

DIRECTOR'S REPORT

INSIDE

- 2 Director's Message (cont.)
Updating Your Contact
Info on iSITE
- 3 H1N1 Most Common Flu
Strain This Season
Mental Health Clinic Adds
Primary Care
- 4 Online Patient Portal Being
Tested
New Evening Dental Clinics
- 5 First Hope Celebrates
First Anniversary
Pittsburg Residents Get
Active with Zumba
- 6 Workshop on Foodborne
Illness Outbreaks
Final Results of Annual
"Food Fight"
Businesses Switch to
Electronic Reporting
- 7 Service Excellence
- 8 Service Excellence (cont.)
Milestones

Tomorrow is Here

The day has finally arrived—January 1, 2014—and brought with it full implementation of the Affordable Care Act (ACA). Passed in 2010, ACA is the most significant policy change in health care since Medicare and Medicaid in the mid-1960s. Our own Congressman George Miller, who announced that he is retiring and will not seek reelection in 2014, was instrumental in the writing and passage of ACA. This is one of the most important of his many legacies during his 40 years in Congress. We expected that any change of this magnitude would be met with complications, but implementation challenges are well worth seeing most Contra Costa residents now able to enroll in health insurance and gain access to primary and behavioral health care. In spite of computer glitches and other enrollment challenges, approximately 625,000 people have enrolled for health insurance through Covered California as of January 15, and another 1.2 million people are now covered by Medi-Cal.

There is a limited open enrollment period for eligible residents to enroll through Covered California, and Medi-Cal is continuous throughout the year. We have several CCHS employees now trained and certified by Covered California to assist with enrollment and others are in the process. We are reaching out to the homeless, young adults, parents and children through our schools, and other uninsured populations. We will continue to coordinate our outreach efforts with our community partners. Our goal is to help all eligible Contra Costa residents get enrolled.



William B. Walker, MD
CCHS Director

CCHS and ACA

It is too soon to know ACA's full impact on Contra Costa Health Services (CCHS), but we have been planning the past few years to receive newly insured patients. Our Regional Medical Center and Health Centers has expanded capacity through capital projects, hired new staff, expanded clinic hours, increased the number of available appointments, and piloted innovative approaches to meeting patients' health care needs while focusing on quality improvement and patient satisfaction. Contra Costa Health Plan (CCHP) has continuously expanded their community provider network to help meet the demand. One of the essential health care benefits under ACA requires access to behavioral health care and we are moving closer to full integration of behavioral and primary care in all of our health centers. The new Concord Health Center 2 and the Willow Pass Wellness Center (see story on page 3) are the latest in our ongoing effort to fully integrate care.

LIHP Ended

As many of you may know, our Low Income Health Plan (LIHP) ended on Dec. 31, 2013. All of the LIHP members are eligible for Medi-Cal or a federal subsidy to help pay the premiums for a health plan through Covered California. CCHP and Financial Counseling staff put in many hours at the end of December to ensure that LIHP members were successfully transitioned to Medi-Cal or enrolled in Covered California. Thanks to their efforts, most LIHP members were enrolled on January 1.

Remaining Uninsured

We know that not all residents are eligible for insurance under ACA, and state and federal funding previously available to offset the cost of uncompensated care to the uninsured will continue to decrease. It will be challenging to meet the needs of the remaining uninsured and it will take all of us working

together to meet the demands. A group of stakeholders will be meeting over the next few months to discuss strategies to help the remaining uninsured gain access to health care.

We have long demonstrated the model of health care ACA calls for through our one-stop integrated health system and health home model. ACA provides the opportunity for us to perfect the system with rational funding that promotes personal and community health. As you know this has always been the mission of our health care system.

Much work lies ahead in 2014 and I look forward to it with much optimism.



William Walker, M.D.

Updating Contact Information on iSITE

One of the more popular features on iSITE, our department's intranet, is looking up contact information for other CCHS employees. But the people-finding feature isn't helpful if someone has outdated contact information. Fortunately, updating your phone numbers and other contact info is easy. Just go to the homepage of iSITE and hover your cursor over the "My Profile" tab near the top of the page and select "Edit Profile." From there, you can update your phone number, work address, personal bio and even replace your photo.



By selecting "edit profile" on iSITE's home page, you can update your contact information.

To learn more, visit iSITE and search for the document "How to Update Your Contact Information in iSITE."

The next Director's Report will be the February issue. Publicize your upcoming events and successes by sending information by January 29 to Kate Fowlie at 597 Center Avenue, Suite 255, Martinez 94553, call 925-313-6636, 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/>

H1N1 Dominant Strain this Flu Season

It has been a busy flu season. In Contra Costa County, there have been several reported cases of people under 65 years of age who have been hospitalized in an ICU with H1N1 and five deaths related to the flu. The H1N1 virus is the most common flu virus this season so far and H1N1-related fatalities in Contra Costa and other Bay Area counties drew widespread coverage in the news media and highlight the need for vaccinations. H1N1 tends to affect young and middle-aged adults more than the elderly. Our Communicable Disease staff has stressed that getting vaccinated is the most effective way to avoid getting sick with the flu. H1N1 first appeared in 2009 and public health officials worldwide collaborated to combat what was then a novel strain of influenza. Since then, the annual flu vaccine—including this year’s vaccine—has contained protection against H1N1 and community immunity has grown. Our Public Health Immunization Clinics have seen an increase in demand for flu shots over the last few weeks and more staff were added to meet the additional volume. Flu season in California can run through March and Public Health is reminding everyone it’s still not too late to get vaccinated.



A boy gets his flu shot at our Pittsburg Health Center.

To find out more about the flu and where to get vaccinated, visit cchealth.org/flu. To learn more about H1N1, visit cchealth.org/h1n1

Mental Health Clinic Adds Primary Care

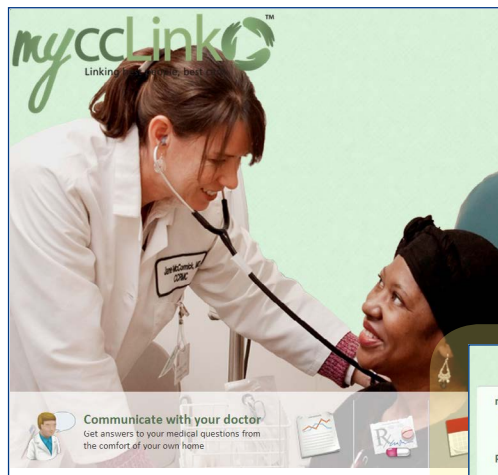
The Willow Pass Wellness Center in Concord recently began offering physical exams, coordinated primary care, vaccinations and other ambulatory care services as part of our organization-wide effort to integrate and simplify access to vital services that our consumers need. The Integrated Primary Care Clinic operates 20 hours a week at the center, which has long provided adult mental health services to county residents. It offers primary care services to consumers already receiving mental health care at the site, said Dr. Chris Farnitano, CCHS Ambulatory Care Medical Director. This collaboration between Behavioral Health Services and Ambulatory Care began in November, the same month that Concord Health Center began offering behavioral health services, such as treatment for depression and substance abuse disorders. If the model proves successful, Health Services may consider replicating it at mental health clinics in other parts of the county. Behavioral Health Services Director Cynthia Belon said the change reflects a primary focus of her division in recent months, to arrange services in logical and easy-to-access ways. “We all know that to treat the whole person, we must offer all the services they need, when and where they visit,” Belon said.



Willow Pass team members: Lead psychiatrist Dr. Alina Faramazyan, Program Manager Guillermo L. Cuadra, Program Supervisor Kennisha Johnson, Dr. Jenny Guss.

CCRMC and CCHP Trying Out New Online Patient Portals

A small group of providers at Contra Costa Regional Medical & Health Centers (CCRMC & HCs) is inviting patients to sign up for and test a new online portal called “myccLink.” CCRMC & HCs’ portal allows patients to send non-urgent messages to their primary care teams, request refills, and see most lab results on a secure Internet website. Eight CCRMC & HCs doctors are participating in the myccLink pilot and only patients of those providers are currently able to start an account. The myccLink team, led by Chief Medical Informatics Officer Dr. Rajiv Pramanik and Jie Zhou of Information Technology’s Project Management Office, has been holding frequent teleconferences with providers and visiting health centers to get feedback from staff. The CCRMC & HCs pilot will continue into the early spring and Dr. Pramanik expects myccLink available to all its patients in the summer. Meanwhile, Contra Costa Health Plan (CCHP) is testing and implementing a different version of myccLink in collaboration with Information Technology. CCHP will soon be unveiling its site for new members who signed up through Covered California, the state’s insurance exchange. These members will not use the site for messaging their providers or getting



CCRMC & Health Centers’ patients will be able to message their providers and request prescription refills on myccLink when it’s fully launched.

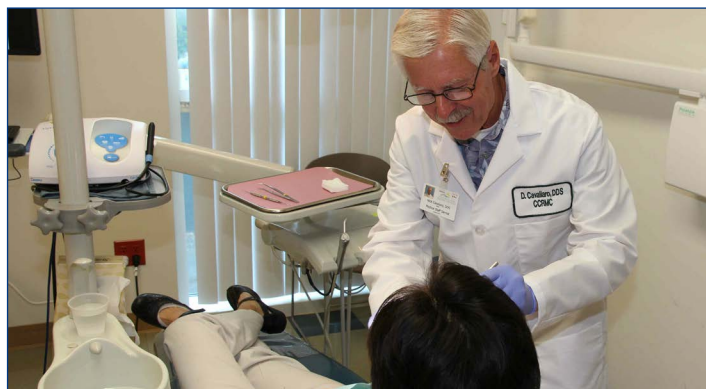
prescription refills, but will be able to access their eligibility, benefits, claims and deductible status for their own CCHP health insurance plan obtained through Covered California.

For more information about myccLink, contact Dr. Rajiv Pramanik at rajiv.pramanik@hsd.cccounty.us or CCHP’s Judi Louro at judi.louro@hsd.cccounty.us

New Evening Dental Clinics in Martinez and Pittsburg

Patients in need of emergency dental work now have more options for quick service, thanks to new evening dental clinics offered by Ambulatory Care. Patients can make appointments at our Martinez and Pittsburg clinics from 5 p.m. to 9 p.m. Wednesdays, either on their own or through the Contra Costa Regional Medical Center’s Emergency Department. Dr. Chiyo Shidara, who developed the program with support from Ambulatory Care Medical Director Chris Farnitano, reports that the evening clinics have proven popular since their October inception. The clinics should also help accommodate more patients in 2014 due to the adult Denti-Cal expansion. “Our ambulatory teams, including our clerks, LVNs and dental

providers, made this service happen in a very short term. I am so grateful to all,” Dr. Shidara said.



Dr. Nick Cavallaro is the dentist on duty at the new evening dental clinic in Martinez.



Since opening a year ago, First Hope and its staff have helped young people at risk for psychosis.

First Hope Program Celebrates First Anniversary

The First Hope Program, which provides early identification and treatment for young people found to be at risk for psychosis, celebrate its first anniversary this month. It has been a successful year. Of the many clients and families the program has helped over the past year, not one has had a psychotic episode. The Behavioral Health Services program, one of the county's Prevention and Early Intervention programs funded by the Mental Health Services Act, has conducted 253 screenings and in-depth assessment of 94 clients. Forty clients are currently participating in this family-centered treatment. The program works with county residents, from ages 12 to 25, providing free assessment, individual therapy, case management, psycho-education, multifamily groups, and educational and vocational support. Several clients now work full time, or are succeeding at school where they previously struggled.

First Hope invites Health Services staff to celebrate its accomplishments at an Open House celebration!

Thursday, January 30, 2014
4-5 p.m.

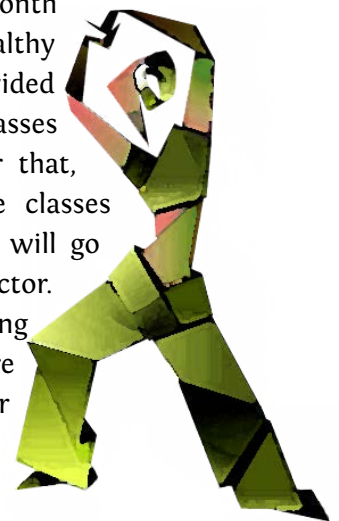
First Hope Clinic
1034 Oak Grove Road (Concord)
Please RSVP at 925-681-4450



Zumba instructor Dulce Martinez Duarte, a Pittsburg resident, leads two one-hour classes each week.

Pittsburg Residents Get Active with Zumba, Learn About Nutrition

Two nights each week, more than 100 people are coming to Heights Elementary School in Pittsburg to enjoy free Zumba classes sponsored by our Community Wellness & Prevention Program (CW&PP). The one-hour classes are taught by a Zumba instructor from Pittsburg and are offered as part of CW&PP's broader efforts to promote healthy eating and active living in East County. Zumba is an aerobic fitness program performed primarily to Latin dance music, though other cultural music has been added to the mix for these classes. In order to get in free to the Zumba sessions, participants must attend a nutrition class once a month that teaches them about healthy food choices. CW&PP provided seed funding to get the classes going for six months. After that, residents will organize the classes and pay a small fee, which will go toward paying the instructor. Because of overwhelming popularity of the class, there are currently no openings for new participants.



To learn more about the Zumba classes in Pittsburg, contact Wendy Escamilla of CW&PP at wendy.escamilla@hsd.ccounty.us or 925-313-6849.

Workshop Prepares Food Retailers for Foodborne Illness Outbreaks

Our Environmental Health Division will host a daylong workshop on Jan. 30 to help local food retailers and restaurants prevent and prepare for foodborne illness outbreaks and product recalls. Presented by the National Environmental Health Association in cooperation with the U.S. Food & Drug Administration, the course includes information about the investigation process when a potential outbreak occurs, best practices and control measures for preventing foodborne illness, the regulatory requirements of various local and state agencies, and effective communication with consumers, regulators and the media. The training is intended for managers of grocery stores and restaurants, and is offered for free through a grant. An estimated 50 million cases of foodborne illness are reported each year in the United States, costing the industry about \$6 billion annually.



The upcoming workshop will help local restaurateurs and food retailers prevent and prepare for foodborne illness outbreaks and product recalls.

For more information, contact Supervising Environmental Health Specialist Michele Dimaggio at 925-692-2534.

Contra Costa Donates More Than \$100K Toward Annual Holiday Food Fight



Contra Costa County employees donated \$70,691 to the 2013 Counties Care Holiday Food Fight, and total contributions to the food drive from our county exceeded \$100,000. Unfortunately, that was not quite enough to best Solano County this year to win the Food Fight, which raises money for the Food Bank of Contra Costa & Solano Counties. Solano County raised \$30,452 or \$10.64 per employee. Contra Costa, meanwhile, averaged \$10.14 worth of donations per employee. Health Services employees accounted for more than \$19,000 of our county's total, including a \$5,000 donation from one employee at the Martinez Health Center. The 10th annual employee donation drive is framed as a friendly competition between Contra Costa and Solano employees. Congrats to Solano County and to the Food Bank, which will be able to provide tens of thousands of meals for its clients with this year's donations.

To learn more about the Food Bank of Contra Costa & Solano Counties, visit www.foodbankccs.org

Hundreds of Businesses Regulated by HazMat Switching to Electronic Reporting

Our Hazardous Materials Programs are helping train locally regulated businesses how to use the state's new online annual reporting system. Approximately 2,800 businesses in Contra Costa that generate and/or store hazardous waste are being required by the state to switch from paper to electronic reporting this year. The switch to electronic reporting is expected to make it easier for first-responders to access vital up-to-date information during emergencies about the types of hazardous materials at particular sites. Our HazMat program recently sent notices to local businesses notifying them of the change and how they can register for free classes on how to use the new online California Environmental Reporting System (CERS). Businesses must submit their annual reports via CERS on or before March 3.

To learn more about CERS and how to register for a free training session, visit cchealth.org/hazmat



West County Adult Mental Health Staff
Behavioral Health Services

For donating gifts, food and money for clients in need over the holidays.

◆nominated by Faalua Iosua

Heidi Brown, MD
Ver Jumanjoy, RN
Contra Costa Regional Medical Center and Health Centers


For providing me with excellent care and respect during my visit to the Emergency Department at Contra Costa Regional Medical Center.

◆nominated by a patient

John Mozzetti
Institutional Services Worker-Generalist
Contra Costa Regional Medical Center and Health Centers

For always going the extra mile to ensure we have a clean work environment and for his pleasant demeanor and attitude.

◆nominated by Raquel Abesamis

 **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.

Martin Lynch
Senior Disease Intervention Technician
Public Health

For his timely and responsive support in providing an array of data needed to complete a grant application.

◆nominated by Christine Leivermann

Kristina Kutter
Public Health Program Specialist I
Public Health

For clearing her schedule and time off to assist with compiling a federal grant application.

◆nominated by Christine Leivermann

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

For accommodating a patient with significant mobility limitations to complete their paperwork with minimal effort by the patient.

◆nominated by Dawn Marie Wadle

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

For sincerely caring about getting patients what they need in the most efficient way possible and for being extremely pleasant on the phone when I call.

◆nominated by Dawn Marie Wadle

Service Excellence

You are a GEM for Going the Extra Mile



Zohra Akbari, RN

Charge Nurse

Contra Costa Regional Medical Center and Health Centers

For sharing her clinical knowledge and training with the staff at our Concord Health Centers.

◆nominated by Kelley Taylor

Rachel Diaz

Clerk—Senior Level

Contra Costa Regional Medical Center and Health Centers

For working closely with administration and medical staffing to ensure a smooth transition to the new Concord Health Center Building 2 and for her tireless work to make the process seamless.

◆nominated by Kelley Taylor

Paul Freeman

Information Systems Technician II

DeDee Jeffrey

Network Technician II

Jeff Sullins

Information Systems Technician II

Patrick Worsham

Network Technician II

Information Technology

For providing outstanding, responsive customer service and exceptional work in the implementation of IT's move to the Summit building.

◆nominated by Dori Young

JANUARY MILESTONES

Congratulations to these employees who have given us long years of service:

Karen Powers, Ivycharize Ladio, Joanne Magdaleno, Christine Melton, Maria Ortiz-Padilla, Mendaline Singh, Janice Stogner-Smith, David Bermudez, David Cassell, Neysa Ramos, Elba Warner, Nichol Robles, Alma Lopez, Paul Freeman, Odessa Lefrancois (10 years); Edna Noguera, Donna Page, Chinyere Madawaki, Diane Shouse, Mieko Windt, David Ramirez, Stephanie Stovall, Windy Murphy (15 years); Ellen Burke, Salvador Ruiz, Kara Weinreich (20 years); Noel Rasmussen, Michael Ourique, Patrick Lewis, Kelene Steelman, Catherine Myers (25 years); and Anamaree Rea (30 years).

