

DIRECTOR'S REPORT

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County Budget—Only One Part of the Budget Story

All around the Bay Area we see signs of a booming economy. Unemployment is down, revenues are up and home prices have bounced back from the hit they took during the Great Recession. Last year, Contra Costa Assessor Gus Kramer declared the 2015-16 property assessment roll the highest ever in the County's history.



William B. Walker, MD
CCHS Director

While all that is good news for the local economy, it actually doesn't translate into a financial windfall for Contra Costa Health Services (CCHS).

That's because only about 6% of CCHS' \$1.6 billion annual budget comes from local county general funds. The balance of the budget comes from state and federal revenues with a very small amount from a variety of grants dedicated to specific programs or projects. And unlike some of our neighboring counties, such as Alameda, San Mateo and Santa Clara, we don't receive sales tax revenues.

I share this information to give some context for why this upcoming year's CCHS budget—adopted by the Board of Supervisors on May 10—is something of a mixed bag. Although we didn't receive cuts in the County's budget, we also didn't get an inflationary increase this fiscal year.

Likely Reductions Ahead

The majority of funds for our hospital, health centers and health plan are a combination of state and federal revenues that are subject to reductions annually (only 2% of their annual budgets come from the county general fund). Contra Costa Health Plan's (CCHP) rates are negotiated annually and this year we assumed a probable reduction.

The recently negotiated Medi-Cal 2020 Waiver provides funding over the next five years with diminishing rates starting in year three. In addition, revenues are not guaranteed as we must reach established benchmarks, goals and performance measures in order to receive the funds allocated under the Waiver. Revenues to health systems like ours will be paid based on our ability to produce value to our customers and not just for services delivered as it has been

DID YOU KNOW?

Only 6% of CCHS' \$1.6 billion annual budget comes from local county general funds.

in past years. Meanwhile, a significant amount of CCHS's federal funding, known as Disproportionate Share Hospital (DSH) funding, will be decreasing starting next fiscal year and will significantly decline in future years.

Still Many Unknowns

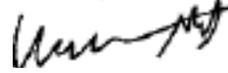
There are a lot of unknowns that could impact our budget, including this year's general election. Much can change under a new President and Congress. Most of our federal funding is directly linked to the Affordable Care Act.

As you can see, many aspects of CCHS's budget stability are not controlled locally. We have successfully maintained and even expanded our services during the ups and downs over the past several decades. This is quite an achievement given our complicated funding structures and lack of local sales tax support.

I am hopeful that with skillful budgeting of all available revenues, managing expenses responsibly, along with political support at the local, state and federal levels and continual support of the Affordable Care Act, we will survive these challenges that are before us.

We must continue to stay focused on caring for our communities with skill, respect and compassion. This is our mission—caring for and improving the health of all people in Contra Costa with special attention to those who are most vulnerable. I am confident that we will stay the course and weather any storms that lie ahead.

Sincerely,



William B. Walker, M.D.

CCRMC Hosting Improvement Summit on May 31

Contra Costa Regional Medical Center (CCRMC) & Health Centers will be bringing together hospital leaders, frontline staff and representatives from other CCHS divisions on May 31 for an all-day summit devoted to sharing improvement methods. The event will be held at the Pleasant Hill Community Center.

The May 31 summit, which is being co-chaired by five CCHS division directors, will be the first of many such learning sessions in the coming years. The goal of the events is to create learning and improvement networks to support CCRMC & Health Centers' five-year strategic plan, now known as Contra Costa 2020.

The end-of-May event, "Contra Costa 2020 - Improvement Learning Session 1," is expected to attract 200 participants, including visitors from other Bay Area health systems, the California Association of Public Hospitals and Department of Healthcare Services. The morning keynote speaker will be Lisa Schilling, the vice president for healthcare performance improvement at Kaiser Permanente. There will be role-playing skits and exercises using improvement methods such as a Plan-Do-Study-Act (PDSA) cycle.

Event Details

What: **Contra Costa 2020—
Improvement Learning
Session 1**

When: **8 a.m. to 4:30 p.m.
May 31, 2016**

Where: **Pleasant Hill
Community Center,
320 Civic Drive,
Pleasant Hill**

For more information, contact event coordinator Miriam Rosa at Miriam.Rosa@hsd.cccounty.us.



Counterfeit pills are almost identical to those administered by pharmacies.



Contra Costa inspectors Zack Kheir, Priscilla Ruiz and Joseph Pham recently provided support to their colleagues in San Bernadino, where a mass shooting left 14 dead and 22 severely injured.

Fentanyl-Laced Counterfeit Pills Linked to Four Overdoses in Contra Costa

The Public Health Division issued a health alert in April after receiving two reports of fentanyl-related overdoses from Contra Costa emergency departments. A total of four cases have now been reported, including two since the health alert requesting information about new cases. All patients in the reported cases survived.

Lab testing confirmed the presence of the drug, a synthetic opioid many times more powerful than morphine, in the systems of all four of the patients. Each believed they were using Norco pills obtained from the street. Other Northern California counties have reported similar cases involving fentanyl-laced counterfeit medicine, including Sacramento where they recently reported 52 overdose patients, 12 of whom died. Because the danger, Health Services is working with its media partners to urge the public not to buy or use prescription drugs except from licensed pharmacies.

Information about our cases and those reported recently in neighboring Bay Area counties was featured by the Centers for Disease Control & Prevention in the April 29th edition of its Morbidity & Mortality Weekly Report.

For more information, contact EMS Medical Director Dr. David Goldstein at David.Goldstein@hsd.cccounty.us

Contra Costa Environmental Health Inspectors Lend a Hand in San Bernardino County

Three specialists from Contra Costa Environmental Health spent two weeks in April conducting health inspections in San Bernardino, as that county’s Office of Public Health continues to restore services after a Dec. 2 terrorist attack.

Zack Kheir, Priscilla Ruiz and Joseph Pham all worked in parts of San Bernardino previously served by inspectors who died or were injured during a mass shooting at the Inland Regional Center targeting the Environmental Health Division’s staff, which left 14 dead and 22 severely injured. In addition to helping with backlogged work, our inspectors connected with both staff and retail food permit holders who continue to grieve. They collected hugs from strangers, and delivered notes to the office for the families of San Bernardino staff directly affected by the tragedy, written on the expired food facility placards they replaced during inspections.

State emergency funds cover the time and expenses of all environmental health workers helping in San Bernardino.

To publicize upcoming CCHS events and successes, contact Will Harper at will.harper@hsd.cccounty.us or 925-313-6903. The Director’s Report is available online at cchealth.org/newsroom and on isite at <http://cchs/>

‘Boarders’ in the E.D. a Complex Issue

Improvement teams at Contra Costa Regional Medical Center (CCRMC) continue to address the ongoing issue of “boarders,” patients who stay extended periods of time in the Emergency Department while waiting to be placed in a hospital bed.

Last month, CCRMC implemented a new handoff process for patients admitted to the hospital from the E.D. Under the new process, admitted patients will be cared for by inpatient physicians and the medical officer of the day even if those patients are still in the E.D. This process will improve patient handoffs and allow E.D. doctors to focus on new emergency patients being triaged, said Dr. Tom McCoy, chair of the Emergency Department.

Over the past year, the hospital’s inpatient flow and boarder teams have made significant progress in coming to understand the root of the problem. An analysis done last fall showed that 70% of CCRMC’s boarder volume was attributable to a bottleneck caused by inpatients who don’t need to remain hospitalized but are unable to be discharged. Many of these patients can’t easily be placed in community care or rehabilitation facilities due to complex health issues.

Hospitalist Medical Director Dr. Felicia Tornabene said now that the problem is understood, teams can try to come up with solutions—although she acknowledged the issue is complicated.



70% of CCRMC’s boarder volume is caused by inpatients who don’t need to remain hospitalized, but can’t be discharged due to complex health issues.

For more information, contact Drs. McCoy or Tornabene at Thomas.McCoy@hsd.cccounty.us or Felicia.Tornabene@hsd.cccounty.us.

More Pregnant Patients Protecting Their Babies Against Pertussis

Most women who have their babies at Contra Costa Regional Medical Center (CCRMC) are now getting vaccinated for whooping cough thanks to a collaborative effort between the hospital and health centers, our Public Health Division and Information Technology.

In 2013, the Centers for Disease Control and Prevention (CDC) began recommending that women get a “Tdap” vaccination during each pregnancy to pass along protection to their babies against whooping cough, also known as pertussis. Infants are too young to receive pertussis vaccine and face grave health risks if infected. Recently, an infant in Kern County died after contracting pertussis.

Although the CDC recommendation was supported by American Congress of Obstetricians and Gynecologists, Tdap uptake in pregnant women and provider awareness were not optimal, according to Immunization Coordinator Paul Leung.

To address that shortcoming, our Immunization Task Force—which includes representatives from CCRMC, IT and Public Health—developed and oversaw workflow changes and an alert in ccLink to improve Tdap uptake among pregnant patients. Now more than 90% of pregnant patients are receiving their pertussis vaccination, said Dr. Judy Bliss, head of the OB/GYN Department.



More than 90% of pregnant CCRMC patients now get their Tdap vaccine to protect their babies against whooping cough.

For more information, contact Dr. Bliss at Judy.Bliss@hsd.cccounty.us or Paul Leung at Paul.Leung@hsd.cccounty.us.

CCHP to Start Enrolling Undocumented Children in Managed Medi-Cal

Starting next month, Contra Costa Health Plan (CCHP) will begin offering coverage to undocumented immigrants under age 19 in the county. The move comes following the passage of a new state law allowing undocumented low-income children in California to be fully covered under Medi-Cal if they meet Medi-Cal financial criteria.

Officials estimate 170,000 children in California will become eligible for Medi-Cal under the new rules. In Contra Costa, nearly 2,700 children will be eligible via the California Department of Healthcare Services, most of whom will choose to be covered by CCHP, said Patricia Tanquary, the health plan's chief executive officer. Meanwhile, another 3,600 undocumented children in Contra Costa currently in Kaiser's child health program are expected to enroll in Medi-Cal between June and August. Patricia said CCHP will reassign those patients back to Kaiser to maintain continuity of care.

Previously, the state offered only restricted Medi-Cal coverage to undocumented children, which gave them access to emergency medical services. Now those children will receive comprehensive coverage, including primary medical care, vision and dental.



Undocumented children will now have comprehensive Medi-Cal coverage, including vision and dental.

For more information, contact Patricia Tanquary at Patricia.Tanquary@hsd.cccounty.us.

Annual Count Reveals Fewer Homeless in Contra Costa, But More in East County

A report released this month by the Homeless Program shows that about 15% fewer people are living without shelter in Contra Costa County this year compared to 2015, but a significantly higher proportion of the unsheltered homeless population is in the eastern suburbs.

The Homeless Program conducted its annual point-in-time count (PIT) in late January, working with service providers and community volunteers to survey as many county residents experiencing homelessness as they could find. The “unsheltered” homeless population—meaning those not living in emergency shelters or other temporary housing—rose by 33% in East County compared to January 2015, while Central and West County's unsheltered populations fell by 45%. Overall, this year's PIT identified about 1,710 homeless residents, including those with temporary shelter, and a similar number of people at imminent risk of losing their housing.

The 2015 PIT identified 2,030 homeless residents. The Homeless Program uses PIT data to inform policy decisions and community strategies for ending homelessness, and to satisfy federal requirements.



The unsheltered homeless population rose by 33% in East County compared to January 2015, while Central and West County's unsheltered populations fell by 45%.

For more information, contact Lavonna Martin at Lavonna.Martin@hsd.cccounty.us

New Art Installation at Miller Wellness Center

The George & Cynthia Miller Wellness Center recently unveiled its new permanent art collection, which includes paintings and mixed-media works by over 30 Bay Area artists.

The work was funded by the Contra Costa Regional Health Foundation. The foundation brought in Ann Schnake, a former county family nurse practitioner who is now an independent artist and curator, to build a truly site-specific body of work for the Wellness Center. Schnake worked closely with Rhonda Smith, a Foundation board member and volunteer coordinator for CCRMC.

Through a lengthy conversation with staff, patients, and many stakeholders, the direction of the exhibition was teased out: imagery of change, re-imagination and recovery juxtaposed with that of stability and comfort.



The art installation includes this painting of Wellness Center staff.

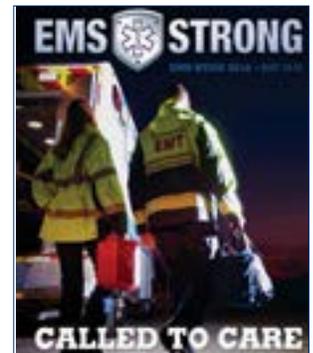
For more information, contact Rhonda Smith at Rhonda.Smith@hsd.cccounty.us

Contra Costa Observes Emergency Medical Services Week

Contra Costa EMS will be participating in a series of local events in conjunction with National Emergency Services (EMS) Week.

Our EMS agency will be partnering with Calstar to host a no-cost advanced airway course to launch EMS week on Monday, May 16 from 9 a.m. to 12 Noon at John Muir in Concord. Other activities during the week include World CPR day and EMS for Children's Day on Wednesday, May 18.

National EMS Week honors the difference EMS professionals make in our communities as they ensure the health, protection and physical well-being of our residents and visitors. The theme of this year's EMS Week is "Called to Care." The Board of Supervisors has designated May 15-21 as EMS Week in Contra Costa this year.



The theme of EMS Week this year is "Called to Care."

For more information about local EMS Week event, contact Prehospital Care Coordinator Michelle Voos at Michelle.Voos@hsd.cccounty.us

MAY MILESTONES



Congratulations to these employees who have given us long years of service: Lisa N. Campuzano-Mora, Judy A. Garner, Jack R. Vincak, James D. Shoemaker, Marybel U. Zarate, Gregory L. Belknap, Guada F. Prado, Zenaida Y. Manuel (10 Years); Chandra Day, Terri D. Lieder, Ricardo J. Bermudez, Lytonya L. Brown, Sandra G. Harris, Ileana R. Kaleialii, Adrienne R. Riccio, Temeka L. Oliver, Francine R. Lewis (15 Years); Regina P. Bauzon, Oscar F. Monta, Theresa A. Draper, Karen S. Wright, Faalua Iosua (20 Years); Theresa D. Doakes, Tokozani V. Kumalo (25 Years); Deborah L. Shiles, Denise K. Root (30 Years); and Debra E. Ferrara (35 Years).



Anna Reynoso Williams

Senior Medical Records Technician
 Contra Costa Regional Medical Center
 and Health Centers
 For going above and beyond to make Health Information Management Week fun and memorable. For recognizing and showing appreciation to the Martinez HIM Department for all their hard work and customer service.

◆Nominated by Martinez HIM Department

Silvia Balbach

Respiratory Care Practitioner
 Contra Costa Regional Medical Center
 and Health Centers
 For going above and beyond to help nurses with trach patients and teaching them about trachs. For her incredible work ethic, great attitude, willingness to help others, and being a pleasure to work with.

◆Nominated by Eryln Mambretti

Yasmeen Wally

Community Health Worker I
 Public Health
 For her excellent customer service, and for making customers feel welcomed and leaving with a smile. For her professionalism and for being someone I can count on when I need assistance.

◆Nominated by Raquel Custodio

Lisa Vajgrt-Smith

Emergency Preparedness Specialist
 Emergency Medical Services
 For going above and beyond to help a resident keep an AED in his community, potentially saving lives. For being light-hearted, smart and an asset to Emergency Medical Services and the residents we serve.

◆Nominated by Jeanne Kerr

Rosa Alejandre

Senior Medical Records Technician
 Contra Costa Regional Medical Center
 and Health Centers
 For going the extra mile to make Health Information Management Week in Martinez special and fun and for providing us with delicious treats. For all her hard work for the patients and the hospital community.

◆Nominated by Martinez HIM Department

Christopher Farnitano, MD

Contra Costa Regional Medical Center
 and Health Centers
 For his high level of professionalism and integrity. For his heartfelt concern for people demonstrated by the way he cares for his patients and staff. For always going above and beyond to help us and for all that he does.

◆Nominated by Pittsburg Health Center, HIM Department

Nula Lakha-Jackson

Malkit Kaur
 Hospital Attendant
 Contra Costa Regional Medical Center
 and Health Centers
 For going above and beyond to be sure patients are clean, comfortable and safe when assigned to 5D night shift.

◆Nominated by Eddie Mendoza Ong

Roberto Vargas

Administrative Services Assistant III
 Contra Costa Regional Medical Center
 and Health Centers
 For being the go-to person for special projects and improvements at CCRMC. For always being calm, supportive, helpful and a real team player.

◆Nominated by Chandra Day

Australia Ratliff

Maya Maran
Nalini Singh
 Authorization Technician
Jasmine Jeet

Authorization Representative

Caroline Jose

Medical Administrative Assistant

Maureen Nath

Student Worker

Contra Costa Health Plan

For going above and beyond to process over 13,000 referrals from the CCRMC wait list over the past eleven months. For providing CCHP members with timely access to the care they need.

◆Nominated by Sonja Robinson



Andi Bivens

Graphic Designer

Office of the Director

For sharing her graphics expertise to help make the Global Health Fundraiser a success

◆Nominated by Contra Costa Regional Health Foundation Board

Will Harper

Community and Media Relations Specialist

Office of the Director

For his continued support in informing the public about the Global Health Fellowship and for making its fundraiser a success.

◆Nominated by Contra Costa Regional Health Foundation Board

Vicky Balladares

Communications Officer

Office of the Director

For her invaluable support communicating and promoting our Global Health fundraiser.

◆Nominated by Contra Costa Regional Health Foundation Board

Sean Byrns

Active Directory Administrator

Information Technology

For creating a way for Detention Health Care staff to have separate, relevant screen savers. For setting up “place saver” pictures of National Parks and Oceans that

makes staff feel less stress, more peaceful and relaxed.

◆Nominated by Kandy Heinen

Andrew Haydon

Pharmacy Manager

Contra Costa Health Plan

For working with Information Technology staff to establish needed reports and make a tremendous improvement in the Pharmacy Department. For perfecting a joint report with Case Management that now goes to patients primary care providers to inform them of their patients’ medications. For working with the State Department of Healthcare Services to implement thorough management programs.

◆Nominated by Patricia Tanquary

Aurora Pelayo Flores

Member Services Counselor

Contra Costa Health Plan

For being a vital part of the Good Health Team with her positive, can-do attitude. For going above and beyond her duties to ensure her team runs smoothly.

◆Nominated by John Barclay

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