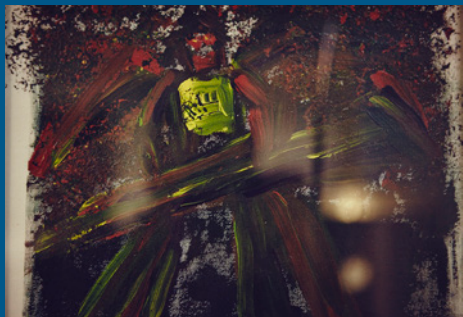
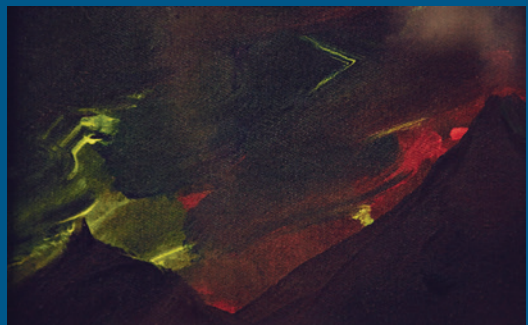




VENTURA COUNTY
HEALTH CARE AGENCY



Your County. Your Healthcare System.

Ventura County Board of Supervisors

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Cover photo credit: Ventura County Medical Center's Trauma Team, in collaboration with Artists for Trauma, held their first Adaptive Painting Workshop this year. Trauma survivors created art as an outlet for healing. We are grateful to them for sharing their artwork with the Ventura County Health Care Agency. For more information on Artists for Trauma, visit www.artistsfortrauma.org

LETTER FROM THE DIRECTOR



It is awe-inspiring to witness the work of our capable and dedicated physicians, nurses, specialists, and administrative staff, all working toward the same goal: to bring first class health care to everyone in Ventura County.

*A*s the Director of the Ventura County Health Care Agency, I have a front row seat to some of the most compassionate and talented professionals in the health care field. It is awe-inspiring to witness the work of our capable and dedicated physicians, nurses, specialists, administrative, and support staff, all working toward the same goal: to bring first class health care to everyone in Ventura County.

From the moment my career began at the Health Care Agency 15 years ago, I was struck by one of the first things I was told: no one is turned away. I've always been very proud to be part of a system that cares for every member of our community, regardless of their ability to pay.

The Health Care Agency provides a system which ensures access to quality, cost-effective, culturally-sensitive health care for all, especially the most vulnerable members of our community. This access is provided by over 3,000 extraordinarily talented and caring people who embody the mission of the Health Care Agency.

One overarching valued accomplishment this year was the formation of Health Care Foundation for Ventura County; a public, non-profit benefit corporation dedicated to enhancing and augmenting the Health Care Agency by engaging philanthropic support. The health care system, which includes Ventura County Medical Center, Santa Paula Hospital, Inpatient Psychiatric Hospital, and the ambulatory care medical clinics, (as well as Public Health, Behavioral Health, Animal Services and the Medical Examiner's office, in addition to a health care plan) are run as an enterprise, which means they are primarily funded through their own operations and are self-sustaining, demonstrating good government. With the launch and support of Health Care Foundation for Ventura County, we can generate support and engagement for our endeavors in an entirely new public/private way.

In the pages of this report you'll also learn about the accomplishments the agency and the people who work for it, have achieved over the past year. I am grateful for the opportunity to work alongside them, and I'm certain once you learn about the many specialists, physicians and exceptional staff we have right here in the county, and all they do to keep everyone in our county healthy, you will be, too.

Your county health care system is here for everyone.

Barry Fisher
Director



The Ventura County Health Care Agency serves everyone in the county. Our outreach team is out in the community several times each week providing information, health screenings and referrals to programs and services to keep our county family as healthy as they can be.



Both hospitals employ a nursing staff that is second to none. Dedicated, professional and compassionate nurses, physicians and administrative staff are evident on both our campuses. Patient care and safety are the highest priority for the Ventura County Health Care Agency.

Santa Paula Hospital, VCMC's small, rural, 49-bed hospital located in the Santa Clara Valley. Santa Paula Hospital was purchased by the county in 2003, renovated, and re-opened in 2006, thanks to the dedication and foresight of the county Board of Supervisors, county CEO, and Health Care Agency leadership.

Groundbreaking Work

In 2013, VCMC launched the largest construction project in the history of Ventura County with the groundbreaking of the new hospital replacement wing project, slated for completion by fall of 2017. The foundation work occupied much of late 2014 and early 2015; there have already been numerous milestones associated with the project.

The 'Topping Off' ceremony, a time-honored tradition in the construction industry, is when a branch or tree is placed on the beam as it is raised. Our last beam was placed on the second story along the Hillmont side of the hospital.

Achievements

VCMC also saw two services achieve accreditation over the past fiscal year. Ventura County Medical Center (VCMC) has received the American Heart Association/American Stroke Association's *Get With The Guidelines®-Stroke Silver Plus* Quality Achievement Award. The award recognizes the hospital's commitment and success in ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

Ventura County Medical Center (VCMC) is a 180-bed hospital that provides high-quality, compassionate health care to residents throughout Ventura County. While VCMC provides health care to all residents of Ventura County, special emphasis is placed on providing access to care for the underserved and those facing barriers to access. Referred to as the 'safety net' population, these individuals receive over three quarters of the care provided at VCMC and



The VCMC Hospital Replacement Wing Project is ahead of schedule, with some units opening as early as fall 2016.



The 'Topping Off' ceremony, a tradition in the construction industry, marks the last beam in place milestone.

To receive the Silver Plus Quality Achievement award, hospitals must achieve 85 percent or higher adherence to all *Get With The Guidelines-Stroke* achievement indicators for at least 12 consecutive months and during the same period achieve 75 percent or higher compliance with five of eight *Get With The Guidelines-Stroke Quality* measures.

The Bariatric Services Program received a Comprehensive Center accreditation by the American College of Surgeons (ACS) Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP). In partnership with the American Society for Metabolic and Bariatric Surgery (ASMBS), the award acknowledges VCMC's commitment to providing and supporting quality improvement and patient safety efforts for metabolic and bariatric surgery patients. As an accredited program, these bodies recognize that VCMC meets the needs of patients by providing multi-disciplinary, high-quality and patient-centered care.

Santa Paula Hospital

Santa Paula Hospital is proud of its reputation as one of the most beautiful places in Ventura County to deliver a baby.



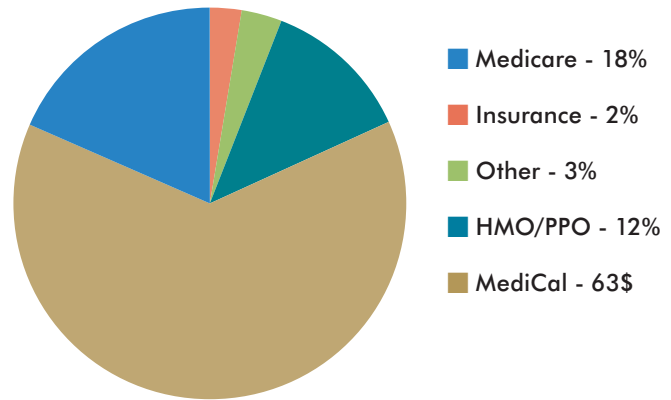
Santa Paula Hospital's lab staff love coming to work each day and serving the community of Santa Paula and the Santa Clara Valley.

Since the County re-opened Santa Paula Hospital in 2006, over 3,000 babies have been delivered here. And Santa Paula Hospital is 'baby friendly,' a designation only shared with 315 other hospitals – including VCMC – in the country.

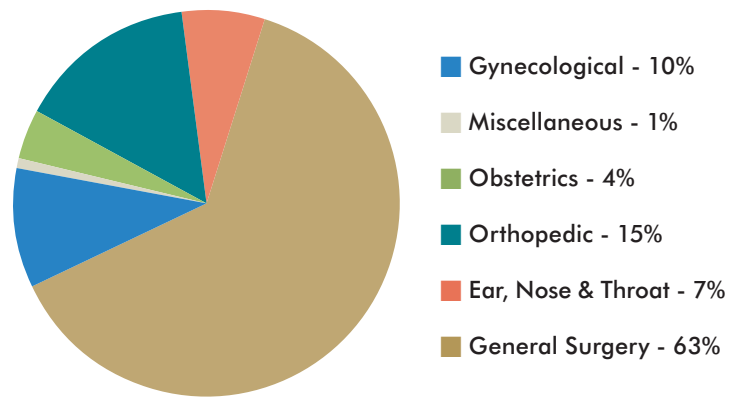
Santa Paula Hospital is very involved and active in the community it serves. The hospital hosts a weekly grief support group, provided by Assisted Home Hospice. They also open their conference room monthly for the Santa Paula Citizen Corps, as well as an evidence-based, senior fall prevention program, 'Stepping On,' by the county's Area Agency on Aging, held over a 7-week period annually.

The hospital enjoyed special recognition in fiscal year 2013/14, when it was awarded the Cal Noc Award for the prevention of hospital-acquired ulcers.

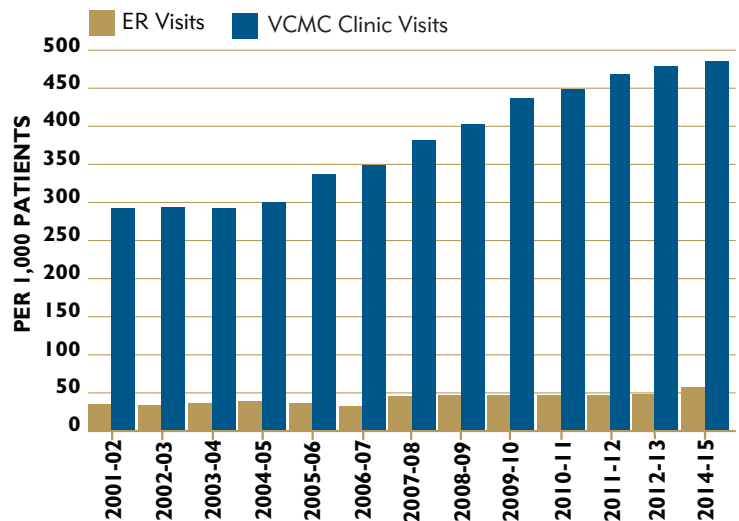
VCMC Patient Days by Financial Class 2014-15



SPH Surgeries Performed 2014-15



Clinic & ER Visits VCMC 2014-15



For more information about **Ventura County Medical Center and Santa Paula Hospital**, please go to vchca.org/hospitals



Dr. Jerold Noah, of our Santa Paula Medical Clinic gives a new baby check-up to one of Santa Paula's newest citizens.

and treatments for our patients. This may be keeping our county's children current on their vaccination schedules, screening young children at prescribed intervals for achievement of developmental milestones or scheduling patients for mammograms and colonoscopies.

As Ventura County has a high incidence of diabetes, two centers focusing on the most complex diabetic patients have been developed in north and south Oxnard at the Magnolia and Las Islas clinics. Our goal is to manage diabetes and prevent complications. Health care is no longer solely about the individual

doctor- to-patient relationship. While that personal link remains essential, health care has developed into a team approach. Ambulatory Care has added case managers, nurses, educators, pharmacists, quality data analysts, dedicated referral staff and others to enhance patient care.

The mission of the Health Care Agency focuses on providing care to those experiencing barriers. There are no members of our community that have greater barriers than those experiencing homelessness. Through focused outreach and a no-wrong-door approach, any individual in our county experiencing homelessness will receive the health care they need irrespective of their ability to pay. Special effort is provided to link patients in homelessness to supportive services and to enroll them into a health insurance coverage program.

The Ventura County Health Care Agency's Ambulatory Care system has a tremendous footprint on the health and well-being of the residents of our county. Our 19 primary care, and 26 specialty clinics have had nearly 500,000 patient visits this past year; that is approximately 2,000 visits per weekday or 250 per hour.

Ambulatory Care is a network of primary care and specialty care medical practices located throughout nine cities in Ventura County. To compliment these clinics, eight urgent care centers operate within the Ambulatory Care system to provide for the immediate needs of patients. We have found our patient's needs sometimes exceed the traditional brick and mortar locations. With that in mind Ambulatory Care operates three mobile medical units.

There is a Mobile Medical Unit, a two-exam room on wheels; the Mobile Mammography Unit, bringing needed mammogram services to women, and the Mobile Education and Outreach Unit, which visits numerous public events bringing health care and health insurance information to our communities. We like to think we have redefined clinic care.

Nationally health care is focusing on prevention and early intervention, with the goal of keeping patients out of the hospital. Ambulatory Care has increased our focus on providing all of the US Preventive Task force recommended tests



Our new Camarosa Urgent Care in Camarillo is a beautiful building in a space that is conducive to healing.

Our team of approximately 300 physicians care for patients through the full spectrum of life. Pre- and post-surgical care is provided for ear, nose and throat needs, general surgery such as appen-



Having a physician you can trust and speak with about your concerns is all-important to the physicians in our system.

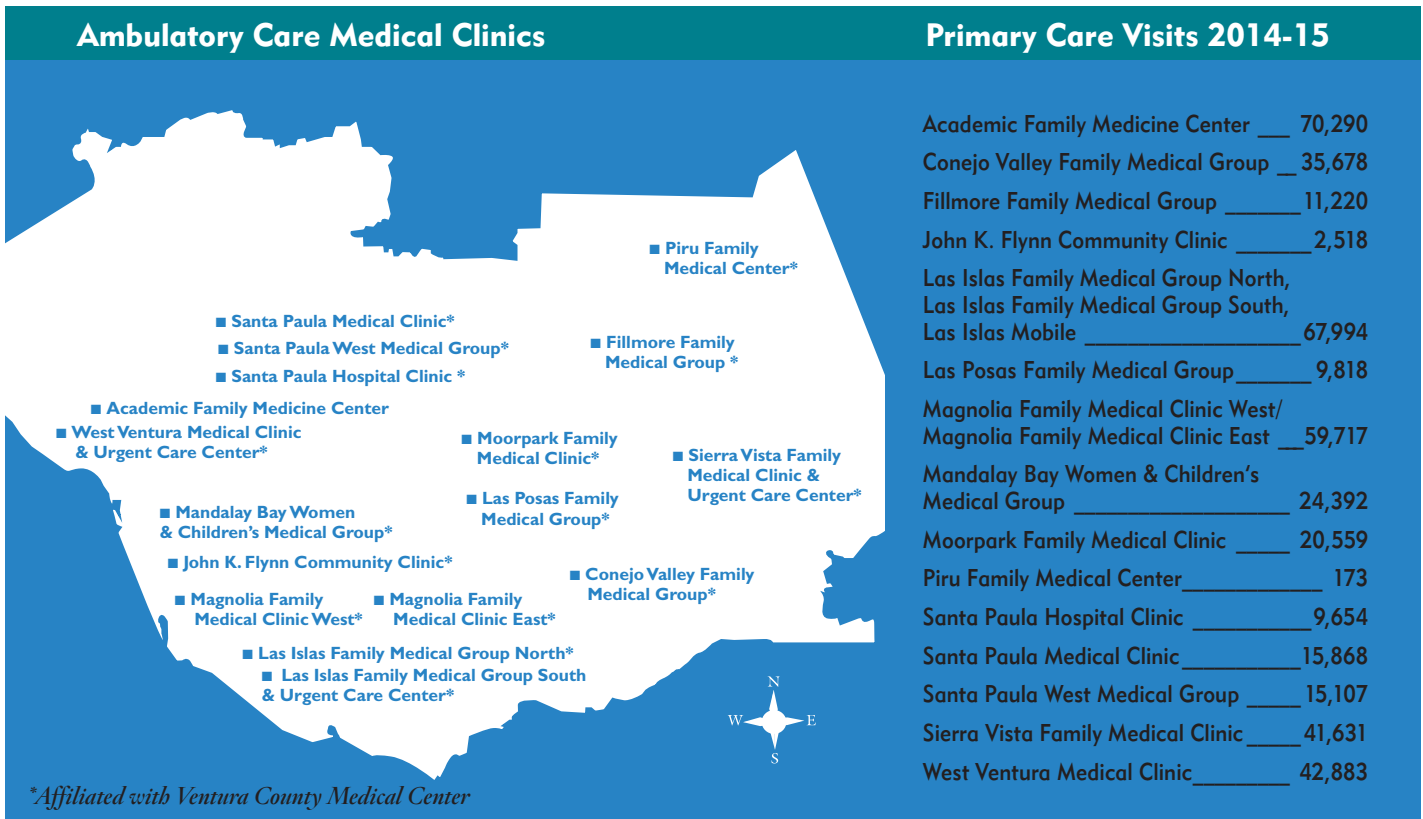
dectomies and gallbladder removal, to hip replacements and neurosurgery. Medical specialties such as neurology, gastroenterology and rheumatology are provided throughout the county to support our commitment to bring health care conveniently to our patients in their neighborhood clinics.

Some unique services of our system include the opening of Ventura County's first LGBT clinic at the Santa Paula West clinic; the development of the Traumatic Brain Injury/TBI clinic providing synergistic care between Neurosurgeons, Neurologists and Physiatrists and Physical Therapists to meet the complex needs of the TBI patients. The services offered through our highly-trained surgical and medical oncologists keep adult and pediatric patients here at home for the highest quality care available.

Transitions Clinic: Ambulatory Care and VCMC recognized a significant gap in discharge planning for those patients who were discharged from the hospital, when they did not have a medical home, or their medical home could not accommodate timely follow-up. On March 1, 2014, the Transitions Discharge Clinic, a pilot program, began working directly with the discharge planning team, as well as the case management team to specifically address the clinical needs of the population. Since the inception of the program, 642 patients have been seen for follow-up and have successfully transitioned to their medical home for ongoing care.

Ambulatory Care loves babies. This is demonstrated through our extensive network of obstetrical providers. Both board-certified obstetricians and family medicine physicians provide pre-natal care to the most complex, as well as the most routine, pre-natal patients. This is validated by the highest quality obstetrical care scores in the county. When special needs arise we have pediatric sub-specialists such as pediatric cardiologist, pediatric neurologist and pediatric hematologists and oncologists. It is rare for a county our size to offer this breadth of services.

For more information about Ventura County Health Care Agency **Medical Clinics** please go to vchca.org/medical-clinics



Ventura County Behavioral Health (VCBH) promotes recovery, hope and resiliency by providing coordinated mental health, and alcohol and drug services to meet the needs of Ventura County residents with substance abuse and/or mental health issues.

In collaboration with community-based, faith-based and other public/private partners, the goal is to ensure access to effective treatment and support for all children, adolescents, transitional-aged youth (18-25 years), adults and seniors and their families. In addition to regional clinics located in Oxnard, Ventura, Santa Paula, Thousand Oaks, Fillmore and Simi Valley, many programs provide services at other community locations accessible to clients.

How High Ventura County

In November 2014, Ventura County Alcohol & Drug Programs unveiled *How High Ventura County.Org*, a teen health educational platform to educate parents about the risks that marijuana uniquely causes to teens and the developing adolescent brain. Noting that in our community one in four high school juniors have smoked marijuana in the last 30 days (2012 California Health Kids Survey) and that at many schools across our county, more kids are smoking marijuana than binge drinking. Studies and reliable science has shown the long term detrimental impact that marijuana, often with much greater potency than most parents may recall from their youth, has on the developing brain.



The campaign to launch this site has met with broad media support and recognized as part of the largest, most coherent teen health marijuana initiative in California. Its flagship quiz, "What's Your HighQ?" was recognized as a critical first step in educating parents about the harm marijuana can uniquely cause.

How High Ventura County (HHVC) is now entering its second year of educating parents and students (middle school/high school) about the harm marijuana causes the teenage brain. Our in-school education is in multiple school districts across the County. We are collaborating with the Ventura County Office of Education to introduce the public information education.



The Grand Opening of our new Behavioral Health Clinics in south Oxnard found several HCA employees celebrating the new space. From left to right: ADP Manager Dan Hicks, Community Services Coordinator Elizabeth Taylor, BH employee Alma Ixta and HCA Director Barry Fisher.

Anti-Stigma Campaign

As part of the VCBH Department's prevention and outreach efforts, a campaign was launched in late 2014-early 2015, in order to lower stigma and increase access.

Prevention and Early Intervention Objectives:

- Positively change perception of people with mental illness and substance use disorders. Emphasize humanity, hope and sense of community.
- Refer people to appropriate mental health services (2-1-1).
- Communicate that VCBH is a "good neighbor," sensitive to local concerns.
- Address lack of knowledge about mental health and substance use, especially among underserved, ethnically-diverse populations.

The campaign's unique features included:

Narrow casting to the south Oxnard and Santa Paula regions, including strategic placement of campaign materials and adverts in non-traditional venues (markets, laundromats, comida trucks, etc.), created family-based imagery that assisted in normalizing the discussion of mental health problems and depicted a variety of people (male & female, various age groups, diverse backgrounds, etc.), in both Spanish and English. The campaign was also launched on social media.

Adult Services/Youth & Family Services

In December, 2014, VCBH celebrated the grand opening of two new clinics at the Centerpoint Mall in South Oxnard. The two clinics, Adult Services and Youth & Family Services, are just the latest of many projects that VCBH has successfully implemented in order to improve access to the county's Latino population. In order to accommodate working families, the Behavioral Health Department clinics, including the two new Oxnard clinics, are open later hours four days a week. These expanded hours allows working families to more easily access care.

Transportation can also be a barrier to access and can be particularly difficult for people with mental illness. The new clinics in Oxnard are located within an area that is well served by public transportation.

Expansion of Services to Schools

The Ventura Office of Education (VCOE)/Special Education Local Plan Area (SELPA) continue to contract with VCBH to provide mental health Services for Special Education Students via the IEP process. These services include assessment, individual therapy, group therapy, collateral and case management services for students suffering from a mental illness that is significantly impacting their ability to access their education. Through the expansion of the Intensive Social and Emotional services, we now service approximately 800 students. The most significant areas of growth has been in traditionally underserved areas including Santa Paula, Fillmore, South Oxnard, and Ojai.

R.I.S.E

In 2014, VCBH launched a new unit called Rapid Integrated Support and Engagement (RISE). This new unit is primarily funded by the Crisis Triage grant awarded to the department in 2014, with additional funding from MHSA and a P.A.T.H. grant. RISE staff serve to connect people who traditionally fall through the cracks including service resistant and homeless populations. RISE also provides crisis prevention and crisis resolution services for lower level crises and coordinates with the Adult and Children's crisis teams for moderate to severe crisis response. RISE teams are assigned to each of the four major geographical regions – Oxnard, Ventura, Thousand Oaks/Simi Valley, and Santa Clara Valley. Working with individuals with lived experiences, clinicians seek out clients where they live or congregate, including shelters, community centers, libraries, or parks. To maximize the effectiveness of the outreach, RISE has developed close partnerships with community service organizations, faith-based centers, and law enforcement. RISE includes two Rapid Response Assessment teams who are available to the East and West County to provide "quick strike" assessment capability in the field. For Fiscal year 14-15, RISE engaged approximately 1,501 unduplicated clients and provided 4,474 documented services.



The new south Oxnard clinics, which are directly in back of the Centerpoint Mall, have expanded evening hours to make it easier for working families to access care.

Psychiatric Mental Health Nurse Practitioner Grant

The shortage of U.S. psychiatric providers began receiving serious attention in the 1980's. The AMA reports that the supply of U.S. psychiatrists shrank 27 percent between 1990 and 2002. The number of American medical school graduates choosing psychiatric residencies continues to decline and the aging of the psychiatrist population contributes to the problem. Forty-six percent of the psychiatrists in the U.S. are 55 years or older, compared to approximately 35% of all U.S. physicians. The demand for professionals to provide psychiatric services will continue to grow in the coming decade with the implementation of the Affordable Care Act of 2010, and enactment of the Mental Health Parity Act of 2008.

In an effort to combat this problem, and to ensure sufficient staff to meet the increasing need for skilled professionals to provide psychiatric services, Behavioral Health has embarked on a creative approach. In FY 2014-15, VCHB secured a grant from the California Office of State-wide Health Planning and Development to support the department's Psychiatric Mental Health Nurse Practitioner (PMHNP student) clinical training program. The grant provides resources to help with supervision costs of the PMHNP student and to create more training opportunities within the department. The grant began in January of 2015 and has increased the number of students from one to two per semester to five to seven per semester, and has supported the recruitment of bilingual students.

For more information about Ventura County Behavioral Health please go to vchca.org/behavioral-health



It was an all-hands-on-deck effort; the Ventura County Public Health Department achieved national accreditation in 2014. They are the first and only public health department in the state to achieve this important distinction.

National Accreditation

Public health departments play a critical role in protecting and improving the health of people and communities.

In cities, towns, and states across the nation, health departments provide a range of services aimed at promoting healthy behaviors, preventing diseases and injuries; creating safer neighborhoods, administering life-saving immunizations, and preparing for and responding to public health emergencies.

Ventura County Public Health (VCPH) achieved 5-year national accreditation through the Public Health Accreditation Board (PHAB) in June 2014. PHAB measures health department performance against a set of nationally-recognized, practice-focused and evidenced-based standards aligned with the three core functions and 10 essential services of public health. The national accreditation program is jointly supported by the Centers for Disease Control and Prevention and the Robert Wood Johnson Foundation. To receive accreditation, VCPH underwent a voluntary and very rigorous, multi-faceted, peer-reviewed assessment process to ensure we meet or exceed this set of quality standards and measures. VCPH was the first public health department in California to earn this important distinction and one of only 79 in the United States as of August 2015.

Strategic Planning

After obtaining national accreditation, VCPH convened a meeting of its senior managers to begin the next phase of strategic planning. VCPH leadership wanted to take the lessons learned from the accreditation process to improve the strategic planning

process. Separate planning meetings were held with VCPH managers, VCPH line staff, community-based organizations, other partner organizations and the County Executive Office. Through this collaborative process VCPH developed its mission to support environments that protect and promote the health and well-

being of everyone in Ventura County.

The following strategic priority areas were developed in order to support the mission of the department and work toward the vision of becoming the healthiest county in the nation:

1. **Health Equity** - Support each person in Ventura County in attaining his or her full health potential regardless of socially determined circumstances.
2. **Healthy and Safe Community Environments** - Support and develop neighborhoods and institutions that support healthy lifestyles.
3. **Preventive Health Care** - Improve the availability, use, and integration of prevention-focused, evidence-based health care services.
4. **Community Driven Partnerships** - Collaborate with existing stakeholders and non-traditional stakeholders to increase the collective impact for improving health and well-being.
5. **Public Health Infrastructure** - Strengthen Ventura County Public Health to remain a high-performing and innovative organization.

The next phase of the strategic planning process included development of objectives and measures for each of the goals set forth in this plan. In addition, a group of 15 population health indicators were selected that aligned with the priority areas and goals to be tracked over the next five years. These indicators were selected through a review of the most relevant data from the VCPH Community Health Assessment, Health Matters in Ventura County (www.healthmattersinvc.org), Healthy People 2020, the County Health Rankings, the County Health Profiles and the Healthy Communities Data and Indicators Project. These indicators will be tracked and reported on as part of the annual review of the strategic plan.

Health Matters in Ventura County



Health Matters in Ventura County (www.healthmattersinvc.org), as

the go-to website for accurate and timely health-related data for Ventura County, was recently re-launched to highlight new features. The website's database, developed in partnership with Healthy Communities Institute (HCI), tracks more than 130 health and quality-of-life indicators in Ventura County using local, state and federal data.

Health in All Policies

On December 16, 2014, the Board of Supervisors adopted a recommendation that Health in All Policies (HiAP) be incorporated into the County Strategic Plan. On January 27, 2015, the Board adopted a Resolution and Policy statement that incorporated a Health in All Policies Framework for all County Agencies and Departments.

Health in All Policies is a collaborative approach to improving the health of all people by incorporating health considerations into decision-making, across sectors and policy areas.

HiAP engages diverse stakeholders to create win-win policies, plans, and programs to better address the many non-health factors that impact of health of the community, such as transportation, planning, housing and safety.

Communicable Diseases

EBOLA

The Ebola outbreak that began in West Africa in early 2014 was the worst outbreak of this virus in history. The Ebola virus has a high mortality rate: in the three countries most affected by the outbreak — Guinea, Sierra Leone and Liberia — about 70 percent of the infected died.



While Ventura County didn't see an Ebola patient in 2014, Public Health and county clinics and hospitals, had Ebola drills in the event that a case presented itself in our county.

In the United States, hospitals, public health departments and health care systems were aware that they needed to be prepared in the event that a patient presented at their facility. Public Health coordinated with area first responders and hospitals and trained for the possibility that they might be called upon to treat an Ebola patient.

MEASLES

Measles was declared eliminated (absence of continuous disease transmission for greater than 12 months) from the United States in 2000. This was possible thanks to a highly effective vaccination program and better measles control in the Americas region.

From December 2014 – April 2015, the United States experienced a large, multi-state outbreak of measles linked to the Disneyland Amusement Park in Anaheim, California. There were a total of 117 cases of measles linked to this outbreak, 12 of which were Ventura County residents.

Although there were only 12 cases in Ventura County, VCPH conducted several extensive contact investigations and provided community immunization clinics and services to over 1,000 residents to prevent transmission within the community. Measles is a very contagious disease and entirely preventable. Our CD Office, EPO and Field Nursing program worked very closely and their efforts led to an effective response to the local measles outbreak.

TUBERCULOSIS

Tuberculosis (TB) is one of the best known communicable diseases, and VCPH's Infectious Disease unit continues to investigate, treat and monitor for this disease. According to the World Health Organization nine million people acquire TB each year and nearly three million die from it, but TB is curable if it's caught early.

Our TB Specialty Clinic, located in Oxnard, is responsible for providing Case Management of all TB cases reported. In addition, the TB Clinic staff are responsible for reporting all cases of TB diagnosed within our county to the State (CDPH). Although there were only 43 new TB cases identified during the 2014-15 year, it required the investigation and follow up on 6,413 Confidential Morbidity Reports (CMRs) submitted by Medical Providers throughout the county. This is just one more example of how VCPH helps to keep our community healthy and safe from infectious diseases.

For more information about Ventura County
Public Health
please go to vhca.org/public-health



Artist Patrick Fisher, owner of Gamut Studios in Camarillo donates his time to the adoption center by painting photos of the animals and as part of a community outreach program. Follow at gamutlife.com



The Animal Services staff showed up in force to celebrate the opening of the new Puppy Playground in Simi Valley.

Ventura County Animal Services is committed to protecting the health, safety and well-being of animals throughout the county.

We provide a wide range of services to the public:

- Two animal adoption centers in Camarillo and Simi Valley
- Reuniting owners with lost pets through the Lost & Found program
- Provide veterinary treatment and care for sick and injured impounded animals and wildlife
- Educating the public about the importance of responsible pet ownership by spaying and neutering, licensing and caring for your pet
- Enforcing state and local animal control ordinances
- Rescuing and housing stray and abandoned animals
- Offering low-cost rabies vaccination clinics throughout the county year-round
- Conducting nuisance animal investigations, bite investigations and quarantines
- Deploying during animal evacuations, relocations and housing due to natural disasters



What's a family without a pet? Nothing brings a family as much joy as having a pet around.

For more information about Ventura County Animal Services please go to vcas.us/



The Ventura County Health Care Plan is open to all county employees and their dependents, offering first class care at competitive rates.

In pursuit of better health? We can help you get there.

Good Health is no accident, so the Health Care Plan has launched more opportunities for everyone to get and stay healthy. With the Ventura County Health Care Plan, members can earn points and advance through the world of wellness. With the additional tools offered through VCHCP Wellness, employees, their spouses and adult dependents can succeed on the path to improved health.

Members can take charge of their health at <https://vchcp.cernerwellness.com>

Committee in 2015. NCQA is an independent, not-for-profit organization dedicated to assessing and reporting on the quality of managed care plans, managed behavioral health care organizations, preferred provider organizations, new health plans, physician organizations, credentials verification organizations, disease management programs and other health-related programs.

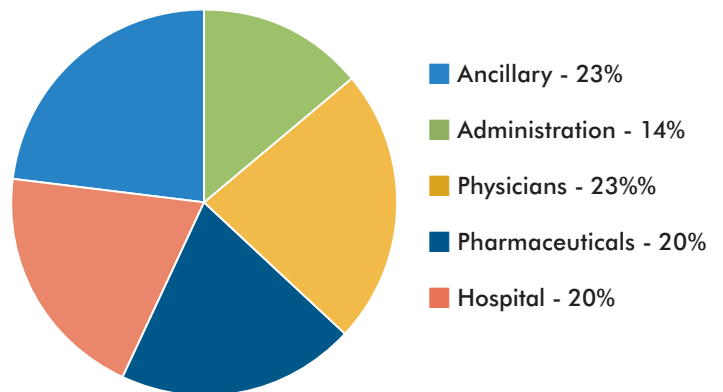
By keeping administrative and other costs not directly related to patient care as efficiently based as possible, consistent with other Health Care Agency programs, the Plan offers a maximum of access to quality health care services for subscribers and their dependents. While the Plan continues to increase its commercial products, it is not so large that it loses its ability to focus on the needs of each person who entrusts his or her care to the Plan.

Established in 1993, the Ventura County Health Care Plan (VCHCP) was developed as a practical and cost-effective alternative to providing health care services to county employees and their dependents. In 1996, VCHCP was licensed as a Health Maintenance Organization (HMO) under the Knox-Keane Act of 1975.

In June of 1998, the Health Care Plan received approval to contract with the State of California to provide health care services to Ventura County Healthy Families children and pregnant women who qualified for the Access for Infants and Mothers (AIM) Program. The Plan provides significant financial benefits to both the County of Ventura and participants of its many programs. By keeping its rates as low as possible, it ensures that county employees and contracted providers, as well as those enrolled in the state-sponsored program who choose the Plan, will receive those services at a competitive rate.

The Ventura County Health Care Plan was awarded accreditation status by the National Committee for Quality Assurance (NCQA) Review Oversight

EXPENDITURE CATEGORIES: FY 2013-2014



For more information about the Ventura County Health Care Plan please go to vhealthcareplan.org/

As a division of the Public Health Department, the Ventura County Emergency Medical Services Agency is responsible for the development, coordination and oversight of the county's Emergency Medical Services (EMS) delivery system and for the disaster and emergency coordination, planning and preparedness efforts for the county's medical/health system. Fielding more than 53,000 calls and transporting more than 40,000 patients per year, EMS is committed to providing the highest level of pre-hospital and emergency medical care when responding to individual needs or community crisis situations.

EMS programs and services include:

- Serving as the regulatory authority for all Emergency Medical Service delivery in Ventura County as provided by the State of California under California Code Regulations Title 22 and the Health and Safety Code Sections 1797-1799
- Coordinating care across various disciplines including public/private health care providers, fire departments, law enforcement, search and rescue agencies, private ambulance providers and base/receiving hospitals
- Managing disbursement of local emergency funding according to provisions in the health and safety code. These funds reimburse physicians and hospitals for uncompensated emergency care and provide stipends for EMS projects
- Monitoring overall performance of pre-hospital emergency medical care to ensure high-quality, timely and effective responses
- Providing oversight for Ventura County's STEMI and Stroke programs
- Overseeing the emergency medical dispatch program
- Coordinating the Ventura County Trauma System and providing oversight for two Level II Trauma Centers
- Regulating and administering vital programs including:
 - EMS education approval and compliance
 - EMS certification, paramedic accreditations and MICN authorization
 - EMS policy and procedure development and approval
 - Automated external defibrillator (AED) programs



In February 2015, EMS responded to the Metrolink Train derailment in Oxnard, in which 28 patients were transported to local area hospitals.

Notable emergency medical services events

- November 2014, "Mission Incident" involving a hazardous chemical explosion in Santa Paula. The exposure to the unknown chemical affected over 50 patients at various sites throughout western Ventura County
- February 2015, "Rice Incident" involving a Metrolink train derailment. The train, carrying forty-six passengers and three crew members, struck a truck that was parked on the tracks. Twenty-eight patients were transported to local hospitals with various injuries

Emergency preparedness programs and services include:

- Coordinating countywide medical/health disaster preparedness functions through federally-funded grant programs
- Coordinating plans and protocols for disaster medical care and multi-jurisdictional emergency medical responses
- Leading large-scale emergency response exercises
- Coordinating Ventura County Medical Reserve Corps volunteers and services
- Development and implementation of the Ventura County Health Care Coalition

Notable emergency preparedness events

- Coordination of the medical/health response efforts to the Ebola threat and Measles outbreak
- January 2015 "Kickoff" of the Ventura County Health Care Coalition
- February 2015 "Master the Disaster" 4th annual disaster preparedness seminar

For more information about Ventura County
Emergency Medical Services
please go to vchca.org/ems



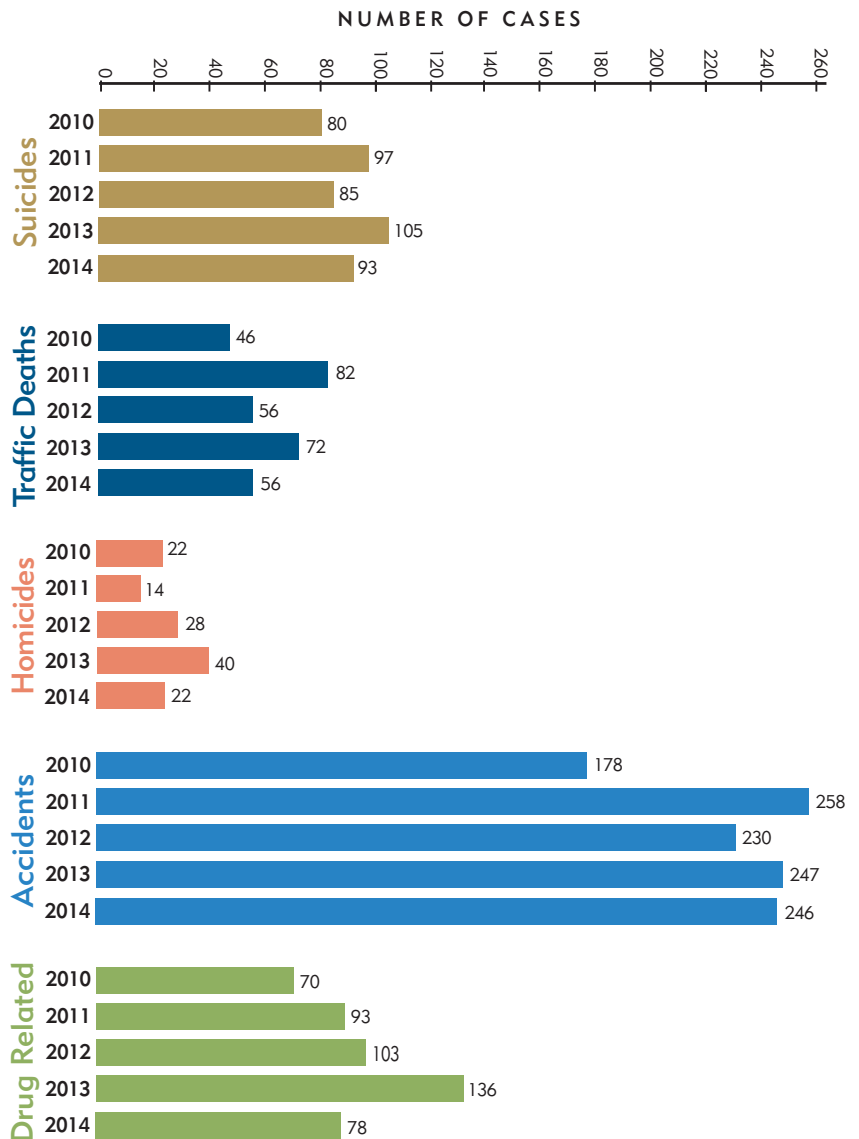
The Medical Examiner's Office has the responsibility to determine the cause and manner of deaths occurring in Ventura County in which the circumstances of death fall under their jurisdiction as outlined by California state statutes. These include suspected homicides, suicides, accidents, work-related deaths, and those where decedents die under suspicious circumstances or unexplained natural causes.

Ventura County is one of only a few counties in California that has replaced the elected or appointed coroner system, usually overseen by a Sheriff's Department, with a medical examiner system which is supervised by a physician specializing in forensic pathology medicine. Two physicians within the Medical Examiner's Office serve the local municipalities and Ventura County system with death investigation response by 6 investigators.

The Medical Examiner is responsible for investigating deaths in Ventura County that occur due to suspected trauma or unknown cause. In 2014, 5,092 total deaths occurred in Ventura County. Of these deaths, approximately 1,476 deaths were reported to the Medical Examiner's Office and 534 cases were certified by Medical Examiner physicians. The remaining deaths are usually not reported to the Medical Examiner and the attending physician issues the death certificate needed for final disposition of the body by burial or cremation.

Of the 1,476 cases reported to the Medical Examiner office, 73.2% were attributed to natural causes, 16.6% accidental, 6.2% suicides, 1.4% homicides and 2.6% undetermined manners.

While homicides make up a relatively small number of total annual deaths, they may require a significant amount of time by the Medical Examiner staff due to the investigative process and following court testimony. Of the



homicide deaths, 68% were via firearm injuries. Within the accidental manner of death category, 56 were motor vehicle related and 101 were drug and/or alcohol related. The number of drug deaths has gone down in the past year. Of the suicide deaths, 36% were firearm related.

For more information about the Ventura County
Medical Examiner
 please go to vchca.org/medical-examiner

HEALTH CARE FOUNDATION
FOR VENTURA COUNTY

HCFVC.org
805-652-3361

WeGive

Together we can make a difference!

Banner generously donated by Signarama Camarillo | Artwork generously created by Consortium Media

While we are in our infancy, the Health Care Foundation for Ventura County has had an amazing first year.



December 2014, saw the creation of the Health Care Foundation for Ventura County, the first 501(c)(3) tax exempt nonprofit dedicated exclusively to benefit the Ventura County Health Care Agency's hospitals, clinics and its affiliated departments.

Our purpose is to enhance and augment the robust work being done by over 3,000 dedicated, passionate and talented administrative, physicians, nurses and medical staff, over our county. While we are in our infancy, the Health Care Foundation for Ventura County has had an amazing first year.

Among the highlights:

- Established *WeGive Employee Giving Program* which is extended to all 8,000 county employees for them to give back philanthropically through payroll deduction or annual leave donation.
- Connecting community partnerships like Ventura Downtown Lions Club for a \$50,000 donation towards a pediatric retinal camera used in NICU, PICU, Pediatrics and clinics. Other community partnerships include, National Charity League Juniors, Hope's Haven, Tri-Counties Make-A-Wish Foundation, Artists for Trauma, Teddy Bear Cancer Foundation and many more.
- Providing campus tours for individuals and groups.
- Creating an online presence with www.hcfvc.org and all social media mediums. #HCFVC
- Formation of a volunteer Medical & Wellness Journalism Team to explore our system and tell the successes of the Health Care Agency.

- Collaborative commitment: establishing a Ronald McDonald House Charities Family Room project to be located on the VCMC campus.

Health Care Foundation for Ventura County is an institution for Ventura County to gather and show the world how Ventura County values top quality health care and wellness for everyone in our community.

It's Official! We Have Our Own Foundation!

HEALTHCARE FOUNDATION
FOR VENTURA COUNTY

Donate Now



www.hcfvc.org

To give of your time, talent and/or treasure with us, please call 805-652-3361, atowner@hcfvc.org or visit us at www.hcfvc.org

MEDICAL CLINICS & HOSPITALS

CAMARILLO

Las Posas Family Medical Group*
Medical Director: J. Paulo Carvalho, MD
805-437-0900
Urgent Care: 805-477-2310
Kimberly Oglesby-McCowan, FNP-C

FILLMORE

Fillmore Family Medical Group*
Medical Director: Ramsey Ulrich, MD
805-524-2000
Urgent Care: 805-524-8604

MOORPARK

Moorpark Family Medical Clinic*
Medical Director: John Ippolito, MD
805-523-5400

OXNARD

John K. Flynn Community Clinic*
Medical Director: Stan Patterson, MD
805-983-6644

Las Islas Family Medical Group (North)*
Medical Director: Miguel Cervantes, MD
805-204-7000
Urgent Care: 805-483-0198

Las Islas Family Medical Group (South)*
Medical Director: Miguel Cervantes, MD
805-204-9520
Urgent Care: 805-204-9500

Magnolia Medicine Specialty Clinic East
Medical Director: Stan Patterson, MD
805-981-5161

Magnolia Family Medical Clinic West*
Medical Director: Stan Patterson, MD
805-981-5151
Urgent Care: 805-981-5181

Mandalay Bay Women & Children's
Medical Group*
Medical Director: Daniel Lu, MD
805-604-4588

PIRU

Piru Family Medical Center*
Medical Director: Ramsey Ulrich, MD
805-521-0960

SANTA PAULA

Santa Paula Hospital Clinic*
Medical Director: Lisa Solinas, MD
805-525-0215

Santa Paula Medical Clinic*
Medical Director: Connell Davis, MD
805-933-1122

Santa Paula West Medical Group*
Medical Director: Lisa Solinas, MD
805-921-1600

SIMI VALLEY

Sierra Vista Family Medical Clinic*
Medical Director: Stan Patterson, MD
805-582-4000

THOUSAND OAKS

Conejo Valley Family Medical Group*
Medical Director: J. Paulo Carvalho, MD
805-418-9100
Urgent Care: 805-418-9105

VENTURA

Academic Family Medicine Center
Medical Director: David Araujo, MD
805-652-6100
Urgent Care: 805-652-6500

Anacapa Surgical Associates
Medical Director: Barry Sanchez, MD and
Thomas Duncan, MD
805-652-6201

Cardiology Clinic
Medical Director: Amita Dhaarawat, MD
805-652-5787

Healthcare for the Homeless
Medical Director: Jerold Noah, MD
805-652-6694

Hematology-Oncology
Medical Director: Evan Slater, MD
805-652-6218

Immunology Clinic
Medical Director: John Prichard, MD
805-652-6524

Medicine Specialty Center West
Medical Director: Scott Underwood,
MD
805-652-6222

Neuroscience Center of
Ventura County*
Medical Director: James Herman, MD
805-648-9830

Pediatric Diagnostic Center
Medical Director: Chris Landon, MD
805-652-6255

Pediatric Hematology-Oncology
Medical Director:
Francisco Bracho, MD
805-652-6120

Plastic, Reconstructive and Hand
Surgery Clinic
Medical Director: William Starr, MD
805-641-0141

VCMC Orthopedic Clinic
Medical Director: Thomas Wu, MD
805-652-6139

West Ventura Medical Clinic*
Medical Director: Ramsey Ulrich, MD
805-641-5600
Urgent Care: 805-641-5620

**VCMC Affiliated Clinic*

HOSPITALS

Ventura County Medical Center
Medical Director, Bryan Wong, MD
3291 Loma Vista Road, Ventura
805-652-6000

Santa Paula Hospital
Medical Director, Bryan Wong, MD
825 N. Tenth Street, Santa Paula
805-933-8600

**Your county.
Your healthcare system.**

For more information about Ventura County
Medical Clinics and Hospitals
please go to
vchca.org/medical-clinics or vchca.org/hospitals

FINANCIAL & SERVICE SUMMARY

Department	Description	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
HCA Summary to Date											
	Expenditures	307,133.9	327,059.8	362,890.4	406,215.2	429,941.6	444,983.8	496,099.7	543,435.2	589,561.5	600,538.2
	Revenues	292,840.4	301,008.3	338,216.6	417,899.2	418,007.6	431,975.0	543,973.3	535,958.0	566,415.3	581,264.7
	Net County Cost	26,016.9	28,946.4	35,082.4	38,145.5	34,621.5	39,405.5	35,814.4	34,823.3	40,444.3	25,503.7
	Total Contacts	1,383,420.0	1,316,555.0	1,415,056.0	1,575,642.0	1,736,316.0	1,816,201.0	1,825,960.0	1,900,495.0	2,115,020.0	2,040,003.0
HCA Administration											
Budget Unit 5010	Expenditures	9,178.6	10,083.1	10,955.2	12,553.7	12,655.1	13,150.1	13,784.8	23,037.1	18,836.7	18,735.2
	Revenues	6,602.2	7,104.4	8,126.1	9,778.7	9,790.7	10,345.4	11,169.4	20,494.4	15,738.4	15,139.1
	Net County Cost	2,576.4	2,978.7	2,829.1	2,775.0	2,864.4	2,804.7	2,615.4	2,542.7	3,098.3	3,596.1
	Number of FTE's	174.5	177.0	180.0	211.0	214.0	208.0	210.0	267.0	235.2	238.0
Ventura County Medical Center**											
Budget Unit 5210	Expenditures	182,188.0	191,170.0	212,592.0	231,683.0	248,561.0	258,941.0	284,286.0	315,210.0	332,955.0	362,376.0
	Revenues	185,369.0	184,423.0	207,494.0	250,341.0	249,083.0	261,691.0	327,997.0	334,910.0	349,248.0	353,823.0
	Excess Revenue over (Expense)	3,181.0	(6,747.0)	(5,098.0)	18,658.0	522.0	2,750.0	43,711.0	19,700.0	16,293.0	(8,553.0)
	County Contribution	8,527.9	9,329.5	15,197.9	29,862.1	15,197.9	15,197.9	15,197.9	15,197.9	15,197.9	15,197.9
	Inpatient Days	47,389.0	47,800.0	57,485.0	60,842.0	59,175.0	56,916.0	52,112.0	52,525.0	54,877.0	52,935.0
	Outpatient Visits	357,822.0	370,149.0	377,453.0	426,472.0	447,856.0	481,514.0	496,105.0	519,334.0	537,540.0	454,004.0
Medical Examiner											
Budget Unit 5000	Expenditures	1,524.5	1,656.2	1,733.4	1,834.3	1,861.1	1,808.5	1,759.4	1,805.5	1,754.8	1,916.8
	Revenues	20.2	22.2	26.1	21.8	12.8	17.9	9.0	6.4	3.1	9.4
	Net County Cost	1,504.3	1,634.0	1,707.3	1,812.5	1,848.3	1,790.6	1,750.4	1,799.1	1,751.7	1,907.4
	Number of Investigations	2,680.0	2,462.0	1,500.0	1,440.0	1,500.0	1,450.0	1,500.0	1,461.0	1,528.0	1,508.0
Public Health Department											
Budget Unit 5090	Expenditures	18,015.0	19,666.9	20,972.4	22,345.0	22,305.5	21,379.2	20,819.0	18,682.8	18,820.5	18,611.0
	Revenues	16,833.7	18,148.6	19,166.0	20,808.1	20,759.5	20,114.6	19,131.0	16,943.8	16,810.9	16,289.8
	Net County Cost	1,181.3	1,518.3	1,806.4	1,536.9	1,546.0	1,264.6	1,688.0	1,739.0	2,009.6	2,321.2
	Total Service Contacts	104,222	103,569	111,527	161,538	168,846	185,726	177,927	191,829.0	195,284.0	170,796
Animal Services											
Budget Unit 4600 & 4620	Expenditures	-	-	-	-	-	-	-	-	5,311.4	5,566.0
	Revenues	-	-	-	-	-	-	-	-	3,650.6	3,694.9
	Net County Cost	-	-	-	-	-	-	-	-	1,660.8	1,660.8
	Animals cared for	-	-	-	-	-	-	-	-	11,945.0	11,027.0
Emergency Medical Services											
Budget Unit 5090	Expenditures	1,975.1	2,672.3	2,401.9	2,424.7	2,552.0	3,296.5	3,637.1	4,489.7	4,961.6	4,518.3
	Revenues	1,511.6	2,139.3	1,773.4	1,791.9	1,946.0	2,691.2	3,003.6	3,873.7	4,274.7	3,892.5
(Inception Date : July 01, 1992)	Net County Cost	463.5	533.0	628.5	632.8	606.0	605.3	633.5	616.0	686.9	625.8
	EMS Dispatches	36,167	37,065	39,244	40,287	41,500	44,260	47,361	49,313	52,002	53,156
WIC - Women Infant Children											
Budget Unit 5110	Expenditures	2,701.9	2,930.7	3,233.7	3,121.2	3,706.5	4,752.8	5,651.1	5,009.8	4,610.2	4,447.9
	Revenues	2,670.6	2,832.9	2,972.1	2,924.5	3,513.1	4,673.6	5,395.8	4,726.6	4,361.0	4,214.2
	Net County Cost	31.3	97.8	261.6	196.7	193.4	79.2	255.3	283.2	249.2	233.7
	Total Contacts	244,993	263,721	277,072	293,900	310,040	315,827	314,140	303,391.0	289,105.0	271,076
Children's Medical Services											
Budget Unit 5120	Expenditures	6,350.1	7,499.7	7,763.1	8,096.0	8,133.4	7,960.9	8,239.8	8,794.2	8,649.3	9,114.0
	Revenues	5,833.4	6,868.1	6,880.7	7,159.7	6,937.0	6,939.2	7,171.9	7,636.4	7,622.4	8,117.4
	Net County Cost	516.7	631.6	882.4	936.3	1,196.4	1,021.7	1,067.9	1,157.8	1,026.9	996.6
	Total Contacts****	32,664	45,044	48,129	47,013	70,869	73,381	57,310	56,633.0	51,907.0	62,404
Mental Health Department											
Budget Unit 5130	Expenditures	51,855.7	56,637.7	62,556.4	72,545.5	67,026.6	61,535.4	59,257.3	54,656.5	65,112.00	54,754.8
	Revenues	40,751.1	44,640.6	51,107.8	58,590.7	56,399.2	45,336.5	47,160.5	43,630.8	51,665.00	56,987.2
	Net County Cost (Excess Revenue Over Expense)	11,104.6	11,997.1	11,448.6	13,954.8	10,627.4	16,198.9	12,096.8	11,025.7	13,447.0	(2,232.5)
	Total Contacts	320,623	275,392	308,421	327,232	376,439	304,723.0	263,440.0	269,966.0	266,390.00	237,057

Department	Description	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
Sub Abuse/Crime /Prop	Expenditures	2,319.8									
Budget Unit 5140	Revenues	2,371.2									
(Inception date: July 01, 2001)	Net County Cost	(51.4)									
Transferred to Probation 2/28/06	Total Contacts	71,105									
Alcohol & Drug Program	Expenditures	9,902.1	9,838.3	10,117.2	9,941.5	10,286.4	9,869.7	12,002.8	12,222.3	14,108.00	14,775.7
Budget Unit 5150	Revenues	9,740.8	9,613.3	9,796.4	9,496.8	9,835.6	9,476.6	11,527.1	11,770.3	12,834.00	13,769.4
	Net County Cost	161.3	225.0	320.8	444.7	450.8	393.1	475.7	452.0	1,274.0	1,006.3
	Total Contacts	105,353	116,159	141,503	152,125	148,873	138,315.0	140,330.0	141,733.0	335,700.00	405,538.0
Drinking Driver Progra	Expenditures	2,747.0	2,781.1	3,065.0	3,661.8	3,934.6	4,392.2	4,526.8	4,456.6	4,781.00	4,041.2
Budget Unit 5160	Revenues	2,746.0	2,779.7	3,065.0	3,626.1	3,843.3	4,342.7	4,493.4	4,446.8	4,739.00	4,013.9
(Inception Date : July 01, 1991)	Net County Cost	1.0	1.4	-	35.7	91.3	49.5	33.4	9.8	42.0	27.2
	Total Contacts	60,402	55,194	52,722	50,845	59,502	118,922.0	115,386.0	117,414.0	106,310.00	94,908.0
Mental Health Services Act	Expenditures				7,784.0	13,698.2	20,872.2	34,547.1	41,406.8	51,337.00	46,631.6
Budget Unit 5180	Revenues				21,825.8	19,918.9	28,016.5	59,217.3	32,119.0	36,157.00	46,304.0
	Excess (Revenue) Over Expense				(14,041.8)	(6,220.7)	(7,144.3)	(24,670.2)	9,287.8	15,180.0	327.5
	Total Contacts				13,948	28,548	75,003.0	128,802.0	161,708.0	177,284.00	198,343.0
AB-75	Expenditures	695.1	940.0	530.9	511.7	323.3	4.0	-	-	-	-
Budget Unit 5060	Revenues	695.1	940.0	531.1	511.9	323.1	4.0	-	-	-	-
(Inception Date : July 01, 1989)	Net County Cost	0	0.0	(0.2)	(0.2)	0.2	-	-	-	-	-
Ventura County Health Plan**	Expenditures	17,681.0	21,183.8	26,969.2	29,712.8	33,547.9	35,835.6	46,412.2	52,239.3	56,637.7	53,987.5
Budget Unit 5200	Revenues	17,695.5	21,496.2	27,277.9	31,022.2	34,294.8	37,140.1	46,521.1	53,975.3	57,624.9	54,110.6
(Inception date June 7, 1996)	Excess Revenue over (Expense)	14.5	312.4	308.7	1,309.4	746.9	1,304.5	108.9	1,736.0	987.2	123.1
	Net County Cost	-	-	-	-	-	-	-	-	-	-
	Number of Enrollees	9,723	11,143	11,700	12,900	13,959	14,157	23,429	24,697.0	23,178.0	15,192.0
Health Care Coverage Initiative	Expenditures					1,350.0	1,185.7	1,176.3	1,424.6	1,686.3	1,062.3
Budget Unit 5080	Revenues					1,350.6	1,185.7	1,176.2	1,424.5	1,686.3	899.2
(Inception date Sep 2007)	Net County Cost					(0.6)	-	1	0.1	-	163.1
Transferred from 5010 July 2008	Total Enrollees					9,209.0	6,007.0	8,118.0	10,491.0	11,970.0	12,059.0
	Number of FTE's					18.0	18.0	15.0	19.5	22.0	22.0

* Includes County Contribution as Net County Cost for VCMC

** 2010-11 Preliminary, Pending Final FY CAFR

** 2006-10 Fiscal Years are based on Final CAFR

*** 2008-11 Total Contacts Included Childhood Lead Poisoning Prevention Program

**** 2009-10 Number of Client completions increased from 2,137 to 3,558 or 66% from prior year.



VENTURA COUNTY
HEALTH CARE AGENCY

VENTURA COUNTY HEALTH CARE AGENCY

2 HOSPITALS

VENTURA COUNTY MEDICAL CENTER AND SANTA PAULA HOSPITAL

1 NATIONALLY RECOGNIZED
FAMILY MEDICINE RESIDENCY PROGRAM

19 PRIMARY CARE MEDICAL CLINICS

26 SPECIALTY CARE MEDICAL CLINICS

6 URGENT CARE MEDICAL CLINICS

1 PUBLIC HEALTH DEPARTMENT

2 PUBLIC HEALTH CLINICS

1 BEHAVIORAL HEALTH DEPARTMENT

10 BEHAVIORAL HEALTH CLINICS

One Goal

To help you and your family be well.