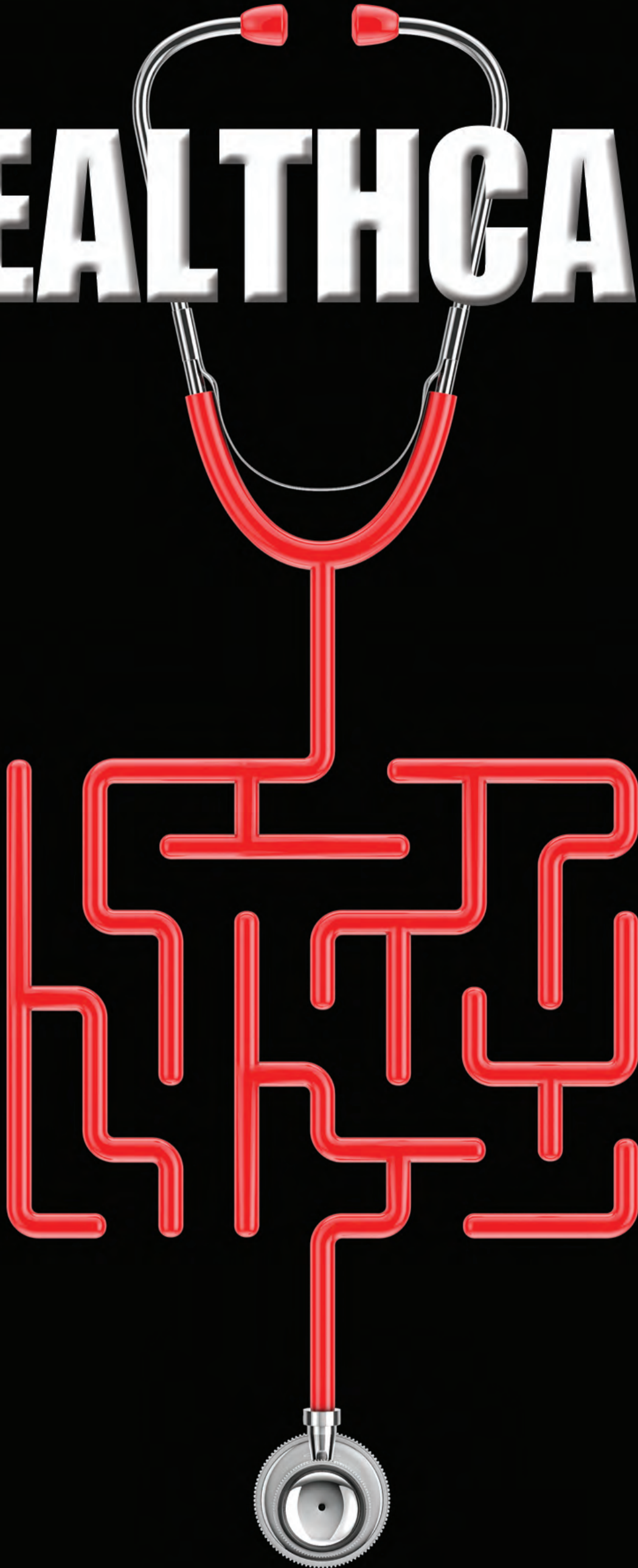


# HEALTHCARE





## CHOC Children's Network: A New Model of Pediatric Care

The road to good health is not always an easy path to navigate, but CHOC Children's is determined to streamline the process and provide better health outcomes for children in Orange County.

As part of a comprehensive population health management initiative, CHOC is creating a regional pediatric system of care model where primary and specialty care providers and care teams provide the necessary coordination and navigation of patients across the pediatric continuum. CHOC's efforts have centered, in large part, on building CHOC Children's Network, a community of pediatric providers who are dedicated to advancing children's health, and transitioning healthier children into the adult health system.

"One of the pillars of the CHOC Children's 2020 Strategic Plan is creating a pediatric system of care so that we can better coordinate health services and improve the delivery process for patients and families," explains Dr. Michael Weiss, vice president, population health, CHOC. "Through the CHOC Children's Network, we are accomplishing this."

The CHOC Children's Network strengthens the relationship between pediatricians and specialists to deliver seamless care along the entire spectrum — from wellness and preventive services, to managing chronic disease and treating serious illness. CHOC is making significant investments in technologies, infrastructure and new competencies to enhance access to high-quality, evidence-based pediatric care at the right time and right place. This new approach is the opposite of the historically fragmented health care system in the United States.

The real difference with CHOC's population health initiative is that CHOC is engaging all pediatricians in the community, irrespective of their economic or legal alignment. Unfortunately, the system of patient care is often disjointed — putting a lot of burden on the parents to share information between primary care pediatricians and specialists — but CHOC's system eliminates traditional silos and helps providers collaborate to see the entire picture of a patient's health to provide the best care. This is particularly important for parents who have children with chronic illnesses.

Shahab Dadjou, CHOC's chief strategy officer who has been on the front lines of health care delivery for three decades, says, "This pediatric system of care is nothing short of visionary. We are offering fresh ideas, and generating an incredible level of support from community partners, such as St. Joseph Hoag Health. Together, we are committed to improving the health and well-being of children."

### Key Components of the CHOC Pediatric System of Care

- ▶ An enhanced medical record system so that pediatricians, specialists and affiliated health care providers will have access to one longitudinal patient record that can be viewed via a web portal. The single care plan follows the patient and is visible across the network — helping eliminate duplicate tests or communication issues among providers
- ▶ Care guidelines for many common conditions, such as asthma, acute gastroenteritis, pneumonia, headaches and more, as well as care plans that can be used universally and acted upon quickly to make it easy for physicians to identify and treat these common illnesses and conditions

- ▶ Five disease-specific patient registries that allow all providers the opportunity to contribute data and facilitate timely access to meaningful clinical data that informs care decisions

### CHOC Children's Network

The CHOC Children's Network is a community of primary and specialty care pediatric providers whose focus is on both primary care, as well as tertiary-quaternary specialty care. To date, CHOC has engaged more than 300 primary and specialty care physicians in the network, with interest growing from independent practices.

Through new technology, community pediatricians will enjoy enhanced information from the many areas where

children can receive care in the Network, such as pediatrician offices, specialist offices, laboratories, etc. This information will help care for children more efficiently, thus reducing the redundancies that may frustrate families.

### Transforming Clinical Practice Initiative

In addition to growing the CHOC Children's Network, another element of the new system is a partnership between CHOC and Rady Children's Hospital-San Diego. In fall 2015, the two hospitals received a \$17.7 million population health award from the Centers for Medicare & Medicaid Services to participate in the Transforming Clinical Practice Initiative. Together, CHOC and Rady Children's — the only pediatric health systems among 29 networks selected — are working to improve quality of care, while lowering costs, by creating evidence-based guidelines for six common conditions: asthma, bronchiolitis, community-acquired pneumonia, headaches, acute gastroenteritis and acne.

These conditions oftentimes result in unnecessary emergency department visits and hospitalizations, testing and specialist referrals. Ambulatory care guidelines created for these conditions are also being embedded into the electronic medical record systems to help guide clinical best practices.

"Since starting the program, we've seen promising improvements. Within several controlled groups, for example, we have reduced emergency department visits by 39 percent, reduced headache-related imaging by nearly 73 percent, and increased patient and physician satisfaction," explains Dadjou. "Most importantly, we have improved patient/family/physician compliance with treatment guidelines for asthma, one of the more prevalent health conditions among children."

### About CHOC

Children's Hospital of Orange County (CHOC Children's) is exclusively committed to the health and well-being of children through clinical expertise, advocacy, outreach, education and research that brings advanced treatment to pediatric patients. Affiliated with the University of California, Irvine, CHOC's regional health care network includes two state-of-the-art hospitals in Orange and Mission Viejo, many primary and specialty care clinics, a pediatric residency program, and four clinical centers of excellence — the CHOC Children's Heart, Neuroscience, Orthopaedic and Hyundai Cancer Institutes. For more information about CHOC, visit [www.choc.org](http://www.choc.org).



MEMORIALCARE HEALTH SYSTEM

# *your* employee health partner

We partner with employers to enhance the quality of health care and reduce costs

At MemorialCare, our personalized employer health care plan solutions include:

- An expansive network of award-winning hospitals, urgent care, imaging, surgical and dialysis centers – close to work and home
- More than 350 primary care physicians and 2,200 specialists
- Direct-to-employer options that fit *your* business

**MemorialCare was chosen by The Boeing Company to create the MemorialCare Health Alliance, a customized, first-of-its-kind health plan option in Southern California.**

For solutions to your company's health care needs, visit [MemorialCare.org/works](http://MemorialCare.org/works) or call **714-377-2960**.



## New Health Centers Offer Ease and Access

### Convenient Care That's Close to Home or Work

Leading employers want to offer comprehensive health plans with easily accessible centers close to where their employees live or work. MemorialCare Health System, with five acute care hospitals, is rapidly expanding its outpatient health centers, now offering the full continuum of care at numerous locations across Orange and LA counties.

New locations include primary care, urgent care, occupational medicine, pediatric outpatient specialty locations, women's services and freestanding imaging and surgical centers. Several major new sites in Huntington Beach, Fountain Valley and Douglas Park in Long Beach offer multiple services in one convenient health center. "Patients are looking for access, quality and affordable care," says Barry Arbuckle, president & CEO of MemorialCare Health System. "So we're rapidly expanding our ambulatory care sites to meet that demand."

### Orange Coast Memorial Health & Wellness Pavilion, Fountain Valley

A new state-of-the-art Health and Wellness Pavilion opened earlier this year at Orange Coast Memorial in Fountain Valley. The Pavilion includes primary care, pediatrics, women's services, specialty care, radiology, a lab draw station, outpatient pharmacy and a conference space for community classes and seminars.

### MemorialCare Medical Group - Huntington Beach Health Center

Opening in May and conveniently located on Beach Boulevard in Huntington Beach, MemorialCare's newest health center includes primary care, pediatrics, sports medicine, advanced imaging, dialysis services, occupational medicine and a lab draw station.



Huntington Beach Health Center, Beach Boulevard.



Children's Specialty Center in Irvine.



Orange Coast Memorial Health & Wellness Pavilion, Fountain Valley.



Douglas Park Health Center, Long Beach.

### MemorialCare Medical Group - Douglas Park Health Center, Long Beach

MemorialCare's new comprehensive health center at Douglas Park, Long Beach provides convenient access to primary care, women's services, neurosurgery, occupational medicine, advanced imaging, an outpatient surgical center and a lab draw station.

### Health Centers planned for Rancho Mission Viejo and Torrance

In addition to the comprehensive health centers in Long Beach, Huntington Beach and Fountain Valley, MemorialCare plans to open health centers in Rancho Mission Viejo and Torrance this summer.

### Specialty Pediatric Care Comes to Irvine

Earlier this year, the Children's Outpatient Specialty Center in affiliation with Miller Childrens & Women's Hospital Long Beach opened on Barranca Parkway in Irvine at the same complex as MemorialCare Medical Group and MemorialCare Imaging Center.

The new Miller Children's outpatient site is meeting the growing demand from Southland patients and their families who need access to pediatric specialty care without a lengthy wait time. Orange County residents now have immediate access to pediatric ENT, GI, pulmonary, orthopedic and neurology care. In addition to the new Irvine site, Miller Children's has outpatient specialty centers in Fountain Valley on the campus of Orange Coast Memorial and in Torrance, extending the dedicated children's hospital's specialty care from the South Bay to the heart of Orange County.

### Comprehensive Health Care Offerings for Employers

With an expanded footprint of over 200 sites of care across the Southland, MemorialCare offers employers of all sizes comprehensive health care options, close to their employees' workplaces or homes. "We offer direct-to-employer plans such as the MemorialCare Health Alliance, for large employers like the Boeing Company," says Arbuckle, "but we don't take a one-size fits all approach."

Businesses of all sizes can choose from among several innovative health plan options designed to meet the needs of their employees. These include the Vivity HMO with Anthem Blue Cross, MemorialCare and six other leading Southern California health systems, and a PPO accountable care option, Aetna Whole Health, which can deliver immediate and sustainable savings to employers.

Employers can visit [MemorialCare.org/works](http://MemorialCare.org/works) or call 714-377-2960 to learn more about convenient, accessible health care.

MemorialCare includes five leading hospitals, 350 primary care physicians and 2,200 specialists, and numerous freestanding imaging centers and surgical centers. All these sites are focused on helping keep employees healthy and your health care costs in check.



## HOW DO YOU HEAL A CHILD'S BRAIN? BY USING THE BEST OF OURS.

An epileptic seizure is one of the most frightening events a child and family can endure. At the CHOC Children's Neuroscience Institute we offer state-of-the-art Epilepsy Monitoring Units in Orange and Mission Viejo, allowing our pediatric epileptologists to gather valuable data that helps determine where a child's seizures originate and how they spread in the brain. With this valuable information they can determine the best course of treatment for each patient – ranging from minimally invasive surgery and clinical trials, to alternative treatments. Recognized as one of the top 40 centers by *U.S. News & World Report* for neurology and neurosurgery, CHOC offers the only specialists in Orange County with training in both child neurology and clinical neurophysiology. **To learn more, visit [choc.org/neuroscience](http://choc.org/neuroscience)**





**CaliforniaChoice**  
Your Health. Your Choice.®

## How Small Group Changes Can Be a Healthcare Win for OC Small Businesses and Workers

Changes in the way small and mid-sized companies are regulated by recently adopted federal healthcare law can make a substantial difference to more than half of Orange County's workers and their families—and both they and their employers could benefit.

Under the Affordable Care Act (ACA), the rules for the small group segment were altered and adopted by California as of January 1, 2016. Now defined as companies with one-to-100 employees, the market that once consisted of independent grocers, auto repair garages, local restaurants, dry cleaners and beauty salons, has significantly grown. Today it also encompasses larger organizations such as financial services firms, technology companies, car dealerships, larger retailers and more.

While ACA provisions face the potential for refinement, modification and/or outright replacement, the small group segment designation appears here to stay. And whatever the impacts to employer-sponsored health plans may be, more than half of the non-elderly population gets coverage through their workplace, according to Kaiser Family Foundation data, and that is unlikely to change anytime in the near future.

### Changing Small Group Landscape

This shift is a profound change. For employers in Orange County and across the nation that were previously in the large group sector, this now means complying with a number of new small group requirements. For example, plan policies must include essential health benefits (EHB), which require coverage for emergency services, hospitalization, maternity and newborn care, prescription medications, laboratory services and more.

But, how does this impact many of the county's tens of thousands of small businesses? They need to not only identify, select and manage health benefits for a diverse workforce, but also ensure adherence to a new set of ACA mandates. Failure to comply with regulatory requirements could lead to potentially costly penalties.

Simultaneously, they are still looking to provide the widest range of options and flexible plans possible to remain competitive in attracting and retaining top-flight talent. The fact is that aside from paid vacation and retirement plans, health insurance remains one of the most important and sought after components of an employee benefits package, this according to the Small Business Administration.

Despite the challenges, the dynamics of an expanded small employer market has ultimately created a host of new opportunities to increase and improve coverage – if managed and navigated appropriately.

So how do small businesses resolve new requirements, provide plan options and take advantage of expanded choices?

### Turning to Health Benefit Experts

One important way businesses can streamline and simplify the process and also manage costs is to connect with experienced professional advisors or brokers.

With the advent of the ACA, some predicted that health insurance brokers serving the industry and small group employers would go the way of the dinosaurs. Despite predictions of that demise, however, licensed agents are arguably more essential than ever.

This is particularly true for the small market. A main driver of this is the critical function brokers provide to small businesses, like providing comparative quotes for coverage, explaining benefits to employees, problem solving for owners or management and servicing the business during the coverage year by providing ongoing support.

Brokers are also well-versed in ACA and up-to-date on the rapidly evolving nature of the health insurance industry overall, which is especially fluid these days. Regardless of what happens in Washington, D.C., benefit experts are and will be the trusted navigators for small businesses, many of which do not have HR departments or other internal experts to manage benefit plan administration.

### Decoding Plan Options and Opportunities

While small businesses must deal with new requirements, the health insurance marketplace still offers a wider range of options and flexible plans.

In fact, in California this has been the case for years. Since launching in 1996, CaliforniaChoice has served the Orange County and statewide markets as the only state-approved multi-provider private healthcare insurance exchange. The

exchange offers access to a variety of different provider networks and plan options that enable small group businesses to better manage price points and budgets, both for the employer and their employees.

Coupled with a long-standing platform like CaliforniaChoice, recent media headlines around healthcare reform and government-sponsored exchanges have further fueled and accelerated consumers' appetite for the ability to choose the best coverage from a variety of health insurance carriers in California.

That said, however, an abundance of different plan options can be simply overwhelming to small businesses and their workers given how difficult the industry can be to understand and follow.

A recent University of Pennsylvania Wharton School study bears this out. The report concludes that the "health literacy" of Americans is actually quite low. It found only about 14 percent of respondents could correctly answer multiple-choice questions about the four basic components of health insurance plans: deductibles, copays, co-insurance and maximum out-of-pocket costs. Additionally, just 11 percent could navigate the features of a traditional plan to calculate the estimated cost of a four-day stay in the hospital.

The reality is that making health plan decisions without professional counsel or experienced customer service is not often easy to do. This can prove costly if a business or employee ends up making a random decision about selecting a plan, or worse, not picking one at all. The results are owners and employees who may be confused, frustrated, unhappy and – perhaps most importantly – improperly covered for their needs.

### Choosing the Right Plan Paths

For a company of any size, choosing insurance for its employees can be complex. It tends to be even more so for businesses with limited resources that must be aware of all the different tax laws related to employer coverage and then factor in the needs of all workers and dependents.

As David Chase, health care policy director for the Small Business Majority, a national small business advocacy group, summed it up: "If you're a small-business owner, you know how to provide your product or service. But when it comes to health insurance, it's a very foreign concept."

The bottom line is that the expansion of the small group market has led to more options, flexibility and opportunity. Today's marketplace trumpets the virtues of variety, but that choice works best when it is smartly optimized and benefits professionals can help.

More small businesses and their employees seek and need year-round guidance from professional advisors who routinely serve as de facto human resources, personnel or payroll departments. Smaller firms tend to have fewer staff and resources to research, manage and administer plans, so access to outside support and resources is crucial.

In the end, small business owners are well positioned for a win-win situation when it comes to competitive, personalized health insurance.

But pitfalls are everywhere for employers that attempt to go it alone, especially those that are new to the small group category. Add in the possibility of ACA changes or reversals, and the importance of teaming with experts is even more compelling.

Turning to trusted advisors who offer healthcare coverage expertise and know-how will continue to be a smart play for small businesses to assure adherence to regulatory mandates and to capitalize on market changes and opportunities.

### Ron Goldstein

Ron Goldstein, CLU, serves as president and CEO of CHOICE Administrators® which provides health insurance options and provider access to small businesses and their employees. He also created and currently manages America's longest-standing, state-approved private health insurance exchange, CaliforniaChoice. For additional information, please visit [www.mycalchoice.com](http://www.mycalchoice.com).





*Did you know*

THAT BETTER  
HEALTH CARE IS  
NOW AVAILABLE  
FOR LESS COST  
THAN YOU THINK?

St. Joseph Hoag Health has teamed up with leading health insurance carriers to offer innovative, cost-effective plans to businesses in Orange County. It's a way for everyone to get what they want — better care, better health, and all at a lower cost.

Contact us at (949) 381-4777 or visit [sjhh.org/employers](http://sjhh.org/employers) to learn more and to sign up for ongoing updates.

**St. Joseph**  **Hoag Health**<sup>SM</sup>

**Hoag • Mission • St. Joseph • St. Jude**

[sjhh.org/employers](http://sjhh.org/employers)



H.H. Chao Comprehensive Digestive Disease Center

## UC Irvine Health to open expanded, renovated digestive disease center

As a top real estate agent in her region, Debra Baker, 60, is accustomed to the attributes needed for success: innovation, perseverance, optimism. Those are the characteristics she discovered in her doctors when she was referred to UC Irvine Health in January 2015 with a diagnosis of advanced cancer.

Baker had undergone surgery at another Orange County hospital and learned she had cancer of the appendix that had spread throughout her abdominal cavity. Her condition was precarious. Her surgeon referred her to Dr. Alessio Pigazzi, a UC Irvine Health specialist in colon and rectal cancer surgery.

Today, Baker is two years out from a life-threatening disease that was treated with extensive surgery and an innovative form of chemotherapy called hyperthermic intraoperative peritoneal chemotherapy (HIPEC).

Baker is grateful the other hospital referred her to UC Irvine Health. "I was so fortunate that I received HIPEC."

From rare and challenging cases like Baker's to the most common digestive disorders like heartburn, the UC Irvine Health H.H. Chao Digestive Disease Center (CDDC) is among the top in the country. And now the center has a building matching its star status. The CDDC will re-open later this summer after undergoing extensive additions and renovations.

The CDDC is one of the few facilities in the nation to provide full-spectrum care specifically for disorders of the esophagus, stomach, liver, pancreas, small intestines, colon and rectum. More than 20,000 patients a year are treated at the center — one of the reasons that an expansion was called for.

The new building features a three-story, sunlight-filled atrium designed to reduce noise and soothe patients. The exam and procedure rooms are spacious, and patients receive all diagnostic, treatment, follow-up care and visits with other specialists in the same building, says Dr. Kenneth Chang, director of the CDDC and a leading specialist in GERD, Barrett's esophagus and endoscopic surgery to treat digestive diseases.

"A lot of centers are virtual centers; they coordinate your care, but you go to this building and that building," he says. "The CDDC is a one-stop center for practically anything in digestive diseases. There is nothing like it anywhere on the West Coast."

### Attacking unseen cancer with HIPEC

Baker's care is an example of the CDDC staff's commitment to advanced care. Baker would not likely have received the complex HIPEC treatment at other hospitals. Near the end of a 12-hour surgery to remove cancer from her abdominal cavity, doctors washed the abdomen with heated chemotherapy to bathe her internal organs with the cancer-fighting solution. After about an hour of direct treatment with the chemotherapy, the fluid was removed. HIPEC is designed to reach and kill any undetected cancer cells and to reduce the recurrence of the disease.

Pigazzi has been using HIPEC for several years. "It's increasingly recognized as an important treatment modality for selected patients," he says.

HIPEC is also used for advanced colorectal cancers, adding to the growing arsenal to fight the disease. At the CDDC, colorectal cancer patients have access to multiple types of therapies and many are candidates for minimally invasive surgery. "These procedures result in better quality of life and faster initiation of other therapies," Pigazzi says.



Debra Baker credits UC Irvine Health with saving her life.

## Innovations in treatment and recovery

In addition, UC Irvine Health is helping to lead a nationwide movement to improve patient recovery from gastrointestinal surgery. Called Enhanced Recovery After Surgery (ERAS), the goal is to foster easier, quicker and safer recovery by adhering to a list of evidence-based measures, such as using pain and anti-nausea medications before symptoms occur.

CDDC doctors are even exploring whether some patients with rectal cancer can avoid surgery altogether. UC Irvine Health is part of an 18-center national study, called Organ Preservation in Rectal Adenocarcinoma (OPRA), that uses chemotherapy and radiation only — no surgery — for early-stage rectal cancer. The CDDC is the only program in the county offering the OPRA trial.

“If we develop protocols where people don’t have to undergo surgery it will be so much better for patients,” says Dr. Joseph Carmichael, a UC Irvine Health colorectal surgeon.

The CDDC is also a leading center on the treatment of pancreatic cancer, performing more minimally invasive pancreatic cancer procedures than any other medical center on the West Coast.



Colorectal surgeons Dr. Mehraneh D. Jafari and Dr. Alessio Pigazzi performed Baker’s surgery and HIPEC treatment.

## An emphasis on prevention and holistic care

Cancer prevention is a major goal of the CDDC, Chang says. The center is a leader in treating gastroesophageal reflux disease (GERD) as well as Barrett’s esophagus, a precancerous condition of the esophagus that can follow GERD.

Another prevention project spearheaded by UC Irvine Health physicians is to make the county “colon cancer-free” by encouraging colorectal cancer screening. In UC Irvine Health offices around Orange County, patients can take a short survey on a mobile device that assesses their risk of developing colon cancer and shows how to reduce that risk.

The CDDC is also home to the region’s only comprehensive program for inflammatory bowel diseases (IBD), such as Crohn’s disease and ulcerative colitis.

Obesity treatment and prevention is another objective of the CDDC staff, Chang says. Obesity is a risk factor for several types of cancers, such as colorectal cancer. Physicians offer state-of-the-art procedures and programs for weight loss, including a new, minimally invasive procedure called endoscopic sleeve gastroplasty.

“The therapies under the CDDC roof are truly world class,” Chang says. “It’s hard to find a digestive disease center with this technology anywhere in the country.”

**To learn more or make an appointment at the H.H. Chao Comprehensive Digestive Disease Center, call 888-717-4463 or visit [ucirvinehealth.org/cddc](http://ucirvinehealth.org/cddc)**

# A ‘beacon’ for digestive disease treatment and prevention



Gastroenterologist and CDDC director Dr. Kenneth Chang

The lobby of the renovated UC Irvine Health H.H. Chao Comprehensive Digestive Disease Center (CDDC) is a soaring, light-filled atrium that welcomes visitors during the day and casts a glow over UC Irvine Medical Center at night. Dr. Kenneth Chang, a gastroenterologist and CDDC director, likes to think of the lobby as a metaphor for the center itself.

“We want to be a beacon of light to Orange County and the world for the treatment of digestive diseases,” he says. “We want people to come and see us and to benefit from what we do.”

The CDDC was already a distinguished place before its renovation. It was developed as one of the first programs in the United States to integrate research in gastroenterology with leading-edge cancer prevention and care. The center now offers the latest technology and treatment innovations and trains gastroenterologists and surgeons from Orange County to far-off countries, Chang says.

The needs of all of Orange County are a focus of the center’s efforts. Chang and his colleagues have identified three objectives aimed at improving health on a grand scale through community outreach and pioneering research. They include:

- Making Orange County colon-cancer-free through education and access to screening
- Reducing deaths from pancreatic cancer by identifying pancreatic cysts early, before cancer develops
- Reducing the incidence of esophageal cancer by treating precancerous lesions in people who already have gastroesophageal reflux disease (GERD)

Encompassing education, research, prevention and treatment, the CDDC is designed to offer Orange County the best in digestive disease care, says Chang. “We are always looking for treatments that are not the standard of care today but may be available and potentially beneficial to patients,” he says. “The goal of the CDDC is to individualize medical care and address every patient’s individual needs.”

## Grand opening

### UC Irvine Health H.H. Chao Comprehensive Digestive Disease Center

Come celebrate the grand opening of our new, state-of-the-art center with food, tours and hands-on activities.

**August 19, 2017  
10 a.m.–2 p.m.**

101 The City Drive, Orange, CA 92868

Please RSVP by emailing [cddcedu@hs.uci.edu](mailto:cddcedu@hs.uci.edu)

# The New Model of Health Care and How It Will Improve Costs for Employers

## Q&A with the CEO of St. Joseph Hoag Health

**Q: Does the cost of health care correlate to the patient's health?**

**Dr. Afable:** Cost does correlate to a patient's health status. Insurers are now saying, "We agree, so let's create new programs by which we, the payer, can work with you, the employer, to improve the health of your employees." And employers see a reduction in costs and an increase in productivity because their employees are healthier and happier.

At St. Joseph Hoag Health, we are partnering with health plans, broker consultants and employers to build health program solutions specifically tailored to their employee population. Our collaboration optimizes clinical outcomes and service because we are converging around the consumer. The improved clinical outcomes, or health, results in decreased costs.

**Q: The new model for care seems to eliminate the misconception that health care providers want to hospitalize patients just to make money. Is this a more comprehensive approach to health care?**

**Dr. Afable:** Absolutely. By bringing all parties together, we have a greater opportunity to innovate and find new ways to improve health, reduce cost, improve service, and enhance the overall experience for employer and employee. By continuing to innovate, we'll continue to improve outcomes. Employers are asking employees to take a more active role in their own health and it's working.



**Dr. Richard Afable, President and CEO, St. Joseph Hoag Health**

**Q: How does this convergence around employees work in practice?**

**Dr. Afable:** One example is St. Joseph Hoag Health's collaboration with Western Digital located in Irvine. After analyzing claims data, we discovered some common medical problems affecting the Western Digital employee population. In collaboration with Western Digital and the broker-consultant, we built an integrated on-site wellness clinic offering primary and preventative care, physical therapy, acupuncture, chiropractic and behavioral health services within the workplace. In the past, this would have hurt our financial model by reducing the number of surgeries, procedures, and imaging studies that we, as a health provider, would have done. Instead, this program has reduced the number of expensive procedures and studies. And we're happy for it, because we have alignment around our partnership. In this new business model we are rewarded for improved health among the employee population by ensuring patients are accessing care at the right place and time. Our work has demonstrated that the convergence of the employer, broker consultant and health care provider around consumer is effective.

St. Joseph Hoag Health is committed to keeping our communities healthy, and this new model is helping to make that a reality. A health plan that includes access to St. Joseph Hoag Health means access to more than 1,600 top doctors and specialists, all at an affordable price. This network includes access to Hoag, Mission, St. Joseph, St. Jude, CHOC Children's and 27 urgent care centers across the region.

*Make sure your organization has access to the St. Joseph Hoag Health network of care. Contact [Shelly.Summers@stjoe.org](mailto:Shelly.Summers@stjoe.org) or 949.381.4777 to learn more.*

**St. Joseph Hoag Health**



Western Digital has brought health care to their office by partnering with St. Joseph Hoag Health to create Drive Wellness Center, an integrated multi-specialty clinic designed for their employees in Irvine.



## OVERALL HOSPITAL QUALITY



THANK YOU TO THE ENTIRE TEAM AT HOAG ORTHOPEDIC INSTITUTE FOR ACHIEVING THE FOLLOWING QUALITY INDICATORS:

---

5-STAR HOSPITAL QUALITY RATING FROM U.S. CENTERS FOR MEDICARE & MEDICAID SERVICES (HOI WAS AMONG TWO PERCENT OF HOSPITALS NATIONWIDE AND WAS THE ONLY ORANGE COUNTY HOSPITAL AWARDED ALL FIVE STARS)

---

LOWEST READMISSION RATE FOR HIP AND KNEE REPLACEMENT IN THE COUNTRY AS RECOGNIZED BY *BECKER'S HOSPITAL REVIEW*

---

HIGHEST NUMBER OF JOINT REPLACEMENT PROCEDURES IN THE STATE OF CALIFORNIA FOR FIVE CONSECUTIVE YEARS

---

RECOGNIZED WITH A PRESS GANEY "GUARDIAN OF EXCELLENCE AWARD" FOR REACHING THE 95<sup>TH</sup> PERCENTILE IN PATIENT EXPERIENCE

---

"100 BEST PLACES TO WORK IN HEALTHCARE" AS NAMED BY *MODERN HEALTHCARE*

**For more information about the award-winning orthopedic program or to find a physician, visit [HOIExperts.com/Awards](http://HOIExperts.com/Awards) or call 855-577-3928.**

Hoag  
Orthopedic  
Institute



Experts at getting  
you back to you.™



## Partnering for Success and Protection

It seems as though every time we turn around, there is another employment law affecting our workforce. It's no surprise that California is, and continues to be, one of the toughest areas in which to do business. However, with a strong employment partner and an understanding of labor rules and regulations, employers can prosper.

As you identify staffing partners, select one that can help educate you and protect you against legal liability. Some of the top challenges facing Orange County companies today include AB-1897, the Affordable Care Act, and employee vetting. Below are some ways your partners can protect you.

### Joint Employer Liability Peace of Mind

Have you checked the financial health of your current staffing partner recently? If not, do it soon since California considers you a joint employer and you may be leaving your company exposed to wage and workers' compensation risks under the Joint Employer Liability Act (AB-1897). This law states that employers that use staffing companies are liable for any unpaid wages for the temporary workforce assigned to their company and are liable for the failure of the contractor to secure workers' compensation insurance. To confirm your staffing partner is keeping you safe, request a quarterly audit statement confirming payment of wages and workers' compensation insurance.

### ACA Support

The Shared Responsibility component of the Affordable Care Act (ACA) requires companies employing 50 or more employees to offer affordable and ACA-qualified insurance to its eligible employees or pay significant penalties. While this mandate does not affect your ability to secure temporary or contract staff, it's important to know if you're partnering with a staffing firm that is ACA compliant. If your partner is not fully prepared to support and comply with ACA requirements, they may find themselves facing stiff penalties and unable to sustain their business. Conversely, employment partners who are financially

stable and well-versed in ACA requirements can be a good source of information for your ACA compliance questions.

### Compliance and Certifications

A thorough process of face-to-face interviewing, screening, testing, and reference checking of potential employees is critical to maximizing culture match and retention. Evaluations should be customized by position and customer needs and include focused skills tests as well as personality assessments. Professional certifications, licenses and background check clearances specific to each position should also be performed; adding a measure of safety and security to the business relationship.

Ultimately your employment partner should protect your business, so select a company that is financially stable and has the knowledge and experience to keep you and your business safe.

### Lisa Pierson

Lisa Pierson is the President of Advantex Professional Services, a recruitment firm specializing in finance and accounting, IT and engineering; Kimco Staffing Services, which includes office professionals, technical support, accounting operations, industrial, and onsite managed services; and MediQuest Staffing which focuses on healthcare positions. In the past 30 years, the companies have employed 212,512 people, serviced 21,941 clients, and filled 687,192 positions. You can reach Lisa at [lperson@kimco.com](mailto:lperson@kimco.com) or 949.331.1102.



# MediQuest

50+ Years of Healthcare Staffing Excellence

## How Do Your Hiring Vitals Look?

### MediQuest Vital Signs:

- 2017 CareerBuilder/Inavero Best of Staffing Client and Talent Satisfaction Award winner
- 20+ non-clinical positions including medical assistants and front and back office personnel serving a multitude of specialties
- 50+ years of experience matching top talent with company culture
- 100% satisfaction guarantee

949-757-4600

[mediqueststaffing.com](http://mediqueststaffing.com)





CaliforniaChoice®  
Your Health. Your Choice.®

**Ask yourself:**

**I have employees  
with different  
health care needs  
and preferences.  
How can I make  
them all happy?**

With access to seven of the state's leading health insurance carriers, you can offer multiple HMOs, PPOs and HSAs to employees. For example, one employee might choose a PPO because of a particular doctor or specialist, while another employee with kids at home might select a low-cost HMO. A third employee might pick an HSA-compatible plan because of tax advantages. Whatever your employees' needs may be – it's their choice.

**Ask your broker about CaliforniaChoice or**



# Alzheimer's ORANGE COUNTY

## Alzheimer's and Dementia in 2017

by Jim McAleer, CEO/President, Alzheimer's Orange County

Robin Williams and Casey Kasem passed away after battling Lewy Body Dementia. Ronald Reagan, Perry Como, Charles Bronson, Charlton Heston and countless more have passed away due to complications associated with Alzheimer's disease. Whatever the form of dementia, our society is waking to the fact that the impact is growing, and we are ill-prepared for what it means. We must do more.

In Orange County alone, 84,000 people experience Alzheimer's disease, not including other related dementias. That number will double by 2030 and triple by 2050. Imagine the impact on healthcare if those affected require nursing home care, estimated at \$79,200 annually. Imagine the impact on families if they must quit jobs or risk their own health in an effort to keep their loved ones at home as long as possible. That impact is no longer just something that will happen in the future – that impact is happening today. We have taken great steps to support our families, but we must do more.

**Research** is key to slowing or halting Alzheimer's and other related dementias. It needs our unequivocal support at the state and federal level. While we wait for that treatment or cure, Orange County must look to the increasing number of people who will experience this condition and plan for programs, services, health care and other support if we intend to continue to be the best place to live in the country. There are dozens, if not hundreds, of existing support systems available for families that would greatly reduce the financial, emotional and physical impact of the disease. These support systems face decreasing funding and have great difficulty in reaching those they seek to serve. They need our help.



Jim McAleer, Chief Executive Officer of Alzheimer's Orange County

Initiatives such as the **Orange County Strategic Plan for Aging**, an effort that brings together 16 cities, the County of Orange, a dozen nonprofits and many area funders, seeks to address the mounting issues the county will face as we age, and asks us to remember that seniors are not a burden – they can often be a great asset. You can learn more at [www.ocagingplan.org](http://www.ocagingplan.org). The plan needs our support.

**Adult day health care**, long underfunded, helps keep older adults healthy and in their homes for as long as possible. It is an extremely cost-effective way to support people with occupational and physical therapies, meals supervised by a nutritionist, recreational and music therapy, and much more. If you know of someone caring for a loved one at home with dementia, let them know these programs exist, that they provide transportation and meals, and are often covered by insurance. For information on adult day health care in your area, contact the Office on Aging at 800.510.2020 or Alzheimer's Orange County at 844.HELP.ALZ.

**Information and referral services** are available from nonprofits throughout the county to lead people to the care they need, identify resources open to them and much more. Everything from HICAP, a free program to help seniors understand insurance, to programs on elder abuse prevention, how to select a clinician, what is current in research, how to maintain your brain if you are healthy, where to find a clinical trial, in-home care or residential placement are all available. You can learn about all of the programs and support available at the OC Aging Services Collaborative website: [www.ocagingservicescollaborative.org](http://www.ocagingservicescollaborative.org) or by calling 844.373.4400.

**LA|FITNESS**

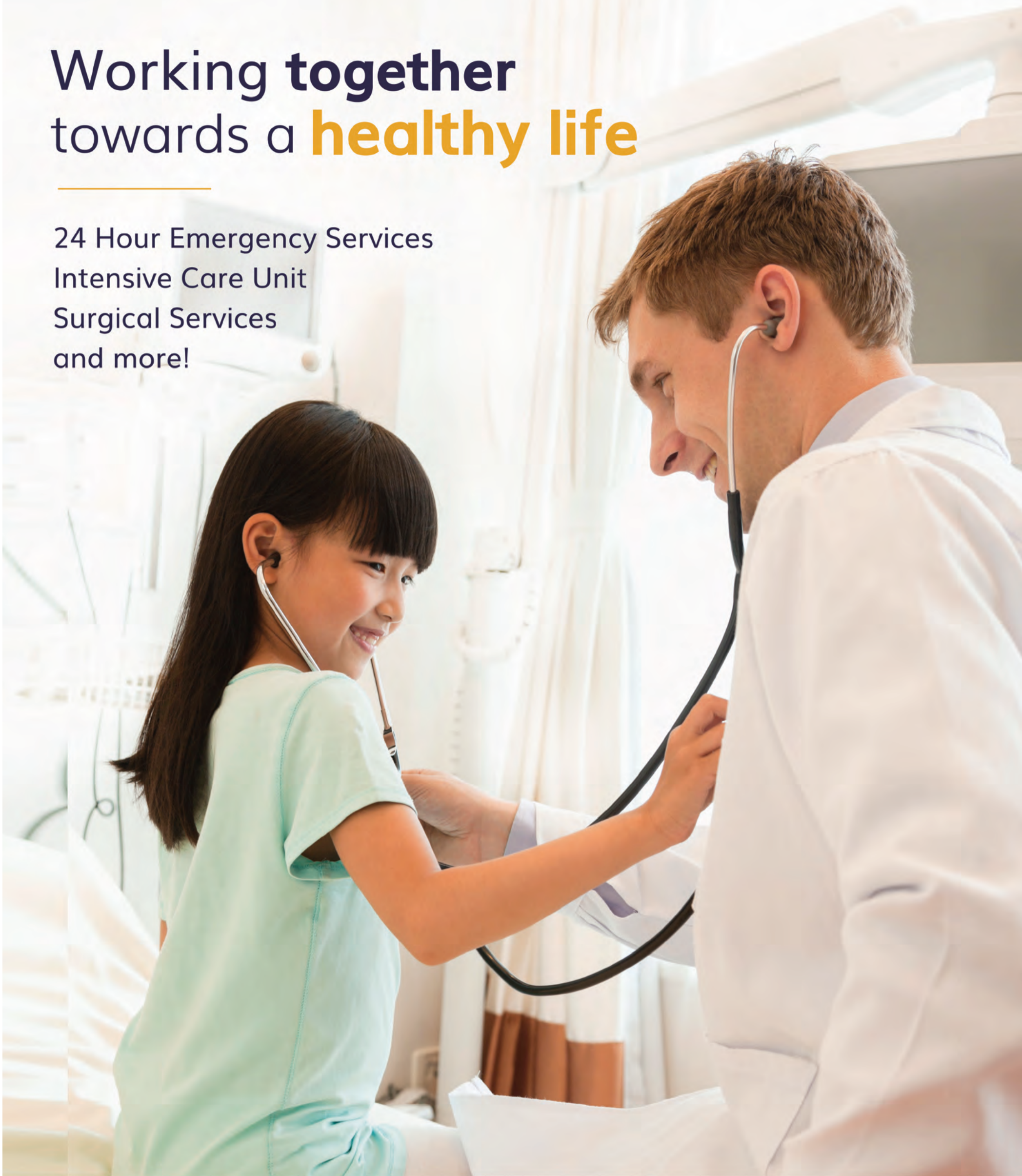
**YOUR YEAR. YOUR RESULTS!**

<b>IRVINE CROSSROADS</b> 3960 Barranca Pkwy. (949) 502-2777	<b>IRVINE EAST</b> 6400 Irvine Blvd. (949) 502-2043	<b>IRVINE – JAMBOREE</b> 2880 Michelle Drive (714) 505-8958	<b>SIGNATURE LOCATION: IRVINE – MICHELSON DR</b> 3021 Michelson Drive (949) 988-5372
---	---	---	--

Photos depict a typical facility; amenities and classes vary by club. Certain amenities may be available for an additional fee. ©2017 Fitness International, LLC. All rights reserved.

# Working together towards a **healthy life**

24 Hour Emergency Services  
Intensive Care Unit  
Surgical Services  
and more!



Enjoy Life in  
Great Health

1301 N Tustin Ave,  
Santa Ana, CA 92705

714.953.3652

[KPCHealth.com](http://KPCHealth.com)

**KPC**  
Health



Orange County • Anaheim • Chapman • South Coast

**Global Medical Centers**