

2ND QUARTER EDITION, 2015

New Chief Operating Officer

In This Issue

East Hawaii Region

West Hawaii Region

Kauai Region

Maui Region

Oahu Region

Affiliates



HHSC welcomes Anne Lopez, Corporate Chief Operating Officer. Anne comes to us with over 15 years of legal experience in Honolulu in private practice and public service. Most recently she served as Special Assistant to Attorneys General David Louie and Douglas Chin.

As an Occupational Therapist, Anne started her career in Hawaii as the Director of Occupational Health at Castle Medical Center. After working as an Occupational Therapist for 13 years and taking on roles of increasing responsibility including owning her own consulting business, she made a career change and attended law school at the William H. Richardson School of Law where she graduated summa cum laude.

“I am very happy to be a part of the HHSC team. The HHSC system, its employees, and the communities that HHSC serves are being challenged on a number of fronts. I believe that together we can tackle these challenges and move forward to effectively meet the health care needs of our communities,” says Ms. Lopez. HHSC is fortunate to have someone who not only has extensive legal experience and skills but can also provide added value to meet the needs of our organization in these difficult times.

Compliance Corner

Lanai Hospital IT/Physical Security Audit is Complete

Kudos to Carole Starbird, the Lanai hospital management and staff. During my career I have never audited a site or facility that has scored so well on a physical/Information security audit. This audit occurred on the evening of June 25 and the day of June 26, 2015 and neither management nor staff was informed beforehand of my schedule or purpose.

Why is this needed:

As part of an ongoing effort to improve the Information Security posture for all HHSC information systems and facilities, an onsite audit of the hospital located on the Island of Lanai was conducted. This is part of HHSC Information Security’s plan to audit each HHSC facility. Securing HHSC’s information systems and PHI is more complex than just scanning systems for vulnerabilities, which is why site visits are required.

Why was Lanai chosen first:

Lanai was chosen first due to its size. Information Security has developed a checklist/process for the conducting of facility audits and Lanai was the perfect size to tune the process.

Which facility is next:

Each facility audit will be conducted in the same way that Lanai was. That being said, no advance warning will be given. Upon completion of the audit, the audit findings will be provided to the Facility Manager, the Regional Compliance Officer, the Regional CEO, the Corporate CEO, the Corporate Compliance Officer and Corporate Legal.

Brad Boynton, CISSP
Corporate Information Security Manager

A few tips from your Information Security Officer to help you keep your information and finances safer both here at work and at home

Attacks From All Directions Top 10 Imposter Scams From 2014

Scammers around the world work hard to make you believe that you've won something or you have an unexpected problem. Here are the top 10 imposter scams as reported to the Federal Trade Commission in 2014.

IRS Scams:

Fake IRS agents try to scare you into thinking you owe back taxes, etc.

Prizes: Calls saying you won a prize and only need to pay a small processing fee.

Microsoft Tech Support: Tech support calls claiming there is dangerous software popping up and requests a fee to fix.

Fake FBI:

A fake FBI agent contacts and introduces you to a supposedly legitimate prince that wants help moving money out of his country.

Kidnapped Computers:

A malicious link in an email will lock you out of your files. Attackers demand a ransom for the password.

Medicare Sham:

A fake government representative with Medicare or another agency threatens your medical benefits to get personal information or fees.

Homeland Security:

Fake threats to immigrants with deportation notices, offering for a charge to certify their immigration status.

"Federal" Agency:

You've won a grant for thousands of dollars! You just need to pay the "taxes."

"Professional" Help:

The con artist will try to convince you that your computer is on the fritz. He or she will try to convince you that your computer has a serious and urgent technical problem.

Caller ID:

An emerging imposter scam involves misusing caller ID. They make it seem that the caller ID number is your telephone number to get you to pick up the call.

What is your Smart Phone telling others and what can you lose because of it?

It seems as though in modern society we as human beings cannot live a normal life without our smart phones. It is more than just phone calls and text messages; we need to be connected in multiple ways with multiple applications just to find our way through life. The key to this connectivity is Wi-Fi and Bluetooth.

Question: Is the Bluetooth and Wi-Fi service enabled and turned on even when you are not using it? Do you even know? If you are like most everyone, the answer is YES. I know this from first-hand experience. When I find myself at an airport, mall, or other location where there are a large number of people gathered, I like to check to see just what kind of information is flowing invisibly through the air. If you knew what I see, you would be shocked, which is why I am going to tell you all the fun stuff I see when I am out and about. Keep in mind that I am not one of the bad guys, but if I were, imagine what I could do.

BLUETOOTH on your phone is LEFT ON. Bluetooth is often left turned on because people want to be able to answer their phones hands free or listen to their music in the car or some other place. Guess what -- your Bluetooth is not just a one way connection. By utilizing your open Bluetooth connection the bad guys can access your phone and the data that resides on it.

Wi-Fi on your phone is LEFT ON. Wi-Fi is often left turned on because people want to be able to access the Internet to check their mail, update Facebook and Twitter, shop or just watch YouTube videos. Guess what, your Wi-Fi is not just a one way connection. By utilizing your open Wi-Fi connection the bad guys can access your phone and the data that resides on it as well as see the data you are sending and receiving.

Imagine all of your contacts, text messages, emails, pictures/videos, access to your bank accounts and all of your passwords, all there for the taking simply because you chose to leave your Wi-Fi and/or Bluetooth on when you did not need to. Your entire identity and finances are there for the taking

P.S. Bluetooth and Wi-Fi running also reduce the battery charge on your phone.

East Hawaii Region

Hilo Medical Center Among the Top 10% of Hospitals for Patient Safety Excellence in the Country

Healthgrades, the leading online resource for comprehensive information about physicians and hospitals, announced Hilo Medical Center as a recipient of the 2015 Healthgrades Patient Safety Excellence Award™. In 2015, there were 467 hospitals across the nation that achieved the Healthgrades Patient Safety Excellence Award™. The distinction places this elite group of hospitals within the top 10% of all hospitals evaluated for their excellent performance in safeguarding patients from serious, potentially preventable complications during their hospital stays.



Hilo Medical Center Announced as Gold Award Winner for Cardiac Care

In May, the American Heart Association/American Stroke Association announced that Hilo Medical Center has been approved for the Get With The Guidelines® - Heart Failure Gold Quality Achievement award. According to AHA/ASA, Hilo Medical Center is a part of an elite group of hospitals and recognized the hospital's commitment and success in implementing a higher standard of heart failure care by ensuring that heart failure patients receive treatment according to nationally accepted standards and recommendations.



(l-r) Arthur Sampaga Jr., Interim Chief Nurse Executive; Tandy Newsome, Quality Management Director; and Quality Management staff, Kim Suganuma, RN and Shelly DeMello, RN, accepted the award with staff from the Progressive Care Unit.

Hilo Medical Center's 2015 Graduates of Doctor of Nursing Practice

In May, Hilo Medical Center celebrated our three graduates from the first class of nurses from the University of Hawai'i at Hilo's Doctor of Nursing Practice (DNP). Nurses who earned their DNP degree can move to the absolute pinnacle of their field. Those with practice doctorates are the most highly educated and qualified practitioners in their profession. These DNP-prepared nurses apply their education and expertise in leadership roles on the front lines of nursing, in clinical practice, teaching and research, and in health policy design and development.



(l-r) Noemi Arzaga, House Supervisor; Patricia Hensley, Risk Management; Tracy Thornett, Behavioral Health Unit.

Celebrating National Nurses and Hospital Week

In celebration of National Nurses Week, HMC's Nurse Managers and Clinical Coordinators prepared and served 500 breakfast plates for nursing and hospital staff. Also, during National Hospital Week, the staff enjoyed a variety of events and treats from smoothies to ice cream, massages, and countless rounds of bingo.



(l-r) Tandy Newsome, Quality Management Director; Colleen Talich, Diabetes Educator; and Chad Shibuya, Infection Control Director, served breakfast with a lot of aloha!



(l-r) Dee Nishioka, Nurse Manager of Medical Unit; Justin Kotomori, Medical Unit; Robin Nakayama, Nurse Manager of Surgical/Pediatric Unit; and Kelly Okada, Nurse Manager of Progressive Care Unit, made the best eggs!



(l-r) Jane Furtado, Medical Staff Services; Joanne Yoshiyama, Volunteer Office; Naureen Fukui, Administration; and June Ikeda, Medical Staff Services, serve smoothies for a cool Hospital Week treat.

Hawaii Island Family Medicine Residency in the Community



Staff from the Hawaii Island Family Medicine Residency banded together to produce a 20-foot kukui and hinahina lei ho'okupu (offering) for the Kamehameha Statue Lei Draping Ceremony in June.

The Residency Program was also the recipient of funds raised at the Hilo Brewfest. Faculty and first- and second-year residents were introduced at the event to cheers of appreciation for choosing to train and practice in Hawaii.



(First row, l-r): Dr. Natalie Kehau Kong, residency faculty; Dr. Karen Ann Rayos, in-coming resident of second class; Sen. Lorraine Inouye; Dr. Kaohimānu Dang Akiona, resident of first class; Dr. Kristine McCoy, residency director; and Carol Galper, residency administrator. (Back row, l-r): Lisa Rantz, Executive Director of the Hilo Medical Center Foundation; Dr. Will Chapple, in-coming resident of second class; and Dr. Gaku Yamaguchi, in-coming resident of second class. Missing: Dr. Tuy-Ngoc "Unity" Nguyen, in-coming resident of second class.

HHH Cook Wins Honoka`a Business Association Pupu Contest!



See HHH's Diamond Beamer, Cook II at Hale Ho'ola Hamakua (pictured above left with Michelle Santel of Big Island Growers, prepared and served Pork Sliders to members of the Honoka'a Business Association at their Western-Themed Spring Fling Meeting held at the HHSC Pavilion on April 22, 2015. With the promotion of Newborn Week in Honoka'a, Diamond featured a combination of Pork Sliders prepared in two different ways: a Passion Fruit BBQ Pork Slider (a family original recipe) accompanied by a traditional style Cole Slaw and a Cajun Rub Pork Slider accompanied by a Sweet and Sassy Cranberry Cole Slaw. HBA Members hosted a Pupu Contest for the event and it was by a landslide vote that Hale Ho'ola Hamakua garnered the Best Pupu Award. 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. CONGRATULATIONS DIAMOND!

Thanking Our Volunteers at Hilo Medical Center

In April, Hilo Medical Center honored our volunteers and celebrated their 12,000 hours given to our hospital.



(l-r) Dan Brinkman, East Hawaii Region CEO, with volunteer Aunty Rosaline Victorine. Volunteer Shimomi Araujo serves in the Sewing Room. Money Atwal, East Hawaii Region CFO/CIO, with volunteer Virginia Maeda who manages the Palm Tree Gift Shop.

Bill Pay Added to Patient Portal in East Hawaii Region

As of April, patients who were seen at Hilo Medical Center, any of its outpatient clinics, Ka'u Hospital and Hale Ho'ola Hamakua in Honoka'a and were registered to access their health records at the East Hawaii Patient Portal (<https://easthawaiiportal.hhsc.org>) can pay their bills online. This added feature is free of charge and offers patients secure online access to view and pay itemized bills.

Over 2,700 patients have been enrolled in the East Hawaii Patient Portal since its launch in February 2014. Patient Portal provides

patients with access to their health summary including information on their hospital stay, current medications, laboratory and imaging reports, and educational materials reviewed upon discharge.



Bill pay is now live! Enrollment is open for this free service.

Improving Cancer Care at Hawaii Pacific Oncology Center

In May, Hilo Medical Center's Hawaii Pacific Oncology Center (HPOC) implemented the MEDITECH Oncology 6.0x Electronic Health Record (EHR) system to advance cancer care.

"The electronic chart allows information to be at the fingertips of the community doctors that refer patients to HPOC," said Julie Leach, HPOC Nurse Manager. "This will make it easier to collaborate in the care and treatment of our patients."

"Implementing electronic medical records in HPOC benefits our patients and improves the cancer care they are receiving right here at home in Hilo," said Dan Brinkman, East Hawaii Region CEO. "I congratulate Dr. Anthony Lim and HPOC's staff for working with HMC's HealthConnect team to achieve this milestone."

"This completes our transition from paper to an electronic health record for the HHSC East Hawaii Region, a five-year project that has added many efficiencies to enhance patient care," said Kris Wilson, Regional Director of the Project Management Office. "We are constantly striving to incorporate new technology and improve processes throughout the hospital and clinics."

HPOC is the ninth and final clinic to migrate from paper to the MEDITECH EHR system and is a part of HMC's family of outpatient clinics consisting of Cardiology, Ear, Nose and Throat, Hilo Bone & Joint, Hilo Surgical Associates, Hawaii Island Family Health Center, Neurology, Pain Management, and Urology. In FY 2014, our clinics had a collective total of over 39,000 patient visits.



Members of the HealthConnect team from the East Hawaii Region of Hawaii Health Systems Corporation worked with staff from Hawaii Pacific Oncology Center to improve cancer care in the community

HMC Patient Navigator Named American Cancer Society Cancer Action Network State Lead Ambassador

The American Cancer Society Cancer Action Network announced in May that it named Holly Ho-Chee-DuPont, Patient Navigator at Hilo Medical Center’s Hawaii Pacific Oncology Center, as its State Lead Ambassador. Cory Chun, Hawai’i Pacific government relations director for ACS CAN, said, “We are honored to appoint Holly to her new role where we look forward to her contributions to local grassroots organizing and cancer-fighting public policy advocacy in her community and throughout the state of Hawai’i.”

Ho-Chee-DuPont is now the top ACS CAN Hawai’i volunteer and is the key volunteer contact for Senators Mazie Hirono and Brian Schatz. She will work with staff members and other volunteers to set recruiting, fundraising, training, and legislative campaign goals for the state. “I am very passionate about what I do every day for my patients, and that carries over to my work as an ACS CAN volunteer. On a daily basis, I hear my patients’ concerns as they go through their chemotherapy and radiation treatments. The individual challenges my patients and their families face is taxing on all of them. That’s why my work with ACS CAN is so important,”



Holly Ho-Chee-DuPont, Patient Navigator at Hilo Medical Center’s Hawaii Pacific Oncology Center, advocates for patients and their families at work and in her volunteer work.

Kaua‘i Region

Occupational Therapy Staff Honored For Helping Others Live Life To Its Fullest

Kauai Region Occupational Therapy staff were recognized with a proclamation by Mayor Bernard Carvalho, Hawaii Senate President Ronald Kouchi, and members of the Kauai County Council in honor of National Occupational Therapy Month in April.

Occupational therapy (OT) helps people across the lifespan do the things they want and need to do through the therapeutic use of daily activities. OT practitioners enable people of all ages to live life to its fullest by helping them promote health, and prevent—or live better with—injury, illness, or disability.

“It was a great pleasure to receive this proclamation, as well as to have the opportunity to let our community know more about the work that Occupational Therapists and Therapy Assistants do,” said Steve Kline, KVMH Occupational Therapist. “In addition to providing information about OT services at our hospitals, we demonstrated how some of our adaptive devices are used for various diagnoses for adults and children.”

Kauai Region OT staff include Steve Kline (KVMH) and Sharla Hasegawa (SMMH), Occupational Therapists. OT practitioners utilize various therapeutic approaches with the goal of maximizing potential and helping people “Live Life to Its Fullest”.



Steve Kline, OT, and Mindy Murray, OT, of Kauai Therapy & Wellness, receive a proclamation from the Kauai County Council.

KVMH Celebrates National OT Month



April is National Occupational Therapy Month & KVMH celebrated with a special ice cream social. The event, meant in part to raise awareness about the challenges associated with living with some form of disability, required that employees make ice cream sundaes using one arm/one hand and adaptive devices.

Egg-ceptional Fun



KVMH's Long Term Care unit held their annual Easter egg hunt for residents on April 2nd. A very special mahalo to KVMH employees who volunteered their break time to push our wheelchair-bound residents.

SMMH Hosts Easter Egg Hunt



SMMH hosted its annual community Easter Egg Hunt. The event included students from St. Catherine School and an appearance by special guest, the Easter bunny.

KVMH the Only Hawaii Hospital Awarded Five Stars by CMS



Kauai Veterans Memorial Hospital (KVMH) was awarded the Five-Star quality score, the highest possible rating, by the Centers for Medicare & Medicaid Services (CMS). It is the only Hawaii hospital that achieved this high mark. Published by CMS and designed to help consumers compare hospitals, the rating evaluated patient experiences at 3,553 hospitals nationwide. The Five-Star rating was awarded to just 251, or 7 percent, of eligible hospitals.

“We’re proud to receive the Five-Star rating from CMS and to know that our patients recognize our commitment to providing the best possible care experience,” said Peter Klune, Kauai Regional CEO. “These high scores are a reflection of the excellent care that our physicians and employees provide every day.”

Rebecca O’Brien, Regional Quality Director added, “KVMH is grateful for the vote of confidence that the patient experience scores present-- it is a privilege to receive the Five-Star rating. We value our patients, residents and their ‘ohana and strive to create extraordinary healthcare experiences.”

The CMS rating system is new to hospitals and assigns a rating of one to five stars based on the results of the Hospital Consumer Assessment of Healthcare Providers and Systems survey. The rating is based on a cumulative score from 11 survey measures, including such factors as doctor-patient communication and whether patients would recommend the hospital to others, that measure patient experiences and satisfaction.

Klune stated, “This accolade comes on the heels of KVMH’s inclusion on CMS’ list of Five-Star rated nursing homes. The long term care rating, based on overall performance in health inspections, nurse staffing and quality of care, is the highest possible nursing home services rating. We are extremely pleased to be recognized by CMS for both our hospital and long term care services.”

Mahelona Hospital Recognizes Volunteers For Their Dedication & Service

Samuel Mahelona Memorial Hospital (SMMH) honored their volunteer corps at its annual Volunteer Appreciation Luncheon held in

April. The event was held during National Volunteer Appreciation Month and this year's theme was "Volunteers Make The World A Brighter Place."

Welcome and opening remarks were provided by Myra Ornellas, SMMH Administrator. Ornellas expressed appreciation for the volunteers' contributions stating, "In 2014, our volunteers gave selflessly of their time and talents, providing more than 2,000 hours of service. They also provided \$8,000 in financial contributions to the hospital." She added, "The Mahelona Hospital Auxiliary operates the hospital's Thrift Shop which is staffed by our hard working volunteers. Some of the funds raised by the Thrift Shop are used to provide scholarships for public high school students on Kauai who pursue careers in the medical field. We cannot thank them enough for their care and concern for our community."

Josie Pablo, SMMH Recreational Therapist, said, "In addition to fundraising for the hospital, our volunteers enhance Mahelona Hospital's operations. Whenever I get stuck or need help, I just ask the volunteers and they are right there for me. They are highly involved in all of the hospital's activities."

SMMH employees donated tropical flowers and foliage to decorate the activity room where the appreciation luncheon was held. SMMH employees, along with hospital residents, made a lei for each volunteer, and the hospital cafeteria provided lunch.



SMMH volunteers and Myra Ornellas, Hospital Administrator.

SMMH, KVMH & WKC Relay & Remember



Samuel Mahelona Memorial Hospital (SMMH), Kauai Veterans Memorial Hospital (KVMH), and West Kauai Clinics (WKC) par-

ticipated in Relay for Life at Hanapepe Soccer Field on April 25, 2015. This year marked the return of KVMH's team to the Relay event and the first time that Mahelona Hospital residents, employees, and volunteers participated as part of an HHSC team.

"Relay for Life is a time for us, as healthcare providers, to show support for those who are battling cancer, celebrate with cancer survivors, honor those lost to cancer, and raise money for research and programs of the American Cancer Society" said Josie Pablo, SMMH Recreational Therapist. "We have residents, employees and hospital volunteers who are currently battling cancer, as well as several survivors here. Our team was comprised of 40 people from Mahelona Hospital, including 10 residents, as well as KVMH and West Kauai Clinic employees. Those of us from Mahelona made the trip from Kapaa to be a part of this event on the west side and it was well worth it."

KVMH, SMMH and WKC coordinated multiple events prior to April 25th as a part of team fundraising efforts including a "Don't You Forget About Me" themed t-shirt sale, Breakfast Club movie showing, bake and flower sales and gift basket raffles as well as a swap meet sale.

"All of these efforts represent many hours of volunteer work donated by our employees, as well as monetary donations and the donation of many items and materials for these various sales," said Trudy Hegwood of KVMH's Inservice Education department. "We were privileged to take part in supporting the ACS and are honored to work together with our community toward finding a cure for cancer. Our goal was to raise \$1,000 but we are pleased to report that the Kauai Region team raised more than \$4,800. Our employees worked really hard and we thank everyone involved."

2015 marks the 30-year anniversary of Relay for Life. It is the world's largest nonprofit fundraising event and has raised nearly \$5 billion in its 30 years of existence.



Kauai Region EMeRGE Go-Live



Yeehah!! It is EMeRGE Go Live day for the Kauai Region and anticipation and enthusiasm are high. The Region has been preparing for this for several years, starting ‘way back

when’ with the VistA and RPMS pilot projects. Kauai Region thanks those regions and facilities that have gone live before us for sharing their learnings, tip sheets, and people to help us make EMeRGE a reality at Kauai Veterans Memorial Hospital (KVMH), Samuel Mahelona Memorial Hospital (SMMH), and West Kauai Clinics (WKC).

The Region planned our timing to make it particularly exciting ... Go Live day/night is a full moon – the first of two this month ... and the first weekend is the Fourth of July holiday. Staff working the holiday will be treated to a special meal. The island is full of visitors and our Emergency Departments are prepared for the new system and the typically higher number of patients. The lucky teams working at SMMH on the 4th may even get a few glimpses of the fireworks show in Lihue as they take a break here on the bluff. Yes, we believe everything will be going so smoothly that by Saturday, everyone will get to take their breaks!



It’s a Green Light, all systems go and everyone is eager to get started. We hear physicians and staff saying they are ready to go and will handle any issues and questions as they arise. No worries, we can do it! The support teams are arriving from Cerner and

HHSC Corporate and other regional facilities. I think we’ll adjust our signs to say EMeRGED in a few days!

Maui Region

MMMC Celebrates its Nurses with Week of Activities Culminating in the Annual Blessing of the Hands

Maui Memorial Medical Center (MMMC) recently recognized and celebrated its nurses during National Nursing Week. The week-long event concluded with the annual Blessing of the Hands where nurses, technicians, and other staff gather in the MMMC Courtyard for the ceremony. The Blessing brought

together staff from throughout the hospital with several hospital chaplains and others from the community, including Kimokeo Kapahulehua, who visited each floor of the hospital afterwards to offer the official blessing with ti leaves and salt from Kalaupapa, Molokai.

“Nurses and our entire hospital staff give so much of themselves in caring for others that we look forward to this chance to honor them for their special gifts by blessing the hands that nurture so many,” said Maui Regional CEO Wesley Lo.



Maui Memorial Medical Center Earned an “A” Grade for Patient Safety in Leapfrog’s Spring 2015 Hospital Safety Score

Maui Memorial Medical Center (MMMC) has been recognized for its dedication to patient safety by being awarded an “A” grade in the Spring 2015 Hospital Safety Score, which rates how well hospitals protect patients from preventable medical errors, injuries, and infections within the hospital.

This “A” grade is one of the most meaningful honors a hospital can achieve and one of the most valuable indicators for patients looking for a safe place to receive care. The Hospital Safety Score is the gold standard rating for patient safety, compiled under the guidance of the nation’s leading patient safety experts and administered by The Leapfrog Group, a national, nonprofit hospital safety watchdog. The first and only hospital safety rating to be peer-reviewed in the *Journal of Patient Safety*, the Score is free to the public and designed to give consumers information they can use to protect themselves and their families when facing a hospital stay.

MMMC's "A" grade validates its achievement in preventing harm within the hospital and we are proud to recognize the efforts of the care providers and staff," said Leah Binder, president and CEO of The Leapfrog Group, which administers the Hospital Safety Score. "Patient safety requires constant vigilance, and we encourage your hospital and all other A hospitals to continue demonstrating unrelenting commitment to patients by consistently providing a safe environment for care."

Developed under the guidance of Leapfrog's Blue Ribbon Expert Panel, the Hospital Safety Score uses 28 measures of publicly available hospital safety data to produce a single A, B, C, D, or F score, representing a hospital's overall capacity to keep patients safe from preventable harm. More than 2,500 U.S. general hospitals were assigned scores in April 2015, with about 31 percent receiving an "A" grade. The Hospital Safety Score is fully transparent, offering a full analysis of the data and methodology used in determining grades on the website. Now, for the first time, patients can also review their hospital's past safety performance alongside its current grade on the Hospital Safety Score site, allowing them to determine which local hospitals have the best track record in patient safety and which have demonstrated consistent improvement.

To see MMC's full score, and to access consumer-friendly tips for patients and loved ones visiting the hospital, visit www.hospitalssafetyscore.org or follow The Hospital Safety Score on Twitter or Facebook. Consumers can also download the free Hospital Safety Score mobile app for Apple and Android devices.

Oahu Region

Tails of Aloha

Tails of Aloha is a nonprofit group that has been doing pet visits at Maluhia since 1994. They provide bi-monthly visits on Saturdays at Maluhia and about 15 dogs come ranging in size from great Danes to Chihuahuas. Tails of Aloha is a non-profit group started by Gayle Igarashi, a retired Maluhia employee, who ensures all the dogs are therapy certified. Residents are able to hold the dogs on their laps or pet the top of their heads as the dog sits next to them, throw a ball to play fetch and watch them perform tricks. The interaction with the animals brings so much joy to the residents that humans cannot provide. During this activity, the residents are using their bodies to hold and pet the animals, stimulating their minds, and using their social skills to interact with the dogs. They even have cat visits too!



Mrs. Yuzon holding Tippy.



Donna Grain holding Sandy.

Nursing Home Week at Maluhia

At Maluhia residents and staff celebrated Nursing Home Week from May 11 - 15. This year's theme was "Bring on the Fiesta." It was a week filled with fun events. Spirit days included dressing in sombreros or ponchos, a scavenger hunt, a fiesta dip contest, an ice cream social funded by the resident's council and staff, a coffee hour provided by friends of Maluhia, and a staff luncheon provided by senior management and supervisors. Congratulations to Bill from Housekeeping, and Analiza and Ernestine from Recreational Therapy (RT) for a three-way tie in the scavenger hunt. Also, Congratulations to Neal from Occupational Therapy (OT), Jerilyn from Social Services, and Ellie from Food Service for winning the dip contest categories -- tastiest, most traditional, and most unusual!



This is the most traditional dip – Mexican Flag Dip – made by Jerilyn Yamashiro.



This is Naomi hitting a piñata!

Introducing Marley



Marley is Maluhia’s newest Pet Therapist at the Maluhia Adult Day Health Center. As you can see from his picture, he is irresistibly loveable. Many of their participants had pets when their children were growing up but no longer have the ability to care for a pet. Marley has filled this void in their lives.

At first he was quite shy and would only come out of his office with his owner, Dr. Melanie Kelly, from Maluhia Geriatric Physician Services. However, after a few weeks of visits with Dr. Kelly at his side, he went on a secret mission by sneaking out of his office and going down the hall to the Center by himself.

He has quickly learned who wants to talk and pet him, who is willing to give him a good scratch in exactly the right place, and who has the best snacks. Now, he has so many friends that he does not know which person to visit first, especially since everyone knows his name and asks him to come and visit at the same time!

Thank you Marley and Dr. Kelly!

Maluhia Adult Day Health Center (MADHC) Sign

Maluhia is quite a large building with many entrances and parking areas. It is always difficult for visitors to find the Maluhia Adult Day Health Center because there are no clear signs identifying the Center.

Melanie Schulaner, Recreation Therapist, was tasked with creating a sign using the talents of the participants who attend the Center. After much discussion and with grant monies from Cen-

tral Pacific Bank, it was decided that a sign made of ceramic tiles would work. Because the sign is to be placed in the garden area just before the front door, it was decided that besides the name of the Center a butterfly border around the name would be appropriate.

The participants worked diligently for many weeks doing the lettering and butterflies. Some of the butterflies were also completed by a tour group from Japan who wanted to help us with the project. This phase of decorating the tiles was finally completed and then we needed the help of the Maluhia O&M folks -- Grandee Pablo, Philip Woods -- to coordinate attaching the tiles to the wall.



As you can see from the picture, it is now easier to find us at Maluhia!

Spring Events

As a part of its Spring celebration, Maluhia Adult Day Health Center held its annual egg hunt. The Recreation Therapy staff helped the participants grow grass for the “lawn” prior to the event. The lawn, along with the eggs, were then placed on tables to make it easier for our participants during the hunt. As you can see from the picture, no matter what age, we all enjoy hunting for eggs.

On March 30, 2015, Maluhia Adult Day Health Center celebrated its annual Spring Fling. The basement hallway and ceiling were lined with lots of Spring items such as flowers lining the hall and ceiling, eggs galore, bunnies, animated stuffed animals, a purple-themed tree celebrating Spring and last but not least live chicks were chirping away! Why do we call it a Spring Fling? Because every resident and day program participant is challenged to fling an egg into a basket to win a prize. But one of the best parts of this event is a picture taken with the Easter bunny for residents, participants, and family members. A big mahalo goes to the students from Farrington High School Health Academy who helped with putting up the decorations. It was an eggstravaganza of an event!



positive outcomes. Peace, change, and cleansing begins with each individual and this naturally affects our environments, homes, workplaces, relationships, outlooks, and attitudes. With this blessing we can return to ease and harmony, love, respect for one another, dignity, and understanding for one another. We can also lend kokua to each other so that in the spirit of unity and peace we can meet the many challenges ahead including diverse schedules and purposes, divided loyalties and priorities, and conflicts.

Prior to, and after the blessing, the beautiful sounds of Mr. Steve Akana were shared with the audience. His mele resonated throughout the facility. Staff draped garlands of flowers over the monument. Residents also prepared ahead of time by sewing leis to offer. It was a beautiful ceremony, a beautiful day, and a new beginning for us all.



Lei Makamae 'O Leahi

May 11 was a historic day for Leahi Hospital, as it officially started its National Nursing Home Week celebration with a hospital-wide blessing called **Lei Makamae 'O Leahi** (*Cherished Lei of Leahi*). Residents, staff, family members, and HHSC employees gathered in the center courtyard area for the hospital blessing by Kahu Richard Kamanu and Kahu Bernadette Park. Prior to this blessing, the maintenance and housekeeping department staff worked to create a monument, using boulders from the structure that was torn down. It was symbolic to acknowledge this structure that once housed children who were exposed to TB while their parents received treatment at Leahi. The ceremony blessed the ancestors that came before us and the staff that malama (care for) the residents. The invitation to include the corporate staff was to guide our corporate executives, senior management leaders, and people in leadership roles to make just, fair, and sound decisions, as they are guiding our future.

We each have a responsibility to rise and share our intentions for

Affiliates:

Kahuku Medical Center

Strategic Visioning and Planning Underway at Kahuku Medical Center (KMC)

April 2 Community Meeting a Success

The entire Ko'olauloa Oahu community was invited to participate in a Community Visioning Meeting organized by the Kahuku Medical Center. Held on April 2, 2015 at the Kahuku Community Center, the meeting was intended to get feedback on how KMC can better serve its community.

There was a small but dedicated turn out, and the quality of feedback received was extremely valuable. The meeting was led by facilitator Sarah Soakai, a Kahuku resident and graduate student in Urban and Regional Planning at the University of Hawai'i at Manoa. Additional facilitators were Mary Ann Long, Carol Feinga, and Kate Thomas. After establishing ground rules and getting clear about assumptions, Soakai invited attendees to share "Barriers," (What is keeping you and your family from being healthy?), and share "Solutions," (What can we do to improve the health of the community?). The last part of the meeting invited attendees to place their "vote" (their sticker) next to items they thought deserved the most prioritization of time and energy. Additional visioning sessions with a similar format were held with KMC employees, with Physicians, and with Kahuku High School Health Academy Students.

Phase I Visioning Now Complete

Results and Summary of the Feedback Received

5 meetings over 6 weeks. More than 80 people. 101 responses to the online survey. KMC asked its target groups (KMC employees, Ko'olauloa Physicians, Ko'olauloa community, and Kahuku High School Health Academy Students) to share their dreams and concerns about health and health services in our community. Here is what KMC heard from those who participated:

1. Communications is a big deal. Though KMC is doing better, we're not doing enough to update you on available resources, changes to services, and other developments that affect your community hospital and potentially your health. We also need better ways to get your input on an ongoing basis, not just during planning periods.

2. You want all of us working in health and education to play together more effectively — to coordinate and integrate services

across organizations so it's easier for you to find what you need and for us to address the gaps that you've identified.

3. You want way more resources that help you and your family stay fit and disease free. Healthy cooking classes, group exercise programs for all ages, lifestyle coaching, a farmer's market, community gardens, and native and complementary health services are all on your wish list. A fitness and wellness center is high among your priorities.

4. You want us and our partners to do a better job planning and coordinating specialty services, such as dialysis, oncology, cardiology, maternal and child health, women's health, elder care, and mental health. You're tired of the long drives and want these services closer to home.

5. Elderly and disabled and their caregivers need more support: Better information resources, more health and wellness programs in the community, and better transportation services to access them.

6. KMC needs to continue diligently to improve the quality of its equipment, facilities and campus. You want an attractive and inviting community hospital that you're proud to use.

With this info, the KMC board is currently drafting its new three-year strategic plan for the hospital campus and services. In the summer, we begin KMC Visioning Phase Two, when we ask the community once again to join with us — through our website, email, social media, and community meetings — to review and finalize a responsive plan for this community hospital.

To stay connected about these efforts please join KMC's Facebook Visioning page: facebook.com/KMCvisioning



Sarah Soakai facilitates KMC Community Visioning Meeting



Meeting participants select their priorities