HCA Communications Launches Revised Branding Style Guide

“One County” is an organizational vision for the County of Orange championed by the County Executive Officer. The phrase symbolizes consistency, uniformity and connectedness among our various agencies and departments – and is represented visually by the County of Orange seal.

To ensure the Health Care Agency (HCA) supports this vision and is graphically recognizable as a County of Orange department, HCA Communications has revised our Professional Standards and Branding Style Guide. What does this mean for you?

- Effective immediately, HCA’s hybrid logo that features both the County of Orange seal and HCA logo together should be used in ALL internal and external communication pieces. The practice of including the HCA logo and County seal as separate entities is officially discontinued. Two sizes are available for you to choose from and are available for download at http://intranet/directors-office/hca-c/logos.
- Please update your Outlook email signature to include the hybrid logo. Step-by-step instructions are available at http://intranet/directors-office/hca-c/email.

For any questions regarding the hybrid logo or style guide, please contact HCA Communications at (714) 834-2178.

IN THE SPOTLIGHT

Board of Supervisors Honors Health Care Agency Social Workers

The Board of Supervisors recognized the vital contributions made by social workers from HCA and the Social Services Agency (SSA) last month with a special resolution declaring March 2016 as “Social Work Month” in Orange County.

HCA Director Mark Refowitz was on hand at the meeting to thank social workers in attendance from Behavioral Health Services, Correctional Health Services and California Children’s Services for their dedication in helping children, adults and families in need. “Social workers are highly-trained, skilled individuals who work with a very vulnerable population across all age groups,” Mark said. “At HCA, we promote health and wellness and support the notion that recovery is possible for all clients.”

When many of us think of social workers our minds automatically jump to SSA, but did you know that HCA has social workers who advocate for our clients that need help addressing serious life challenges? Here are some quotes from HCA’s social workers to... continued on page 2
Board Honors Social Workers  
continued from page 1
highlight what they do:

- “As part of a Collaborative Courts Program, I always advocate for the welfare of my clients. I connect them with valuable resources in the community, celebrate their successes and walk them through their challenges.” – Lisa Mau, Clinical Social Worker II, Adult and Older Adult Behavioral Health Services, DUI Court

- “I provide therapy, counseling and supportive services for pediatric patients with terminal illnesses or severe mobility diagnosis, as well as their families. I also assist with the transitional needs of clients once they age out of pediatrics into adulthood – addressing schooling, housing and employment.” – Christina Le, Senior Social Worker, Public Health Services, California Children Services

- “At the Orange County jail, I provide assessments, psychoeducation, therapeutic intervention, case management and discharge planning services to inmates that have mental health issues. I am also a certified instructor at the Sheriff’s Academy where I teach classes on suicide prevention and mental health issues in the correctional setting.” – Catherine Speckman, Licensed Clinical Social Worker II, Correctional Health Services

Social Work Month recognizes those who confront some of the most challenging issues facing individuals, families, communities and society and forge solutions that help people reach their full potential to make our county a better place to live. To learn more, visit www.socialworkers.org.

Steve Thronson Returns to HCA as New Deputy Agency Director

HCA is pleased to welcome back Steve Thronson as the Deputy Agency Director for Regulatory/Medical Health Services. Mr. Thronson brings a wealth of experience in both public and private sectors that includes having previously worked at HCA as Chief of Public Health Operations as well as in leadership roles with Stars Behavioral Health Group, DC Police & Fire/EMS Clinic, APS Healthcare, Phoenix House, Kaiser Permanente, Cigna Healthcare, Montgomery County Health Commission and Rossmoor Community Service District.

Mr. Thronson will oversee HCA's Medical Health Services (Emergency Medical Services, Employee Health, Health Disaster Management and Medical Safety Net Program) and Environmental Health divisions.

During the first few months in his new role, Mr. Thronson intends to focus on areas that he can best impact, enhance and support within programs he oversees, get to know program staff and
establish relationships with Agency colleagues, the Orange County Board of Supervisors and community partners.

“As a leader, I try to keep things simple and focused. There is enough complexity and challenge in providing excellent services and programming to the populations we serve,” said Mr. Thronson. “The key people are front line staff providing care and services to our customers, clients, patients and communities. My goal is to provide them with excellent support, communication, resources, motivation and recognition.”

When asked what prompted him to come back to HCA, Mr. Thronson explained that he has a broad array of experience across the healthcare continuum and HCA brings them all together as an agency. Last year, he also had the opportunity to spend several months with county leaders from throughout the state while attending the California Institute for Behavioral Health Solutions Leadership Institute and was impressed by the enthusiasm, focus and drive demonstrated by HCA’s Behavioral Health Services staff he met there.

During his personal time, he enjoys spending time and traveling with his wife, and college-age son and daughter. He participates in outdoor activities including hiking and biking, and competes in bocce ball, tennis, triathlons and rugby.

Mr. Thronson joins HCA during a time of a new organizational structure that aligns programs along similar missions, client bases and funding sources/mechanisms. California Children’s Services moves back to Public Health Services; Environmental Health falls under Regulatory/Medical Health Services; and the Conditional Release Program moves to Behavioral Health Services.

Mr. Thronson’s office is located at the 405 W. 5th St. building on the 7th floor. He can be reached at (714) 834-4418 or via email at stthonson@ochca.com.

Get to Know OCLinks – Behavioral Health Services Navigation

The Health Care Agency and Orange County Employees Association Labor Management Committee (LMC) spotlights the Behavioral Health Services (BHS) Navigation – OCLinks team as a runner-up for this year’s Steve Ambriz Team Excellence Award.

OCLinks is an information and referral phone and online chat service to help callers navigate the Behavioral Health Services (BHS) system of care within the Health Care Agency. It allows folks who call (855) OC-LINKS or visit www.ochealthinfo.com/oclinks for a live chat session to be linked to any one of the County’s more than 200 behavioral health programs and services through one simple point of contact.

The OCLinks team is staffed by a group of trained clinicians, or “navigators,” who understand how to assess and screen each individual caller or chat participant. They provide services in English, Spanish, Farsi and Vietnamese, and can also work with any other language using phone-based translation systems.

“When an individual contacts OCLinks, I listen carefully for ways to understand the caller and model... continued on page 4
Health Disaster Preparedness pharmacist Mark Chew, Pharm.D. conducted a recent training at University of California Irvine (UCI) Medical Center that involved specialized antidotes for pesticides and nerve agents provided by the Centers for Disease Control and Prevention’s Chemical Antidote Package program. Chempacks are deployable containers of nerve agent antidotes that can be used even if the actual agent is unknown.

“If an event occurs involving a chemical agent – for example, Sarin, VX gas, or malathione – time is critical in the patient outcome,” said Dr. Chew. “The sooner the antidotes are given, the better the outcome.”

The pharmacy staff at UCI Medical Center reviews where these antidotes are stored, how they are accessed, distributed and their pharmacology. Most chempacks are located in hospitals or fire stations to support a rapid hazmat response. UCI is one of several volunteer facilities across the county partnering with the County of Orange Health Care Agency and the State of California Department of Public Health to store and provide emergency access to these antidotes when needed. To learn more about chempacks, visit the Centers for Disease Control and Prevention Chempack Program webpage.

This is yet another great example of HCA staff serving as subject matter experts in the community, and speaks to the high level of professional expertise we are fortunate to have here at the Agency.
5 Things You Need to Know About Zika Virus

1. An Orange County resident has tested positive for Zika virus. The individual, a Costa Mesa resident, is a male in his 40s who contracted the virus in late January during travel to Central America and presented symptoms in early February. He was not seriously ill and has recovered. The Health Care Agency (HCA) has contacted the individual to provide counseling to prevent transmission. View HCA's press release here: First Zika Case Confirmed in Orange County Resident.

2. Zika is an infectious disease caused by the Zika virus, which is transmitted to people by Aedes aegypti and Aedes albopictus mosquitoes. Most infected people have no symptoms. The illness is usually mild, and severe disease requiring hospitalization is uncommon. If symptoms develop, the most common are fever, rash, joint pain and/or red eyes. Symptoms usually begin 3-7 days after a person is bitten by an infected mosquito and last several days to a week.

3. The California Department of Public Health is closely monitoring the Zika virus outbreak in Latin America. As of March 4, 2016, there have been 17 confirmed cases of Zika virus disease reported in California residents, all in travelers returning from countries with Zika virus outbreaks. Californians traveling to regions where Zika virus transmission is ongoing should follow the recommended precautions provided in the Zika Virus in Latin America CDPH Health Advisory.

4. There is no specific treatment for Zika. Health care providers can generally provide medications to help reduce fever and pain; rest and fluids are also helpful. Those who do show symptoms usually feel better in about a week.

5. There is a possible association between Zika virus in pregnant women and microcephaly (abnormally small head and brain) in newborns. It is suspected that women who get infected with Zika virus may pass the virus to the developing fetus if they are pregnant. However, there are many causes of microcephaly in babies, and whether Zika virus infection causes microcephaly has not been confirmed. Studies are needed to understand this possible relationship.

COMPLIANCE CORNER

New Compliance Officer Champions Culture of Integrity

The Health Care Agency is pleased to announce the selection of Chi Rajalingam, Ph.D. as the Agency’s new Compliance Officer. Dr. Rajalingam began her career with HCA in 2006 and recently served as manager for Behavioral Health’s Adult and Older Adult Support Team and Patients’ Rights and Advocacy Services. She is certified in Health . . . continued on page 6
HCA’s Human Resources (HR) team currently distributes the upcoming performance evaluation list two (2) months in advance to executives, division managers and their secretaries to ensure ample time is allotted for supervisors and managers to complete and conduct the performance reviews for their employees. It is important that the performance evaluation process is completed in a timely manner as this may impact an employee’s pay and other benefits.

For Orange County Employee Association (OCEA) represented bargaining units, did you know...

- Performance Incentive Program (PIP) hours have no cash value. However, employees can use their PIP hours to take pre-approved time off. PIP hours cannot be used in the same period that they are processed. For example, if an employee’s PIP evaluation was due January 22, 2016, but they didn’t receive their performance review until February 19, 2016, PIP hours earned will not be available to use until the March 11, 2016 paycheck.

- Employees who successfully complete their PIP goal(s), but are rated as “Does not meet performance objectives” on their performance evaluation are not eligible to receive a PIP award.

- Performance evaluations rated as “Meets performance objectives” are eligible for a one (1) step salary increase.

- Employees who have not exceeded their assigned salary range and are rated as “Exceeds performance objectives” on their performance evaluation may be granted two (2) steps or higher.*
Performance Incentive Program Evaluations  
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- Completed performance evaluations should be emailed to HCA HR at hcahr@ochca.com.

Please click HERE to review the PIP Manual and PIP-related forms. Still have questions? Contact HR at hcahr@ochca.com or your assigned Employee Relations (ER) Analyst.

“Supervisors and managers who rate their employees as “Exceeds performance objectives” may grant a two (2) step increase or higher and the narrative must provide sufficient justification for the rating and salary increase. Additionally, supervisors and managers are strongly encouraged to contact their HR ER Analyst to discuss any performance-related issues. To avoid delays in processing the evaluation, please contact the appropriate HR ER Analyst prior to conducting the performance evaluation process.

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2016 Annual Employee Recognition and Awards Ceremony

You are Cordially Invited to Join Us in Celebration of
Service and Outstanding Achievement Recognition
Years of Service 25
Thursday, April 14, 2016 at 2:00 p.m.
Hall of Administration
Board Hearing Room
333 W. Santa Ana Blvd., Santa Ana, CA 92701
Those receiving awards will be notified.

Parking is available in the City Center Plaza area in downtown Santa Ana and is reimbursable with your submission of the mileage claim form.

APRIL
Health Observances

Alcohol Awareness Month
Occupational Therapy Month
National Public Health Week ............... 4/4-4/10
World Health Day ...................... 4/7
Every Kid Healthy Week .... 4/25-4/29

Connect with Us

The what’s up newsletter is created and distributed monthly by the team listed below. Please call (714) 834-2178 with any suggestions or comments.

Editors
Lisa Alford
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Tricia Landquist
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Health Care Agency Mission Statement:

In partnership with the community, protect and promote the health and safety of individuals and families in Orange County through:
- Assessment & Planning
- Prevention & Education
- Treatment & Care
“We arrived at the beach one morning and were disappointed to find it cloudy and overcast. As I unpacked the trunk, I happily discovered a pre-packaged kite buried under some towels that I’d thrown in months earlier. We decided to be grateful for the weather and teach our son to play on the wind instead of pining for the sunshine.”
—Jessica Good, Public Information Officer

“We took in the sunshine and relaxed with the kids at the Irvine Spectrum Ferris Wheel courtyard on a lazy Sunday afternoon.”
—Tricia Landquist, Health Information Specialist

“How wonderful it is that nobody need wait a single moment before starting to improve the world.”
—Anne Frank

“When I was 5 years old, my mother always told me that happiness was the key to life. When I went to school, they asked me what I wanted to be when I grew up. I wrote down ‘happy.’ They told me I didn’t understand the assignment, and I told them they didn’t understand life.”
—John Lennon

“The only courage you ever need is the courage to live the life you want.”
—Oprah Winfrey

What inspires you? Would you like to share a motivational quotation, photograph you’ve taken of something beautiful – even a fitness tip or healthy recipe – with Uplift for consideration? If so, send it via email to tlandquist@ochca.com and please be sure to include your job title, division name, and a sentence or two about why it moves you. Please know that not all submissions will be used; decisions are at the discretion of HCA Communications.