

DIRECTOR'S REPORT

INSIDE

- 2 Director's Message (cont.)
- 3 Report Provides Important Health Data, Highlights County's Health Disparities
Regional Medical Center's Family Residency Program
Seeking Patient Feedback
- 4 HazMat Releases Industrial Safety Ordinance Report
Sawyer Asked to Speak at U.S. Chemical Safety Board
Staff, Volunteers Count Homeless
- 5 New Clinic to Help Those with Obstructive Sleep Apnea
Health Column Covers Common Snoring Disorder
- 6 Children's Oral Health Program Gives Kids a Smile
Donate Used Books
AODS has New Address
- 7 Honor Roll
- 8 Honor Roll (cont.)
Milestones
Center Retires

Affordable Care Act (Health Reform)

Over the past several months since the passage of the Affordable Care Act, we have talked a lot about its impact and now it is already producing visible improvements for access to health care in our County. More of our employees are able to keep their children insured up to age 26 through their employer-sponsored health insurance. Children can no longer be denied health insurance if they have pre-existing health conditions. Seniors and persons with disabilities (SPDs) are now getting financial assistance with Medicare drug benefits during the so-called "donut hole" period, and more small businesses are insuring employees due to tax credits under health reform. I am encouraged by these improvements and hope that health reform won't be repealed. There is much to be done between now and 2014 so let's take a look at what we are doing to prepare for health reform. I anticipate that these next four years will be the most exciting of my career as Health Services Director, and I look forward to working with all of you to see this through.



William B. Walker, MD
CCHS Director

Bridge to health reform

Many of you have heard that California Department of Health Care Services (DHCS) has renegotiated with the Center for Medicare and Medicaid Services (CMS) the five-year waiver through which we receive federal funding for our health system. This new waiver is the bridge to health care reform and contains very important and creative aspects—it expands health coverage and health access for uninsured low-income residents of Contra Costa, mandates benchmarks and goals that are tied to improving quality and safety for the patients/clients/consumers we serve, and it furthers our efforts to work with other health partners to improve the overall health of our community. It continues federal support for the operations of our Regional Medical Center and Health Centers, and it also expands managed care to seniors and persons with disabilities who are enrolled in Medi-Cal. All of these steps are necessary to prepare us for the full impact of health reform in 2014.

Low-income health plan

This new waiver creates a two-plan model for low-income uninsured residents. People whose household gross income is under 133% of federal poverty level (FPL) will receive a Medi-Cal "like" benefit package now through the County and will be seamlessly enrolled on Medi-Cal beginning January 1, 2014 with 100% federal funding. This will be a great relief to local

and state budget deficits. People whose household gross income is between 133 and 200% of FPL will be eligible to receive benefits through the County's Coverage Initiative program now. Beginning in 2014, these individuals will be automatically enrolled in the state's insurance exchange with federal premium subsidy, which will help them pay for health insurance.

Seniors and persons with disabilities

Seniors and persons with disabilities (SPDs) currently on fee-for-service Medi-Cal will be rolled into managed care during their birth month beginning in June 2011 and continuing over the next year. Managed Care will provide this vulnerable population with continuity of care and case management. Many of these patients who will become Contra Costa Health Plan (CCHP) members are already seen in our Regional Medical Center and Health Centers. For those who are not, CCHP will expand its Community Provider Network to increase the number of primary care providers available to care for the needs of the patients. CCHP will reach out to the physicians in the community who may already have relationships with many of these patients. In addition, we are expanding our health center space and adding providers and support staff as CCHP and the low-income health plan grow.

Delivery system reform incentive pool

As I mentioned, this waiver is quite different from previous waivers in that we are required to develop yearly goals and benchmarks in order to receive the so-called "DSRIP" incentive pool funding. We must choose goals from four areas: Infrastructure Development, Innovation and Redesign, Population Focused Improvements and Urgent Improvements in Patient Care. We are still in negotiation with the state and CMS as to the specifics of the goals and benchmarks that we will pursue. We do know that two common goals for all California public hospitals under the waiver are to improve outcomes of sepsis (blood borne infections) and intravenous catheter related blood stream infections. We are excited about the opportunity to fund and be held accountable for changes in our system that will improve the safety and quality of care for our patients and improve the experience of our employees who deliver that care. I believe that we are in a good position to develop

and be held accountable for quality and safety improvements given our experience of the past few years with our Lean management efforts and other improvement projects at our Regional Medical Center and Health Centers.

Integration of services

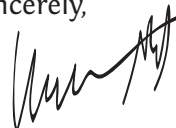
I spoke last month about some efforts that are under way to eliminate silos and create "no wrong door" access, and now delivery system goals call upon us to develop better integration between alcohol and other drugs services, physical health and mental health. In an effort to eliminate the silos, I am integrating the Mental Health Division, Alcohol and Other Drug Services Division and Homeless Program into one division. This will also allow us to maximize revenues particularly for patients/clients/consumers in need of services from more than one of these divisions. I also anticipate this structure will allow us to continue to support Alcohol and Other Drugs Services at a time of declining state and federal support.

Working together to improve health

Finally, I have said many times that I would like to begin to talk about community health rather than health insurance. This waiver and health reform provide incentives for us to work together with other health providers, cities and community-based organizations to improve the overall health of our communities. As you may well know, much of this work must be done in the community, outside hospitals and doctors' offices. This concept is a cornerstone of the Institute for Healthcare Improvement's Triple Aim which has three goals: improve patient experience and quality outcomes, decrease per capita cost of health care, and improve population health. You will hear more about Triple Aim later.

At the end of the day, improving the broader health of our community is why we all come to work every day. I look forward to implementing the waiver—our bridge to health reform—and ultimately implementing health reform fully in 2014.

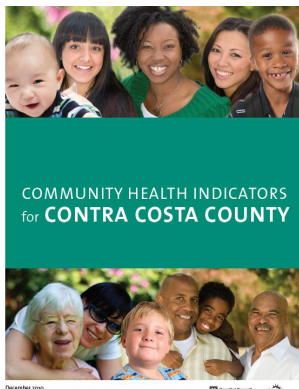
Sincerely,



William B. Walker, MD

Report Provides Important Health Data, Highlights County's Health Disparities

Did you know African Americans were the only racial group in Contra Costa for which cancer was not the leading cause of death? Are you aware boys were more likely to be hospitalized with asthma than girls? These health disparities are among the findings of a new report from our Public Health Division's Community Health Assessment, Planning and Evaluation Unit. *Community Health Indicators for Contra Costa County* describes selected health indicators and shows how each affects people based on



age, gender, race/ethnicity and place of residence, among other factors. The report provides an update to the 2007 report of the same name and features several new sections, including health inequities, breastfeeding and domestic violence. Planner-Evaluator Jennifer Lifshay and Epidemiologist Lisa Diemoz wrote the report and said it is intended to help future programs and policies improve the county's health. It was prepared for the Hospital Council of Northern & Central California.

To view the report online, visit www.cchealth.org and click Publications. For more information about the report, contact Public Health Director Dr. Wendel Brunner at wendel.brunner@hsd.cccounty.us



From left to right, CCRMC physician Dr. Ann Harvey, African American Health Conductor Ethel Powell, Promotora Miriam Medina, Promotora Estela Cerda, African American Health Conductor LeAndra Turner, RHD Clerk Rossio Aliaga, RHD Manager Concepcion James, Promotora Elizabeth Luciano and Promotora Nuria Jovel.

Regional Medical Center's Family Residency Program Seeking Patient Feedback

Patients at some of our clinics are being asked about their visit to help resident physicians improve professionalism, communication and cultural competency. The Resident Physician Assessment project was initiated in 2008 by Residency Program Director Dr. Jeremy Fish as a way to meet the Residency Review Committee requirement to incorporate patient and family feedback into evaluations of resident physicians (doctors who are in our Regional Medical Center's three-year Family Medicine training program). Our Reducing Health Disparities Unit worked with staff from our Public Health Division's Community Health Assessment, Planning and Evaluation Unit and our Residency Program's cultural competence/patient feedback working group to develop a 12-question English/Spanish physician resident patient feedback assessment tool based on themes derived from focus groups held with our Latino, African-American and LGBT patients. In the first two phases of the project, 160 surveys were completed with help from our Promotoras and African American Health Conductors, who provide cultural bridges to and from the Latino and African American communities and our health system. The doctors surveyed received feedback on subjects such as clear communication, demonstration of respect, good listening skills and empathy. Patients offered comments such as that the physician "listened well," "was patient," "asked about family members" and "explained things." The third and final phase of the project will begin this month. The Residency Program hopes to develop a plan for ongoing patient surveys later this summer.

A summary of the project and a copy of the survey is available on the Reducing Health Disparities iSITE page. For more information, contact Dr. Ann Harvey at ann.harvey@hsd.cccounty.us or Concepcion James at connie.james@hsd.cccounty.us

Hazardous Materials Division Releases Industrial Safety Ordinance Annual Report



Despite four major chemical accidents or releases, there were continuous improvements in worker and public safety and no severe incidents in Contra Costa County in 2010, according to a new report from our Hazardous Materials Division. The incidents at facilities covered by the county's Industrial Safety Ordinance broke a two-year streak of no major chemical accidents or releases. HazMat Director Randy Sawyer and Accidental Release Prevention Programs Engineer Supervisor Cho Nai Cheung presented the 2010 ISO



Sawyer



Cheung

Annual Report on January 25 to the county Board of Supervisors. Though there were the four incidents last year, there has not been a severity Level 3 accident or release in 10 years. Randy said the lack of a Level 3—meaning most severe—incident indicates the ordinance is having a positive effect.

To read the 2010 ISO Annual Report, visit www.cchealth.org and click Publications, or call Cho Nai Cheung at 925-335-3212.

Sawyer Asked to Speak at U.S. Chemical Safety Board Meeting

The U.S. Chemical Safety Board invited our Hazardous Materials Director, Randy Sawyer, to speak on Contra Costa's work to prevent major hazardous materials facility incidents at a public meeting to consider the final investigation report of the Bayer CropScience facility on January 20 in Institute, West Virginia. A 2008 explosion at the facility killed two workers. At the meeting, Contra Costa County was held up as a model for industrial safety efforts. In 2010, Randy also was in Washington, D.C., to testify about safety in the oil and gas industry. To see media coverage of the Chemical Safety Board meeting and Contra Costa, visit the CCHS Facebook page at www.facebook.com/ContraCostaHealthServices

Homeless Program, Volunteers Fan Across County to Assess Homelessness

More than 120 community volunteers and Homeless Program staff participated in our fourth countywide Homeless Count on January 26. The volunteers were trained on how and who to count and were dispatched during the early morning hours to drive through assigned sections of the county. Outreach crews, which included Homeless Program staff, went out on foot to check freeway underpasses and other areas where homeless people set up encampments. This year, staff and volunteers counted roughly 1,490 people living on the street or in an encampment. The number of people living in a shelter, transitional housing or receiving other services was not immediately available. Homeless Program Director Cynthia Belon said the count, which is held every two years, helps identify trends in homelessness and provides baseline data for charting progress in implementing the County's 10-Year Plan to End Homelessness. In 2009, CCHS tallied 3,948 homeless people, including 2,076 people who were identified as living in a shelter, transitional home or receiving some type of service.

To find out more about the Homeless Count, call 925-313-6124 or visit www.cchealth.org/groups/homeless/ or to view media coverage, visit the CCHS Facebook page at www.facebook.com/ContraCostaHealthServices



A patient at our Martinez Health Center is fitted for a CPAP mask. A clinic opening this month will help patients with obstructive sleep apnea learn how to use the bedside breathing devices.

New Clinic to Improve Treatment, Care for Those with Obstructive Sleep Apnea

A new clinic set to open at our Martinez Health Center this month aims to improve outcomes for those suffering with obstructive sleep apnea. Since March, our Regional Medical Center and Health Centers' Cardiopulmonary Department has tracked more than 200 people suffering from the sleep disorder. The department found many patients did not get the equipment needed to improve their condition (CPAP therapy) or were under utilizing it. The clinic will track patients to ensure they receive a CPAP (continuous positive airway pressure) machine and know how to properly use it. The clinic will be open three Fridays per month. Patients also will be educated about the disorder and be examined by a sleep specialist. Respiratory Therapist Janyth Bolden said the clinic streamlines the current process for diagnosing and treating patients who require a CPAP machine.

To find out more about obstructive sleep apnea or the new clinic, contact Janyth Bolden at janyth.bolden@hsd.cccounty.us or 925-370-5107.

Column Covers Snoring Disorder

Loud snoring might be a bother, but that's not the only reason it should keep you up at night. Martinez Health Center physician Dr. Scott Akin writes in a recent Healthy Outlook column that heavy snoring could be the sign of a serious disorder called



Dr. Akin

obstructive sleep apnea. People with this disorder suffer muscle relaxation while sleeping, which can block airflow for as much as 60 seconds. Dr. Akin said high blood pressure, abnormal heart rhythms, strokes and heart attacks are all risks of obstructive sleep apnea. To deal with the disorder, people should try to lose weight, use a nasal spray or strip at night, cut back on alcohol and sleeping pills or try a special pillow to aid. If these efforts are unsuccessful, Dr. Akin said medical devices or surgery might be necessary.

To read more of this and other Healthy Outlook columns, visit www.cchealth.org/topics/column/ To suggest an idea for the column, contact Dr. David Pepper at theairdoctor@gmail.com




Registered Dental Assistant Erika Oseguera, left, gets help from a Loma Vista Dental Assisting School student during an oral exam.

Children’s Oral Health Program Collaborates to Give Kids a Smile

This month, our Children’s Oral Health Program is celebrating Children’s Oral Health Month by urging parents and care providers to teach good oral hygiene early. The Children’s Oral Health Program partnered with the Dental Society and Head Start to participate in the Give Kids a Smile Day on February 4, which will provide badly needed care at no cost to those unable to obtain it. Program Manager Lorena Martinez-Ochoa said poor oral health can have lasting effects, including tooth decay and infection. She said without proper care, many children suffer from pain, school absences and poor nutrition because they cannot chew properly. On Give Kids a Smile Day, our Children’s Oral Health Program and its partners will provide exams, fluoride varnish and restorative treatment services to approximately 400 children throughout the county. Our Children’s Oral Health Program reaches more than 10,000 students each school year.

For more information about oral health in Contra Costa, visit www.cchealth.org/services/dental/ or call 925-313-6951.



Donate Your Used Books, Magazines to Hospital, Health Centers

Want a great way to get rid of those old magazines and paperback books that are piling up around the house? Our Contra Costa Regional Medical Center and Health Centers are looking for new or used magazines and paperbacks (in English or Spanish) for their waiting areas. Donations should be brought to the front desk or gift shop at CCRMC, 2500 Alhambra Avenue, Martinez. For more information about donating used books and magazines, call 925-370-5440.

AODS Has New Address

Alcohol and Other Drugs Services has moved!

The new location is:
1220 Morello Avenue,
Suite 200
Martinez, CA 94553
925-335-3330
925-335-3318 fax



The Director’s Report is published monthly. Deadline for the March edition is February 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/groups/health_services/ and on iSITE at <http://cchs/>



Joanna Fon

Medical Staff Coordinator
Contra Costa Regional Medical Center

For her knowledge, expertise and professionalism as a lead credentials coordinator, for training many subordinates in physician credentialing and for her leadership that resulted in the Medical Staff Office passing Joint Commission with flying colors.

◆Nominated by Keith White

Kate Fowlie

Communications Officer
Office of the Director

For participating in the 2010 Conference of the National Public Health Information Coalition helping to improve the skills of her colleagues.

◆Nominated by Laura Espino, Program Director,
National Public Health Information Coalition (NPHIC)

Lily George, MD

Antioch Health Center

For her unlimited patience, kindness and great smile that always makes her patients feel better, for being nice to patients and staff alike and for all the nice comments we hear from her patients.

◆Nominated by Antioch Health Center Registration Clerks

Maura Hoag

Health Services Information Systems Specialist
Information Technology

For her priceless IT expertise and for expediently fixing and resolving IT issues that would otherwise have negatively impacted patient care in our CDC Outpatient Specialty clinic.

◆Nominated by Krista Peterson

Jotisha Jones

Patient Financial Services Specialist
Financial Counseling

For exhibiting great care, patience and compassion while explaining to a mom how to access services for her children and how to transfer her Medi-Cal case to Contra Costa County.

◆Nominated by Sharon Singh

Martin Lynch

Senior Disease Intervention Technician
Public Health

For his consistent, professional efforts and tireless creation of location maps for many projects, including the Emergency Plan, the November Flu Clinic sites and county reference maps.

◆Nominated by Julianne Reed



Oscar Martinez
Mental Health Community Support Worker II
Mental Health

For initiating and organizing a holiday party at Antioch Children’s Mental Health for East County children and families that boosted the spirits of our community as well as the morale of our county staff.

◆Nominated by John Gragnani

Marc Miyashiro
Information Architect/Documentation Manager
Information Technology

For his outstanding assistance with setting up webinars, major document formatting and general Information Technology support.

◆Nominated by Julianne Reed

Jacqueline Pigg
Contracts Administrator
Finance

For making the Contracts & Grants unit run smoothly and for being the best boss. It’s a pleasure working in her unit.

◆Nominated by Charlotte Rucker

Do you know someone who’s 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 at <http://cchs/> Nominations are subject to approval by Division Directors.

February Milestones Congratulations to these employees who have given us long years of service: Esther Gutierrez, Leonila P. Olano, Ngozi R. Umozurike, Lisa S. Colvin, Sherrie A. Medeiros, Nathan N. Pickron, Martin G.W. Sum, Elizabeth M. Cardoso, Caroline P. Killough, Gwendolyn J. White, Rhonda L. Allen, Carole A. Rodrigues, Carla A. Goad, Cherrie R. LaTrasse, Bernard Payne, Kathleen A. Campbell (10 years); Chung Sun Yi, Robert D. McKinnon, John M. Wiggins, Todd M. Paler (15 years); Carla T. Dockham, Lorena Garcia, Leticia Hurtado, Margarita I. Vargas, Jo C. Macaluso (20 years); Carla L. Contestable, Andreina N. Ng, Sonia Tikoo and Jacqueline L. Lindsey (25 years).

Center Retires After 26 Years

Registered Nurse Barb Center, a mainstay in our Emergency Medical Services Division, will retire February 25 after 26 years with Health Services. Barb has served in many capacities with Health Services, including the Regional Disaster Medical/Health Specialist and project lead for the Bay Area Disaster Medical Assistance Team. EMS Director Art Lathrop said she has consistently demonstrated skill, dedication and hard work in assuring the success of virtually every project she has taken on. Barb says she isn’t going to disappear and will be ready to jump back in to help whenever disaster strikes.

