



Crossroads

Volume 1, Issue 3

CEO Corner Title

This month's PHFE Crossroads focuses on healthy and safe communities.

PHFE sponsors many programs and activities that promote healthy and safe communities and is committed to the health and safety of our employees who are involved in health related initiatives across the US and in several countries in other parts of the world as well.

At PHFE we are also concerned about the health and safety of our programs and systems

In this issue you will read about various approaches to health and safety from across our enterprise including our programs, employees and systems.

While PHFE's mission, "To promote the health and well being of individuals, communities, the nation and the world", is quite broad, a core focus continues to be healthy and safe communities.

-Mark Bertler, CEO

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CM Currents Healthy and Safe Communities

PHFE's headquarters HQ) staff have an ongoing focus on giving back to the community. In 2009, HQ staff collected books for a children's literacy project in Orange County, they raised funds to purchase an automatic external defibrillator and held a toy drive for the Los Angeles Family AIDS Network. This year our focus has been on health and wellness which includes physical and mental health as well as staying informed on how to make healthier choices.

On March 11th HQ staff received a demonstration from one of PHFE's projects, the Network for A Healthy California. Ms. Suzanne Bogart, Project Director, provided staff with helpful tips on doing exercises in the workplace, and demonstrated how to prepare healthy delicious snacks

for busy people on the go. The staff got to enjoy these treats after the presentation!

PHFE is proud of the consistent and dedicated work that many of our projects are doing in these areas. Another of those projects is Aztecs Rising. Through funds received by the Office of the Mayor Antonio R. Villaraigosa, the Aztecs participates in the city's 24 hour protocol. This is a safety strategy that has staff members along with LAPD on call to address any gang related incidents in their assigned areas. This is one of the many interventions that have helped LAPD in assisting victims and families affected by gang related incidents.

- Maria Rangel, MPA and Rochelle McLaurin, MBA, Contract Managers

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Fiscal Commentary

How "Healthy" is your Internal Control System?

The Health of an Organization is dependent on many factors, one of which is a good internal control system. Internal Controls can help you manage your organization in many ways. Internal controls can:

- Help an entity achieve its performance and profitability targets and prevent loss of resources
- Help ensure reliable financial reporting
- Help ensure that the enterprise complies with laws and regulations, avoiding potential damage to its reputation and business

Internal Controls can provide reasonable, not absolute, assurance to management and the board regarding achieving of an entity's objectives.

Internal Controls can not:

- Change an inherently poor manager into a good one
- Ensure success, or even survival
- Ensure the reliability of financial reporting and compliance with laws and regulations

The Committee of Sponsoring Organizations (COSO) of the National Commission on Fraudulent Financial Reporting published an Internal Control-Integrated Framework. This framework is a widely accepted standard for assessing and enhancing internal control systems. There are other adopted control frameworks as well that have other areas of focus, for example, information technology. Establishing which control framework is right for your organization takes considering the differences in your focus and objectives.

Whichever framework your organization chooses, there are common elements to a good Internal Control system. Some of these include:

- The Control Environment-the way management assigns authority and responsibility
- Risk Assessment-depending on the level of risk, what are your contingency plans?
- Control Activities-policies and procedures that help ensure management directives are carried out
- Information and Communication-recordkeeping and documentation including how protected is your organizational information?
- Monitoring- assessing the quality of the system's performance over time

In Summary, Internal Control is a process. It is a means to an end and not an end in itself. Internal Controls are affected by people at every level of the organization and are not merely policy manuals and forms. Internal Controls can be expected to provide only reasonable assurance, not absolute assurance, to an organization's management and board.

-Susan Vacko, Director of Operations

Did you know?

Public Health Foundation Enterprises has partnered with the State of California, the CDC and the many local government agencies.

HR Scoop

What is an EAP and why should you have one?

In today's world it has become increasingly more difficult for an employee to balance work needs with personal life priorities. This is where having a good Employee Assistance Program (EAP) can help employees maintain that balance. All too often, personal issues or concerns can drift over into the work setting and impact an employee's performance. Perhaps an employee is struggling to deal with a family member who has a substance abuse problem. Or maybe in today's economy financial issues have become an emotional burden on an employee. These problems can seep over into the work hours and interfere with the employee's performance. An EAP can give an employee the ability to find the help they need.

An EAP is a third party confidential source that an employee can call for guidance. An EAP has counselors staffing a 24 hour hotline to deal with issues such as child care and parenting, financial issues, legal concerns, addition and recovery, etc. Depending on the issue or problem, the EAP counselor can provide assistance on one phone call, or refer the employee to additional services. If the issue requires several sessions or more in depth assistance, the counselor will work with the employee and their medical insurance plan to find resources for them that are either free or

inexpensive.

When an employee utilizes these services, it is confidential. The EAP does not report back to the employer who used the services or why they used the services. An employer would not even know their employee called the EAP.

If your organization chooses to utilize an EAP make sure to take full advantage of their services. Not only is it beneficial for the employee, but also for the employer. The program can provide crisis intervention to employees who have experienced or witnessed traumatic events. It can provide training to managers or assistance in dealing with difficult behavioral or job performance issues.

Once you have your EAP in place, remind everyone that it is there and available for use. If a manager notices an employee is acting differently or their performance has changed, remind them that you have an EAP available.

This is a great service employers can use to assist their employees in maintaining a healthy work/life balance.

-Danielle Gonzalez, Director of Human Resources

Tech Café

How PHFE IT maintains a safe and healthy IT infrastructure using NAMP

Organizations are continuously refocusing their strategy and operations in order to successfully face the challenges of an increasingly competitive business climate. In this context, IT has become integrated into businesses to the point where it might be impossible for many businesses to function (or to succeed) without it.

These IT frameworks usually address either the domain of IT Governance (CobiT) or the domain of IT Management (ITIL and ISO/IEC):

1. COBIT 4.1—Published by ITGI and positioned as a high-level governance and control framework over IT processes
2. ITIL V3—Published by the UK government to provide a best practice framework for IT service management
3. ISO/IEC 27002:2005—Published by the International Standards Organization (ISO) and International Electrotechnical Commission (IEC) to provide a framework and standard for information technology and security management

As a result of its increasing role in the enterprise,

PHFE's IT department has been evolving from a technology provider into a strategic partner in PHFE's business. To support this exciting transformation, the IT department strives on to improve its operations by implementing best practices in all our current and new initiatives.

PHFE's IT governance initiatives include adoption of control frameworks and best practices to help monitor and increase business value and reduce business risk. This month, PHFE IT started the configuration and testing of the Numara Asset Management Platform (NAMP)' Inventory Management module. This module provides automated management of IT inventory, software deployment, and patch management. In the short-term, IT will be able to seamlessly track IT assets, maintain software deployment and license compliance, and provide accurate reporting. Long-term, the IT department is looking to deploy multiple NAMP modules so as to provide a complete Information Technology Infrastructure Library (ITIL) to our users.

-Jude Lauren, Director of IS and Technology

Practitioner's Point Philadelphia's Electronic Medical Records Initiative

PHFE has been working in partnership with the Philadelphia Department of Public Health and the Philadelphia Prisons System to implement the Philadelphia Electronic Medical Records Initiative. This project will implement a common electronic medical records system for all of Philadelphia's Public Health Clinics – the primary component of the city's community clinics system, the Philadelphia Soldier's and Sailor's home, and the Philadelphia Prisons System. Together these are the elements of the city government provide direct health care to thousands of Philadelphians.

By having each of these agencies utilize a common medical records system, Philadelphia will assure a greater level of the continuity of care for its patients. When a patient seeks care at any City of Philadelphia operated health services center, that patient's medical history will be available at their fingertips to the attending health care providers. This will help reduce the potential for medical errors, eliminate redundant testing,

and allow for a more complete view of the patient's medical history when establishing treatment plans.

PHFE has been partnering with the City of Philadelphia on this effort for over three years. Thus far, a complete workflow analysis of how the city provides care in all their care settings has been completed. A description of the requirements for Philadelphia's common electronic records platform has been performed and PHFE has assisted the City of Philadelphia in developing and managing a procurement process for a health technology vendor to install the system in the City. That vendor is expected to be named in the next few months and then the next stage of the Electronic Medical Records Initiative will begin, that being the process of implementing the new system in all of the City's almost two dozen points where health services are delivered.

-Greg Smith, Director of Consulting Services

News and Events for April

**4/5/2010-
4/11/2010
National Public
Health Week**

**4/12/2010-
4/14/2010
CalSAE Annual
Conference**

**4/15/2010
OCPHRIO Leadership
Meeting**

**OCHNA Board
Meeting**

**4/22/2010
SCPHA Annual
Meeting**

Earth Day

**April is also the 55th
anniversary of the
Polio Vaccine.**

Build a Relationship with PHFE!



PHFE Contact Information

For more information on PHFE or any of our programs, please visit our website:

www.phfe.org

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