

DIRECTOR'S REPORT

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First Open Enrollment Ends—Just the Beginning

The first open enrollment for Covered California ended last month and the numbers are impressive.

More than 1.2 million Californians have enrolled in the new state health insurance exchange. That number significantly surpassed the Congressional Budget Office estimate of just under 800,000—and that number is expected to grow as people who started the online application by the deadline will be able to finalize their application through April 15.

Additionally, almost 2 million California residents enrolled in Medi-Cal as part of the expansion. Enrollment is year-round for Medi-Cal so that number will continue to increase as well. We wait with anticipation for the release of local numbers by Covered California and California Department of Health Care Services to see how many Contra Costa residents are covered.

These numbers demonstrate the pent-up demand for health insurance that is now available thanks to the Affordable Care Act (ACA). Many more people are getting much needed access to health insurance. But this is just the start of health reform and how we hope it will transform the health of our residents and community as a whole.

New Funding Methodologies

Now that more Californians are insured, we must look more globally at the benefits of the ACA and its broader interpretation of health and healthcare. ACA emphasizes new ways to fund care and one thing that is quite evident to me is that we are moving into an era of healthcare finance where providers will be paid for quality healthcare and outcomes, not just for units of care and number of office visits provided. I expect to see more bundled payments for procedures. Contra Costa Health Services welcomes these new methodologies and is making great strides to prepare our system to receive more patients, provide quality healthcare outcomes and in partnership with community-based organizations, address many of the social determinants of health that greatly impact a person's health.

Healthy Communities and ACA

The real aims of ACA are to produce good health outcomes rather than just provide health insurance. We all recognize that the health of a



William B. Walker, MD
CCHS Director

DID YOU KNOW?

Nearly 2 million Californians have enrolled in Medi-Cal since October. Enrollment for Medi-Cal is year-round.

person is determined less by their number of doctor visits as it is by social determinants of health. Access to environmentally safe housing, healthy food, safe environments to exercise, livable wages, and healthy life choices are all factors that contribute to good health. These are all issues that must be addressed if we are to improve the health of the communities we serve.

Our Public Health division has for many years been developing a coalition for community interventions and we are hopeful that ACA will provide resources to continue and increase their work. Some of their efforts include safe routes to schools, healthy eating and active living, working locally with cities and the state to establish local health policies, and working with The California Endowment's Healthy Richmond Initiative to address social issues that negatively affects our communities' health.

Preparing our System for ACA

We know that when patients do access our system, we must be prepared to meet their health care needs. Since 1974 our system has operated as a managed care enterprise using our own delivery system and the resources and expertise of our Contra Costa Health Plan (CCHP). As a health care system we are taking advantage of available resources through ACA. For example, the Medi-Cal waiver provides incentives to provide better care and health outcomes by setting care standards and population benchmarks.

Over the past few years, our efforts have resulted in improved patient safety, expanded patient-centered medical homes, and expanded access to care through our Telephone Consultation Clinic and other ambulatory care redesign efforts including expanded clinic hours and decreased wait times for appointments. We anticipate the next Medi-Cal Waiver will have further emphasis on reimbursements linked to a variety of health indicators, and we look forward to being able to continue our system improvement

work to provide integrated, evidence-based, patient and family-centered care.

Another very important requirement of the ACA is to integrate primary care and behavioral health care. We have been able to do this in a variety of ways including our new Concord Health Center 2 (CHC2). CHC2 represents an innovative effort that integrates behavioral and physical health care into one location; creating a health home where all of the patient's healthcare needs can be met.

Health Insurance is Only the Start

As you can see, helping residents obtain health insurance is only the beginning. We have much work ahead of us to realize all of the benefits of the ACA. We know that many who were eligible to enroll did not enroll this open enrollment period and we must continue our outreach and education efforts so they are prepared for the next open enrollment for Covered California in November.

We also know that many of those whom we serve are eligible for Medi-Cal, and it is important to remember that Medi-Cal is open year round. We continue to focus our efforts on enrolling those now eligible through Medi-Cal Expansion. More info is on our website at cchealth.org/aca.

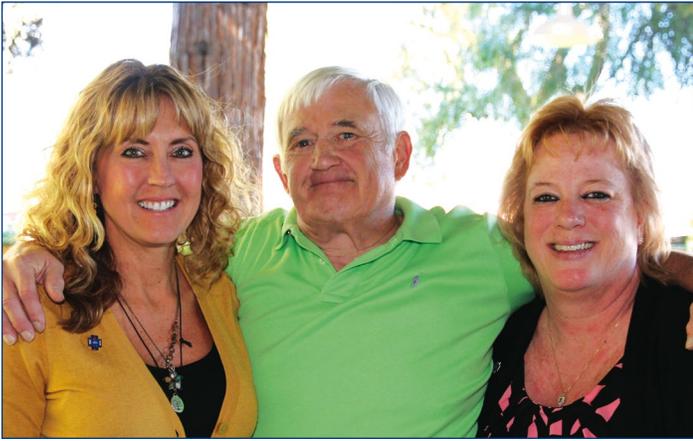
I believe that ACA is here to stay and we have only begun to see the many benefits this law provides to the health of our communities. I've said it before and I'll say it again- this incredible period of health reform has been the most exciting time of my 40-year career in health care. We definitely have much to celebrate, much to look forward to, and much, much more to do.

Sincerely,



William B. Walker, M.D.

The next Director's Report will be the April issue. Publicize your upcoming events and successes by sending information by April 24 to Kate Fowlie at 597 Center Avenue, Suite 255, Martinez 94553, fax 925-313-6219, or email kate.fowlie@hdsd.cccounty.us. The Director's Report is available online at <http://cchealth.org/topics/publications/> and on iSITE at <http://cchs/>



Nurses Mary Vesey (left) and Liz Maaske received a Certificate of Heroism for using CPR and an AED to revive their friend and co-worker, Edward Taraskewich.



Hope House, a 16-bed residential mental-health facility, will open later this month in Martinez.

Nurses Honored for Saving Co-Worker’s Life at Juvenile Hall

Two CCHS nurses were awarded a “Certificate of Heroism” last month after saving the life of a co-worker who suffered cardiac arrest at John A. Davis Juvenile Hall. Nurses Liz Maaske and Mary Vesey, as well as emergency responders, were given the certificate by the Emergency Medical Services (EMS) Division for saving Edward Taraskewich, the lead cook at Juvenile Hall. On the morning of January 6, the nurses immediately responded to a call for medical help in the kitchen of the Martinez juvenile detention facility. When they arrived, Taraskewich had no pulse and wasn’t breathing. Maaske initiated CPR while Vesey prepared the automated external defibrillator (AED), a portable electronic device that shocks the heart into a regular rhythm. They were able to revive Taraskewich before paramedics arrived. Thanks to Maaske and Vesey, Taraskewich was able to celebrate his 63rd birthday earlier this month with his wife. “I would never have seen this day without Liz and Mary,” said Taraskewich. Maaske and Vesey are employees of the Detention Health Services program of Contra Costa Regional Medical Center (CCRMC) and Health Centers. The nurses are assigned to Juvenile Hall, which is managed by county’s Probation Department.

For more information, read the press release about the nurses’ heroism <http://cchealth.org/press-releases/2014/0324-Nurses-Save-Mans-Life-at-Juvenile-Hall-Using-CPR-and-AED.php>

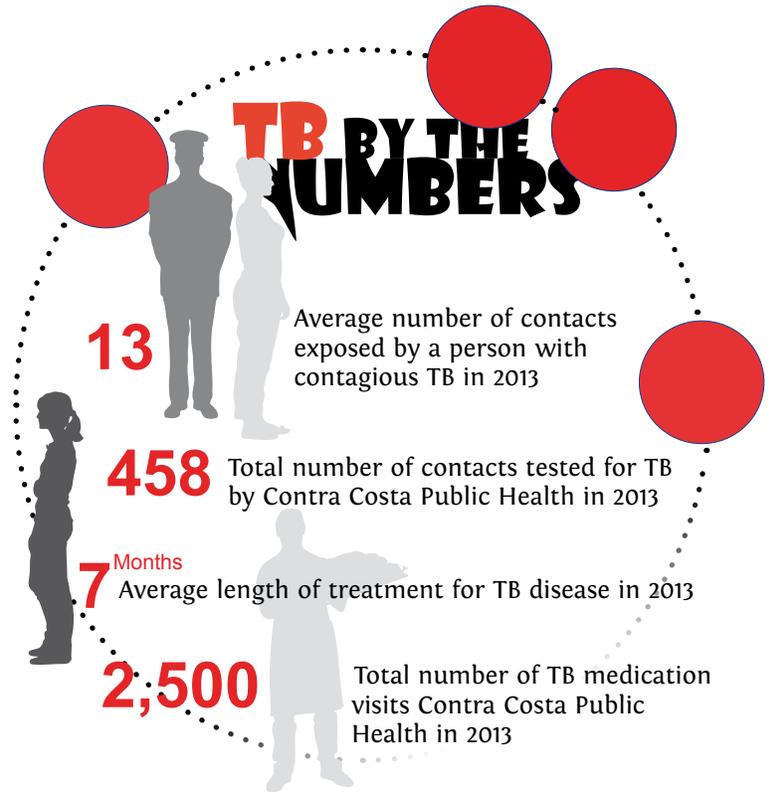
New Facility to Help Meet Mental Health Needs

Our Behavioral Health Services Division is opening a new residential treatment facility this month in Martinez. The 16-bed Hope House is located on the hillside above Contra Costa Regional Medical Center and is intended to help mental health consumers avoid hospitalization as well as to assist in the transition from the hospital or long-term facilities to the community. Hope House will provide round-the-clock, recovery-focused services that encourage successful transitioning back into the community. Mental Health Services Act (MHSA) funding was used to build Hope House, which is located at 300 Ilene Street. Behavioral Health Services will contract with Telecare Corporation to be the service provider at the facility. The program will hold an open house on April 21 from 4 to 6 p.m. Staff interested in attending can RSVP by April 14 to Daphne Phillips at dphillips@telecarecorp.com.

For more information about Hope House, contact Erin McCarty at Erin.Mccarty@hsd.cccounty.us

Public Health Releases Report, Joins Regional Event to Promote Tuberculosis Awareness

Public Health's Tuberculosis Program released its annual report last month, showing 57 county residents were diagnosed with the disease in 2013. This is a slight increase from 2012, but is in line with Contra Costa's 10-year annual average of 58. Staff members joined with colleagues from four other Bay Area counties and the California Department of Public Health at a press conference March 26 to discuss the new data, as well as state and regional trends in tuberculosis (TB) infection and prevention during the past year. Treating tuberculosis is a long, complicated process. Public Health staff visit each patient daily to monitor their medication and treatment, which lasts an average of seven months in Contra Costa County. "Our staff works intensively with each person diagnosed with tuberculosis, including their family and healthcare provider, both to help them get better and to ensure the disease is not spread in our community," said Erika Jenssen, director of the Communicable Diseases Program. "Our county TB rates have remained level thanks in part to their hard work."



For more information about tuberculosis, visit cchealth.org/tb

Environmental Health Division to Help Contra Costa Cities Identify Bed Bug Infestations

The Environmental Health Division has begun providing a new inspection service to municipal and county code enforcement agencies working to eliminate bed bug infestations. Concord became our first client last month, when it entered a 6-month trial period with Environmental Health to provide expert inspection services when needed for code enforcement actions. Concord recently categorized bed bugs as a "public nuisance" in its municipal code, meaning landlords who do not take care of reported infestations may face fines. Concord will use our inspectors to verify the presence



of bed bugs when a property owner does not respond to a complaint filed with the city by hiring their own pest management company. Supervising Environmental Health Specialist Michele DiMaggio will conduct the initial inspections, and coordinate with other state and local agencies to provide specialized bed bug training for our other inspectors. The Hazardous Materials Program is also involved: Tanya Drlik, Integrated Pest Management Coordinator, will continue to provide bed bug advice to residents and landlords, and continue to develop educational materials.

Under a new program, cities and other agencies can ask our Environmental Health Division to inspect facilities for bed bugs.

For more information, contact Michele Dimaggio at michele.dimaggio@hsd.cccounty.us or 925-692-2534.

Contest to Name Hospital Gift Shop

The results of a contest to name the gift shop at our Contra Costa Regional Medical Center (CCRMC) will be announced later this month. So far, dozens of entries have been submitted by staff, volunteers and the public to re-name the gift shop, which is currently simply known as the “Gift Shop.” Examples of entries submitted so far include Caring Heart Sundries, Care and Share, Thoughts That Count and The Best Wishes Well. The winner will get a \$50 gift certificate at the gift shop, which is managed by the CCRMC Auxiliary. Proceeds from the gift shop support patient care. Visit iSITE in the coming days to see a list of the finalists and cast a vote to help name a winner.



The new name of the gift shop at our Regional Medical Center will be announced at the end of the month.

For more information about the contest and the gift shop, email Giftshop.Manager@hsd.cccounty.us or contact Rhonda Smith at rhonda.smith@hsd.cccounty.us.

Contra Costa’s Emergency Planning Efforts for Home-Bound People Featured at National Conference



Kim Cox, Public Health’s Emergency Services Manager, spoke at NACCHO’s annual Emergency Preparedness conference in Atlanta this month.

Contra Costa County last year became one of the first in the nation to develop a streamlined process for locating and assisting home-bound, medically dependent residents during disasters that require evacuation or extended shelter-in-place periods. This population—people with tracheostomies, or who require oxygen or ventilators—is among the most vulnerable in the community during an emergency. Kim Cox, Public Health’s Emergency Services Manager, spoke at the National Association of City & County Health Officials (NACCHO) annual Emergency Preparedness conference in Atlanta this month about Health Services’ efforts to respond to their needs. In 2013, our Contra Costa Health Plan brought together durable medical equipment (DME) providers, Kaiser Permanente, County Sheriff’s Office Dispatch, Emergency Medical Services and Public Health staff to identify an efficient process for identifying the evacuation or shelter-in-place needs of home-bound, medically dependent people. Kim explained to the conference that this collaboration can be replicated elsewhere, at the local, state, tribal or national level, to help communities address this critical concern.

For more information, contact Kim Cox at kim.cox@hsd.cccounty.us

Special Meeting on Draft Study of Contra Costa's EMS System

The Contra Costa Emergency Medical Care Committee (EMCC) held a special meeting on April 9 to get feedback from the public and stakeholders on a recently released draft study of the county's emergency medical services (EMS) system. The draft "EMS Modernization Project Report" by Fitch and Associates, which was funded by our Emergency Medical Services Division, analyzes ways to continue reliable delivery of quality emergency and medical transportation services in Contra Costa County. The report is part of the initial process for preparing a request for proposal (RFP) for ambulance services. The April 9 meeting, which was televised live on CCTV, provided the public and service providers a forum to offer feedback before a final version of the study is presented to the Board of Supervisors on May 6. The public comment period on the draft study will be open until 5 p.m. on May 6.



The public comment period on the draft report will be open until 5 p.m. on May 6.

For more information, visit cchealth.org/ems/system-review.php or to see the video of the meeting, visit the county's website: www.contracosta.ca.gov

Article Highlights Efforts to Reduce Health Inequities through Better Financial Stability

Community input, staff feedback and evidence from the field compelled our Public Health Division's Family, Maternal and Child Health (FMCH) Programs to address the connection between health and wealth by launching its Building Economic Security Today (BEST) project. The impetus and development of BEST is explained in an article published in a recent issue of the Maternal and Child Health Journal that was co-authored by Public Health Nurse Program Manager Dawn Dailey of FMCH. BEST—a component of FMCH's Life Course Initiative—utilizes innovative strategies to reduce health inequities by improving the financial security and stability of low-income families. The article, "Building Economic Security Today: Making the Health–Wealth Connection in Contra Costa County's Maternal and Child Health Programs," described how Public Health programs such as WIC began offering BEST financial education classes and financial assessments. Dawn co-wrote the paper with former CCHS colleagues Padmini Parthasarathy and Cheri Pies, as well as Maria-Elena Young and Carrie Lam.



Dawn Dailey

To find out more about the article or BEST, contact Dawn at dawn.dailey@hds.cccounty.us or visit cchealth.org/lifecourse/economic-security.php

Healthy Outlook Column: Healthy Habits Can Help People Live Longer

Given modern medicine and our increased understanding of the link between healthy behaviors and long life, some say that 80 is the new 65. In a recent Healthy Outlook column, Dr. David Pepper writes about a few common-sense steps that anyone can take to help them survive to 80 in good shape—a key to living to 90 or 100, of course. While genetics do matter, preventative measures taken to avoid illness and injury late in life improve the odds of living longer, as do good decisions made earlier in life about diet, exercise and avoiding unhealthy habits.



Dr. David Pepper

To read Dr. Pepper's column and other Healthy Outlook columns, visit cchealth.org/column.



Jackie Peterson

Secretary—Advanced Level
Office of the Director

For her professionalism, commitment and all her help in securing the logistics necessary for the Access to Care Stakeholders planning meeting.

◆ Nominated by Alvaro Fuentes

Alma McRae Leo Millado

Clerks—Senior Level
Contra Costa Regional Medical Center and Health Centers

For being pleasant, efficient, giving 100% effort and for being a pleasure to work with.

◆ Nominated by Melinda Young

Lisa Diemoz

Health Services Planner/Evaluator Level B
Public Health

For being responsive and thorough and going out of her way to help the TB Program with a complicated Excel file.

◆ Nominated by Stephanie Brophy

Julian Stacy

Student Worker
Community Education & Information Unit

For helping to save time and money by converting the Hansen's Clinic's VHS tapes to DVDs.

◆ Nominated by Stephanie Brophy

Mateika Martin

EMS Emergency Trainer
Emergency Medical Services

For providing outreach and putting together training on 440 radio, ReddiNet and resource requesting for a long term care facility.

◆ Nominated by Pat Frost and Steve Huck

Bruce Kenagy

EMS Program Coordinator
Emergency Medical Services

For doing an exemplary job supporting day to day EMS system operations, for being a subject matter expert and one of the highest performing individuals at the EMS Agency.

◆ Nominated by Pat Frost

Elizabeth Maaske, LVN

Mary Vesey, RN
Contra Costa Regional Medical Center and Health Centers

For their quick response and action that saved the life of a team member in cardiac and respiratory arrest at the Juvenile Hall facility in Martinez.

◆ Nominated by Samuel Rosales

Blanca O'Connor

Community Health Worker II
Public Health

For going above and beyond to assist Public Health Nurses to meet the needs of their patients, for being a wealth of information and for her willingness to share her knowledge that benefits our patients.

◆ Nominated by Laurie Terranova



Facilities Management

(please see iSITE for a list of names)

Contra Costa Regional Medical Center and Health Centers

For their assistance in making our Healthy Stores for a Healthy Community press conference a success and for taking care of important logistics that made the event go smoothly for participants while keeping the lobby accessible to other hospital visitors.

◆Nominated by Denice Dennis

Amy Buoncristiani, MD

Contra Costa Regional Medical Center and Health Centers

For her relentless pursuit of improvement in emergency department flow and in strengthening the triage process and for her unwavering commitment to better serve our patients.

◆Nominated by David Goldstein

Marvin McGregor, RN

Contra Costa Regional Medical Center and Health Centers

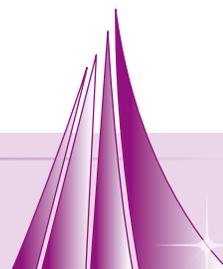
For providing excellent care to his patients and for being a kind, courteous team player.

◆Nominated by Sue Meltzer



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.



APRIL MILESTONES

Congratulations to these employees who have given us long years of service: Zohra Akbari, Lorena Alanis-Gama, Jadie L. Argenal, Deanna F. Arzaga-Martinez, Sorikane Bith, Viktor Geyfman, Miles G. Kotchevar, Tamra L. Lee, Michelle J. Leong, Valerie A. Lum, Anne Mann, Karen A. Netherton, Doris C. Pimentel, Lisa A. Schindler, Edwin C. Simmons (10 years); Mary E. Knodt, Norma Martinez, Wesley P. Preieto, Marita N. Sison (15 years); Nury L. Gaitan, Barbara L. Griesau, Richard T. Isenberg, Waynette Mason, Victoria M. Snyder (20 years); Peggy Rae Bryan, Elmina Green, Gwendolyn Hamilton, Constance Ly Nguy, Elaine G. Swenson, Valory Willoughby (25 years); and Charlene A. McHugh (35 years).