

# DIRECTOR'S REPORT

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## Communicating in our Health System

Communication can be challenging, particularly for a large integrated health system like ours, which is undertaking so many sizeable projects and undergoing so much transformation. Good communication is critical to our success, and I know it's a two-way street that has to be maintained. We are looking at ways we can improve communication throughout our system. I would like to highlight some of the improvements we have made to our communication tools and methods, some of which were made in response to feedback received from our communication survey a few months back.



William B. Walker, MD  
CCHS Director

## How do we communicate?

This monthly newsletter is an important method of communicating with you. I use it to showcase the innovative work that you do, acknowledge department and staff milestones, and recognize staff demonstrating excellence in customer service. We also send out All Staff email messages to communicate timely information. We recognize that not all of you have access to the Internet or Lotus Notes at work, so hard copies of the newsletter are distributed to some of your work sites, and we ask managers and supervisors to ensure that the information gets shared in staff meetings and posted in highly visible areas such as staff break rooms or office bulletin boards.

Another major internal communication tool is our intranet, iSITE. This internal online site houses applications such as e2Search and IRIS, and it has links to division-specific pages. It's a place to find department and division documents, policies, news and other important information. We acknowledge that iSITE in its current form isn't easy to use and that's why our Information Technology (IT) staff has been hard at work these last two years to create a new and improved iSITE which launches April 3.

## New and Improved iSITE

The new iSITE is intended to serve as the "go-to" site for employee information, news, staff contact information, work-related documents, data and much more. You'll be able to more easily upload documents and navigate the site. You'll be able to make comments on stories and documents, and you'll have your own profile, which you can personalize with work-appropriate information. Divisions

## DID YOU KNOW?

The iSITE homepage receives about **5,500** visits a day.

will be able to post news on their own pages. This site will be a good place to get the latest information on the implementation of our electronic health record (EHR) system, ccLink, which goes live July 1. Keep an eye out for more information on the new iSITE in my All Staff email message coming out shortly.

### Room for improvement

We know there is plenty of room for improvement in how we communicate. We asked for your feedback last year through a communications survey. Many of you said you preferred getting information through email, but you also said you wanted to hear information directly from your supervisors and some of you felt these communications could be improved. Some of you also pointed out that not all staff has access to iSITE. IT is working to make access easier on multiple devices through VPN. Additionally, not everyone has Lotus Notes email. We expect that to change as part of the EHR system implementation. You also said you wanted two-way communication. One of the ways we try to accomplish this is through surveys, so please respond to the [Employee Satisfaction survey](#) I recently sent out to all staff. If you didn't receive it, please ask your supervisor for a copy. We value and need your input. Please let your voice be heard.

My leadership team and I also will soon be holding brown bag lunchtime meetings to share with you more about our strategic plan and direction for the Department. Stay tuned.

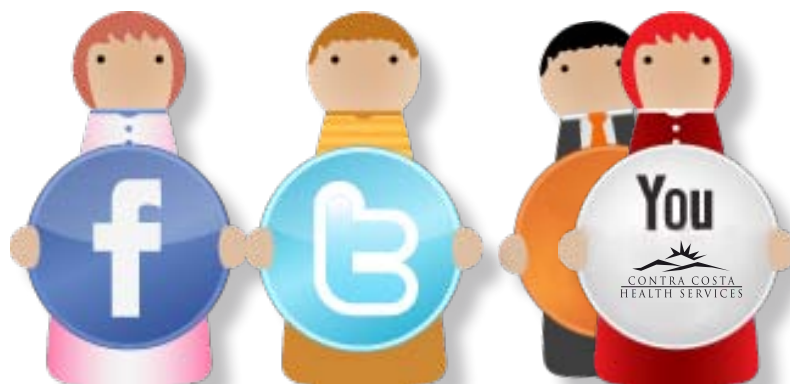
### Everyone has a role to play

Successful communication is more than just me as the Health Services Director providing updates through this monthly newsletter, All Staff messages or meetings. We all play a role, from Division Heads to Program Directors to Supervisors to Line staff. Let's make use of the communication tools available to us and help share information. Join me in participating in our new iSITE and let us know what you think by using the "Support" button on the new iSITE. You can always send suggestions on how we can improve communication directly to me, my assistant Wanda Session at [wanda.session@hsd.cccounty.us](mailto:wanda.session@hsd.cccounty.us) or 925-957-5433 or our Communications Officer Kate Fowlie at [kate.fowlie@hsd.cccounty.us](mailto:kate.fowlie@hsd.cccounty.us) and 925-313-6268. We want to hear from you. Communication truly needs to be two-way to be successful.



William Walker, M.D.

## Connect with Health Services on Facebook & Twitter!



[http://cchealth.org/topics/social\\_media/](http://cchealth.org/topics/social_media/)

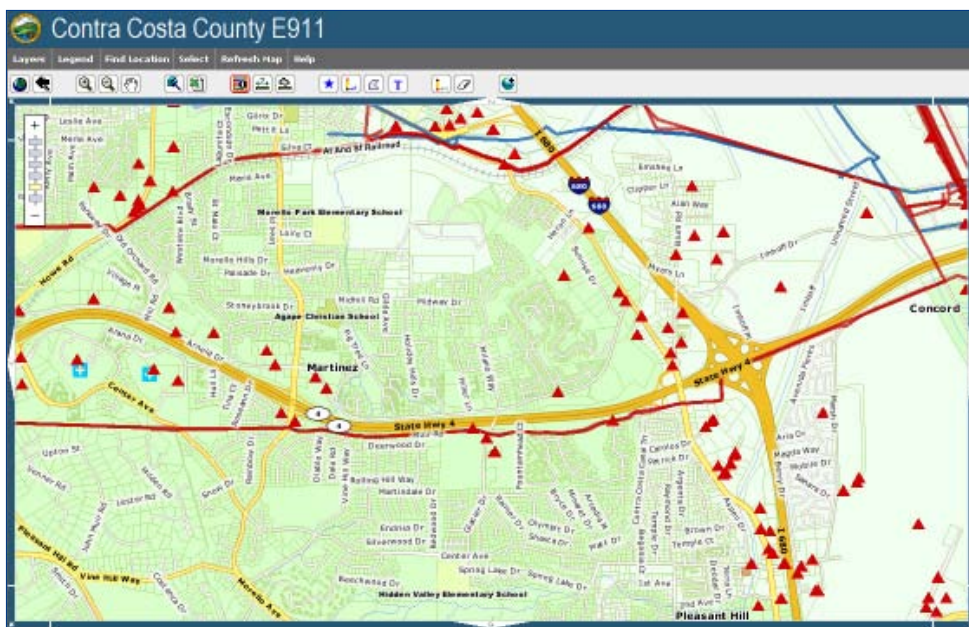
The next Director's Report will be the May issue. Send story suggestions to Kate Fowlie at [kate.fowlie@hsd.cccounty.us](mailto:kate.fowlie@hsd.cccounty.us) by April 18. Electronic copies available at [www.cchealth.org/topics/publications/](http://www.cchealth.org/topics/publications/)

## 92 Days and Counting for ccLink EHR Go-live

The July 1 go-live date for our electronic health record, ccLink, is fast approaching. Staff has been hard at work on the launch, and preparations are underway for the kickoff of training in May for employees who will be using ccLink. Right now, trainers are busy learning every detail of the ccLink system so they'll be ready to train more than 3,000 employees. Managers are reminded that they are responsible for enrolling their employees in ccLink staff training. The enrollment period began March 12 and goes to April 13. Don't wait to enroll, classes and times may fill up. Providers will need to work with the Medical Staff Office to ensure they are enrolled in training. We have a new newsletter dedicated to ccLink called the ccLink Update. You can find it on iSITE and you should see it posted in break rooms and staff areas.

## ccLink Resources for you...

For information on ccLink, training and upcoming important dates, see the ccLink page on iSITE, where you'll also find the ccLink employee brochure, the ccLink Update newsletter and can submit a question there or by sending an email to [ccLinkinfo@hsd.cccounty.us](mailto:ccLinkinfo@hsd.cccounty.us)



Red triangles indicate facilities that store registered hazardous materials. The materials are listed in a database maintained by our Hazardous Materials Division.

## Electronic Mapping System Gives Response Agencies Hazardous Materials Information

Emergency crews responding to fires in Contra Costa now are able to more quickly identify potential chemical hazards. Our Hazardous Materials Division has loaded its database of facilities storing registered hazardous materials onto a GIS—geographic information system—map and has given access to all fire districts and departments in the county. Our Chief Environmental Health and Hazardous Materials Officer Randy Sawyer said the improved access will help responding agencies determine if there are any known toxic or explosive materials in a facility—which, in our county could range from a local dry cleaner to an oil refinery. The information has been available to fire departments in the past in a paper-only format. Randy said the information allows firefighters to plan their response as well as protect the safety of their crews and the community.

To find out more about the GIS mapping, contact Randy Sawyer at [randy.sawyer@hsd.cccounty.us](mailto:randy.sawyer@hsd.cccounty.us) or 925-335-3200.



## Specialized Clinics Improve Health of Foster Children

An effort to ensure continuous and coordinated care for foster children grew in February as a pilot clinic expanded to most of our Health Centers. The Foster Care Clinic began in 2008 at our Pittsburg Health Center under the direction of Dr. Abraham Rice and the Foster Care Collaborative, which includes our Behavioral Health and Public Health Divisions, Children and Family Services, school districts and courts. The goal of our Foster Care Clinic is to provide regular, comprehensive and compassionate care to children whose lives often undergo frequent change. The pediatricians work closely with Child Health and Disability Prevention Public Health Nurses Marilyn Condit, Brigitte Imhoff and Brenda Fields as well as Children and Family Services to provide access to appointments with pediatricians and improved communication between the doctors, social workers and mental health providers. This ensures that important medical and mental health problems are identified and treated.



Dr. Rice

To find out more about our Foster Care Clinic, contact Dr. Abraham Rice at [abraham.rice@hsd.cccounty.us](mailto:abraham.rice@hsd.cccounty.us)

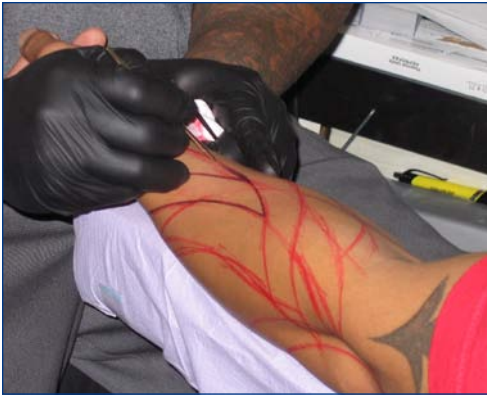


From left to right, Sue Pfister, Dr. Priscilla Hinman, Joanne Bump, R.N., Alan Lazere, Dr. Vaneeta Sandhu and Dr. Temre Uzuncan. Dr. Alan Siegel, left, and Napoleon Dargan.

## Behavioral Health Integration Gives A New Dimension to Patient Care

For more than a year, Richmond Health Center patients have benefited from the integration of a behavioral health coach into their primary care. Psychology trainees from The Wright Institute work closely with West County medical staff (Drs. Malaika Scott, Krista Farey, Alan Siegel, Dawn Marie Wadle, Priscilla Hinman and Ann Harvey at the Richmond Health Center and by Drs. Nishant Shah and Micaela Godzich, and Family Nurse Practitioner Phyllis Howard at the North Richmond Center for Health) to address psychosocial and behavioral issues that impact medical treatment, adherence and overall health outcomes of their patients. This practice has been shown to reduce stigma associated with mental health services, increase access to mental health and other behavioral health services, reduce health care costs associated with treating persons with multifaceted health issues, increase satisfaction with health care services and improve a patient's physical and mental health, thereby reducing the health disparities faced by people with mental, and alcohol and other drug issues. As consultants and counselors, and during support groups, trainees are able to identify personal struggles and patient behaviors that can affect the health of the patient. Through these interventions, the trainees work with medical staff to create solutions and improve health outcomes. Thanks to the coordinating efforts of Dr. Priscilla Hinman, Registered Nurse Joanne Bump and Sue Pfister, with Dr. Temre Uzuncan of the Wright Institute, the Ambulatory Care Behavioral Health Integration Project has assisted more than 1,100 patients visits. This month, trainees will begin to offer an employee stress group at our Richmond Health Center. The Wright Institute expects to provide full-time interns in the fall.

For more information, contact Joanne Bump at 510-231-1394. To find out about the Wright Institute, contact Temre at [tuzuncan@wi.edu](mailto:tuzuncan@wi.edu)



## Body Artists to Face New Regulations Under State Law

Body artists in Contra Costa soon will be subject to new statewide standards that ensure facilities are operating in a safe and sanitary manner. A state law taking effect July 1 requires facilities that offer tattoos or piercings to meet certain hand washing, sterilizing and record-keeping standards. Our Environmental Health Division has in the past required body art facilities to register with the county and now also will be in charge of permits and conducting annual inspections. Supervising Environmental Health Specialist Joe Doser said staff has been working with the roughly 70 facilities for the past year to ensure owners know and comply with the new regulations. Joe said the new regulations also help enforce body art laws restricting what services are given to minors.

Our Environmental Health Division will now inspect body art facilities to meet new safety requirements.

To find out more about the Medical Waste and Body Art Program, visit [www.cchealth.org/eh/medical\\_waste/](http://www.cchealth.org/eh/medical_waste/) or contact Joe Doser at [joe.doser@hsd.cccounty.us](mailto:joe.doser@hsd.cccounty.us) or 925-692-2500.

## Mid-March Storm Causes Multiple Sewage Backups Around County

Rainy weather kept our Environmental Health Division (EH) busy this month. In one incident (pictured at right), EH staff responded to reports of sewage overflowing from a manhole near a school in Richmond due to a storm surge. Environmental Health Specialist Christina Bos worked with city officials to ensure sewage contamination warning signs were posted and the road was blocked off to prevent any traffic from entering the affected area. This was one of 10 sewage overflows that



Environmental Health responded to during the four-day storm event mid-month. Environmental Health staff routinely work with the community to prevent, preserve and improve environmental factors affecting health and safety. To find out more about the Division, visit [www.cchealth.org/eh/](http://www.cchealth.org/eh/)

## EMT Gets Information Flow/Communication Refresher

Our Emergency Management Team (EMT) received training last month on communication procedures, methods, and strategies for prioritizing information during an emergency activation. The guest facilitator, Merlin Glass, is a certified trainer with the Department of Homeland Security and former firefighter with vast experience on incident management. The EMT is tasked with ensuring overall department emergency preparedness, including refining the response infrastructure, providing preparedness information and training to Health Services Division Directors, and building capacity among individuals responsible for responding to emergencies. The EMT consists of more than 100 individuals assigned to respond to the Emergency Operations Center, the Department Operations Center, or to manage or support Division emergency operations sites. Emergency Services Manager Kim Cox said the training will help us better communicate and manage emergency incidents.

For more information about EMT roles and functions contact Kim Cox at [kim.cox@hsd.cccounty.us](mailto:kim.cox@hsd.cccounty.us) or 925-313-6648.



Improvement efforts at our Regional Medical Center and Health Centers were recently recognized by two national organizations.

### Improvement Efforts Lauded at Conference in Atlanta

Our health care system was well represented and well received last month at a national conference about patient- and family-centered care. Our Regional Medical Center and Health Centers CEO Anna Roth presented in Atlanta about the improvements efforts that we have been implementing over the past few years. The conference, Hospitals and Communities Moving Forward with Patient- and Family-Centered Care: Partnerships for Quality and Safety intensive training seminar, was held March 19 –22 by the Institute for Patient- and Family-Centered Care. The event focused on comprehensive and practical solutions to help administrative leaders, board members, physicians, nurses and other staff, patients and families become effective agents for patient- and family-centered change in their organizations. Anna said our efforts received much praise at the event. To find out more about our Culture of Continuous Improvement, visit [http://cchealth.org/medical\\_center/culture/](http://cchealth.org/medical_center/culture/)

### National Association Recognizes Innovations, Fellowship Program

Our Regional Medical Center and Health Centers’ innovative work has been highlighted again by the National Association of Public Hospitals and Health Systems on the NAPH website and in its newsletter. Our Perinatal Unit’s award-winning program to reduce repeat Cesarean sections, “Vaginal Birth after Cesarean (VBAC) Improvement Project,” was featured along with the CCRMC Change Agent Fellowship program. To read the VBAC story, visit <http://bit.ly/GYH0hL> To read the Fellows story, visit <http://bit.ly/GUYKIL>

### Column: Foods to Supplement Better Health

Fish oil to fight depression? The fatty acids in this supplement may be able to fight depression and much more, according to our Dr. Ori Tzvieli in a recent Healthy Outlook column. In his column, Dr. Tzvieli covers four common foods that have notable health benefits. Dark chocolate, green tea, tree nuts and fish oil can have varying health effects, including lower blood pressure, reduced diabetes risk and fewer dental caries. Dr. Tzvieli wrote that a hypothetical daily meal—dubbed a “polymeal”—consisting of red wine, dark chocolate, almonds, garlic, fish, fruits and vegetables could increase life expectancy by almost seven years for males and nearly five years for females.



Dr. Tzvieli

To read more of this and other Healthy Outlook columns, visit [www.cchealth.org/topics/column/](http://www.cchealth.org/topics/column/)





# Service Excellence

You're a **GEM** for Going the **Extra Mile**



## Mental Health Supervisor Receives Forensic Award

Candace Kunz Tao, a Mental Health Supervisor for our Detention Mental Health Unit, received the Christine M. West Award for 2012 by the Forensic Mental Health Association of California. Candace, who has worked at Health Services since 1993, was recognized for her significant individual contribution, dedication, hard work and highly effective support to the field of forensic mental health. Find out more about the award at [fmhac.net/confawards.html](http://fmhac.net/confawards.html) Congratulations to Candace on this great honor!

### Karen Netherton, LVN Valorie Gordon, LVN

Richmond Detention Facility

For their huge effort in a month-long campaign to immunize detention residents.

◆ Nominated by Kandy Heinen

### Gilbert Soberal

Disease Intervention Technician  
Public Health

For his compassion and desire to help and go above and beyond for the population he serves.

◆ Nominated by Vanessa Blong and Jayne Gagliano

### Cheryl Goodwin

Medical Staff Coordinator  
Contra Costa Regional Medical Center

For devising a no cost, efficient system to manage provider timesheets.

◆ Nominated by Ori Tzvieli

### Staff

Information Technology

For their dedication, professionalism, excellent customer service, positive attitudes and results focus.

◆ Nominated by Jeanne Kerr

### Shirley Drumin

Community Health Worker II  
Public Health

For her detailed and exemplary work with children and families served by the Child Health & Disability Prevention (CHDP) Program, for her skill communicating with multiple agencies on behalf of her clients and for working diligently to promote positive health outcomes.

◆ Nominated by Roxanne Carrillo

### Albert Fam

Mental Health Clinical Specialist  
Mental Health

For his dedication to helping a patient by being available, providing practical resources, empathy and guidance.

◆ Nominated by Victor Hong

### Lenell Anderson

Clerical Supervisor  
Contra Costa Health Plan

For quickly resolving a medical billing issue that had been turned over to a collection agency in error.

◆ Nominated by a patient



# Service Excellence

You're a **GEM** for Going the **Extra Mile**

## Kevin Drury

Quality Management Program Coordinator  
Contra Costa Health Plan

For always supporting his team and for making himself available despite being deeply engaged with many projects.

◆ Nominated by Arnold DeHerrera

## Wynn Esclovon Kelene Steelman

Clerk—Senior Level

## Mariana Liu

Administrative Services Assistant II

## Barbara Sheehy

Program Administrator

## Yodeillie Baybayan, PHN

## Josephine Githua, PHN

## Maritza Vukaljcic, PHN

California Children's Services

For improving levels of customer service including employee satisfaction, demonstrating courage, being open to feedback, shared accountability, greater transparency and for creating a place where people want to come to work

◆ Nominated by Karen Jovin

## Hoot Awardee of the Month



Iris Holland, February

See "past recipients" of Hoot award.

## 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](mailto:wanda.session@hsd.cccounty.us) or fax to 925-957-5401. Forms are on our website ([www.cchealth.org](http://www.cchealth.org) on About Us page) or iSITE, our intranet, at <http://cchs/> Nominations are subject to approval by Division Directors.

## April Milestones

Congratulations to these employees who have given us long years of service: Erik R. Anderson, Mireya Gutierrez, Joseph J. Macedo Jr., Margarita Maciel, Rosemary G. Ramirez, Theresa M. Markert, Thongphet Sivilay, Ana M. Jimenez, Maria P. Rodiles, Lonnie Thompson III, Loun Cardona, Lynn M. Grassano, Christopher C. Place, Mario E. Eyzaguirre, Hanada Fasheh, Jose A. Robles (10 years); Debra J. Stewart, Katherine V. Reece, Diane Williams, Erlyn L. Mambretti, Karen Sandri (15 years); Fernando R. Mendoza Jr., Irene E. Paynter, (20 years); Maria C. Liberato, Nenita D. Dacoron, Sheila M. Lenzi, Frances L. Smith (25 years); and Rosemarie A. Zambrano (30 years).