



1ST QUARTER EDITION, 2015

In This Issue

East Hawaii Region

West Hawaii Region

Kauai Region

Maui Region

Oahu Region

Affiliates

EMeRGE (Electronic Health Record) Update

On March 1, 2015, we reached a major milestone at HHSC when we brought our Kula and Lanai facilities live on the Soarian EMR system. With this event, we have now reached the halfway point in our EMR implementation throughout HHSC. Kula and Lanai had a very successful “Go- Live” with a very small number of issues needing resolution. Both facilities continue to settle into using the system with more comfort and proficiency. As part of an ongoing effort to optimize our “End Users” experience, a 30-day survey will be released on April 1st to measure overall adoption of the system.

Our Kohala, Kona, and Maui Memorial hospitals are now stable enough on the Soarian EMR system that they are participating in workgroup structures to help create optimal system enhancements. This bottom-up approach to system enrichment helps our clinical and financial build team make meaningful improvements which are impactful for current and future “End Users.”

It is this organic experience which makes our preparation for the Kauai region’s “Go Live” slated for July 1st all that much more straightforward. Lessons learned from our regions that are already live have helped us to develop best practices, streamline communication, and build a successful project plan for the Kauai region.

If there are any questions, please call Jeff Eilers, Chief Information Officer, at (808) 733-4010.

HHSC ICD-10 Efforts Ramp Up

With the ICD-10 deadline (October 1, 2015) fast approaching, Corporate would like to provide an update on activities and preparations throughout the System. First, we want to address a question often asked by many: Will the transition happen? While no one can predict the future with certainty, there are many signs that point to yes. Congress appears committed to the implementation date and so are we at HHSC.

Internally, HHSC is continuing readiness efforts across the organization. Staff at all organizational levels are progressing against detailed work plans and milestones to ensure ICD-10 success. Here is a look at a few key readiness activities:

- Coder Training – Health Information Management staff across HHSC have completed over 3,000 hours of training for ICD-10. This training included courses on Biomedical Science, Anatomy and Physiology, Pharmacology, and ICD-10 coding guidelines.
- Dual Coding – Coding staff are directly applying their intensive training in ICD-10 by practicing (‘dual coding’) with actual medical records. The goal of our dual coding approach is to provide adequate learning and greater proficiency through continued preparation.
- Physician Education – April 1st signifies the launch of our phase 2 physician education sessions where physicians will be able to participate in weekly live webinars focused on specific diseases and areas of documentation risk. This phase is a follow up to the initial round of peer-to-peer physician education which was completed across October, November, and December 2014.

- Systems and Payer Testing – Information Technology, Revenue Cycle, and Health Information Management staff are heavily involved with preparing our technology systems for ICD-10. Internally, we will be testing all systems to ensure they can process information and data accurately. Externally, we will be exchanging test claims with a number of insurance companies to confirm both parties can effectively process claims in an ICD-10 environment.

As always, HHSC will provide the necessary resources to navigate through an ever-changing healthcare environment. The ICD-10 transition is no exception and HHSC believes that thorough education, process improvement, and testing are absolutely crucial. We remain confident that our efforts will get us to the ICD-10 finish line! Thank you to those of you with direct ICD-10 activity responsibilities. Your commitment and dedication to HHSC does make a difference!

If there are any questions, please call Lance Segawa, Executive Director of Operations and Planning, at (808) 733-4095.

Compliance Corner

Under HIPAA - Uses and Disclosures of Personal Health Information for Treatment, Payment, and Health Care Operations

The HIPAA regulations recognize that the most frequent use of patient confidential information is in relation to the furtherance of treatment, payment, or other health care operations (“TPO”). Treatment includes the use or disclosure of the information for the furtherance of medical care to the individual. It includes oral and written communications with other health care providers, office staff, and referring colleagues.

“Payment” is the disclosure of information to obtain payment for health care services provided. This would include disclosures to banking institutions (by way of depositing patient checks), disclosures with claims processing entities, insurers, and collection services.

“Health care operations” would include any disclosures in connection with activities such as quality assessment, training, licensing, or credentialing.

The HIPAA regulations require that in order to disclose protected health information for TPO purposes, the covered entity (i.e., hospital, physician, health care provider) must make a good faith effort to obtain the patient’s acknowledgment of receipt and review of the covered entity’s Notice of Privacy Practices. Once the patient acknowledges that he or she has been made aware of how the cov-

ered entity will use the information for these purposes, the covered entity is then allowed to use and/or disclose the information.

If there are any questions, please call John Middleton, Chief Compliance and Privacy Officer, at (808) 733-8430.

East Hawaii Region

Hawaii Island Family Medicine Residency Program Seeks Legislative Support

Hawaii Island Family Medicine Residency Program seeks legislative support to continue the program’s momentum. In the 2014 legislative session, the state released \$1.8 million, which timed well with the arrival of the program’s first class of residents. This year, the program is seeking \$3.6 million for fiscal year 2016 as it ramps up for its second class of residents totaling eight new physicians in training. For fiscal year 2017, the program will need \$3.7 million as it trains its full complement of 12 residents alongside fellow nurses, nurse practitioners, pharmacists and psychologists.



(l-r) Sen. Josh Green; Sen. Russell Ruderman; Residency Faculty Dr. Mark Knox; Resident Dr. Kaohimanu Dang Akiona at the March 18 hearing for HB 847, HD 1 held by the Senate Health Committee.



(l-r) Lisa Rantz, Executive Director of Hilo Medical Center Foundation; Julie Tulang, President of Hilo Medical Center Foundation; Residency Program Director Dr. Kristine McCoy; Rep. Richard Onishi; Resident Dr. Kaohimanu Dang Akiona; and Residency Faculty Dr. Kehau Kong.

Highest Rating from Consumer Reports

Hilo Medical Center scored the state's highest rating for avoiding infections from Consumer Reports. Dan Brinkman, East Hawaii Region Interim CEO, credits the changing work culture surrounding healthcare with the great strides the hospital is making in improving patient care.

"Improving our performance in healthcare measures leads to healthier, happier lives," said Brinkman. "Doing the right thing for our patients has boosted our reputation as one of the best hospitals in the state."

One of the ways HMC is improving performance is through our sepsis team, a team that is deployed to care for a patient with a serious infection in the blood stream that has spread throughout the body. Another vehicle bringing improvement is our Simulation Training Center in which we train staff to work through a variety of scenarios to deliver excellent care.



(l-r) Sepsis team members Michael Froebel, RN HealthConnect; Ty Vanebo, RN ED Clinical Coordinator; Esperanza Hilton, RN ICU; Dr. Mouhamed Kannass; Maureen Gap, RN, ICU Nurse Manager; and Jay Fincher, RN ICU Educator.



(l-r) Dr. Judy FitzGerald, Medical Director of Simulation Training Center, and Lori Wong, RN, Simulation Training Specialist. Dr. FitzGerald recently donated a \$50,000 SimJr to the training center.

Improving Advance Care Planning at Hilo Medical Center

CNBC recently featured Hilo Medical Center's successful advance care planning initiative in a national news article addressing the need to support patients' end-of-life medical decisions.

The CNBC article, "A conversation everyone should have - and too often don't," by Dan Mangan, reports on attempts to transform extreme lifesaving measures for terminally ill patients. The article acknowledges conversations about end-of-life measures are not easy and points out how family members who wait too long can increase emotional and physical suffering. On the other hand, family members can also help guide loved ones in decision making.

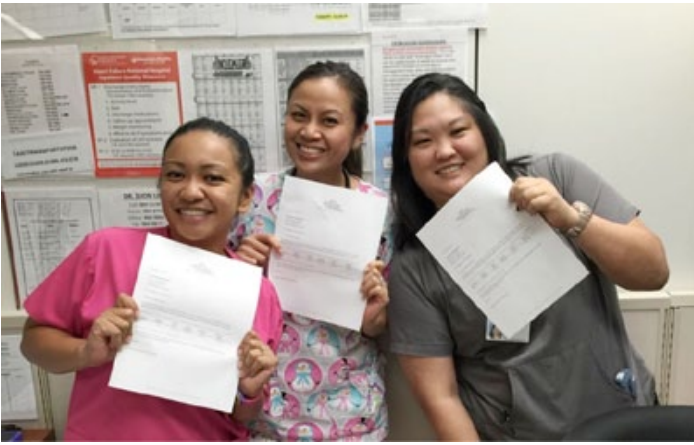
Dr. Edward "Ted" Peskin, Chief Medical Officer at Hilo Medical Center and Gynecologist at our Hawaii Island Family Health Center, points to the success of Hilo Medical Center's use of advanced care planning videos. A marked increase in the number of patients making advance care decisions has been achieved since Hilo Medical Center began using the Hawaii Medical Service Association (HMSA) advance care planning videos in 2013.

Before the introduction of these planning videos, less than 5 percent of last-stage patients formally indicated their medical care wishes and just over 5 percent were referred to hospice care. Nurses and social workers now use the videos and talk to patients about their wishes regularly, and by mid-2014 nearly 45 percent of these patients completed advance care planning documents and 22 percent received a hospice referral.

"The goal of this program is not to encourage either hospice care or curative care," added Dr. Peskin. "Instead, we want to make sure that we honor the wishes of the patient or, if they are not able to make these decisions by themselves, the wishes of their family or whom-ever they designate to make these decisions. The videos seem to give them a better understanding of their options than words alone can do."

Celebrating National Nurses Certification Day, March 19

Hilo Medical Center celebrated 60 of their nurses on Thursday, March 19 on National Nurses Certification Day to recognize the important achievement of nursing specialty and subspecialty certifications. Certification is a milestone of personal excellence along their nursing career. Nurses have been certified in: Nurse Manager Leader, Diabetes Education, Emergency, Critical Care, Progressive Care, Infection Control, Neuroscience, Obstetrics, Perioperative, Psychiatric & Mental Health, and Wound Care.



(l-r) Chrystal Etrata, PCCN, Chrislyn Hudak, PCCN, and Kelly Okada, PCCN and PCU Nurse Manager, show their certifications.

Encouraging a Career in Healthcare

Hilo Medical Center participated in the 2015 Career Opportunities Expo to encourage the 500 students in attendance to consider a career in healthcare. Home Health, Infection Control, Heart Attack & Stroke, Volunteer Office, and the Hawaii Island Family Medicine Residency Program represented a spectrum of careers at HMC.



(left) Chad Shibuya, Infection Control Director, and (right) Jolene Hughes, Heart Attack & Stroke Coordinator.

Hilo Photo Club Continues Beautifying HMC's Lobby

On January 6, 2015, Hilo Medical Center thanked the Hilo Photo Club for refreshing its collection of 22 images of Hawaiian wildlife and local landmarks on display in the hospital's lobby.

"Four years ago, our lobby was renovated – thanks to a project by the Hilo Medical Center Foundation – and needed artwork as a finishing touch," remembers Dan Brinkman, Interim CEO, East Hawaii Region. "I remember specifying that we needed to have calming and scenic images specific to Hawaii. Thanks to members of the Hilo Photo Club, thousands of patients, visitors and staff have been able to enjoy beautiful images captured by local photographers. We are grateful to continue our partnership in 2015."



(l-r) Chris Butcher, member of Hilo Photo Club and nurse on Obstetrics Unit; Dan Brinkman, Interim East Hawaii Regional CEO of HHSC; Eva Koenig, Speech Therapist; and LaVerne Pana, stroke survivor, take a moment to look at Jean Wence's piece titled "Nene."

Hilo Medical Center Foundation Launches Be a Lifesaver Hawaii

Be a Lifesaver Hawaii, one of Hilo Medical Center Foundation's newest projects, is designed to raise awareness for Sudden Cardiac Arrest and the importance of beginning Chest Compression-Only CPR immediately when someone collapses. The Be a Lifesaver Hawaii campaign will be looking to the public to assist in identifying where existing Automated External Defibrillators (AEDs) are located within the community and where new AED devices can be strategically placed to save lives. For more information or to be a part of this life-saving project, please contact Lisa Rantz at the Foundation office 935-2957.



Waiakea High School Student Government Raises \$1,000 for HMC's Pediatric Unit

Hilo Medical Center Foundation sends a big mahalo to the Waiakea High School Student Government for their contribution of \$1,000 from proceeds of their 2014 Santa's Workshop. The donated funds will be used to support the Foundation's "Operation Renovation" Campaign in the Pediatric Unit.



Students from Waiakea High School present a \$1,000 check to improve HMC's pediatric unit.

Comforting Our Cancer Patients

On February 27, Kathleen Inouye presented 10 beanies to Hilo Medical Center's Hawaii Pacific Oncology Center to comfort patients undergoing cancer treatment. She contacted the Hilo Medical Center Foundation in January noting that she wanted to make a donation in memory of her mother, Misao Noguchi, who used to knit beanies for Hilo Hospital's cancer unit. Kathleen describes her mother as having "the hand of a genius" because she was so good at knitting, crocheting, sewing and crafts. Her mother also worked at HMC's Extended Care Facility for 25 years as a Licensed Practical Nurse and was also housed as a young nurse in the nurses' dormitory on the HMC campus, now referred to as the "Pink Palace."



(left picture, l-r) Jacky Santos, HPOC Clerical Supervisor; Julie Leach, HPOC Nurse Manager; Lisa Rantz, Hilo Medical Center Foundation Executive Director; and donor Kathleen Inouye. (right picture) Misao Noguchi.

Ka'u Rural Health Community Association's 18th Annual Conference



On March 27, Wayne Kanemoto, Dr. David Camacho, Jr., and Dennis Nutting, members of the East Hawaii Regional Board; Dan Brinkman, Interim East Hawaii Regional CEO; and Marilyn Harris, Ka'u Hospital Administrator, attended the Ka'u Rural Health Community Association's 18th Annual conference at the Pahala Community Center. In her speech, Marilyn highlighted the need for nurses in Ka'u, "50% of Ka'u Hospital's nurses could retire tomorrow." Thanks to Aunty Jessie Marques and the Ka'u Rural Health Association's vision to create a training program for CNAs and LPNs in Ka'u, Ka'u Hospital has been able to hire a number of graduates from the program. Donna Kekoa, longtime clerk at the Ka'u Hospital Rural Health Clinic, also serves as Board Chair of the rural health association.

Hale Ho'ola Hamakua

Hale Ho'ola Hamakua's very own Cook IIs, Diamond Beamer and Loke Waipa AhNee, plate up and serve a Mauka to Makai Trio of Pupus to members of the Honoka'a Business Association at their Annual Holiday Party and first General Membership Meeting of 2015 held at the NHERC Pavilion on January 20, 2015. The pupu trio featured won ton pi prepared in three different ways, ahi poke bowl (from the ocean), mushrooms steamed in a lau lau style wrap (from the land), and fresh tropical fruit turnovers drizzled with passion fruit puree (from the mountain). Under the leadership and assistance of Jo-Nelle Tavares, Food & Nutrition Services Manager, her team of culinary professionals came up with the concept for the trio, garnering them an award-winning pupu presentation at the event. The Honoka'a Business Association is comprised of business owners and individuals dedicated to boosting the vitality and productivity of Honoka'a and Hamakua as a whole. Human Resources Management Specialist, Therese Glowania represents Hale Ho'ola Hamakua on the Association.



Hawaii Island Family Medicine Residency Program “Matches” with Second Class



Will Chapple, MD

Attended University of Wisconsin School of Medicine and Public Health and the University of Hawaii at Manoa for Masters in Public Health and Bachelor's in Interdisciplinary Studies. He also has a Master's of Acupuncture and Oriental Medicine from the World Medicine Institute in Honolulu. Dr. Chapple was raised in Kailua-Kona, Hawaii, and is a

graduate of Kahakai Elementary and Kealakehe Intermediate. His wife and children are accompanying him to Hilo.

Dr. Chapple shares his interest in becoming a Family Medicine physician in the following statement: “As an EMT, Emergency Medicine inspired me to consider medical school...I enjoyed being there for people on their worst days. Now I am interested in not only that day, but also the days and years before and after. I was pleased to discover the family physician is what my vision of a physician has been for many years. It is a physician who can take care of any patient, any time, and who knows when and where to send them for help.”



Tuy-Ngoc “Unity” Nguyen, MD

Attended University of California, San Francisco, School of Medicine, the University of California, Berkeley School of Public Health for a Master's in Public Health, and the University of Michigan for a Bachelor's of Arts in Natural Resources and Environment. She also has a Master's in Traditional Chinese Medicine from the Academy of Chinese and

Culture and Health Sciences in Oakland, CA.

Dr. Nguyen shares her story that piqued her interest in medicine in the following statement: “While working with the Peace Corps to address the threat of deforestation by planting 50,000 trees in Ghana, West Africa, a boy who had befriended me and visited daily hadn't come around for a few days. When I went to check on him at his mother's hut, I found him nearly dead in her arms from malaria because she did not have the two dollars for chloroquine. I bicycled with the limp child to town to get treatment. The next day he was back on his feet and calling my name. Filled with gratitude, I saw that the underlying goal of all of my cultural and ecological work was to improve people's health. To do this more directly, I decided to study medicine.”



Karen Ann Rayos, MD

Attended the University of Santo Tomas Faculty of Medicine and Surgery, Philippines, and earned a Bachelor's in Science in Biology at the University of California, Irvine. She has participated in the Hawaii Physician Preceptorship Program in Waipahu, Hawaii every year since 2012.

Dr. Rayos says: “The passing of my grandmother from a stroke, a condition I did not understand then, had ignited my interest to choose a path in medicine. With the expectations of a single working mother and raised to be ambitious, I set my goals and pushed forward by taking the first steps toward a career in medicine, a step that no one in my family had taken.”



Gaku Yamaguchi, MD

Attended Ross University School of Medicine in Dominica, an island nation in the Caribbean, and earned a Bachelor's of Arts in Psychology from the University of California, Los Angeles. His family moved to Hilo from Japan last summer.

Dr. Yamaguchi says, “I have decided to pursue Family Medicine because it allows me to provide integrated care and to have a long term, close and trusting relationship with patients and their families...I envision myself working in rural areas providing healthcare to underserved communities in Hawaii and the Pacific Islands.”

West Hawaii Region

Kohala Hospital Emergency Room Project Update

On Monday, January 12, Kohala Hospital administration released a community update on the status of the hospital's Emergency Room (ER) Renovation/Relocation Project.

Phase I of ER construction, which kicked off in July 2014, is nearing completion. This phase includes most of the ER's essential clinical areas. The entire basic infrastructure has been installed and is awaiting inspection by the county building department. Once inspection is completed, Phase I will begin to transition from construction to operations.

During this transition, primarily finish work will remain, such as wall and ceiling coverings, flooring, cabinets, and fixtures. The main construction portion of Phase I should be completed in February with punch-list and other finish items being completed after that.

Phase I will wind down with the commissioning and testing of systems, both mechanical and electrical. Testing will ensure that the air conditioning system meets design requirements and that data and communications systems are functioning properly. In addition, the physical infrastructure will require thorough testing as this new technology is installed in the walls and ceiling of the emergency room area.

Phase II of the Emergency Room project was conceived around the time that Phase I began. It includes a waiting room, a restroom, and two meeting rooms. These spaces will greatly improve efficiency and comfort for staff, patients, and their families. Building permits have been obtained, allowing construction on Phase II to begin.

The new foundations for Phase II are currently being formed. Subcontractors will lay conduit and pipe in preparation for the new slab. Although complex, the underground systems are a time saver, as less time will be spent routing conduit and pipe in walls when they are framed. Underground routing was not an option in Phase I as that was a remodel of an existing space.

Gino Amar, Kohala Hospital Administrator said, "We would like to thank the Kohala Hospital Charitable Foundation (KHCF). They took this project from its 'dream phase' and made Phase I their total priority for five years."

The Phase I efforts by KHCF presented the opportunity for Kohala Hospital administration to secure Capital Improvement funding for Phase II.

"When completed, the new Emergency Room will be a modern medical facility," Amar continued. "We would also like to thank the community for their support as this project nears completion as well as the contractors whose hard work and experience are bringing this complex project to fruition."



Kohala Hospital

Kona Community Hospital OB Unit Enhances Infant Security

Kona Community Hospital announced today that its Obstetrics Unit is now a secured unit. The entire Women's Health Unit, which includes the maternity unit and nursery, will be locked at all times.

"We're proud to be following guidelines outlined by the National Center for Missing and Exploited Children for the prevention of infant abductions," said Sally Robertson, Obstetrics Nurse Manager. She noted that, "24/7 secured units are an industry standard for maternity units and nurseries."

Kona Community Hospital is in the process of upgrading security features hospital-wide. The Obstetrics unit was the logical starting point for the safety and security of patients. In addition to other security features already in place, the new electronic system greatly enhances infant security.

Authorized staff members will use ID badges for tap-in and tap-out electronic card readers. All others, including visitors and unauthorized staff will ask-in and ask-out using a newly installed video intercom.

The hospital-wide security upgrade was launched following a security needs assessment conducted by a security consultant. The entire project is being funded by state capital improvement funds.

Kona Community Hospital Welcomes New Year's Baby

Kona Community Hospital (KCH) announced the delivery of their first baby of the New Year on Thursday, January 1, 2015.

Parents, Ashley Yurong and Jay Hidaro, Jr. welcomed Stacidy Hidaro. Her arrival at 2:24 p.m. gave her the status of first baby born at KCH in 2015. She weighed 5 pounds and 4 ounces and was 18 and one half inches tall. The attending physician was Santad Sira, M.D.

Baby Stacidy joins her two older siblings -- a sister and brother -- and everyone is very excited about her arrival.

"Kona Community Hospital is excited about our first baby of 2015," commented Sally Robertson, Obstetrics Nurse Manager. "All of our newborns are special, but it's always fun to welcome the first baby of each New Year. We're honored to help provide a memorable experience for this family and many others who choose to come to Kona Community Hospital for such a special occasion."



KCH welcomed 2015's first baby, Stacidy Hidaro. Pictured here with parents Ashley Yurong and Jay Hidaro, Jr.

Hospital Foundation's Annual Fundraiser Benefits Cancer Center

The Kona Hospital Foundation raised over \$150,000 at its annual fundraiser for the benefit of the Kona Community Hospital Cancer Center. The funds raised are dedicated to the renovation and recentralization of the medical oncology cancer clinic and infusion center.

The 13th annual "Life, Health and Giving" gala benefit was held November 22, 2014 at the Four Seasons Resort. The Saturday evening event was emceed by Rich Mears, Kona Community

Hospital nurse manager. The gala also featured music by the Big Island's own Bill Noble Quartet and an excellent Four Seasons buffet dinner.

The event featured a wide array of live and silent auction items. This year's auction items included a number of artistic creations donated by hospital employees or their family members.

"I am once again humbled by the generosity of these contributors and the caliber of items they donate to our auction," said Kona Hospital Foundation Chairman Jim Higgins. "We are so grateful to these wonderful people."

The Gala's keynote speakers provided the highlight of the evening. First, Kona Community Hospital Chief Nurse Executive Pat Kalua, RN delivered a heartfelt preview of how the renovated medical oncology clinic and infusion center will be a warm and healing environment for patients. Next, Alice Daniel and Kathy Kuharski gave touching testimonials of their own experiences with cancer.

"We're thankful for our donors, supporters and volunteers who made this event such a success," said Jim Higgins. "Their generosity allows us to continue to support Kona Community Hospital for the health of our community."

The Kona Hospital Foundation is dedicated to improving Kona Community Hospital for the entire community. Their mission is to fund medical technology, expanded services and enhanced facilities that would otherwise be unavailable. Since its inception, the Foundation has donated over \$5M dollars towards numerous projects that have improved the hospital. Major endeavors include the Adopt-A-Room project, the Radiation Oncology Center, Imaging Center, Nuclear Medicine Suite, and Outpatient Chemotherapy Building.



Architect's rendition of the renovated Kona Community Hospital Medical Oncology Clinic and Infusion Center.

Kona Community and Kohala Hospitals Welcome New Board Members

Kona Community (KCH) and Kohala Hospitals recently welcomed three new members to the West Hawaii Region Board of Directors.

New BOD members are Adrienne R. Klein, Michael H. Schlueter, and Danielle Ku'ulei Potter Stovaw, MD.

"We are happy to welcome three new board members," said Bill Cliff, Board Chair. "Each brings invaluable experiences and expertise to the West Hawaii Region as we continue our commitment to fulfilling our mission to provide quality health care for all West Hawaii residents."

Adrienne Klein is a retired solo practice attorney specializing in medical malpractice and personal injury. She recently relocated to Hawaii Island following a 30-year career in medical malpractice litigation. As a long-time member of the New York State Bar, Klein served as Attorney Emeritus, volunteering to provide pro bono legal service to New Yorkers who could not afford an attorney. She has a strong interest in community service as well as medical issues.

Michael Schlueter is the Co-Supervising Deputy Prosecuting Attorney at the Office of the Prosecuting Attorney for the County of Hawaii. Mr. Schlueter moved to Kona in 2005 to begin a private law firm prior to beginning his work with the Office of the Prosecuting attorney. He is the 2nd Vice President of the West Hawaii Bar Association. Schlueter has been involved in the development of community based programs such as the Big Island Drug Court and the Big Island Veterans Treatment Court.

Danielle Ku'ulei Potter Stovaw, MD has been a full-time obstetrician/gynecologist at Ali'i Health Center since August, 2013. She completed the Phoenix Integrated Residency in Obstetrics and Gynecology (PIROG) in Phoenix, Arizona, where she won the Award for Excellence in Female Pelvic Medicine/Reconstructive Surgery in 2012. Potter attended medical school at Creighton University School of Medicine in Omaha, Nebraska. She completed her graduate and undergraduate education at the University of Northern Colorado. Dr. Potter was born and raised on Hawai'i Island, and is a graduate of the Kamehameha Schools. She is committed to having an active role in improving the health care system for the residents of West and South Hawaii.

The newly appointed board members join sitting members Bill Cliff, Chair; Renee Inaba, Vice-Chair; Reginald T. Morimoto, Secretary/Treasurer; Joel Gimpel; Reed Flickinger; Dr. Gary Goldberg; Frank Sayre, DDS; and Steven Sparks to round out the 2015-2016 West Hawaii Region Board of Directors.



Adrienne R. Klein



Danielle Ku'ulei Potter Stovaw, MD



Michael H. Schlueter

Kaua'i Region

KVMH & West Kauai Clinics Light Up Waimea Town

KVMH and West Kauai Clinics (WKC) staff showed their WKMC pride and love of Kauai's west side community by participating in the 20th annual Waimea Lighted Christmas Parade held in December.

"The spirit of fellowship is a hallmark of the Waimea Lighted Christmas Parade," stated Virginia Beck, NP, "and our employees were decked out with holiday cheer! Our festive unit featured a float, walking/dancing unit and a colorful stroller parade comprised of staff as well as patients and their family members. It was a delightful event and a wonderful way to celebrate the spirit of the season and the community we serve."

The parade began at Waimea Canyon Park and traveled down Kaunualii Highway to Ala Wai Road, continuing on to Waimea Road before heading back west to end at Hofgaard Park in the center of Waimea town. After-parade festivities included food and live on-stage entertainment. The annual lighted parade is sponsored by the West Kauai Professional and Business Association along with area merchants and businesses.



Float Unit



Walking Unit

Klune Appointed Chief Executive Officer



The Hawaii Health Systems Corporation Kauai Regional Board has named Peter Klune Chief Executive Officer.

“Peter Klune is a hospital administrator and consultant with more than 30 years of experience in health care operations and finance,” said Patrick Gegen, Kauai Regional Board Chairman. “Mr. Klune’s

health care experience, combined with his background as a former CPA, contributes to his understanding of the pressing financial issues prevalent in today’s health care market. His expertise in hospital operations includes multiple facility systems as well as small rural Critical Access Hospitals, many of which operate as public or district hospitals and makes his background

well-suited for working on Kauai within the HHSC System.” Gegen added, “Please join us in welcoming Mr. Klune to Hawaii Health Systems Corporation.”

WKMC, WKC and MMC Support West Kauai Community

West Kauai Medical Center (WKMC), West Kauai Clinics (WKC) and Mahelona Medical Center (MMC) were well represented at the 38th Annual Waimea Town Celebration held in February. The festival is Kauai’s largest and oldest festival with the mission of supporting both economic development and community unity.

“Participating in this year’s festival was an opportunity for the Kauai Region to showcase our facilities and services while celebrating the proud history of our west Kauai community,” stated Marylou Jardin, RN, Inservice Nurse Manager. “Our booth offered free blood pressure checks and health education, giveaways, information about the KVMH Auxiliary and hospital and clinic services and providers. It took staff from across the region and many hours of volunteer work to make this happen. We would like to thank our employees for their kokua and for doing a fantastic job. The Waimea Town celebration symbolizes the aloha spirit, and our employees certainly epitomized that.”

The Waimea Town Celebration featured both Kauai nonprofit organizations and businesses, entertainment, food, craft and game booths, and several sporting events. More than 10,000 people participated in and supported the festival.



Emma Padilla, RN, and Marylou Jardin, RN, in the Waimea Town Celebration booth.

KVMH, SMMH & WKC Go Red for Women

Kauai Veterans Memorial Hospital, Samuel Mahelona Memorial Hospital and West Kauai Clinics employees dressed in red attire in support of the American Heart Association's (AHA) National Wear Red Day on February 6, 2015.

"Go Red For Women is the AHA's national movement to end heart disease and stroke in women because it's not just a man's disease," said Julie Sommers, RN, KVMH Education & Training Center Coordinator. "In fact, more women than men die every year from heart disease and stroke. The good news is that 80 percent of cardiac events can be prevented with education and lifestyle changes. Go Red For Women advocates for more research and swifter action for women's heart health."

In addition to the distribution of educational materials to all Kauai Region employees, this year's celebration included the first 'Go Red Walk with West Kauai Medical Center Employees' to help raise public awareness. "Kauai Region staff was pleased to be a part of this educational effort in support of our mission of caring for our community," Sommers added.

For more information about National Wear Red Day and Go Red For Women, visit GoRedForWomen.org.



Kauai Region Facilities Among Hawaii's Top-Performing Nursing Homes KVMH and SMMH score five stars — the highest ranking by federal regulators

Both Kauai Veterans Memorial Hospital (KVMH) and Samuel Mahelona Memorial Hospital (SMMH) have received the highest possible nursing home overall rating of five stars under the Centers for Medicare and Medicaid Services system.

"Our dedicated KVMH and SMMH staff are very deserving of this recognition," said Dr. Anthony Dupree, Kauai Regional Medical Director. "They work hard year around to achieve high marks in the areas of health care inspections and measures of quality of care, and we are proud to receive this kind of recognition. We are especially proud of the exceptional care our employees provide and the difference they make in our residents' lives every day," Dr. Dupree added.

The Centers for Medicare and Medicaid Services five-star rating program was restructured in 2015 to include tougher standards and making it more challenging for nursing homes to attain the highest rating. Just eighteen Hawaii nursing homes were awarded the coveted five-star rating based on staffing, health care inspections, and measures of medical quality of care.

Maui Region

MMMC Receives Get With The Guidelines Target: Stroke Honor Roll-Elite Award

Maui Memorial Medical Center (MMMC) has received the American Heart Association/American Stroke Association's Get With The Guidelines®-Target: Stroke Honor Roll-Elite Quality Achievement Award at the association's International Stroke Conference 2015. The award recognizes the hospital's commitment and success ensuring that stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

MMMC is one of 559 hospitals to be recognized on the Target: Stroke Honor Roll, among the nearly 1,000 hospitals given quality achievement awards at the conference.

To receive the Target: Stroke Honor Roll-Elite award, hospitals must meet quality measures developed to reduce the time

between the patient's arrival at the hospital and treatment with the clot-buster tissue plasminogen activator or tPA, the only drug approved by the U.S. Food and Drug Administration to treat ischemic stroke. If given intravenously in the first three hours after the start of stroke symptoms, tPA has been shown to significantly reduce the effects of stroke and lessen the chance of permanent disability. Over 12 months, at least 75 percent of the hospital's ischemic stroke patients have received tPA within 60 minutes of arriving at the hospital (known as door-to-needle time).

These quality measures are designed to help hospital teams provide the most up-to-date, evidence-based guidelines with the goal of speeding recovery and reducing death and disability for stroke patients.

"With a stroke, time lost is brain lost, and this award demonstrates our commitment to ensuring patients receive care based on nationally-respected clinical guidelines," said Carol Clark of MMMC Communications. "MMMC is dedicated to improving the quality of stroke care and the American Heart Association/American Stroke Association's Get With The Guidelines Stroke helps us achieve that goal." MMMC has also met specific scientific guidelines as a Primary Stroke Center, featuring a comprehensive system for rapid diagnosis and treatment of stroke patients admitted to the emergency department.

"We are pleased to recognize Maui Memorial Medical Center for their commitment to stroke care," said Deepak L. Bhatt, M.D., M.P.H., national chairman of the Get With The Guidelines steering committee and Executive Director of Interventional Cardiovascular Programs at Brigham and Women's Hospital and Professor of Medicine at Harvard Medical School. "Studies have shown that hospitals that consistently follow Get With The Guidelines quality improvement measures can reduce length of stay and 30-day readmission rates and reduce disparities in care." For providers, Get With The Guidelines–Stroke offers quality improvement measures, discharge protocols, standing orders and other measurement tools. For patients, Get With The Guidelines–Stroke uses the "teachable moment," the time soon after a patient has had a stroke, when they learn how to manage their risk factors while still in the hospital and recognize the F.A.S.T. warning signs of a stroke.



(l-r) Donald Halsey, Dr. Susan Stewart, Kathy Hall, Iris Zulueta, David May, Julius Montehermoso, and Judy Kodama.

MMMC One of Only Two Hospitals in the Nation to Receive Translation Grant

When Patient Relations Advocate Cari Uesugi was wondering how we can do more as a hospital to provide translation services for our patients, she was excited to learn of a Translation Grant available through VIA Language. She then set about to find an area that would match the needs outlined and learned that surgical services includes a diverse Limited English Proficiency (LEP) population and serves approximately 2800 patients per year.

Cari teamed up with MMMC ACS Nurse Manager Dian Gruber to analyze the materials that could benefit from translation. When they discussed possible collateral, they found that there were lots of materials needing translation. Cari then wrote the grant focused around this area.

"Surgical services provides all of their patients with an interview packet which includes information about patient safety, how to prepare for their surgery, what happens the day of surgery, and the different types of anesthesia," she said. "Effective provider-patient communication is vital. It is important that the patients are able to understand patient education information and negotiate our complex health care system."

To meet the needs of our growing LEP population, the in-kind translation grant was used to translate the documents within the interview packet into Ilocano. "We hope to translate these documents in other languages including: Japanese, Spanish, Marshallese, Tongan, Tagalog, and Mandarin as funds become available. These languages represent the medically underserved population of Maui County," she said.

"We now will have these documents readily available to our patients, as well as the providers, by making them accessible in hard copy and on the website in the future. This will definitely improve comprehension of this complicated healthcare material," Cari added.

The \$1500 grant awarded to MMMC was one of only two hospitals within the nation to receive this grant, validating Cari's intuition for the necessity of it.

"By providing translated documents within the Surgical Services interview packets for our LEP patients, we can help them to navigate our health system more easily and provide them with the care they need."



Cari Uesugi (left) and Dian Gruber (right)

MMMC Leadership Development Training

Maui Memorial Medical Center’s Leadership Development Training was created as an avenue to promote leadership development within the organization, as well as foster consistency in the way both new and seasoned managers lead their departments. The program provides basic supervisory training for managers and supervisors, focusing on a variety of areas including Human Resources, Communication, Hospital Finance and Procurement. Following are the areas of concentration:

- Supervision 101
- Basic Employment Laws
- Avoiding Sexual and Other Harassment Claims
- Interviewing and Selecting
- Building Employee Performance
- Labor Relations (Parts I & II)
- Performance Appraisals (Parts I & II)
- Civility in the Workplace
- Finance, Budgeting and Procurement

Participation

Two series of classes were conducted between July – December of 2014. In partnership with MMMC staff, Hawaii Employers Council, Mediation Services of Maui and LM Consulting LLC, we were able to train 78 Managers and Supervisors, with 33 completing the entire series.

We are now registering managers and supervisors for the 2015 Leadership Development Training

HAH Conducts PPE Training at MMMC

The Healthcare Association of Hawaii Emergency Services conducted personal protective equipment (PPE) training on February 19-20 for staff protection in dealing with suspected or confirmed

patients with the ebola virus. Instruction included donning and doffing the basic PPE ensemble (Tyvek suit and N-95 respirator) and the enhanced PPE ensemble (Tyvek suit and PAPR - personal air purifying respirator). The training and use of the PPE can be applied to any new and emerging infectious disease.



There were 35 employees who completed the ‘train the trainer’ classes led by instructors, Toby Claimont and Bill Richter.

Maui Memorial Medical Center Outpatient Clinic Welcomes New Physicians

The Maui Memorial Medical Center (MMMC) Outpatient Clinic recently opened in Maui Lani. The new clinic provides outpatient services in the areas of cardiology, neurosurgery, gastroenterology, orthopedic, and oncology services. Several new physicians joined MMMC in January and will provide much needed specialty emergency on-call services for the hospital and see patients in the new clinic. The new providers are:



Dr. Robert Millan Dy (Gastroenterology). Dr. Dy graduated from the University of New England College of Osteopathic Medicine and completed his residency at the University of California, San Francisco Valley Medical Center. He was most recently Chief of Gastroenterology at Straub Clinic and Hospital in Honolulu.



Dr. David J. Engle (Neurosurgery). Dr. Engle obtained his medical degree from the University of Pittsburgh School of Medicine and completed his residency at the University of Pittsburgh Department of Neurosurgery. He was most recently with the University of Pittsburgh Physicians and Medical Center where he was also Clinical

Assistant Professor of Neurological Surgery at the School of Medicine.



Dr. Don Wilton Hill (Oncology/Hematology). Dr. Hill graduated from the University of Texas Medical School at Houston Texas Medical Center. He performed his internship at the University of New Mexico Medical Center. Prior to this appointment at MMMC, he was in private practice in Casa Grande Arizona at the Tri-Valley Cancer Research and Treatment Center.

The new physicians join MMMC physicians providing service in the Outpatient Clinic. These providers include General Cardiologist Dr. Leslie Oberst; Interventional Cardiologists Dr. Joseph Chambers and Dr. Colin Lee; Cardiothoracic Surgeons Dr. Michael Dang and Dr. Tracy Dorheim; Orthopedic Surgeon Dr. Douglas Ching and Gastroenterologist Dr. Rory O'Connor.

The clinic is located at 85 Maui Lani Pkwy, Wailuku. The hours are Monday through Friday from 8am – 4:30 pm. For more information please contact the clinic at 808-442-5700.

Oahu Region

Abby, the Pet Therapist

At Maluhia Adult Day Health Center, they were quite honored to have a wonderful staff member named Abby, Pet Therapist. She had been a part of their program for over 10 years providing her special care to the participants on almost a daily basis.

Abby had the participants exercise by having them bend down to give her a pat on the head, rub her back, or use their feet to give her belly a rub. She also stimulated people's minds by having them remember her name or bringing special treats from home for her. Abby seemed to sense when someone was feeling sad and she would place her chin on their knee to remind them that they were not alone. She even managed to be part of the clean-up crew by making any food dropped on the floor disappear. She loved special events and dressed up for the holidays – a ballerina on Halloween, wearing a red, white, and blue scarf for the 4th of July, or a Santa suit for Christmas. And, of course, she celebrated her birthday with the participants!

Near the end of 2014, she passed away and everyone just wanted to say "aloha" to their good friend and also thank Dr. K. Albert Yazawa for sharing Abby with them.



Valentine's Day Celebration at Maluhia Adult Day Health Center

The tables were set with heart-printed tablecloths for their Valentine's Day Celebration at the Maluhia Adult Day Health Center that was held on 2/14/15. They had a special treat of chocolate-covered strawberries, chocolate pudding, and fruit punch to drink. All items served were donated by families to make Valentine's Day special for their loved ones here at the Center. One participant stated, "We should do this every day!" A Valentine's Day gift donated by one of the families was distributed to each participant. They also reminisced about how they celebrated Valentine's Day in the past with their sweetheart or children.



Celebrating Activity Professionals

In January, Maluhia celebrated their Activity professionals. They keep the “FUN” in activities for their residents and participants thru everyday activities and special activities. Thank you to Recreational Therapists Jane Schramko, Melanie Schulaner, and Activity Coordinators Rosemarie Barbasa, Gary Oshita, and Chee Pick Wong. A big mahalo to RT aides Analiza Au, Ernistine Darisay, Edwin Guevarra, Jun Li, Kathleen Ota-Honma, Mia Rabanal, and Rebecca Wier. All their hard work and dedication to the Recreational Therapy program at Maluhia are appreciated. In February, Maluhia had their Chinese New Year celebration. On 2/23/15, Gee Yung International Martial Arts Association performed a Lion Dance for the residents and participants. As two dancing lions made their way thru the building, residents, participants, and staff gave them Lincee (lucky red envelope) for prosperity and good luck. On 2/26/15, Mrs. Wong prepared an array of traditional Chinese foods (Chow Mein, Jai, custard) and requested resident favorites (Korean pancake and Chinese soup) to celebrate the New Year. Many residents couldn't wait to come down to the Mitori room to enjoy the feast and when they did, they were all smiles.



Looking on as the lion visited several different residents on the 3rd floor.



CAN Carlito assisting resident to feed lion the lincee.

Affiliates: Kahuku Medical Center

Community Visioning Meeting at Kahuku Medical Center

Kahuku Medical Center (KMC), a 501(c)(3) affiliate of HHSC, invited the public to a Community Visioning Meeting to help plan the future of KMC. The event was held on April 2, 2015 at the Kahuku Community Center. Attendees got an overview of community health from Kualoa to Waimea, had a chance to hear what their neighbors had to say, shared their thoughts and vision for the hospital, and learned more about KMC's progress so far.

KMC was interested in getting input on the following questions:

- How can we best use land and buildings to improve community health?
- What kinds of activities and programs at KMC would help make your family healthier?
- What is your dream or vision for KMC?

All were welcome to attend this meeting. People were encouraged to submit their feedback and thoughts online or to leave a voice message via phone if they were unable to attend the Community Visioning Meeting in person.

