

4RD QUARTER EDITION, 2012

Mele Kalikimaka

HHSC President & CEO Message

Bruce S. Anderson, Ph.D., President and Chief Executive Officer



Unselfish staff like Susie Lee remind us of what's most important

Nurses often go above and beyond the call of duty to help patients, family and friends, but they usually don't go to the lengths Susie Lee, R.N., HHSC Oahu Region Wound Care and Employee Health Manager. She donated a kidney to her husband's cousin after finding out she had the same blood type as his.

The recipient was Larry, a 60-year-old male, who started hemodialysis for kidney failure in Honolulu in September 2010. To perform the transplant he would need to travel to the University of California at San Francisco with his donor. A month later, Susie was screened as a donor, and soon after was found to be a match. Subsequently, both were admitted to the University of California at San Francisco Medical Center where Susie underwent surgery to remove her kidney. Hours later, both patients were resting comfortably, two rooms apart, on the 7th floor of UCSFMC.

When asked why she chose to donate her kidney to a someone she'd known only five years, Susie responded, "I just felt I should try to help and give Larry a second chance."

And in spite of being extremely apprehensive about undergoing major surgery, in addition to a 6-week recovery period, she added, "It was just something in me that told me to do it!"

Unfortunately, six months following the successful transplant operation, Larry died of unrelated causes.

Susie has also donated lifesaving white blood cells on separate occasions to a 70-year-old Japanese woman and a 10-year-old Filipino boy. The blood transfer process of these procedures takes several hours.

Susie Lee joined HHSC in 2003 and is best known for her positive attitude, welcoming smile and dedication to patient care and employee training/rehab. In addition to her HHSC Oahu Region duties, she also serves as an after-hours call nurse for St. Francis Home Health Care Services.

There are many other generous giving employees, like Susie Lee, who work at HHSC facilities throughout the state of Hawaii. They are the moving parts that make our hospital system, community and family work. They not only work hard, but are also willing to give of themselves beyond their call of duty.

During this holiday season, their unselfish actions should remind us of how blessed we are to have outstanding employee, community and family role models!



*Susie Lee, R.N.,
HHSC Oahu
Region Wound
Care and
Employee Health
Manager*

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HHSC Board Chair Message

Avery B. Chumbley, Chair

Our best wishes and thanks to employees for all they do

One of the most wonderful times of the year—the holiday season—has finally arrived! I hope you and yours enjoy all that this time of year has to offer: fun and festive celebrations, memorable time spent with family and friends, and exchanging gifts and special wishes with loved ones.

As chairman of the HHSC Board of Directors, there is no greater gift than knowing how much our employees, medical staffs, Foundations, volunteers and auxiliary members continue to contribute to the quality of patient and resident care at our HHSC facilities and non-profit affiliates throughout the state of Hawaii.

As this year comes to a close, and before we enter 2013, I want to take the opportunity to thank you, on behalf of the HHSC Corporate Board of Directors, and express our appreciation for all your support, dedication and commitment this past year. It is an honor to serve as your Board of Directors:

- East Hawaii Region: Howard Ainsley and Carol VanCamp
- West Hawaii Region: Jay Kreuzer and Ken Ono
- Maui Region: Wesley Lo and Russell Yamane
- Oahu Region: Vincent Lee and Bill Wood, Ph.D.

- Kauai Region: Jerry Walker and Jean Odo
- At Large: Abelina Shaw
- Director of Health: Loretta Fuddy

In spite of the ever-changing and complex healthcare environment before us, the HHSC Corporate Board and I look forward in continuing to work together to improve the quality of healthcare services in the island communities we serve.

Together, we have accomplished a great deal. I wish you and your loved ones a very safe and [happy holiday season!](#)

CIO Update

Alan S. Ito, Chief Information Officer

Hard work, commitment push electronic medical records forward

Thanks to a number of dedicated and risk-taking HHSC employees, Kona Community Hospital has just completed the second cycle of electronic medical records testing—a major and extremely challenging collaborative project that began the week of Nov. 26. This collaborative effort, which involved 100 HHSC employees and Siemens representatives, relied on “real-life” patient care scenarios to ensure core functions were effectively linked electronically. This process tested the ability of the admitting, emergency, laboratory, operating room, pharmacy, radiology, medical records and billing departments to share and exchange information with each other simultaneously.



Participating employees, who were from HHSC facilities both within and outside of the West Hawaii Region, made time to learn about their critical role in the EMeERGE project, apply new skills within their designated areas, and work together to develop, build and manage a program linking vital functions of hospital operations. These individuals have also sacrificed time away from their families and friends to work on this extensive and important project, which required them to prepare, test, reassess, adjust, retest, adjust, retest and move forward to the next steps.

As with other major projects, there are a number of issues and risks that have to be worked out, but with our EMeERGE team’s “can do” spirit, these remaining project tasks will be eventually completed. Our “Go-Live” date will move forward in the first quarter of 2013, starting with the HHSC West Hawaii Region facilities—Kona Community Hospital and Kohala Hospital. As we work towards this goal, the EMeERGE team members fully and clearly understand the system’s positive impact on our island communities, which includes:

- improving patient quality, safety and efficiencies
- engaging patients and their families
- improving care coordination
- ensuring adequate privacy and security protections
- improving population and public health

At the same time, there are a number of other important efforts in the works. Super User training for West Hawaii—focused on training, workflow changes, policy and procedure, and what’s expected of a Super User—will continue into December. We’re getting set for end-user training beginning the week of Jan. 7, 2013 and running throughout the month in Kona.

This indeed is a very major and challenging project for our unique and dynamic community-hospital system. With the help of our committed HHSC employees—and the on-going support of our medical staffs, legislators, and the Abercrombie administration—you can be assured that HHSC is committed to improving its healthcare delivery to the island communities it serves.



EAST HAWAII REGION

Hilo Medical Center drives legislative effort to address physician shortage

Hilo Medical Center will again be heading to the state legislature in 2013, offering a solution to the physician shortage that plagues Hawaii Island and the state.

State Rep. Cliff Tsuji and Sen. Gil Kahele have agreed to introduce the bill to fund the HHSC Primary Care Training Program. The bill appropriates a line item of \$2.8 million for each of the next two fiscal years beginning July 1, 2013.

"The HHSC Primary Care Training Program is an expanded initiative to address the shortage of physicians throughout the state," said Howard Ainsley, CEO of HHSC's East Hawaii Region. He noted that, while the program now has a statewide focus, the state is projected to have a shortage of more than 1600 physicians needed to meet demand by 2020, while Hawaii County will have less than half the number of doctors required to serve its population.

Kristine McCoy, M.D., residency director at Hilo Medical Center, added that the benefit of the rural training program extends statewide as clinicians settle into practice throughout Hawaii. A UH Hilo survey of island physicians released earlier this year underscores the urgency of training physicians in the state as a means of recruiting them. The study points out that 32 percent of the physicians currently practicing on Hawaii Island, will not be doing so in just five years due to retirement and other factors.

Administered by Hilo Medical Center, the interdisciplinary HHSC Primary Care Training Program includes the Hawaii Island Family Medicine Residency Program and training for advanced practice nurses from the School of Nursing and Dental Hygiene at UH Manoa and the School of Nursing at UH Hilo, clinical pharmacists from UH Hilo's College of Pharmacy, and post-doctoral fellows from I Ola Lahui, an organization training clinical psychologists specifically to meet rural Hawaii's behavioral health needs. Nursing students and medical students are also trained in primary care at the center, encouraging them to choose a career in this area.

Together, these clinical disciplines train in primary health care teams at the Center, advancing the model of the Patient Centered Medical Home. This model utilizes a systems approach that reconfigures interdisciplinary healthcare teams, processes and technology to support care coordination, cultural competency, quality and cost-effective services, and patient and family engagement in a person's own healthcare.

The Hawaii Island Family Medicine Residency Program provides a three-year training program for doctors specializing in rural primary care. It is well documented throughout the nation that physicians attending rural training programs are much more likely to practice in a rural area, with more than half of residents trained at rural sites staying and practicing in rural areas after they completed their residency. The same can be expected for advanced practice nurses, psychologists, and clinical pharmacists. The Hawaii Island Family Medicine Residency Program is now in the process of being nationally accredited and will begin its training of physicians in 2014. Currently, the program is serving as a training ground for physicians and medical students on rotations, as well as the pharmacy and nursing students. The psychology post-doctoral fellows are slated to start training (at the HHSCPCTP) in January 2013.

Hilo Medical Center receives national recognition for continuous improvement of patient satisfaction performance

Hilo Medical Center is proud to announce it has been named a 2012 Top Improver(r) Award winner by Press Ganey Associates, Inc. HMC's Regional Director of Human Resources, Holly Kaakimaka, received the award at the mid-November ceremony in Washington, D.C.

"This award represents tremendous recognition of HMC's efforts," said Howard Ainsley, CEO of HHSC's East Hawaii Region. "The entire staff at HMC has worked very hard for this recognition. More importantly, HMC's staff has made a real difference in the quality of each patient's stay in our community hospital."

This award recognizes hospitals that have shown continuous improvement over the previous two years. HMC is one of only 18 facilities to receive this award for improvement in patient satisfaction scores, as measured by comparing quarterly scores, with improved scores in three of the four eligible periods. The significance of this award is evident in that Press Ganey partners with more than 10,000 health care facilities, including more than half of all U.S. hospitals, to measure and improve the patient experience.

"We are proud to partner with Hilo Medical Center," said Patrick T. Ryan, CEO of Press Ganey. "HMC's dedication to continuous improvement of patient satisfaction, reflects the organization's commitment to delivering out-

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standing service and quality. HMC's efforts benefit patients and advance the quality of health care in East Hawaii."

Through a series of educational programs, HMC was able to set the bars of appropriate behaviors for all staff. By way of consistent reinforcement, the hospital has been able to steadily realign its staff toward one goal: "improving our community's health through exceptional and compassionate care."

"By focusing on communication, particularly between staff and patients, and aligning our behaviors to our core values, we believed we would be able to increase community confidence and enhance the patient experience," Ainsley said. "With our energies centered on improving the patient experience, we determined that the best strategy was to focus on the hospital's mission and vision, while driving home the credo "Every Patient, Every Day, Every Time."

The Patient Satisfaction Program was established in 2010 as a means of being proactive, rather than reactive, in responding to patients' needs and concerns. The goal of the program's Patient Satisfaction Representatives is to emulate the hospital's mission by reducing patient anxiety and ensuring them that they are receiving very good care throughout their stay.

"By building on this foundation, we have made measurable improvements in our patient satisfaction scores that can be attributed to the development and implementation of three very key elements," says Dan Brinkman, Chief Nurse Executive. "These are our Patient Satisfaction Program, Excellence Institute and Leadership Training, and Staff Recognition."

Ka'u Hospital Receives Medicare five-star rating

Ka'u Hospital staff and administrator Marilyn Harris are being congratulated for receiving Medicare's highest rating for quality—five stars! Moreover, Ka'u Hospital has received this rating since 2011. The Critical Access Hospital, serving the southern tip of Hawaii Island, has a service area the size of Oahu and the only emergency room for 50 miles in either direction. Last year, *U.S. News & World Report* listed Ka'u Hospital as one of the 10 best nursing homes in Hawaii.

This summer, Ka'u staff earned the admiration of the community when it conducted a full evacuation of the hospital due to fires in the Pahala area. Relocating long-term care residents to the nearby community center for several days, the staff worked with aloha to ensure their safety and comfort during the emergency situation.



*Kau Hospital conveying excellent resident care.
Photo by Brad H. Ballesteros*

WEST HAWAII REGION

Kona Community Hospital anticipates positive, productive new year

Kona Community Hospital's leadership is looking positively to the new year as the hospital prepares to launch comprehensive new initiatives and attract new services designed to increase efficiency, produce better patient outcomes and improve financial performance.

The hospital's partnership with Maui Heart and Vascular to open the MHV Kona Clinic on the KCH campus has attracted approximately 100 new patients to KCH. Hawaii County has had limited cardiac care despite the highest rates of death from coronary heart disease in the state. This partnership addresses these needs and issues with a cardiology clinic that provides patients with on-island access to diagnostics and non-invasive treatment of cardiovascular disease. If more extensive services are required, patients can be referred to the multi-disciplinary team at Maui Memorial Medical Center.

Everyone knows that minutes count during a cardiac emergency, making transit times critical. Because of this, KCH has contracted with Hawaii Life Flight to receive a medically equipped, over-water helicopter that will be dedicated to Kona Community Hospital. It will be used specifically for facility-to-facility patient transfers. This dedicated helicopter will give cardiac patients 24/7 access to emergency transfer from KCH. Additionally, it will cut transit time down from the current 4-hour transport time to Oahu to about one hour.



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Kona helicopter.

Finally, over the next six months, KCH will be launching its long-term plan to build a replacement hospital. The current hospital is aging and lacks sufficient space to grow current clinical services or to add new services. The hospital's plan to continue to acquire state-of-the-art equipment, attract new physicians and increase efficiency will require a new, modernized physical infrastructure. The hospital has engaged consultant Peter Adler, Ph.D. to assist with planning issues and explore what is best for the community.

"We are in the starting process of defining what our community hospital should be," said KCH CEO Jay Kreuzer. "Things are changing at Kona Community Hospital. We're focused on big projects that will match the community's evolving health care needs."

Over the next several months, KCH will launch several initiatives intended to enlist input from key stakeholders, including the medical and business communities as well as the public. This exploration began with employee town hall meetings held in October. Please visit KCH website to participate in a Community Survey that seeks input about what is needed in a replacement hospital (www.hhsc.kch.org).

Kona Community, Kohala hospitals launch Smoke-Free Campus initiatives

Kona Community and Kohala Hospitals launched their smoke and tobacco-free initiative recently in conjunction with the Great American Smokeout. This was an opportunity for both facilities to communicate to employees and the public that they will become smoke and tobacco-free campuses beginning Jan. 1, 2013.

On Nov. 7, Kohala Hospital recognized the Great American Smokeout with a taco bar for employees in their



Angel Wannemacher and Poppy Sokham with KCH and Cecily Nago with the American Cancer Society pitch in at the Great American Smokeout

dining area. On Nov. 8, Kona Community Hospital held a picnic-style get together with cold-turkey sandwich lunches. Both events were supported by the American Cancer Society. Kaiser Permanente's smoking cessation specialist also attended to answer employee questions.

The Great American Smokeout is held yearly to spotlight the health dangers of tobacco use and the importance of quitting smoking to improve individual health and promote better, safer communities. However, combining the kick-off of the smoke and tobacco-free campus initiative with the annual event gave employees of both hospitals a chance to learn more about the smoke-free policy and talk about the upcoming changes at each facility.

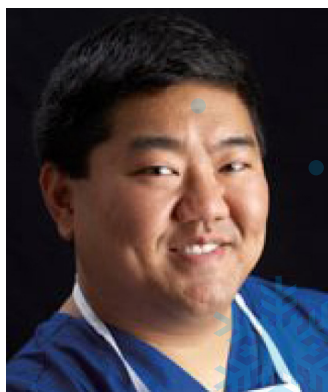
The goal of becoming tobacco and smoke-free for both Kona Community Hospital and Kohala Hospital is to raise standards for a healthier work environment and promote a positive image of health to patients, employees, visitors and the public.

Kona Hospital Foundation begins free, informal lecture series with programs on heart disease, GERD

In October, the Kona Hospital Foundation kicked off a new, informal lecture series featuring speakers who will share a variety of informative and timely topics with the community. Lectures are free and open to the public at the West Hawaii Civic Center.

The Foundation's first guest speaker was Andrew Rosenblum, M.D., from Maui Heart and Vascular Clinic, who spoke about cardiovascular disease. Dr. Rosenblum is

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Dr. Andrew Rosenblum, M.D., and Dr. Nathan Tomita, D.O., presented programs as part of Kona Hospital Foundation's new community lecture series

a noninvasive cardiologist with specific training in cardiac ultrasound and arrhythmia management. He is currently seeing patients weekly at the recently opened MHV Kona Clinic on the Kona Community Hospital campus.

The Foundation's second guest speaker in November was Nathan Tomita, D.O., M.P.H. Dr. Tomita spoke about gastroesophageal reflux disease, also known as GERD. He discussed new treatment options available in West Hawaii for chronic acid reflux sufferers. Dr. Tomita is one of the few surgeons in the U.S. who performs this incisionless surgical procedure for GERD.

KAUAI REGION

Music for Memory event raises \$1,500-plus for Mahelona patient programs

They say songs of our past have amazing power to take us back years or decades. And that what's behind the Music for Memory Program at Samuel Mahelona Memorial Hospital, which, through the aid of iPods, helps patients with memory problems caused by dementia, brain injury, amnesia or other diseases. On Oct. 19, the facility's residents, community volunteers, visitors and employees celebrated an evening together to learn about Music for Memory.

According to Oliver Sacks, M.D., a renowned neurologist and author: "Music can animate people with Parkinson's disease who cannot otherwise move, give words to stroke patients who cannot otherwise speak, and calm and organize people whose memories are ravaged by Alzheimer's or amnesia." The entire proceeds of ticket sales were donated to Mahelona Hospital Auxiliary for two programs: 1) Music for Memory program (iPod and iTunes cards purchase) and 2) equipment and fixtures for the patient

rehabilitation laundry. The laundry 'room' helps patient residents enjoy normal home activities as well as prepare injured patients for returning to independent life at home.

A team effort of the non-profit organizations Mahelona Hospital Auxiliary and Mahelona Employees Association, along with the Slack Key Music Center, organized the event, which raised over \$1,500 for patient programs. The special evening event also included a concert and movie.

Sandra Pantages, president of Slack Key Music Center, said: "This opportunity to help the Mahelona Medical Center was a perfect introduction to the community for the Slack Key Music Center's program, called 'Seeds of Aloha,' which seeks to get the traditional slack key music into healing centers, hospice, and other organizations where the soothing, healing power of the music can help people and their families." (For more information about Slack Key Music Center visit www.SlackKeyMusicCenter.org)

The night of festivity was supported by the Mahelona Employees Association, which created a local style 'Snack Shop' complete with saimin, ice cream sundaes, hot dogs, soft drinks and lots of other goodies.

Wally and Polei Palmeira played their beautiful serenades on guitar, xylophone, and bass. Polei's hula was exquisite as always. Doug and Sandy McMaster shared their family slack key as well as several pieces from traditional players like Raymond Kane, Sonny Chillingworth, and Leonard Kwan.



Front row, from left: Colleen McCracken, dietitian; Helen Nishimura; Sharla Hasegawa, occupational therapy. Middle row, from left: Edward Godnig, SKMC Board Chair; Melody Pasqual; Hannah Yoshida; Joyce Gushiken; Betty Matsumura, president, Mahelona Hospital Auxiliary; Madeleine Godnig, SKMC Treasurer. Back row: Doug & Sandy McMaster (volunteer musicians)

Kauai physician & “Santa” Jim Raelson appears at benefit

In early December, HHSC Kauai Region physician Jim Raelson, M.D., chose to honor the holiday season and give back to the community by volunteering to be the Big Brothers and Sisters Santa Claus. Dr. Raelson, a board certified pediatrician in practice on Kauai since 2006, played Santa at the “Breakfast with Santa” benefit event in Lihue on Dec. 8. To the delight of both parents and children, “Santa” read stories and posed for photos at the event, which raised more than \$1,000.



Physician Jim Raelson, M.D. as Santa Claus.

MAUI REGION

Maui Memorial receives American Heart Association achievement award

Maui Memorial Medical Center has received the Get With The Guidelines®–Stroke Gold Plus Quality Achievement Award from the American Heart Association. The award recognizes MMMC’s commitment and success in implementing a higher standard of care by ensuring that stroke patients receive treatment according to nationally accepted guidelines. This marks the third year that MMMC has been recognized with a quality achievement award.

Get With The Guidelines–Stroke helps MMMC’s staff develop and implement acute and secondary prevention guideline processes to improve patient care and outcomes. The program provides hospitals with a web-based patient management tool, best practice discharge protocols and standing orders, along with a robust registry and real-time benchmarking capabilities to track performance.



Displaying the AHS award are, from left, Marian Horikawa-Barth, R.N., MMMC Quality Management Coordinator; Donald Halsey, R.N., MMMC Stroke Team Specialist; and Regina Miller, R.N., MMMC Cardiovascular Nurse Manager

The quick and efficient use of guideline procedures can improve the quality of care for stroke patients and may reduce disability and save lives.

Following Get With The Guidelines–Stroke treatment guidelines, patients are started on aggressive risk-reduction therapies, including the use of medications such as tPA, antithrombotics and anticoagulation therapy, along with cholesterol-reducing drugs and smoking cessation counseling. These are all aimed at reducing death and dis-

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ability and improving the lives of stroke patients. Hospitals must adhere to these measures at a set level for a designated period of time to be eligible for the achievement awards.

“MMMC is dedicated to making our care for stroke patients among the best in the country. The American Heart Association’s Get With The Guidelines–Stroke program helps us to accomplish this goal,” said Maui Memorial spokeswoman Carol Clark. “This recognition demonstrates that we are on the right track and we’re very proud of our team.”

New electric vehicle charging stations installed at MMMC

Maui Memorial Medical Center has installed two electric vehicle charging stations, which were recently blessed by the hospital chaplain, Amy Crowe.

The stations are located in front of the MMMC Emergency Department, which is behind the main hospital building. The parking stall/stations are open to the public and employees.

“We are excited to offer these charging stations to our community as more people make the transition to electric cars,” said MMMC Director of Facilities Brian Yano. “We see their value in providing another option for those car owners.”



From left, Chaplain Amy Crowe, Brian Yano and Shanda Vistacion, MMMC Management Analyst.

Kula Hospital joins in Pink Glove Dance Competition

Kula Hospital entered this year’s Pink Glove Dance Competition, sponsored by Medline for Breast Cancer Awareness Month. The competition invited hospitals from around the country to enter videos with the goal of raising awareness for breast cancer and related research. More than 250 organizations entered and Kula definitely made a mark with its own Hawaii-themed video.

Lorraine Zane, Employee Health Coordinator at Kula Hospital, coordinated the overall project. “We put out a call to our more than 200 employees to ask for their ideas, and we were so amazed and delighted by their response. Everyone pulled together to come up with some fun ideas, including the Kamehameha Girls Volleyball Team, the Kula Hospital Hula Ensemble, the Pink Paddlers and, of course, our own wonderful employees.”

The video was produced by John Araki, who donated his time and creativity on the project. “We are so grateful to John for all his work on this incredible video and how well it worked with our song, ‘This Ones for The Girls,’ by Martina McBride,” Zane adds. “We tried to show that, like the circle of the lei, we are all connected in our work, play and life.”

While the video did not place in the competition, it raised awareness for Kula Hospital and a very important cause.



OAHU REGION

New electric vehicle proves to be a “real GEM” at Leahi Hospital

The Maluhia-Leahi Hospital Foundation recently received an electric vehicle donation from Rachael Wong to support Leahi Hospital's inter-and intra-campus transportation needs.

“I thank Ms. Wong for this donation and for working with us to improve our environment, added Regional Chief Executive Officer Vincent Lee, HHSC Oahu Region. “I encourage all Leahi Hospital participants to maximize the benefits.”

It took the Leahi Hospital Maintenance Department less than an hour to understand and appreciate the benefits of having a donated Global Electric Motor vehicle added to its existing fleet of vehicles.

“My staff quickly became familiar with the vehicle's features, reliability, and convenience in moving cargo, materials, and people within and about our campus,” said Mitsuji Yamamoto, Leahi Hospital maintenance supervisor. “Add to that the money we'll save by eliminating fuel costs and reducing maintenance costs associated with gas-powered alternative, and you have a low-cost solution for our fleet needs.”

Leahi Hospital will use the GEM vehicle on a daily basis to help promote its sustainability efforts. The vehicle is highly visible with its bright yellow color and white trim. The GEM is a five horsepower, four-passenger vehicle with a top speed of about 25 miles per hour. It meets both National Highway Safety Administration and Hawaii traffic safety standards for use on private property and public roads.



Joseph Weigert, HHSC Oahu Region maintenance staff, arrives with the donated electric vehicle to begin a job assignment adjacent to the Leahi Hospital parking lot.

Leahi Hospital nursing office renovations improve access, efficiency

Renovations of the Leahi Hospital nursing office, located on the second floor of the Young Building, are complete and boast a fresh, new look. Following extensive reconstruction, the consolidated nursing office now accommodates a total of nine staff, including the director of nursing, clerks, department secretary, nurse practitioner and nursing supervisors.

As part of the renovations, the director of nursing office was relocated from the first floor of the Atherton Building in order to provide better access to nursing staff.

At the recent open house celebration, visitors, employees and medical staff had the opportunity to view all the changes resulting from the renovation.

“We received many positive comments about how the renovation enables the nursing administration to be more in touch with what is happening as well as allowing staff to being more accessible to the units,” said Lani Tsuneishi, acting director of nursing. “All the changes we have been making are to benefit our nursing staff, and ultimately the care of our residents.”

HHSC Oahu Region Chief Executive Officer Vincent Lee added, “This is an important project that truly enhances the present working relationships of our nursing staff. The welfare of our residents is our top priority, and we are continually looking for more ways and improved methods to provide compassionate, person-centered care within a more home-like environment in which they live and offer more choices in their daily routines and activities.”

Annual Maluhia holiday dinner adds joy to residents' season

Nearly 50 residents, family members and guests feasted on ono roast beef and shrimp scampi prepared and served by the Maluhia kitchen staff in a festive setting at Maluhia's Annual Holiday Dinner Nov. 30.

“The holidays can be a time of great joy and fondness,” said Jane Schramko, Maluhia recreational therapy manager. “But they can also be difficult for those who are alone and have little or no family interaction. Both staff and community support is especially critical in reaching out to encourage our residents during the holidays.”

The guests were entertained by the Maluhia staff with hula dancing, Christmas caroling, a solo performance by Mike Asuncion, and door prize drawings. The seventh annual event was sponsored by the Friends of Maluhia and coordinated by the Maluhia recreational therapy and social services staff.

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Maluhia resident Claire Matsumoto, 87, summed up the event: "This was such a wonderful event and the dinner was just great, not one I could cook myself."

Every effort is made to help residents enjoy the season, as extended family is encouraged to visit the facility and take part in the arts and crafts and holiday-themed events that occur throughout the holiday season.



Ernestine Darisay, RT aide, performing hula dance to "White Christmas."



Chee-Pick Wong, RT activity coordinator seen leading Christmas carols during event.

Leahi Hospital Halloween Carnival

Halloween is a special time of year where people get to dress in costumes and pretend to be someone else for a day. However, the Halloween tradition at Leahi Hospital is a bit different and even more fun for its adult day health clients. With the assistance of Servco employees and Leahi Hospital Recreational Therapy Department put on a Halloween carnival which involved engaging the patients in numerous fun games. This year the Servco employees also provided manicures and photo portraits.

"Leahi Hospital is very honored to have Servco's involvement in these important events that truly enhance the quality of care provided by a nursing home," said Karen Halemano, Leahi Hospital recreation therapy supervisor.

Servco Business Manager Uilani DeSilva noted, "Our employees see these residents as their family and want to actively volunteer in this community service project. What's even more heartfelt is even their own family and friends want to assist too!"

2012 marks the fourth year that Servco Pacific has been involved in the Leahi Hospital Halloween Carnival.

Loretta Tanaka, a 99-year-old resident cheerfully added, "The Halloween Carnival is something that many residents and I have come to look forward too because it's just fun and makes us feel young again!"



Meet our board

Ken Ono, HHSC West Hawaii Region Representative

“Hilo boy” has extensive, diverse professional & personal experience

Just over two years into his tenure as the West Hawaii Region community representative of the HHSC Corporate Board of Directors, Ken Ono has learned much about the state community-hospital system that has become an important focus of his life. He currently serves as the chair of the board Finance Information Systems Committee, and an active member of several other board committees.

“HHSC, like the other hospital systems in Hawaii and throughout the nation, is facing increasingly difficult financial and extremely challenging times,” Ken said. “We somehow all need to reduce operating expenses while continuing to improve quality care to the island communities that we serve.”

“Our facilities’ job is to ensure that we’re able to meet the highest expectations of our communities,” he said. “There are always tough discussions and decision making that need to be made, but it’s gratifying to know that our community is behind us 100 percent, and I am particularly honored to be part of it.”

Ken is known in the HHSC West Hawaii Region, as well as in the community and business world, for his unique style in engaging discussion and remarkable abilities in introducing fresh ideas and concepts. His extensive experience in hospital, clinical, and health provider operations has been welcomed by the hospital boards at both the corporate and regional levels.

Ken is a Hilo boy. After graduating from the University of Hawaii-Manoa with a business degree he joined the Volunteers in Service to America

(VISTA - domestic Peace Corps) and was sent to the Navajo Indian Reservation to establish an arts and crafts business project. Ken’s business interests soon evolved after obtaining his MBA degree from Duke University and while participating in a residency program at St. Joseph’s Hospital in Idaho.

He returned to Hawaii in 1978 after being recruited by Wilcox Memorial Hospital to serve as its assistant administrator. Then Ken accepted several prestigious administrative positions at American

Medical International and South Bay Medical Group in Southern California where he became familiar with hospital conversions and acquisitions, insurance negotiations and primary care physician management.

Subsequently, Ken returned back to Hawaii to manage The Queen’s Medical Group in Kona. He then returned to Kauai as the president and CEO of the Wilcox Health System. Since 1996, he and his wife Delta, a registered nurse, run their own business, West Hawaii Home Health Services, Inc., which services North and South Kona, in addition to Ka’u (a geographic area three times the size of Oahu).

Ken also finds time to farm coffee and mac nuts on his really cool Captain Cook property. His hobbies include shoreline ulua fishing and collecting hot rods and fast cars. For the latter, his partial inventory includes a ’32 Ford coupe, ’63 Corvette, ’57 Chevy, ’66 Chevy Nova, and a ’86 Porsche 911 Turbo!

In addition to HHSC, he currently serves as chair of the Hawaii County Police Commission. A strong desire to make a difference in the community, an extraordinary ability to focus and an amazing capacity for hard work are the formula for Ken’s remarkable success at fulfilling his duties and accomplishments.

“If you make up your mind, apply yourself, stay focused, it can’t be that hard,” he said.



“If you make up your mind, apply yourself, stay focused, it can’t be that hard.”

Compliance



Holiday Gifts: Some words of caution

A reminder that, as state employees, there are rules we need to follow at this time of year

*Submitted by David Lane, Ph.D., CHC, CPC
HHSC Chief Compliance and Privacy Officer*

Q. What is considered a “gift”?

A. A gift can take any form, including (but certainly not limited to) trip tickets, entertainment events, golf privileges, cash, jewelry, and gift certificates.

Q. How do I decide if a gift is acceptable?

A. While the Ethics Commission doesn't set a dollar amount, for the most part, gifts of minimal value (\$20 or less) are acceptable. If the gift is more expensive (\$200 or more), it should be reported immediately to my office. The test is whether one can reasonably conclude that the gift is given to influence or reward the employee's work. You need to consider the nature and value of the gift and the relationship between the donor and the recipient of the gift.

Q. Our office received a box of cookies from a vendor. Is that okay?

A. Generally speaking, modest gifts such as cookies, candies, pastries or small floral arrangements are accept-

able. Anything of a more substantial value such as liquor (never allowed on state premises anyway), expensive gift baskets or gift certificates should be cleared with the Ethics Commission or my office. The gift should be shared if possible.

Q. We are planning a holiday party and would like to solicit community businesses for refreshments and door prizes. Is that alright?

A. The short answer is NO. The Ethics Commission has determined that solicitation of this type is considered a misuse of your official position. Businesses or members of the public might be put in an awkward position because the request is coming from a state official.

These kinds of situations can be easily handled with a phone call to the Ethics Commission (587-0460) or my office (808-240-1342). Let's all enjoy the Holidays—just use your common sense and the information provided above. Call my office and have **HAPPY HOLIDAYS!**