



## Orange County Supervisors Approve Revisions to CalOptima Ordinance

The Orange County Board of Supervisors voted this week to approve revisions to the County's CalOptima Ordinance that designate a permanent seat for hospitals on the CalOptima Board of Directors, give hospitals a voice in the selection of their representative to the Board, and clean up and clarify conflict of interest provisions to help minimize the need for recusals by provider representatives. At the request of HASC's Orange County hospitals, HASC coordinated communications in support of these changes.

In addition to the above-noted provisions, the Ordinance revision retains the provider seat designated for a physician representative and specifies that the third provider seat will be designated for a representative of a contracted health network or IPA. The three existing consumer seats are retained and qualifications for these seats are more specifically defined. Two

new members are added to the existing nine-member board: the Director of the County's Social Services Agency and an at-large, public member.

With these revisions, the composition of the CalOptima Board of Directors more closely parallels those of most of the other County Organized Health Systems and Local Initiatives in the HASC region. Supporters of the revisions, including HASC member hospitals, believe the revisions will lead to closer collaboration between CalOptima, its provider community, and representatives of the members served by the agency.

Supervisor Nguyen, who represents the Board of Supervisors on the CalOptima Board, championed the proposal. It was supported by Chairman of the Board Bill Campbell and Supervisor Pat Bates. Chairman Campbell deftly managed the discussions. Supervisor Bates boldly and articu-

lately stressed the need for the proposed changes. Supervisors Moorlach and Nelson voted no.

The proposal next moves to the Dec. 13 Board of Supervisors agenda for second reading and formal adoption. It is expected to take effect on Jan. 12.

Also at CalOptima, Lee Penrose, CEO at St. Jude Medical Center, was sworn in as a CalOptima Board Member at the agency's all-day strategic planning session last week. Penrose was appointed to the post by the Board of Supervisors on Nov. 8 after a selection process that included a unanimous endorsement by hospital CEOs in Orange County, a support letter from HASC, a unanimous nomination by the Board of Supervisors' selection committee, and a unanimous vote by the Board of Supervisors.

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## Reminder: PDS User Group Tomorrow

The PDS User Group will take place at 12:00 p.m. on Thursday, Dec. 8 immediately following the Contract Committee Meeting at the HASC office in downtown Los Angeles.

Participants will learn how PDS data can become one of their most

important tools in increasing rates for their facility.

Leslie Gold will introduce the new PDS handbook, which will place all of the important information about PDS at your fingertips. Gold will also discuss 13 critical questions that PDS data can help

you answer right now.

Visit  
<http://www.hasc.org/event/save-date-pds-user-group> for more information.

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## Panel Sessions Added to HR Issues Seminar

Special guest Olophius E. Perry, District Director of the Equal Employment Opportunity Commission, Los Angeles District Office, has been added to the *2012 HR Issues: Are You Ready?* program, set for Thursday, Jan. 26, 2012 at the Quiet Cannon Conference Center in Montebello.

HASC is also pleased to announce the panel presentations for the program's "HR Best Practices – Up Close and Personal" segment:

### *Blogs: An Experiment in Skip-Level Communication*

Norma Resneder, Senior Vice President, Human Resources and Organizational Development, Valley Presbyterian Hospital, Van Nuys, CA

Summary: Organizations and leaders frequently say they have an open door policy but it is often hard to find the door, or get permission to enter. The CEO Blog was created as an open door to employees. This skip-level communication tool has not been without challenges and course corrections, yet it has provided insights that would have been impossible to learn any other way. While creating and sustaining a blog is not for

the faint of heart, it has provided great lessons in organizational change and accountability.

### *Reviving a Stagnant Customer Service Culture*

Sharon du Bruyne, SPHR, Administrative Director of Support Services and Human Resources, College Hospital-Costa Mesa, Costa Mesa, CA

Summary: Many hospitals instituted customer service programs and worked diligently to keep them alive. Regardless of whether a hospital brought in a consultant to teach customer service or used a grassroots approach, years pass and the program loses its effectiveness. To make appropriate decisions, an approach will be presented that works in revising a stagnant customer service culture.

### *Workers' Compensation Program: Best Practices and Strategies*

Sam Nabulsi, Director of Workers' Compensation, Good Samaritan Hospital, Los Angeles, CA

Summary: Good Samaritan Hospital (GSH) will share its keys to success in efforts to significantly lower its Workers' Compensation costs, saving the hospital \$12 million over the last 8 years. In addi-

tion, its self-insured plan released the full deposit of \$8 million and designated GSH as a full participant in the Alternative Security Deposit program. These substantial results have allowed GSH to utilize these savings for patient care and operational costs.

*2012 HR Issues: Are You Ready?* is an interactive one-day seminar that will present timely, critical information on issues that impact human resources within hospitals and health systems. Experts will present the most recent information on the Safe Patient Handling legislation and attendees will learn how local hospitals are responding. Hear about top labor union strategies and tactics as well as the current regulatory climate of the National Labor Relations Board. The program will also discuss Health Care Reform and the significant impact to HR professionals beyond the changes needed to health insurance plans.

Visit <http://events.SignUp4.com/2012HRIssues> to register online.

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## Register Now for Patient Safety Colloquium

Register now for HASC's fourth annual Southern California Patient Safety Colloquium, Thursday, Jan. 19, 2012 at the Doubletree Hotel Ontario Airport, at

<http://www.cvent.com/events/4th-annual-scps-colloquium-trip-transforming-research-into-practice/event-summary-52a1bbc27f5e4117b0d9f15816dc8>

[ad7.aspx](#).

Attendees can choose from sessions in the following tracks:

Hospital-Acquired Infection/Hospital-Acquired Conditions; Executive; Surgical Safety; Perinatal Safety; Culture Change; and Continuum of Care.

Registration rates are as follows:  
• \$99 Group Registration (per reg-

istrant fee for 3 or more, from the same facility)

- \$125 Early Bird Registration (register by December 16)
- \$150 Registration (between December 17 and January 12)
- \$175 Walk-in Registration (after January 12)

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