

KAUAI REGION 2021 LEGISLATIVE REPORT

KAUAI REGION

Hawaii Health Systems Corporation (HHSC) – Kauai Region; Kauai Veterans Memorial Hospital (KVMH), a Joint Commission accredited hospital was founded in October 1957 and dedicated to the Veterans of the Korean War. KVMH was built to meet the healthcare needs of all citizens of the surrounding communities. Accredited as a critical access hospital, KVMH has 45 licensed beds, including 25 acute and 20 long-term care beds. Today, KVMH employs 275 people and provides the following services:

- 24-Hour Emergency Services (ER)
- Imaging/Radiology
- Acute Care
- Long Term Care
- Rehabilitation
 - Physical Therapy
 - Occupational Therapy
 - Speech Therapy
- Social Services
- Pharmacy
- Laboratory
- Intensive Care Unit
- Operating Room/Surgical Services
- Obstetrics and Nursery
- Respiratory Therapy
- Pediatrics

Additional services are provided on the KVMH Campus by agencies leasing space in the Kawaiola Medical Office Building and include:

- Ho'ola La Hui Hawai'i (FQHC)
- Liberty Dialysis
- Clinical Labs

KVMH Patient Volumes:

Inpatient Admissions -	965
LTC Admissions -	17
Births -	214
ER Visits -	4,878
Outpatient Ancillary Visits -	4,394
Outpatient Clinic Visits -	27,718
Same Day Surgery -	1006

Average Daily Census

Acute	5.9
Swing	6.3
LTC	19.4
<hr/> Total	<hr/> 31.60

In comparison to the prior year, inpatient admissions decreased by 4.9%, outpatient clinic visits increased by 3.4% and outpatient surgeries increased by 34.5%. Births decreased by 9.32%. There was a 16.9% decrease in ER visit volume and LTC census was 98%.

Samuel Mahelona Memorial Hospital (SMMH) is the oldest operating hospital on Kauai, and is designated a Critical Access Hospital. Founded in 1917 as a tuberculosis hospital,

it received its name from a member of the Wilcox family, who died of TB as a young man. In the 1960s, with a cure for TB well established, SMMH gradually transitioned to providing acute care, psychiatric care, skilled nursing care, and ancillary inpatient and outpatient services. Today, SMMH has 80 licensed beds, with 66 long-term care beds, 9 psychiatric beds, and 5 acute care beds. The hospital has approximately 148 employees. Currently, SMMH patient services include:

- 24-Hour Emergency Services (ER)
- Imaging/Radiology
- Acute Care
- Long Term Care
- Social Services
- Inpatient Pharmacy
- Laboratory
- Rehabilitation
 - Physical Therapy
 - Occupational Therapy
 - Speech Therapy
- Inpatient Adult Behavioral Health (Only facility on Kauai)

Ho'ola La Hui Hawai'i who leases space on the grounds at SMMH provides additional services on this campus.

SMMH Patient Volumes

Inpatient Admissions	226
LTC Admissions	27
ER Visits	4,499
Outpatient Visits	353

Average Daily Census

Psych	4.2
LTC	46.2
Swg	<u>0.8</u>
Total	51.20

Inpatient psychiatric admissions increased by 4.1% over the prior year; Long Term Care days increased by 4.1%.

The Kauai Region Clinics consist of five clinics and one urgent care located in Waimea, Port Allen, Kalaheo, Poipu and Kapaa and employs 61 people. Each clinic offers the following services:

The Clinic at Waimea

- OB
- Surgery
- Pediatrics
- Primary Care

The Clinic at Kalaheo

- Primary Care

The Clinic at Poipu

- Primary Care

The Clinic at Port Allen

- Pediatrics
- Primary Care

Urgent Care at Poipu

The Clinic at Kapaa

- OB
- Primary Care

CHARITABLE ORGANIZATIONS SERVING THE KAUAI REGION

Kauai Veterans Memorial Hospital Charitable Foundation, Inc.

The KVMH Foundation was founded in the fall of 1998. The foundation's main focus is to support the many services, equipment purchases, and programs that KVMH provides

for its island communities. Through donations and fundraising the Foundation has been able to purchase equipment utilized for the comfort and safety of patients.

Foundation President: Steven Kline
Foundation Secretary: Kelly Liberatore

Contact Information:

Kauai Veterans Memorial Hospital
PO Box 356
Waimea, HI 96796
TEL: 808-338-9431 FAX: 808-338-9420

Active Foundation Volunteers

- Total active volunteers 6
- Number of Volunteer Hours provided 576
- Volunteer Foundation Contributions - Due to COVID Foundation activity was extremely limited for this year and no contributions were made

KVMH Auxiliary

President, Charlene Dorsey, leads the KVMH Auxiliary. The Auxiliary operates the KVMH Auxiliary Gift Shop located at KVMH. Funds raised from the gift shop and other fundraising events are used to purchase equipment for the hospital.

Active Auxiliary Volunteers

Auxiliary operations were extremely limited during the past year due to COVID. The KVMH Auxiliary Gift Shop was closed and fundraising activities were ceased.

Number of Active Volunteers: 6 active members during this time
Number of Total Volunteer Hours: 96
Volunteer Auxiliary Contributions: \$6,153.34

2021 LEGISLATIVE BRIEF KAUAI REGION ACCOMPLISHMENTS

On behalf of the Kauai Region of the Hawaii Health Systems Corporation (HHSC), we are pleased to submit our report highlighting the accomplishments in calendar year 2021.

The report is organized into four areas: People, Quality, Facilities, and Finance.

PEOPLE

Mrs. Donna Okada-Asher serves as Chair of the Kauai Regional Board which includes directors, Mr. Tito Villanueva, Mr. Dee Crowell, Mr. Mike Contrades, Mrs. Janet Kass, Mrs. Glenda Nogami-Streufert, Mr. Ernie Kanekoa and Dr. James McGee. Mr. Lance K. Segawa has served as the Chief Executive Officer since March of 2018.

The Kauai Region's medical staff totals 43 active staff members with full privileges at KVMH and SMMH of which 26 are employed providers. We have successfully recruited Family Practice, Urology, Gastroenterology, and mid-level providers (Physician Assistants with focus on pediatrics, urgent care and family practice), active in CY2021. Also recruited are a full-time Medical Director for surgical services and a part-time Podiatrist to be active in CY2022.

Our current employee turnover rate is 10.3% in comparison to the national healthcare turnover rate of 18.2%. A total of 50 staff members separated from HHSC Kauai Region in CY2021 and of that 2% retired, 20% left for other employment, 74% resigned for personal reasons and 4% left due to performance issues.

QUALITY

In 2020 and 2021, the Kauai Region participated in a total of 2 surveys between Medicare / State Office of Healthcare Assurance, Centers for Medicare & Medicaid Federal Licensure. Kauai Veterans Memorial Hospital (KVMH), Samuel Mahelona Memorial Hospital (SMMH) and the Kauai Region Clinics were recertified for state licensure. KVMH was accredited in good standing with The Joint Commission in 2017 and is expecting a survey from The Joint Commission by the end of the year in 2021. The Kauai Region Clinics went through a Rural Health Clinic Survey in September 2021 and was awarded Rural Health Clinic certification (HRSA) in October of 2021.

Recognition and Programs:

KVMH/SMMH participates in the following projects to improve the quality of healthcare and preventative care for Kauai residents:

- KVMH was awarded the 2021 Bronze AHCA/NCAL National Quality Award for Long Term Care.
- SMMH was awarded the 2020 Bronze AHCA/NCAL National Quality Award for Long Term Care.
- Both SMMH and KVMH are 5 Star Facilities on Medicare Nursing Home Compare
- Participation with National Healthcare Safety Network (NHSN) for infection prevention initiatives including utilization of central line insertion checklists, and limiting indwelling urinary catheters to prevent UTIs, documentation of COVID-19 for both acute and Long Term Care.
- Vaccination clinics held for the community at both KVMH and SMMH and currently vaccinating the pediatric population and providing Booster shots to eligible community members.
- KVMH participates in the American Heart Association Get with the Guidelines Stroke initiative.
- KVMH is meeting or exceeding the threshold for Evidence-Based care and Safety for 2020 and 2021. Our mortality rate is declining with no excess of unexpected deaths.
- KVMH received the Premier HIIN Quest Hero award for Excellence in Patient Care for 2020.
- KVMH has achieved consistently high Core Measure compliance over the past 2 years as reported to CMS and available at www.HospitalCompare.gov. There were no incidents of ventilator associated pneumonia or central line associated infections.

- SMMH and KVMH is deeply committed to the health and well-being of their residents. We have a vigorous activities program to ensure that we keep the residents engaged with life and participating in enrichment programs to facilitate their psychological well-being. SMMH and KVMH has exceeded in providing teleconferencing with families during COVID-19 and purchased additional IPADs through a CMS grant to ensure that families could Face Time, ZOOM conference with families.
- A regional Falls Prevention task force is in place to evaluate and ensure patient safety and strive for not only a reduction in falls but to eliminate all falls in the region. SMMH and KVMH has seen a 50% reduction in falls in 2020 and again in 2021.
- Reduction in 30-day readmission rates to 2.3 % and reduced AMA rates by 5%
- Improvement in HCAHP scores in all areas ensuring that our focus on patient satisfaction was our top priority
- Implemented COVID-19 preparedness actionable items including:
 - Surge Plan
 - Drive thru testing
 - Kauai Region Action Plan
 - Policy and Procedures specifically for COVID-19
 - COVID Drills
 - COVID visitation screening and guidelines
 - COVID vaccination for the community including the pediatric population and booster shots

To better assist us in tracking our ongoing performance on specific quality measures, KVMH continues participation in HMSA's advanced hospital care program and successfully meets the statements of work associated with the specific measures including the additional COVID-19 measures.

FACILITIES

Capital improvements to the facilities of the Kauai Region in CY2021 included projects to address patient care needs, quality of life issues for our patients and residents, and the replacement of aging plant infrastructure.

Kauai Region completed \$1,227,536 in capital projects:

- SMMH LTC Renovations (Rooms 27-30)
- KVMH IT Renovations

Ongoing projects of \$4,767,000 include:

- KVMH ER Renovation
- SMMH Environmental Impact Statement
- KVMH CT Scan Room Renovation
- SMMH CT Scan Room Renovation

OPERATIONS

CY2021 was another challenging “pandemic” year with the summer surge and vaccination mandates. Dealing with the summer surge involved intense staff training and developing contingency plans to manage a serious surge. Fortunately, due to state and federal efforts, FEMA nurses alleviated staffing pressures at KVMH and SMMH from the September to December time period. Listed below are key strategic initiatives accomplished in 2021

- Hiring a Medical Director for Surgical Services
- Studer Physician Program Initiated
- Initiated the SMMH Master Campus Plan Phase II
- Secured CARES and PPP COVID Support Funds
- Established community wide COVID vaccination clinics
- Opened Retail Pharmacy at KVMH
- Converted Outpatient Clinics into Rural Health Clinics (HRSA Designation)

HHSC Kauai Region is making a difference in how healthcare is delivered in Kauai County. Our emphasis on quality is evident through various quality metrics. Our marketing campaign is bringing awareness about the services we provide to the community. Combined with a high performance work culture, the modernization of our facilities is transforming the Kauai Region into a premier healthcare organization.