

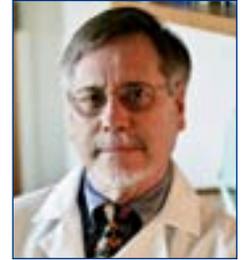
DIRECTOR'S REPORT

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Electronic Health Records

Throughout the past several months, I have been sharing with you updates on our progress implementing an electronic health record (EHR). Staff from our Regional Medical Center, Health Centers, Health Plan, Information Technology and Public Health have been working hard to set the stage for getting the EHR up and running by July 2012.



William B. Walker, MD
CCHS Director

We'll be using the nationally known Epic EHR, which is considered state of the art and currently used by many other health systems. We are in the process of making the EHR our own by giving it a name (many of you have been involved in this process and we hope to announce one soon). This name will reflect what the EHR means for us as a department and for those we serve: The EHR is more than high-quality health record technology that creates one record for all CCHS patients, including CCHP members who receive primary care through CCRMC and the Health Centers. It will help further transform our department to deliver the best quality care possible for the patients we serve by:

- Coordinating and streamlining patient care and account management across locations and disciplines.
- Providing convenient online access for patients to better understand and manage their own health care.
- Enhance communications between the care team.
- Provide data and information that will help us to improve the way we work.
- Helping us make the "medical home" a reality by assisting us in delivering the Right Care, at the Right Place, at the Right Time.

Perfect timing

Implementing an electronic health record will further help us deliver the best quality and safest care possible and is required by health care reform in 2014. Implementing now means we will qualify for incentive money to help cover the costs. It won't reduce panel sizes or resolve all access issues, but it will have a profoundly positive impact and allow us to be a leader in providing the best care with the best technology. The importance of implementing an electronic health record was supported in the recent Hospital and Health Centers sustainability study.

Enormous undertaking

We're implementing Epic throughout the Hospital, Health Centers, Health Plan and Public Health clinics (and eventually more PH programs). Our Be-

Continued next page

havioral Health Division also will be implementing an EHR. This is an enormous undertaking requiring the hard work and dedication of many of you. Subject matter experts from all levels of the department are helping to build and implement this system based on best practices, which means the way we work will change and become consistent across locations.

'Go-Live' only the beginning

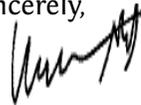
I've heard the "go-live" date of July 2012 described as a birthing process. Indeed, it is only the beginning. Just as the real work of parenthood is in the raising of the child, July is the start of a long-term process of continuing to modify and refine the technology and the way we deliver care. The right computer hardware and supporting technology will be acquired as needed, and staff will have support through training, documentation, and

with on-site and on-call experts in place to fix problems and provide help.

We need your help in order for this initiative to be a success: We need your understanding, flexibility and participation by giving feedback and supporting each other. We are committed to keeping you informed about this process and answering questions that you have along the way. You can visit the EHR information page for more information and updates on iSITE: <http://cchs/Yips/SiteViewerHTML.aspx?SiteName=Epic>

This is an exciting time as we move forward to embrace this new technology. Stay tuned, you'll be hearing more soon.

Sincerely,



William Walker, M.D

Vending Machines Get a Healthful Makeover

The smart choice is now an easy choice. We're taking an important step in backing our healthy message with our 100% healthy food vending machine policy. Vending machines at our Regional Medical Center, Health Centers and the Health Services administrative buildings offer only nutritious food and drink choices. (You're still allowed to bring your choice of food or drink to work, of course.) Give them your feedback and let them know if there are any other healthy options you'd like to see. As Dr. Walker wrote in his December message, we should "serve as a model for the children and families who use our services across the county."



Regional Medical Center employees sample some of the new healthful options in October.

To find out more about the policy and to provide feedback on food selections, contact gwenn.white@hsd.cccounty.us or call 925-313-6808. To read Dr. Walker's December message, visit www.cchealth.org/groups/health_services/pdf/directors_report_2010_12.pdf

Health Plan Takes Healthful Eating to Heart

Staff in our Contra Costa Health Plan are embracing the notion of healthy eating. A policy expected to be finalized by the end of this year requires healthful options be included at most Health Plan functions, meetings and sales that involve food or beverage. CCHP Quality Management Director Kevin Drury, who initiated the policy with direction from Regional Medical Center Dr. Diane Dooley, said the idea is to set an example about healthier eating. He said the policy would not eliminate unhealthy foods and beverages; it would make available healthy options for Health Plan staff, clients and partners.

For information on CCHP's Healthy Food and Beverage Policy, contact Kevin Drury at kevin.drury@hsd.cccounty.us or 925-313-6498.

The next Director's Report will be the December issue. The deadline is November 18. Publicize your upcoming events and successes by sending information 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/>

EMS Coordinates Stroke System to Hasten Treatment, Decrease Brain Damage

People who suffer stroke in Contra Costa will have a better chance of survival and potentially face less significant brain damage thanks to a new system introduced last month by our Emergency Medical Services Division. The Stroke System Program will operate much like our STEMI system; first responders will have the ability to alert designated stroke receiving centers from the field when someone suffers a stroke. Stroke System Coordinator Craig Stroup said the program is designed to transport a stroke victim to treatment within the critical four-hour window from onset of symptoms. According to our *Community Health Indicators Report*, stroke was the third-leading cause of death from 2005-07. Craig said it is important to know the signs of stroke and to call 911 immediately when someone shows those signs.

To find out more about the Stroke System Program, visit www.cchealth.org/groups/ems/stroke.php or read or listen to media coverage of the program www.cchealth.org/groups/health_services/in_the_news.php



DROP, COVER and HOLD

Public Health Account Clerk Teela Surratt takes cover in her office during The Great California ShakeOut exercise October 20. The annual statewide exercise encourages people to prepare for a catastrophic earthquake. For more information about emergency preparedness, visit www.cchealth.org/topics/emergencies/



Strengthening our Shield

Hazardous Materials employees Paul Andrews, right, and Trisha Asuncion, second from right, attend the Urban Shield award ceremony October 17 in Alameda County. Trisha and Paul joined HazMat staff Jacob Bredleau and Matt Kaufmann (not pictured) to place third out of 11 participating teams. Urban Shield is a three-day full-scale exercise and competition to assess agencies' ability to respond to terrorist attacks and disasters. It was the first year our Hazardous Materials Division participated in the event. To find out more about the event, contact Paul at paul.andrews@hsd.cccounty.us or 925-335-3241.



In The Event Of An Emergency, Stay Informed.

Check these for information during an emergency in Contra Costa County.

External sources

Cell phone alerts	http://cws.cccounty.us/
Emergency email alerts	http://edis-by-email.net/
Police alerts	www.nixle.com
KCBS news radio	740-AM

Health Services sources (health emergencies)

Website	www.cchealth.org
iSITE	http://cchs/
Employee Information Line	1-866-946-9911
Health Emergency Information Line	1-888-959-9911
Facebook	www.facebook.com/ContraCostaHealthServices
Twitter	www.twitter.com/CoCoHealth
YouTube	www.youtube.com/ContraCostaHealth





Tiombe Mashama, Dr. Shira Shavit, Tracy Reed Foster, Arturo Hernandez, Dr. Will Sheldon, Dr. Patty Glatt, Lolly Gurjeet, RN, Deborah Campbell, RN, and Dr. Priscilla Hinman.

Richmond Health Center Staff Trained to Provide Care to Formerly Incarcerated

Medical staff at our Richmond Health Center were treated last month to a presentation about becoming a trusted medical home for the formerly incarcerated. San Francisco General Hospital Associate Director of Correctional Medicine Dr. Shira Shavit trained staff about prison medicine, reintegration challenges, chronic disease and survival rates, transitional care management, among other topics. African American Health Conductor Program Coordinator Tiombe Mashama said the purpose of the training was to raise awareness about the special health issues and needs of prison reentrants, and is part of a broader plan to expand the Health Conductor Program into the Richmond Health Center. The training was one of several that will take place at the Richmond Health Center between now and early 2012 to bring medical and social service attention and support to those exiting incarceration. The series is a partnership between San Quentin Medicine Project and Reducing Health Disparities African American Health Conductor Project. Tiombe said the work in West County will assist in the statewide prison realignment effort.

For more information about this project, contact African American Health Conductor Program Coordinator Tiombe Mashama at tiombe.mashama@hsd.cccounty.us or 925-957-5553.



Chief Technology Officer Co-authors Health IT Book

Drawing from his past and present experiences, our Assistant Director of IT Security and Chief Technology Officer Patrick Wilson authored a new book being published about health information technology. The book, "Health IT JumpStart," lays groundwork for IT professionals entering the health care industry. Patrick said the book also details how an electronic health record can be securely created, maintained, distributed and backed up under government regulations.

To find out more about the book, contact Patrick Wilson at patrick.wilson@hsd.cccounty.us or 925-313-6654.

Exercise Explores Possible Disruption to Contra Costa's Public Water System

Our Emergency Medical Services, Hospital & Health Centers, Environmental Health and Public Health Divisions joined forces with area hospitals, dialysis centers, county Office of Emergency Services, first responders, East Bay Municipal Utility District and the Contra Costa Water District for a tabletop exercise in September. The statewide tabletop exercise provided an opportunity to evaluate plans and capabilities for a coordinated response to a disruption in the public water system, due to something like a break or contamination. We'll also participate in a functional exercise on November 17 that builds on the tabletop.

To find out more about the exercise, contact Rafael Vargas at rafael.vargas@hsd.cccounty.us or 925-313-9548.



**Carol Fitzgerald
Bhumil Shah
Ates Temeltas**

Information Systems Programmer/Analyst
Information Technology

For their flexibility, professionalism, talent and dedication in working on methods/strategies for assigning primary care providers for the new Seniors and Persons with Disabilities (SPDs) enrolling in CCHP.

◆Nominated by Patricia Tanquary

Aung Lin

Student Worker - Deep Class
Contra Costa Regional Medical Center

For completing data entry for employee evaluation reports with speed and accuracy to help meet a new requirement of recording committee participation.

◆Nominated by Thelma Bentley

Zohra Akbari, RN

Concord Health Center

For doing an excellent job covering a lead position and for remaining calm and supportive of staff needs

◆Nominated by Shannin Wright

Dawn Marie Wadle, MD

Richmond Health Center

For tirelessly working long and hard hours to make sure our patients get their medication refill in a timely manner always showing passion for service excellence for outside and inside customers.

◆Nominated by Gurjeet Bhandal, Arturo Hernandez and Linda Jursa

Aung Lin

Student Worker - Deep Class
Contra Costa Regional Medical Center

For his willingness to help staff, being very cooperative and working quickly.

◆Nominated by Catherine Zonfrello

**Mike Shubat
Dave Woodhouse
Shahzad Klingner**

Information Systems Programmer/Analyst

Marc Miyashiro

Information Architect/Documentation Manager
Information Technology

For the development of easily accessible Smartphone applications, including a portal for IRIS to support emergency operations and the CCHS phone directory. These applications were invaluable to EMS staff in helping to manage a multi-casualty incident after-hours.

◆Nominated by Patricia Frost



Cynthia Jagger

Laboratory Technician II
Contra Costa Regional Medical Center

For being pleasant, helpful and excellent at what she does, and for her great bedside manner and calm, professional presence in stressful situations.

◆ Nominated by Erica Aguilar

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.



**Assistant
Credentials
Coordinator
Wins National
Scholarship**

Congratulations to Thelma Bentley, who recently received the 2011 Charlotte Cochrane Scholarship from the National Association of Medical Staff Services

(NAMSS). Thelma, who is an Assistant Credentials Coordinator in our Medical Staff Office, said the scholarship would assist with community college classes. NAMSS acknowledges Thelma’s dedication to the profession and commitment to professional development.

November Milestones

Congratulations to these employees who have given us long years of service: Nina A. Finnell, Annette M. Kostelec, Alberta O. Salvado, Rosalie C. Tagle-Klatt, Joy S. Kick, Carol R. Colon, Alice M. Valdez, Paul Valdez, Lori L. Yaniz, Antonio M. Magana, Carolyn J. Cheifetz, Wedad S. Shammas, Beverly K. Voorstad, Eldolas Johnson (10 years); Robert S. Alejandrino, Carol S. Brown, Richard Freitas, Jesus Dominguez, Gerald Kleinfeldt, Heidi Culver, Anna Lubarov, Kevin M. Gebken, Chantel Allen (15 years); Julie L. Ambriz, Annabelle A. Cadiz, Alfonso M. Vazquez, Sonja Vogel, Derelle Y. Hill, (20 years); Henry S. Ong (25 years); Adrienne L. Brown and Carlotta A. McClain (30 years).