

4TH QUARTER EDITION, 2014

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Message from HHSC Chair

Carol A. VanCamp, Chair, HHSC Corporate Board

As the newly-appointed chair of the HHSC corporate board, I want to thank the board for their confidence and support in my leadership. Personally, I am looking forward to working closely with our HHSC staff, corporate and regional boards and other partners in addressing our many current and future challenges and opportunities.

First of all, I think it's important that all of us remember our Mission in all that we do, as this should be our guiding light in making decisions:

“HHSC will provide accessible, high quality, cost-effective services which address the healthcare needs of Hawaii’s unique island communities”

To me, this means that we have an obligation to do everything we can to uphold this commitment, as our hospitals, clinics, and other facilities are as essential to our island communities as are police, fire, and ambulance services.

We all know that our state is challenged to provide needed financial support not only for HHSC but also for many other state agencies. However, as we approach the upcoming Legislative session, we will be meeting with our various stakeholders – legislators, Governor’s office, unions, physicians, community leaders, etc. – to collaborate and work together to overcome these challenges.

Our employees are our greatest asset – without all of you and your many skills and experiences – we would not be able to accomplish what we do. You are the ones on the front line of caring for patients and understanding the importance and value of what you do. Thank you for your support and service and know that you are all appreciated and valued.

We have recently announced the appointment of Dr. Linda Rosen as our new corporate CEO. She is outgoing director of the Hawaii Department of Health, who many of you may already know or have worked with on various state health programs or initiatives. She will begin her duties with HHSC in mid-December and brings a great deal of healthcare knowledge and experience to our organization.

I also want to thank Alice Hall, our Acting President & CEO for her leadership during the past several months, and also Immediate-Past Board Chair Avery Chumbley for his time, energy and commitment to HHSC over the past few years. All of our corporate and regional board members are “volunteers” who quickly find out that they have taken on what ends up being like having a second full-time job, and I thank all of them for their willingness to serve in the respective capacities during these difficult times.

The good news that we all need to focus on is that we (HHSC through our hospitals, doctors, and staffs) are saving and improving lives each and every day, and also that we are a major contributor to the quality of life for our island communities.

Aloha.

Compliance Corner

Language Access and the Law

Title VI of the U.S. Civil Rights Act (1964)

What is Title VI of the U.S. Civil Rights Act of 1964?

Title VI prohibits a recipient of funds from the U.S. Department of Health and Human Services (HHS) from engaging in policies or practices that have the effect of discriminating against individuals on the basis of national origin, including policies or practices that preclude or inhibit equal access to a recipient's programs and activities for patients of limited English proficiency (LEP).

What are Organizations Required to Provide?

The Office of Civil Rights (OCR) issued a policy guidance for Title VI compliance in 2004 that LEP persons must be notified of the availability of free interpreting services, and the services must not require friends or family to provide interpretation. Interpreters must be competent in medical terminology and understand issues of confidentiality and impartiality.

For translated written information, OCR has "safe harbor" requirements that are considered strong evidence of compliance with an organization's obligation to have translated written material available. However, the safe harbor provisions apply to translated documents only. This does not affect the requirements for oral language services.

- Written translations of vital documents for each LEP language group that constitutes 5% or 1000 persons, whichever is less, of the population served.
- If fewer than 50 persons in an LEP language group are 5% of the population served, in lieu of translated written materials, the organization may provide written notice in the primary language of the LEP language group of the right to receive competent oral interpretation of those written materials, free of cost.

What Written Materials are Considered "Vital" or "Non-Vital"?

Written information is difficult to classify as "vital" or "non-vital," and some documents may include both "vital" and "non-vital" information. However, examples for "vital" and "non-vital" materials include:

VITAL

- Consent and complaint forms
- Information about free language assistance programs or services
- Intake forms that have the potential for important consequences
- Notices of eligibility criteria, rights, denial, loss, or decreases in benefits

NON-VITAL

- Menus
- Third party documents, forms or pamphlets distributed by a recipient as a public service
- Large documents such as enrollment handbooks (although vital information contained within these documents may need to be translated).

Knowing What to Provide: The Four Factor Analysis

To help determine the extent of an organization's obligation to provide LEP services, OCR recommends organizations perform an individualized assessment to balance the following four factors:

1. The number or proportion of LEP persons served or encountered in the eligible service population.
2. The frequency with which LEP individuals come in contact with the recipient of HHS funds program, activity, or service.
3. The nature and importance of the recipient's program, activity, or service.
4. The resources available to the recipient and costs

What Institutions are Covered by These Laws?

All entities receiving direct or indirect Federal financial assistance from HHS through a grant, contract, or subcontract are covered by these laws. Examples include: hospitals, nursing homes, physicians and other providers, home health agencies, managed care organizations, state, county and local health agencies, State Medicaid agencies, universities, and other entities with health or social service programs.

East Hawaii Region

Trauma Patient and Family Thank Hilo Medical Center's Trauma Team

On November 21, parents Tom and Vicki Nelson held a coffee hour to thank HMC's Trauma Team for caring for their son, Skylar Nelson, and his girlfriend, Sarah Steinbrecher, after a stabbing incident. Physicians and staff from the Emergency Department, Operating Room, Intensive Care Unit, and Laboratory had a heart-warming reunion with the Nelsons. The Hawaii Tribune-Herald story noted that Vicki described her family's reunion with HMC's trauma team as their own "Thanksgiving Day" and that "I want to thank the hospital team for working on my son and on Sarah." She added, "I can put my arms around him again. He's alive and healthy. It's indescribable."

HMC's Medical Unit is the hospital's largest unit for acute medical illnesses such as pneumonia, complications from diabetes, infections and seizures, among others. Altogether, 76 employees belong to the Medical Unit. The average daily census for the unit is 42 patients, making the unit almost always full.



The Nelson family celebrates HMC's Trauma Team and the care the team provided Skylar Nelson.

United Public Workers Union and East Hawaii Region of HHSC Leadership Find Common Ground

Hilo Medical Center and the East Hawaii Regional Board hosted the United Public Workers union's leadership and stewards in late November. The meeting was tremendously positive as we shared updates on our financial challenges and legislative priorities. We discussed our partnership and celebrated a new beginning of working harmoniously to support the hospitals in the region and the 1,300 employees.

UPW's State Director, Dayton M. Nakanelua, offered the union's support in the upcoming legislative session for funding the Collective Bargaining Agreement. He also spoke about the enormous amount of pride invoked while hearing two UPW stewards talk about their roles in healthcare. Clarence Kaipo from the Emergency Department spoke about the advances in the response to trauma, stroke, and heart attack. Ralph Kuheana from Housekeeping described the training and precautions involved in keeping patients safe from hospital-acquired infections.



East Hawaii Regional Board and executive leadership tour UPW's leadership and stewards throughout Hilo Medical Center.

Long Term Care Facilities in East Hawaii Recognized for Meeting National Quality Goals



On December 3, Healthcare Association of Hawaii (HAH) praised Hilo Medical Center and Hale Ho'ola Hamakua among a group of long term care provider members for their achievement in reaching national quality goals

set by its national association, the American Health Care Association and National Center for Assisted Living (AHCA/NCAL). Thirty-five HAH members met or exceeded at least one of four goals of the AHCA/NCAL's Quality Initiative, a national effort focused on reducing hospital readmissions, nursing staff turnover, and antipsychotic medications, as well as increasing customer satisfaction. This is the second year in a row Hilo Medical Center received the award for achieving three out of four goals.

Kay Daub Joins East Hawaii Regional Board



Kay Daub, EdD, MEd, BSN, RN joined the East Hawaii Regional Board in November. She is the Director and Professor at the University of Hawai'i at Hilo's School of Nursing. She previously served as a member of HHSC's East Hawaii Regional Management Advisory Council and has been on the Committee for

Collaboration between the East Hawaii Region of HHSC and the School of Nursing. She earned her Bachelor's degree in Nursing at the University of Hawaii at Manoa, her Master's in Nursing Education at the University of Phoenix, Hawai'i Campus and her Doctor of Education at the California Coast University, Santa Ana. She is a member of the Hawai'i State Board of Nursing and the Bay Clinic, Inc. Kay has lived on the Big Island for 28 years. She is married with two sons.

Hilo Medical Center Nurses Achieve Certification in Their Specialty

Hilo Medical Center has 17 more nurses certified in their specialty of Critical Care, Progressive Care, Emergency and Infection Control. According to Arthur Sampaga, Jr., HMC's Interim Director of Nursing, who is also certified in Critical Care and Emergency Management: "Today's acutely and critically ill patients require heightened vigilance and extraordinary intricate care from a team of highly skilled healthcare professionals."

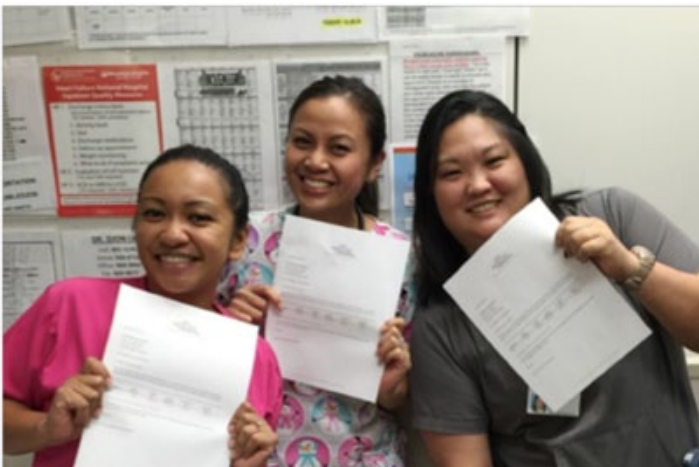
"Hilo Medical Center has been creating a culture of specialized nurse certification in striving for excellence," he added. "Certified Nurses provide patients and their families with validation that the nurse caring for them has demonstrated experience, knowledge, and skills in the complexity of specialized care. We at HMC have encouraged and supported our hard working nurses to achieve their professional goals through certification. In the upcoming months, we are looking forward to validating additional certified nurses in our organization."

Progressive Care Certification: Sarah Kekela-Andrade, Ruth Transfigurcaion, Ian Garcia, Chrislyn Hudak, Chrystal Etrata, Aloha Rocha, Kelly Okada

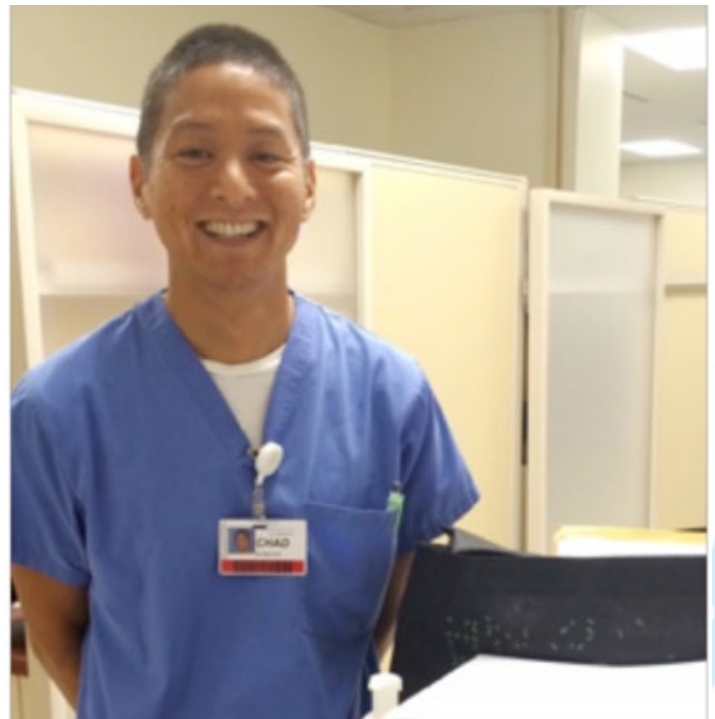
Critical Care Certification: Artie Garza, Aliisa Wasserman, Amanda Wagenblast, Stephanie Price, Jill Jenkins, Julia Lucena, Jolani Shrinski, Victoria Seebruch

Infection Control Certification: Chad Shibuya

Certified in Emergency Nursing: Lisa Marie Nance



(l-r) Chrystal Etrata, RN; Chrislyn Hudak, RN; and Kelly Okada, Nurse Manager on the Progressive Care Unit hold their certifications in Progressive Care.



Chad Shibuya, RN, Infection Control Director, also passed his certification in Infection Control.

Hilo Medical Center Conducted Exercises for Ebola Preparedness

On October 21, Hilo Medical Center conducted a patient tracer exercise to prepare the facility for a possible case of Ebola. This drill, in addition to a table top exercise, was a function of the Ebola taskforce core group from Infection Control, Nursing Administration, and Emergency Management and attended by the Department of Health. Members of the taskforce have been tracking and monitoring the developments, receiving regular updates from the State Department of Health, Healthcare Association of Hawaii, and the CDC.



HMC's Ebola Taskforce conducts a drill to carry out the procedures for caring for a patient suspected of having Ebola.

Hilo Medical Center Foundation Celebrates Annual Wine, Cheese, Chocolates and More!

On November 9, the Hilo Medical Center Foundation held its 12th annual signature event -- the Wine, Cheese, Chocolate and More! The East Hawaii Independent Physicians Association honored Dr. Lynda Dolan and Foundation Board Trustee as the Physician of the Year. The Foundation welcomed new physicians in Family Medicine, Psychiatry, Emergency Medicine, Pain Medicine, Radiology, and Nephrology. In addition, the Foundation celebrated Foundation Board Trustee Dr. Steve Morrison's retirement from Hilo Medical Center's Emergency Department.



(left) Senator Gil Kahele and Senator Lorraine Inouye (right) present Physician of the Year, Dr. Lynda Dolan, a certificate on behalf of the Hawaii State Senate recognizing her accomplishments and contributions.



HMC Foundation also welcomed new physicians to the community.



Male and female physician waiter teams were a hit in raising funds for the Hilo Medical Center Foundation – females won the friendly competition raising more funds.

(l-r) Hawaii Island Family Medicine Residency Program first-year resident, Dr. Hamed Ahmadinia working for tips with HMC's Long Term Care Hospitalists and community physicians, Dr. Kevin Kurohara, LTC Medical Director, Dr. Craig Shikuma, and East Hawaii Regional Board Vice Chair, Dr. Daniel Belcher.

Hilo Medical Center Wins Award

Hilo Medical Center was awarded the American Heart Association's Silver Award for Cardiac Care on October 20.



Hilo Medical Center Serves Women in the Community

On September 26, Hilo Medical Center staff volunteered at Hui Malama Ola Na `Oiwī's 14th Annual Ladies' Night Out. This event involved caring for over 500 women in need of a night off from the health, financial, and personal stresses of the world. HMC staff donated clothing, shoes, and accessories to the Unique Boutique for participants.



The HMC Team prepares the Unique Boutique before the start of Ladies' Night Out!

HMC's Trauma Team "Walked a Mile in Her Shoes" at YWCA Event



HMC's Trauma Team "Walked a Mile in Her Shoes" at YWCA Hawaii Island's October 25 event.

Hilo Medical Center Launches "Buy Local" Healthcare Ad Campaign

More and more of our patients and their families have been noticing our improvements and they wanted to know how they could help spread the word. At the same time, HMC was looking for the best way to tell our community about our latest developments. We concluded that there's no better way to promote our hospital and staff than to let the work speak for itself through patient testimonies.

From November 2014 to January 2015, we are running "Buy Local" Healthcare ads in the Hawaii Tribune-Herald. Thanks to the Hilo Medical Center Foundation for securing funding through a grant offered by the County of Hawaii's Department on Research and Development, we are able to share these patient stories with you, our families, friends, and community. Our hope is that these ads will encourage our community to "buy local" healthcare. We hope more people will use our services next time they need excellent care right here at home.



This ad featuring Dr. Josh Pierce, Ulu Boy Napeahi, and Louise Fincher, Trauma Program Coordinator, is one of 12 "Buy Local" Healthcare Ads running in the Hawaii Tribune-Herald November 2014 - January 2015.

Hilo Medical Center Foundation Welcomes New Executive Director



In November, the Hilo Medical Center Foundation welcomed Lisa Rantz as its new Executive Director. Her first major undertaking will be to support the Obstetrics and Pediatrics Room Renovation Project, continue the Foundation's legislative efforts to secure funding for the Hawaii Island Family Medicine Residency Program to train and attract new physicians, and oversee the Long Term Care shower renovation that is in progress.

She brings a wealth of experience in grant writing and managing nonprofits. She has been a resident of Hilo since 2012. Her twin sons are pre-veterinarian majors at the University of Hawaii at Hilo.

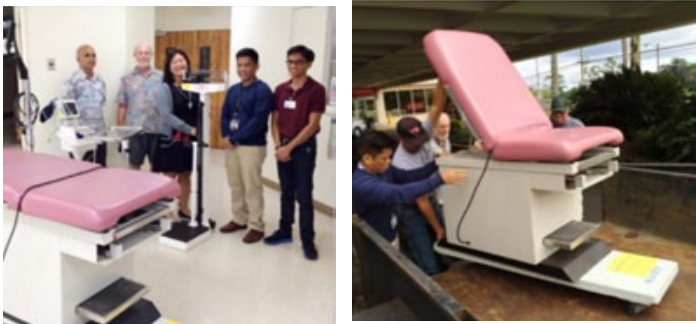
Hilo Medical Center Assists Lava-Affected Puna Community with Medical Equipment

Once we learned the approaching lava flow would affect the communities in Pahoa and lower Puna, Hilo Medical Center (HMC) reached out to our healthcare partners and asked a simple question, “How can we help?”

Puna Community Medical Center (PCMC) had committed to continue providing medical care to the community in the event the lava would cross Highway 130. Their plans included setting up another clinic across Pahoa High School but they needed medical equipment for an exam room. Our support for PCMC and the community comes in the form of an exam table, IV pole, vital signs machine, surgical light, surgical instrument table, and a scale. These are necessities for a clinic that will be doing essential healthcare work for the people who need it most.

On Monday, October 27, Ralph Boyea, PCMC Board Member, came to HMC to assess the equipment. No more than a few minutes later, Kevin Wibberley, a member of the Puna Lions Club, pulled up to the hospital with his heavy duty truck and trailer to transport the equipment to PCMC’s new clinic.

We commend our partners at PCMC for their dedication. HMC has long supported the clinic and our Chief Medical Officer, Dr. Ted Peskin, serves on PCMC’s board. We understand that our responsibility to the community goes beyond the walls of our hospital. Our patients, their families, our employees and their families live in the areas affected by the lava flow. We will continue to support PCMC in any way we can.



(l-r) HMC’s Arthur Sampaga, Interim Director of Nursing; Ralph Boyea, PCMC Board Member; Mari Horike, Analyst in Nursing Administration; Reynold Cabarloc, Imaging Director; and Juvir Martin, Analyst for Hospital Systems Services transfer medical equipment for delivery to Puna Community Medical Center’s satellite clinic that will maintain health services south of the lava flow.

Hawaii Island Family Medicine Residency Program Preparing for the Second Class

September 15 marked the opening of application season for the Hawaii Island Family Medicine Residency Program. Within 3 weeks, the program had received over 500 applications for 4 residency slots! As program staff sifted through the incredible amount of interest, they found 25-35 of the applicants had strong connections to Hawaii. The first group of three applicants to be invited for an interview arrived on October 31. Here they are, suited up, touring the Operating Room with current first-year resident, Dr. Svetlana Shchedrina.



HMC’s OR staff welcome residency applicants during their tour of the hospital.

Hawaii Healthy Me! At the Hawaii Island Family Medicine Residency Program

Audrey Wilson, local celebrity chef and president of Big Island Wellness Solutions, dropped by the Hawaii Island Family Health Center to make a special delivery. She was distributing her activity book to 4th graders at local schools to encourage them to live healthy lives and make good choices when it comes to physical activity and nutrition. Audrey was in the neighborhood and made a box of the books available for the clinic’s patients.



Audrey Wilson, center, presents her Hawaii Healthy Me! Activity book to staff at the Hawaii Island Family Health Center.

West Hawaii Region

Richard McDowell, M.D., FACEP – New Medical Director Kona Community Hospital and Kohala Hospital



Richard McDowell, MD, FACEP has accepted the position of Medical Director for the Hawaii Health Systems Corporation (HHSC) West Hawaii Region, which includes Kona Community Hospital and Kohala Hospital. He is scheduled to begin his new duties on December 1, 2014.

Dr. McDowell has over 30 years of experience in emergency medicine. He is currently the Director of Emergency Medicine at Kona Community Hospital; a position he has held since July 2001. He is also the hospital's Trauma Medical Director.

Dr. McDowell's previous roles have included Chairman of Emergency Medicine, Clinical Associate Professor of Emergency Medicine and Medical Director. He currently serves as member of the Board of Directors for the West Hawaii Region of HHSC, Senior Examiner of the American Board of Emergency Medicine, Counselor of the American College of Emergency Physicians, and Fellow of the American College of Emergency Physicians.

He received an undergraduate degree in Biology from Stanford University and a medical degree from UCLA in Los Angeles.

"We welcome Dr. McDowell as the new medical director," said Jay Kreuzer, CEO of Kona Community Hospital. "He is a valued member of our healthcare community with extensive medical expertise. As a long-time community member, Dr. McDowell understands the challenges of rural healthcare and the unique nature of our public hospital system. We're very pleased that he is stepping into this physician leadership role."

Kona Community Hospital Donates Medical Van to Puna

On Tuesday, October 28, Kona Community Hospital (KCH) donated its mobile medical van to the Puna Community Medical Center (PCMC).

The mobile medical van was launched in 2012, with Kona Community Hospital contributing medical expertise and staff to coordinate services. Funding has been provided by HMSA. Since its launch, the van has provided services to the Pahala and Ocean View communities.

The contract to operate the medical van was scheduled to end on December 31, 2014, and was not set to be renewed. In light of the rapidly changing situation in Puna caused by the lava flow, Kona Community Hospital officials offered to donate the medical van to the Puna Community Medical Center.

Pat Kalua, KCH Chief Nurse Executive said, "As the lava flow has begun to move closer to Pahoa, we decided to accelerate the donation timeframe to take place this week. We're very pleased that the van is going to the late Representative Herkes' district."

KCH transferred ownership on Tuesday to PCMC.

Nurse Practitioner Jackie Murray has provided clinical services on the medical van for two years. On Tuesday, she and Allen DeAguiar from the KCH emergency department drove the van to the Civil Defense Center in Puna as the lava continued to move toward Pahoa.

"I watched Representative Bob Herkes' efforts to secure this van, and I understand how he envisioned it being used. I can say with assurance that it will be used in a fashion by PCMC that is entirely consistent with the original intent," said Dan Domizio, PCMC Clinical Programs Director. He added, "What a great gift!"



Mobile Medical Van in Ocean View prior to donation.

Hospital Pumpkin Contest Highlights Employees' Creative Side

Kona Community Hospital's (KCH) annual Pumpkin Contest took place on Friday, October 31. Twenty-two departments participated with a wide array of entries.

With over 400 employees, the annual event demonstrates the creativity and fun spirit that hospital employees have for Halloween. This popular tradition is something that staff and others look forward to.

“Employees raise the creativity bar every year,” said Judy Donovan, KCH Marketing and Communications Director. “This event has developed into a friendly competition between departments as teams carefully plan out and assemble their pumpkin entries.” This year, three departments had the same subject in mind for the Health Care Theme category. Teams from the Oncology/Infection, Sterile Processing and Pharmacy departments all submitted Breast Cancer Awareness-themed entries, which the hospital recognizes each October. The pink pumpkins artfully wrapped the hospital’s two October events – Breast Cancer Awareness and Pumpkin Decorating - into a nice informational display.

Prizes were awarded for the following categories: Scariest, Health Care Theme, Aloha Spirit, Funniest, Most Original, and People’s Choice.



KCH Measures Ebola Readiness Under Watchful Eye of State Epidemiologist

On Wednesday, November 5, Kona Community Hospital conducted a hospital-wide drill to measure hospital protocol and staff preparedness for a potential patient with Ebola symptoms.

Performance Improvement director Marcy Rogers presented herself to the hospital’s emergency department triage nurse as a patient with Ebola-like symptoms whose roommate had recently traveled to Africa.

This began the morning-long exercise to track the processes for managing the care of a patient with suspected Ebola symptoms from identification in the emergency department through to admission to the hospital’s intensive care unit.

State epidemiologist, Dr. Sarah Park, was on hand to accompany the group and provide input. “As clinicians, our routine primary role is clinical assessment,” she said while observing procedures for admitting the patient to an ICU isolation room.

Throughout the process, team members reviewed guidelines and best practices as well as the latest CDC recommendations for safe management of a suspected Ebola patient. This approach allowed the team to revise and tighten procedures.

“The purpose of this drill was to identify our strengths and weaknesses as well as any gaps in preparedness,” said Lisa Downing, RN, Infection Prevention director. She continued, “Being prepared is a hospital-wide effort, and we continuously drill and re-train all departments.”

Ebola drill team members included staff members from the emergency department, clinical administration, security, medical staff, infection control, respiratory therapy and housekeeping. Non-staff team members included Dr. Park and Jenny Ushiroda with the Hawaii Department of Health.

Dr. Park observed that “...these drills empower staff as infection preventionists.”

Immediately following the drill, team members conducted a table top debriefing to summarize findings of the practice. The group consensus was that the drill was a success.

“Hands-on practice allows us to change a few procedures, and tighten those that are already effective. We will continue to have these readiness drills” said Lisa Downing. “Patient and staff safety remain our day-to-day focus.”



Ebola drill participants: Dr. David Hefer, Lisa Downing, KCH Infection Control Aid, and State epidemiologist, Dr. Sarah Park

Used Clothing and Slippahs Enhance Patient Care

It is not uncommon for patients to find themselves at Kona Community Hospital without clothing or shoes. Emergency department staff often must cut clothes off in order to treat a patient or the clothes may be unsalvageable for other reasons. This creates a dilemma for the patient and staff at discharge.

Is it appropriate to discharge a patient wearing only a hospital gown? This is a question that has troubled Behavioral Health manager, Steven Payne for some time.

“A lot of our patients are very poor, or they may not have anyone to bring them clothing from outside the hospital,” says Payne. “Regardless of a patient’s situation, we should be able to offer a discharge with dignity.”

For the past decade, the Behavioral Health Unit has been collecting and distributing clothing and slippers to be distributed as needed to emergency department, nursing units, and Kalani Ola patients. Three years ago, Payne began visiting local area thrift stores to ask for donations of unwanted clothes and slippers. In March, the KCH Auxiliary donated several boxes of clothing items to Steven prior to opening their annual rummage sale.

“We really need comfortable shirts, shorts, pants and footwear for our patients,” Steven says. “Clothes should be appropriate for all patients...sweatpants, athletic shorts and t-shirts are great.”



Robyn Johnson-Bregman, RN, displays the Behavioral Health unit’s clothing items.

Kona Community Hospital & PATH Sponsor Bicycle Rodeo

On September 27, the Kona Community Hospital Trauma Program and the Peoples Advocacy for Trails Hawaii (PATH) collaborated to host a bicycle rodeo for area fourth and fifth graders.

As part of their community-focused injury prevention efforts, the Kona Community Hospital Trauma Program has partnered with the non-profit organization (PATH) to bring safe riding skills to West Hawaii County fourth and fifth grade students.

Trained cycling instructors from PATH provided three, 2-hour bicycle education sessions. The bike rodeo is designed to teach safe biking skills such as the importance of wearing a helmet, proper helmet and bicycle fit, and maneuvers to avoid danger. They also provided special instruction for children just learning to ride a bike.

The bike rodeo, which was underwritten by PATH, was free of charge. Kona Community Hospital Trauma Program donated fully vented, adjustable helmets for the rodeo participants at no cost to help reduce the potential risk of brain trauma.

In keeping with the injury-prevention theme of the bike rodeo, the Hawaii Fire Department, Captain Cook station were also on-hand to provide a static display of a Fire Engine and Medic Unit.



Hospital Foundation Receives Donation from Kona Business & Professional Women's Club

On Tuesday, September 23, The Kona Business and Professional Women's Club presented a generous donation to the Kona Hospital Foundation. The donation check in the amount of \$1,000 was presented by Carol Kiriara, Club President, and Laura Guluzzy, Community Outreach Chair. The funds will be earmarked for the benefit of the hospital's Cancer Center.

The Kona BPW Club, whose mission is to achieve equity for all women in the workplace through advocacy, education, and information, previously donated to the Hospital Foundation in 2010. "This year, we want to support the Kona Community Hospital Cancer Center," said Carol Kiriara, noting that the Kona Hospital Foundation is dedicating their fourteenth annual gala to raising funds for the Cancer Center.

Judi Nakamaru, Foundation Vice-Chair, was on hand to accept the donation. She said, "The Professional Business and Women's Club has always been good to the Hospital Foundation. They are dedicated to supporting our community."



(l-r) Judi Nakamaru (Kona Hospital Foundation Vice Chair), Carol Kiriara and Laura Guluzzy (Kona Business and Professional Women's Club President and Community Outreach Chair, respectively), and Stephanie Kinsey (Kona Hospital Foundation Development Officer)

Pharmacy Techs Earn Certifications

As of September 18, all Kona Community Hospital full-time Pharmacy techs have earned their national Pharmacy Technician Certifications (CPHT). KCH is the first HHSC facility to have all pharmacy techs nationally certified.

Technicians who pass the (ExCPT) Pharmacy Exam are granted the title of Certified Pharmacy Technician (CPHT). Employees with Pharmacy Technician Certifications will typically perform work delegated by a licensed pharmacist in accordance with state rules.

The newly certified techs, or CPHTs, have been testing for their national Pharmacy Technician Certifications for several months. In addition to self-guided study, KCH pharmacists tutored the techs to make their goal a reality.

As CPHTs, the pharmacy techs will soon begin training to take patient medical histories in the Emergency Department. Congratulations Pharmacy staff for going the extra mile to provide quality patient care!



KCH Pharmacy Techs - Back row (l-r): Loretta Buasriyottiya, Laurie Allen, Douri Doria, Brie Kiriara. Front row (l-r): Chelsie Simmons-Kauhi, Joy Asino, Dena Weightman, Brooke Kahalioumi. Not pictured: Lei Rivera.

Kona Community Hospital Launches Hi-Tech Language Service

Kona Community Hospital (KCH) has launched a wireless video language interpretation service to accommodate patients who have language barriers or who may be deaf or hard-of-hearing.

"This system will greatly enhance the quality of care and improve the entire patient encounter. From diagnostics and treatment to discharge planning, we're now able to offer a better communication tool," said Marcy Rogers, RN, KCH Quality Director. "We're excited to have this new language capability available to our patients."

The hospital is partnering with the Language Access Network (LAN) to provide two-way video and audio wireless connection to a skilled medical interpreter known as MARTTI. MARTTI stands for My Accessible Real-Time Trusted Interpreter (trademark of Language Access Network, Inc.)

The device, which is HIPPA approved, provides 24 hour a day, 365 days per year access to interpreters for over 210 languages including American Sign Language (ASL). MARTTI allows hospital healthcare providers to use a portable, wireless video screen for on demand, face-to-face communication between the patient and trained LAN staff interpreters.

On Thursday, October 9th, KCH Emergency department personnel had their first opportunity to utilize the new interpreter to better communicate with a French-speaking patient. Within minutes, MARTTI was wheeled into the emergency department and a French-speaking interpreter trained in medical terminology was translating for ED nurses and doctors.

“MARTTI is easy to use. It provides immediate, accurate communication between our providers and patients,” Joyce Fukumoto, Emergency Department Nurse Manger. “Clear communications reduce anxiety for patients. It also improves efficiency and patient satisfaction.”



ER Physician Michael Dunlap uses MARTTI to communicate with patient.

Kaua‘i Region

Strong Today, Falls Free Tomorrow Falls Prevention Event Held at KVMH

Kauai Veterans Memorial Hospital’s (KVMH) Physical Therapy department sponsored the “Strong Today, Falls Free Tomorrow” Falls Prevention Event at the entrance of West Kauai Medical Center on September 23, 2014. “Because KVMH’s PT department is aware that a third of all people over age 65 fall, we are seeking new ways to reach out to our community in meeting their health needs,” said Gregg Pacilio, PT.

“The Strong Today, Falls Free Tomorrow’ event was a collaboration with the Centers for Disease Control and Department of Health and part of a falls prevention program held nationally in many states on the first day of Fall,” Pacilio stated. “Our PTs conducted balance assessments and gave recommendations to prevent falls, while we partnered locally with other community resources such as Ho’ola Lahui Hawai’i, Lifeway Pharmacy who provided medication consultations, our Occupational Therapy department for home safety equipment and education, and a local Physical Therapist, Rose Murta, for Tai Chi for balance group interactive sessions. We also had the help of KKC nursing students as well as West Kauai Clinics IT, Education and

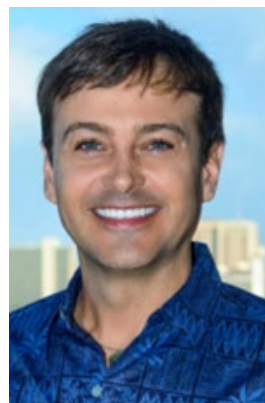
Waimea Clinic staff.” The event also included educational videos and printed materials and balance exercise training.

As a result of falls every year in Hawaii, on average 85 seniors die, 1,960 are hospitalized, and 8,700 are treated in emergency departments. Pacilio added, “This event was important because most falls for people ages 65 and older are preventable.”



Gregg Pacilio – PT, Coco Sagucio – PT, Kelsey Flonders – Student, Pauline Hinief – PTA, show their playful side

McFarland Completes First Phase of Omidyar Fellows Program



Congratulations to Scott McFarland, Interim RCEO - Kauai and Omidyar Fellow, for successfully completing the first phase of the Omidyar Fellows program. The 15-month leadership development experience allowed access to global best practices as well as to a talented team of internationally-recognized educators and leaders, with the goal of helping Fellows to bring these practices to a local context. Completing the formal program is just the beginning

of a lifelong commitment by Omidyar Fellows to make a positive difference with the knowledge and network gained and to help subsequent generations of emerging Hawaii leaders. McFarland’s lifelong promise as an Omidyar Fellow is to be a transformative servant leader within private, non-profit, and public entities focused on creating and optimizing resources for healthy living for Hawaii’s communities – with additional focus on quality medical care delivery and primary care access.

Community Joins Mahelona In Walking To Spread Hope

It was a walk to spread hope, increase community awareness about cancer, and raise money for the American Cancer Society. It was Samuel Mahelona Memorial Hospital's (SMMH) second annual Walk To Celebrate Life.

The community was invited to wear pink and join staff, residents, and families from SMMH in the walk held on October 3rd - and they showed up in droves. "Participation in this year's walk doubled from last year with an estimated 200 people in attendance. We had SMMH and Kauai Veterans Memorial Hospital (KVMH) long-term care residents, residents from Garden Isle Healthcare and Hale Kupuna Care Home, and SMMH and KVMH employees as well as the Mayor and Kauai County Councilmembers," said Josie Pablo, Recreational Therapist and event organizer. "It was heartwarming to see our staff and community members alike pushing our residents in wheelchairs along the oceanfront path so they could be included in the event and enjoy the beauty of our island," Pablo added.

"Last year we planned the first Walk To Celebrate Life when we had a resident who was going through treatment for breast cancer and needed a boost. I figured it was a good way to give her hope. The other residents and hospital staff wanted her to know that everything was going to be okay and that we were here to support her." The event was such a success that it will now be an annual event.

Entertainment at the walk included musician Micah Aulani Torio Viluan and Joyful Noise Drumming. Refreshments were also served. This year's Walk To Celebrate Life raised over \$1,000 which was donated to the American Cancer Society to be put toward their work dedicated to eliminating cancer as a major health problem by preventing cancer, saving lives, and diminishing suffering from cancer through research, education, advocacy, and service.



Mahelona Employees "Adopt-A-Resident" for Thanksgiving

For most of us, Thanksgiving is a joyous time to gather with family and friends. Some hospital long term care residents, however, are left without loved ones to share the holiday. "Our employees saw this as an opportunity to brighten the Thanksgiving holiday for those without family by adopting a resident or residents to dine with at our holiday luncheon," said Josie Pablo, SMMH Recreational Therapist. "We wanted each resident to feel special and loved."

"Once again our employees exemplified the family-centered care that Mahelona is known for." After welcoming remarks by Myra Ornellas, Hospital Administrator, and Scott McFarland, Kauai Interim RCEO - Ornellas and McFarland mingled with residents and families. Chief Operating Officer Freddie Woodard served drinks and bused tables. "It was awesome to see everyone going the extra mile for our residents. We look forward to making the adopt-a-resident program a part of our Thanksgiving celebration on an annual basis, and will do the same at Christmas," Pablo added.



Kauai Region Helps the YWCA Celebrate Women & Health

The YWCA of Kauai's Pink Sunday Women's Expo was held on November 23, 2014, and HHSC's Kauai Region was one of 100 exhibitors on site to celebrate and offer health education to women. The second annual event highlighted women and their many talents while raising awareness and funds for the YWCA's programs aimed at ending violence against women and children.

Kauai Veterans Memorial Hospital, Samuel Mahelona Memorial Hospital, and West Kauai Clinics staff was on hand to offer

nutrition education, blood pressure screening, and women's health information, as well as information about Kauai region services. "This year we had a Registered Dietitian, Nurse Practitioner, RNs, LPNs, and staff from various departments from both hospitals and West Kauai Clinics available at our booth to offer education. We would like to extend our thanks to everyone who volunteered their time and helped to make Pink Sunday a success," said Freddie Woodard, HHSC Kauai Region Chief Operating Officer.

The expo featured arts and craft vendors, health exhibits oriented toward women, education by community non-profit organizations and a fashion show. The YWCA of Kauai is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom, and dignity for all.



(l-r): Freddie Woodard – Administration, Trudy Hegwood – Nursing/In-service, Marylou Jardin – In-service, Su Smith – Dietary, Leah Aguilung, RN – Emergency Department

Mahelona Hospital Hosts Filipino Fiesta

Samuel Mahelona Memorial Hospital (SMMH) celebrated the people and culture of the Philippines at their Filipino Fiesta held September 19th in the hospital courtyard and auditorium.

The fiesta offered residents, their family members, dignitaries, and SMMH employees plenty of opportunity to appreciate traditional Filipino music, dance, entertainment, and food. "This event is one of the ways that we can bring these traditions to our residents, as well as help to perpetuate the Filipino culture on Kauai. This is important because Filipinos are one of the largest ethnic groups on our island and in the state," said Josie Pablo, SMMH Recreational Therapist. "We were also able to incorporate cultural education for our residents in the time leading up to the fiesta - the residents have spent weeks learning about and coloring the Filipino flag."

The fiesta's opening included singing by SMMH staff and Kauai Mayor Bernard Carvalho, followed by lively and colorful Filipino folkdance performed by Lihue Seniors and hospital staffers. A bountiful buffet luncheon followed in the auditorium.

Pablo stated, "This is the second time we've hosted a Filipino Fiesta at Mahelona and this year's celebration was even better than the inaugural event. We were very fortunate to have a traditional lechon (pig) donated by Kaneshiro Farms and roasted by Aaron's Kitchen. Also, Filipino desserts donated by our hospital staff. We couldn't have done it without the generous support from our community, vendors, and employees. During these challenging economic times, volunteers and community partnerships are resources that we lean on and we say "Salamat!" to everyone who worked so hard to make this event a success!"



Lihue Seniors performed Filipino folkdances



SMMH staff join Kauai Mayor Bernard Carvalho in song

10th Annual KVMH Charitable Foundation Golf Tournament

The only thing better than a round of golf in spectacularly beautiful Poipu? Knowing that you're also playing for a great cause like Kauai Veterans Memorial Hospital's Charitable Foundation.

"Having fun while supporting KVMH - I couldn't think of a better way to spend the day," said Steve Kline, President of the Foundation.

The 10th annual KVMH Golf Tournament was held on Sunday, November 23 at the Poipu Bay Golf Course and attracted more than 80 golfers. Kline was pleased with the turnout, "This was our largest event to date. Thanks to the overwhelming response and generosity of our community the tournament was sold out. A Mardi Gras theme just added to the fun!"

Following golf, an awards ceremony luncheon that included door prize drawings and a silent auction ended the day at the Grand Hyatt Resort.

Kline added, “We would like to thank the Foundation members and volunteers for planning the tournament every year, as well as our wonderful sponsors and golfers for their continued support and commitment to investing in the future of Kauai Veterans Memorial Hospital.

The golf tournament is one of the Foundation’s major fundraising events with all proceeds benefitting KVMH programs and the funding of medical equipment.



(l-r): Cheryl Tennberg & Alice Baptista – volunteers, Kauai Mayor Bernard Carvalho, Steve Kline – KVMH Charitable Foundation President, Michelle Higgins – volunteer.



The photos above are some of the golfers who participated in this event.



Mardi Gras-themed golfers

Maui Region

ICD-10 Coder Training

As of Oct. 1, 2015, U.S. health care providers must use ICD-10 codes when they submit medical claims. The diligent and dedicated MMMC coders recently underwent training to prepare for that transition. The four women completed more than 150 hours of classes each. This was no small feat considering that they were still working their regular positions at the same time. They were also the first in the HHSC to complete the training!

“This training was comprehensive and somewhat exhaustive but is so important to our commitment to be ready to go by the deadline,” said Marlisa, Interim Revenue Cycle Officer. “It’s not only about the billing, but more importantly about improving the way we go about our documentation practices, which ultimately improves communication and patient care.”

While most of the world is using the International Statistical Classification of Diseases and Related Health Problems, 10th Edition, or ICD-10, to describe diseases and morbidity and mortality data, the United States continues to use ICD-9, which was published more than three decades ago, for morbidity data and Medicare and Medicaid claims.

ICD-10 coding has many advantages that will improve the patient care and billing processes for our hospital including: increased specificity for deeper insight into patient care and better outcomes, provides accurate information to support the care provided, creates more opportunity for advanced medical research, and gives a better indication of the key quality indicators.

Physician Training Ongoing

Hawaii Health Systems Corporation has partnered with the Advisory Board Company to provide specialty-specific physician education that addresses important clinical topics and the related documentation changes to the ICD-10 conversion. The educational sessions were held in November and December.

These customized sessions were essential for all clinicians engaged in the conversion to ICD-10. All sessions were presented by a Board Certified physician and outlined the key points of the change in coding.

Following the live presentations, the sessions (specialty specific) will be online starting in January of 2015 for webinar viewing. For more information on upcoming webinar ICD-10 training, please contact Penny Souder at psouder@hhsc.org.



The fabulous coders are left to right: Marlene Vea, Elnora Morales, Kathleen Dominno, and Shirley Takeuchi.

Maui Memorial Medical Center Earns “Top Performer on Key Quality Measures®” Recognition from The Joint Commission



Maui Memorial Medical Center (MMMC) today announced it has been recognized as a 2013 Top Performer on Key Quality Measures® by The Joint Commission, the leading accreditor of health care organizations in the United States. MMMC was recognized as part of The Joint Commission's 2014 annual report “America’s Hospitals: Improving Quality and Safety,” for attaining and sustaining excellence in accountability measure performance for: heart attack, heart failure, pneumonia, and surgical care. MMMC is one of 1,224 hospitals in the United States to achieve the 2013 Top Performer distinction.

As a Top Performer on Key Quality Measures®, MMMC is represented in the top 36.9 percent of all Joint Commission-accredited hospitals that reported accountability measure performance data for 2013. It is one of seven hospitals in Hawaii to be recognized and one of only four in Hawaii that attained excellence in four or more measures.

The Top Performer program recognizes hospitals for improving performance on evidence-based interventions that increase the chances of healthy outcomes for patients with certain conditions, including heart attack, heart failure, pneumonia, surgical care, children’s asthma, stroke, venous thromboembolism and perinatal care, as well as for inpatient psychiatric services and immunizations.

To be a 2013 Top Performer, hospitals had to meet three performance criteria based on 2013 accountability measure data, including:

- Achieving cumulative performance of 95 percent or above across all reported accountability measures;
- Achieving performance of 95 percent or above on each and every reported accountability measure where there were at least 30 denominator cases; and
- Having at least one core measure set that had a composite rate of 95 percent or above, and (within that measure set) all applicable individual accountability measures had a performance rate of 95 percent or above.

“Delivering the right treatment in the right way at the right time is a cornerstone of high-quality health care. I commend the efforts of MMMC for their excellent performance on the use of evidence-based interventions,” said Mark R. Chassin, M.D., FACP, M.P.P., M.P.H., president and CEO, The Joint Commission.

MMMC Earns Top Performer 2-2-2

“We understand what matters most to patients is the quality and safety of the care they receive. That is why we have made it a top priority to improve positive patient outcomes through evidence-based care processes,” said Wesley Lo, chief executive officer. “Maui Memorial Medical Center is proud to be named a Top Performer as it recognizes the knowledge, teamwork, and dedication of our entire hospital staff,” he added.

High School Senior Sews Blankets for Newborns

Tynell Ornellas, a senior at Kamehameha Schools, Maui (and daughter of **MMMC Nurse Manager Candyce Ornellas**) recently presented the MMMC OB Department with 58 beautiful hand-made baby blankets. The blankets were a part of her senior project and are just the beginning of what promises to be a rewarding career in pediatrics for this talented young lady.

“As a member of the Science and Natural Resources Academy and Health Occupations Students of America (HOSA) Club, I had the opportunity to explore a career in medicine.” Tynell said. “Through my internship with **Dr. Matthew Ho**, who is a pediatrician at the Maui Medical Group, I found a deeper desire to learn about and care for children. This led me to my senior project in which I spent the summer learning how to sew baby blankets for newborns. The blankets will provide comfort and warmth to the babies, who in turn provide me with the inspiration to follow my dreams.”

“We are so grateful to Tynell for making these wonderful blankets for our new moms....many of whom will really need them,” said **OB Nurse Manager Jana Malia Joyo-Bui**. “It would be great if her generosity might also be an inspiration to other teenagers to get involved in something that they are passionate about, while helping others in the process.”

Leahi Hospital Celebrates Nursing Clinics of North America Publication

Leahi Hospital celebrated the accomplishment of a publication in Nursing Clinics of North America, Fall 2014 edition. The publication “Best Practice for Pain Identification in Cognitively Impaired Nursing Home Residents” was written by Sally Ishikawa, retired Chief Nurse Executive, and Christina Sacoco, Quality Assurance Manager of Leahi Hospital.

In March 2009, Leahi Hospital was fortunate to have been awarded two scholarships by the Hawaii State Center for Nursing to attend a three-day workshop on Evidence Based Practice led by nationally recognized creator of the Iowa Model for EBP, Marita Titler, Ph.D., R.N. and Director of Research at UHSONDH, Debra Mark, Ph.D., R.N.

Under the guidance of Sally Ishikawa and Christina Sacoco a team of healthcare professionals was formed and completed an evidence-based project on Assessing Pain in the Cognitively Impaired resident. The healthcare team selected this topic to ensure that the residents with cognitive impairment at Leahi Hospital were comprehensively assessed for pain and could be treated effectively with both analgesic and non-analgesic pain relief. In a brief statement from Christina Sacoco:

“Evidence-Based Practice (EBP) answers the questions: “Why do we do what we do?” “How do we know that what we do achieves the utmost quality outcomes for our patients and assures the credibility of our nursing practice?” EBP uses the best evidence available to guide clinical decision making. To carry out this project effectively, we solidified our organizational commitment. We found essential ways to overcome the barriers to pain identification in the elderly. We committed to carry out the changes using an Interdisciplinary approach. Our Leahi EBP group, came to be known as the Leahi Pain Group Association (LPGA), which consisted of 21 interdisciplinary members. We found that leadership was an integral factor in the success of our project and we are very grateful for each member’s contributions and commitment. In Quality Assurance, we look at deficiencies as well as opportunities for improvement and strive to achieve the utmost quality outcomes for our patients.”

The goals of our Leahi Pain Group Association (LPGA) were to:

- Provide for an interdisciplinary, multimodal approach to pain management.
- Establish Pain Management Strategies and guidelines.
- Provide a system-wide standard of care that will reduce suffering from preventable pain.
- Include patients, residents, and their families as active participants.



Tynell (right) presenting baby blankets with new parents Jafra DePontes and Andrew Pualoa of Kula with their second daughter Anahakeaakamahina.

Oahu Region

Catamaran Dream Ride

On October 16, three Leahi residents had the opportunity to make their “dreams come true” by being back on the ocean. All three residents, over the age of 90 (one was 101 years old) at one time in their lives had a connection to the ocean and thought they would never be out there again as they looked out at the Pacific from Leahi. Thanks to Oahu Catamaran, these 3 residents got the opportunity to go out on a catamaran outside of Waikiki to feed the fish, see turtles, and watch snorkelers. The look of joy on their faces was priceless!



Front: (l-r) Satsuki Takeuchi, Captain Krash Clint Nishimura, “Lefty” Okazaki, RT Aide Bradley Galima, Masato Ishida. Back: RN Lee Hanta.

- Our team recognized the importance of being knowledgeable about both pharmacologic and non-pharmacologic approaches to providing optimal comfort from pain. We did this by identifying cultural, ethnic issues, and values and beliefs of patients, residents, their families, and staff.

Leahi Hospital is proud to have been a part of the workshops and to have completed the evidence-based study along with the publication of this project. It is hoped that Leahi Hospital's efforts in this area allows residents that are cognitively impaired to be assessed comprehensively and treated for pain symptoms appropriately.

"By changing nothing, we hang on to what we understand, even if it is the bars of our own jail." ~ John LeCarre



Christina Sacoco, RN, MS, RAC-CT, Quality Assurance and Sally Ishikawa, past Chief Nurse Executive of Oahu Region and DON of Leahi Hospital.

Kahuku Medical Center to Offer Primary Care In January 2015

Kahuku Medical Center is now offering Primary care. The Primary Care Clinic is intended to be a "medical home" in the heart of Kahuku dedicated to health, preventive care, and the wellness of the community.

The Primary Care Clinic team will include Dr. Jason Hughes, Physician Assistant; Leighton Ka'onohi; and additional support staff. The Primary Care Clinic's unique advantage is it will offer patients exceptional care with a personalized experience, the convenience of being located in Ko'olauloa, the benefit of integrated care at Kahuku Medical Center, and a doctor who looks forward to practicing consistently in Ko'olauloa "for the rest of his career!"

The Primary Care Clinic is now accepting new patients and all types of medical insurance. Kahuku Medical Center will continue its ongoing services in Emergency Care, Laboratory Services, Long Term Care, Pharmacy, Rehabilitation, Radiology, and Social Services.

Dr. Jason Hughes is a board certified physician in Internal Medicine who obtained his medical degree at Midwestern University in Arizona before completing his Internal Medicine residency in Portland, Oregon. He has been working as an internist in Kahuku for the past four years. Dr. Hughes is a National Institute of Health Asthma Champion and is the physician ambassador for the annual June Jones Goodwill Mission to American Samoa. Married with five children, you may see Dr. Hughes surfing, hiking, and playing sports with his family. He has helped with Kahuku Athletics for the past three years and enjoys seeing patients in this tight knit community — while shopping, at school, the beach, the movies or sporting events.

Says a patient of Dr. Hughes: "We are so grateful to have Dr. Jason Hughes as our family doctor. He cares for us as if we are his own family, and not just another patient. We couldn't ask for a more caring and genuine healer of both the body and the spirit. Dr. Hughes makes going to the doctor a very pleasant experience. We are truly blessed to have him serving in our community." — The Brown 'ohana: Harry, Donna and Kahiau

Leighton Ka'onohi is a graduate of the University of Utah School of Medicine Physician Assistant Program and has been working in family/pediatric medicine for two years. He was born in Hawai'i and raised in Waimanalo and Kaneohe. He is a graduate of Damien Memorial High and coached collegiate football for three years at Dixie State University. A resident of Hau'ula, Leighton enjoys Native Hawaiian horticulture, surfing, playing the ukulele, and spending time with his wife and six children.

To choose Dr. Hughes as your primary care doctor or to begin the process of making Dr. Hughes your primary care doctor, please visit the Primary Care page on the KMC website: <http://kahuku.hhsc.org/Services/Primary-Care/>

The Patient Release form is available there as well as additional information.

Appointments can be made by calling (808) 380-1426.

About The Kahuku Medical Center

Kahuku Medical center (KMC) is an affiliate of the Hawaii Health Systems Corporation (HHSC), the largest provider of healthcare in the islands. Established in 1928, and prior to joining HHSC in 2008, the Ko'olauloa and legislative community came together to fight for the continuation of the Kahuku Medical Center, recognizing its crucial role in continued healthcare services in Ko'olauloa. Today, in addition to emergency services, KMC offers care in acute inpatient medical services, long term/skilled nursing services as well as inpatient and outpatient dietary, laboratory, radiology respiratory, rehabilitation and social services.

For more information, visit the website at www.kahuku.hhsc.org or call (808) 293-9221.



Dr. Jason Hughes and Leighton Ka'onohi

ICD-10 Coder Education



Leahi Hospital celebrated Sherly Baloran, Health Unit Clerk, for earning her certificate on completing the ICD-10 Coder education by the Advisory Board. This certificate increases her knowledge on the new coding regulations for ICD-10 when it begins in October 2015.

Sherly's accomplishment speaks highly of her dedication and commitment to professional growth for the benefit of Leahi Hospital. Congratulations Sherly!