

DIRECTOR'S REPORT

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Milestones

Covered California—Open Enrollment starts next month

In 2010, we started celebrating after the passage of the Affordable Care Act (ACA), the most important and transformational health legislation ever passed in this country. Since then we have been implementing parts of the ACA and now we are approaching full implementation. On October 1, open enrollment will start for Covered California, the state's health insurance market place, and on Jan. 1, 2014, most residents will have access to health insurance. The challenge that we face is getting all eligible individuals and families enrolled.



William B. Walker, MD
CCHS Director

Need to get the word out

We must do an effective job in educating individuals and families about the benefits of having health insurance and help them enroll during the open enrollment period –Oct. 1, 2013 through March 31, 2014. ACA has tremendous benefits and implications for our patients and clients. We know that the state and federal government have statewide agencies to do outreach, educate and enroll the uninsured, but we know from experience implementing the Healthy Families program that it will require local agencies and organizations like ours to help individuals and families successfully enroll. Outreach and education to those who are uninsured is essential to success and we are gearing up to do our part.

We are developing resource materials, some of which are already on our website (see information box on Page 2) and will be training staff to assist individuals and families with applications for both Covered California and Medi-Cal expansion. I will be getting more information to all of you in the coming days. In the meantime, I am working very closely with the Employment and Human Services Department (EHSD) director to ensure a smooth transition of our Low Income Health Plan (LIHP) members who will become eligible for Medi-Cal on January 1, 2014 when the LIHP program will end. There are currently more than 12,000 individuals enrolled in our LIHP and approximately 10,000 of them are income eligible for Medi-Cal starting in January. Contra Costa Health Plan (CCHP) manages the care of all LIHP members and most will continue to be CCHP

DID YOU KNOW?

About 5.6 million
Californians
lacked health
insurance in 2012

members under Medi-Cal. Adults without children will be eligible to receive Medi-Cal starting in January. LIHP members who are not eligible for Medi-Cal are eligible to enroll in one of the five health plans offered in our county by Covered California with a federal subsidy to help them afford the premiums. For Contra Costa residents, the five plans choices are Contra Costa Health Plan, Kaiser Permanente, Health Net, Blue Cross and Blue Shield.

CCHP one of the 12 Covered California Health Plans

We are proud that CCHP was chosen as one of the 12 health plans statewide selected by Covered California. As you know, CCHP has been providing managed care for Medi-Cal enrollees for many years and has expanded its community provider network. CCHP enrollees will be able to choose a primary care provider in one of our health centers or one of CCHP's contracted community providers that include private physicians and the community clinics—La Clínica and Lifelong Brookside.

Statewide Call Centers

Covered California has established three call centers in the state, one of which is located in Contra Costa and run by EHSD. These call centers will provide information and assistance to anyone needing to apply for Medi-Cal or one of the health plans offered through Covered California.

I encourage all of you to learn more and help us get information to those whom we serve.

Sincerely,



William B. Walker, M.D.

Health Care Reform Resources

As the county health system, we are committed to ensuring the residents of Contra Costa are informed about what the Affordable Care Act (ACA) offers. The ACA, also known as Health Care Reform or Obamacare, means more people will have access to affordable health insurance. For more information and links to helpful resources like Covered California, please visit our website: cchealth.org/aca/

Flu Shots for County Employees

Flu season is returning. For your convenience, beginning Friday, October 4th, Contra Costa County employees can get their flu shot at Vista Oaks Occupational Medicine in Martinez. No appointment is necessary but employees should request time off from their supervisor to take advantage of this opportunity. For employees with the Contra Costa Health Plan (CCHP), there is no charge, simply bring your CCHP card. For employees with other health insurance, flu shots are \$25, payable by cash, check, credit card (VISA and MasterCard), or debit card. To help kick off the flu shot campaign, on October 4th, flu shots will be offered at Vista Oaks during extended hours, from 8 a.m. to 2 p.m. After October 4th, flu shots will be offered on Fridays from 8 a.m. to 11:30 a.m. This opportunity is for employees only. Flu season often peaks in January/February and can last until May. To help stay healthy, it is recommended that everyone get a flu shot each year.



CCHS Director Dr. William Walker getting his flu vaccine last year.

Vista Oaks is located at 10 Douglas Drive, Suite 110 in Martinez. For more information, please contact Sue Guest at 925-313-6236

The next Director's Report will be the October issue. Publicize your upcoming events and successes by sending information by September 27 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/>



The Sepsis Team stresses the importance of delivering the bundle of care within one hour of when a patient is identified as having severe sepsis or septic shock.

CCRMC Greatly Reduces Sepsis Mortality Rate

Improved processes devised by a multidisciplinary team have significantly reduced sepsis mortality rates at our Regional Medical Center. In December 2009, the baseline sepsis mortality rate at CCRMC was 18%. Thanks to the work of front-line staff and the Sepsis Team, which came together in 2010, the sepsis mortality rate at the hospital dropped to 9% during the period from January to June 2013. The Sepsis Team includes physicians, nurses, and representatives from administration, infection control and pharmacy services. The team stresses the importance of delivering the sepsis bundle of care within one hour of when a patient is identified as having severe sepsis or septic shock. The team has helped us deliver timely care by revising the hospital's sepsis screening tool, creating an ED Nurses sepsis protocol order set, condensing the ED physician sepsis antibiotic order set, and designating a nurse each shift as the "sepsis nurse." Thus far, the team has focused its efforts in the Emergency Department, where most sepsis cases occur. An additional Sepsis Team has recently started meeting to revise the plan of care for inpatients with sepsis or septic shock.



Dental cleanings, preventative treatment and other dental services will now be available to Richmond High students at the on-site school-based health clinic.

Dental Clinic Coming to Richmond High

Richmond High students can receive dental cleanings, preventative treatment and other dental services at their school-based health clinic, thanks to a pilot program beginning in October. The addition of dental is the result of collaboration between our Public Health Clinic Services, which operates 23 school-based clinics in Contra Costa County, the Children's Oral Health Program, which provides oral health education and preventative services in schools, and ambulatory care dental clinics. Our health centers already operate six dental clinics in the county and will supply a dentist for the Richmond High clinic, the first of our school-based clinics to offer dental services. Public Health intends to expand these services at more school-based clinics in the future, said Kristina Kutter, a public health program specialist who works with the program. "The oral health of students is very important, both to their overall health and their ability to learn," Kutter said. "By providing dental care on school campuses, we can increase students' access to services and better address their health needs."

For more information, please visit cchealth.org/dental

Project Homeless Connect Needs Volunteers

Our Homeless Program is seeking volunteers for this year's Project Homeless Connect at the Contra Costa County Fairgrounds in Antioch on Oct. 9. Volunteers will have a chance to meet the needs of homeless members of the community by helping them to connect to benefits, medical care, substance abuse and mental health counseling, social services, shelter, and housing. Volunteers are needed to greet participants, serve food, complete applications for services and benefits, and more. This year's event is expected to serve well over 1000 homeless residents. County employees can volunteer to participate for all or part of the day by using their leave, with the approval of their supervisors. The Homeless Program is also recruiting service providers to provide wheelchair repair, massage, foot care, pet care and legal assistance to those who attend.



Chuck McKetney, former director of the Community Health Assessment, Planning and Evaluation unit, lends a hand at a previous Project Homeless Connect.

If you would like to volunteer for Project Homeless Connect, download an application at cchealth.org/homeless/phc. For more information, call the Homeless Program at 925-313-7700 or email projecthomelessconnect@hsd.cccounty.us

Suicide Prevention Strategic Plan for Contra Costa Released

A two-year effort to develop better policy for addressing suicide in Contra Costa County culminated this month with the release of the Suicide Prevention Strategic Plan, which the Board of Supervisors accepted Sept. 10 during National Suicide Prevention Week. Members of a committee co-chaired by Gerold Loenicker, a mental health program supervisor for Behavioral Health Services, analyzed data provided by the Coroner's Office to identify at-risk populations and how to improve delivery of crisis-support and prevention services. Recommendations in the plan include increasing coordination between county systems and community service providers to minimize obstacles to receiving help, improving protocols for assessment, triage and warm hand-offs of at-risk people, and training about warning signs and effective prevention practices for healthcare providers and community "gatekeepers" such as teachers and the clergy. The committee includes Behavioral Health Services, Contra Costa Regional Medical Center & Health Centers, Contra Costa Crisis Center, John Muir Health, Kaiser Permanente, and other community based organizations, health care providers, and public agencies. Funding for this plan was provided

through the Mental Health Services Act. Contra Costa's suicide rate is 10.9 per 100,000 in population, higher than the state average of 10.3 per 100,000.

For more information, call Gerold Loenicker at 925-957-5118. To see the Suicide Prevention Strategic Plan, visit cchealth.org/mentalhealth

Who Dies by Suicide

People between the ages of 55 and 64 have the highest suicide rate in Contra Costa, according to 2011 data.

Age Range	Deaths	Percent	Rate
10 to 14	1	1%	1.3
15 to 24	6	5%	4.4
25 to 34	13	11%	9.8
35 to 44	21	18%	14.0
45 to 54	22	19%	13.2
55 to 64	35	30%	26.7
65 to 74	8	7%	11.2
75 to 84	8	7%	19.7
85+	2	2%	10.4
TOTAL	116	100%	10.9



Scenes from previous Health Care Workers as Creators.

Eighth Annual Health Care Workers as Creators Event

Doctors, nurses and others will once again share their artistic sides this year for the eighth annual Health Care Workers as Creators event, which will take place in CCRMC's Redwood Grove from 3 p.m. to 8 p.m. on Tuesday, Sept. 17. The program will feature work by painters and sculptors, musical performances, workshops and hands-on artmaking guided by expressive arts therapists. CCRMC Farmers' Market food vendors are catering the event. While the event and food are free, people are encouraged to donate to Art of Health and Healing (formerly Healing Through the Arts), a group of medical staff and others that promotes activities and programs designed to foster creativity, improve patient satisfaction, and create a better healing environment. For one week leading up to and following the event, Art of Health and Healing is collaborating with the Arts Commission to curate an art show of our staff and community artists in the lobby and hallways in Building 1 on the CCRMC campus.

Health Expo Features Tips for African Americans

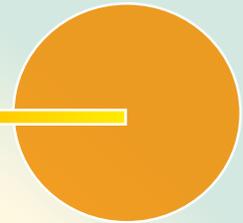
Health education for our African-American community will take center stage this month with workshops covering everything from healthy eating to managing chronic diseases such as diabetes, hypertension, and obesity, at the African-American Health Empowerment Expo in Pittsburg. The event, on Sept. 21 at Pittsburg High School, includes lunch, child care, and entertainment, as well as cooking demonstrations and seminars for accessing health benefits through the Affordable Health Care Act. The annual event comes courtesy of the African-American Health Empowerment Collaborative, which includes several community and faith-based organizations, John Muir Health, Sutter

Health Care Worker as Creators Schedule

Below are the starting times for featured displays and activities:

SEPTEMBER 17, 2013
3-8 P.M.

- 3 p.m. Visual Art
- 4 p.m. Sacred Dance Workshop
- 5 p.m. Musical Performances
- 5 p.m. Hands-on Art



To find out more about the event or if you want to participate or volunteer, contact Dr. Alan Siegel at alan.siegel@hsd.cccounty.us or pager 925-346-4993.

Delta Medical Center, the Los Medanos Health Care District, Contra Costa Supervisor Federal Glover and Contra Costa Health Services. Lynnette Watts, a health services administrator at Contra Costa Regional Medical Center who serves as the group's committee chair, said the information to be provided at the Expo directly addresses critical issues in the community. "Health indicators for African Americans are high. The goal of the collaborative is better understand why by asking the community, and asking what we can do to help," Lynnette said. The event is free and open to all.

For more information about the collaborative, or to register for the expo, please visit africanamericanhealth.us.



HazMat Chief Randy Sawyer is interviewed by reporters after a community meeting following the August 2012 fire at the Chevron refinery in Richmond.

HazMat Chief Appointed to State Task Force on Refinery Safety

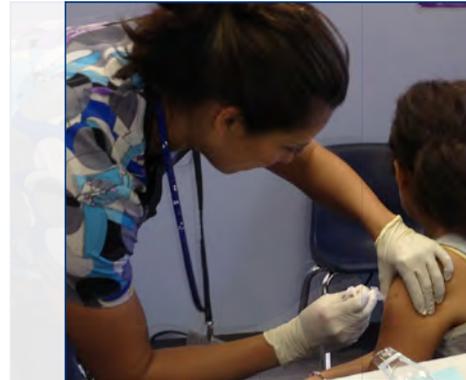
Randy Sawyer, chief of our Hazardous Materials division, has been appointed to a task force operated by the California Environmental Protection Agency intended to improve public and worker safety at and around oil refineries. The Interagency Refinery Task Force includes more than a dozen local, state and federal agencies that have roles in regulating refineries, and is a product of a report issued by the state Interagency Working Group on Refinery Safety that formed after the August 2012 fire at the Chevron Richmond refinery. The Task Force will follow up on the Group's recommendations: To work with member agencies to strengthen existing regulations and develop new regulations that address the underlying causes of refinery safety problems, improve public access and information during refinery emergencies, and ensure public input into emergency response plans.

Healthy Living Fair at Annual Soccer Clinic in Concord



Representatives from our Public Health, Contra Costa Health Plan (CCHP) and Emergency Medical Services (EMS) divisions were on hand for a health fair at the third annual Taking the World by Storm Soccer Clinic in Concord last month. The Soccer Clinic, which is sponsored by Assemblywoman Susan Bonilla, is for girls between the ages of 8 to 18 and features several additional activities for parents and siblings who attend. The theme of the health fair at this year's event was "healthy living." CCHP and Public Health's Community Wellness & Prevention Program staffed information booths educating the public about services and nutritional alternatives to drinking soda and other sugary beverages. EMS teamed up with American Medical Response and the Darius Jones Foundation to train more than 100 people who attended the event how to perform hands-only CPR.

Back-to-School Immunizations Make for a Busy Month



A child receives a vaccination at the Concord clinic last month.

Public Health immunization clinics delivered more than 1,300 vaccinations in August, a busy month due in large part to classes resuming for most school districts in Contra Costa County.

The weekly clinics in Brentwood, Concord, Pittsburg and Richmond provided 1,380 shots to school-age children alone, including 285 doses of the Tdap booster now required for all 7th graders in California to attend school. By comparison, the clinics provided 464 vaccinations to school-age children in June. August is usually a busy month as families prepare for the approaching school year, Immunization Coordinator Paul Leung said, but the participation is particularly encouraging this year because of the pronounced increase in reported cases of pertussis in the Bay Area during 2013, including in Contra Costa County. The Tdap was introduced in 2005 and has been a state requirement for 7th grade students since 2011, the year following the last whooping cough peak in California.

For more information on our immunization program, visit cchealth.org/immunization



Geoff Engler

Contract Employee
Information Technology

For his responsiveness to our cLink issues, his approachable and friendly demeanor, and his commitment to our projects.

◆nominated by Rachael Birch

Stephen Leung

Contract Employee
Alan Ly
Network Administrator I
Information Technology

For exceptional customer service and IT assistance provided to California Children's Services.

◆nominated by Mariana Liu

Marc Matute

Information Systems Technician II
Information Technology

For responding promptly to IT issues and for his expertise in resolving them.

◆nominated by Irma Contreras

Milagros Garcia, PHN

Contra Costa Regional Medical Center and Health Centers

For utilizing her organizational and managerial skills to increase efficiency and ensure service excellence.

◆nominated by Sue Meltzer

Maria Banales

Certified Medical Assistant
Contra Costa Regional Medical Center and Health Centers

For going the extra mile for her patients and staff and for being a wonderful team player.

◆nominated by Sue Meltzer

Priscilla Hinman, MD

Contra Costa Regional Medical Center and Health Centers

For her many years of leadership and service excellence at West County Health Center.

◆nominated by Sue Meltzer

Service Excellence

You are a GEM for Going the Extra Mile



Jimmy Jun

Mental Health Clinical Specialist
Behavioral Health Services

For volunteering to provide translation and crisis counseling services after the airplane crash at San Francisco International Airport.

◆nominated by Thomas Tighe

Patricia DeRose

Clerk—Senior Level
Contra Costa Regional Medical Center and Health Centers

For providing excellent customer service to employees who are navigating the purchasing process.

◆nominated by Danielle Brodus-Zamora

Joanne Genet

Manager, Lead Poisoning Prevention
Public Health

For her efforts to ensure all those we serve are treated with respect and compassion. Her commitment and work helped our Regional Medical Center earn designation as a national leader in LGBT healthcare equality from the Human Rights Campaign Foundation.

◆nominated by Anna Roth

Lieutenant Brian Kalinowski

Chief- Health Services Security Unit
Contra Costa Regional Medical Center and Health Centers

For his service, dedication and leadership in ensuring a professional and safe environment for our staff, patients and visitors.

◆nominated by Anna Roth

August/September Milestones

Congratulations to these employees who have given us long years of service: Tanya D. Tays, Janice S. Gordon, Tod M. Hickman, Jonathan A. Goco, Kyung S. Rhee, Melissa J. Hagen, Gabriela D. Sullivan, Angela M. Gonzalez, Alexander E. Daniel, Adam J. Springer, Rhiannon R. Dodds, Linda D. McCauley, Linda Piolo, Christina M. Ramirez, Elizabeth J. Roman, Reyna M. Williams, Kendra J. Yard, Gloria M. Bravo, Lori E. Saffier, Giannina I. Perez, Claudia E. Rugama, Geraldine A. Suriba, Adam J. Avitia, Mark J. Barbero, Michael A. Shubat (10 years); Sunny J. Boyer, Dorothy L. Abenoja, Holly L. Longmuir, Tina M. Voss, Nora S. Cruz, Wendy E. Gollop, Vicki S. Conway, Krista K. Peterson, Hilary Small, Maritza Y. Vukalcic, Bobbie N. Brown, Edith C. Nwosu, Lavonna James, Juleine A. Latteri, Wildredo P. Manuntag, Sharon S. Sloan, Pamela M. Brock, Liza M. Lai, Maria S. Espanol, Jaspreet Benepal, Terrina C. Manor, Pamela L. Davis, Martha D. St. Pierre (15 years); Vickie L. Watson, Erika S. Hoffe, Janet A. Keathley, Helena Odonkor-Martey, Betty J. Kirkpatrick, Patricia A. Glatt, Gigi M. Salvo-Donnelly, Anna M. Roth, Michele Tomasulo, Darryl Smith, Wendy J. Malone (20 years); Melody Chi Ling Hung-Fan, Ann M. Mikesell, Denise R. Tucker, Johnny L. Shaw, Jeanne M. Conboy, Marvis Douglas (25 years); Susan V. Hilbun (30 years); and Yolanda Rubalcava (35 years).