

DIRECTOR'S REPORT

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Affordable Care Act and Access

With the Affordable Care Act (ACA) now fully implemented, California is leading the nation in health insurance enrollment. This success means many more people are getting urgently needed coverage and that, in turn, means more patients and more demand for services.

Almost 1.4 million individuals have enrolled through Covered California's state insurance exchange, including nearly 40,000 Contra Costa residents. Statewide, nearly 2 million other people have enrolled through Medi-Cal expansion, another important component of health reform. Locally, we don't have exact numbers for all the people who have enrolled in Medi-Cal countywide because of the expansion, but we do know that thousands have enrolled so far and more are expected. Since the beginning of the year, our own Contra Cost Health Plan (CCHP) has added more than 35,500 Medi-Cal members, of whom about 50% are new to the county health system and CCHP. CCHP is assigning all of these new Medi-Cal members to its three networks of care: Contra Costa Regional Medical Center & Health Centers, the Community Provider Network and Kaiser (see CCHP story on page 3).

All these numbers are impressive and far exceed the projections for year one of the ACA, but we also know that thousands of County residents remain uninsured. Public hospital and health systems like ours are faced with the challenges of providing access to care for the newly insured and bracing for financial challenges ahead as we continue to provide care to the uninsured while federal and state funds are decreasing.

Financial challenges ahead

Safety net providers have several major financial challenges. State realignment funds have already decreased and we anticipate much deeper cuts next year. Disproportionate Share Hospital (DSH) funds are decreasing starting in 2017. A recent Health Affairs article forecasts tough times ahead with cuts resulting in an estimated \$35 billion nationwide being removed from public hospitals and health systems. Future funding will depend on the number of patients enrolled and accessing care. This is critical to our system's sustainability and we all play a role.

We also know that a number of people for a variety of reasons will remain uninsured and we will continue to care for them. According to a new survey by the Kaiser Family Foundation, nearly six in 10 previously uninsured Californians obtained health covered during the state's first open enrollment period under the ACA. While that number is very encouraging, millions of state residents still don't have health insurance.



William B. Walker, MD
CCHS Director

Creating access will require innovation

How do we remain financially and operationally viable in this post ACA environment? One of the greatest tasks before us is creating access to health care for those who depend on us, and this will require us to be innovative in our approaches.

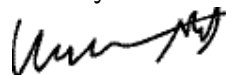
We can and are doing several things including building and opening new health centers, such as our new Concord Health Center 2 and the new George and Cynthia Miller Wellness Center. We also anticipate that our new Antioch Health Center will open next year.

However, new buildings alone will not meet the demand for health care. We must take full advantage of all available space, including making use of weekend and evening clinics and ensuring that all clinics are fully staffed during vacations and other absences. We must continue to recruit staff in this highly competitive market.

We must also continuously improve safety, quality and outcomes of care for those whom we serve. We also must maintain our efforts to develop innovative and patient-focused ways to provide care, such as our Telephone Consultation Clinic and patient-centered medical homes, along with our new mycLink electronic health record patient portal (see story on page 5).

We will need the commitment and creativity of all staff to help plan and implement the capacity to meet the challenges ahead. I remain very confident that together we are up to the challenges.

Sincerely,



William B. Walker, M.D.

Dr. Walker and Anna Roth Named to New AEH Leadership Roles

America's Essential Hospitals (AEH), formerly the National Association of Public Hospitals, named CCHS Director Dr. William Walker as chair of its board of directors in July. AEH represents more than 200 health systems around the country and supports its members with advocacy, policy development, research and education. Meanwhile, Contra Costa Regional Medical Center & Health Centers CEO Anna Roth will now serve as secretary of the board of AEH's research arm, the Essential Hospitals Institute. She was also named the Institute's chair-elect.



William Walker



Anna Roth

To learn more about AEH, visit essentialhospitals.org



Dawn Dailey

CCHS Nurse Named to Group's Hall of Fame

Public Health Nurse Program Manager Dawn Dailey was recently named to the Leadership Hall of Fame of the Alpha Eta Chapter of the Sigma Theta Tau International Honor Society of Nursing. Dawn was one of 50 nurses named to the inaugural induction to the Hall of Fame. Dawn has worked as a nurse for 26 years, and has been with CCHS since 1989. Dawn currently manages our Nurse-Family Partnership, which provides home visits by public health nurses to first-time mothers. Congratulations to Dawn!

The next Director's Report will be the September issue. Publicize your upcoming events and successes by sending information by August 21 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/>



CCRMC Dr. Pramita Kuruvilla talks with a patient's family member in a scene from the IPFCC video, *Better Together: Partnering With Families*.

Regional Medical Center Recognized for its Welcoming Policy

Contra Costa Regional Medical Center (CCRMC) was one of only 12 hospitals recently recognized nationwide for supporting families as partners in care by eliminating restrictive visiting hours. CCRMC was hailed as an exemplar hospital by the Institute for Patient- and Family-Centered Care (IPFCC) as part of its Better Together campaign. CCRMC Chief Executive Officer Anna Roth said it was an honor to be selected, and the hospital implemented a welcoming policy nine months ago, eliminating restrictive visiting policies and changing the concept of families as “visitors.” Since the welcoming policy went into effect last year, CCRMC has had more than 5,000 people come after hours to be with their loved ones. Studies and hospitals’ experience show that having family and loved ones present reduces patient complications and stress and improves the patient’s experience of care in the hospital, said Beverley Johnson, IPFCC President and CEO. After being recognized by IPFCC, CCRMC’s welcoming policy was highlighted by Health Leaders Media, KGO Radio and the *New York Times*.

To watch videos featuring staff, patients and family members or for more information about the welcoming policy, visit cchealth.org/medicalcenter/welcome-policy.php

CCHP Won't Participate in State Insurance Exchange in 2015 but Continues Robust Medi-Cal Expansion Enrollment

Due to new federal regulatory requirements and the resulting cost implications and financial burdens, Contra Costa Health Plan (CCHP) has decided not to participate in Covered California in 2015. The difficult decision to withdraw from the state’s health insurance exchange was made because the new requirements posed administrative and financial burdens that could impact CCHP’s ability to fulfill its mission to serve the most vulnerable people in Contra Costa County. This decision will affect about 1,100 of CCHP’s 143,500 members. CCHP is working on plans to transition these 1,100 members into other Covered California health plans effective January 1, 2015. As the Affordable Care Act encouraged, CCHP will continue to focus on Medi-Cal enrollment. Since the beginning of this year as of July, CCHP had added more than 35,500 Medi-Cal members, of whom about 50% are new to the county health system and CCHP. Some of the new Medi-Cal members were previously cared for under the Low-Income Health Program and other coverage that is now covered by Medi-Cal expansion. CCHP is assigning all of these new Medi-Cal members to its three networks of care: Contra Costa Regional Medical Center & Health Centers, the Community Provider Network and Kaiser as appropriate to match the patient continuity of care so they can keep a previous provider if they had one. CCHP remains open to future consideration of participating in a state Bridge that would be focused on the low income populations up to 200% of the federal poverty level who now periodically lose eligibility for Medi-Cal because of small increase in income and often cannot afford the Exchange.

For more information, visit cchealth.org/healthplan/exchange.php

County and City of Richmond Strengthen Industrial Safety Ordinances

The Contra Costa Board of Supervisors and Richmond City Council recently amended their Industrial Safety Ordinances to better ensure local oil refineries and other chemical industries are operating safely. The changes to the ordinances were in response to recommendations made in an interim report by the U.S. Chemical Safety and Hazard Investigation Board. That report was issued in the wake of the August 2012 fire at Chevron's refinery in Richmond. The ordinances now require refineries to regularly perform "inherently safer systems analyses," and implement those safer systems to the greatest extent feasible and as soon as administratively practicable.

Another added provision authorizes our Hazardous Materials Programs to develop "process safety performance indicators" that must be tracked and measured by refineries. The county's Industrial Safety Ordinance (ISO) was first enacted in 1999 and was designed to prevent industrial accidents. The city of Richmond's ordinance is modeled after the county's ISO. Both ordinances are administered by our Hazardous Materials Programs.



A scene from the aftermath of the August 2012 fire at Chevron's Richmond refinery.

For more information about the ISO and the latest amendments, contact Hazardous Materials Programs Director Randy Sawyer at randy.sawyer@hsd.cccounty.us or (925) 335-3210.

Health Services, Regional Medical Center Celebrate World Breastfeeding Week

The Women, Infants & Children program (WIC), Contra Costa Regional Medical Center (CCRMC) and several community partners are planning a week of free events designed to encourage and inform young families about the benefits of breastfeeding during World Breastfeeding Week. The international observance runs from August 1 to August 7 and there are many local events. On August 2, WIC, Public Health Nurses and the Family, Maternal & Child Health programs kicked off the festivities at the Contra Costa County Community Baby Shower in Antioch, an event that promoted breastfeeding and prenatal health in the African-American community. The "Breast Milk Express" returns this year to the CCRMC lobby on August 4 and 5 and includes experts and resources to support breastfeeding, from prenatal help to postpartum outpatient services. WIC also will support a Lactation Station at the CCRMC farmers' market, offering advice and a quiet spot to nurse. WIC offices in Brentwood, Concord, Pittsburg and Richmond will hold local celebrations later in the week featuring nutrition information, food, games, education and referrals for breastfeeding moms.



For more information about World Breastfeeding Week events in Contra Costa County, visit cchealth.org/wic/breastfeeding

myccLink Debuts at CCRMC— Health Centers Next

On July 1, we began promoting our online patient portal, myccLink, at Contra Costa Regional Medical Center (CCRMC). Patients discharged from the Emergency Department and inpatient areas are automatically being given sign-up instructions and activation codes in their after visit summaries. During July, about 300 hospital patients activated their accounts. With myccLink, patients and Contra Costa Health Plan members who receive their primary care at CCRMC & Health Centers can email their doctors, view most lab results, request prescription refills and securely access other medical information via the Internet. Hospital patients without a county primary care doctor can still see test results and CCRMC discharge summaries. We are doing a phased rollout and we began offering myccLink at our health centers on Monday, August 4. Patients in our health centers will either be enrolled by center staff during their appointments, or they will get sign-up instructions and activation codes in their after visit summaries. A mobile version is expected to be ready later this year.



For more information about myccLink, contact Chief Medical Informatics Officer Dr. Rajiv Pramanik at rajiv.pramanik@hsd.cccounty.us or visit [iSITE](http://iSITE.cccounty.us).

California “Glove Law” Repealed

A state law prohibiting restaurant and bar workers from touching exposed, ready-to-eat food with bare hands has been repealed. The “glove law” originally took effect January 1. A modified version of the law now in effect requires food workers to minimize bare hand and arm contact with non-prepackaged food that is in a ready-to-eat form. Use of gloves, tongs or some other utensil to make contact with ready-to-eat food is preferred. However, food workers may again handle such food without utensils in approved food preparation areas, so long as proper hand-washing is observed and hands are clean in accordance with the law. Environmental Health will begin enforcement of the modified version of the law in Contra Costa County immediately.



Food workers may again handle ready-to-eat food without utensils so long as proper hand-washing is observed.

For more information, visit cchealth.org/eh/ca-glove-law.php or call Environmental Health at 925-692-2500.

New Smoking Cessation Classes Offered in Martinez Beginning August 14

Health Services will begin offering free stop-smoking classes in the Contra Costa County Administration Building in downtown Martinez beginning Aug. 14. County employees and members of the public who need help quitting are encouraged to sign up. Classes meet from 11 a.m. to 1 p.m. on Thursdays at 651 Pine Street, Room 101. The curriculum was developed by the American Lung Association, the same used in the cessation classes offered at the Pittsburg Health Center.

For more information or to sign up, call 1-855-421-3400.

It's Not Too Late to Volunteer for Project Homeless Connect

Volunteers are still needed for Project Homeless Connect 2014, an annual, one-day event on Aug. 6 to provide assistance to people who are experiencing homelessness in Contra Costa County. The event, organized by our Behavioral Health Services' Homeless Program, provides immediate access to healthcare, housing and employment resources, food and supplies, and vital social services for county residents in need. Nearly 4,000 people experience homelessness on any given night in the county, and Project Homeless Connect often serves more than 1,000 people, including children, families and veterans. This event is made possible each year by hundreds of volunteers, who engage with participants, ensure that lines move smoothly, staff tables, serve meals and distribute donations to our consumers. Project Homeless Connect will be held 9 a.m. to 3 p.m. at Richmond Memorial Auditorium, 403 Civic Center Plaza in Richmond. Volunteers are needed both on Wednesday, Aug. 6, and for setup on Tuesday, Aug. 5. Health Services encourages employees to volunteer using leave, with approval from their supervisors.



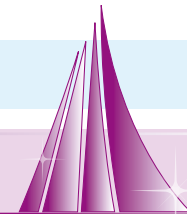
Homeless Program staffer Kimberly Thai gives instructions to volunteers at Project Homeless Connect 2013 in Antioch last October.

To volunteer, call 925-313-7700, email projecthomelessconnect@hsd.cccounty.us, or visit cchealth.org/homeless for a link to online volunteer forms.

Pool Tragedies Highlight Need for More Education and Prevention Efforts

Now that summer is here and people are more active in and around water, Contra Costa Emergency Medical Services encourages everyone to refresh their knowledge of water safety. Several drowning deaths and near-drowning events involving young children have already been reported this year in the Bay Area. On May 16, an 18-month-old boy drowned in a family pool in Antioch. On May 11, a 1-year-old was pulled unconscious from a pool in Concord. Drowning is a leading cause of death in children under five years of age—and it is completely preventable. It's important to never leave a young child unattended near water, and use touch supervision (within arm's reach) whenever children younger than 5 are near water.

To learn more about water safety, visit drowningpreventionfoundation.org or poolsafely.gov



JULY-AUGUST MILESTONES

Congratulations to these employees who have given us long years of service: Rose M. Bargon, Cynthia D. Brown, Bismarck A. Gonzalez, Hao C. Luu, Tulita Ochoa, Diane M. Allen, Suk Jeong Flanagan, Manvinder K. Golee, Kristy L. Hunt, Sinju Kawk, Senait B. Tesfe, Susane M. Tiu, Kimberly M. Smith, RoseAnn Rhodes, Shelley A. Cain, Alina Y. Faramazyan, JoAnn E. Lares, Judy A. Ryan, John E. Wilkerson, Dominga N. Pascual, Ritu Malik (10 years); Adalia V. Ramos, Astrid V. Gutierrez, Christina D. Mickalson, Amy L. Laird, Maria Ley, Tina L. Matthews, David F. Duet, Diana D. Tinker, Aneela Ahmed, Ross B. Andelman, David Chen, Regina Hernandez, Donna E. Yassin-Kaufman, Lulu X. Huang, Cedrita M. Claiborne, Beverly K. Sousa, Florica State, Jose L. Avila, Sandra Scroggins, Perseveranda S. Macaraeg (15 years); Domingo V. Ang, Rita Reilly, Via Linder, Diana D. Butterfield, Henry S. Gurule, Rosemary Leta, Carol A. Mott, Elizabeth Maaske, Nelia Llorente, Edralin B. Baiza, Rosa P. Alejandre, Fatima D. Matel Sol, Donna R. Ramirez (20 years); Rosario-Angeles Castro, Deborah A. Johannes, Cheryl A. Berriman, Dawn E. Dailey, Heather M. Leary-Arango (25 years); Kristine K. Elford, Marilyn J. Condit, and Rebecca L. Mellott (35 years).



Karla De Trinidad

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

For providing excellent customer service and for being a fine co-worker.

◆Nominated by Sue Meltzer

Mark Haidinger

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

For being a great liaison with staff and contracted vendors, for keeping everyone updated on the status of documentation, being detail oriented, and an absolute pleasure to have on our team.

◆Nominated by Sihina Tatum

Yvonne Liebig

Physical Therapist II
Contra Costa Regional Medical Center and Health Centers

For being very knowledgeable and compassionate, she is a great asset to our organization.

◆Nominated by Zohra Akbari

Nestor Millado

Medical Records Technician
Contra Costa Regional Medical Center and Health Centers

For sharing his knowledge and being extremely patient with trainees, for his wonderful sense of humor and for always smiling.

◆Nominated by Lesley Bunch

Terry Brown

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

For his professionalism, prompt response and his constant willingness to help with appointments.

◆Nominated by Marison Kimura

William Adamo

Driver Clerk
Public Health

For going above and beyond on a daily basis to ensure our six mobile health vans are maintained and able to deliver services to our community.

◆Nominated by Arlene Lin, Susan Nairn & Michelle Sharman

**Joseph Gordon
Marc Matute**

Information Systems Technician II
Information Technology

For going above and beyond to get our computer system up and running quickly. For being knowledgeable and responsive to trouble shoot and fix computer system problems as they arise.

◆Nominated by Lupe Gasca



**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.ca.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.org>. Nominations are subject to approval by Division Directors.



Carlotta McClain

Clerk—Specialist Level

Contra Costa Regional Medical Center and Health Centers

For going above and beyond to calm my fears and help me receive the health care I needed. For her caring, warm and genuine concern for patients. She gave me hope, a helping hand and made my fears vanish by her kind and giving heart.

◆Nominated by a patient

Dave Johnson

Information Systems Technician I

Information Technology

For providing superior service to the Volunteer Office by assisting in repairing and restoring the volunteer check in system. For being friendly, patient and going the extra mile to make sure the system was running properly.

◆Nominated by Rhonda Smith

TJ Speakman

Information Systems Technician II

Information Technology

For always remaining flexible, having a “can do” attitude, while handling technical assistance requests professionally, expeditiously and thoroughly. For ensuring that staff understands the cause of a technical issue and the steps to take should the issue repeat itself.

◆Nominated by Dana Stephens

Norma Martinez

Medical Social Worker II

Contra Costa Regional Medical Center and Health Centers

For being an excellent team player. For providing training and support to her co-workers, and for her energy and humor.

◆Nominated by Sue Meltzer

Sheila Del Mundo

Certified Medical Assistant

Dana Slauson, MD

Contra Costa Regional Medical Center and Health Centers

For their kindness, brilliance and thoroughness, and for always providing excellent service.

◆Nominated by a patient

David Pepper, MD

Contra Costa Regional Medical Center and Health Centers

For being a great doctor who is sincere and helpful. For giving me local resources and practical tips.

◆Nominated by a patient

Patrick Ruliva, RN

Contra Costa Regional Medical Center and Health Centers

◆Nominated by Maria Suzana Espanol

Yvonne Tomko

Medical Social Worker II

Contra Costa Regional Medical Center and Health Centers

For always being courteous, professional and helping others. For providing great customer service.

◆Nominated by Sue Meltzer

Paul Kwok, MD

Contra Costa Regional Medical Center and Health Centers

For going the extra mile for his patients. For displaying genuine kindness and care for his patients dedicating time to stay by their side keeping them calm before their surgery.

◆Nominated by Deann Bologna