

WEST HAWAII REGION 2021 LEGISLATIVE REPORT

WEST HAWAII REGION

On behalf of the employees, physicians, volunteers, management and Board of the HHSC West Hawaii Region (WHR), we are pleased to submit this report highlighting our accomplishments of the last fiscal year. The West Hawaii Region, a member of the Hawaii Health Systems Corporation, consists of Kona Community Hospital, Kohala Hospital, and the Kona Ambulatory Surgery Center. The WHR is also affiliated with Alii Health Center, a primary and specialty care clinic.

Kona Community Hospital

Founded in 1914, Kona Community Hospital (KCH) was established by an Act of the Territory of Hawaii to “provide a hospital in each of the Districts of North and South Kona.” The original Kona Hospital was located approximately 2 miles south of today’s hospital in Kealahou. The hospital became part of the County of Hawaii in 1939 when it was relocated to a new building with a 50-bed capacity and four physicians. The hospital moved 100 yards up Haukapila Street to its current location on 11 acres in 1974. Finally, in 1994, the hospital’s name was changed to Kona Community Hospital by HB 3406 Act 011 SLH.

Today, Kona Community Hospital is a full-service acute care, safety-net hospital and certified Level III Trauma Center, proudly serving the West Hawaii community. KCH is accredited by The Joint Commission. The hospital includes 94-beds which are comprised of acute care, intensive care, obstetrics, and psychiatric beds.

As one of West Hawaii’s largest employers, the staff at KCH includes nearly 600 highly skilled employees. KCH has 304 medical staff, 95 of whom are active.

Covid had a significant impact upon Hospital volumes and ER visits as compared to prior year:

<u>HOSPITAL STATISTICS</u>	<u>2020</u>	<u>2021</u>
● Admissions	3,611	2,964
● Patient Days	19,067	18,370
● Births	458	409
● ER Visits	20,596	16,896
● Surgeries	2,236	2,224
● Covid Admissions	3*	49
● Covid Patient Days	4	589
● Covid ER Visits	2	54

* As of June 30, 2020 Covid Admit had a length of stay of 50 days

Kohala Hospital

Kohala Hospital (KH), originally a 14-bed facility located in Kapaau, was founded in 1917. At the time, the cost of hospitalization was \$1.50 per day. The hospital was relocated to its present location in 1962.

On July 1, 2020, Kohala successfully converted to a 25-bed Critical Access Hospital (CAH). The hospital employs 70 full-time and part-time employees.

KH provides state of the art emergency room, outpatient lab, radiology and EKG services.

<u>HOSPITAL STATISTICS</u>	<u>2020</u>	<u>2021</u>
• Number of Admissions:	58	38
• Patient Days:	8,352	7,209
• Emergency Visits:	1,524	1,301

PEOPLE

A new CEO started in August, 2020. During the year, he recruited a new CMO, CHRO, CFO, and CNE. The senior leadership team is now in place and has had a stabilizing effect on the regional facilities and staff.

Additionally, the Board of Directors of the West Hawaii Region gained three new members who replaced five outgoing members.

Employee engagement activities were held throughout the year. Activities include:

- Monthly Town Hall meetings
- Employee of the Month recognitions
- KCH partners with the DAISY Foundation to recognize extraordinary, compassionate nurses, and proudly honors deserving nurses quarterly via this program.
- KCH reinstated National Nurses' and National Hospital Week celebrations, which had put on hold in FY20 due to COVID-19.
- An employee engagement survey identified opportunities in culture of safety, teamwork, and opportunity for advancement.

The KCH cafeteria continues to be a Blue Zones approved Restaurant. Our cafeteria has earned local and national accolades for its successful farm-to-table transition to locally sourced, scratch cooking for patients and employees.

QUALITY

KCH programs to improve patient outcomes:

- Designated a Level III Trauma Center in 2011. The Trauma Center averages of 30 trauma activations per month.
- Participates in the Hawaii Stroke Network and American Heart Association's "Get with the Guidelines" stroke program.

- Uses Tele-mental health to address a shortage of psychiatric care, which provides real-time psychiatric consultations and care to patients.
- KCH's Circle of Life initiative offers programs to meet psychosocial needs of patients and KCH employees by creating meaningful, respectful experiences through education and tools relating to traumatic events, end-of-life matters and bereavement.
- Designated Baby-Friendly Hospital. World Health Organization (WHO) and the United Nations Children's Fund (UNICEF).
- All Women's Services nurses completed certifications in Advanced Life Support in Obstetrics.

KCH programs offer employee, patient, and community engagement:

- The West Hawaii Region launched an evidence-based Leadership Development Initiative called Excellence With Aloha!
- KCH Employee Engagement Committee was launched to implement, improve and ignite the Aloha Spirit within KCH employees by encouraging growth through action.
- American Heart Association certified training center, providing courses for hospital-based, and community Providers, and the public in: ACLS (Advanced Cardiac Life Support), BLS (Basic Life Support), PALS (Pediatric Advanced Life Support), and PEARS (Pediatric Emergency Assessment, Recognition and Stabilization) as well as ECG & Pharmacology.
- KCH Women's Services Unit offers programs for expectant mothers:
 - Certified childbirth educators offer six-week prenatal education to improve the labor experience.
 - Partner with NEST for Families – a community based resource to assist new families with breastfeeding support.
 - OB nurses / child passenger technicians offer car seat inspections prior to newborn discharge from KCH.
 - Outpatient lactation consultations.

PHYSICIAN RETENTION & RECRUITMENT

Kohala hospital has 2 physicians.

Kona Community Hospital has 95 active physicians representing 28 specialties on its medical staff.

- We have hired a full time medical oncologist / hematologist who began treating patients at KCH in August, 2020.
- Sound Physicians provides comprehensive hospitalist in-patient services at KCH. Sound Physicians, has 7 full-time hospitalists on staff, and a clinical performance nurse. The hospitalists cover both acute care medical units, and ICU. The hospitalist group is a diverse team of professional medical staff members dedicated to improving the health and quality of life for our patients and the Kona community.

- 24/7 emergency medicine services are provided by a contract physician group who employs 35 doctors and 4 physician assistants on staff at KCH.
- Anesthesia services are provided by a contract physicians group who employs 11 anesthesia doctors and 19 Certified Registered Nurse Anesthetists (CRNAs) on staff at KCH.

Recruiting and retention of permanent physicians is an ongoing challenge for Hawaii County. The West Hawaii Region continues to address this deficit with a progressive recruitment and retention plan in collaboration with our non-profit affiliate, Ali'i Health Center.

Recruitment is adversely affected by low reimbursements, economic uncertainty, Hawaii County's high cost of living, an aging physical plant, remote location from mainland medical centers, and distance from family and friends.

PARTNERSHIPS & AFFILIATIONS

KCH has long-term partnerships with healthcare stakeholders in order to expand and enhance services we can provide to the community, including:

- HHSC (Hawaii Health Systems Corporation)
- Kona Ambulatory Surgery Center
- Alii Health Center
- Community First Hawaii
- Hawaii Life Flight
- West Hawaii Community Health Centers

West Hawaii Region Foundations

The Kona Hospital Foundation

The Kona Hospital Foundation is dedicated to improving Kona Community Hospital for the entire community. The Foundation's mission is to support medical technology, expanded services and enhanced facilities that would otherwise be unavailable. Since its inception in 1984, the Foundation has provided over five million dollars in equipment and facilities to Kona Community Hospital. The volunteer seven-member Board of Trustees is completely separate from the management of the hospital.

Throughout Kona Community Hospital, you'll find plentiful evidence of the extraordinary impact made by the numerous donors. In 2020, we were able to fund two laptops with wireless mice, two mounting brackets and one patient printer for the Behavior Health Department. In addition, KHF funded 33 patient care boards, an Accu Vein Finder and four patient recliner chairs for the Med Surg Department. For the ER/OR, KHF's donors were able to fund two patient gurneys, new patient monitors and anesthesia gas monitors. In 2020 KHF's donors were also able to fund, the Aegys: CEIA hand-held wand for the Imaging Department, an Auto Pulse System for the Respiratory Care Department, and an iPod touch with Apple care and a Linea Pro 5 MSR 2D scanner for the Pharmacy.

Foundation Chair: Donna Hiranaka

Foundation Vice Chair: Ikaika Hauanio

Contact Information: Kona Hospital Foundation
www.khfhawaii.org
 79-1019 Haukapila Street
 Kealakekua, HI 96750-7920

Email: info@khfhawaii.org

Telephone: 808-322-4587

COMMUNITY - BASED FOUNDATION SUPPORT OF KONA COMMUNITY HOSPITAL

Total Private Donations	\$ 194,202
Total Fundraising	24,275
Total Federal / State / Private Grants	47,344
TOTAL	264,821

VOLUNTEER SERVICES

Kona Community Hospital Auxiliary provides a volunteer support for service and fund-raising. Their primary mission is to fund nursing scholarships and continuing education for hospital employees.

- Number of Active Volunteers: 37
- Number of Total Volunteer Hours: * 476
- Volunteer Auxiliary Contributions:
 - Nursing Scholarship \$124,000

*Volunteering hours were greatly curtailed during FY 2021 due to COVID-19.

The Kohala Hospital Charitable Foundation was established in 2003, to provide assistance to Kohala Hospital, its programs, facilities, staff and patients. It supports the hospital by purchasing equipment, renovating facilities, assisting in education and outreach programs, and aiding other hospital programs or activities.

Foundation President: Dixie Adams
 Foundation Vice President: Shoshana Matsumura

Contact information:

Kohala Hospital Charitable Foundation
 P.O. Box 430
 Kapaau, HI 96755
 Tel: 808-987-6762
 Fax: 808-889-1341

COMMUNITY – KOHALA HOSPITAL CHARITABLE FOUNDATION SUPPORT OF KOHALA HOSPITAL

Total Private Donations	\$ 20,176
Total Fundraising	0
Total Federal / State / Private Grants	-0-
TOTAL	\$ 20,176

VOLUNTEER SERVICES

Kohala Hospital Volunteer Services provides volunteer support for resident activities.

- Number of Active Volunteers: 0
- Number of Total Volunteer Hours: 0
- Volunteer Auxiliary Contributions: \$ 1800.00

*Volunteering hours were greatly curtailed during FY 2021 due to COVID-19.

FACILITIES

During FY 2021, \$7.8 million in CIP funding helped Kona Community hospital to conclude a number of multi-year projects:

- Dietary dish machine (replaced original machine)
- Patient bathrooms phase 2 renovations
- Upgraded re-heat system
- Upgraded sterile storage HVAC
- Sewer line renovation for maintenance cottage
- Central Supply Room renovation
- Life safety branch of electrical transfer switch
- Replace surgical sterilizers
- Ongoing HVAC upgrades

Master Facility Plan (MFP): In planning future needs, Kona Community Hospital has embarked on a major initiative to modernize and implement much needed upgrades to our infrastructure, medical capabilities, equipment and technology. The \$80.3 million, 6-year project will ensure that KCH remains operational and can meet the healthcare needs of the West Hawaii community.

Our highest priority project is the construction of a 3-story cancer center. At \$22M, this is the most expensive project within MFP. However, it addresses the greatest immediate and ongoing community healthcare need.

In addition, “risk of closure” projects totaling \$24.9 include:

Project Description	Cost (000s)
Central Utility Plant (CUP)	4,573
Site Utilities	3,652

Roofing Replacement	3,297
Building Infrastructure	7,770
Campus-wide Transient, Surge and Lightning Protection	5,576

At Kohala Hospital, \$500,000 State CIP dollars assisted with the design and construction of a new administration building extension.

CLINICAL SERVICES & TECHNOLOGY

Kohala Hospital implemented remote triage capabilities using iPad technology. KH also hosts remote meetings.

FINANCIAL

Kona Community Hospital experienced a year over year decrease in Patient Admissions of 21.7%; with an inability to place waitlist patients, however, our Patient Days decrease was just <.7%. On June 30, 2021, we had three waitlist patients that had been in-house for over one year. Those patients are still awaiting placement today. Emergency Room visits decreased 23.8% and newborn Deliveries are down 18.5%.

KCH experienced a (\$24) million operating loss, driven by increased pharmaceutical, PPE and Registry staffing expenses. This was offset by \$26 million in State appropriations and \$6 million in CIP funding to realize a net increase of \$6 million.

Kohala Hospital had a net operating loss of (\$5) million offset by \$2M in State appropriations resulting in a net loss of (\$3) million for FY 2020. Provider Relief Funds from the Federal Government covered these losses for Kohala.

The West Hawaii Region continues to provide comprehensive community healthcare services to our community that are quality-driven, customer-focused and cost-effective. We continue to implement strategies and initiatives to produce improved patient outcomes, deliver new clinical services and create strong community partnerships.

With a strong leadership team in place along with the dedication of employees, physicians, volunteers, Foundation and its Board, the Region has made progressive advancements. We will continue to face critical financial challenges moving into 2022. However, we are focused on projects and initiatives to address the healthcare needs of West Hawaii.

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COVID-19 IMPACT AS OF JUNE 30, 2021

Summary: Since the onset of the COVID-19 in Hawaii, the West Hawaii Region facilities have planned for implemented strong infection prevention guidelines and policies that protect employees and our communities. To name a few:

- Ongoing Incident Command Team (ICT) meetings assess readiness, review and revise our COVID-19 Management Plan as needed.
- Infection Control policies that align with CDC and the Hawaii Department of Health best practices.
- On-going, rigorous employee education empowering employees with the knowledge and skills to protect themselves, their families and our communities.
- Careful management of *Visitor* policies to align with the hospitals' COVID Management Plans. Our hospitals Visitor policies are to protect against potential virus spread into our hospitals.

Vaccine Clinics: The KCH ICT began planning the logistics of conducting COVID-19 vaccination clinics in November, 2020. Kona Community Hospital conducted vaccination clinics for employees, essential workers and the West Hawaii community from December, 2020 through June, 2021. Clinics were operated on the KCH campus and at the more centrally located Kona Aquatic Center.

Kohala Hospital operated a vaccine clinic from March through June, 2021. The vaccine clinic was established in collaboration with Kona Community Hospital. KCH provided administrative, pharmacy and IT support for the KH clinic.

We have been honored to play a primary role in this very important public health initiative to provide vaccinations to our communities. COVID-19 vaccine clinic stats as of June, 2021:

- Kona Community Hospital
 - 23,872 = Total vaccines administered
- Kohala Hospital
 - 902= Total vaccines administered

Financial Impact (combined West Hawaii Region hospitals)

Gross Provider Relief Funds (PRF)	\$10,261,624
Other PRF Payments Applied to Unreimbursed Expenses Attributable to Coronavirus	4,138,969
Other PRF Remaining for Possible Lost Revenues Reimbursement	6,122,655

Moving forward, we will continue to work diligently to provide the best practices, PPE and technology possible for infection prevention and quality patient care that keep employees, patients and our communities safe and healthy.