



## Director's Message

Dear OC Health Care Agency (HCA) Team,

I would like to extend a "thank you" to every HCA colleague who has served in the US Armed Forces or who has family who served. Our Veterans are deserving of the honor, recognition, support and appreciation we express with Veterans Day. The HCA this year returned to hosting an in-person Veterans Health and Wellness Summit which you can read about in this issue. We are looking forward to this event growing in the years to come as the HCA and County of Orange do all we can to serve those who served us.

With Thanksgiving coming up,

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## Peer-to-Peer

# Jocelyn Argame

"I joined the OC Health Care Agency (HCA) just over 20 years ago, to serve vulnerable populations whether they are homeless, incarcerated and/or dealing with mental or substance use disorders," said Peer-to-Peer recipient **Jocelyn Argame**, Senior Public Health Nurse. "Working at the County of Orange (County) has been challenging but very fulfilling and I've been grateful for the variety of opportunities to serve and do so throughout different divisions in the HCA," she said.

Jocelyn brought vast experience with her when she joined the HCA and this has helped her in her service with the County. Her resume includes working as a Registered Nurse in Los Angeles County where she directly handled patients with spinal cord injuries, gunshot wounds and traumatic brain injuries. Jocelyn also worked at a recuperative care facility serving Skid Row. "That experience helped quite a lot when I joined the County's Whole Person Care Pilot Program (aka WPC). I was able to apply what I had learned to mitigate the complexity and challenges facing the homeless in Orange County."

As if working with the WPC Pilot Program wasn't enough, Jocelyn was also assisting with post release care coordination from Correctional Health Services (CHS) to community-based recuperative care. "During that period, I functioned as a liaison between recuperative care

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## Director's Message

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I want to take another opportunity to say “thank you” for all that you do in protecting the health and safety of our residents, businesses and visitors. It has been yet another challenging year, but you have remained resilient and have continued to show your dedication and professionalism in supporting our community. Please be sure to spend some quality time with family and friends this upcoming holiday season.

Speaking of service I am so thankful for all of the HCA Nurses who serve! This issue has an in-depth article about the first ever Agency-wide Nursing Skills Day event. Congratulations to all the staff who made this event take place, also to those who committed themselves to educating, informing and teaching our Nurses, and of course “thank you” to all the HCA's Nurses who took part. This event was a massive undertaking and it lays the foundation for more events like this for our Nurses. I am so proud of our Agency and staff for the training and commitment made into our Nursing staff.

Even though the year is winding down, there are many health observances. November is [American Diabetes Month](#), [Lung Cancer Awareness Month](#), the [Great American Smokeout](#) takes place November 17, this is Chronic Obstructive Pulmonary Disease ([COPD](#)) [Month](#) and there's [Antibiotic Awareness Week](#), November 18-24. Culturally, we commemorate [National Native American Heritage Month](#). If you'd like to learn more about cultural events for November check this list [here](#).

Stay Well,



A handwritten signature in white ink that reads "Clayton Chau MD". The signature is stylized and includes the letters "MD" at the end.

**Dr. Clayton Chau**  
MD, PhD, MASL,  
HCA Director

## Peer-to-Peer

*continued from page 1*

providers, hospitals, skilled nursing homes, and CHS,” she said. “My role was to ensure that the homeless population including post release incarcerated, have an authorization in place for their recuperative care admissions. Within this role, I coordinated case management with recuperative care providers and other stakeholders to ensure individuals were continuing their recovery and receiving post-discharge treatment while obtaining access to primary care, behavioral health services, and other supportive social services.”

Jocelyn has worked with other HCA programs including Adult & Drug Abuse Services, Senior Health & Outreach Prevention Program, Health Disaster Management and California Children's Services. “I have a sincere desire to have a positive impact on underserved communities and I enjoy the diversity of service offered by the HCA,” she said.

In January 2022, the WPC program transitioned to the CalAIM program and Jocelyn's role transitioned as well. She assumed responsibility for implementation of CalAIM into the HCA. She is currently pioneering policies and procedures reflecting the new, more comprehensive, and integrated whole person care approach across the spectrum of health services. “The overarching objective is to streamline and integrate health delivery systems while providing quality outcomes and reducing both recidivism in the justice community and emergency readmission among the homeless,” said Jocelyn.

A major source of encouragement to Jocelyn has been the people she works with at the HCA. “I'm grateful to work with so many who share the same cause and goals. Without the dedicated efforts and support of my colleagues I would not be able to have such a positive impact on these vulnerable populations.”

On her time off, Jocelyn enjoys travel and the opportunity to explore unfamiliar places and cultures. Ever active, she loves nature, hiking, kayaking, and visiting botanical gardens.

# Chronic Diseases Management Clinic

Contributor: **Dr. Angelica Ahonen**,  
CHS Director of Nursing



(L-to-R): **Dr. Angelica Ahonen**, CHS Director of Nursing; **Julia Tiampati**, Comprehensive Care Nurse II; and **Nahid Razaghi**, Supervising Comprehensive Care Nurse.

People with diabetes in a correctional care facility should receive care that meets national standards. The OC Health Care Agency (HCA) Correctional Health Services (CHS) maintains compliance with timely health care schedules for the incarcerated individuals in Orange County (OC) jails. Over a year ago in May 2021, the Quality Management team in CHS, led by **Nahid Razaghi**, Supervising Comprehensive Care Nurse and **Dr. Angelica Ahonen**, CHS Director of Nursing, identified the need to provide chronic disease management oversight to its diabetic patient population. Therefore, the notion that a specialized Chronic Disease Management Clinic (CDMC) could help diabetic patients manage the symptoms of a long-term disease and slow down its progression became a reality.

On March 16, 2022, CHS held its first nurse led CDMC to help providers drive quality care, prevent gaps in treatment, support ongoing maintenance of established goals, and improve health outcomes for patients. **Julia Tiampati**, Comprehensive Care Nurse II, who is a Certified Diabetic Educator (CDE), helps patients identify SMART (Specific, Measurable, Achievable, Realistic, Time-bound) goals for each. This fosters better clinical decision making and enhances the patient experience as each goal is met.

The CDE provides evidence-based instruction built around American Association of Diabetes Educators' 7

selfcare behaviors: healthy eating, being active, self-blood glucose monitoring, medication compliance, problem solving, healthy coping, and reducing risks.

Some of the recorded outcomes that CDMC patients are proud to have achieved include but are not limited to improved hemoglobin A1Cs levels and stabilized blood glucose readings, decreased medication doses, weight loss, improved foot care, increased physical activity, better compliance with carbohydrate counting, healthier commissary choices and vaccine adherence.

Diabetes mellitus is a common and debilitating disease that affects a variety of organs. Most diabetic patients within CHS have not been compliant with their past medical regimen. Some patients lack the knowledge and more importantly the motivation needed to control their diabetes. CDMC uses Motivational Interviewing skills to devise personalized care plans to reflect the patients' medical needs and personal preferences. Julia finds empowering patients to become engaged in managing their disease a rewarding mission.

The success stories of diabetic patients involved with CDMC are promising. CHS is considering expanding CDMC to provide an integrated care approach in managing other chronic health conditions that contribute to quality of life for incarcerated patients while reducing health care costs.





# FIRST AGENCY-WIDE N

The week of September 29, 2022, marked the OC Health Care Agency's (HCA) first-ever Agency-wide Nursing Skills Day event. It was a success bringing together 440 professional nurses over the 3-day event!

This event, spearheaded by **Jenna Sarin**, HCA Chief Nursing Officer, involved nurses from all HCA Service Areas: Correctional Health Services (CHS), Medical Health Services (MHS), Mental Health and Recovery Services (MHRS) and Public Health Services (PHS). "The focus was to teach, review and demonstrate critical topics and skills relevant to job duties, routine and those related to ongoing preparedness efforts," said Jenna. "This event enhanced one of the HCA's primary strategic initiatives, workforce development, through the investment and elevation of clinical excellence and

professional development among our Agency nursing professionals. The event provided an opportunity to develop and enhance core nursing skills and networking opportunities with colleagues across the various service areas to promote cross-collaboration and training toward a unified goal."

To ensure a unified vision of shared commonalities through the HCA's Nursing System, this unique and detailed event was organized by participants from CHS and PHS. Participating in the event planning were **Joanne Lim**, CHS Deputy Chief of Operations; **April Orozco**, PHS Deputy Chief of Operations, Community Nursing and Clinical Services; **Mary Young**, PHS Strategic Program Manager; **Dr. Angelica Ahonen**, CHS Director of Nursing; **Katherine Minnicucci**,





# NURSING SKILLS EVENT

Senior Comprehensive Care Nurse; **Nahid Razaghi**, Administrative Manager; **Grace-Aileen Lizardo**, Administrative Manager, Juvenile Health Services; **Rhena Carusillo**, Lead Public Health Nurse; **Ronilyn Ricaforte**, Supervising Public Health Nurse; and **Sammy Petrich**, PHS Communications Specialist. Assisting the planning committee with logistical and additional support were **Evan Textor**, PHS Staff Specialist; **David Conklin**, PHS Project Administrator; and **Amy Kim**, PHS Staff Specialist. Thank you, HCA Skills Day Planning Committee for your leadership, hard work and contributions to make the event a success!

Months of planning and diligent work led to, "an opportunity to promote clinical excellence and professional development among Agency nursing professionals and

demonstrate our commitment to excellence in care delivery," said Joanne. While April stated, "Each staff member has contributed time, expertise, and compassionate care to our local communities. In addition, these educational events provide the opportunity to create new synergies between the departments, learn new techniques and practices, and learn and enrich core nursing skills throughout the Agency."

Nurses appreciated the opportunity to review the following skills at demonstration stations including:

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1 **Jeffrey Vu**, Division Director, Public Health Clinical Services

2 (L-to-R): **Dr. Angelica Ahonen**, **Nahid Razaghi**, **Amy Kim**, **Katherine Minnicucci**, **Jenna Sarin**, **Mary Young**, **April Orozco**, **Rhena Carusillo**, **Ronilyn Ricaforte** and **Sammy Petrich**



MHRS CSU nurses at Personal Protective Equipment with Public Health Nurses **Keri Lien** and **Alyssa Haveman**



PHS Venipuncture - **Maria Soza** and **Liza Navarro** Public Health Nurses



PHS Glucometer - **Tammy Nguyen** and **Lori Funke** Public Health Nurses



**Michelle West**, Comprehensive Care Nurse II Staff Development & Education



**Natalia Surgent**, Senior Comprehensive Care Nurse II



**Jenna Sarin**, Chief Nursing Officer provides event goals and objectives

## Agency-wide Nursing Skills Day Event

*continued from page 5*

oxygen administration, EMRB Scavenger/BOA, injection technique, Automated External Defibrillator, cervical collar application, venipuncture and lab order preparation, emergency response (IV insertion), nasopharyngeal and oropharyngeal specimen collection, glucometer/INR, IHMS Screen, 7 Rights of Medication Administration, Americans with Disabilities Act (ADA) and effective communication, Tuberculin Purified Protein Derivative (PPD) Skin Test, Personal Protective Equipment (PPE) donning and doffing, and splinting.

Nurses who participated were treated to a lunch courtesy of the OC Employees Association (OCEA) and heard from speakers who covered a variety of essential topics such as:

- *Care of the Transgender Client* presented by **Jeffrey Vu**, DNP, MBA, RN, PHN, FNP-BC, Division Director, Public Health Clinical Services
- *Mental Health Awareness: Suicide Prevention* presented by **Frank Kraetz**, PsyD, Clinical Psychologist II, CHS
- *Dental Screenings; Pain & Risk Management* presented by **Helen Ninh**, DDS, CCHP, Dental Officer, CHS

Drawing feedback from participants, the memorable event built comradery and inspired nurses by reminding them that their hard work is appreciated and valued. The event created a learning environment to review practical and preparedness skills that bolster the HCA's ability to serve the community with the highest quality.





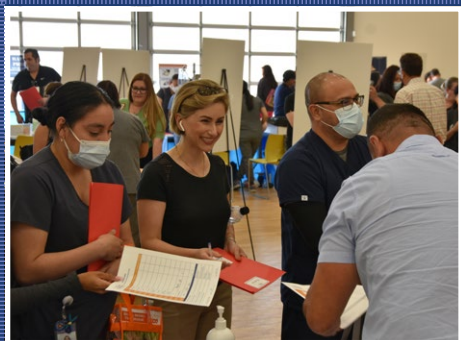
**Darron Durgin**, Supervisor teaching a group about ortho splints



**Dr. Regina Chinsio-Kwong**, County Health Officer



**Brianna Iniguez**, Senior Comprehensive Care Nurse (CCN) II with **Patricia Klein**, CCN II



**Nahid Razaghi**, Staff Development & Education Supervisor receiving education from fellow Case Management Supervisor, **Marco Batres**



Station evaluator, **Ashley English**, Public Health Nurse, provides AED education



**Angela Whitetree**, Comprehensive Care Nurse II covering the Emergency Response Bag with **Scott Jordan**, Supervisor waiting to teach emergency response using a mannequin

The following feedback, from members of the PHS Perinatal Assessment and Coordination Team (PACT), sums up the responses of nurses to the event.

"Not only was Skills Day a great way to brush up on our nursing skills, but also a fantastic way to bring nurses together. As an evaluator, I interacted with colleagues I had worked with throughout my career at the County of Orange. It was amazing to meet new people and reunite with old friends. Additionally, the day was organized and well thought out. It felt nice to set time aside for skill building and maintenance; it feels like HCA nurses are truly valued and worth the investment." A special thanks goes to everyone who supported

the vision and helped put this monumental event together, including **Dr. Clayton Chau**, Agency Director; **Dr. Regina Chinsio-Kwong**, County Health Officer; the HCA Executive Team, Service Area Medical Directors, and all the nurses who hosted the education stations, demonstrating proper techniques.

The HCA will organize this annual event to maintain workforce competency, reinforce cohesiveness, and empower nurses by promoting opportunities to hone skills that strengthen their service to our communities. Nurses, we look forward to seeing you at next year's Nursing Skills Fair!



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# Veteran Health & Wellness Summit

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As we say, “Thank you” and honor Veterans this month on Veterans Day, the OC Health Care Agency (HCA), Mental Health and Recovery Services (MHRS) is pleased to have been able to hold the first in-person Veteran Health and Wellness Summit since the start of the COVID-19 pandemic. The event brought together nearly two-dozen vendors who provide services for Orange County (OC) Veterans. “It was definitely needed to meet in-person,” said **Elana Randol**, Service Chief II with OC4Vets. “There is a different interaction amongst us in person vs. on a computer monitor. We are looking forward to an even bigger turnout next year.”

The in-person gathering gave Veteran service organizations, providers, and other attendees a chance to see first-hand the services that are available, to make contact with other providers, and to ask questions about the services. “This type of gathering is important to get the word out about the services that are out there to address Veterans’ needs,” said **Dr. Michael Mullard**, MHRS Clinician II. “Breakout sessions and main group topics were very informative. There is a lot of good work and innovations in treatment that were showcased in this event.”

The significance of the Veterans Summit was also highlighted by the collaboration in planning, preparing

and carrying out the event. “It continues to be a model for partnership between the HCA (MHRS), the Veterans Administration (VA), community-based organizations, the Orange County Veteran and Military Family Collaborative (OCVMFC) and for the first time the University of California-Irvine (UCI),” said Dr. Mullard and **Teresa Renteria**, Administrative Manager II. “We look forward to collaborating again next year with UCI, the VA, and the other organizations so that Veterans continue to receive the best care by providers in OC.”

If you or someone you know is a Veteran (or a Military connected family member) and in need of services or have questions, contact OC4Vets. This HCA program provides Behavioral Health Screening and Assessment, short-term counseling, trauma-informed care, evidence-based interventions, case management, peer support, housing and employment support, and referral and linkage to community resources. For more on OC4Vets programs you can call (714) 480-6476 or visit their website at [OC4Vets](https://www.oc4vets.org).

The HCA also extends a heartfelt “Thank you” to everyone in the Agency who served in the United States Armed Forces.



Among those planning or participating in the summit: (L-to-R): **Dr. Michael Mullard**, Clinical Training Coordinator; **Dr. Kenneth C. Pickering**, Service Chief I; **Alexandra Merriitt**, Office Technician; **Dr. Kevin Alexander**, Administrative Manager I; **Michelle Smith**, MHSA Coordinator; **Deana Helmy**, Behavioral Health Clinician II; and **Dr. Clayton Chau**, Agency Director. Not pictured: **Dr. Regina Chinsio-Kwong**, **Jenny Hudson**, **Teresa Renteria**, **Elana Randol**, and **Jessie Shin**.



# Your Health MattersOC

The OC Health Care Agency's (HCA) live stream talk show **YOUR HEALTH MATTERS OC** looks at safe and healthy food preparation in time for Thanksgiving in our next episode on Tuesday, November 15 at 6 p.m. In case you missed it, the most recent episode focused on long COVID-19 and the medical impact of the virus. You can watch the program and all previous episodes of **YOUR HEALTH MATTERS OC** on the Agency's YouTube page at: <https://www.youtube.com/c/OrangeCountyHealthCareAgency>. The talk show can be seen live every other Tuesday at 6 p.m. on the HCA's YouTube page or Facebook page at: <https://www.facebook.com/ochealthinfo>.

Viewers are invited to submit questions on the show's topics before and during each show at [yourhealthmatters@ochca.com](mailto:yourhealthmatters@ochca.com). You can also submit topics for consideration on future shows.

**YOUR HEALTH MATTERS OC** features experts from the HCA, and the community, who discuss a variety of topics that affect us all. Previous episodes include discussions on Suicide Prevention Awareness, Nursing, Water Safety, Colorectal Cancer, Sexually Transmitted Disease Awareness, Fentanyl and much more. The shows are saved on the HCA YouTube website.

*\*Topics subject to change.*





2022

# **nami**Walks YOUR WAY

## Support Colleagues for NAMI Walks OC

You can help promote public awareness of mental health and efforts to reduce stigma by supporting teams and colleagues with the OC Health Care Agency (HCA) who are participating in the National Alliance on Mental Illness (NAMI) Walks Your Way Orange County (OC) fundraiser. The goal is to raise awareness for advocacy, education and support of mental health programs and to let people know they are not alone.

Among the HCA teams and staff signed up to participate are:

Children and Youth Services: Team captain **Heather Balcom** with **Veronica Davalos, Athena Lewis** and **Alicia Lemire**. You can support this team by clicking [here](#).

OC Navigators: Team captain **Dr. Veronica Kelley** with **Annette Mugrditchian, Anthony Padilla, Karla Perez, Lesa Weinert** and **Angelica Naranjo**. You can support this team by clicking [here](#).

Team MHRS (Mental Health Services Act Office) with **Daniel Gibbs**. You can support this team by clicking [here](#).

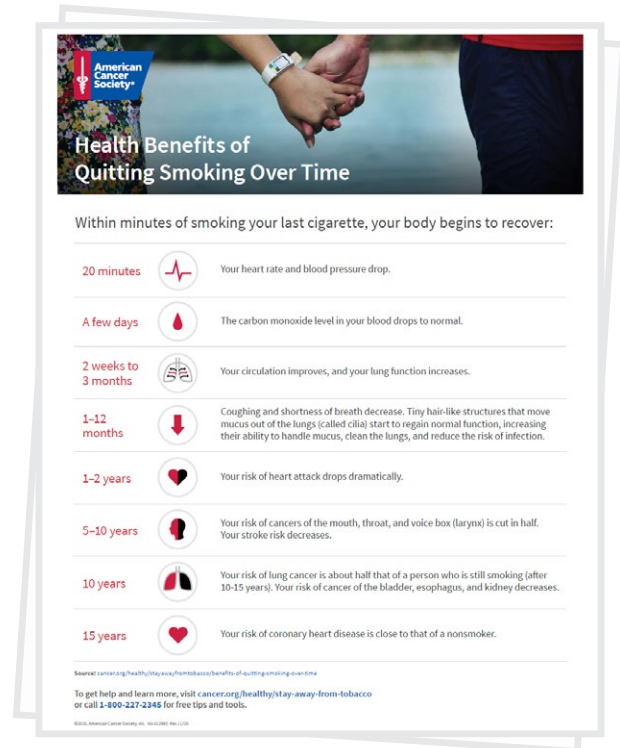
Also walking is **Elvira Dodd** with the Office of the Public Guardian!

NAMI Walks OC is Saturday, November 19 at Angels Stadium. For more information on the event and to donate please click [here](#).





# GREAT AMERICAN SMOKEOUT - NOVEMBER 17, 2022



## What is the Great American Smokeout?

The third Thursday in November is designated by the American Cancer Society as the Great American Smokeout. Individuals who smoke are encouraged to use this day to make a quit date or to schedule one in advance. By doing so, they will be taking a significant step towards a healthier life and can lower their risk of developing cancer and other health problems. Although giving up smoking is difficult, it is possible! Utilizing tobacco cessation services and finding support can increase the chances of successfully quitting smoking.

In Orange County, 6% of adults currently smoke cigarettes, and 8.3% of youth (10th and 12th grade) reported past 30-day e-cigarette use (California Health Interview Survey [CHIS], 2019-21; California Student Tobacco Survey [CSTS], 2019-20). This compares to 6.5% of adults who smoke in California (CHIS, 2019-20) and 8.2% of youth reporting past 30-day e-cigarette use in California (CSTS, 2019-20). Tobacco use, therefore, persists in Orange County and California, and it remains

a concern because it is still the leading cause of preventable disease, disability, and death in the United States (Centers for Disease Control and Prevention, 2022).

## What Services are Available to Quit Smoking and Vaping?

1-866-NEW-LUNG (639-5864) is Orange County's cessation helpline and offers FREE quit-smoking and quit-vaping services for teens and adults in Orange County. Anaheim Regional Medical Center is funded by the OC Health Care Agency to provide free cessation services. Services are provided virtually, by phone, and in person. All services for adults include an individualized quit plan, a supply of nicotine patches, and follow-up support. Services for adults are available in English, Spanish, Vietnamese, Korean, and Farsi. Any site in Orange County that wants to set up a cessation class is welcome to request it, whether for teens or adults. To learn more about the services available, please visit [www.1866newlung.com](http://www.1866newlung.com).



## OC HEALTH CARE AGENCY'S HEALTH EQUITY JOURNEY DRAWS PRAISE FROM WELL-KNOWN ACTOR

Contributor: **Wesley Shain**, Staff Specialist

The Office of Population Health and Equity (OPHE) brought together more than 26 Equity Improvement Teams during the Community Health Improvement Leadership Academy (CHILA) held October 19-20, 2022. "This is Phase 2 of CHILA, the Action and Learning Community," said **Hieu Nguyen**, Director OPHE. "The collaboration allowed for the sharing of equity projects compiled by partner agencies, community

members, power-building grantees, population health equity collectives, underserved and underrepresented grantees, and HCA improvement teams. The sessions hosted at the CHILA are principles of co-production and why it's a building block of equality towards the systems that can help Orange County (OC) become a healthier, more resilient, and more equitable place to live through collective work."





While planning for the CHILA conference, actor Willem Dafoe offered OPHE and their partners words of encouragement. During a Zoom meeting the actor shared his appreciation for the work being done to address health equity, focus on improving the quality of life for all residents in Orange County and wished OPHE the best for the CHILA event and overall pursuit of health equity.

The two-day CHILA event sparked momentum to deepen trust in the Equity in Orange County (EiOC) process, people, and methodologies. CHILA is an opportunity to expand knowledge of how to deep dive into design and systems thinking and plan for our Equity Action Labs by continuing to support work and expand on the equity team projects, work with equity coaches, and provide leadership coaching and technical assistance to equity improvement teams.

**1** Putting the Pieces Together in a team-building exercise to allow equity improvement teams to experience firsthand the value of co-production and cross-sector collaboration to advance their goal. (L-to-R): Outreach & Engagement Team: **Armin Salamati**, **Alex Carr**, **Jenn Behoteguy** and **Agatha Wise**

**2** Office of Project Management & Quality Improvement Team (L-to-R): **Karin Kalk**, **Michael Tadros**, **Anthony Perera** and **Deborah Diaz De Leon**

# Public Safety with Mental Health and Recovery Services

The OC Health Care Agency (HCA) Mental Health and Recovery Services (MHRS) team joined County of Orange Agencies and community groups for the 2022 Orange County Public Safety and Reentry Conference: Healing and Transforming Together.

MHRS Chief **Dr. Veronica Kelley** was a featured panelist for the event, alongside community leaders. The MHRS team was able to highlight programs and resources available to the community regarding substance use disorders (SUD).

Partners for the conference included the sponsor Project Kinship, the OC District Attorney, OC Public Defender's Office, OC Sheriff's Department and keynote speaker Father Greg Boyle, Founder of Homeboy Industries. It was a powerful and impactful event geared towards trailblazing opportunities for those re-entering society and for those working in the recovery space.



**1** **Carolyn Secrist** (standing) and HCA team during a workshop titled: Understanding How to Navigate and Access Substance Use Disorder Treatment Programs within the OC Health Care Agency.

**2** **Fatiha Shannon**, Behavioral Health Clinician II with **Vuthy Yam**, Community Worker II, offered education on OC Health Care Agency resources.

**3** **Dr. Veronica Kelley** at OC Public Safety Agenda Panel: Healing & Transforming OC Together





## Thanksgiving Food Safety

Does food safety come to mind when you are planning your Thanksgiving meal? As this celebration rapidly approaches, many families begin preparations and think of what dishes they will be preparing for loved ones or friends. Follow these four simple food safety steps:

**Clean:** Wash your hands for 20 seconds with soap and warm water. Wash anything that will be used to cook or serve. [Do not wash your turkey!](#) It will increase the risk of cross-contamination.

**Separate:** Make sure you keep your turkey away from any fresh food and always use a separate cutting board and utensils.

**Cook:** Check that the internal temperature of your turkey has reached 165°F in the thickest parts of the turkey (breast, wing, thigh).

**Chill:** Put away any leftovers within 2 hours and discard any Thanksgiving leftovers after 3-4 days in the fridge.

For more information, please visit [here](#).

## Turkey Chili

For full recipe click [here](#).

Serves: 12 (1 cup per serving) / Cook Time: 40 minutes

### Ingredients

- Nonstick cooking spray
- 1 pound lean ground turkey
- 1 medium onion, chopped
- 1 green bell pepper, chopped
- 1 (28-ounce) can whole tomatoes
- 2 (14½-ounce) cans kidney or pinto beans, drained and rinsed
- 1 (8-ounce) can tomato sauce
- 1 package chili seasoning
- 2 teaspoons ground black pepper

### Preparation

1. Spray a large skillet with nonstick cooking spray and heat over medium-high heat.
2. Brown ground turkey until no longer pink; drain excess fat.
3. Add onion and bell pepper and cook for 5 minutes.
4. Add remaining ingredients. Cover and cook for 20 minutes over low to medium heat. Serve while hot.



# OPERATION SANTA CLAUS and SENIOR SANTA AND FRIENDS

NOVEMBER 15 - DECEMBER 30



**Help bring joy to Orange County's seniors,  
foster youth and children of families in need.**



To donate new, unwrapped  
gifts or to make an online  
donation, please visit:

[www.ssa.ocgov.com/DonateOSC](http://www.ssa.ocgov.com/DonateOSC)

[www.ssa.ocgov.com/DonateSSF](http://www.ssa.ocgov.com/DonateSSF)

Operation Santa Claus is a collaborative effort between the County of Orange Social Services Agency, OC Health Care Agency, OC Probation, Orange County Child Support Services and OC Community Resources.





# Celebrate Corporate Compliance & Ethics Week November 6–12, 2022

Contributor: **Kelly K. Sabet**, Interim Chief Compliance Officer

Corporate Compliance and Ethics Week is celebrated nationally during the first week of November. In recognition of this year's event, the Office of Compliance (OOC) will be honoring the week through a series of activities designed to increase your general compliance awareness and to highlight the OC Health Care Agency's (HCA) Compliance Program. Be on the lookout for daily emails from the OOC.

The **Annual Compliance Training (ACT)** for **Fiscal Year 2022-2023** will be **launched on Monday, November 7** to kick off Corporate Compliance and Ethics Week. All HCA staff, contracted persons, extra help, interns, and volunteers are required to complete the mandatory training by **January 6, 2023**. The ACT is designed to give everyone an overview of the compliance program, important privacy regulations and to serve as a reminder to all regarding the importance of compliance and privacy. The training also demonstrates the important role that each of us plays in maintaining compliance in our workplace and the integrity of the HCA. When you have completed the training, please print a copy of the certificate to keep in your own files. You are encouraged to complete the training as soon as possible. If you have any questions about the training or encounter any problems, please contact the Office of Compliance at (714) 568-5614 or at [officeofcompliance@ochca.com](mailto:officeofcompliance@ochca.com).

## Coffee & Donuts

405 West 5th Street, Ste. 212

Santa Ana, CA 92701

### OFFICE OF COMPLIANCE MEET & GREET

**Tuesday, 11/8 9:30 am - 11:30 am**

Spin the Compliance Wheel & mingle with the OOC and Information Technology Security teams.

**Thursday, 11/10 9:30 am - 11:30 am**

Spin the Compliance Wheel & mingle with the OOC and Custodian of Record teams.



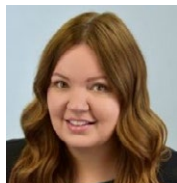
### Office of Compliance Announcement: Welcome Custodian of Records (COR)

The Office of the Custodian of Records (COR) has moved organizationally under the Office of Compliance (OOC). The process for requesting records has not changed. To submit a request for records, you may direct the public to the Custodian of Record's website: <https://www.ochcainfo.com/services-programs/records-resources/custodian-records>. There, COR has provided instructions on how to submit Medical Records Requests, Subpoenas, and Public Records Act Requests. Should you have any questions please reach out to **Minh Luong** Custodian of Records Program Manager (714) 834-3536 [COR@ochca.com](mailto:COR@ochca.com).

**\*\*IMPORTANT NOTE:** The toll-free telephone hotline and online reporting services are confidential and can be used anonymously. They are operated 24 hours for care related compliance issues. An impartial associate will take down, or review, the information you have provided and will assign your issue a private code to have addressed your concern(s). All calls and online claims are referred to the Office of Compliance for processing.



## Office of Compliance: Compliance, Privacy & Custodian of Records



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**Minh Luong**  
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(714) 834-3536

**For any Office of Compliance issue, you may contact us via the methods listed below:**

**Call** Office: (714) 568-5614  
\*\*Hotline: (866) 260-5636  
[For Anonymous Reporting]

**Click** [Submit a Compliance issue online](#)  
To report a HIPAA issue, please [click here](#)

**Email** [Officeofcompliance@ochca.com](mailto:Officeofcompliance@ochca.com)

**In Person** Office of Compliance  
405 West 5th Street, Ste. 212  
Santa Ana, CA 92701

rs a day, seven days a week by an outside company, specializing in health  
hat will allow you to follow-up to verify the status of your claim to ensure we

## VISION

Quality health for all.

## MISSION

In partnership with the community, deliver sustainable and responsive services that promote population health and equity.

## GOALS

Promote quality, equity, and value.  
Ensure the HCA's sustainability.  
Offer relevant services to the community.

## CONNECT WITH US

The **What's Up newsletter** is created and distributed monthly by HCA Communications. We welcome your ideas, input and/or insight into HCA people and programs. To contribute, comment or connect please email us at [hcacomm@ochca.com](mailto:hcacomm@ochca.com) or call **(714) 834-2178**. The HCA is now on Instagram! You can follow us on social media by clicking below.



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