

1ST QUARTER EDITION, 2013

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## HHSC President & CEO Message

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

If you visit the ER at Samuel Mahelona Memorial Hospital on Kauai, you might well run into Brian Fern, R.N. He is no newcomer to nursing but he is an outstanding example of a local boy who was able to return home, and work in a specialized medical field with a solid education.

The Kauai boy, who was raised in Kalaheo, spent his initial years, after graduating from Kauai High School in 1990, attending community college and working. He managed to earn two degrees in sales and marketing, and fire science. Then one day, after working as a roofer, fire fighter and several other jobs, in addition to serving as a volunteer in the ED at Kuakini Medical Center and Queen's Medical Center, Brian made up his mind to become a registered nurse.

After obtaining his nursing degree in 2002, Fern was accepted into the nursing preceptor program being offered at Lutheran Medical Center in Colorado. Subsequently, he was able to boost his skill levels while working at a number of hospitals in California, including a level II trauma center at Desert Regional Medical Center, Level 1 trauma center at Mercy Hospital in San Diego, and other Level III trauma centers at Little Company of Mary Hospital in Los Angeles and Saddle Back Hospital in Orange County. Fern also took on numerous traveling and agency nurse work assignments.

Reflecting back on his extensive experience as a nurse, Fern commented, "This fascinating work experience forced me to quickly pickup new concepts beyond the nursing functions such as learning new computer systems and adjusting to new policy and procedures." Fern also noted, "One thing I learned is that we shouldn't let external circumstances impact our work and the way we serve our patients."

In 2006, Fern and his wife Gina moved to Oahu to purchase a home and worked for the EDs at Queens Medical Center, Straub Hospital and Castle Medical Center. Then in 2009, the Ferns decided to move to Kauai to assist Brian's dad who was diagnosed with cancer, and to help out with the family's floor-covering business.

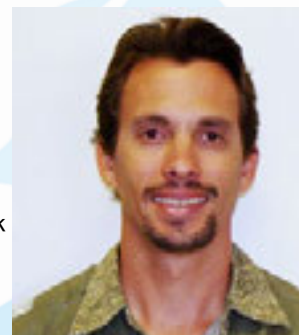
Fortunately, Fern's dad's condition improved and as luck would have it, he accepted a RN opening at the SMMH Emergency Room on June 25, 2009.

On any given work day, Fern has to respond to a range of mainly urgent care cases from respiratory and asthma symptoms to orthopedic injuries and heart attacks. "This is what I want to be and this is where I want to be – HOME!"

When not working on patients, Fern is a personal trainer and spends a lot of time with his family. Fern and wife Gina have two daughters, Kohana and Sachie.

Fern's hope is that an HHSC preceptor/mentor program be developed in the near future to provide nursing graduates from Kauai with an opportunity to get her/his experience in a hometown setting.

The commitment and sacrifices that Brian Fern undertook clearly reflect those of many other HHSC nurses, who also took on the challenges of education and work experiences that would lead them to work for our community-hospital system. On behalf of the Regional Chief Executive Officers, Administrators, and the HHSC Corporate Board of Directors, "Thank You!"



Brian Fern, R.N.



## HHSC Board Chair Message

Avery B. Chumbley, Chair

# Transforming the Hospital System Here in Hawaii

Like many other government agencies, the Hawaii Health Systems Corporation (HHSC), which oversees Hawaii's community hospitals, is facing severe financial challenges in this time of economic struggles.

Increasing demand for medical services in underserved communities, insufficient reimbursements by government health care programs such as Medicare and Medicaid, and cost increases in all facets of health care have put the system in a precarious position.

However, unlike many other public agencies, HHSC cannot simply cut cost by reducing services or by a reduction in force. HHSC provides a 24-hour-a-day, seven-day-a-week medical safety net for Hawaii's most vulnerable individuals, regardless of ability to pay.

We are at the forefront of expanding access to health care for those who can least afford it, most of whom are located in rural areas and on the Neighbor Islands. We simply cannot choose not to serve them. If we were to close our doors, these individuals and their families would be left with only basic medical care at best, and would be forced to travel to urban Honolulu for most everything else.

Outside of Honolulu, we are the ones who provide our local communities with quality health care services. From emergency care, medical and surgical services to long-term care, our employees save lives. Through our 12 hospitals and affiliates across the state, we have been there for our communities in good and bad times.

Right now times are tough for everybody. HHSC hospitals are adept at working with tight budgets. We rely on Hawaii taxpayers for about 13 percent of our total operating expenses, compared to more than 30 percent for other public hospital systems in the country. We think we return good value on that investment. While these are challenging times, they can also be transformative. Technology and medical advances have put new demands on everyone in the health care services industry, and technology can also help us find new ways to meet those demands. It's a much more complicated world out there, but we may also

find unexpected help in public-private partnerships and cooperative ventures that leverage our strengths and minimize our vulnerabilities. We must explore them and be willing to try new things.

No simplistic or quick fix will address all of these issues. Our response must be thoughtful, comprehensive and equally as transformative. Nothing short of overhauling our entire HHSC health care system will suffice.

Some have proposed establishing a nonprofit status as a cure for our financial difficulties. However, a solution cannot be just a change in legal status — it must be accompanied by a change in mindset that takes place system wide and by those outside the system who support us as well.

We must tap those who know the system best, as well as those who are served by the system. The process must be inclusive, comprehensive, transparent and honest. Such a transformation cannot happen overnight, as much as we might wish it. The cost could be intimidating.

However, the cost of doing nothing or being timid in our approach could be staggering, not only in dollars, but in terms of human suffering and lives. And that is unacceptable.

Through the Hawaii Health Systems, I truly believe we display the compassion, the caring and concern for others that have always been an integral part of these islands. It is who we are as a people and a community. It is what defines and differentiates us from others.

As we work through this transformation, we will be calling on our friends and neighbors in our island communities to participate, support and commit to this endeavor. We all have a vested interest in providing quality health care to everyone and not just to those who can afford it.

Since 1996, we have been the state's safety net health care system. With your support and understanding, we will continue to provide quality, hometown health care for all.

## CIO UPDATE:

### MAHALO LETTER by Pat Kalua, RN, MAOM, MSN, NHA, HHSC West Hawaii Region Chief Nurse Executive, Guest Contributor

Hello everyone,

As we mark our first month post go-live, I cannot go another day without saying, "Thank You!"

There are certain Hawaiian values that all of you brought to this undertaking and, in so doing, brought success.

Kakou – the collective, inclusive "we"

Kulia I Ka Nu'u – strive for the highest, for excellence

Malama – to nurture and care for that which is ours; to serve

'Ohana – family

Onipa'a – to stand firm and tall

Words can hardly express the gratitude from all of us in WHI for the phenomenal work and monumental support you provided leading up to and through our "go-live." The hard work, dedication and sacrifice from all of you - from the very beginning until the moment we "dropped our pens" - is entirely obvious in this wonderful product and our successful event. You stood beside us, guided us and continue to help us as we stabilize and move from novice to expert. I know so much happens where we cannot see it. I know these words are inadequate to the breadth and depth of your efforts.

Please know how much we appreciate all your efforts and how much we appreciate each of you.

Me ka 'oia 'i 'o mahalo. (A heartfelt thank you). A hui hou kakou. (Until we meet again.)

Aloha,

Pat and the WHI team



Pat Kalua joined the HHSC West Hawaii Region in 2006, having served as administrator at Kohala Hospital and CNE for Kona Community Hospital. Kalua previously was vice president of nursing at St. Francis Medical Center in Honolulu.

## Compliance Corner

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

### New HIPAA Rule



A new Omnibus HIPAA Final rule was posted in January and becomes effective in September 2013. HIPAA violations—where protected health information (PHI) is disclosed inappropriately or without authorization—become increasingly serious. Now, every HIPAA violation must be presumed to be a breach that is reportable to Health and Human Services

and potentially subject to fines and sanctions. HHSC compliance personnel must conduct a risk assessment on every HIPAA violation to determine if the presumed breach is, in fact, a breach. In addition, contractors and subcontractors that HHSC allows to handle any PHI from our facilities are also subject to strict HIPAA compliance regulations. Consequently, more than ever, it is the responsibility of every HHSC employee, staff member and contracted personnel to ensure the privacy of our patients' data. Please report any HIPAA violation or potential violation to your Compliance Officer.

Kauai -	Dani Kroll (dkroll@hhsc.org) 808-240-2754 (KVMH); 808-823-4155 (SMMH)
Oahu -	Stephen Chong (schong@hhsc.org) 733-7913 (Leahi) 832-1927 (Maluhia)
Maui -	Tamara Koller (tkoller@hhsc.org) 808-442-5232
West Hawaii -	Michele Gildener (mgildener@hhsc.org) 808-322-6976
East Hawaii -	Steve Palmore (spalmore@hhsc.org) 808-932-3181
HHSC Corporate -	David Lane, Ph.D., CAPP (dlane@hhsc.org) 808-240-1342 808-635-9877 (cell)

### Spotlight on Carol VanCamp



Hawaii has held an allure for Carol VanCamp since she first moved to the Big Island of Hawaii in 1989, while pursuing a marketing opportunity. Carol is a native of Michigan, and she felt a need for a change. Well it didn't take too long, after an orientation of Hilo with the slopes of

Mauna Kea and beautiful island scenery, until Carol realized she was hooked. She says, "I moved to Hilo and never looked back because of the Aloha extended to me by our island communities."

Ms. VanCamp has been an active member of the HHSC Corporate Board of Directors since 2009, serving as its Secretary and Chair of its Ad Hoc Public Relations Committee.

"HHSC has changed since it was established in 1996, and needs to continue responding effectively to the changing needs of the island communities it serves," said VanCamp. In spite of on-going funding challenges, HHSC has managed to continue providing our patients with excellent quality care, thanks to our committed employees and Medical Staffs."

After receiving her undergraduate degree in journalism from Central Michigan University, Ms. VanCamp started her career as a newspaper reporter for Gannett Newspapers in Port Huron, MI, and became the city hall reporter within her first year of reporting. While there, she was recruited to help the city market its downtown. For 13 years, she was the Executive Director of Downtown Port Huron, Inc., a private, non-profit association of businesses in the central business district of Port Huron, Michigan, and later also assumed the role as director of the city's Downtown Development Authority, which created public/private partnerships to development and improve the downtown area.. Subsequently, Ms. VanCamp assumed the position of Marketing Director with Homart Development, at the island's largest and only regional shopping center, Prince Kuhio Plaza, in Hilo. She was promoted to the center's general manager in 1993, and served in that capacity through 2005. Then Carol joined CBRE, Inc., in November 2007, opening their first office in the Hilo market. Ms. VanCamp is a licensed Real Estate Salesperson in the state of Hawaii, and presently serves as a Senior Associate.

Carol has also been recognized time after time for her on-going involvement in community affairs, having received numerous awards and recognitions, including the 1999 U.S. Small Business Administration Women in Business Advocate of the Year for the State of Hawaii. In 2003, she was the recipient of the Hawaii Island Chamber of Commerce's Athena Award (international award sponsored in local communities), for mentoring women in business, leadership and community service.

Ms. VanCamp's community involvement also has included two-time chair of Hawaii Island Way, incoming president of the Japanese Chamber of Commerce and Industry of Hawaii, Secretary and board member of Junior Achievement of Hawaii Island and past president of the Hawaii Island Chamber of Commerce. She is also president of the Friend of Big Island Drug Court, and chair of the UHH College of Business & Economics Advisory Board and past president of UHH's Alumni & Friends Association.

"I believe in the importance of having accessible, quality health-care facilities throughout our island communities, and I am proud

to do whatever I can," says VanCamp. "At the same time, with our evolving new world coupled by an ever-changing healthcare environment, our HHSC Board is pressed to examine a sustainable long-term business model, which will be able to respond effectively to the needs of our island communities. In my role as the HHSC community board member, I look forward to continuing discussions on making our health system become more efficient and effective so that our citizens can find quality healthcare services close to home."

## Hawaii Health Systems Corporation Receives \$130,000 Grant from HMSA Foundation Supporting Statewide Palliative and Hospice Training Program

The Hawaii Health Systems Corporation (HHSC) received a \$130,000 grant from the HMSA Foundation that will enable the state community-hospital system to develop a palliative and hospice training program for physicians, nurses and social workers who work with patients and families at four of its long-term care facilities – Leahi Hospital, Maluhia, Kula Hospital and Samuel Mahelona Memorial Hospital. HHSC's partners include the University of Hawaii at Manoa School of Nursing and Kokua Mau, a Hospice Hawaii and palliative care organization.

"This initiative aims to improve long-term care and end-of-life care of our patients and their families. It's designed to make this training more accessible to all staff in our long-term facilities in Oahu, Kauai and Maui," said Bruce S. Anderson, Ph.D., HHSC president and chief executive officer. "We're honored and pleased to have this opportunity to develop specialty teams that will demonstrate the highest quality patient and family-centered care for those most in need."

Leahi Hospital, HHSC's long-term care facility in Kaimuki, Honolulu, will be the test site for both the training and evaluation phase - based on accessibility to patients, families and staff. The results of the pilot project will test the curriculum and survey instruments.

Kokua Mau will be responsible for developing the communications training and the mentoring program. The UH Manoa School of Nursing will conduct two surveys involving: 1) staff satisfaction and 2) patient and family satisfaction. At the same time, HHSC, through its electronic medical record system will track patients' progress and service referral.

Palliative Care is specialized medical care focused on reducing pain, stress and symptoms in people with severe and long-term illnesses such as cancer. Palliative care can also help with the emotional, physical and spiritual needs of the person who's being treated and his or her family. Palliative care does not replace

primary medical treatment, but can be integrated with all other medical treatment to improve health conditions of the patient.

Hospice care is end-of-life care provided by health professionals and volunteers. The goal of the care is to help people who are dying have peace, comfort and dignity. Hospice programs also provide services to support a patient's family. Usually, a hospice patient is expected to live 6 months or less.

## HHSC Launches System Wide Hand Hygiene Initiative

Hand hygiene is easier said than done. The HHSC Infection Preventionists knew that all too well before developing a system-wide hand hygiene policy, which includes "best practice" concepts, a standardized hand-washing process and staff compliance. Following a year of on-going collaborative discussions, with technical assistance provided by Betty Wood, Department of Health HAI coordinator and Susan Slavish, IP consultant, a comprehensive hand hygiene policy is now in place (PAT 1008A), in addition to a companion procedure (PAT 1008B).

Providing high quality health care is a core mission objective for HHSC facilities. Keeping our patients, staff and visitors safe from harm is a daily focus. Hand washing is our frontline defense against infections in the hospital. It is now known that providers and hospital workers who don't participate in hand hygiene could contribute to infections and poor patient outcomes and even deaths.

In fact, 90,000 people per year, in our country alone, die from an infection they got in a hospital! But numbers do not begin to measure the pain and suffering caused when each of these deaths occur. How does it happen? Bacteria is picked up on the hands of healthcare workers from patients, equipment, and the environment, and then unknowingly transferred to a susceptible patient. Nobody enters the healthcare profession with the idea of harming others, but if strict adherence to proper hand hygiene is not performed consistently, this may be the unfortunate outcome.

Nationwide, hand-washing compliance of healthcare workers is around 50%. Studies reveal the main reasons workers don't wash their hands consistently: ineffective placement of dispensers or sinks, lack of accountability, ineffective or insufficient education, the perception that gloves can take the place of hand hygiene, and finally, that they are simply too busy!

The system-wide hand hygiene improvement effort is intended to address these issues and concerns.

The HHSC Infection Prevention Task Force members include:  
Tandy Newsome, RN, CIC – Hilo Medical Center  
Ramona Chapman – Maui Memorial Medical Center  
Lisa Downing – Kona Community Hospital  
Nona Wilson – Kau Hospital  
Richard Stevens – Kauai Region  
Christine Miller-Perez – Oahu Region  
Diana Moriarty – Kohala Hospital  
Lorraine Zane – Kula Hospital  
Yolanda Carreira – Kahuku Medical Center  
In healthcare, it is EVERYONE'S responsibility to prevent the spread of infection!

## East Hawaii Region

### East Hawaii Bedside Medication Verification Safety Project a Success

On January 22nd, 2013, the HHSC East Hawaii region successfully completed its "Go-Live" of the Medication Safety Project. The goal of the project is to improve scan rates of medications and patients, which studies conclude will reduce medication errors.

The overall scan rates prior to this project hovered around 60%. The region's scan rates since "go-live" have consistently been in the 90th percentile. The key to success for the project was to make scanning patients and medications the easiest process for staff. This was done by making sure all drugs had barcodes that could be scanned, adding 2D barcode patient wristbands and having functional scanners, in addition to creating a playbook if meds/wristbands did not scan properly. A big "Thank You" to Nursing, Pharmacy, Information Technology, and Administration for their on-going support and commitment to implementing this important project.

### 2013 Fundraising Season Concludes with over \$14,000 Raised to Benefit Ka'u Hospital's Emergency Department

Dedicated members of Papale 'Ula 'Ula O Ka'u (Red Hats of Ka'u), the Ka Lea Quilters and the Ka'u Golf Group concluded their 2013 fundraising season by raising over \$14,000 to benefit Ka'u Hospital's Emergency Department. This year's fundraising goal was to purchase a fourth heart monitor for the added room in the Emergency Department. Papale 'Ula 'Ula O Ka'u and the Ka Lea Quilters held their bake and crafts sales at Ka'u Hospital's

Day Room and at Punalu'u Black Sand Beach. The Ka'u Golf Group held its 6th annual golf tournament at the Volcano Golf Course. The groups wrapped up their fundraising season by hosting their annual Spaghetti Dinner at the Na'alehu Community Center. Last year's fundraising efforts afforded the hospital to add a fourth bed to its Emergency Room, which saw more than 2,200 patients in 2012. Over the past eight years, the groups have raised over \$100,000 to help the hospital install piped-in oxygen and purchase three heart monitors, exam lights, a portable x-ray machine, and a Pediatric Code Cart.



2013 fundraising season for the Emergency Room in Ka'u started off with a bake sale at the hospital, raising over \$1,100!

## HHSC Primary Care Training Program at Hilo Medical Center

Hilo Medical Center's (HMC) legislative priority during this 2013 State Legislative Session is to secure funding for the HHSC Primary Care Training Program. HMC is requesting from the State an appropriation for \$2.8 million dollars for fiscal years 2013-14, and 2014-15. SB 664 was introduced by Senator Josh Green, and supported by Senators Kahele, Ruderman, Solomon, and Chun Oakland. The House companion is HB 417, which was introduced by Rep. Nakashima and cosponsored by Representatives Onishi, Hanohano, Evans, Coffman, and Lowen, as well as the House Health Committee Chair Belatti and Vice Chair Morikawa.

This interdisciplinary program includes the Hawaii Island Family Medicine residency program, training for advanced practice nurses from the School of Nursing and Dental Hygiene at the University of Hawaii at Manoa and the School of Nursing at the University of Hawaii at Hilo, Clinical Pharmacists from the University of Hawaii at Hilo's College of Pharmacy, and post-doctoral fellows from I Ola Lahui, an organization that trains psychologists to meet the needs of residents of rural areas.

"The appropriation being requested is an investment in a model of healthcare that will best serve our rural and neighbor island

communities." said Howard Ainsley, East Hawaii Regional CEO. "Disciplines train as primary healthcare teams and advance the model of Patient Centered Medical Homes, with a focus on pro-active care."

The success of this program's training model, which will be expanded to Neighbor Island health facilities, will generate interdisciplinary teams capable of caring for four times as many patients as independent practicing physicians. Hawaii will benefit greatly as the Hawaii Health Systems Corporation regions' program will eliminate the need to train or attract unrealistically high numbers of physicians. Disciplines train as primary healthcare teams and advance the model of Patient Centered Medical Homes, with a focus on pro-active care. Being able to provide preventative care will also help lower costs to families. The focus is on training for practices in smaller communities – where skills are different. It is also anticipated that in the 2nd and 3rd year of the residency program, Residents will be able to choose elective studies and work in other Neighbor Island (Hawaii, Maui, Kauai) facilities, in close consultation with their resident professors.

## Trio Obtain CHEP Certification



(l-to-r) Hilo Medical Center's Certified Healthcare Emergency Professionals: Catherine Matthews, Arthur Sampaga, Reynold Cabarloc, and Tracy Aruga.

In February 2013, Hilo Medical Center employees Arthur Sampaga, Catherine Matthews, and Reynold Cabarloc, took and successfully passed the International Board for Certification of Safety Managers' Certified Healthcare Emergency Professional (CHEP) exam offered through the Healthcare Association of Hawaii (HAH).

Arthur, Catherine, and Reynold were 3 of only 7 individuals who took the exam. Christopher Crabtree, Program Development Coordinator for HAH Emergency Services, confirmed that the scores attained were significantly higher than the national aver-

age. With their completion of the course, Hilo Medical Center and the East Hawaii Region have a complement of four CHEPs; Tracy Aruga, the organization's Safety Officer, received his CHEP previously.

The next goal for the group is to update Hilo Medical Center's Emergency Management Plan to meet 2013 Joint Commission standards. Congratulations, Arthur, Catherine, and Reynold on your accomplishment!

## West Hawaii Region

### Kona Community & Kohala Hospitals Implement EMR: A Week of Firsts



Lowell Vitales, RN on the KCH Skilled Nursing Unit enters first patient into EMR

"We are live with Soarian Clinicals. We are live with Soarian Clinicals," Chief Nurse Executive, Pat Kalua announced overhead on Friday, February 1 at 12:05pm. She also amicably instructed all clinical staff to "put down your pens..." because this is the next step in the West Hawaii Region's journey to become paperless as we transition to electronic medical records (EMR).

Earlier in the week, KCH once again began to play host to a small army of participants from HHSC corporate, Maui and Kauai facilities as well as consultants from Siemens USA. Staffing teams arrived to ensure that the transformation for IT, clinical, pharmacy and financials would be fully supported. Training rooms which had been housed in Conference Rooms 2 and 3 were dismantled, and in their place a Command Center was set up. The primary goal of the command center is to quickly identify and resolve issues so that users can return to their regular duties.

On January 29, Lowell Vitales, RN entered the first Kona Community Hospital patient into the EMR under the watchful eyes of super-users and trainers. Pre-entry of in-house patients was planned into the process in order to help implementation run smoothly.

Early on February 1st, Materials Management was the first department in the West Hawaii Region to transition to EMR. Supervisor, Bert Onaka reported that Store Room, CSR and Receiving all began their day working in the new system. They are looking forward to having a streamlined process for managing materials and supplies.

The transition to EMR has been a learning curve, and there have been bumps. However, the implementation has on-going 24/7 support, and employees are learning the new systems and workflow. Technology issues are being addressed as they are identified. Overall, staff is positive and continues to deliver great care.

One week after our go-live event, CEO Jay Kreuzer noted that the West Hawaii Region became the first in the HHSC system to transform from the "paper world" to the electronic health record. He pointed out that, "This is not the finish line for Kona Community and Kohala Hospitals; it is the beginning of a new era in quality healthcare for our community."

### Hospital Foundation Receives Donation from Pediatric Hydrocephalus Foundation



Christain Tremaine presents donation to Stephanie Kinsey of the Kona Hospital Foundation, Jay Kreuzer KCH CEO and Sally Robertson OB department manager

On Friday, January 25, The Kona Hospital Foundation received a generous donation from the Pediatric Hydrocephalus Foundation. The donation check in the amount of \$1000 was presented by Christian Tremaine, who was diagnosed with hydrocephalus shortly after his birth at Kona Community Hospital (KCH), and will be earmarked for the hospital's obstetrics department.

Christain's mother, Shaurell Tremain says that he was born prematurely at 6 months and weighed less than three pounds. He was transferred quickly from KCH to Kapi'olani Medical Center for Woman and Children (KMCWC) where he was diagnosed with hydrocephalus, a lifelong condition that causes fluid to accumulate on the brain.

Shaula Tualaulelei is Christian's aunt and Hawaii State Chapter Director for the Pediatric Hydrocephalus Foundation. Her multi-pronged goal is to raise awareness about hydrocephalus and to nurture, "Hand in hand partnerships for the future of our keiki in Hawaii."

Tualaulelei championed for the funds from the Pediatric Hydrocephalus Foundation to be donated for use by KCH's OB department for its annual Neonatal Resuscitation Team (NRT) training at Kapi'olani. "Having this level of neonatal training is so important for babies in our community who are like my nephew," said Tualaulelei.

Kona Community Hospital obstetrics department is the only neighbor island hospital to have 24/7 Neonatal Resuscitation Teams (NRT). Prerequisites for NRT include certification in NRP (Neonatal Resuscitation Program) and S.T.A.B.L.E. (sugar, temperature, airway, blood pressure, lab work and emotional support), a national course that focuses on stabilizing a sick baby. Nurses then spend 40 hours of training at in the KMCWC Neonatal Intensive Care Unit, followed by 2-day neonatal intubation training with Kapi'olani's pediatric anesthesia department. Training is on-going annually.

For additional information on the Kona Hospital Foundation, please call 322-4587 or visit the Foundation website [www.khfhawaii.org](http://www.khfhawaii.org).

For information about the Pediatric Hydrocephalus Foundation, visit their website at [www.HydrocephalusKids.org](http://www.HydrocephalusKids.org) or contact Shaula Tualaulelei at [shaula@hydrocephaluskids.org](mailto:shaula@hydrocephaluskids.org).

## Kona Community Hospital Activates Rotor Program

Kealahakua, Island of Hawaii. Kona Community Hospital (KCH) welcomed a new emergency medical rotor copter as it made its maiden landing on the hospital's helipad on Thursday afternoon. The Hawaii Life Flight (HLF) crew manning the rotor copter was

greeted by KCH administration as well as members of the KCH trauma team, emergency and security departments.

The rotor program at Kona Community Hospital, which officially became operational at 7:00 am on Friday, activated its first emergency transfer at 10:15 am on the same morning. "This patient is being sent directly to the receiving hospital...there's no ground transportation involved," reported Wendi Wagner, KCH Trauma Coordinator.



KCH welcomes AStar rotor copter



KCH staff and HLF crew members orient to new helicopter: HLF Pilot Trent Massie, Wendi Wagner, KCH Trauma Coordinator, Joyce Fukumoto, ER Nurse Manager, Lori Cannon, RN (& HLF flight nurse), CEO Jay Kreuzer and Mark Leggett Medical Department Chief.

HLF has been contracted to operate the American Eurocopter AS350 Be. The rotor copter was configured for medical emergency transport prior to arrival on the Big Island. The Thursday landing gave the HLF flight crew a chance to familiarize KCH trauma, emergency and security personnel to the new aircraft. David Steel, Rotor Chief Flight Paramedic and Mark Leggett,

Medical Department Chief showed off medical equipment and other features of the rotor copter and answered questions about its capabilities.

The rotor, also referred to as an AStar rotor copter, is stationed at Kona International Airport and is dedicated to Kona Community Hospital for facility to facility patient transport. Initially the rotor copter will fly daytime hours only from 7:00am to dark, based on the pilot's discretion and flight turn-around time. Soon, however, the rotor program will provide 24/7 access to emergency transfer from KCH.

The KCH trauma team will coordinate patient transfers with the Hawaii Life Flight critical care communications. Once activated, the AStar can make the trip from the airport to KCH in eight minutes. The flight to Maui can be made in approximately 35 minutes. Additionally, it will cut transit time down from four hours it currently takes to transport a patient to Oahu, to about one hour – depending on weather conditions.

"This is a major accomplishment for Kona Community Hospital and for West Hawaii residents," said Jay Kreuzer, KCH CEO. "We're now able to greatly reduce emergency transit times for patients who require transfer, which in turn will improve outcomes for those patients."

## Kona Community and Kohala Hospitals Receive Award of Community Excellence



Brenda Larson and Maile Goo with the Coalition for a Tobacco-Free Hawaii present Regional CEO Jay Kreuzer with Community Excellence award.

On January 9th, Kona Community and Kohala Hospitals received the Award of Community Excellence from The Coalition for a Tobacco-Free Hawaii in recognition of their recently adopted smoke and tobacco-free campus policies. Both campuses, which comprise the West Hawaii Region of Hawaii Health Systems Corporation, became smoke and tobacco-free effective January 1, 2013.

Brenda Larson, West Hawai'i Community Coordinator with the Coalition for a Tobacco-Free Hawai'i said, "The presentation of these awards recognizes both hospitals for exemplifying good health practices, and for taking positive steps to make West and North Hawaii communities healthier."

Hospital leaders say the new policy reflects their goal to provide a healthy and safe environment and to promote a positive image of health to patients, employees, visitors and the public.

The new policy bans the use of all tobacco products, including cigarettes, cigars, pipes and smokeless tobacco, within all properties owned, leased, or occupied by Kona Community and Kohala Hospitals. This includes parking lots, hospital vehicles, and employees' vehicles while parked on the premises.

The smoke and tobacco ban went into effect after a six month implementation period. During the transition period, a multidisciplinary committee communicated the policy change to employees, area medical providers and the public. In implementing the new tobacco ban, the hospital will continue to offer symptom relief or tobacco-cessation treatment to interested staff, visitors and patients.

Jay Kreuzer, CEO of Kona Community Hospital and the West Hawaii Region noted, "This won't be easy, but this smoke-free initiative is key to our on-going efforts to create an excellent place to work and to receive health care. We're committed to the health of our employees and our community."

# Kaua'i Region

## Jazz for SMMH



Melody Pascual, Aki Conquest, and Father Bill Miller enjoying the concert presented by Matt Lemmler, New Orleans Jazz artist.

Samuel Mahelona Memorial Hospital was pleased to welcome Matt Lemmler, New Orleans jazz artist, to the its auditorium. Lemmler was gracious to take some time off his tour, including the annual Jazz Festival to perform for the residents of SMMH. The lively music of Matt's youth growing up in New Orleans had hands clapping, feet dancing and residents singing along throughout the performance.

At one point, as patient

Melody Pascual sang and danced alongside Matt, he told her he had plans to take her on the road with him. She retorted, "I don't think so," with a big grin on her face. Matt was recently elected Governor for the GRAMMY Recording Academy, Memphis Chapter. The performance was an enjoyable experience for all.

## Kauai Region Joins Kona Go Live Team



Pictured, left to right: Cheryl Tennberg RN, ADON; Carolyn Tschupp RN, ED Nurse Manager; Myra Elliott RN, ICU Nurse Manager; Julie Sommers RN, Inservice Coordinator; Dana James RN, ED Nurse Manager (TA) SMMH

Soarian SuperUsers from HHSC Kauai Region assisted in the HHSC West Hawaii Region Go-Live during the commencement

of operations using the new Siemens hospital business and electronic medical records systems. "It felt good to be able to help Kona with their 'go live' - providing support on all shifts and it was a great learning experience for us in preparation for Kauai's go live," said Cheryl Tennberg, Kauai's ADON and Kauai EMR Steering Committee member.

While the clinical superusers were helping out on the floor with clinical-user questions, Abe Sibuma and Donna Lee Smith spent over two weeks in Kohala helping out as patient-access superusers. Prior to that effort, Abe Sibuma arrived even earlier in Kona to help with all the IT technical preparations for Kona's go live.

In addition to those pictured, Barbara Nakamura, RN, ADON from SMMH also provided support on-site

## Rooted in the Past..... Standing for the Future: KVMH Auxiliary Patricia L. Beck Health Services Scholarship 2013



L to R Brycen Hiraoka, President; Virginia Beck, NP; Cheryl Tennberg, treasurer; Shirley Matsuo Co-Secretary; front, Edna Kawamura, member.

The KVMH Auxiliary recently accepted a \$1000 Patricia L. Beck Health Services scholarship donation, which will be awarded to deserving West Side Kauai high school students who plan to attend an accredited educational institution in pursuit of a health care-related career.

Virginia Beck, daughter of Patricia Beck, was on hand to present the donation. She explained that Patricia Beck served as an ambulance paramedic in Britain throughout the German Blitz bombing episodes of London. Patricia Beck worked 12 hour shifts in alternating relays with another female worker. The Blitz lasted from November 1940 through February of 1941.

"Her extraordinary, day after day courage was an inspiration to me," Beck said. "The KVMH Auxiliary has done a great deal to promote scholarships for students from West Kauai. Becoming a professional in health care takes courage and inspiration, but education is also required. We all need to 'pay it forward' to fund future generations of health care professionals."

This is the sixth time the scholarship has been made available.

## Maui Region

### Two New Cardiologists Join Maui Memorial Medical Center - Part of Maui Heart & Vascular Practice



Dr. Tracy Dorheim and Dr. Kimble Poon have joined the Maui Memorial Medical Center as part of the Maui Heart & Vascular program. Dr. Dorheim is a Cardiothoracic Surgeon and Dr. Poon is a Cardiologist specializing in Electrophysiology.

Dr. Dorheim obtained his bachelor's degree from St. Olaf College in Minnesota.

He received his medical degree from the University of Nebraska Medical Center in Omaha. He performed his residency in General Surgery at the University of Oklahoma and in Cardiothoracic Surgery at the University of Wisconsin. Dr. Dorheim is board-certified with the American Board of Thoracic Surgery.



Dr. Poon is a Harvard graduate who earned his medical degree from Cornell University. He completed his Internal Medicine Residency at UCLA Medical Center, General Cardiology Fellowship at Harbor-UCLA, and Electrophysiology Fellowship at Kaiser-LAMC. He brings to Maui a unique skill set of advanced

ablations and device therapy, allowing the hospital to offer services that were previously available only in Honolulu.

#### About Maui Memorial Medical Center (MMMC)

Maui Memorial Medical Center is Maui's only full-service, acute medical care facility. Located in central Maui in Wailuku, the center has 1500 employees and is licensed for 213 acute care beds, and provides comprehensive healthcare for Maui County, including Lanai and Molokai. MMMC is the only hospital outside

of Oahu also providing a full range of cardiac services, including open-heart surgery and angioplasty.

### Pet Therapy Program



The Maui Memorial pet therapy program is expanding with the help of some new four-legged friends. The newest member of the group is "Wilbur", a mixed Terrier rescue dog who is accompanied by Dr. Shannon Dominquez will serve the Molokini Units and the Partial Program clients. Dr. Dominquez is from the Haku Baldwin Center in Makawao. The Center offers therapeutic programs and educational programs dedicated to helping children and adults with special needs, patients and seniors in hospitals, rehabilitation, convalescent, assisted-care, pediatric and adult day-care facilities.

Lowell Thomas and "Kuuipo", Labrador, have been volunteering here since 2009. They have been sharing their services with UC Davis as Lowell and Kuuipo have been traveling back and forth to the mainland. Starting 2013 Lowell and Kuuipo will be our regular Pet Therapy team visiting once a week to our Oncology, Rehabilitation Department, Maui East and ER visiting area.

Alison Wolford and "Lucy", Basset Hound, will be visiting Oncology, Rehabilitation Department, ER visiting area along with multiple visits in Maui East with the Recreational Therapy program. Lucy is the oldest dog, at the age of 9 to join the Pet Therapy team in 2011.

"It has been a pleasure to participate with this program as it has brought many smiles to our clients along with some amazing stories regarding their pets." Wolford said. "I can only hope we can grow this program with variety to serve more people here at MMMC."

## Maui Cardiologists Deliver Excellent Care

It was right after New Year's and Noel and Dr. Landrus Pfeffinger were enjoying a short vacation on Maui. Dr. Pfeffinger is a retired orthopedic surgeon and is on faculty at University of California at San Francisco. As avid cyclists, they decided to do a private bike tour Upcountry. The Pfeffingers, who have been married 30 years, like to do long bike rides and typically weave them into their travels.

This particular Maui bike ride would prove to bring a different kind of excitement. Landrus or "Lan" began to experience chest pain and was unable to finish the ride. Noel was waiting for him down the road and sensed something was wrong as an ambulance passed. "I thought to myself, oh please don't let it be him."

Once delivered to the MMMC Emergency Department tests were run which showed a normal EKG and enzyme levels. However, Dr. Mark Schwab was not satisfied and as Lan puts it, "would not let it go." After a CAT scan, it was decided that the best course was catheterization and a stent insertion.

"Coming from the San Francisco Bay Area of California, we feel we have access to some of the best medicine in the country, but we never, for one moment felt concerned that my husband was getting inferior treatment and medical care," says Noel. As a matter of fact we speculate that he may have received better and more rapid care with Dr. Schwab and Dr. Joseph Chambers than he might have received in own home area."

After a short three day stay at MMMC the Pfeffingers returned home and have now settled back into their favorite Sunday activity...cycling.

"We felt that every department with which we came in contact and every staff person in the departments were personable and professional- something we greatly appreciated."



## Cari Uesugi Joins MMMC



Cari Uesugi joined MMMC in late October 2012 as a Patient Advocate in the Patient Relations Department. She has a Bachelor's degree in Human Development and a Master's in Counseling / Therapy. Prior to MMMC,

she worked in Patient Relations at Queen's Medical Center for six years and Straub Medical Center. Among other things, Cari is working on implementing new patient comment cards that will provide a "real time" mechanism for improving communication while the patient is still with us.

## Maui Memorial Medical Center Adds Cashiers to the Cafeteria Opens to the Public



Left to right: Brian Yano, MMMC Director of Facilities, Mr. Cobb and Lori Aguirre, Supervisor Nutrition Services.

The Maui Memorial Medical Center (MMMC) cafeteria recently added cashiers so that customers can purchase food directly at the cafeteria, instead of obtaining a ticket first.

The cafeteria is open to the public daily from 7:30am – 6pm. The cafeteria features both hot and cold items throughout the day and a variety of beverages, including coffees, teas, soft drinks and juice. There will continue to be upgrades and food item additions in the coming weeks.

Since switching over to a cash-based system the cafeteria has enjoyed a very robust increase in both visitor and staff use. The first visitor to enjoy the new service was Kihei resident, Jason Cobb.

"It was sure convenient to be able to come and grab a something to eat while I waited for my family member to finish their appointment," said Cobb. "I enjoyed a fruit salad while I waited."

## Lanai Community Hospital Update

The Lanai Community Hospital (LCH) recently completed renovations to their Emergency Department with upgrades and the addition of three new bays. One of the bays is dedicated to patients with communicable illness or other special needs. In addition to the new bays, there is a separate work station for nurses.



Carole Starbird recently became the LCH Director of Nurses and Assistant Administrator. She joined LCH from Maui Memorial Medical Center where she was Nurse Manager of Maui East for the past three

years. Prior to that she was in the MMMC Behavioral Health Department.

"It's an exciting time for Lanai Community Hospital," she said. "The new renovations will enable us to better serve our residents and visitors."



The LCH Administration team left to right are: Arlene Locquiao, Charita Tolentino, Nick Hughey, Fran Doctolero, Carole Starbird, and Jim McInnis.

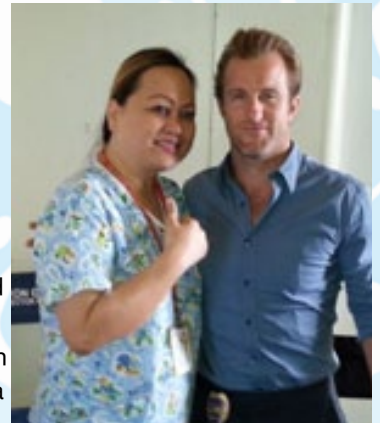
## Oahu Region

### Hawaii Five-0 Brings Its Action to Leahi Hospital Campus



5-0 star Alex O'Loughlin awaits his scene while greeting a resident.

The popular TV show, Hawaii Five-0, was on site at Leahi Hospital on January 8 and 9, filming an episode that aired on February 4. For those two days, there was much excitement in the air, and much noise with the sound of bullets echoed out. They shot around a cottage across the street from the hospital, as well as on the roof of Leahi – which has a spectacular view of Diamond Head and the ocean.



Leahi CNA Marissa delaVega-Ortega was one of the lucky ones who got star Scott Caan to stop long enough to take a picture with him.

The episode featured Peter Weller as actor and director, and was a mimic of a story line that ran on the original 5-0.

When the decision was made to redo the remake episode, the Five-0 film crew recognized that the scenes were shot from the rooftop of the Young Building at Leahi, with many of the building structure in the nearby residential areas still standing.

After preliminary meetings with the film crew, the actual preparation and shoot time took 4-5 days. Interestingly, this amounted to only about 3 minutes of actually used screen time that was aired. Employees and patients/residents/participants got the chance to get a glimpse of the show's stars, and a few lucky ones got a picture of themselves with a star!

While many employed staff enjoyed trying to catch a glimpse of their favorite stars, many of the residents (long-term care patients) recalled memories the old Hawaii Five-0 series that starred Jack Lord.

## HHSC Oahu Region Welcomes New Physicians, Medical Director and APRN

The Maluhia Geriatric Clinic held a "Meet and Greet" reception recently to introduce and honor the newest members of their medical staff to the clinic patients and their families. The providers who joined the Maluhia Clinic's medical staff include:



Dr. Brian Panik

Dr. Brian Panik

Dr. Panik is board certified in Emergency Medicine and has a wealth of experience as an emergency room physician, medical director and attending physician. Most recently, he was an attending emergency physician for Kuakini Medical Center and Kaiser Permanente. Dr. Panik was also the Medical Director of Hale Ho'ola Hamakua in Hono-kaa, Hawaii.



Dr. Melanie Kelly

Dr. Melanie Kelly

Dr. Kelly is board certified in emergency and internal medicine. She has been named HHSC's Clinic Physician for both Maluhia Geriatric Clinic and Leahi Hospital. Previously, Dr. Kelly was the medical director and staff physician of Hawaii Medical Center West Emergency Department.



Dr. Linda Tom

The HHSC Oahu Region also recognized Dr. Linda Tom, who has been named Medical Director for both Leahi Hospital and Maluhia. Dr. Tom is board certified in Internal Medicine and Geriatric Medicine, in addition to Hospice and Palliative Care. She has been HHSC Oahu Region medical staff member since 2003.



Valisa Saunders

Additionally, Valisa Saunders has been named Advance Practice Registered Nurse for the region. Ms. Saunders is also a Gerontological Nurse Practitioner. She has extensive clinical and supervisory experience in long-term care. Previously, Saunders served as a Clinical Nurse Specialist and Nurse Practitioner in geriatrics for Kaiser Permanente Hawaii.

## Maluhia Celebrates Year of the Snake



Maluhia residents got to enjoy up-front, face-to-face Lion Dance entertainment.

Maluhia celebrated the Chinese New Year and greeted the Year of the Snake with a party for nursing facility residents on February 10. Maluhia's Chinese New Year Celebration is one of the most eagerly anticipated events on the Alewa Heights nursing home calendar because of a diverse program that includes a variety of entertainment and activities. This year's program included a traditional Lion Dance, dance performances and renditions of Chinese New Year songs.