

4TH QUARTER EDITION, 2013

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Message from the HHSC Board Chair Much to celebrate as we embark on new year

Avery B. Chumbley, Chair

There is much to celebrate as HHSC observes its 17-year history marked by many challenges. Thanks to selfless stakeholders like you who support our mission—and have contributed countless time and personal efforts to fulfill it—our community hospital system continues to respond to the needs of our island communities.

Credit for so much of our success must go to HHSC employees, who have been entrusted with accomplishing our mission, regardless of the day, time or holiday. You are always on the job and willing to provide quality healthcare services, despite an individual in needs' ability to pay.

As I look back on this past year, I do so with a sense of great pride and deep gratitude. In spite of the on-going financial challenges that HHSC has faced, our HHSC ohana has demonstrated continuing courage and strength—from the Kona Community Hospital and Kohala Hospital's conversion to electronic medical record to the accreditation of the HHSC Primary Care Training Program at Hilo Medical Center, and from the ongoing, significant quality improvement outcomes of the Kauai Region to the memorable centenarian birthday celebration at Leahi Hospital for three of its oldest residents. This same determination was seen in Maui Memorial Medical Center's ongoing efforts to establish a designated Level III Trauma Center.

With sincere appreciation, I acknowledge each of you for your hard work throughout the year and for your dedication and commitment to your patients, your residents and your community.

Many of you will work during the holiday season, sacrificing time with family and friends to tend to those entrusted to your care. Your reassuring and caring presence will truly make this difficult time more pleasant for them and their loved ones.

I want to also commend our physicians, corporate and regional boards, foundations, auxiliaries and volunteers for the gift of their time, talent and enthusiasm all year long. We have accomplished much in 2013 because of your spirit, drive and energy. Together, we can look forward to a 2014 filled with new achievements and your ongoing commitment to exceptional patient care.

As we celebrate the start of a new year, I ask that we not forget those who are presently overseas serving our country. Their efforts make it possible for us to have the freedom to enjoy and appreciate another new year. Our hearts and good wishes go out to each and every one of them.

I wish you and yours a healthy, prosperous new year!

Acting President and Chief Executive Officer Message

Alice M. Hall, Esq., Acting President and Chief Executive Officer



With the holidays upon us, the Corporate leadership team, HHSC Corporate Board members and I take some time off our busy schedules to pause to be thankful for all of you, our HHSC Ohana and all of the wonderful things that you have provided our patients, their families, our physicians and each other throughout 2013.

Thanks to all of you who have participated in various committees within and outside of your facility that focus on improving patient care throughout the year. Your on-going commitment and involvement allows us, as a dynamic system that provides acute, long-term and rural health care, to continue excelling in many areas such as quality improvement and infection prevention.

As we express thanks for our many blessings, let's also remember those who are less fortunate during this holiday season. Thank you so much to those who have giving hearts and participate in events and activities outside of your facility that benefit those in need throughout the course of the year.

And one special program worth mentioning within our system is the HHSC Shared Leave Bank where many of you have donated generously your excess and regular vacation leave. The program helps fellow employees in need who have exhausted their leave benefits. In fact, for the past two years, the bank has received a total of 437 vacation hours from numerous employee donors and assisted five employee recipients.

Special holiday wishes to each of you and those that you love during this holiday season. Have a safe and joyful holiday and a 2014 filled with love, health and good fortune!

Thank you for making HHSC the best community-hospital system in Hawaii.

Happy holidays!

Message from the Corporate CMO/CMIO

Ramsey Hasan, M.D.



During the month of December AIG sponsored a Risk Management Symposium, which offered CMEs to physicians. Nursing and ancillary staff were also encouraged to attend this live event, which took place at Hilo Medical Center and was offered via VTC at all participating locations. Guest speaker,

Barbara J. Youngberg, JD, BSN, MSW, FASHRM, presented "Managing the Demands of One Against the Needs of Many: Maintaining Patient & Provider Satisfaction When Dealing with Disruptive Patients and Families" and "Developing Skills to Manage Disruptive Patients to Assure a Culture of Safety and Satisfaction – Case Study and Skills Workshop." Following my presentation on "Making Your Electronic Medical Record Work for You," an informative and interactive panel discussion took place. On behalf of HHSC, I would like to thank AIG for its sponsorship, Hilo Medical Center for its hospitality and the regions' Risk Managers who assisted in the on-site coordination and for raising employee awareness of the event.

I would like to also recognize and congratulate everyone involved in the successful launch of the Soarian Clinical 3.4 upgrade on Thursday November 14, 2013. The team and the staff were well prepared for the upgrade and worked together to ensure a near seamless transition. This important upgrade provides some much needed improvements, which brings Soarian Clinical even closer to meeting both our immediate and long-term needs. On another note, the Dragon Dictation train-the-trainer course also took place during the month of December, which is part of our preparation for the anticipated 2014 launch of Physician Clinical Documentation, and we would like to thank all of the newly trained trainers in their eagerness to take on their new and exciting roles.

Finally, as the year comes to a close, I want to wish everyone happy holidays and a happy new year!

HHSC ICD-10 CORNER: In Full Swing

By Lance Segawa,

HHSC Executive Director of Operations and Planning



HHSC's ICD-10 transition efforts have been in full swing over the last 90 days. The Advisory Board consultants are working very closely with each region and the corporate office in developing facility/regional/corporate action plans to prepare HHSC for the ICD-10 Go-Live date on October 1, 2014. In early

December, the ICD-10 Corporate Steering Committee was formed to oversee the project. The Committee members are:

- Howard Ainsley, Regional Chief Executive Officer, HHSC East Hawaii Region
- Wes Lo, Regional Chief Executive Officer, HHSC Maui Region
- Jay Kreuzer, Regional Chief Executive Officer, HHSC West Hawaii Region
- Scott McFarland, Interim Regional Chief Executive Officer, HHSC Kauai Region
- Vince Lee, Regional Chief Executive Officer, HHSC Oahu Region
- Alice Hall, HHSC Acting President and Chief Executive Officer
- Ed Chu, HHSC Chief Financial Officer
- David Lane, HHSC Chief Compliance and Privacy Officer
- Michael Franklin, HHSC Interim Chief Information Officer
- Lance Segawa, HHSC Executive Director of Operations and Planning
- Money Atwal, HHSC East Hawaii Region CIO/CFO
- Paul Harper-O'Connor, HHSC Maui Region Quality & Con't. Improvement Officer
- Carla Haas, HHSC West Hawaii Region HIM Director
- Freddie Woodard, HHSC Kauai Region Chief Operating Officer
- Reid Kondo, HHSC Oahu Region Assistant Administrator

To assist us in managing this huge endeavor, an ICD-10 Project Manager is actively being recruited, and upon appointment, will work with all of the regions and the corporate office to ensure we stay on track with our ICD-10 activities. The project manager will be headquartered in the corporate office and will be spending much of her/his time providing her assistance in the facilities. As we begin 2014, the Advisory Board consultants will have more visibility throughout HHSC. The consultants have been assigned to specific regions and are establishing important relationships in each facility. The consultants are:

- Samantha Hauger, Senior Director
- Brendan McDonald, Associate Director and Project Lead
- DJ Jackson, Associate Director
- Shamim Noorani, Associate Director
- Wesley Rikkers, Associate Director
- Nicholas Malenka, Senior Associate
- Alex Hymanson, Project Consultant
- Andree Bouillot, Senior Associate Project Consultant

HHSC Quality Update

By Kathleen Libao Laygo, RN



This is truly an evolutionary time in history for healthcare, one that is both exciting and also exceptionally challenging. In today's world, quality of care and patient outcomes determine incentives or fines and influence our patients' experience. They also affect our payment for service and have increased

public and regulatory scrutiny. For HHSC, we still have many opportunities for improvement throughout the organization, including increasing the utilization of evidence-based practices and implementing course corrections, as opportunities exist in the performance of our quality measures.

At the same time, HHSC also has numerous existing best practices and bright spots that demonstrate a high quality of care and promote increased patient safety throughout our facilities statewide. HHSC continues to work with the Healthcare Association of Hawaii, the Hawaii State Department of Health, HMSA, Mountain Pacific QIO, Premier, and other providers to help link the many available resources to our facilities. These relationships have helped HHSC to streamline and coordinate our efforts in larger quality initiatives that are being launched at the State and National level. It also has helped to improve inter-agency communications.

The dedicated members of the Quality Council continue to strive in the sharing and expansion of best practices, including collaboratively addressing challenges and making the best of opportunities.

Dr. Ramsey Hasan, HHSC CMO/CMIO, and I recently conducted mock surveys to support the hospitals in maintaining a state of continuous survey readiness, and collaborate with physicians and community healthcare organizations to promote HHSC and leverage available resources to help improve quality and patient safety. The Quality Improvement Patient Safety Committee is seeing increased active participation this year, and we are grateful to have Dr. Bill Wood as its Chair.

Equally important, kudos go to all the staff, especially the front-line staff, who continue to fulfill HHSC's mission every day of the year. More and more, our Quality outcomes, which are measures of the way we treat and service patients, are the bottom line. If we prioritize Quality and do it well, everything else will follow! Wishing you and your families a safe and joyous holiday season.

In Memoriam

With deep emotion and sadness the Hawaii Health Systems Corporation mourns the passing of Loretta Fuddy. She devoted her life to all facets of healthcare improvement for Hawaii, including healthcare provisions that HHSC has benefited from. Loretta also has served on the HHSC Corporate Board of Directors, as an ex-officio representative, since 2011.



She was a wise, sincere, and wonderful person who will be greatly missed.

On behalf of our Corporate Board of Directors, employees, Medical Staffs, volunteers and auxiliaries, and foundations, our sincere condolences go out to Loretta's family and the Department of Health staff.

East Hawaii Region

HHSC Primary Care Training Program Accredited

On October 22, 2013 the Accreditation Council for Graduate Medical Education (ACGME) informed Hilo Medical Center officials that its Hawaii Island Family Medicine Residency program has met the requirements for a 2-year accreditation, effective July 1, 2014. The program, legislatively known as the Hawaii Health Systems Corporation Primary Care Training Program (HHSC PCTP), is now gearing up to attract candidates who are interested in learning the art of Family Medicine along with a team of pharmacists, nurses, nurse practitioners and psychologists. It will welcome the first class of four residents in the summer.



Sen. Schatz Recognizes HHSC Primary Care Training Program for Accreditation

On December 3, Marlena Castro Dixon, East Hawaii Field Representative for U.S. Senator Brian Schatz, presented Hilo Medical Center officials with a certificate containing the following congratulatory message:



"It is my pleasure to offer my warm congratulations to the Hilo Medical Center on meeting the requirements to receive a 2-year accreditation for the Hawaii Island Family Medicine Residency Program."

This achievement comes at a time when there is an alarming shortage of physicians in our state. The Hawaii Island Family Medicine Residency Program's accreditation marks a pivotal effort to bring qualified professionals into our hospitals, and to provide them with the exceptional training and resources needed to care for our families. I commend the hard work that went into developing, implementing and advancing this project. Without a doubt, the quality medical care that will occur as a result will benefit many people of Hawaii."

The Senator Schatz's acknowledgement was welcomed by hospital officials. "We are grateful for the Senator's recognition and support of our efforts to establish the residency program," said Howard Ainsley, East Hawaii Regional CEO of Hawaii Health Systems Corporation. "I share this milestone with everyone who contributed to the accreditation. We have much more work ahead of us and I look forward to the day we welcome our first class of residents next summer."

Hilo Medical Center's Trauma Team Walks a Mile in Her Shoes

On October 26, representatives of HMC's Trauma Team participated in YWCA's Walk a Mile in Her Shoes in observance of National Domestic Violence Awareness Month.



Hilo Medical Center Spreads Holiday Cheer

Over 150 Hilo Medical Center employees, their family members and 6 long term care residents represented the hospital in the Hilo Christmas Parade on November 30. Marchers handed out 360 children's books promoting the Pediatric Clinic and Hawaii Island Family Health Center, 150 magnets promoting Rehabilitation Services and 600 glow bracelets. This parade wrapped up the 2013 Calendar of Events for HMC giving back to the community.



Kaho'ohanohano Appointed Interim Administrator for Hale Ho'ola Hamakua



The East Hawaii Region of HHSC named Teana M. N. Kaho'ohanohano as Interim Administrator of Hale Ho'ola Hamakua in Honoka'a. She first joined Hilo Medical Center on July 9, 2012 as Long Term Care and Rehabilitation Services Director.

HMC Emergency Physician James C. Budde Recognized for Tenure

In October, the American College of Emergency Physicians awarded HMC Emergency Department physician, Dr. James C. Budde, as the Longest Active Tenure in the Same Emergency Department. Dr. Budde began his career at HMC in 1972 and has served the Hilo community for 41 years.



Hilo Medical Center Foundation Highlights Local Artists Donates Paintings

On October 4, Big Island artist Richard Mortemore donated a collection of his paintings to HMC's Hawaii Island Family Health Center, Pediatric Clinic and Imaging Department. Mortemore explained that he started rotating his paintings around doctors' offices around Hilo when his first wife was diagnosed with cancer.



"We spent a lot of time in waiting rooms staring at blank walls and I said, 'What are we going to do about this?'" recalled Mortemore. "Now we have about 100 paintings rotating around town."

HMCF Blesses Renovated Shower Room in HMC's Long Term Care Facility

On October 30, the HMC Foundation blessed the renovated shower room in HMC's Long Term Care Facility. HMCF board trustee, Dr. Richard Robbins and his Max and Yetta Karasik Foundation, were recognized for teaming up with the HMCF in providing vital funding for the project.



HMCF Celebrated New and Veteran Physicians at the 11th Annual Wine, Cheese, Chocolates and More!

On November 3, HMC Foundation held its 11th annual Wine, Cheese, Chocolates and More! fundraiser. At this signature event, 19 new physicians were welcomed from a broad spectrum of specialties. Dr. Greg Ruhland was recognized for his many years of service to the community as Retiring Physician and long-time Hilo Cardiologist, Dr. Don Matsuura, was celebrated as Hawaii County Medical Society's Physician of the Year.



(above) Dr. Don Matsuura, Physician of the Year and new physicians recognized in East Hawaii.

Hale Ho'ola Hamakua Foundation Raises Funds For Critical Access Hospital

On Friday, November 15, the Hale Ho'ola Hamakua (HHH) Foundation held a Slack Key Concert Series entitled, Na Mele Makana. Some of the biggest names in Hawaiian music came to the Honoka'a People's Theatre stage. Hosted by Grammy-winner George Kahumoku, the show featured special guest Martin Pahinui along with Brad Bordessa and Anuheia Lim. The evening brought the community and our island's visitors together to enjoy an evening of traditional and contemporary Hawaiian music. A portion of the proceeds will help fund the HHH Critical Access Hospital.

One of the highlights of the evening was the funding of \$2,500.00 from the crowd towards a scholarship for graduates of Honoka'a High School pursuing studies in the medical field. HHH staff has been involved in a mentorship program with the Health Services Pathway class at Honoka'a High for the past two school years, with 56 students participating in the class in 2012 and 55 students participating in 2013. Through the program, students get hands-on training both in the classroom and at HHH with nurses, emergency room staff, x-ray technicians, registered dietitians, physical and occupational therapists, facilities staff, administration staff, and other health care workers.



West Hawaii Region

Hospital Foundation Fundraiser Benefits Operating Room Technology

The Kona Hospital Foundation hosted its 12th annual “Life, Health & Giving” gala benefit on November 23 at the Four Seasons Resort. The Foundation’s 2014 fundraising focus will be new operating room technology for Kona Community Hospital’s Surgical Services. The Foundation’s campaign will provide new and upgraded operating equipment, ensuring that KCH surgical services staff have access to state-of-the-art operating technology.

The Saturday evening Gala featured music by the Big Island’s own, Bill Noble Quartet, and excellent Four Seasons food stations buffet dinner along with live and silent auctions.

The Kona Hospital Foundation is dedicated to improving Kona Community Hospital for the entire community. Their mission is to fund medical technology, expanded services and enhanced facilities that would otherwise be unavailable. Since its inception, the Foundation has donated over five million dollars towards numerous projects that have improved the hospital. Major endeavors include the Radiation Oncology Center, Imaging Center, Nuclear Medicine Suite, and Outpatient Chemotherapy Building.



Kona Community Hospital’s Annual Pumpkin Contest

Kona Community Hospital’s (KCH) annual Pumpkin Contest took place on October 31. Twenty departments participated with creative and fun entries. Judging took place for six categories: Aloha Spirit, Health Care Theme, Most Original, Funniest, Scariest and People’s Choice. Mahalo to this year’s judges: Stephanie Kinsey,

Christine Hoffman and JoAnn Dunn. Judges reported that entries were so creative that their job was difficult, but very fun. Staff got into the spirit of the occasion and arrived to work in a wide variety of costumes.



KCH Goes Pink to Support National Breast Cancer Awareness Month



Kona Community Hospital (KCH) held its annual Pink Shirt Day on Tuesday, October 15. This day represents the hospital’s support for National Breast Cancer Awareness Month in October. Hospital staff was encouraged to wear pink to work as a sign of recognition of the impact that breast cancer has in our community.

Wearing pink in October has gained popularity as support for breast cancer awareness. This year, Kona Community Hospital focused on the theme, “Fight, Cure, Win.”

Over 100 hospital employees dressed up in pink KCH t-shirts and attire to show their support. “This fun, annual event gives employees and hospital affiliates an opportunity to raise awareness of breast cancer, which affects so many people,” said Judy Donovan, KCH Marketing Director. “Being supportive is as easy as wearing pink.”

The American Cancer Society also provided information and resources regarding breast cancer throughout the month. Materials were available at the ACS Community Information table in the KCH cafeteria.

West Hawaii Region Welcomes New Administrators

The West Hawaii Region recently welcomed two new administrators to their leadership team:

In November, Sue Kingsley began her new role as the regional Revenue Cycle Director. Sue joined HHSC in 2008 as the Accounting and Business Office Manager for Ka'u Hospital.

Also in November, Sean McCormick, RN became the regional Compliance & Privacy Officer/Risk Manager. Sean joined Kona Community Hospital in 2010 as an ICU Nurse and most recently worked as an Operational Analyst with the EMR Project.

New Metabolic and Bariatric Program in Kona: Kona Community Hospital and Ali'i Health Center Collaborate on Weight Loss Solutions



Kona Community Hospital is pleased to announce the recent opening of the Kona Metabolic and Bariatric Surgery Center. The center is a collaboration with HHSC affiliate, Ali'i Health Center. It is offering a comprehensive weight loss program including medical and surgical weight loss options previously unavailable in west Hawaii.

A multidisciplinary team at the new center will offer patients with weight-related health issues a comprehensive weight loss program including medically managed weight loss and bariatric surgery. The team includes bariatric surgeons, physicians, a psychologist, dietician, physical therapist, and the surgery team at Kona Community Hospital.

"Our program will create an individualized plan of care to meet the medical, physical and emotional needs of each patient," said bariatric surgeon Nathan Tomita, DO, MPH. "Obesity is a chronic

disease that is difficult to treat. We work closely with patients to determine which weight loss option is best for each individual." According to the U.S. Department of Health and Human Services, more than one in twenty adults is considered to be morbidly obese. Those suffering from obesity often have obesity-related co-morbidities such as diabetes, high blood pressure and cardiovascular disease. Obesity patients are at increased risk for disability or premature death. For these patients, losing weight can be a lifesaver.

"Although we offer medically managed weight loss for obesity, for some patients, bariatric surgery may be a more appropriate option," said Tomita, who has performed hundreds of surgical weight loss procedures. Surgical weight loss options offered include Roux-en-Y gastric bypass, gastric sleeve and adjustable gastric banding, all using minimally invasive laparoscopic techniques.

"Our goal is to provide personalized treatment to each patient based on their needs and health status," said April McGeorge, Nurse Practitioner. McGeorge who is the center's Medical Bariatric Coordinator added, "We're committed to helping our patients achieve long-term, life changing weight loss."

To learn more about medical and surgical weight loss options at Kona Metabolic and Bariatric Surgery Center, or to sign up for a free information session, please call (808)747-8321 (option #2).

Kaua'i Region

Scott E. McFarland Appointed Interim Chief Executive Officer

The Hawaii Health Systems Corporation Kauai Region Board of Directors has named Scott E. McFarland Interim Chief Executive Officer.

McFarland is an experienced senior healthcare executive with leading academic medical centers, hospitals, and healthcare organizations, including the Cleveland Clinic, Healthways, and the Nebraska Medical Center.



Locally, he serves as an active member of the Kauai Chamber of Commerce, the Kauai Filipino Chamber of Commerce, Get Fit Kauai, the Kauai Economic Development Board, and the Kauai County Farm Bureau.

McFarland earned his Bachelor of Science degree at Purdue University in Indiana, and his Juris Doctor from Drake University Law School in Iowa.

West Kauai Clinics Pediatrics Team Receives Rotary Healthcare Award

The West Kauai Clinics Pediatrics Team has received the Humanitarian Award in the Category of Healthcare from the Rotary Club of West Kaua'i. The award recognizes the compassion, patience and commitment of the West Kauai Medical Center's pediatrics staff in providing outstanding service to the families of the West Kauai community.

"It's a rare privilege to have the opportunity to become intimately involved in a family and make a difference in a child's life," said James Raelson, M.D., Pediatrician. "Understanding though that each child and parent is a unique person needing the kind of help that makes them feel that you consider their child's problem at that time the most important and the only problem in the world, because for them it is. That is humanitarian. The entire KVMH Pediatric Team has that kind of compassion; that understands the fear, the worry, and the pain when the child and parents suffer. We remain committed to our purpose to give patient care daily and exceed the child's healthcare needs."

The 2013 Humanitarian Awards were presented during the End Polio Now Concert at the Aqua Kauai Beach Resort on October 26, 2013.



Mahelona Helps Launch Red Kettle Drive

The familiar sound of bells was accompanied by the chorus of Christmas carols outside the Safeway Store in Kapaa as 11 Samuel Mahelona Memorial Hospital residents, as well as recreation therapy staff and Kauai Region Interim CEO Scott McFarland helped to launch the Salvation Army's 2013 Red Kettle Drive.

"Having participated in the drive for the past three years and with the full backing of our residents, we didn't hesitate to help in this worthy community event again," said Josie Pablo, SMMH Recreational Therapist.

The Red Kettle drive is a well-known holiday campaign that features volunteers who ring bells to solicit donations. Proceeds from the annual drive help support local Salvation Army programs.



SMMH residents and staff on location at a Red Kettle location in Kapa'a.

West Kaua'i Clinics Support Pink Sunday

Before Black Friday, there was Pink Sunday.

The first annual YWCA Pink Sunday Women's Expo debuted on November 24, 2013, at the Kauai Veterans Center in Lihue, and West Kauai Clinics (WKC) was there to support the event. The well attended expo connected more than 80 Kauai businesses with the community while raising awareness and funds for the nonprofit's programs aimed at ending violence against women and children.

WKC physicians Drs. Graham Chelius and John Wichert answered questions regarding obstetrical services and women's health, while clinic nursing staff offered free blood pressure checks. "West Kauai Clinics is pleased to support the YWCA of Kauai and the important work they do in our community. Very special thanks to our physicians and staff who volunteered their time and helped to make Pink Sunday a success," said Freddie Woodard, HHSC Kauai Region Chief Operating Officer. Pink Sunday attendees also enjoyed other health and wellness exhibits, an all woman-made arts and crafts fair, mini spa treatments and massages, a fashion show with five Kaua'i designers, fitness classes, dance performances, and even a flash mob.

The YWCA of Kauai offers the island's only 24-hour crisis hotline for domestic violence, a family-violence shelter for women and children, and provides meals and other key services to women and families on the Garden Island.



Tara Pascua, LPN, Clinic Supervisor, takes Mayor Bernard Carvalho's blood pressure during Pink Sunday event.



Mayor Bernard Carvalho joins SMMH resident and staff to kick off the cancer walk.

SMMH Residents Join Cancer Walk

A recent breast cancer diagnosis of someone within SMMH's close knit community served as an instantaneous trigger for the facility's long-term care residents to involve themselves in the hospital's "Walk to Celebrate Life" event held in October. The walk was a "virtual event" registered with the American Cancer Society and created so that SMMH residents could actively participate.

"It was just unbelievable to hear our residents express a solid commitment to get involved by walking and/or being wheeled in the walk in order to raise community awareness and enhance donation efforts," said Josie Pablo, SMMH Recreational Therapist. "Their enthusiasm evolved immediately to include employees, community volunteers, auxiliary members and local dignitaries. Their collaborative efforts resulted in SMMH donating over \$1,500 to the American Cancer Society. And SMMH employees collectively donated over \$750."

Kauai Veterans Memorial Hospital staff Steve Kline and Jocelyn Barriga provided transportation for KVMH residents and staff to join the walk held on the oceanfront multi-use path in Kapaa.

Over the years, Mahelona's residents, employees, and resident family members have been affected by breast cancer. According to the American Cancer Society, breast cancer is the second most common newly diagnosed cancer and second leading cause of cancer death among women in the U.S.

Freddie Woodard Appointed Chief Operating Officer of HHSC Kauai Region

Freddie Woodard Jr., MBA, has been appointed Chief Operating Officer for the HHSC Kauai Region. Woodard has been serving as the region's Physician Practice Administrator since January 2013. Prior to joining West Kauai Clinics, he served as an independent contractor focusing on healthcare operations, revenue cycle and compliance. Mr. Woodard'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.



The Chief Operating Officer function is new for the HHSC Kauai Region and will include Physician Practices, Clinic Staff, Fiscal Services, Facilities Management, Enterprise Service Teams, and Human Resources.

Maui Region

Maui Memorial Medical Center Receives American Heart Association's Get With The Guidelines-Stroke Gold Plus Quality Achievement Award and Gold Plus Quality Achievement Award for Heart Failure

Maui Memorial Medical Center (MMMC) has received two Get With The Guidelines® awards for 2013. MMMC received the Stroke Gold Plus Quality Achievement Award from the American Heart Association/ American Stroke Association and also the Heart Failure Gold Plus Quality Achievement Award. The awards recognize MMMC's commitment and success in implementing a higher standard of care by ensuring that stroke and heart failure patients receive treatment according to nationally accepted guidelines.

This marks the fifth year that MMMC has been recognized with a quality achievement award for heart care and the third year that it has been recognized for stroke care.

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

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

"Recent studies show that patients treated in hospitals participating in the American Heart Association's Get With The Guidelines programs receive a higher quality of care and may experience better outcomes," said Lee H. Schwamm, M.D., chair of the Get With The Guidelines National Steering Committee and director of the TeleStroke and Acute Stroke Services at Massachusetts General Hospital in Boston, Mass. "The MMMC team is to be commended for their commitment to improving the care of their patients."

"MMMC is dedicated to making our care for stroke and heart failure patients among the best in the country. The American Heart Association's Get With The Guidelines program helps us to accomplish this goal," said MMMC Director of Communications Carol Clark. "This recognition demonstrates that we are on the right track and we're very proud of our team."

According to the American Heart Association/American Stroke Association, stroke is one of the leading causes of death and serious, long-term disability in the United States. On average, someone suffers a stroke every 40 seconds; someone dies of a stroke every four minutes; and 795,000 people suffer a new or recurrent stroke each year.

About 5.7 million people suffer from heart failure. Statistics also show that, each year, 670,000 new cases are diagnosed and more than 277,000 people will die of heart failure. However, many heart failure patients can lead a full, enjoyable life when their condition is managed with proper medications and devices and with healthy lifestyle changes.



(left to right) Dr. Deyaa Mounir, Maui Medical Group Hospitalist; Leslie Lexier RN, MMMC Quality Specialist; Donald Halsey RN, MMMC Stroke Coordinator and Dr. Scott Hoskinson, Kaiser Hospitalist.

New Maui Memorial Medical Center Director of Nursing

Judy Kodama, RN, MBA, MSN, CNML, has been appointed as the new Maui Memorial Medical Center (MMMC) Director of Nursing. Judy brings a broad wealth of experience in nursing and other areas to her new position.

She currently oversees Dialysis, CSR, clinical projects, and the Heart, Brain and Vascular RNs, as well as participates in numerous hospital committees. She started her MMMC career in 1986 as a RN in the CCU. Throughout the years she has been a Nursing Supervisor and managed a number of different units including: Lanai North, PACU/ ACS/ POHA/ ENDO and the CCU.

In addition, Judy was a flight nurse with Hawaii Air Ambulance and she was the hospital trainer for ACLS/BLS American Heart Association programs.



She obtained her Bachelor's of Science in Nursing from the University of Hawaii at Manoa. She received a Master's in Business Administration in Healthcare Management and a Master's of Science in Nursing from the University of Phoenix online school.

Judy is also involved in a number of volunteer community activities such as: Aloha Medical Mission under the direction of Dr. Brad Wong, volunteer with the annual Willie K Golf Tournament, community health fair screenings and the Maui Fair first aid station.

Maui Memorial Medical Center Achieves Level 3 Trauma Center Designation

Maui Memorial Medical Center (MMMC) recently underwent an extensive evaluation of its trauma service that resulted in the hospital being awarded the designation of a Level 3 Trauma Center. The inspection was performed by the Trauma Centers Association of America and the Hawaii State Department of Health (DOH). This award was based on resources and services available, standards of care provided and a statistical review of trauma care and outcomes for a one-year period.

In spite of injury severities that matched national averages, patient outcomes at MMMC were better than national averages in rate of survival and patients experienced lower than average length of stays. MMMC has the second highest volume of trauma patients in the state, with approximately 10,000 trauma-related ED visits (2012-2013) out of the total 42,000 ED visits. About 700 of those patients activated the trauma team or were admitted for their injuries.

"The Trauma Center Association of America survey team was extremely impressed with MMMC's commitment to better serve the community by achieving their Trauma Center designation," said Linda Rosen, M.D., M.P.H., Chief of Emergency Medical Services and Injury Prevention Systems Branch with the Hawaii DOH. "We are very grateful for the work of MMMC's Trauma Program Manager, Anna Marie Later, and Trauma Medical Director, Dr. Arthur Chasen, in preparing for and leading the hospital through a successful survey."

Senator Roz Baker was instrumental in facilitating legislative support and securing the funding for the Hawaii State Trauma System. "The overall goal of bringing MMMC up to a Level 3 Trauma Center is to continue providing the services needed to improve health care in Maui County, while minimizing the severe

impacts of trauma-related injuries. With everyone working as a team, we are able to bring the vital systems of care that Maui needs and deserves," said Baker.

According to Later, the preparation for MMMC's Level 3 designation was a hospital-wide effort. "Everyone really pulled together to make this happen -- from our pre-hospital Emergency Medical Services, Emergency, Nursing, Surgical, Radiology and Ancillary Departments -- to our physicians and other specialty services. Trauma care has clearly evolved over the last few years and we are proud of the services that we are providing to our community," she noted.

"We appreciate the leadership provided by Dr. Rosen and Dr. Les Chun, MMMC Chief of Clinical and Medical Affairs," says Dr. Chasen. "Quality trauma care requires a never-ending commitment to improve. We've come a long way and are dedicated to keep moving forward. It's not about recognition from outside the hospital; it's about taking care of our ohana," he added.

"Trauma Centers have been shown to reduce the risk of death caused by injuries by approximately 25 percent, compared to care at non-trauma center hospitals. We look forward to seeing improved outcomes for injured patients in Maui County thanks to MMMC's commitment to become a Trauma Center," Dr. Rosen adds.



(left to right) Wesley Lo, Maui Region CEO; Dr. Linda Rosen; Anna Marie Later; Dr. Arthur Chasen; Sherry Lauer, State of Hawaii Trauma Coordinator and Dr. Les Chun.

Oahu Region

HHSC Oahu Region CEO to Retire December 31; Interim Successor Named

HHSC Oahu Region Chief Executive Officer Vincent H.S. Lee has announced his retirement effective December 31, 2013, after 12 years.

The HHSC Oahu Region Board of Directors has appointed Derek Akiyoshi, administrator at Maluhia, as Interim CEO, effective December 31, 2013.

Under Lee's leadership, the HHSC Oahu Region has been able to respond effectively to the changing healthcare needs of its communities including establishment of the Geriatric Clinic at Leahi Hospital, extension of the adult day healthcare services to weekends, establishment of the UH School of Medicine Psychiatric Fellow and Family Practice Program partnership, establishment of an Aging and Disability Resource Center satellite office at Leahi Hospital and establishment of the University of Hawaii Advanced Practice Nurse Program.

During his tenure, Leahi Hospital and Maluhia also developed a partnership with the University of Hawaii School John A. Burns School of Medicine, University of Hawaii School of Nursing, Kapiolani Community College, Department of Health and Honolulu City and County Elder Affairs Division. Mr. Lee also played a key role in the management of the Kahuku Hospital-Kahuku Medical Center transition.

In 2012, Leahi Hospital and Maluhia received 4-Star and 5-Star ratings, respectively, from the Centers for Medicare and Medicaid Services.

Lee has been active in professional organizations at the city, state and national level including the American Hospital Association, Healthcare Association of Hawaii, the American College of Healthcare Executives, American Public Health Association, Hawaii Public Health Association, National Association of Social Workers and Hawaii Society for Social Work Directors. Additionally, he was a past chair and presently active board member of the Asian Health Care Leaders Association – a national organization dedicated to minorities and diversity in senior leadership.



This year, Lee received the HAH Leadership Award for Long-Term Care and was recognized for his dedication and commitment to improving health care.

Lee's most immediate retirement plans include enjoying a long road trip, taking up tai chi, learning aquaponics and staying an active community volunteer.

Derek Akiyoshi Named Interim Chief Executive Officer for the HHSC Oahu Region

Derek Akiyoshi has been appointed Interim Chief Executive officer for the Hawaii Health Systems Corporation, Oahu Region. He will succeed Vincent Lee, who is retiring as regional CEO on December 31, 2013, after 12 years of outstanding leadership.

Akiyoshi has served as Administrator at Maluhia since November 2011. Prior to that, he served as Assistant Administrator at Convalescent Center of Honolulu, Human Resources Business Unit Manager at Hawaiian Telcom, and operation positions at Hawaii Transfer Company Ltd., and Grace Pacific Corporation. Additionally, Akiyoshi serves as the Vice Chair of the Healthcare Association of Hawaii (HAH) Long Term Care Division.



"Mr. Akiyoshi's nursing home, administration and operations experience are important assets that will assist the HHSC Oahu Region to respond effectively to the ever-changing healthcare needs of our growing aged population," said HHSC Oahu Region Board Chair Patricia O'Hagan, Ph.D.

Leahi Hospital Sends Their Holiday Greetings to the Kaimuki Community!



Leahi Hospital Residents and RT Staff took part in the Kaimuki parade.

Staff and residents of Leahi Hospital greeted thousands of cheering spectators along the parade route on Waialae Avenue for the 67th Annual Kaimuki Christmas Parade held on December 5, 2013. The event provided the Kaimuki nursing home residents a chance to get outside and involved with the community as they waved and sang Christmas carols with the RT Staff. This year, Lani Tsuneishi, Reid Kondo, Susie Lee, Laurie Narahara and Paulette Zirkle did a great job of pacing themselves alongside the van while still trying to pass out candies to the children along the route. In the van, along with the residents, were Penny Minehira, Karen Halemano, Joan Watanabe, and Gilbert Fune. The parade was sponsored by the Kaimuki Business Professional Association, and this was the third consecutive year that Leahi Hospital participated.

Camera Confirms Haunted Hallway Horror at Maluhia

Maluhia residents and participants were able to quickly get into the Halloween spirit and get an unexpected frightening experience while entering the Haunted Hallway on Wednesday, October 31.

As part of the hallway tour, residents and participants were immediately greeted by a talking skeleton face with bulging eyes and yelling, "Come closer, come closer, closer!" Across the way was a human head on the buffet table whose eyes would open and shut. Then as the curious and daring ones made their way, colorful ghost, goblins and spiders would drop from the ceiling.

The highlight of the tour was Count Dracula, played by a volunteer, who came face-to-face with each tour participant.

The day was full of surprises, screams, laughter and excitement, thanks to the hardworking staff of the Recreation Therapy Department, who coordinated the event, in addition to Jo des Marets, who provided a majority of the props and the decorations.



Maluhia Adult Day Health Center participant Ronald Kam had a chuckle after his encounter with Count Dracula.



MADHC participant Beatrice Ahana really enjoyed her visit through The Spider House.

Maluhia Adult Day Health - Out to Lunch

As part of Maluhia's activities during National Adult Day Program Week, 55 participants of its Adult Day Health program were treated to a very special luncheon outing at the Honolulu Elks Lodge 616 on September 17.

In addition to the ono tasting food, the event included Hawaiian music performed by veteran musician Eddie Kamae, who just happened to be visiting the club. In addition to dedicating a few songs to the Maluhia gang, he also sang several duets with Mrs. Beatrice Alfonso, one of the MADH participants.

The luncheon outing provided the participants and staff with an opportunity to just relax while enjoying the view of the ocean and the feel of the cool trade winds. The event was also the first time that the entire group of MADH participants were able to attend an outside outing together.

The luncheon was sponsored by Kathy Oshiro, a club member and an on-going sponsor of Maluhia activities. The Friends of Maluhia covered transportation costs.



Veteran Hawaiian musician Eddie Kamae took time out of his singing schedule to duet with Mrs. Beatrice Alfonso.

Over 100 Volunteers Paint Walls And Run Halloween Carnival at Leahi Hospital



Over 60 Servco Pacific volunteers helped to make Halloween Carnival '13 a very special one.

Leahi Hospital was filled with extra activities on Saturday, October 26, as over 100 volunteers dispersed throughout the Kaimuki nursing home to spread kindness and good deeds that will benefit its residents, participants, families and staff.

Over 60 volunteers from Servco Pacific helped to setup and run the annual Halloween Carnival in the Activities Room. Each resident had a personal escort that helped her/him participate in 10 different carnival games. Additionally, the fun event included: manicures, a dog petting station, Bungie the Clown and a photo dress-up booth.

At the same time, close to 40 New Hope Diamond Head volunteers fulfilled a special request to repaint the walls of Young 3 dining room and solarium, which is part of Lee Hanta, R.N., head nurse and his staff's goal in making the environment of the unit more "homelike" for its residents. Additionally, Jan Muranaka at Sherwin-Williams, King Street location, donated the paint.

"Our 2013 volunteer initiatives have been absolutely remarkable and Leahi Hospital greatly appreciates the on-going support of our surrounding communities and businesses," regional chief executive officer Vince Lee said. "These efforts most certainly help our state community-hospital nursing home to continue responding effectively to the needs of our long-term care patients."



New Hope volunteers making final paint touchup in Dining Room of Young 3.