

DIRECTOR'S REPORT

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Moving Forward with ACA Implementation

Preparation for full implementation of the Affordable Care Act (ACA) is in full swing. Important state legislation has been signed into law, and we are making great strides as we prepare our health care delivery system to meet the challenges ahead.

Covered California, the new state insurance marketplace created by ACA, announced last month the qualified health plans they selected to participate in the state's exchange. I am very pleased that our own Contra Costa Health Plan (CCHP) was selected as one of the options for Contra Costa residents. CCHP was one of only 13 plans selected statewide (see related story on page 3). We are proud and celebrate this great accomplishment with CCHP.

Covered California also provided \$37 million in outreach and education grants to organizations throughout the state and hired a public relations firm to develop and implement a creative marketing and paid-media campaign.

The Governor signed legislation that expanded Medi-Cal on a statewide basis, eliminated pre-existing medical conditions as a reason for denying health insurance and established insurance rates by regions throughout the state, among other things. These are all historic moments in a series of positive changes taking place because of Health Care Reform. All of these achievements move us closer to full implementation of the Affordable Care Act, but there is still much work to be done before January 1, 2014.

Uncertainty Ahead

There is still uncertainty regarding the state's decision to reduce or eliminate health realignment funds to counties before we know the true effects of health reform. Studies have shown that many who are eligible for insurance will not enroll initially for a variety of reasons, and many others are excluded from eligibility due to their immigration status. Realignment monies have been used to support the cost of uncompensated health care provided by safety-net systems like ours to low-income people and the uninsured. Eliminating these funds could decrease Health Services' revenues \$7 million next year and as much as \$25 million the following fiscal year.

The Bridge

Many of our low-income residents have slight changes in income periodically that could shift them between Medi-Cal and Covered California. Proposed state legislation would establish a Bridge to permit those who



William B. Walker, MD
CCHS Director

become ineligible for Medi-Cal to remain on their Medi-Cal health plan with a lower premium through Covered California. The Bridge will provide continuity of care and help low-income families transitioning off Medi-Cal afford their insurance premium. I am hopeful that this legislation will soon become state law.

County Agencies Planning Together

The Health Department and Employment and Human Services are working closely together to ensure a smooth transition for Low Income Health Plan (LIHP) members who will be newly eligible for no-cost Medi-Cal or subsidized health insurance through Covered California next year. We are also developing education strategies to help those whom we serve understand their insurance options and provide them with enrollment assistance. Surveys indicate that many residents do not understand how ACA will benefit them. With all of the outreach and marketing efforts supported by the state, we know that much responsibility to assist individuals and families will still fall to counties. Access to health insurance for most is a historical event for this country and its success depends on eligible persons actually enrolling. This is why EHSD and CCHS have teamed up to help reduce confusion, demystify eligibility criteria and assist with the enrollment process.

Preparation Ongoing

We are continuing to build our infrastructure and making great strides toward system changes needed to prepare for full implementation of ACA. We are increasing our primary care capacity, significantly reducing hold and wait time for appointments, developing health home teams, and integrating primary and behavioral health care.

You have all demonstrated perseverance, teamwork, flexibility and an incredible sense of compassion and caring for those whom we serve through the implementation of cLink, our electronic health record. I am proud to be your leader and know that we are prepared to meet the new challenges ahead with ACA implementation.

Sincerely,



William B. Walker, M.D.



Homelessness by the Numbers

Our Homeless Program communicated the results of its biennial point-in-time homeless count in a new way this year: in an infographic. Lavonna Martin, the Acting Director of the Homeless Program, said the visual format conveys the homeless count data in a more digestible way. You can see the full infographic for yourself at cchealth.org/services/homeless

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

Health Plan to Participate in State Insurance Exchange

Contra Costa Health Plan (CCHP) was recently selected to participate in Covered California, the new state health insurance exchange created by the Affordable Care Act (ACA) to help ensure access to health care coverage starting in 2014. CCHP was one of only 13 plans chosen to be offered through the exchange. Participation in the exchange provides CCHP, which celebrates its 40th anniversary in July, the opportunity to continue and expand its long legacy of ensuring the community has health care coverage. Today, CCHP provides coverage to 120,000 people, including county employees, small and large business groups, seniors, people with disabilities, children and low-income patients. CCHP also currently cares for county residents in the Low Income Health Plan (LIHP), many of whom will become eligible for Covered California. By participating in the exchange, CCHP is able to offer these LIHP members the opportunity to stay with their current doctor and medical home. “Being selected to participate in the exchange recognizes the quality services we provide and our mission to care for those who are most vulnerable,” CCHP Chief Executive Officer Patricia Tanquary said. CCHP serves Contra Costa County residents through its extensive county and community contracted provider networks. This extensive community network expands health homes available to CCHP members and Contra Costa residents who will obtain insurance through Covered California. Some of the new members through the exchange will receive care at our Regional Medical Center and Health Centers and many more will be cared for through CCHP’s numerous contracted providers and hospitals throughout the community.

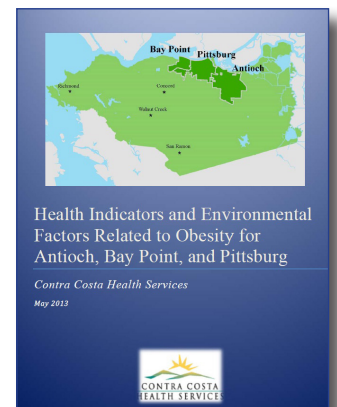


CCHP Director Patricia Tanquary informs the Board of Supervisors of the Health Plan’s selection to the state’s insurance exchange at a May meeting.

For more information about Covered California and the state’s health insurance exchange, visit www.coveredca.com

Poverty and Obesity on the Rise in East County, Report Shows

A new report shows that despite rapidly increasing poverty, childhood obesity and chronic disease rates in East County, there are far fewer key social services available in the area compared to other parts of Contra Costa. The report, “Health Indicators and Environmental Factors Related to Obesity for Antioch, Bay Point and Pittsburg,” was a joint effort between our Community Wellness & Prevention Program (CWPP), Kaiser Permanente and other health providers. According to the report, for every \$8 in non-government social services available to a low-income person in West County, a low-income person in East County has access to \$1 of the same services. CWPP Director Tracey Rattray said the report is a call to action to reduce health disparities in East County. “This report is the first comprehensive look at the health needs of eastern Contra Costa County,” said Supervisor Federal Glover, whose district includes Bay Point, Pittsburg and parts of Antioch. “The information may be surprising to members and leaders of those communities. The report will be the basis for a lot of the county’s future health and planning strategies for the communities of East County.”





The “Be Smarter, Drink Water” campaign is educating parents and students that drinking tap water in Richmond is healthy and safe.

Promoting Tap Water as a Healthy Alternative to Soda

Our Public Health Division is participating in a new anti-obesity campaign that encourages people in Richmond to drink tap water instead of sodas and other sugary drinks. With funding from The California Endowment, the “Be Smarter, Drink Water” campaign is a joint effort between our Community Wellness & Prevention Program (CWPP), the City of Richmond, and Building Blocks for Kids Collaborative. As part of the campaign, at least five drinking water stations will be installed in public spaces or schools (one has already been added at Peres Elementary) and educational events will highlight the health benefits of drinking tap water. In order to address concerns among parents and students about tap-water quality, the East Bay Municipal Utility District, a supporter of the project, has provided education and water testing at Peres and Chavez elementary schools. One goal of the campaign is to encourage people to use tap water instead of bottled water, which is more expensive and has negative impacts on the environment. Nutrition and Food Security Coordinator Tanya Rovira says Richmond residents enjoy safe, high-quality tap water.

For more information about the “Be Smarter, Drink Water” campaign, contact Tanya Rovira at 925-313-6217



Cynthia Belon, Director of Behavioral Health Services

Behavioral Health Continues Transformation

The Behavioral Health Services Division reports steady progress in its transformation of three formerly separate care systems into an integrated, welcoming, recovery/resiliency-oriented system of care. The merging of Mental Health, Alcohol & Other Drugs Services and the Homeless Program has been a challenging and rewarding process, Behavioral Health Services Director Cynthia Belon said, and necessary to meet the needs of individuals and families with complex and co-occurring conditions. Last winter, the process reached a milestone when Behavioral Health published a mission statement and a roadmap to full integration of its programs. With the early conceptual work done, the Division is now focused on taking the deliberate steps to implement integrated programming and practices to meet the needs of individuals and families that come through any door.



New Residency Program Director Dr. Kristin Moeller is a graduate of the program herself.

Residency Program Gets New Director

Ten years ago, Kristin Moeller graduated from our Family Medicine Residency Program. Now she's running the program. After graduating from the program in 2003, Dr. Moeller stayed on as a family physician and spent many years teaching new residents. Two years ago, she became more involved in the program serving on the Residency Leadership Group. She also helped craft the program's new mission statement. Dr. Moeller said one of her goals as director will be to develop a long-term plan for the program, which she refers to as the "2020 Vision." Our program, which trains residents to become multitalented family physicians, has been recognized nationally for years. It attracts more than 700 applicants every year, yet only 14 are accepted. Many of our residents—who come from across the country—stay in Contra Costa to practice medicine here. Dr. Moeller takes over for former director Dr. Jeremy Fish.

For more information about the Residency Program, visit <http://cchealth.org/residency/>



Wireless System Transmits Cardiac Info to Hospitals Before Patients Arrive

911 ambulance providers throughout Contra Costa County are now able to wirelessly transmit cardiac monitor information directly to hospitals before and during transport, a communication system that will help save the lives of heart-attack sufferers. This "12-Lead Transmission System" triggers early activation of a cardiac intervention team at hospitals so patients can be taken directly to life-saving intervention upon arrival. Contra Costa County began a pilot program testing the use of 12-Lead Transmission in February 2010. After the pilot program's initial success, planning for expansion of the project began in June 2011. As of last month, the 12-Lead Transmission System was fully deployed in the county, according to Brian Henricksen and Maria Fairbanks, two staffers from our Emergency Medical Services Division who played key roles in implementing the program. All fire paramedic agencies and AMR transport paramedics in Contra Costa now carry this critical technology linking pre-hospital providers with six designated STEMI (ST Elevation Myocardial Infarction) Receiving Centers, hospitals that specialize in treating heart attacks. This system is one of the first fully coordinated transmission systems in the United States.





Pride Initiative Leads Effort to Declare June LGBT Pride Month in Contra Costa

The Health Services Lesbian, Gay, Bisexual and Transgender (LGBT) Pride Initiative and its community partners asked the Board of Supervisors to recognize June as Pride Month in Contra Costa County, honoring the many contributions of LGBT employees, residents and agencies. The Pride Initiative worked with Supervisors John Gioia and Karen Mitchoff to develop a resolution for the June 4 meeting, along with a presentation by members of the LGBT community, families and allies. Also at the meeting, youth from the RYSE Center in Richmond aired a new anti-bullying public service announcement that they produced. Pride Initiative leadership played an active role in planning the presentation to increase

the visibility of the LGBT community in Contra Costa, in keeping with its mission to foster safety, inclusion and respect for our lesbian, gay, bisexual and transgender employees and service recipients. The Pride Initiative, previously a project of the Reducing Health Disparities Initiative, is now part of Public Health. The Pride Initiative meets the second Wednesday of each month, from 2-3:30 p.m. at 50 Douglas, in the DiMaggio Room. The meetings are open to all staff.

For more information, contact Joanne Genet at joanne.genet@hsd.cccounty.us or 925-313-6763.



John and David Huynh were recognized for their work with Crowned Brodies, a break-dancing team in western Contra Costa County that promotes healthy living and a drug-free lifestyle among teens.

Board of Supervisors Honors Volunteers Who Fight Substance Abuse

The Alcohol and Other Drugs Advisory Board honored eight individuals and three groups this month for their help in battling substance abuse in Contra Costa County. Winners of the 2013 People Who Make a Difference Awards were recognized at the May 14 Board of Supervisors meeting. They include Kim Gallagher, John Grover, Brenda Shebanek, Natasha Thomas, Get Real Ministries and Recovery Management Services, Inc. Youth award winners include Sarah Rumpfelt, a leader in the Friday Night Live Chapter at Monte Vista High School in Danville; Charanpreet Rai and Kulbhushan Rai, both members of the Rodeo Youth Mentoring program; and John and David Huynh, who organized the Crowned Brodies break-dancing team in western Contra Costa County, which promotes positive behavior in young people. The late John Canty, a deputy probation officer, was honored posthumously for his work as an advocate for clients trying to end substance-abuse habits.

For more information about this year's award recipients, visit cchealth.org/groups/alcohol_and_drugs



5D Surgical Night Shift (please see iSITE for list of names)

Contra Costa Regional Medical Center and Health Centers

For demonstrating outstanding teamwork and providing excellent patient care.

◆ Nominated by Eddie Mendoza Ong

Zohra Akbari, RN

Charge Nurse

Paul Manaut, FNP

Svetlana Sandeno, RN

Contra Costa Regional Medical Center and Health Centers

For providing assistance to a motorcycle crash victim in front of Concord Health Center.

◆ Nominated by Susan Cianciarulo

Aldrin Bernabeo

Web Designer

Community Education and Information Unit

For his dedication and responsiveness, for keeping the EMS website up to date and user friendly.

◆ Nominated by Juleine Latteri

Colin Fliehmann

Institutional Services Worker—Generalist

Contra Costa Regional Medical Center and Health Centers

For his positive attitude, enthusiasm, huge smile and excellent customer service provided to staff, patients and patient’s families using our hospital cafeteria.

◆ Nominated by Rohan Radhakrishna

Joe Gordon

Information Systems Technician II

Information Technology

For consistently providing excellent customer service and exceeding expectations to staff at Pittsburg Health Center.

◆ Nominated by Mario Arias

Andrea Hernandez

Community Health Worker I

Public Health

For being a strong advocate and providing consistent support to her patients and their families.

◆ Nominated by Candice Young

June Milestones

Congratulations to these employees who have given us long years of service: Anthony M. Longoria, Arlene P. Maningas, Kao L. Saechao, Maria S. Gatdula-Bala, Susan L. Schumann, Richard H. Gurley III, Jose Reyes, Tara A. Lehman, Marisha E. Lockwood-Chilcott, Nancy K. Palmer, James R. Pehling, Jessica B. Roberts, Felicia I. Tornabene, Solon G. Vargas, Victoria E. Mozzetti, Charles P. Harrington (10 years); Carla D. Cabezas, Sheila A. Hunter, Cynthia M. Titus, Louise A. McGuire, Joseph R. Sinay, Andre Lindsey, Rene L. Nunez, Paul M. Crosby, Estela G. Hernandez, Jane L. McCormick, Maria A. Limon (15 years); Cynthia V. Gomez, Tami L. Welcome, Gerard V. Bland, Shelly Maramonte (20 years); Christopher L. Kyle, Judith V. Yuen, Mary K. Duckworth, Alfredo P. Rivera (25 years); Linda J. Bailey, Salvador Morales (30 years); and Asuncion P. Sornia (35 years).



Holly Longmuir

Nursing Program Manager
Contra Costa Regional Medical Center and Health Centers

For her outstanding managerial skills, for handling multiple projects while ensuring that patients and nurses needs, questions or concerns are addressed promptly.

◆ Nominated by Eddie Mendoza Ong

Norma Martinez

Medical Social Worker II
Contra Costa Regional Medical Center and Health Centers

For being a compassionate, caring person who provides excellent service to all of her patients.

◆ Nominated by Mila Garcia

Trishia Maruri

Clerk—Specialist Level
California Children’s Services

For consistently providing support to the case clerk team and for ensuring clients’ service authorizations are entered in a timely fashion.

◆ Nominated by Yodeillie Baybayan

Sue Meltzer

Medical Social Worker II
Contra Costa Regional Medical Center and Health Centers

For going above and beyond her responsibilities to help people in need.

◆ Nominated by Mila Garcia

Shannan Moulton

Ambulatory Care Administrator
Finance

For her consistent help and support to ensure that the Financial Counseling unit provides efficient and high quality customer service for vulnerable populations, including those coming back into the county from incarceration.

◆ Nominated by The Health Conductors Program

Connie W. Ward

Clerk—Senior Level
Public Health

For always providing excellent service to our clients and for her valuable assistance with a multitude of department activities.

◆ Nominated by Paul Leung

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