



*Quality Healthcare For All*

NEWS FROM THE HAWAII HEALTH SYSTEMS CORPORATION

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## HHSC Board Chair Report

Avery B. Chumbley, Acting President and Chief Executive Officer

Fiscal year 2014 (July 1, 2013 – June 30, 2014) is going to be one of change, challenge and opportunity. Although it will, like previous years, present us with many challenges, I believe HHSC is in a good position to do some exciting things and to be creative. The new requirements of the Patient Protection and Affordable Care Act, in addition to on-going operation costs to maintain the HHSC system is going to require large amounts of resources. We anticipate that this may impact the availability of funds for other state agencies. Additionally, infrastructure replacement needs will most likely result in competition for scarce state funding that we will have to take into consideration over the course of the coming fiscal year.

To complicate our situation further, the future direction of health care is continuously changing. We are now working in an environment where patients, government and employers want comprehensive, coordinated, high-quality, safe and low-cost health care. This evolving model involves keeping our people healthy instead of mainly treating people only when they get sick. The new model requires healthcare providers to work together in offering a comprehensive range of services to our island communities. In other words, the success of our operations is no longer the number of patients we serve but in the quality of care given to patients. And the fewer required visits to the hospital patients need to take, the more successful our operations get.

As a result, in the upcoming months, HHSC must work together in a fully coordinated manner to proactively form relationships with other hospital systems that share our values and principles to further strengthen our community-hospital system.

Internally, in the upcoming weeks and months all of the HHSC regions are expected to finalize and discuss their fiscal year 2014 budget and contingency plans. Upon completion, a collaborative effort in determining next steps, including but not limited to funding options, potential best-practice and system efficiency implementation is expected to be determined.

As you are aware, HHSC, like all other hospital systems and healthcare providers in Hawaii and throughout the nation, is being extremely challenged by low reimbursements from government and third-party payers, federal healthcare reform and new government regulations, in addition to escalating costs of everyday operations. You are also likely aware that we are dependent for some funding from the State. The funding is unpredictable and can change depending on the urgency of needs of other state agencies as well as the amount of tax revenues the state is able to collect. Consequently, HHSC must do everything it can do to justify any additional state funding requests.

HHSC is very grateful to the Legislature and the Abercrombie administration for funding HHSC \$82.9 million for fiscal year 2014 (July 1, 2013 – June 30, 2014). Additionally we received approval for \$54.3 million in capital improvement project appropriations, including \$14.3 million for our EMERGE project. We are also receiving \$12 million of the \$19 million needed for collective bargaining raises. However, we have to rethink the different ways we provide services and improve our patient care models so that we can further enhance quality, safety, and effectiveness. I want to thank you again for working together as we enter into this time of change. Your on-going efforts are helping us to adapt and lead in the best interest of our patients, families, colleagues and staff.

Aloha!

# Compliance Corner

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

## Exclusions and Sanctions Checks



A strong compliance program ensures that no providers, employees, or vendors are excluded or sanctioned from government healthcare programs due to their improper actions. We cannot, for instance, bill for any service provided by a provider listed on the Office of Inspector General's (OIG) exclusion list. As a result, every

month, HHSC compares our providers against nationally compiled exclusion and sanction lists to ensure there are no matches. Presently, HHSC runs every new employee and vendor through this screening process and all employees are compared to these lists twice a year.

For additional information contact:

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## Board Member Profile: Loretta Fuddy, Ex-Officio Member



Loretta Fuddy has served on the HHSC Corporate Board of Directors, as an ex-officio representative, since 2011, and is an active member on several key HHSC board committees: Personnel and Compensation; and Strategic Planning.

Loretta carries with her extensive public health expertise that makes her uniquely qualified to guide the State Department of Health as its director since 2011. Being a part of the Governor's Cabinet, she fully supports the vision of the Abercrombie administration and is extremely proud of the Department of Health for the level of dedication and professionalism demonstrated by its staff and leadership. Her familiarity of HHSC goes back even prior to its establishment in 1996, when our state community-hospital system was a part of the DOH (1972-1996).

Loretta's mission as an HHSC board member mirrors her 40-plus years of helping to respond to the healthcare needs of our island communities - fighting for a wide range of public health issues. Dedicated to improving the health of our communities, she has been involved with numerous DOH projects and programs, including Kalihi Valley Housing, Waimanalo Maternity Infant Care, Children and Youth program, Jefferson School Orthopedic Unit, Learning Disability Clinic, and Maternal and Child Health. Additionally, Ms. Fuddy coordinated several important public-to-private department transitions.

Loretta is a Honolulu girl, who was raised in Kaimuki, is a graduate of the Sacred Hearts Academy and subsequently, the University of Hawaii, and Johns Hopkins School of Medicine and Hygiene. She holds degrees in social work and public health. Loretta's interests and hobbies include singing in the St. Theresa Church choir, taking long walks on the beach at twilight, spending time with family and friends, enjoying quiet time with her cat called "Flint," and visiting the Big Island, particularly the Waimea-side. She remains an early riser getting up at 5:00 a.m., each morning, to have enough time for stretching, breakfast and checking out all media alerts.

With regard to her view of HHSC, Loretta notes, "HHSC is at a pivotal juncture with rapid changes occurring in the health care industry. HHSC needs to remain true to its mission of providing care to rural and under-served communities, and develop new collaborative strategies to improve the quality of care throughout our islands."

# East Hawaii Region

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## HMC is Recipient of Two Prestigious National Awards

Hilo Medical Center's Long Term Care Department has recently been recognized for two national awards: the Quality Assurance and Performance Improvement Accreditation and the 2013 Embracing Quality Award.

"Our team had worked hard and diligently focused on attaining our accreditation," said Teana Kaho'ohanohano, Director of HMC's Long Term Care and Rehabilitation Services. "We realized that we had the resources necessary, but needed to work together like a hui wa'a, or canoe crew where each person understood their roles and responsibilities, and how best to apply them to what we were trying to accomplish. Preparing for our accreditation survey was a great team accomplishment and it had truly unified us."

The Long Term Care Department had prepared for almost a year for the accreditation survey visit. Technology, such as the Abaqis software, helped provide the parameters and instruction in order to meet the accreditation standards. The survey is conducted every three months over a twelve month period. A facility must meet each quarterly survey successfully in order to retain accreditation status.

"East Hawaii Region is the only HHSC region that has the Abaqis program, and our use of the software helped to ensure success," said Ms. Kaho'ohanohano. "We are now survey ready at all times, which means that first and foremost we are aware of our high standards of quality and are constantly meeting the needs of our patients."

The QAPI Accreditation is based on standards for excellence in continuously improving quality of care and life for nursing home residents. Regulatory compliance is an aspect of healthcare that demands constant vigilance. Even though oversight is often conducted with periodic surveys, the requirement to maintain compliance is there 24 hours a day, 7 days a week.

The 2013 Embracing Quality Award is given to outstanding facilities that illustrate a strong commitment to quality. Hilo Medical Center's Long Term Care facility was recognized as a top performing nursing home facility in the US and Canada.

## "Adopt-A-Room" Campaign Hits the Ground Running

The Hilo Medical Center kicked off our "Adopt-A-Room" Campaign early September of 2012. The goal of this two year project is to renovate 32 patient care rooms, 14 semi-private rooms and 18 private rooms.

Hilo Medical Center was constructed in 1986 and has not been upgraded since its opening. It has long been known that a peaceful environment is vital for the recovery and overall well-being of patients in the hospital setting. A well equipped hospital with up to date equipment and furnishings helps the patients and their families find comfort in their surroundings.

The single room renovation adoption is \$6,500 and a double room adoption is \$12,000. Each adopted room will have a plaque placed outside with the donor's choice of either honoring a loved one or their own name signifying their substantial contribution to this worthy cause.

For more information, please contact the HMCF office at 808-935-2957 or visit its website.



Naomi Bartholomew tours one of the newly renovated rooms in the 3rd floor Medical Unit.

## Long-Term Care Shower Gets a Makeover



Construction is underway! The shower stalls have been torn out and the framework laid for the new stalls.

and to the staff and nurses currently utilizing the old showers, this is a great achievement.

The extended care facility's showers are due for a renovation. And thanks to a generous donation from the Max and Yetta Karasik Foundation and the Hilo Medical Center Foundation, that's exactly what they will get! The process has taken a while, but permits have been obtained and the demolition started early in 2013. The Long-Term Care facility will soon have a new shower room,



Old shower stalls in the HMC Long Term Care facility.

## Patient Satisfaction Carts



coffee and tea to help patients pass the time during their stay.

In March, the Foundation presented two Aloha Carts to the hospital's patient satisfaction departments. The carts, valued at \$3,000, are operated by Aloha Representatives who hand out reading material, movies,

## EH Region Recognized for Tobacco-Free Campuses



In observance of World No Tobacco Day on Friday, May 31, the Tobacco-Free Coalition of East Hawaii presented recognition plaques to Howard Ainsley, East Hawaii Regional CEO of Hawaii Health Systems Corporation and Hilo Medical Center; Merilyn Harris, Administrator of Kau Hospital; and Therese Glowania, Personnel Management Specialist at Hale Ho'ola Hamakua for the hospitals' tobacco-free policy – effective May 1. Lori Rogers, Executive Director of the HMC Foundation, received a special recognition for the Foundation's financial support of the public awareness campaign on the tobacco-free policy. Prior to the presentation, coalition partners and Hilo Medical Center employees marked World No Tobacco Day by sign waving in front of the hospital.



## Celebrating Nurses of HMC's Inaugural ICU Orientation Program



On May 2, Hilo Medical Center celebrated Raquel Pacheco, Tiffany Martinez and Kami Tanigawa (ICU nurses with purple orchid leis) as the first class of nurses to have completed the Intensive Care Unit Orientation program. The program was developed by ICU Nurse Manager, Maureen Gapp with ICU Nurse Educator, Jay Fincher, serving as the Program Manager. Other lecturers included Intensivist Dr. Mouhammed Kannass, Nephrologist Dr. Curtis Lee, Internist Dr. Elise Fulsang, Respiratory Therapist Brentley Garrett and Dietician Jamien Lo. Program preceptors were ICU nurses Esperanza Hilton and Jolani Shriniski.

## HealthConnect Working to Achieve Final Stage of EMR Adoption Program



In April and May, three Kamehameha High School seniors dedicated their Senior Legacy Projects to Hilo Medical Center. Zaira WongChong presented the Emergency Department's Nathan West, RN with 100 Mayday Kits containing toiletries

for families or friends of patients who are medivaced to the outer islands for emergency care. "When I was medivaced to Kapiolani

Hospital, we didn't have any supplies when we got there. My mom didn't know of any stores near the hospital, and she didn't want to leave my side in case something happened," said Zaira. "By donating these bags, I wanted to help make future patients and families' lives a little bit easier during their stay in the hospital."

Cody Freitas worked the entire spring semester with the Community Relations Department. He helped promote the hospital at community events and updated brochures for Heart Attack/Stroke Program, Trauma Program, Rehabilitation Services and Imaging. He also recorded public service announcements on teen pregnancy prevention and teen dating violence prevention that will be running statewide in June as a part of an initiative by the Hawaii State Commission on the Status of Women. In the fall, Freitas will begin his first year of college and pursue his goal of becoming a radiologist.



Kaimipono Kajiyama's project involved making 40 beanie caps for newborn babies. He presented them to Christine Ranan, OB Nurse Manager and Neva Tsang, LPN. He went from crocheting his first beanie in 3 days down to 30 minutes by the end of the project.

## HMC's Trauma Program Sponsors Crews at Business Regatta



HMC's Trauma Program sponsored 6 crews at Kamehameha Canoe Club's 30th annual Business Regatta. The event was an opportunity to share trauma prevention messages to hundreds of the East Hawaii community.

## HMC Celebrates Hospital Week 2013



HMC's Human Resources Department organized a festive National Hospital Week from May 13-17 with special entertainment, dancing and music. The hospital's staff celebrated with ice-cream provided by the Foundation and malasadas, smoothies and lattes provided by the Auxiliary.



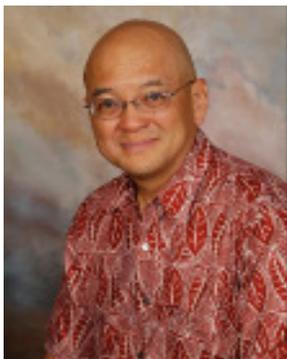
Dr. Joshua Pierce

Dr. Joshua Pierce  
Surgeon at HMC's Hilo Surgical Associates  
Practicing in Hilo since 2004



## East Hawaii Physicians Listed as "Best Doctors"

Honolulu magazine's June 2013 featured three physicians from East Hawaii on Hawaii's "Best Doctors" list. The physicians are Dr. Craig Shikuma, HMC's Long Term Care Director and East Hawaii Regional Board Member; Dr. Joshua Pierce, Surgeon at HMC's Hilo Surgical Associates; and community physician, Dr. Melanie Arakaki of Hilo Family Medicine.



Dr. Craig Shikuma

Dr. Craig Shikuma  
HMC Long Term Care Medical Director  
Practicing in Hilo since 1980  
HHSC East Hawaii Regional Board Member  
Dr. Shikuma says, "This was a great honor and humbling to be part of the first time two primary care doctors from Hilo have received this recognition."

## West Hawaii Region

### Kona Community Hospital Enters Agreement with Sound Physicians for Hospitalist Services

Kona Community Hospital has entered into an agreement with Sound Physicians, a leading hospitalist organization focused on driving improvements in quality, satisfaction and financial performance of inpatient healthcare delivery. Sound Physicians began providing hospitalist services on May 29, 2013.

Sound Physicians will provide comprehensive hospitalist services to the 94-bed hospital, which includes an on-site skilled nursing facility. Sound Physicians will recruit to employ a team of six physicians, including a chief hospitalist leader plus a dedicated hospitalist RN whose role is to drive patient satisfaction efforts.

Kathleen Rokavec, M.D., medical director at Kona Community Hospital, stated, "We chose Sound Physicians for its strong leadership and recruiting expertise. We're confident that Sound Physicians' approach to hospital medicine with proven tools and workflows will allow for the best possible care of our patients."

"We're excited to partner with Kona Community Hospital in their mission to provide quality-driven, customer-focused, cost-effective health care services for patients, the providers and the community," said Robert Bessler, M.D., chief executive officer of Sound Physicians.

Working with Kona Community Hospital's leadership team, Sound Physicians will introduce its SoundConnect™ workflow and informatics platform and processes to drive improvements in inpatient care outcomes, as well as financial performance. Sound Physicians will also apply its expertise in building high-performing hospi-

tal practices, including strong physician leadership, revenue cycle management and a track record of physician recruiting success.

Sound Physicians is a leading hospitalist organization focused on driving improvements in quality, satisfaction and efficiency of inpatient health care delivery. By investing deeply in outstanding physicians, clinical process excellence and its proprietary workflow and informatics technology, Sound Physicians improves the delivery of inpatient care. Sound Physicians aligns with health-care providers to measurably enhance patient outcomes and strengthen its partners' financial performance. The organization is the practice of choice of more than 650 hospitalist and post-acute physicians. To learn more visit: [www.soundphysicians.com](http://www.soundphysicians.com).

## Kohala Hospital Ready to Begin New ER Project



Thanks to the on-going support of the Kohala Hospital Charitable Foundation, advisors, volunteers, legislators and community, renovation/relocation efforts of the new emergency room are set to begin! The ER renovation/relocation project will kick-off on July 1, 2013, following a "wall-breaking" ceremony on June 20. After many years of discussion, planning, and fund-raising, Kohala Hospital is set to begin demolition on its Emergency Room.

In addition to the on-going fundraising efforts of the Kohala Hospital Charitable Foundation, Kohala Hospital received \$2.2 million in capital improvement project funding from the state of Hawaii.

The Kohala Hospital emergency room will continue to be open in its current location throughout the new ER renovation/relocation project.

## Kona Community Hospital Recognizes the Power of Volunteers

Celebrating National Volunteer Week - April 15 - 21



Kona Community Hospital celebrated National Volunteer Week, April 15 - 21, by recognizing the volunteers who generously share their time and talent to make a difference in our community.

Established in 1974, National Volunteer Week is about inspiring, recognizing and encouraging people to engage in their communities. It's about working together to meet our community's challenges and needs.

The Kona Community Hospital Auxiliary is the largest volunteer organization at the hospital with 65 volunteers. In 2012, volunteers selflessly donated 7,666 hours to the hospital. There are numerous on-going volunteer roles such as helping in the infusion center, skilled nursing unit, business office and same day surgery. Further, the volunteers coordinate the Gift Shop, Friday Bake Sale as well as the annual Holiday House and Rummage Sale.

Funds are primarily raised to support the KCH Auxiliary nursing scholarships. This enormously successful program helps local students become nurses, in hopes that they will stay in – or return to – our community to work. Additional monies are allocated to fill hospital needs, such as a recently purchased EKG machine for the hospital's on-campus cardiology clinic.

"We're very grateful to the KCH Auxiliary volunteers," said Judy Donovan, Kona Community Hospital Marketing Director. "Whether they are working directly with patients and visitors, or behind the scenes, they play an important role at our hospital. Their generosity has a powerful impact on our community."

## Kona Community Hospital Staff Participate in Lavaman Waikoloa



Kona Community Hospital staff turned out in force to support the 16th annual Lavaman Waikoloa Expo and Triathlon, which was held from March 22—24. The Waikoloa swim, run, bike event attracted more than 1400 entrants, some participating on three-person relay teams, others going solo for all three legs.

At the Friday and Saturday Lavaman Expo, volunteers at KCH's Expo booth took blood pressure readings, resting pulse rates and oxygen saturation levels of expo-goers. The "What's Your Number" theme was an opportunity to highlight heart health and KCH's on-campus cardiology clinic. The vitals readings were a big hit with athletes and visitors alike. Mahalo to Biomed's Jerry Jucha for providing the equipment and training for this event.

On Sunday, Dr. Beth Groshong, the event's medical director (and KCH Anesthesiologist), along with a large contingent of Kona Community Hospital clinical and administrative staff manned the triathlon medical tents and aide stations from 5:45am to 2pm. The medical team saw over 140 people on race day, as well as eight "adults" at the Keiki race on Saturday.

Triage was organized into three treatment tiers: self-help, simple clean up and dressing, and the "Beach Chair Lounge" medical tent. Most injuries were minor cuts, scrapes and abrasions, which were cleaned and dressed. The medical team also aided swimmers who encountered coral cuts or sea urchin spines. Bike injuries ranged from abrasions, to new onset clavicle fracture, shoulder, ankle and knee injuries. Throughout the day, the medical team taped ankles, shoulders and knees for sprains and strains; infused IV's for dehydration, nausea and vomiting and delivered oxygen and breathing treatments to asthmatics.

KCH personnel and their family members were also present at the finish line "catching" potential patients and helping them to

the medical tent. The event also included three medical trucks of doctors and nurses running the course for the duration of the event.

Dr. Groshong credited KCH's Michelle Strobehn, Sandy Shelton, RN, and Christine Woods, RPh for their organizational skills, "Preparation and logistics are two of the most difficult and important tasks in making this all come safely and efficiently together for race day, and they were priceless in their pursuit of perfection." In addition, Groshong extended praise to the large all-volunteer, community medical team, "A great big MAHALO for everyone who helped make this year's Lavaman Waikoloa the best and safest EVER.

## National Hospital Week Puts Spotlight on People -- May 12-18

Kona Community Hospital is more than a place where people go to heal, it is a part of the community that fosters health and represents hope. That was the message touted via this year's National Hospital Week theme, "A Guiding Light for Changing Times." The annual event, May 12-18, was designed to unite hospitals and highlight their role in communities nationwide. From providing treatment and comfort to the sick, to welcoming new life into the world, hospitals are central to a healthy and optimistic community.

"National Hospital Week, first and foremost, is a celebration of people," commented Jay Kreuzer, CEO of Kona Community Hospital (KCH). "We are extremely proud of everyone who represents our hospital. This includes employees, medical staff, volunteers, and affiliates. We recognize the important role they play in extending a sense of trust to our patients and our communities."

The nation's largest health care event, National Hospital Week dates back to 1921 when it was suggested by a magazine editor who hoped a community wide celebration would alleviate public fears about hospitals. The celebration, launched in Chicago, succeeded in promoting trust and goodwill among members of the public and eventually spread to facilities across the country.

KCH's full slate of activities included an employee Spring Fling barbeque, an employee awards ceremony celebrating milestone years and retirees, an Evening and Night Shift Appreciation event and an old fashioned Ice Cream Social. All events were geared toward having fun, exhibiting hospital spirit, and recognizing the hard work that everyone contributes year-round.

# Kaua'i Region

## West Kauai Clinics Welcomes New Physicians and Administrator

The West Kauai Clinics is pleased to announce the addition of two new physicians.



Dr. Connie Lutkevich

Connie Lutkevich, MD, is a board-certified general surgeon. She performs a wide range of procedures including trauma surgery, endoscopy, breast surgery, in addition to having a special interest in advanced laparoscopy (minimally invasive surgery). Dr. Lutkevich received her medical degree from the University of Minnesota Medical School. She performed her residency in general surgery at East Tennessee State

University. Prior to joining West Kauai Clinics, she was a private practice physician with St. Luke's Pavilion Surgical Association in Duluth, Minnesota.



Dr. Betty Dilley

Betty Dilley, DO, has joined West Kauai Medical Center-KVMH as a board-certified emergency medicine physician. Dr. Dilley is a graduate of Kirksville College of Osteopathic Medicine in Missouri and subsequently, completed her residency at the Chicago College of Osteopathic Medicine in Illinois. Previously, she served as an Emergency Medicine physician at Blessing Hospital in Quincy, Illinois,

in addition to being an Associate Professor at Southern Illinois University School of Medicine.



Freddie Woodward Jr.

Additionally, WKC has announced the appointment of Freddie Woodward Jr., MBA as its new Physician Practice Administrator. Prior to joining WKC, Woodward served as an independent contractor focusing on healthcare operations, revenue cycle and compliance. Mr. Woodward's experience also includes two years as Practice Management Administrator for North Hawaii Community Hospital, in addition to

serving as the Business Operations Director/Compliance Officer for Hamakua Health Center, Inc. on the Island of Hawai'i.

## Ralph Anthony Dupree, MD, Appointed Kauai Region Medical Director



Dr. Ralph Dupree

The Hawaii Health Systems Corporation, Kauai Region, announced the appointment of Ralph Anthony Dupree, MD, as its regional medical director/quality administrator. He will also continue his family medicine practice at the West Kauai Clinics on a one-day-a-week schedule.

Dr. Dupree is a board-certified physician with medical directorship experience as well as extensive family medicine experience on the mainland and Hawaii. For the latter, he held positions at Lanai Family Health Clinic, Bay Clinic Community Health Centers, Life Care Physician Services in Hilo, the former Garden Island Medical Group in Waimea, and Ho'ola Lahui Hawaii in Kapaa.

Dr. Dupree received his Doctorate of Medicine from Boston University, and completed his Family Medicine Residency at Cook County Hospital in Chicago, Illinois. Dr. Dupree has a special interest in geriatrics.

## Joseph Blevins Named Special Projects Administrator for HHSC Kauai Region



Joseph Blevins

Joseph Blevins has been appointed special projects administrator for the Hawaii Health Systems Corporation, Kauai Region. He will oversee construction projects, contracts administration and safety.

Previously, Blevins served as senior project manager for the County of Kauai. He has over 30 years of engineering management experience.

"Joe is an outstanding addition to our leadership team," said Jerry Walker, HHSC Kauai Region chief executive officer. "He is extremely familiar with both private and state government challenges, and more importantly, he is team-focused and excited about working together to figure out new ways of doing more for our communities with available resources."

## KVMH OT Helps Senior Citizens Become “CarFit”



Steve Kline, occupational therapist at the Kauai Veterans Memorial Hospital, works with Jan Pascua, Agape Health OT representative, in interviewing a motorist to find out driving habits at the CarFit event.

Kauai Veterans Memorial Occupational Therapist Steve Kline had an opportunity recently to apply his OT skills by helping older drivers strengthen their skills and ensure that their vehicles are “fit” for safety and comfort.

On March 23, 2013, AARP, AAA, and the American Occupational Therapy Association partnered up to offer a free inspection called “CarFit,” Kauai’s first event, at the Kauai Veterans Center in Lihue, in which a team of trained technicians and OTs observed drivers behind the wheel and offered recommendations to increase the driver’s safety as well as the safety of others.

“As we age, our bodies experience many subtle changes in range of flexibility, motion, vision and even height,” Kline noted. “This kind of event allows mature citizens of our Kauai communities a chance to make sure their vehicles continue to be properly fit and to increase overall comfort and safety when driving.”

The KVMH Occupational Therapy Department works with behavioral and physically-challenged outpatients and inpatients to help them become as self-sufficient as possible through “Purposeful Activity.” Following most injuries such as those related a stroke, head trauma, spinal cord, strain or fall, the OT staff works very closely with the individual and family to develop specific recovery goals. The OT staff also works very closely with physical and speech therapists as a team approach to effective recovery.

## Maui Region

### MMMC Quality Department Honored

The MMMC Quality Department continues to deliver with improved scores and special recognition for concentrating efforts in areas that matter to our patients. We scored very high marks recently being recognized as one of only two eligible Hawaii hospitals to have net gains from two quality-related Affordable Care Act programs. The hospital was cited in a recent report by the Hawaii Health Information Corporation (HHIC). MMMC was also the only neighbor island hospital to rank in this category.

“This is a great indicator that our attention and emphasis on quality over the last several years has really paid off. Our hard-working staff of healthcare professionals deserves a lot of credit for driving these efforts,” said MMMC Quality and Continuous Improvement Officer Paul Harper-O’Connor.

According to Harper-O’Connor these results are meaningful for several reasons. “Not only is this data encouraging in that it reflects our efforts towards providing quality care and preventing readmissions, but it translates to an increase in Medicare and Medicaid reimbursements, which helps us to better serve our community. It also gives us a clear indication of how we rate with all Hawaii hospitals.”

The evaluation of the hospitals’ performance under the Centers for Medicare and Medicaid Services (CMS) Value-Based Purchasing and Readmission Reduction quality programs revolved around clinical care and patient experience performance.



Left to right: Flora Ramos-Wildman, Paul Harper-O’Connor, Marian Horikawa-Barth, Jennifer Sherva, Leslie Lexier, Loida Bond and Debra Gomes-Alipio. Not pictured are: Debbie Claypoole, Dawn Matsuda and Cathy Shim.

## Six Great Things About Nurses Week 2013

The MMMC Nurse Manager Nursing Week Committee pulled out all the stops for an incredible Nurses Week 2013. There was never a dull moment as each day brought a special event, treat or recognition.

- 1) Blast from the Past honored retired nurses in the MMMC Auditorium on Monday, May 6th. Old timers like Helen Tanaka and Karen Oura came back to reflect on their time as nurses and shared fond memories with fellow retirees. The staff dressed in white and wore their nurse's caps in honor of those who have gone before them. Photos of past nurses and graduating nurses from UHMC from the early 70's until today were on display in the Wailuku Tower lobby. There was also a special display about Florence Nightingale, the mother of nursing.
- 2) The Chicken Soup Contest brought everyone to the Nutrition Education Room for a special tasting paired with lots of aloha. The winners of the contest were: 1) Education Department, 2) Endoscopy Department, 3) Quality Department and 4) Molokini. The winning chicken soup will be featured as the "soup of the day" in the cafeteria.
- 3) Denim Day gave everyone a chance to wear their favorite jeans as we continued celebrating our fantastic nurses.
- 4) Thursday was a special nod to the importance of Exercise and "Stress Busting" techniques, including chair massages. Janet Kuamoo, Tamara Manley, Emilou Alves, Ora Siangco and Kelly Ibarra led employees in exercise, breathing and meditation sessions.
- 5) The annual Blessing of the Hands was the best yet, with a beautifully moving ceremony led by Chaplains Crowe and Kong. There were many tears of gratitude following, and a renewed sense of spirit felt by all.
- 6) Special Evening Ice Cream treats were part of the week for the hard-working night crew. It was hand-delivered by Joanne Iritani and Kathy Bauer on Monday and Thursday evening.



Shown here is the winning soup team left to right: Meryl Henrie, Van Ho, Heather Floyd, Carrie Comer-Hayase, Donna Ross-meisl-Kear and Stacie Logrande.

## Kula Hospital Celebrates May Day in Big Way

The annual event at Kula Hospital was a delight for patients, their families and staff. With music by Thomas Bucato and hula halau extraordinaire by Kumu Gordean Bailey and Halau Wehiwehi o Leilehua, the lovely music had seniors swaying and moving along with the beautiful dancers. The event featured an amazing luau feast.



# Oahu Region

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## Derek Akiyoshi Selected As National Long-Term Care Symposium Participant



Derek Akiyoshi

Derek Akiyoshi, administrator of Maluhia, has been selected to participate in the tenth annual “Future Leaders of Long Term Care in America” program hosted by the American Health Care Association (AHCA)/National Center for Assisted Living (NCAL). The national symposium is scheduled on July 24-26 in Washington, D.C.

Akiyoshi was selected after an extensive and competitive review process focused on present leadership characteristics and special attributes for future leadership roles in long-term care.

Akiyoshi joined the HHSC Oahu Region in 2011.

## Farrington Health Academy Honor



Farrington Health Academy recently honored two Maluhia employees at its “20th Cohort Class” commemoration ceremony. Neal Yanagihara, occupational therapist, and Lydia Chock, community liaison, received the outstanding Business/Education Partner award from the Health Academy’s chairperson, Glenda Lau. The Academy has a long relationship with Maluhia, and Maluhia’s Recreational Therapy Manager and Volunteer Coordinator, Jane Schramko, is a graduate of the program.

Each year the Farrington Health Academy sends sophomores to learn from various Maluhia employees about why they chose a career in health care. This understanding gives the students a broad exposure to the varied careers and rewards of working in healthcare. Lydia organizes this first exposure of the students to Maluhia.

Subsequently, when students are in their senior year, some come back to do a practicum placement at Maluhia – in rehabilitation services, food and nutrition service, or nursing. Neal Yanagihara guides them through rehabilitation services along with physical therapist Julie Takahashi. The students get a varied experience taking blood pressures, maneuvering around on a wheelchair, assisting with exercises and learning about the life of and the care involved for a Maluhia resident. Neal finds it rewarding to see high school students get a “hands-on” learning experience that may greatly influence them to pursue a career in healthcare.

Farrington Health Academy is the largest academy within Farrington High School, located in Kalihi. It is a three-year program aimed at preparing students for post-secondary studies in a career in Health Services. Through field trips, class projects, mentoring, and work study, students are able to gain the knowledge and understanding needed to determine their career interests.

## Leahi Nursing Awards

During Nursing Home Week 2013, the following Leahi Hospital staff employees were presented the following awards, as voted by the nursing staff:

Vic Gaoiran, Gertrude Silva and Marilyn Ildefonso were tied for the “Nursing Clean and Tidy Award “(Excellence) because these RN III’s are well-respected among the staff they work with. They leave the unit better than when they started. These nurses are energy savers: turning off lights to save Leahi money, in addition to being efficient in their use of materials and time. At times they prep for the next shift nurse, making sure the supplies are available to the staff on the supply cart.

Marklowie Supnet, RN was voted the “Angel Among Us Award” because as a float staff he maintains a great attitude, is flexible, and can adjust to the needs of various units. He hits the ground running, takes the time to get to know the residents and their families, goes the extra mile to help out staff and is committed to helping out staff in responding to the needs of residents and their families.

Sherly Baloran, Health Unit Clerk, was voted the “Angel Among Us Award” because as a Health Unit Clerk she also has a great attitude, is enthusiastic, keeps the nursing station tidy and is

really organized. She is able to complete the necessary paperwork and is always friendly and courteous to staff! Sherly enjoys the residents and their families. She will go the extra mile to help out staff and takes pride in her work.

Alexander Nicolas, PCT, was voted the “Angel Among Us Award” because he too has a great attitude, is enthusiastic, is really organized and a hard worker! He takes the time to get to know the residents and their families and goes the extra mile to help out staff and sincerely understands the critical role that Leahi Hospital plays as an exceptional nursing home facility.

Young 2 was voted the “Leahi Team Award” because its entire floor staff communicates well amongst each other. Its staff members are cohesive, work well together and maintain a good work attendance. The Young 2 staff was recognized for outstanding work ethics and helping others, which in turn, earn the respect of the other nursing home floors.

Additionally, as part of the Nurse Assessment Coordination Day, Marilyn Idefonso was named recipient of the “Camellia Award” for her exceptional work in assisting residents in the assessment-coordination process and her excellent demonstration of care.

## Leahi Hospital Honors Four Centenarians



Leahi Hospital held a program honoring its oldest patients in conjunction with National Nursing Home Week. The four oldest residents are Florence Imai, 104 on December 1, left, Yoshiko Fukuchi, 101 on September 26, Evelyn Kuioka, 100, and Loretta Tanaka, 100 on July 1.

Leahi Hospital, as part of National Nursing Home Week activities, May 12-18, recognized its oldest residents (long-term care patients).

The staff will honored Florence Imai, who turned 103 years old on April 23, Yoshiko Fukuchi, who turns 101years old on Septem-

ber 12, Evelyn Kuioka, who turned 100 years old on February 7, and Loretta Tanaka, who will turn 100 years old on July 1.

“This is a chance for us to celebrate a real and sometime overlooked milestone,” said Vincent Lee, Leahi Hospital chief executive officer. “Our staff recognizes the importance of caring for these individuals who impacted so many lives even at a nursing-home setting. This birthday celebration provides us with an opportunity to recognize these unique and outstanding ladies.”

Mrs. Florence Imai was born in Honolulu, Hawaii in 1909. She was the second of 10 children who had to drop out of school after 6th grade to help her mother take care of her siblings. At the same time, her father unexpectedly passed away at a young age. Following her marriage, Mrs. Imai worked at her husband’s accounting business. After retirement, Florence volunteered her time at Maluhia where she enjoyed singing and loved to entertain its residents. As her independence began to decline, Mrs. Imai began attending Maluhia Adult Day Health. Subsequently, Mrs. Imai was admitted to Leahi Hospital in January 2011. Her secret to a long life is, “Try your best to be good to others and don’t let them bother you!”

Mrs. Evelyn Kuioka was born in Hawi, Hawaii. She relocated to Honolulu in light of the medical care she needed for an ear infection and lived with her grandmother. Evelyn married Richard Kuioka in 1938. They had 2 sons and 2 daughters. She was honored to work as a maid for the infamous Cook family, and with her husband ran a family farm growing carrots, lima beans and daikon. At the age of 97, Mrs. Kuioka enjoyed the activities provided by Leahi Hospital Adult Day Health. Subsequently, in June 2012, she was admitted to Leahi Hospital. Mrs. Kuioka’s secret to a long life is, “Just work! Work from sunrise to sunset!”

Mrs. Yoshiko Fukuchi was born in Lahaina, Maui. She attended Kamehameha IV School up to 8th grade. In 1924, at age 12, moved to Honolulu to work as a housemaid for the T. Sumida family. Yoshiko married Takashi Fukuchi in 1939, They had 3 sons. Starting in 1941, Mrs. Fukuchi managed their family store, Pawaa Store. They sold the store in 1972. Following retirement Mrs. Fukuchi got involved with the Buddhist church women’s club. Her family describes her as a quiet, laid back, easy going individual who loved to cook Japanese food. Following a fall at home in 2003, and subsequent rehabilitation efforts, Yoshiko was admitted to Leahi Hospital in 2004. Mrs. Fukuchi’s secret to a long life is, “Don’t eat too much meat and eat a healthy diet!”

Mrs. Loretta Tanaka was born in Honolulu, Hawaii. After graduating from McKinley High School, she earned a nursing degree from the St. Francis School of Nursing, and completed her residency program at St. Mary’s Hospital in Missouri in 1941. She returned to Hawaii and worked as a registered nurse at Kula Hospital, Hana Hospital, and then Kapiolani Hospital. She and her husband Mack had 3 children. Following her retirement in 1980, Mr. Tanaka traveled abroad in the U.S., as well as to

Mexico and Canada. In 2008, during her mid 90s, Loretta began losing her independence as her falls became more frequent. She was admitted to Leahi Hospital in 2008. Mrs. Tanaka's secret to a long and satisfying life is, "Trust and believe in God!"

## Maluhia Celebrates National Nursing Home Week



The Recreational Therapy department dressed up for Hat Day during nursing home week. Left to Right: C. P. Wong, Ashley Sugai, Alyssa Cuevas, Jun Li, Carrie Masuda, Rebecca Wier, Analiza Au, and Ernestine Darisay.

In observance of National Nursing Home Week (NNHW), May 12-18, Maluhia hosted a series of events designed to enrich the relationships and contacts between residents, family and community members.

NNHW spotlights nursing home residents and staff and encourages all to celebrate those that make a positive difference in their lives every day. A supportive and caring environment, such as a nursing home, provides enrichment for our Kupuna, frail loved ones and families to continue growing, learning and sharing. The week also provided an opportunity to honor all those who contribute to our nursing homes.

"Our residents' health and happiness depend a great deal on the care that they receive. Celebrating NNHW showcases the many caregivers whose dedication and hard work contribute to high-levels of satisfaction among our residents. The HHSC Oahu Region leadership is very appreciative of the efforts of our staff, volunteers, family and community members," said Derek Akiyoshi, Maluhia administrator.

Some of the week's events at Maluhia, included: T-Shirt Day; Scavenger Hunt; Hat Day; Cooking for the Residents; Team Dress Up Day; and Staff Lunch.



Front to Back - C.P. Wong, recreational therapist, Derek Akiyoshi, administrator, Gail Okamura, education director, Ken Takeuchi, EMR coordinator and Jeri Takamiya, Adult Day Health manager.