

East Hawaii Legislative Brief 2021

EAST HAWAII REGION

The East Hawaii Region, consisting of Hilo Medical Center, Hale Ho`ola Hamakua, Ka`u Hospital, Yukio Okutsu State Veterans Home and the East Hawaii Health Clinics, is the largest region in the Hawaii Health Systems Corporation. The Region is the largest employer on Hawaii Island with over 1,500 employees.

COVID-19 Impact on East Hawaii Region

COVID-19 pushed the East Hawaii Region healthcare system to its limits in the first surge that took place in August 2020. Fortunately, the surge gave our hospital system time to prepare our staff, secure resources and solidify safety precautions. COVID vaccination availability gave our hospital an opportunity to have a positive impact our staff and community. In total, nearly 60,000 doses were administered to recipients 12 years and older.

COVID and high census resulted in the East Hawaii Region exceeding estimations, which translated financially to \$251 million in actual revenue, an increase from the \$203 million in budgeted revenue. In addition, our Critical Access Hospitals in Honoka`a and Ka`u received the majority of \$757,000 in targeted CARES funding that offset anticipated losses. We have no plans to institute furloughs and pay cuts in FY 2022. The Region is closely monitoring economic and healthcare developments in FY 2022 and remain concerned along with everyone else.

Hilo Medical Center originated in 1897 as a 10-bed hospital, created by the Hawaiian Government. HMC has grown to the present facility of 192-licensed beds, consisting acute, long term care, and psychiatric beds. Hilo Medical Center is the only 4-star ranked hospital by Centers for Medicaid & Medicare on Hawaii Island. Built in 1984, the facility sits on roughly 20.5 acres of land, next to the new 95-bed Yukio Okutsu Veterans Home, Hawaii's first State Veterans Home, and the previous site of the "old Hilo Hospital."

This year was the second full year of establishing our East Hawaii Health Clinics after transitioning the majority of our clinics under the rural health clinic designation. The East Hawaii Health Clinic at 1190 Waianuenue includes primary care, cardiology, and neurology with the addition of gastroenterology in FY 2021. The East Hawaii Health Clinic at 1285 Waianuenue Avenue on the second floor includes primary care, OB/GYN, urology, ear, nose & throat, and allergy. Puna Community Medical Center and Ka`u Hospital Rural Health Clinic have stabilized their staffing to care for their communities. The latest addition to our rural health clinic network is the East Hawaii Health Clinic in Keaau that does urgent and primary care and behavioral health. Other non-rural health clinics include orthopedics, oncology, surgery and vascular.

Hilo Medical Center patient services include:

- 24-Hour CAP-Accredited Pathology Laboratory and Blood Bank Services
- 24-Hour Physician-Staffed Emergency Care
- Acute Inpatient Dialysis

- Adult Psychiatric Care
- Bronchoscopy
- Cardiac Care: Diagnostic & Interventional Cardiology, Echocardiography, Thallium Stress Treadmills, Pacemakers, Cardiac Telemetry, Cardiac Rehab
- EEG
- Endoscopy
- Food and Nutrition Services and Counseling
- Gastroenterology
- Hospitalist Services
- Imaging Services – X-ray, CT, MRI, Angiography/Cardiac Catheterization, Interventional Radiology, Nuclear Medicine, Ultrasound
- Inpatient and Outpatient Rehabilitation Services – Cardiac Rehab, Physical, Occupational, and Speech Therapies
- Inpatient Pharmacy
- Critical and Progressive Care
- Neurology
- Obstetrics/Gynecology Services, Labor and Delivery, Post-Partum, and Childbirth, Breastfeeding and Car Seat Classes
- Oncology Care—Medical and Radiation Oncology
- Outpatient Clinics – Behavioral Health, Cardiology, Primary Care, Oncology, Orthopedics, Neurology, ENT, Allergy, Surgery, Vascular, and Urology
- Inpatient Pediatrics
- Respiratory Therapy
- Skilled Nursing and Long Term Care
- Social Services and Case Management
- Surgical Services—Same Day Surgery, Post-Anesthesia Care, and Special Procedures
- Subspecialty Surgical Services—Orthopedics, Ophthalmology, Otorhinolaryngology, Urology
- Telemedicine
- Vascular
- Wound and Ostomy Care

PATIENT CENSUS FY 2021

- Admissions 8,153
- Emergency Department Visits 39,305
- Births 933
- East Hawaii Health Visits 30,894

COMMUNITY-BASED FOUNDATION SUPPORT OF HILO MEDICAL CENTER

Total Grants	\$454,538
Total Fundraising	\$68,900
Total Private Donations	<u>\$243,183</u>
Total	\$766,621

In FY 2021, **Hale Ho’ola Hamakua** (HHH) was ranked 5 stars for long term care by the Centers for Medicaid & Medicare. HHH, originally known as Honoka’a Hospital, has

served the healthcare needs of the communities of Hamakua, North Hawaii and South Kohala since 1951. In November 1995, a new fifty-bed (50) facility was opened above the old hospital, to provide long-term-care services. The facility was renamed Hale Ho'ola Hamakua (Haven of Wellness in Hamakua) in 1997 to reflect its new focus. HHH employs 122 (FTE, FY19) employees of which a significant number are residents of the area who were former employees or related to employees of the Hamakua Sugar Company that phased out in 1994. The Hamakua Sugar Company Infirmary, which became the Hamakua Health Center, provides primary care and behavioral health services to the community in a building owned and leased from HHH and adjacent to the hospital.

The greater part of the "old" Honokaa Hospital building is being leased to the University of Hawaii-Hilo for the North Hawaii Education and Research Center (NHERC), a project providing college, vocational, and special interest courses in North Hawaii. It will also function as a base for offsite distance learning for the university to all parts of the State.

HHH was converted as a Critical Access Hospital on November 2005, which resulted in bed configuration changes and the provision of new Emergency Room (ER) and expanded ancillary services. In 2010, the Maile Wing was added to HHH, bringing the total number of beds to 77 and increasing its capacity. HHH employs 122 dedicated medical professionals who care for the communities in North Hawaii and along the Hamakua Coast.

Services provided by HHH include:

- 11 Acute/SNF Swing Beds
- 66 Long Term Care (ICF/SNF) Beds
- Emergency Room Services, 24 hours/7 days per week, on call within 30 minute
- Inpatient and Outpatient Rehabilitation Services for Physical, Occupational, and Speech Therapies
- Inpatient Social Services
- Inpatient and Outpatient Laboratory Services
- Inpatient and Outpatient X-Ray Services
- Inpatient Dietary/Food Services
- Auxiliary and Community Volunteer Services

PATIENT CENSUS

- Admissions 251
- ER Visits 1,4726

COMMUNITY-BASED FOUNDATION SUPPORT OF KA`U HOSPITAL

Total Fundraising	\$19,946
Total Private Donations	<u>\$11,857</u>
Total	\$31,803

Ka`u Hospital, in Pahala, is a 21-swing bed facility with 75 employees. It also operates a 24-hour/7 day a week Emergency Department. Replacing the last sugar plantation hospital on the island, Ka`u Hospital was built in 1971 to serve the needs of a vast rural area. There are no other hospitals within a 55-mile radius in any direction. As of July

2001, Ka'u Hospital was designated as a CAH (Critical Access Hospital). This is a federal designation given to small hospitals that provide essential emergency and acute services in remote areas to assist them with the financial burdens associated with their size and isolation. Adding to the spectrum of services provided by Ka'u Hospital, a Medicare certified Rural Health Clinic was established on the hospital campus in September of 2003.

The people of Ka'u truly support their hospital. Their partnership of volunteerism and fundraising has enabled Ka'u Hospital to make many improvements in appearance, functionality and medical equipment that the hospital would be unable to fund on its own. It is a true community hospital where staff work toward being the very best they can be for the people of Ka'u. Demand for services has been growing steadily.

Services provided by Ka'u Hospital include:

- 24-hour Emergency Services
- Acute Care
- Intermediate and Skilled Level Care
- Inpatient and Physical Rehabilitation
- Inpatient and Outpatient Radiology
- Inpatient and Outpatient Laboratory Services
- Family Practice Rural Health Clinic

PATIENT CENSUS

- Admissions 46
- ER Visits 2,035
- East Hawaii Health Clinic Visits 56,522

VOLUNTEER SERVICES COMMUNITY- BASED FOUNDATION SUPPORT OF KA`U HOSPITAL

- Total Number of Active Volunteers: 9
- Total Number of Total Volunteer Hours: 184

East Hawaii Region Foundations Supporting HHSC Hospitals Background / Contact Information

Hilo Medical Center Foundation

Founded in 1995, the Foundation supports the healthcare of the community and its visitors by assisting Hilo Medical Center (HMC) through volunteerism, community education, and financial support. With no private hospitals in the East Hawaii region, HMC is truly a community institution with quality of facilities and services dependent upon both psychological and financial community support. We view our mission as attempting to enhance that support.

Foundation President: Chuck Erskine

Foundation Administrator: Lisa Rantz

lrantz@hhsc.org

Contact information:
Hilo Medical Center Foundation
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Tel: 808-932-3636 Fax: 808-974-4746

Ka`u Hospital Charitable Foundation

Ka`u Hospital Charitable Foundation was created to raise funds for the benefit of Ka`u Hospital and Rural Health Clinic in order to supplement the financial resources available to it through the hospital's own revenue (which comes from income, shared resources from other HHSC facilities, and any monies granted by the State.) Funds raised are used to enhance the quality of care provided by Ka`u Hospital through improvements in the facility, medical equipment, and training of staff.

Foundation President/Director: Vacant
Foundation Vice President/Director: Wayne Kawachi
Contact information:
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KauHCF@gmail.com
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Hawaii Health Systems Corporation East Hawaii Region Accomplishments

On behalf of the East Hawaii Region of Hawaii Health Systems Corporation (HHSC), we are pleased to submit our end of year report highlighting the accomplishments of the Region.

Our vision continues to be "To create a health care system that provides patient centered, culturally competent, cost effective care with exceptional outcomes and superior patient satisfaction. We will achieve success by pursuing a leadership role in partnership with community health care organizations and providers."

People

Physicians, Physician Associates, Nurse Practitioners

The East Hawaii Region welcomed 26 new physicians to the community, specializing in family medicine, cardiology, internal medicine, emergency medicine, gastroenterology, and vascular. In addition, the Hawaii Island Family Medicine Residency Program welcomed the sixth class of five residents and graduated four residents in its fourth class.

Nursing

Hilo Medical Center's Nurse Residency Program graduated 16 nurses in the class of 2021 and welcomed them onto our nursing staff. Twenty-three new nurses entered our program as the class of 2022. In total, the 39 new nurses represent a major investment in the future of nursing at Hilo Medical Center. Over the course of the NPR Program 198

nurses have been hired and trained, making up nearly 50% of the nursing staff with a retention rate of over 75%.

Regional Board

In FY 2021, the East Hawaii Regional Board appointed new members Chad Keone Farias, and reappointments of Randy Kurohara and Dr. Daniel Belcher. Ka`iu Kimura was appointed to the HHSC Corporate Board.

Growth

Imaging/Cardiology

Hilo Medical Center's Imaging Department received funding from the Hawaii State Legislature for the construction the second catheterization lab to stop heart attacks in progress. This funding will bolster Hilo Medical Center's cardiology services and provide life-saving care for community members close to home.

Finance

Hilo Medical Center

Total Operating Revenue for FY2021 was \$214.4M compared to a budget of \$171.2M, a 25% favorable variance. FY2021 Total Operating Expense was \$246.0M versus a budget of \$253.1M, a 3% favorable variance. Operating Income (Loss) for FY2021 was (\$31.6M) compared to a budget of (\$81.9M). After Corporate Overhead and other appropriations, the Net Income was \$30.4M for FY2021 versus a budgeted Net Loss of \$(27.2M).

Hale Ho'ola Hamakua

Total Operating Revenue for FY2021 was \$18.6M compared to a budget of \$16.1M, a 15% favorable variance. FY2021 Total Operating Expense was \$20.9M versus a budget of \$21.7M, a 4% favorable variance. Operating Income (Loss) for FY2021 was (\$2.3M) compared to a budget of (\$5.6M). After Corporate Overhead and other appropriations, the Net Income was \$3.5M for FY2021 versus a budgeted Net Loss of (\$2.1M).

Ka'u Hospital

Total Operating Revenue for FY2021 was \$18.8M compared to a budget of \$16.2M, a 16% favorable variance. FY2021 Total Operating Expense was \$29.9M versus a budget of \$30.8M, a 3% favorable variance. Operating Income (Loss) for FY2021 was (\$11.1M) compared to a budget of (\$14.5M). After Corporate Overhead and other appropriations, the Net Income (Loss) was (\$7.1M) for FY2021 versus a budget of (\$12.2M).

Yukio Okutsu State Veterans Home

On January 1, 2021, Yukio Okutsu State Veterans Home officially came under the management of the East Hawaii Region. The following figures represent the first six months of FY 2021: \$4.45M in Total Revenue, \$5.57M in Total Expenses, totaling an Operating Income (Loss) of (\$1.12M) or a total Net Income (Loss) of (\$1.63M). Loss is due to COVID-19's impact on the facility of reduced census and challenging staffing shortage.