



3RD QUARTER EDITION, 2015

## EMeRge Project Update

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On July 1st the Kauai region went live on the Soarian Electronic Medical Records system. Kauai Veterans Memorial Hospital and Samuel Mahelona Memorial Hospital were the 6th and 7th of our HHSC facilities to implement the Soarian EMR. Two months after the implementation, both facilities are settling into the system a bit more as End Users become more proficient and comfortable with this new tool.

The Kauai region's implementation marks the end of an era. The Kauai implementation not only met the deadline for Meaningful Use objectives for acute care but it appears that will be the final region to implement the Soarian EMR platform. As of this writing, the Oahu region is exploring a different application to better suit its needs as a strictly long term care delivery model. With these facts in mind, the HHSC Corporate Office considers the EMeRge project to be complete now that our overarching goal has been achieved.

The project team has done a remarkable job of building, training, implementing, and maintaining a very complex digital health records system for HHSC. Countless project plans, endless meetings, infinite phone calls, and numerous work hours have transpired for the team over the past three years. HHSC owes a debt of gratitude to each individual contributor for their diligence, expertise, and dedication to accomplishing such a mammoth goal. The next steps for HHSC's project team are in development. Our financial landscape, our evolving organizational structure, our safety net health care delivery model, and a rapidly changing health care industry will drive future implementations and projects. For now, the project team will shift into maintenance and optimization efforts for the current system until a new strategic direction is achieved for the organization.

## ICD-10 is Here!

After many months of preparation, HHSC hospitals embraced the start of a new "coding era" with ICD-10. In preparation for the ICD-10 transition on October 1, 2015, each of the HHSC regions created ICD-10 work teams focused on Revenue Cycle, HIM, Quality, IT, Education and Communication activities. The teams have been diligently working and reporting on their efforts since 2013. Thus far, all systems are green with minimal issues. Some of the tasks performed in the past months include:

- Revenue Cycle – Update all orders to ICD-10 for dates of service October 1st and beyond
- HIM – Update all forms for ICD-10 (DME forms, authorization forms, etc.)
- Quality – Re-write reports that contain ICD-9 codes to ICD-10
- Education – Train staff and physicians on ICD-10 documentation concepts

If you have any ICD-10 related questions or would like additional education materials for you and/or your staff, please contact a member of your ICD-10 Steering Committee. Thank you all for your hard work and commitment. Preparing for ICD-10 was truly a "team effort!" ICD-10 teams will be monitoring many ICD-10 impacted processes in the months ahead.

# Compliance Corner

## ICD-10 in a Nutshell

The wait for ICD-10 is over. One of the biggest changes with ICD-10 is that all hospital facilities replaced ICD-9-CM volume 3 with ICD-10-PCS for coding procedures in the inpatient setting. This change provides the specificity that has been lacking in ICD-9-CM. ICD-10-PCS uses a grid system making coding procedures very specific and detailed. The areas for expansion are almost limitless, ICD-10-PCS will be able to grow with the times. For example, in ICD-9-CM a procedure code could be 3 or 4 characters but a complete ICD-10-PCS code requires 7 characters. This shows how detailed ICD-10-PCS really is! Taking a glance at all the pieces of a PCS code can really explain the “story” that happens with procedures. It’s important to know all the parts of the PCS code and how they all work together. The list below shows what each character in a PCS code signifies -- each piece is an integral part to the procedure -- telling the story.

Character	Definition
Character 1: Section	General procedure category or section where code is located.
Character 2: Body System	General physiological system or anatomical region procedure is performed
Character 3: Root Operation	Objective of procedure
Character 4: Body Part	Specific body part the procedure performed on
Character 5: Approach	Technique of the procedure
Character 6: Device	Describes devices left in body after procedure
Character 7: Qualifier	Unique identifiers per procedure

**Character 1:** There are 3 main sections, Medical and Surgical (0), Medical and Surgical-related (1-9), and Ancillary (B,C,D,F,G,H).

**Character 2:** A strong knowledge of Anatomy becomes a very important requirement as the 2nd character of a PCS code is the Body System which can be the general physiological system such as Cardiovascular or Respiratory, or it may be the anatomical region such as lower arteries.

**Character 3:** There are 31 different root operations in the Medical/Surgical Section and a coder will need to know all of these root operations and how to apply them to accurately code in ICD-10-PCS. An example of a root operation would be Extirpation: Taking or cutting out solid matter (foreign body, thrombus, calculus, etc.) from a body part. Refer to the appendices in the back of the PCS book for definitions of the root operations.

**Character 4.** This is another area that Anatomy becomes extreme-

ly important. A coder can also refer to the appendices in the back of the PCS book for the Body Part Key.

**Character 5:** There are 8 different approach values in the Medical and Surgical section such as open, percutaneous, and via natural or artificial opening.

**Character 6:** To code a device, the device must remain at the conclusion of the procedure. There are four basic categories of devices: grafts and prostheses, implants, simple or mechanical appliances, and electronic appliances. If a device is not left in, then the 6th character of Z would be used to indicate “no device”.

**Character 7:** Qualifiers are unique depending on the procedure and the selection of the previous 6 values. These are special attributes to the procedure such as “diagnostic”. This character also provides an option of “Z” for no qualifier.

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

### Who is that stranger walking around your work area or patient unit/floor?

One of the easiest ways for bad guys to gain access to HHSC information is in the form of a very low tech method, simply walk around an office area/patient floor and pick up documents or information storage devices from employee desks, work areas, copy machines, fax machines, and printers. As part of our own human nature, most people who see someone who is acting like they belong somewhere will not stop/report that person so as to avoid embarrassment or reprimand. The bad guys know this, which is why this technique is so effective.

Additionally, when most of us think of a hacker we think of someone in a different location penetrating the network and stealing information. While that is most often the case even a novice malicious person can steal information from any computer simply by finding free tools via Google searches and being able to physically access the HHSC computer. By simply plugging in a USB memory stick with tools already stored on it, leaving it in for a few minutes/seconds that malicious person is able to obtain all the information that they want plus have remote access at their leisure.

### What should you do?

When you see someone who you do not recognize and he or she does not have an appropriate badge, report that person to your supervisor right away.

## Passports

It is hard to say enough about the use, creation, and protection of our passwords but here are a few tips to make it a bit harder for your information and A\$\$ET\$ to be stolen:

1. Pick a passphrase instead of a password and provided the system you use that password on allows it, make it at least 12+ characters long. Please notice that I mentioned characters and not simply letters. If your password can be found in any dictionary of any language or is a proper name, it is easily hacked. Try placing different characters in your passphrase like ^,%,{, <,@,\$,! , = and so on. This makes it harder to crack your password.
2. Believe it or not (and I truly hope this is not you) but most people use the same or very similar passwords for just about everything and rarely if ever change them. Do you use the same password for your personal email as you do for your various social media accounts? How about your online banking account? If you are like the 90%+ people in the US, then all a malicious person has to do is to obtain one of your passwords and they have access to all of your online presence. If one of the online services that you use gets breached and the passwords stolen, you're in trouble.
3. Can't happen to you -- in the past 12 months alone sites ranging from online dating and email to retail shops, health insurance companies to the IRS have had user accounts and passwords stolen.

We have talked about leaving WiFi and Bluetooth enabled on your mobile devices when you are not using them and the risks associated with that but here is something you may not have heard before. When you plug your mobile device into a wall outlet with your USB cable and power outlet adapter, all is good. But what about when you plug your USB cable into another computer (just to charge your mobile device) or into a USB outlet at a coffee shop, airport, or elsewhere? USB cables are designed to carry both power (to charge your device) and data to backup, update, or transfer information from one device to another. If you plug your USB cable into a USB port that you do not control (i.e. your computer) for the purposes of charging your device, that may not be all that is happening.

As an example: at the airport or even on the plane it is typical to see at least 20+ people with their mobile devices tethered via their USB cable to a USB outlet by the seat they are in. They are all unknowingly connected on the same network and all the data stored on all of those devices is there for the taking. So, how can you keep a charge and protect yourself at the same time? Purchase a Data Block USB adapter more commonly referred to as a USB condom. They can be purchased for under \$10 -- <http://amzn.to/1M9bs0P>

## East Hawaii Region

### Hilo Medical Center Shares Successes During World Sepsis Month

During 2015 World Sepsis Month in September, Hilo Medical Center (HMC) has been making a push to educate the community about sepsis – the body's overwhelming and life-threatening response to infection that can lead to tissue damage, organ failure, and death. HMC's Sepsis Champions were featured in a feature story about the hospital's successes in treating sepsis and also put together a music video parody to the tune of "Worth It" by 5th Harmony. The goal is to inform the community that sepsis can occur to anyone, at any time, from any type of infection, and can affect any part of the body, even after a minor infection. Any type of infection in your body can cause sepsis, including infections of the skin, lungs (such as pneumonia), urinary tract, abdomen (such as appendicitis), or other parts of the body.

In 2008, HMC began developing sepsis protocols and conducting staff-wide education. October 2014 marked the beginning of HMC's Sepsis Activation Program based on "best practices." The hospital has been nationally recognized as a "Top Performer" in sepsis care. The national average for sepsis mortality is 17%, the rate of "Top Performers" is 9.1% AND Hilo Medical Center stands at 7.6%.

Read the Hawaii Tribune Herald's September 19 story, "Evading the Death Grip of Sepsis. (<http://bit.ly/1gFV4fU>)" View the video by clicking HMC Sepsis Music Video (<http://bit.ly/1M9bUMF>).



## Imaging Department Upgrades

On July 6, Kahu Kimo Awai blessed the new Angiography Suite and physicians and staff at Hilo Medical Center – marking the completion of the first phase in the Imaging Department renovation project. The Siemens Artis Zee Biplane system features excellent performance for imaging and position flexibility. On August 10, Hilo Medical Center celebrated the installation of its new Toshiba Aquilion One 640-slice CT scanner – the best scanner on the market! Thanks to state trauma funds, they are able to bring this industry-leading technology to Hilo where they will be able to perform faster, safer and more comfortable CT scans than ever before.

That makes it an ideal system for mixed use by cardiology, interventional radiology and vascular surgery.



## Encouraging All to Be a Lifesaver

Hilo Medical Center is strongly encouraging their employees who are in the nonclinical, ancillary departments to attend a 45-minute hands-only CPR training administered by the Hawaii County Fire Department and HMC nurse educators. At any time, any one of their employees may happen upon someone in cardiac arrest in the hospital or in the community. Now more of their 1,100 employees will be able to render aid by using this safer, easier hands-only

method. This training is a joint program with the hospital, Hawaii County Fire Department, and the Hilo Medical Center Foundation through the Be a Lifesaver campaign to promote hands-only CPR and the use of AED devices.



## Physicians Leading the Way for Flu Shots

In an effort to encourage staff to get the flu shot, physicians at Hilo Medical Center are leading by example ahead of the 2015/2016 flu season. Employee Health and Infection Control staff have been catching physicians at their meetings. According to Quality Management Director Tandy Newsome: “Public health experts and the medical community advocate widespread flu vaccination for all people six months of age and older, but especially for those of us who provide direct care to patients. Evidence shows that the vaccination of healthcare workers, even when the vaccine is not a good match for the strains of flu occurring, results in fewer patients getting the flu. Further, it is most important for all healthy individuals to get vaccinated, in order to provide additional protection for those who will have a decreased immune response to the vaccine.”



## Plane Crash Survivor *Mahalos* Hilo Medical Center

Mike Dowsett survived a terrifying plane crash last April during flight training at Hilo Airport. After 5 months recovering, the college student came back on September 23 to thank the staff for the care he received. Since leaving our hospital, Mike returned to UH Hilo to finish his senior year as a Kinesiology major. He is also in the process of obtaining a certification in beekeeping. During the summer, he completed his flight certification on Oahu. Mike brought the staff a homemade red velvet cake and a lot of appreciation!

## Nursing Development Program Graduates

On July 1, Hilo Medical Center held a graduation ceremony for 13 nurses who completed their year-long training in the Nursing Development Program. Each of these nurses went through extensive training to acclimate to the pace of patient care and culture in their departments.



Top row (L-R): Jodi Tagalicod, RN (OB); Alison Mansfield, RN (OB); Nadia Schlosser, RN (Laulima); Reitchel Boyd, RN (Laulima); Jennifer Bautista, RN (PCU); Emily Brinkman, RN (Emergency Dept.); Sara Swan, RN (Emergency Dept.). Bottom row (L-R): April Drake, RN (Emergency Dept.); David Buck, RN (Medical); Cortney Yonemori-Lara, RN (PCU); Kau'i Toribio, RN (Medical); Darshe Mendoza, RN (Medical); Pearl Simard, RN (Emergency Dept.).

## Medical Staff Awards \$10,000 in Scholarships

In August, Hilo Medical Center's Medical Staff presented four \$2,500 scholarships to hospital employees and their relatives pursuing a healthcare-related career or enhancing their skills. The four recipients this year are: Carrie Ip (Daughter of Amy Ip in Business Office), Yvonne Wong (Nursing House Supervisor), Penny DeParlita (Clerk, Hawaii Island Family Medicine Residency), and Alison Mansfield (OB, RN).



Chiefess of Staff, Dr. Katt; Yvonne Wong; Penny DeParlita; Alison Mansfield; East Hawaii Regional CEO Dan Brinkman; Chief Medical Officer, Dr. Peskin; and Dr. Jung (missing Carrie Ip).

## Helping Women in Our Community

On September 25, Hilo Medical Center employees volunteered at Hui Malama Ola Na Oiwi's 15th annual signature event, Ladies' Night Out. This event reached 500 of the community's neediest women and provided nurturing for the mind, body, and spirit. HMC employees contributed clothing, shoes and accessories to the Unique Boutique.



## Teen Health Camp

On August 29, Hilo Medical Center and their Foundation partnered with the Department of Education, HIWEDO, and John A. Burns School of Medicine to bring the Teen Health Camp to over 100 teens from around the Big Island to UH Hilo. HMC's Trauma Program Coordinator, Louise Fincher; Physical Therapist, Marisa Mendez; Family Medicine Residency faculty, Dr. Kehau Kong; Community Relations Manager, Elena Cabatu; and Foundation Executive Director, Lisa Rantz participated in the camp and shared their education and roles in healthcare with the students.



## Summer Enrichment at Hilo Medical Center

On July 30, 30 students from across the state enrolled in Na Pua No'Eau's Learning Opportunities in Medicine Institute came to HMC to learn about the medical field. They learned about the signs and symptoms of heart attack and stroke, chest compression-only CPR, the dangers of distracted driving, and the importance of advanced care planning. They also heard from Dr. Kehau Kong, faculty at the Hawaii Island Family Medicine Residency Program and product of Na Pua No'Eau, about her journey in becoming a doctor.



## Community Caring for Our Patients

On September 1, the Akaka Falls Lions Club donated 76 books to give to the youngest patients staying in the Hilo Medical Center's Pediatrics Unit. HMC was selected as one of the recipients including our partners at the Neighborhood Place of Puna. Robin Nakayama, Nurse Manager in the Pediatrics/Surgical Unit, shared that the hospital has grown from rarely caring for children every week to an average of 4-5 children per day. She credits the hospital for bringing in three new pediatric hospitalists, Dr. Craddock, Dr. Cain, and Dr. Mirch, and for increasing patient care and keeping the children close to home and their families. Earlier in June, the Hilo Chapter of Family, Community and Education (FCE) donated books to the Pediatric Unit. FCE also gave 31 handmade lap blankets to keep the residents warm in the Extended Care Facility. On August 20, Kathleen Stacey, Chapter Coordinator for Project Linus' Hilo (Big Island) Chapter, dropped off 57 hand knitted and sewn blankets for the pediatric patients. The blankets were divided among the Pediatrics Unit, Short Stay Unit, Emergency Department, and the Hawaii Island Family Health Center.



## Monty Richards Grant Improving Rehabilitation Services in Ka'u

Last fall Ka'u Hospital Charitable Foundation received a \$10,000 grant from the Monty Richards Foundation to purchase equipment that would enable Ka'u Hospital to provide inpatient rehabilitation services. Over the course of the year, the funds provided for the purchase of a portable staircase, a rebounder, a rocker board, weights, resistance bands, portable full length mirror canes, walkers, mats,

medicine balls, and a host of small items that have fully equipped our new rehab department. This has been a dream for us for some time and something the community has been asking for. Before receiving the grant, if a community member suffered a stroke or had a hip replacement which required physical therapy afterwards, they would have to remain in an acute hospital such as Hilo Medical Center or sometimes even stay at off-island hospitals until their rehabilitation was complete. This made it very difficult for families and loved ones to visit and provide the patient with the support and encouragement they needed. Now, thanks to this grant, patients can come back to Ka'u after the acute phase of their illness and provide therapy services for them close to home where friends and family can more easily be partners in their rehabilitation.



## Second Year of the Family Medicine Residency Program Begins

The Hawaii Island Family Medicine Residency Program welcomed Dr. Will Chapple, Dr. Unity Nguyen, Dr. Karen Ann Rayos, and Dr. Gaku Yamaguchi as the second class of residents on July 1. In addition to seeing patients in the hospital and the clinic, our eight residents and the staff have been active members of the community, participating in events like the Teen Health Camp at UH Hilo, a health fair in Laupahoehoe, doing physicals for UH Hilo Vulcan athletics, Ladies' Night Out, Walk a Doc, and manned the medic tent at the Second Annual Hilo Triathlon.





## Welcoming New Physicians

The commitment to maintaining essential care in the East Hawaii Region is demonstrated by our most recent physician and nurse practitioner recruitment. They welcomed Pediatricians Shallon Craddock, MD, Michelle Mirch, DO, and Miki Cain, DO, who are providing pediatric hospitalist services and keiki care at the Hawaii Island Family Health Center. They are also teaching faculty at our residency program. Lyric Santiago, MD, has returned to focus on caring for urgent urological conditions and emergencies. Sharada Chaitra, MD, has joined us as a permanent cardiologist in our Cardiology Clinic. She had been a locums cardiologist with us on two prior occasions. Terry Helbling, APRN, has joined us with dual expertise in Ear, Nose and Throat and Oncology. She will be practicing with Lovina Sabnani, DO, at the ENT clinic and Anthony Lim, MD, at Hawaii Pacific Oncology Center.



## East Hawaii Regional Appointments



Kerry Pitcher has been appointed as the Long Term Care Director at Hilo Medical Center. She is a healthcare executive with over 28 years of skilled nursing facility, regional operations, and rural hospital management experience, spanning three continents. She has a

Bachelor's Degree in Hospital Administration and holds her Master's Degree in Public Health with an emphasis in Community Health Education.



Arthur Sampaga Jr., RN, BSN, CCRN, CHEP, CNML, has been selected as the East Hawaii Region's Chief Nursing Officer. He has 25 years of clinical expertise in Critical Care, Trauma Care, and Angiography and brings a wealth of nursing management experience. Recently, Arthur retired from the Hawaii Army National Guard as a Lieutenant Colonel with 30 years of service. During his two combat deployments, the decorated war veteran served as a Primary Trauma Care Provider, Mass Casualty Leader, Joint Forces Liaison Officer, and EMS Director.

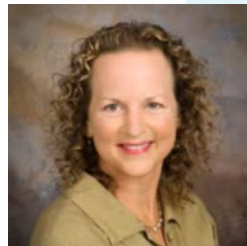


Lisa Shiroma, BBA, MBA, has been selected as the Assistant Administrator for Imaging, Pharmacy and Clinics. Over the span of her 19-year career at Hilo Medical Center, she has worked in Information Systems, Public Relations, and Nursing Administration. While working in Nursing Administration, she served as Administrative Services Officer, overseeing Housekeeping, Laundry, Patient Satisfaction Representative, Pharmacy and Nursing Analytics and support. During the past year, she has been working as the interim Assistant Administrator for Imaging, Pharmacy and Clinics.



Reynold Cabarloc, BS, RT(R)(CT), CHEP, has been selected as the Assistant Administrator for Facility and Support Services. He has been with our hospital for 15 years, starting in the Imaging Department as the Lead CT Technologist and eventually being promoted to Imaging Director. He has also been a vital member of the hospital's Emergency Management Team.

## Regional Board Appointments



Dr. Karen L. Pellegrin joins the East Hawaii Regional Board and serves on the Community Engagement & Legislative and the Quality Improvement & Patient Safety Committees.



Douglass Shipman Adams joined the East Hawaii Regional Board and serves on the Governance and Strategic Planning Committees.

# West Hawaii Region

## Volunteer Safety Program Summit Emphasizes Teamwork

The Kona Community Hospital Quality Assurance (QA) department recently held a Falling Star Summit bringing together Falling Star Safety Program stakeholders including KCH Safety volunteers and hospital staff.

The Quality Assurance Falling Star Volunteer Safety Program trains volunteers to observe patients and their surroundings. Safety Volunteers monitor selected patients who are at risk for falls to enhance falls prevention protocols, reduce falls, and increase patient and family awareness.

The objective of the Falling Star Summit was to allow participants to define key elements of the program, which was launched in Fall 2012, and provide additional orientation to volunteers who act as falls prevention safety monitors for at-risk patients.

Hospital staff attending the summit included Khristine Pratt, RN, Quality Assurance; Christy Pebler, LCSW, Social Services; Annette Keoppel, RN, Case Management; and Sean McCormick, RN, Compliance and Privacy. Also on hand were Safety Volunteers Linda Atwell, Penny Langenstein, Darlene Silvia, Zee Knapp, Roland Fornataro, as well as KCH Volunteer Coordinator Pat Fornataro.

"Falling Star is primarily a falls safety program," said Khristie Pratt. "But the Safety Volunteers are part of the larger healthcare team that includes our patient's primary care nurse, hospitalists, case management social services, and numerous other hospital departments."

Participants were oriented to roles of healthcare team members. The multidisciplinary group also shared perspectives on how monitoring rounds by volunteers can augment hospital falls prevention protocols.

The summit concluded with a roundtable dialogue of the positive effect the Falling Star Program has had in preventing falls and creating a safer setting for patients.



Volunteer Linda Atwell and KCH's Judy Donovan Helped Launch the Falling Star Program in 2012

## Kona Hospital Foundation Receives \$10,000 Grant from Hawaii Electric Light Company

On July 23 Hawaii Electric Light Company awarded the Kona Hospital Foundation with a \$10,000 grant to help fund a new cardiac telemetry system at Kona Community Hospital (KCH).

A telemetry system is a continuously electronic patient monitoring system. This tremendously useful tool allows hospital personnel to monitor heart rate, heart rhythm, breathing, and other vitals at the patient's bedside, as well as at a remote location like a nursing station.

As the only hospital serving west Hawaii's growing population, the cardiac telemetry monitoring system is used for patient care on a daily basis in the hospital's Medical/Surgical (Med/Surg) Department as well as the Intensive Care Unit (ICU).

A Philips IntelliVue Cardiac System will replace the hospital's current telemetry system, which will become outdated in June 2016. The new system will give KCH the capacity to accommodate 15 patients at a time for cardiac monitoring, up from 12.

"We're very grateful to Hawaii Electric Light Company for this generous grant," said Foundation Chairman Jack Bunnell. "The success of a community is measured by how we care for one another and having modern, comprehensive medical equipment and technology available at Kona Community Hospital is one way to achieve that."



## Kona Community Hospital Participates in Relay for Life

On Saturday July 11, Kona Community Hospital (KCH) participated in the American Cancer Society (ACS) Relay for Life at the Old Airport Park baseball fields. The overnight event was the culmination of months of fundraising team work on the part of hospital employees, auxiliary volunteers, and family members to raise money for the fight against cancer.

This is the first year that a broader hospital group teamed up with the hospital's veteran pharmacy team, the Drug Runners, to participate in the Relay for Life. The combined team adopted the theme, "Foot-

loose and Cancer Free,” which was aligned with the event’s overall theme celebrating the 1980s.

The hospital team held a number of fundraising events over the summer. In addition to selling ACS luminaria and dedication stars, team fundraisers included an ice cream float sale and a gift basket drawing. KCH employees donated nearly two dozen creatively themed baskets for this event.

The hospital team also made ti-leaf leis to present to cancer survivors and their care-givers at the Relay for Live event.

“Our fundraising goal was \$5000, but in total we raised \$6180 for this year’s Relay,” said team captain Chris Woods. “We’re thrilled with this level of team spirit and generosity from our coworkers, volunteers, families and friends.”

The KCH Relay for Life committee is already looking forward to the 2016 fundraising walk. “We’re thinking outside the box to plan a number of creative and fun-filled events for next year,” said Lisa Downing, Employee Health Nurse.



Pharmacists Chris Woods and Lisa Downing, Employee Health Nurses, Prepare Leis for Survivors

## KCH Hosts ICD-10 Smooth Transitions Lunch and Learn

On September 3 Kona Community Hospital hosted a Lunch and Learn event in advance of the upcoming October launch of ICD-10. Approximately 55 guests, including hospital staff and community providers, attended the event which was a peer-to-peer educational session focused on the transition to ICD-10, the general referral process and the patient care process.

Presenters covered a range of topics related to the transition, including short-term dual coding requirements, the referral process,

authorizations, registration and patient flow as well as collaborative communication. In addition, attendees were oriented to new ICD-10 specific referral forms for radiology, pre-surgery, and rehabilitation departments.

HIM Administrator Carla Haas brought levity to the discussion by sharing a few humorous images of ICD-10 codes including “bitten by turtle...twice.” With a greater than five-fold increase in codes, Haas acknowledged that the task ahead can seem daunting. She then highlighted changes in code set characteristics and introduced useful websites for locating ICD-10 codes. The Lunch and Learn event concluded with a question and answer session.

“Collaboration with our community referrers is key to our transition to ICD-10,” said Brian Higgins, Revenue Cycle Director. “By enabling accurate coding we can prevent slowdown of the referrals process, which in turn will enhance patient care.”



Carla Haas Introduces Useful ICD-10 Websites

## Kona Community Hospital Prepares for Major Aircraft Mishap

On July 23 Kona Community Hospital (KCH) leadership and staff activated NIMS incident protocols in response to notification that an incoming Honolulu-bound United Airlines flight had been diverted to the Kona International Airport experiencing mechanical problems.

Facility director Eric Willis said, “The hospital participates in National Incident Command System approach to incident management. It’s a very organized way to respond to large scale emergencies.”

Hospital leadership called a Code Triage and established an incident command center at 10:00am after being notified by Healthcare Association of Hawaii (HAH) of the potential for an aircraft mishap with casualties.

KCH’s Triage Disaster Plan was activated. All essential hospital and security personnel immediately outlined their roles and began preparations for a large scale disaster.

Emergency and surgical department staff notified off-duty nurses, physicians, and surgeons to be on standby.

Admitting department and business office personnel were placed on standby for emergency registration.

The hospital's two triage tents were erected adjacent to the emergency department. The yellow triage tents are used to manage an influx of patients or casualties.

A decontamination tent was set up and provisioned in the KCH oncology clinic parking lot.

Employees from human resources, infection control, medical oncology, and housekeeping sprang into action to help maintenance and security employees set up the temporary emergency structures.

Both triage tents and the decontamination tent were deployed within 25 minutes.

At 10:40am department heads were called to the hospital command center. Facility director Willis announced that the United flight had landed safely at the airport, which led to sighs of relief and clapping.

"This is a huge relief," Willis said. "I am proud of KCH's level of preparedness. Thankfully, this turned out to be a drill. I'm confident that if an emergency arises, we stand ready and vigilant."



KCH Staff Set up Emergency Triage Tent

## KCH Construction Projects Bring Welcome Renovations

Kona Community Hospital is under construction as a number of renovation projects bring welcome updates throughout the hospital. KCH recently hosted a Blessing and Open House to celebrate the relocation and renovation of its Admitting Department. Concurrently, the Admitting Department move also relocated the hospital's main entrance. The newly constructed department brings long-awaited upgrades to the "face" of the hospital, where many patients have their first interaction with our hospital and staff.

The opening of the new Admitting Department initiated a larger-scale construction project to expand and renovate the Emergency Department (ED).

As of July 8, the old Admitting Department and Emergency Triage areas were closed. A temporary Triage area was set up on the ground floor through the hospital's new main entrance. The ED is being expanded into the old Admitting area and the Chapel. The expansion includes a new patient check in/check out area, a modernized Triage room, and expanded treatment area including five new patient beds.

The KCH Emergency Department, which sees roughly 21,000 patients annually, has been constrained by its size for a number of years. The expansion will shorten patient waiting times and improve efficiency in the triage area. The ED project is expected to be concluded by the end of the year.

Renovations were also recently completed on the Surgical Services waiting area. The waiting area was made larger by combining two smaller waiting spaces. An attractive privacy barrier was constructed between the clerical desk and waiting area. New seating, including bariatric-rated chairs, replaced old, mismatched seating. Surgical services credits the remodel for a spike in survey scores in response to the "Comfort of waiting area" question from the low 70s to 91.3!

KCH's OB department is also in the midst of an ongoing renovation. This exciting project will convert each patient room into labor, delivery, recover and post-partum rooms. In addition, each room will have a Daddy Bed, allowing our newest families to stay together in the same room.

KCH receives Capital Improvement Project (CIP) monies from the State, enabling facility renovations such as these projects. Capital Improvement Project funding is restricted to maintenance and facility improvement projects and cannot be used for day-to-day hospital operations.

Finally, the Kona Hospital Foundation is generously funding two additional projects at KCH. Early in 2016, the Kona Community Cancer Center will begin expansion of its Infusion/Hematology Clinic. This expansion was the Foundation's major fundraiser in 2015. It will bring state of the art equipment and additional infusion chairs to the clinic.

The Kona Hospital Foundation also received a generous donation from the Barbara S. and Allen C. Wilcox, Jr. Foundation making possible the renovation and relocation of the hospital's Chapel. The Chapel is being relocated to the first floor Day Room. The new location will be nearer patient care areas. The chapel's new appointments and décor will provide a non-denominational, meditative atmosphere for patients and visitors.



Newly Renovated Admitting Department Waiting Area



Design Rendition of ED Expansion and Renovation



Michelle Strobahn, OR Clerk

## Kaua'i Region

### Mahelona Celebrates 98th Anniversary

Mahelona staff and residents celebrated the hospital's 98th anniversary in July with birthday cake and ice cream. "In two years the hospital hits the big 100," said Josie Pablo, Recreational

Therapist. "In the meantime, we are celebrating the facility turning 98, which is pretty impressive in its own right."

The hospital was started in 1915 when Mr. and Mrs. A. S. Wilcox made a gift of \$25,000 to build and equip a 50-bed tuberculosis hospital as a memorial to her son Samuel Mahelona, who died of tuberculosis in 1912 at the age of 28. The 1915 Legislature passed Act 55 setting aside 120 acres of land for the hospital, and construction began in 1916, with the first patient admitted on July 19, 1917.

"Mahelona Hospital has had a profound impact on health care on the island of Kauai. We are looking forward to many more years of service to our community," stated Myra Ornellas, Hospital Administrator.



Florence 'Flossy' Kaona, a resident at the Samuel Mahelona Memorial Hospital, Josie Pablo, Recreational Therapist, and Elaine Morita, hospital retiree.



Josie Pablo helps Elaine Morita drape a new ti leaf lei around the portrait of Mahelona in the hospital lobby.

## Mahelona Hospital Commemorates Admissions Day with Luau

Samuel Mahelona Memorial Hospital hosted more than 150 attendees at their annual Admissions Day luau held July 17, 2015. “Mahelona Hospital residents, their family members, and employees alike look forward to our Admissions Day luau. This year, which commemorates 56 years of statehood, was no exception. The annual event is part of our summer recreational activity calendar for residents and provides an opportunity for family members to join residents for an on-campus celebration,” said Myra Ornellas, Mahelona Hospital Administrator.

Dignitaries in attendance included Representative Derek Kawakami, Kauai County Council Vice Chair Ross Kawaga, and Kauai County Managing Director, Nadine Nakamura, representing Mayor Bernard Carvalho.

Recreational Therapist Josie Pablo stated, “We are once again indebted to so many for helping us to make this luau possible. Our volunteer entertainers, Micah Viluan, Skip Cacayon and his ensemble, and our hardworking auxiliary members. Of course, our employees for going above and beyond the call of duty to make this happen.”



Josie Pablo, the Mahelona Hospital Recreational Therapist, and Elaine Morita, retired after 25 years at Mahelona Hospital, show the history of the hospital through a quilt created from commemorative event shirts over Morita's 25-year career with the hospital.



SMMH resident Melody Pascual dances with Sarah Manuel, Miss Paradise Kauai.

## Seven Share in KVMH Auxiliary & Beck Scholarships

Seven Kauai students who shared in scholarship monies totaling \$4,000 were honored at a reception at West Kauai Medical Center in July. The awards were presented by the Kauai Veterans Memorial Hospital (KVMH) Auxiliary and Virginia Beck.

Steve Kline, KVMH Auxiliary Board Member, said the scholarships are open to students going into allied health fields and are based on both need and academic merit. “This is our seventh year awarding scholarships and we were fortunate to have sufficient funds to be able to provide seven scholarships. We would love to be able to fund more, but are grateful for whatever we can do to help our west side youth.” Kline added that proceeds for the KVMH Auxiliary scholarships came from funds raised at the hospital's Gift Shop as well as events including their Annual Holiday Craft Fair, Mother's Day Orchid Sale, and Bon Dance.

The Patricia L. Beck Health Services Scholarship is sponsored and presented by Virginia Beck, NP, on behalf of her late mother. “The Health Services Scholarships were established in 2003 in honor of my mother who was a paramedic on an ambulance in Britain throughout the German Blitz bombing of London and a Red Cross Disaster Crisis and Team Volunteer for over 50 years. She encouraged many young women to enter nursing and had a particular interest in maternal child health. This scholarship honors her courage and commitment to the well-being of others.” Virginia added, “Since we are getting ready to face the largest and longest lasting historical shortage of nurses over the next decade, it is in the interest of our hospital and our community to provide for additional nurses from our own community.”

Established in 1957, the KVMH Auxiliary is comprised of community members dedicated to helping their hospital and clinics provide the best possible care by raising money for small equipment and patient care supplies and tools. The KVMH Auxiliary represents more than 58 years of caring, 50,000 volunteer hours, and over \$85,000 in funding.



Scholarship recipients are congratulated by KVMH staff & Auxiliary members Brycen Hiraoka, Virginia Beck & Steve Kline.

# Maui Region

## MMMC Awarded Advanced Certification for Primary Stroke Centers

Maui Memorial Medical Center (MMMC) announced that it has earned The Joint Commission's Gold Seal of Approval® and the American Heart Association/American Stroke Association's Heart-Check mark for Advanced Certification for Primary Stroke Centers. The Gold Seal of Approval® and the Heart-Check mark represent symbols of quality from their respective organizations.



MMMC underwent a rigorous onsite review. Joint Commission experts evaluated compliance with stroke-related standards and requirements, including program management, the delivery of clinical care and performance improvement.

“Maui Memorial Medical Center has thoroughly demonstrated the greatest level of commitment to the care of stroke patients through its Advanced Certification for Primary Stroke Centers,” said Michele Sacco, M.S., interim executive director, Certification Programs. “We commend them for becoming a leader in stroke care, potentially providing a higher standard of service for stroke patients in its community.”

“We congratulate MMMC for achieving this designation,” said Nancy Brown, chief executive officer, the American Heart Association/American Stroke Association. “By adhering to this very specific set of treatment guidelines they have clearly made it a priority to deliver high quality care to all patients affected by stroke.”

## Maui Memorial Medical Center Diabetes Support Group

The MMMC Diabetes support group is held the second Wednesday each month and is free and open to the public. The sessions are conducted by Marny Hall Moriyasu, DNP, Board Certified in Advanced Diabetes Management, and Lisa Hursh, Registered Dietician and Department Manager for Maui Memorial's Nutritional Services. Each diabetes group session includes an educational topic selected by group members and is conducted as a talk story session with the DNP as a moderator rather than a classroom didactic session. The September session was a pot luck and discussion on Carbohydrate Counting. Patients brought in a favorite healthy dish and after serving up, the group discussed easy ways to estimate the carbs that were on their plates.



## Maui Regional System Board System Selects Kaiser Permanente to Operate Facilities

Hawaii Health Systems Corporation's (HHSC) Maui Regional System Board has selected Kaiser Permanente to proceed with negotiations with the Governor for the management, operation, and provision of healthcare services at its facilities. HHSC's Maui Region facilities – which include Maui Memorial Medical Center (MMMC), Kula Hospital, and Lanai Community Hospital – were authorized to transfer operations to a new entity through Act 103 (SLH 2015), signed by Governor David Ige in June 2015.

Kaiser Permanente is recognized as one of America's leading healthcare providers and not-for-profit health plans. Founded in 1945, Kaiser Permanente has a mission to provide high-quality, affordable health care services and to improve the health of its members and the communities it serves. Kaiser Permanente currently serves more than 10 million members in eight states and the District of Columbia. Kaiser Permanente currently serves more than 243,000 people in Hawaii, including over 55,000 on Maui.

“As a board, we were grateful for the opportunity to talk to staff, physicians, and our friends and neighbors about what kind of healthcare model we want moving forward,” said Avery Chumbley, Maui Regional System Board Chair. “Kaiser Permanente provided us with its vision and strategy for improved healthcare in the Maui Region. We felt Kaiser Permanente could best serve the needs of our community.”

The enactment of Act 103 (SLH 2015) authorized Maui Region to transfer its facilities to a new entity as a way to mitigate future budget deficits. Current budget estimates anticipate that deficits will continue to grow exponentially and potentially threaten services and jobs in Maui County. Once negotiations are complete and a definitive agreement is executed, Kaiser Permanente will become the new operator of the Maui Region facilities. The Maui Regional System Board will serve as the custodial caretaker of the property with oversight over the performance of the terms and conditions of the lease.

"We have a responsibility to meet the healthcare needs of our community, and we believe this transition provides us the greatest path forward to continue doing this," said Wesley Lo, CEO of HHSC Maui Region. "Act 103 was the culmination of years of hard work and dedication from our staff, physicians, past and current board members, and local leaders - our community will be better served thanks to their vision and determination."

The Maui Region of HHSC serves over 11,000 inpatients and over 45,000 emergency room patients per year and employs over 1,500 people. Maui Memorial Medical Center is Maui's only full-service, acute medical care facility and is the only hospital outside of Oahu that provides a full range of cardiac services, including open-heart surgery and angioplasty. For more information, visit [www.MauiMemorialMedical.org](http://www.MauiMemorialMedical.org).

## MMC Auxiliary Provides New Bedside Tables

Maui Memorial Medical Center (MMC) Auxiliary recently donated 100 new bedside tables to brighten and improve the MMC patient experience. The tables were installed on five different units throughout the hospital.

"We look for ways to help that will have a direct impact on our patients and their families, whether it's with new technological equipment, blanket warmers or wheel chairs, the bottom line is that it has to improve our patient's time with us," Amy Hanlon, MMC Auxiliary President explains. "Something that is meaningful to the patient, such as the five sleeper chairs we donated to allow family members to sleep over, is where we look to make a difference."

The MMC Auxiliary is committed to supporting the hospital's mission of providing the highest-quality medical services, while lending their time and energy as warm and compassionate volunteers to the hospital staff and patients. The 55 active members provide nearly 10,000 hours of service in 14 hospital departments through a variety of activities, which includes working within the hospital where needed, holding the annual Harvest Sale, managing the hospital Gift Shop, and holding vital fundraising initiatives.



Amy Hanlon and Yoshie Ito display one of the new tables.

## Quality Improvement Recognition for Maui Memorial Medical Center

Maui Memorial Medical Center (MMC) is proud to be included in the 2016 U.S. News and World Report Best Hospitals issue. The hospital is ranked along with other national and Hawaii hospitals who have demonstrated commitment to quality improvement through the Get With The Guidelines program. MMC received the Gold Plus Award for Heart Failure and the Gold Plus for Stroke as well as the Target Stroke Honor Roll Awards to be included in this high ranking.

Congratulations to the MMC staff and medical team for this extraordinary recognition!



## Oahu Region

### 9th Annual Southern Barbeque

It was Maluhia's 9th Annual Southern Barbeque or "Q" family night on July 15, 2015. The residents and families who participated were



served generous helpings of pulled pork sandwiches, hot dogs, coleslaw, baked beans, cupcakes, and watermelon for a minimal fee. The event was subsidized by Friends of Maluhia and was held in the Mitori Room. The Malu-prems performed their famous songs and did the “Achy Breaky Heart” line dance with Gary Oshita. One resident also sang “Ari Rang” along with the musicians. Everyone had a “Yeee Haw” good time.



Mrs. A. Yahiku and Mrs. Y. Yahiku with Analiza of the Malu-Premes.



This is Mrs. Takaoka with daughter Lorna at the Southern Q.

## 4th of July Parade

Maluhia Adult Day Health participants and staff paraded through the halls of Maluhia to spread the spirit of the red, white, and blue during our second annual 4th of July parade. Participants and staff were dressed in red, white, and blue or as patriotic characters (Lady Liberty and Uncle Sam) and wheeled and escorted by staff and volunteers. The American and Hawaii state flags were displayed in the parade (what a great use for an IV pole!). With the patriotic music blaring, everyone waved at staff and residents as they passed in the hallways and dayrooms. There was even time to further spread patriotic cheer by distributing flag stickers to each person.



## Poster Board by Leahi RN Wins Grand Prize at National Conference

In September 2015, Susie Lee, BSN, RN, WCC presented her poster, “Atypical Presentation of Peristomal Pyoderma Gangrenosum” at the Wild on Wounds Conference in Las Vegas hosted by the Wound Care Education Institute. Ms. Lee’s poster was displayed at their annual conference after a selection process across the nation. Over 50 abstracts were submitted to be at the conference and Susie’s was one of the 25 that was selected for this year’s conference. She was awarded Grand Prize of the Poster Session at the national conference.

The poster highlighted one of Susie’s perplexing cases of skin breakdown. Susie has seen and treated many challenging skin and wound conditions in her long career. This case was complex because “there were so many other things going on with the resident that it was difficult to diagnose and treat this unusual breakdown,” explains Ms. Lee. The resident had been referred

to a dermatologist and a clinic that specializes in wounds but a successful treatment plan was not identified. Susie identified the lesions after performing an extensive search on wounds in academic journals and finally a successful treatment plan was prescribed by Valisa Saunders, Geriatric Nurse Practitioner.

Susie has been in nursing for over 38 years and is a certified wound care nurse through the National Alliance Wound Care (NAWC) since 2004. After joining the Oahu Region in 2003, she developed a wound care education for the nursing staff which focused on pressure sores and skin care of the geriatric resident.

Due to Susie's ongoing efforts in skin care, both Maluhia and Leahi Hospital have been able to remain well below the state and national average for the development of pressure sores in long term care. Susie feels, "The education of the nursing staff and the weekly skin rounds are beneficial and help to reduce skin breakdown."

Congratulations Susie on your Grand Prize winning poster board presentation!



## Orchid Show

Maluhia Adult Day Health Center took participants to several orchid shows put on by the Aiea Orchid Society and Ewa Orchid Society this season. The participants loved to see all the different colors and varieties of orchids. Their faces lit up when they saw the beautifully arranged orchid displays. However, no one wanted to buy orchids because they are just too much work to take care.



## Leahi's 9th Annual Bon Dance

The sights, smells, and sounds of a traditional bon dance surrounded the residents and their families at Leahi Hospital's 9th Annual Bon Dance held on July 18, 2016. Music and dancers from the Hawaii Shin Kobukai helped to bring traditional music and dance to this event, which was held in the front parking lot. Cultural events such as these really help to bring back fond memories. It was also a great venue to bring together families with their loved ones. Family, friends, volunteers, and Leahi's staff took turns pushing our residents around the yagura to dance, while others helped to pass out the teri beef, noodles, andagi, and shaved ice. This was a truly memorable evening for all.



This is Mrs. Betty Okouchi dancing in the line with Analiza.

### Maluhia’s 7th Annual Bon Dance

On Saturday, August 22, 2015, Maluhia had their 7th annual bon dance. They were privileged to have the Betty Dela Cuesta dance group and Fukushima singers return to perform with their residents. They lead everyone in the “tanko bushi” and other songs. Even though it was very humid, the residents were singing, clapping, and moving their hands to copy the dancers. Thank you to the many volunteers for serving water, pushing residents around the yagura circle, and socializing with them.



This is Mrs. Kono singing the Tanko Bushi with Betty Dela Cuesta.

### Aloha Week Celebration

Leahi Hospital celebrated Aloha Week with their own program to commemorate this island-wide event. Six islands of Hawaii were represented by a Prince and Princess from all the nursing units, as well as the Adult Day Health program. The open-aired patio was decorated with tropical leaves and flowers and the Royal Court all wore the colors of their respective islands. Everyone was serenaded by the beautiful sounds of the Royal Hawaiian Band Glee Club and there was even an impromptu hula done by one of the residents! Of course the Glee Club always includes the song “Leahi” in their repertoire! It was a beautiful morning, as the trade winds returned with a drizzle of rain. The Aloha Spirit was alive at Leahi!



## Fishing at Keehi Harbor

Maluhia Adult Day Health Center went on an all men's fishing outing to Keehi Harbor. They started off the day by buying a bento and drinks (in case they did not catch enough for their lunch!). Edwin Guevarra, RT Aide, and Richard Velez, CNA, who are avid fishermen, brought their poles and folding chairs for the fishing expedition. One of the participants said, "I used to go fishing alot, but now I cannot go anymore. Thank you for reminding me of how it felt to fish." Everyone was excited to see the one puffer fish they caught. When not fishing, everyone relaxed and took in the fresh air.



## Affiliates: Kahuku Medical Center

### A Patient's Experience at Kahuku Medical Center

Kahuku Medical Center (KMC) is proud of its institution-wide dedication to quality care and its hospital enhancements. KMC is

proud to share a patient testimonial from a longtime Hau'ula resident about his impressions and experience at KMC this year.

From Ivan Keohu of Hau'ula:

"In May, due to a severe infection, I was treated in the ER and I needed to be hospitalized. Rather than going to Castle, I chose Kahuku Medical Center.

I received excellent care in the ER, hospital, and follow-up visits. Dr. Hughes was my attending physician. He is a caring doctor and made sure I received the right treatment for my infection.

I was in the hospital for 4 days. All staff — including administration, nurses, aides, radiology techs, security, and janitorial personnel — conducted themselves professionally.

They were courteous and showed a real concern for my recovery. I was impressed with the upgrades that KMC has done. I got a CT scan, and my medical treatment info could be accessed on the internet. Oh, and the food that was prepared -- excellent!!!

Since I was born in Hau'ula and have lived here all my life, I knew most of the workers, from the old timers to the young adults, who are children of the friends that I grew up with. They made me feel good since we could joke around and laugh too. It made me really happy to see they chose to work at KMC and want to serve the community. Living just 10 minutes away from the hospital, what a blessing! My family and friends that came by to visit didn't have to travel far. And, the experience was especially satisfying because I was born in Kahuku Hospital in 1949!"



Ivan Keohu with Dr. Hughes.