring that health care workers in the County must get immunized for influenza.

Local and National Recognition
We received local and national recognition for many of our efforts. Our EMS Reporting Program was listed as a national safety resource. CCRMC & Health Centers was recognized nationally for their innovative Fellowship program, and were invited to participate in several state and national conferences to share their innovative approaches to patient and family involvement in quality improvement projects and processes.

At the 2012 annual conference of the National Association of County and City Health Officials (NACCHO), three of Public Health’s Family, Maternal and Child Health programs were honored for excellence in Public Health by their national peers. The programs were three of only 39 nationwide to be honored at the conference. Members of our HazMat Division took home the top prize after completing a battery of training exercises at the Urban Shield contest, a one-day full-scale exercise and competition to assess local HazMat teams in responding to terrorist attacks and disasters.

Employee Survey
One very important achievement in 2012 was that more than 1,000 of you responded to an employee satisfaction survey and many others attended brown bag meetings with me sharing your concerns, insights and passions. I heard every voice and deeply value your input. My leadership staff and I will continue to work to improve our system of care and make your workplace one that you are proud to get up and come to every day.

Moving Ahead
With so much accomplished in 2012, one would think that the greatest challenges are behind us. Unfortunately, this is not the case. The presidential election and the Supreme Court decision cleared the way for full implementation of the Affordable Care Act in 2014, and we are well positioned to handle the implementation. We are beginning 2013 with many state and federal fiscal uncertainties, but I am very optimistic about the New Year for many reasons. Our local economy is slowly improving and the modest rise in property values will strengthen the County’s budget. Despite the recent history of painful salary and benefit reductions, there is promising opportunity for future enhancements in labor negotiations.

Although our workforce has been compromised by retirements, loss of institutional knowledge and recruitment difficulties, we have the opportunity to build a vibrant structure to take us through the next decade. I am working with my managers, personnel office and county Human Resources to make this happen. It is my firm belief that our opportunity for success lies wholly on the passion and commitment of all of you. I look forward to our work ahead.

Happy New Year,

William Walker, M.D.

The next Director’s Report will be the February issue. Publicize your upcoming events and successes by sending information by January 16 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 iSite at http://cchs/
Emergency Medical Services to Evaluate Service Delivery

The Contra Costa County Board of Supervisors last month directed our Emergency Medical Services Division to conduct a “re-evaluation” of the EMS system. A variety of factors—including an expiring ambulance contract, health reform and numerous fire station closures—are creating the need for a review of emergency medical services delivery in Contra Costa for the first time in roughly eight years. Our EMS Director Pat Frost said these factors have significant impacts for our county’s system of care and threaten the fire-first responder paramedic program. As part of the re-evaluation, EMS will explore opportunities to improve efficiencies within the current system that will benefit patients. EMS officials will also look at model programs and solicit stakeholder input to create a next-generation EMS system. Pat said the new system needs to reduce costs while improving outcomes by strategically matching patient need to resources deployed, eliminating processes that don’t have a patient benefit and focusing on ones that expand bystander CPR efforts, expand the EMS role in health reform and include implementing evidence-based technologies.

To find out more about the re-evaluation, visit www.cchealth.org/ems or contact Pat Frost at 925-313-9554.

Donation Gives Babies Warm Welcome

Newborns and new mothers will leave our Regional Medical Center with knit caps and warm clothes among other goodies thanks to a large donation of care packages to our Auxiliary’s Layette Program. Members of St. Matthew Church of Walnut Creek last month delivered 77 packages filled with items like hats, clothes, books and diapers. Volunteer Coordinator Rhonda Smith said donations of layettes are overflowing and will serve many families. The Auxiliary relies on donations for many of its programs and is continually looking for recent magazines, layettes, new reading glasses and other items. For a full list of the Auxiliary’s needs, visit http://cchealth.org/medicalcenter/donation-auxiliary.php or call Rhonda Smith at 925-370-5441.

Want to help?

Our Regional Medical Auxiliary is looking for donations of:

- Newborn sleepers
- Crochet or knitted baby blankets
- Onesies
- Crochet or knit caps
- Recent magazines
- New reading glasses

See a full wishlist at http://cchealth.org/medicalcenter/volunteer.php
Nurse-Family Partnership Comes to Contra Costa

An innovative evidence-based program that provides home visits by public health nurses to first-time mothers is now available to low-income women in Contra Costa. Since August, four specially trained nurses have been making home visits to new mothers as part of the Nurse-Family Partnership (NFP), an initiative funded under the federal Affordable Care Act that is being run by the Family, Maternal & Child Health (FMCH) program. The NFP nurses will continue to see their clients from early pregnancy up until the child’s second birthday. The nurses provide vulnerable mothers in the program with health and parenting education, and also serve as life coaches who help clients become self-sufficient. The Nurse-Family Partnership’s home-visiting model was first tested in the mid-’70s; it is now available in 41 states. Randomized clinical trials have shown the program has improved pregnancy outcomes, reduced child abuse and neglect and even helped mothers limit their time on public assistance. Dawn Dailey, FMCH’s nurse manager for the Nurse-Family Partnership, said the goal is to serve 125 clients in the coming year. Dawn added that Contra Costa was one of only 17 sites selected to receive federal funding to implement the program in California.

For more information about the partnership, contact Dawn Dailey at 925-313-6325 or visit www.nursefamilypartnership.org

Improve Your Comfort With Ergo Evaluation

Is your work space set up correctly to help avoid unnecessary pain or discomfort by overreaching or straining? If you think you might have an issue, an ergonomic evaluation may help! Have your supervisor complete an Industrial Rehabilitation Referral Form, which can be found through a document search on iSITE, and call Rehabilitation Therapy Services. A physical or occupational therapist will come to your office and assess your work area for up to 90 minutes. They will recommend changes to your workspace setup, helpful exercises you can do at your desk and, when needed, equipment modifications.

To find out how to schedule an evaluation, contact Michelle Lembeck in Rehabilitation Therapy Services at 925-370-5675.
Healing Through The Arts Goes Live

For more than a year, our Contra Costa Regional Medical Center and Health Centers have hosted art-themed events such as Health Care Workers As Creators, Art ‘N The Lobby and art carts at the hospital’s seasonal farmers’ market. These events have been organized and programmed by Healing Through the Arts, an informal group started by members of our staff in fall 2011. The group is no longer so informal. Healing Through the Arts recently was awarded a more official status and will now operate under the Contra Costa Regional Health Foundation. Dr. Alan Siegel, HTTA’s founder and chair, said a growing body of research shows the qualitative and quantitative benefits of arts and health. The group aims to improve health outcomes through artistic expression, as well as increase patient satisfaction. One way HTTA has already helped improve patients’ care experience was by acquiring iPads for chemotherapy patients to use during their lengthy treatments. Dr. Alan Siegel at Art ‘N The Lobby.

Siegel said HTTA is looking at other patient-centered efforts, such as bringing in therapy pets to visit CCRMC patients and using Expressive Arts Therapists to work in our group, inpatient and outpatient settings.

For more information on Healing Through the Arts, contact Alan Siegel at doctoralan@gmail.com

Dental Van Gets a Makeover

The Children’s Oral Health Program is ramping up its branding efforts after a recent survey indicated many of its recipients were not aware or were incorrectly identifying who was providing the services. The effort began by adorning its van with full graphics to match the mobile clinics operated by other programs like our Public Health Clinic Services. Children’s Oral Health Program Manager Nikki Moultrie said new look will help visually integrate her program with the rest of Health Services. The Program works in collaboration with schools and community partners to increase access to oral health services such as education, assessments, sealants and varnish.

To find out more about the program, visit cchealth.org/dental/ or contact Nikki Moultrie at nikki.moultrie@hsd.cccounty.us
Dr. Carpenter Wins Recognition

A staff pediatrician has been named the 2012 recipient of the American Academy of Pediatrics Award for Outstanding Service to Maltreated Children (Section on Child Abuse and Neglect). Dr. Jim Carpenter, who specializes in child abuse pediatrics, will be presented this national award this month in San Diego. Each year, the award is given to a pediatrician or pediatric subspecialist who has demonstrated outstanding clinical care and service to abused and neglected children and their families, at the local or regional level. Congratulations to Dr. Carpenter on a well-deserved recognition for his three decades of service in the prevention of and care to victims of child maltreatment.

EMS Director Tapped for National Committee

Our Emergency Medical Services Director Pat Frost was selected for a national committee to organize a public workshop that will examine public health and medical preparedness related to children and families including children with special needs. She will represent EMS agencies and offer a local standpoint as a member of the planning committee for the upcoming workshop, Medical and Public Health Disaster Preparedness and Response for Pediatric Populations and Families, which is part of the Institute of Medicine’s Forum on Medical and Public Health Preparedness for Catastrophic Events. The committee will develop the workshop agenda, select and invite speakers and discussants, and moderate the discussions. Pat said it is an honor to serve on a committee with such esteemed professionals.

Built Environment Specialist Recognized for Study

This month Will Dominie, who specializes in assessing the impact the built environment has on our health, will be in Washington D.C. to receive the Parker Award for the Best Transportation Policy & Planning Capstone Project from the Council of University Transportation Centers. Will, who works in our Public Health Division’s Community Wellness and Prevention Program (CW&PP), won the national award for his study of residential development projects near public transit and how those developments affect demographics of a neighborhood, as well as public transit ridership. Will works on land use, transportation and environmental education and policies for CW&PP’s Injury Prevention Program. Congratulations to Will for winning this prestigious honor! To read the study, Is Just Growth Smarter Growth?, visit http://bit.ly/SUNykD

Make it Count!

The 2013 Homeless Count is this month. If you or somebody you know would like to volunteer, visit cchealth.org to sign up and ensure you attend one of the training sessions, which begin January 23. The count, which helps our community assess needs and secure vital state and federal funds, is from 6-8:30 a.m. January 30.
Victoria Agnost, MD  
Contra Costa Regional Medical Center and Health Centers  
For her dedication and commitment to helping all the children in Pediatrics at our Antioch Health Center.

♦ Nominated by Sonnia Huezo, Inas Moussa and Sandra Ortega

Mike Allday  
Contract Employee  
Information Technology  
For promptly helping a critically ill patient use technology to speak with family overseas.

♦ Nominated by Denise Whittle

Cathy Bennett  
Bill Bowers  
Betty Fitzgerald  
Karen Flynn  
Karen Powers  
MH Clinical Specialists  
Behavioral Health  
For demonstrating unwavering dedication, compassion and respect for the children and families they serve.

♦ Nominated by Natasha Coleman

Gurjeet “Lolly” Bhandal, RN  
Charge Nurse  
Caroline Killough, RN BSN  
Ambulatory Care Clinical Supervisor  
West County Health Center  
For planning, designing and organizing the opening of the West County Health Center in collaboration with many others to make the facility patient centered and welcoming and for their diligence, perseverance and dedication to the patients and staff that they serve.

♦ Nominated by Jaspreet Benepal and Anthony Longoria

Tami Sloan  
Clerk – Experienced Level  
JoAnn Valencia  
Medical Staff Coordinator  
Contra Costa Regional Medical Center and Health Centers  
For providing extraordinary customer service to residents, faculty and medical students, delivering dedicated service and for helping the Family Medicine Residency Program grow and thrive.

♦ Nominated by Danielle Brodus-Zamora

January Milestones  
Congratulations to these employees who have given us long years of service: Jacquelyn White, Karenin Reyes, Ira Beda Sabio, Teresita Lirio, Sara Barnes, Arlene Navarra, Sarah Guzman, Cynthia Constantino, Scott Loeliger (10 years); Martha Rodriguez, Jeffrey Jarmin, Jennifer Glassow, Linda Lu, Mary Serb, Neil Haley, Donald Hornback (15 years); Priscilla Hinman, Rosa Jaureque, John Jones (20 years); Mark Condit, Mildred Gilbeaux, Teresita Inton (25 years); Phyllis Lloyd and Cheryl Harris (35 years).
Renee De Leon, RN
Jessie Laborete, RN
Prescilla Manglinong, RN
Lorena Mercado
Charge Nurse
Contra Costa Regional Medical Center and Health Centers
For providing excellent patient care and for their willingness to train new nurses and to help co-workers.

◆ Nominated by Maria Regina Panaligan

Barbara Hobson, PHN
Public Health
For her excellent skills, care and kindness to our patients, and for preparing and doing presentations throughout the state regarding Hansen’s Disease.

◆ Nominated by Erika Jenssen and Ken Saffier, MD

Dawn Dailey, RN, PHN, PhD
Public Health Nurse Program Manager
Public Health
For helping families touched by Sudden Infant Death Syndrome (SIDS), educating them to reduce the risk of infants dying from SIDS and for her outstanding performance, dedication, generosity and service to the SIDS Advisory Council.

◆ Nominated by Thomas G. Keens, M.D., Chair, California Sudden Infant Death Syndrome Advisory Council

Staff (please see ISITE for a list of names)
Contra Costa Regional Medical Center and Health Centers
For all of the staff working together to ensure a successful IT implementation for the opening of the new West County Health Center.

◆ Nominated by Rebecca Carr

ccLink Staff Survey
Feedback Needed by January 18!

Staff feedback is needed on the Epic applications we’re using as part of our ccLink electronic health record system, and all Health Services employees using ccLink are asked to complete a short online survey. We continue to refine ccLink to better meet our needs and feedback helps us to improve. Thank you for your input!


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 (www.cchealth.org on About Us page) or ISITE, our intranet, at http://cchs/. Nominations are subject to approval by Division Directors.