

# DIRECTOR'S REPORT

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## Grooming the Health Workers of the Future

We are at a turning point in the healthcare industry. This is mostly due to the impacts of healthcare reform and the Affordable Care Act. But that's not the only reason. We are at a turning point when it comes to the future of the workforce in the health industry.

As you know, we have seen unprecedented growth in our system over the past few years with Medi-Cal expansion. It has been challenging for us to keep pace with the increasing demand. We often find it difficult to recruit and fill vacancies. And while people talk a lot about the need for doctors and nurses, we also need trained technicians, therapists, aides, and professionals in almost all areas of healthcare and health.

Not only do we need to think about how to recruit staff now, we also need to be prepared for challenges we expect in the near future. We have an aging workforce with many baby boomers retiring, which adds to the growing need for qualified workers. Two-thirds of the current public health workforce will retire over the next seven or eight years, according to the National Association of County and City Health Officials.

All this is to say that we need to act now to facilitate career pathways in health.

## Recruiting from the community

One approach is to recruit and retain residents from the communities we serve. In order to do this, we must team up with our education community to ensure that residents are trained and ready to fill vacancies both now and in the future.

This approach could help us address recruitment issues in far East County. We find it especially difficult to recruit and fill vacancies in far East County because trained and qualified workers tend to not live in the area. Recruiting from within a community can also improve how our patients feel about the services we provide.

We know that patients' experiences are enhanced when the people caring for them share their language and understand their cultural practices.

A significant change we have already made is to include cultural



William B. Walker, MD  
CCHS Director

## DID YOU KNOW?

Two-thirds of the current public health workforce in the U.S. is expected to retire over the next 7-8 years.

brokers such as community health workers, patient navigators, promotoras, health conductors, and spirit workers as part of our healthcare teams. We are learning that hiring employees from the communities we serve to work at CCHS helps us respond to the needs of individual patients as well as the needs of the entire community.

## Culture and diversity matter

We are also involved in a broader effort sponsored by the California Endowment and UC Berkeley called the East Bay Healthy Workforce Partnership. This group of industry, education, workforce, and economic development agencies is developing strategies to increase the diversity of the healthcare workforce. The partnerships aims do this by providing mentorship, academic enrichment, leadership development, and career exposure to disadvantaged and minority youth.

As part of this work, we hope to expose more young people who live in the communities we serve to the many and varied careers in health. We have learned that many don't know about potential careers in health. There are so many opportunities for young people in the broader health system in Environmental Health, Emergency Medical Services, Hazardous Materials, Public Health and Behavioral Health.

We want to provide ethnically diverse youth of the county with academic, social, and professional development to build a successful career in all areas of the health industry. Our vision is to have a healthy workforce that reflects the rich ethnic and cultural diversity of our community.

We must do so not only because it is the right thing to do, but because it will help us to remain viable and responsive to the healthcare needs of our communities.

We know this strategy works because, on a small scale, we have retained employees who started with us as community health workers, outreach workers or student workers and found that they were truly interested in health-related careers. Some of these employees went on to become physicians, technicians or health administrators and maintained employment with us while others have moved to other healthcare organizations in the area.

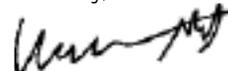
## Where do we go from here?

We recently surveyed managers and leaders in the department to look for current activities and ideas to introduce young people to health careers and expand their opportunities. We found that we are giving college students internships and a few of us dedicate some time to share our knowledge and experience, primarily with colleges and universities. We can and will do more as we have an obligation to our communities for long-term succession planning and career development.

I appreciate those of you who are mentoring young people and exposing them to health careers. I know that many of you are willing to do more if given the opportunity. We are assessing where we are as a system, and what strategies we will employ to fill the gaps.

Stay tuned.

Sincerely,



William B. Walker, M.D

The next issue of the Director's Report comes out in August. To publicize upcoming CCHS events and successes, contact Will Harper at [will.harper@hsd.cccounty.us](mailto:will.harper@hsd.cccounty.us) or 925-313-6903. The Director's Report is available online at [cchealth.org/newsroom](http://cchealth.org/newsroom) and on isite at <http://cchs/>



CCHP expects membership to pass the 200,000 mark later this summer.

## CCHP Enrollment Growth by Network

	December 2013	May 2016	Percent Difference
CCRMC	69,498	111,768	+60.8%
CPN	32,297	51,663	+60%
Kaiser	18,672	31,286	+67.6%
<b>Total</b>	<b>120,467</b>	<b>194,717</b>	<b>+61.6%</b>

### Contra Costa Health Plan Nearing 200K Members

Contra Costa Health Plan (CCHP) continues to grow at an amazing rate and had nearly 195,000 members at the end of last month. That’s an increase of more than 75% over the past four years. Patricia Tanquary, the Health Plan’s CEO, said she expects to eclipse the 200,000 mark this summer after enrolling newly eligible undocumented children.

Most of CCHP’s growth stems from Medi-Cal expansion, which began in 2014 with the implementation of the Affordable Care Act (ACA). In Contra Costa, more than 80% of Medi-Cal patients choose to enroll in CCHP instead of its competitor, Blue Cross.

Accommodating such a large influx of new members has posed challenges, Patricia acknowledged. To

meet the demand, Patricia said CCHP assigns new members to providers in its three networks—Contra Costa Regional Medical Center (CCRMC) & Health Centers, the Community Provider Network and Kaiser for continuity of care with previous providers as well as meeting geographical and linguistic preferences (see graphic). She added that many new members are actually not new to the system and were seen as uninsured patients before ACA.

CCHP, initially known as the Key Plan, was established in 1973. It was the first county-sponsored health plan in California to offer Medi-Cal managed care. While CCHP primarily serves people on Medi-Cal, it also provides coverage to 8,800 county employees and their family members. It also provides coverage for more than 1,900 in-home support staff in the county.

For more information, contact CCHP CEO Patricia Tanquary at [Patricia.Tanquary@hsd.cccounty.us](mailto:Patricia.Tanquary@hsd.cccounty.us).

### Weekly Seminar Introduces Mental Health System to New Consumers and Families

Anyone new to Contra Costa County’s mental health system can learn how it works and how to navigate it at a weekly seminar in Concord.

The Mental Health Crash Course is a one-time orientation intended to introduce consumers and their families to the public services, community resources and body of law and policy that commonly affects people experiencing mental illness. Contra Costa Behavioral Health, the Miller Wellness Center, the Contra Costa Family Justice Center and the Contra Costa chapter of the National Alliance on Mental Illness (NAMI) offer the workshop to reduce stress and smooth the information-gathering process for newcomers to the county mental health system.

The Crash Course is held every Wednesday from 6:30 p.m. to 8:30 p.m. at the Contra Costa Family Justice Center, 2151 Salvio Street, Suite 201, in downtown Concord.

For more information visit [mhcrashcourse.org](http://mhcrashcourse.org), email [crashcoursehelp@aol.com](mailto:crashcoursehelp@aol.com) or call Bob Thigpen or Dave Kahler at 925-676-5771.

## CCRMC Prepares for New End-of-Life Option Act

With the state's new End-of-Life Option Act going into effect this month, physician leaders at Contra Costa Regional Medical Center (CCRMC) & Health Centers are developing procedures to handle requests from terminally ill patients to end their lives.

The law permits attending physicians to prescribe an aid-in-dying drug to qualifying adults with a terminal disease upon request. Although healthcare organizations can refuse to participate in activities under the Act, CCRMC officials have decided not to opt out because doing so would conflict with the organization's goal to provide patient- and family-centered care and access. However, no physician will be required to participate, said CCRMC Chief Medical Officer Dr. Samir Shah.

In the coming months, the Medical Executive Committee will lead the effort to implement procedures for handling life-ending requests from patients. Dr. Shah said he expects that while few qualifying patients will make such requests, doctors may nonetheless feel some anxiety when facing questions from terminally ill patients. In anticipation of this, Dr. Shah said CCRMC will work to provide a supportive structure for providers considering patient requests.



Under the new state law, terminally-ill patients can ask doctors to be prescribed an aid-in-dying drug.

For more information on the End-of-Life Option Act, visit the California Academy of Family Physicians website [www.familydocs.org/eol/end-of-life-option-act](http://www.familydocs.org/eol/end-of-life-option-act)

## Substance Found in Letter at Antioch Medical Offices Proves Harmless

The discovery of white powder inside an envelope May 19 at Kaiser Permanente medical offices in Antioch triggered a response from the Hazardous Materials Program and Public Health laboratory, which ultimately determined the substance was not harmful. The suspicious envelope was found by a Kaiser employee about midday in a mailroom of the facility at 3400 Delta Fair Boulevard and was promptly reported to police. Hazardous Materials specialists collected samples of the powder for analysis by both state and county labs. Nobody was hurt or became ill due to exposure. The Antioch Police Department is investigating the incident.



HazMat specialists arrive on scene after a Kaiser employee opened a letter with a suspicious white powder.

## Event for Cancer Survivors Celebrates Life

The Cancer Program at Contra Costa Regional Medical Center (CCRMC) held its annual “Celebrate Life” event on June 3 for those who have beaten cancer and those who are still fighting it.

The three-hour celebration at CCRMC’s redwood grove united dozens of former patients with their healthcare team, newly diagnosed survivors, and family and friends. Many of those attending wore cowboy hats, bandanas, and sheriff badges to fit in with this year’s country-and-western theme.

Festivities included a photo booth, a chili cook-off, square dancing, Mexican folk dance, Zumba, live DJ, patient testimonials, and a gift-basket raffle for survivors. Gift baskets, gift cards and food were donated by local businesses, community-based organizations and staff from our hospital and health centers.

CCRMC’s Cancer Program gets about 350 new patients each year and about 4,000 total patient visits annually to its outpatient infusion clinic. The nationally recognized program received the Outstanding Achievement Award from the American College of Surgeons’ Commission on Cancer in 2009 and 2015.



Boris, a cancer survivor, shares his story while standing in front of donated gift baskets that were raffled off.

For more information about the Cancer Program, visit [cchealth.org/medicalcenter/cancer.php](http://cchealth.org/medicalcenter/cancer.php)

## Health & Wellness Fair in Pittsburg Aimed at Men in East County

CCHS is co-sponsoring the first East County Men’s Health & Wellness Fair, which will offer free screenings, health education, promote re-entry work and link men from the area and their families to our services.

The June 18 health fair at Pittsburg City Park is being held in conjunction with the 7th annual Juneteenth Celebration. Attendees will be able to get shingles and pneumonia immunizations, Tdap booster shots, glucose testing, blood pressure checks, rapid onsite testing for HIV and hepatitis C, health education on substance abuse and addiction, prostate awareness, benefits of cardiovascular exercises, CPR education and even haircuts. We also hope to connect men and their families to our Pittsburg Health Center as their medical home.

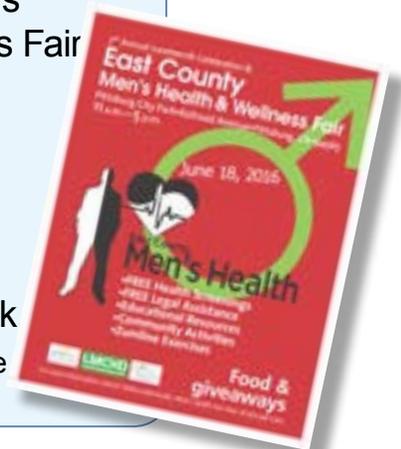
Our partners include Souljahs, American Heart Association, Walgreens and 1st Nor Cal Credit Union. Contra Costa Regional Health Foundation, Los Medanos Community Healthcare District and Supervisor Federal Glover provided funding support for this event.

### Event Details

What: East County Men’s Health & Wellness Fair

When: 11 a.m. to 6 p.m.  
**Saturday**  
**June 18, 2016**

Where: Pittsburg City Park  
17<sup>th</sup> & Railroad Avenue



For more information, contact health fair chair Melissa Bermudez at 925-348-0301.

## New Fund Creates Incentives to Rent to Homeless Consumers

The Homeless Program and Richmond Community Foundation are finalizing a new community fund that creates financial incentives for property owners who rent to pre-screened clients who are transitioning out of homelessness in the local rental market.

The Contra Costa Housing Security Fund will pay increased security deposits, damages to units and rent arrears to participating landlords, and help clients with necessary fees and deposits.

Funds will be disbursed by a community partner that will be selected through a competitive bidding process for the Homeless Program's coordinated entry system.

For more information, contact Lavonna Martin at [Lavonna.Martin@hsd.cccounty.us](mailto:Lavonna.Martin@hsd.cccounty.us)



## Opt for ePay Instead of Paper Stubs

Although 85% of CCHS staff has opted to stop receiving paper paychecks in favor of direct deposit, most employees continue to get their pay stubs printed and delivered to them.

Our payroll unit encourages those who still get paper pay stubs to consider switching to ePay instead. ePay can be accessed on any electronic device with Internet access to view not only your current pay stub but previous pay stubs as well. You can also access your pay stub up to two days prior to payday.

By signing up for ePay, you will increase the efficiency of our paycheck system.

It is very time-consuming to print and deliver pay stubs twice a month. This will help our payroll unit to dedicate more time to making sure we get paid correctly.

You can access the ePay sign-up form on iSITE. Once you are signed up for ePay, you can start accessing your pay stubs at <https://selfservice.cccounty.us/>

## Nominate Someone for the Ruth Pease Award

Do you know someone who has gone to extraordinary lengths to help patients? If so, nominate them for the Ruth Pease Award! This award is given by the medical staff to a non-physician who exemplifies the dedication of Ruth Pease, a longtime CCHS nurse who worked enthusiastically and tirelessly to positively affect bedside care delivery. Nominees must be a current county health professional, actively engaged in delivery of high quality patient-centered care, and have a passion for change. Be sure to include nominee's name, work location and reason why you are nominating them. This year's award winner will be honored at the annual Medical Staff Dinner & Dance on Sept. 23.

Please submit your nominations via email to [spfister@hsd.cccounty.us](mailto:spfister@hsd.cccounty.us) no later than Friday, July 1.



**Joe Gordon**

Information Systems Technician II

**Christina Frandsen**

Information Systems Technician I

**Benjamin (Dave) Johnson**

Information Systems Technician II

**Alvin Hunter**

Contract Employee

Information Technology

For helping us with last minute equipment relocation during the process of opening the Children's Behavioral Services Clinic at the new Antioch Health Center.

◆Nominated by Camille Nolan

**Erik Blanek**

Systems Software Analyst I

Information Technology

For creating a script to streamline backups without using additional tapes, reducing processing time for the Operators and saving money.

◆Nominated by Karri Flowers and Diana Butterfield

**Ruslana Delaney**

Laboratory Technician II

Contra Costa Regional Medical Center and Health Centers

For rendering excellent care and service to our patients. For taking her work seriously and always arriving on time for lab draws. For always being a pleasure to work with.

◆Nominated by Regina Panaligan

**Aaron Doyle**

Pre-Hospital Care Coordinator

Emergency Medical Services

For his efforts in developing and implementing an ambulance provider inspection program in Contra Costa County. For achieving recognition of his efforts to assure public health and safety by his counterparts in other Counties throughout the State.

◆Nominated by Bruce Kenagy

**Rich Mentze**

Environmental Services Operations Manager

Contra Costa Regional Medical Center and Health Centers

For putting his experience in EMS, first aide, and CPR/AED into quick action by using the Heimlich Maneuver to assist a choking co-worker.

◆Nominated by Anna Roth

**Yvaana Crichton**

Hospital Attendant

Contra Costa Regional Medical Center and Health Centers

For going above and beyond to be sure patients were comfortable and safe when assigned to 5D night shift.

◆Nominated by Eddie Mendoza

**Concord Health Center Care Coordinators**

Contra Costa Regional Medical Center and Health Centers

For going above and beyond to provide excellent care and support to patients, doctors and nurses. For remaining professional when dealing with challenging issues and tasks.

◆Nominated by Ramona Chavez

**Gloria Opara**

Hospital Attendant

Contra Costa Regional Medical Center and Health Centers

For going above and beyond to ensure her patients are well cared for when assigned to 5D night shift.

◆Nominated by Eddie Mendoza Ong

**Shakeel Dilmahomed, RN**

Contra Costa Regional Medical Center and Health Centers

For being an excellent nurse and being willing to always help in any way he can. For being a part of the Rapid Response Team during the 5D night shift.

◆Nominated by Eddie Mendoza Ong



**Angela Martey**  
Hospital Attendant  
Contra Costa Regional Medical Center  
and Health Centers

For going the extra mile to care for her patients and ensuring they are safe and comfortable throughout her shift on 5D

◆Nominated by Eddie Mendoza Ong

**Jeff Moule**  
Chief Public Service Officer  
**Xavier Shabazz**  
Assistant Chief Public Service Officer  
**Angela Prasad**  
Assistant Chief Public Service Officer  
Contra Costa Regional Medical Center  
and Health Centers

For supporting the pilot of using sheriff rangers to staff the hospital after hours. For making staff feel more at ease and comfortable, and for being an important part of our team.

◆Nominated by Darrell Williams

**Anthony Bonhomme**  
Clerk-Senior Level  
Contra Costa Regional Medical Center  
and Health Centers

For his action to quickly extinguish a fire that was headed up the hill adjacent to the Miller Wellness Center. For being so observant and avoiding what could have been a real disaster.

◆Nominated by Anna Roth



## 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 ([cchealth.org](http://cchealth.org) on the About Us page) or iSITE, our intranet, at <http://cchs/> Nominations are subject to approval by Division Directors.

# JUNE MILESTONES



Congratulations to these employees who have given us long years of service: Sandra D. Queirojo, Maria F.D. Duquilla, Kwan Chun, Daniel A. Lee, Thomas C. McCoy, Malaika M. Scott (10 Years); Kimberley A. Haglund, Ann B. Lockhart, Rajiv Pramanik, Heather G. Cedermaz (15 Years); Esther Luna, Rosa Magana, Luz-Elena Onate, Marina J. Yuen, Joe Ann Hampton-Jarvis, Sandra M. Magana, Michele Y. Simes, Teresa Madrigal, Patricia Munoz-Zuniga (20 Years); Alyce M. Nash, Christopher Farnitano, David N. Goldstein, Eva R. Lopez (25 Years); Annie P. Salas (30 Years); Waynette D. Jeffrey-Henry and Lori L. Barnett (35 Years).