

Inside

— 2 —

Director's Message continued

Budget Brings Changes to the
Mental Health Division

— 3 —

CCHS Accountant Has Active
Life in Off Time

TeenAge Program Alumni
Pursues Career in Public Health

Healthy Outlook Column Tackles
STDs, Teens

— 4 —

Honor Roll

Authors Abundant in CCHS
Ranks

— 5 —

Honor Roll continued

Milestones

— 6 —

Reducing Health Disparities

– Latino Cancer Coalition
to Continue in Initiative's
Footsteps

— 7 —

Reducing Health Disparities
continued

– CCHS Doctor Presents to
Legislative Forum
on Diabetes

– Disparities Expert Giving
AODS Training on June 13

– LEO Comes to East County in
July

– 'Unnatural Causes' Available
for Borrowing

— 8 —

Health Plan Recognizes Staff
at Annual Luncheon

Pandemic Flu Tabletop Planned
for July 15

EMS Simulators Get New Duds

A Strong Program

This is the time of year when a new group of medical residents join us, and I am always intrigued and amazed when I read their background information. I'm pleased to introduce them to you and share with you how unique our residency program is and how much value it provides to our health care system.

We buck the trend

Across the country, the number of doctors choosing family practice as their area of concentration has dropped dramatically – half as many candidates are applying now compared to 10 years ago. Our program, which was launched after World War II by Dr. George Degnan as a general practice and became family practice in 1975, has defied that trend. Applications from graduates of U.S. medical schools to our program have risen every year over the last five years – from 158 in 2003 to this year's record 253. To put that number into perspective, nationwide only 1,165 U.S. graduates applied to family medicine. Our program makes up only 0.5% of total family medicine residency positions nationwide, yet we attract 22% of the U.S. applicants.

Dr. Jeremy Fish, Program Director for our residency program, says we're one of the most popular programs in the nation because we present strong family medicine with a full spectrum of medical specialties. We have specialists like CCRMC Director Dr. Jeff Smith doing surgery, Dr. Fish doing intensive care, Dr. Judy Bliss doing women's health and obstetrics, and family physicians working side-by-side as equals. The students see family physicians as faculty members and physicians providing a broad range of care.

Teaching the residents

In fact, about 70 of the physicians in our system do some level of teaching in our residency program, many on their own time. Most of the training is hands-on, during patient care in our Health Centers and at CCRMC. In fact, I'm on the faculty. For years, I ran the arthritis and low back clinic and did precepting in the family practice center. Like me, many

of the faculty are preceptors – mentors who oversee the care the residents are administering throughout the county.

Dr. Mark Will has been the central teacher in our program for the last 30 years. He's a teaching guru whose encyclopedic memory, personal approach to patient care and ability to simplify the most complex matters make learning exciting. He has been teaching and training residents in cardiology and critical care while those specialties were developing.

An incentive to stay

Being part of the faculty is definitely an incentive for our doctors to stay with CCHS. In most health systems, it isn't unusual for providers to move on after a few years. Many CCHS physicians stay for decades and many residents stay on to become permanent members of our staff. Although I did my training in Southern California, Drs. Jeff Smith, Steve Tremain and Jeremy Fish are among the many who started here and continue to be part of our family. I was attracted to the teaching program when I came in 1974 and I've seen that many physicians with whom I've worked have had opportunities to move or work elsewhere and have stayed. What's kept them here is their commitment to the teaching program, the professional satisfaction they experience from continuing to teach and the



Dr. Walker

Continued next page

DID YOU KNOW

Our Health Centers provided
404,500 medical visits
in 2007.

ability to share our commitment to serving the underserved with like-minded young doctors who train here.

Even those who don't stay with CCHS continue to serve either our community in private practice or go on to serve other underserved communities in the U.S. and abroad. One recent graduate, Dr. Kinari Webb, has launched a project that is developing health care facilities in West Kalimantan, Indonesia, tightly linked with conservation efforts to preserve Gunung Palung National Park.

Meet the residents

The number of doctors applying to our program is impressive and the descriptions of physicians even more so. Elizabeth Bier worked with Americorps providing direct medical care through the Indian Health Services in the remote village of Whiteriver, Arizona. Michael Boyd focused his medical school advocacy work in the Denver homeless community. Ruben Gonzalez grew up in the Bay Area, the son of Mexican immigrants. As a medical student he worked in rural Washington clinics with migrant farm workers. Rebecca Lee traveled to rural Panama and rural Sebastopol, CA, during her third year of medical school to learn what skills are needed in these underserved environments.

Michel Sam's Chinese parents fled from Cambodia to France in the mid 1970s to escape the Khmer Rouge genocide – providing Michel with a blended Chinese, Khmer, French and American cultural background. Matt Fentress, Matt Foster and Reagan Schaplow grew up in rural America. Sangita Sundaramurthy's clinical experiences during medical school were in the Amazon forests of Ecuador and rural, underserved India. Blair Thedinger worked in rural Honduras. Michelle Wong spent two summers in Beijing studying Chinese medicine during medical school.

One of our own

I want to especially mention one incoming resident: Francisco Dorado. Some of you probably know him because he worked here in the Family, Maternal and Child Health program. Encouraged by his CCHS colleagues, he applied to and graduated from Michigan State University medical school. Francisco grew up in public housing in nearby Pittsburg –the only one of his closest friends to graduate from high school, the seventh of 10 children raised by his Mexican American parents.

Our residency program brings these fine new doctors to Contra Costa, providing increased access to quality care for our patients. For almost 40 years, the program has attracted outstanding medical students from all over the country to do training here, served as an incentive for qualified faculty members to remain here as staff physicians and kept our faculty on their toes in terms of medical research and changing practice standards. That's an extraordinary win-win situation for a county hospital.

Sincerely,



William B. Walker, MD

Budget Brings Changes to the Mental Health Division

The budget reductions impacting the entire county translate into some major changes in the Mental Health Division in the next fiscal year. The Division will be consolidating several county-operated programs. In West County, the 24th Street Adult Clinic in Richmond will close and consolidate with our El Portal Adult Program in San Pablo. The Central County Children's Clinic will close and consolidate with our other children's mental health programs at 2425 Bisso Lane in Concord. Likewise, the East County Children's Clinic in Antioch will close and relocate services to our East County Adult Clinic in the Pittsburg Health Center (on a different floor). Sherry Bradley, Mental Health Administrator, has been working on the moves with a team that includes the General Services Department. While there is no doubt that these changes will have significant impacts on our staff and consumers, Mental Health staff is working hard to make sure consumers understand the changes.

The Director's Report is published monthly. Deadline for the July edition is June 12. Publicize your upcoming events and successes by sending information to Dan Smith at 597 Center Avenue, Suite 255, Martinez 94553, fax 925-313-6219, email: dsmith@hds.cccounty.us The Director's Report is available online at cchealth.org and on iSITE, our intranet, at cchs.

CCHS Accountant Has Active Life in Off Time

Ayore Riaunda has been an accountant with CCHS for the past 11 years, but that doesn't keep him tied to a desk all the time. Ayore is also a Chaplain's Assistant in the Naval Reserve, and he spent two weeks on assignment in South Korea in February and March. He said one week was spent on military exercises and one week on community relations, including visits to two schools. At one, the soldiers did a beautification project, and at the other, they helped take some disabled children to a park. Ayore previously went on a mission to Iraq for several months in 2006. "The people were very friendly in the countryside, just like in Iraq," he said of his Korean mission. "They have high regard for service members."



In a photo that ran on the diplomatic website goodneighbor.or.kr, Ayore Riaunda carries a disabled student on a mission in South Korea.

TeenAge Program Alumni Pursues Career in Public Health

When Vanessa Mercado was attending Middle College High School in San Pablo and started participating in the Empowerment Through Action (ETA) group, she found more than a student activity. She found an avocation. "The whole reason I majored in Public Health is because of ETA," says Vanessa, a junior at UC Berkeley. "We got to work on issues that were important to us and do something about them." Her two favorite experiences with ETA – which is administered by our TeenAge Program (TAP) – were successfully advocating to the San Pablo City Council for a tobacco ordinance and doing a Photovoice project. "Vanessa is now learning of the importance of youth development in her studies, and her experience with ETA is taking on new meaning," said Jeff Gould, a Senior Health Educator with TAP. "She is a great example of how we are making a difference in the lives of young people." For Vanessa, Jeff and fellow TAP staff LaShonda Williams "were my inspiration to work in Public Health."



In an archival photo from left, TeenAge Program staff member LaShonda Williams, Empowerment Through Action members Isabel Ramos and Vanessa Mercado and former staff member Wille Blackman work on a Photovoice project.

Healthy Outlook Column Tackles STDs, Teens

Wendy Malone, Public Health's Sexually Transmitted Diseases Program Manager, writes about the alarming number of teens contracting STDs in a recent installment of our "Healthy Outlook" column, which runs in the Contra Costa Newspapers chain. One in four teenage girls becomes infected with an STD, according to a report from the federal Centers for Disease Control and Prevention. These infections are often without symptoms. If left untreated, STDs can cause infertility and other serious health problems for both males and females. STDs can be prevented, and in her column, Wendy encourages parents to talk to their children about both abstinence and safer sex. The column provides communication tips for parents and some useful websites for more information.



Wendy Malone



To read more of this and other Healthy Outlook columns, visit cchealth.org and click on the Healthy Outlook link in Items of Interest or on the Publications page.

GOING THE EXTRA MILE FOR SERVICE EXCELLENCE

Honor Roll

Appointment Unit

CCRMC

For excellent customer service with more than 1,500 callers per day who cannot always be accommodated due to limited appointments available. Great job, under enormous stress.

—Nominated by *Concepcion James*

Kevin Brophy, RN

Surgery Department

CCRMC

For being a team player whose top priority is the patients he serves.

—Nominated as *May CCRMC Employee of the Month*

Deborah Deas

Raymond Gonzalez

David Hill

Eligibility Worker Specialists

California Children's Services

For their empathy and commitment, moving urgent referrals to fast-track priority, putting themselves in the shoes of parents and guiding them through the CCS eligibility process and thus contributing to decreasing health disparities.

—Nominated by *Yodeillie Baybayan*

Shirley Drumin

Community Health Worker II

Child Health & Disability Prevention Program

For her steadfast dedication to the medical needs of our foster youth, her joyful spirit and graciously extending herself to new staff.

—Nominated by *Tabitha Goldenberg*

Carolyn Galitzen

Substance Abuse Counselor

Alcohol and Other Drug Services

For handling a caseload of 10 men, and managing to stay below budget in ordering food for the residential program over the last three years.

—Nominated by *Bob Kajdan*

Ana Jimenez

Disease Intervention Technician

AIDS Program

Lee Woo

Senior Disease Intervention Technician

AIDS Program

For their willingness to participate in an on-camera interview about the Mobile Testing Van. Their interview will inform many Contra Costa residents about an important service available in our community and will hopefully increase the number of people who test for HIV.

—Nominated by *Vicky Balladares*

Dr. Theresa Madrigal

Pittsburg Health Center

For returning to take over on short notice and conduct a procedure for a patient whose provider wasn't there.

—Nominated by *Michael Kleka*

Authors Abundant in CCHS Ranks

Several CCHS staff have authored or co-authored journal articles in recent months. Dawn Dailey, a Program Manager with Public Health's Family, Maternal and Child Health Programs, is the lead author of an article published recently in the *Maternal and Child Health Journal*. Three members of the Department of Family Health Care Nursing at University of California, San Francisco co-authored the article, titled "An Exploration of Life Trauma Exposure in Pregnant Low-income African American Women." Linda Nakell, a Clinical Psychologist at CCRMC, was sole author of "Adult Post-Traumatic Stress Disorder: Screening and Treating in Primary Care" in the March edition of *Primary Care*. And Drs. Stuart Forman and Jeremy Fish were in a group of physicians who wrote "Required Procedural Training in Family Medicine Residency: A Consensus Statement" in the April edition of *Family Medicine*. Numerous other articles by CCHS staff are available by clicking Publications on the home page of cchealth.org

GOING THE EXTRA MILE FOR SERVICE EXCELLENCE

Honor Roll

Susan Nairn

*Public Health Nurse Program Manager
Public Health*

For being a compassionate and extremely competent administrator of the School-Based Health Centers and committing herself to making sure these clinics are successful for everyone involved.

—Nominated by Leigh Pierson-Brown

Patient Visit Redesign Team

Pittsburg Health Center

For being an impressive and creative team, and achieving the best results in a PVR collaborative.

—Nominated by Coleman Associates

Veronica Santolaya

*Clerk-Senior Level
Ambulatory Care, CCRMC*

For coming in before her shift to ensure all clinics are covered, continuously ensuring customer service, maintaining efficiency and solving conflict. She exemplifies the true meaning of teamwork and has a high standard of work ethic.

—Nominated by Gloria Bravo, Lori Varner and Laura Montgomery

Cathy Willson

*Facilitator
Appointment Units*

For being humble, empathetic and optimistic in assisting both patients and colleagues. She always provides a solution to help meet a patient's urgent appointment needs.

—Nominated by Carol Lucido

Fowzia Younos

*Administrative Assistant
Community Education and Information Unit*

For a decade of consistent dedication and commitment in providing support to CCHS' communications efforts and working graciously and professionally for a smooth transition during this stressful lay-off period.

—Nominated by Julie Freestone

Milestones

Congratulations to these employees who have given us long years of service: Carla D. Cabezas, Sheila A. Hunter, Marian Okamura, Cynthia M. Titus, Louise A. McGuire, Joseph R. Sinay, Lawrence W. Carr, Jennifer M. Bayard, Karen D. Johnson, Rene L. Johnson, Andre Lindsey, Paul M. Crosby, Estela G. Hernandez, Jane L. McCormick, Rofel Mitra, Maria A. Limon, Raquel Medina (10 years); Cynthia V. Gomez, Youngok Kang, Tami L. Welcome, Gerard V. Bland, Shelly Maramonte, Linda M. Rebish (15 years); Christopher L. Kyle, Judith V. Yuen, Mary K. Duckworth, Lana J. Hameister, Alfredo P. Rivera (20 years); Linda J. Bailey, Asha M. Gandhi, Salvador Morales (25 years); Asuncion P. Sornia, Jonathan R. Stanger, Steven C. Tremain (30 years).

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 "Going the Extra Mile" commendation form, available from every CCHS Division Director, or email your commendation to ServiceEX@hsd.cccounty.us or fax it to 925-313-6219. The form can also be downloaded from the Internet (About Us page) or iSITE, our intranet. Nominations are subject to approval by Division Directors.

As part of our Reducing Health Disparities efforts, our divisions are working to achieve outcomes in four categories: consumers/clients/patients/customers; the community; our staff; and our systems. Each month this page highlights what different divisions of CCHS are doing to reduce disparities in health and health care, and what still needs to be done.

Reducing Health Disparities



Latino Cancer Coalition to Continue in Initiative's Footsteps

Say *adios* to the Spanish Speaking Women's Cancer Initiative and *bienvenidos* to the Latino Cancer Coalition of Contra Costa, the new name of a partnership that is expanding its horizons after several years of work to reduce health disparities in Contra Costa.

Originally, the Initiative was a group that included our Patient Navigator Program, the Wellness Community and American Cancer Society, East Bay Hospice and La Clínica de la Raza. Joanne Genêt in our Community Wellness & Prevention Program spearheaded the group's formation in 2000.

The partnership includes outreach by promotoras at La Clínica, case management by our Patient Navigators, transportation subsidies by the American Cancer Society and support classes hosted by the Wellness Community and the Oakland-based Women's Cancer Resource Center. Events such as health fairs and an annual Celebration of Life dinner are held. The Resource Center also staffs a toll-free, Spanish-language cancer services information line, 866-694-9960.

The U.S. Office for Minority Health approved three years of continued funding for the group in October, as well as paying for the Resource Center to hire a bilingual case manager for cancers other than breast cancer. These developments helped prompt the Initiative members to consider broadening its horizons, including its new name and a commitment to work on colon and prostate cancers.

Funding from Kaiser Permanente will also allow the group to expand its efforts into West Contra Costa after several years of focusing primarily on Central and East County. The Wellness Community and American Cancer Society continue to provide Spanish language classes and support groups about breast cancer at CCRMC.



Public Health staff Joanne Genêt and Sue Guest, from left, have both worked on the Spanish Speaking Women's Cancer Initiative.

Funding from Kaiser Permanente will also allow the group to expand its efforts into West Contra Costa after several years of focusing primarily on Central and East County.



For more information about the Latino Cancer Coalition of Contra Costa, call 866-694-9960.

CCHS Doctor Presents to Legislative Forum on Diabetes

Dr. Kate Colwell, leader of the Chronic Care Improvement Project for our Health Centers, went to Sacramento last month to testify before the state Assembly's Health Committee as part of the Legislative Black Caucus' Forum on Diabetes and Disparities. She told the legislators that CCRMC/HC and the other 18 public hospitals in California provide 11 million outpatient visits to diabetes patients each year and that care is threatened by budget cuts. "With the support of the California Association of Public Hospitals, we have been piloting an important innovation known as the Chronic Care Model, which holds our best hope for re-designing health care," she said. "Contra Costa and other public systems have repeatedly demonstrated that by implementing the Chronic Care Model we are able to increase screening rates, improve control of blood sugar and cholesterol, and greatly increase the numbers of patients committed to working on controlling their diabetes."

"Contra Costa and other public systems have repeatedly demonstrated that by implementing the Chronic Care Model we are able to ... greatly increase the numbers of patients committed to working on controlling their diabetes."

Disparities Expert Giving AODS Training on June 13

Barbara C. Wallace, director of an annual Health Disparities Conference at Columbia University, will conduct a free training June 13 on the topic of "Improving our outreach and services with African American families needing alcohol and other drug treatment in Contra Costa County." Registration closes June 6 for the training, which is scheduled from 8:30 a.m. to 4 p.m. at Pleasant Hill Community Center, 320 Civic Dr. It is sponsored by First 5 Contra Costa as part of its substance abuse strategic project, and organized by our Alcohol and Other Drug Services Division. Continental breakfast and lunch will be provided, as will CEUs for BBS and CAADAC/RAS disciplines. Dr. Wallace is a licensed psychologist and also founding director of the Research Group on Health Disparities at the Department of Health and Behavior Studies, Teachers College, Columbia University.



To register for the conference, visit our website at cchealth.org and click on Alcohol and Other Drugs. For more information, call 925-313-6300.

LEO Comes to East County in July

"Are We There Yet? Tools for Measuring Your Program Success in Reducing Health Disparities" is the topic of the next Learning from Each Other (LEO) session hosted by our RHD team. It is scheduled for 3 to 4:30 p.m. Wednesday, July 30, at the County Children's Support Services office, 4549 Delta Fair Blvd. in Antioch. Light snacks and water will be provided. For more information, call Lauren Stoddard at 925-957-5422.

'Unnatural Causes' Available for Borrowing

To borrow a DVD of any episode of the recent PBS series "Unnatural Causes: Is Inequality Making Us Sick?", contact Lauren Stoddard at lstoddar@hsd.cccounty.us or 925-957-5422.



Health Plan Recognizes Staff at Annual Luncheon

Contra Costa Health Plan (CCHP) held its annual Spring Employee Recognition Luncheon and All Staff meeting May 1. Every year, CCHP Executive Council and managers treat employees to a buffet-style lunch while they hear updates on the State of the Plan. This year, CCHP staff utilized the event as a training opportunity in light of the Health Plan's 35th anniversary. They held a Jeopardy-like trivia game where employees were quizzed on the plan's history, product lines, and member demographics. CCHP also recognized five individuals with long-standing dedication to working for the county including Kathy Kentebe, who has been with the county for an astounding 40 years. Also honored were Odessa Stone for 20 years of service and Sonia Eslava, Jill Lorrekovich, Linda Lu, Teresa O'Riva and Denise Stepp for 10 years.



Health Plan Jeopardy hostess Judi Louro awaits, left, while contestant Maya Maran tries her luck.

Pandemic Flu Tabletop Planned for July 15

Our Health Emergency Coordination Unit is hosting a Pandemic Influenza Tabletop Exercise on July 15 to focus on medical surge capacity, medical supplies management and distribution, and fatality management. The exercise will involve hospitals, community clinics, skilled nursing facilities, the American Red Cross, AMR ambulance company, the Sheriff's Offices of the Coroner and Emergency Services, Employment and Human Services Department, the Regional Disaster Medical Health Specialist (medical mutual aid), Public Health, Mental Health and Emergency Medical Services Divisions. According to Kim Cox, our Pandemic Influenza Coordinator, the goal is to increase awareness of the County's planning efforts, identify gaps in existing plans, and determine expectations for all during a pandemic flu scenario. "We see this as a first step in this planning process; we hope to host additional exercises in the future to further address these pandemic flu planning and preparedness issues." The exercise will address the establishment and activation of alternate care sites; supply/resource distribution; and fatality management for hospitals, mortuaries, and the Coroner's Office when storage capacities are exceeded.



For more information, contact Kim Cox at kcox@hsd.cccounty.us or 925-313-6648.

EMS Simulators Get New Duds

Our Emergency Medical Services Division purchased two human simulators (one child and one adult) from Medical Education Technologies Inc. (METI) in 2006 and instituted an intensive training program for Contra Costa County fire and ambulance personnel. EMS staffers Pat Frost and Juleine Latteri have been instrumental in getting this program up and running. The simulators are computerized models that allow first responders to learn life-saving techniques under very realistic circumstances. They can be programmed to simulate everything from congestive heart failure to a stab wound to the chest, and they imitate human responses such as blinking eyes, swollen tongues and urinary output. Bruce Stricker with American Medical Response acts as the METIMan Program Coordinator. He has requested items such as replacement teeth and red food coloring, but his latest request had EMS staff temporarily stumped: add Velcro seams to clothing he bought at a thrift shop for the mannequins so the clothes could be removed easily. A call to Geri Hartman, fashion design teacher at Mt. Diablo High School, solved the problem. In May, the simulators had their first wardrobe fitting with Ms. Hartman's students.



Both the child simulator and the adult model needed easily removable clothing for training sessions.