The current state legislative session is quickly progressing and will end on May 1. Although there are several bills affecting HHSC, which we are tracking, our primary focus is on our need to sustain the services that our system provides in each of our unique island communities. Senate Bill (SB) 3064, SD2, HD1 (HHSC; Transition Guidelines; Nonprofit Hospital Corporations) allows for the transition of HHSC or one or more of its regions to a new healthcare management system. The bill also establishes a transition committee to assist the governor in determining how best to proceed with next steps. HHSC is also closely tracking SB 2866, SD1, HD1 (HHSC; Emergency Appropriation). As you are aware, HHSC needs financial relief in the form of additional state funding to help offset expenses through June 30, 2014. HHSC is also urging lawmakers to fund the $2.8 million HHSC Primary Care Training Program at Hilo Medical Center for fiscal year 2015, plus provide additional funding support of $22 million for the system next year. Although it varies, typically our state subsidy makes up approximately 15% of our operating budget—this is the extent to which our collections and other receivables are insufficient to cover the significant expenses of providing healthcare to the communities we serve. Because reductions in federal payments have decreased, our collections and collective bargaining increases have raised our operating expenses. The net result is that we need more state financial support in order to continue operating without reducing services.

At this point, Conference Committees will be resolving differences between the Senate and House drafts of the each bill. We are most hopeful that both will continue to be full partners with HHSC in committing state resources toward the operational needs of our community-hospital system. The legislature has always been a very strong supporter of our system, and without that support we would not be able to provide all of the services that our communities need.

In spite of these challenges, HHSC remains fully committed to continue providing a wide range of essential, quality healthcare services.

Your support makes it possible for HHSC to persevere and to further enhance the dynamic system we have built together. In this regard, we deeply appreciate the continued dedication and commitment of our employees, our regional and corporate Boards of Directors, medical staffs, affiliated foundations and countless volunteers, as well as partners like labor unions, our respective legislators, and the Governor. I can never thank all of you enough for your service and commitment.
I would particularly like to take this opportunity to highlight and thank our dedicated medical staffs and employees for achieving medical milestones that distinguish our system and make it truly unique among public hospital systems. Similarly, the accomplishments of our facility volunteer/auxiliary groups and foundations cannot go unmentioned. These dedicated groups of supporters lend substantial volunteer effort and fundraising support to assist our facilities in hundreds of ways.

Thank you again for your individual and collective efforts to fulfill our mission of “Quality Healthcare for All.” I will be sure to keep you updated on legislative outcomes in the coming weeks.

Mahalo nui loa me ka ha’aaha’a,

Hilo Medical Center Accredited by the Joint Commission

Hilo Medical Center has earned the Joint Commission’s Gold Seal of Approval™ for accreditation by demonstrating compliance with the commission’s national standards for healthcare quality and safety in hospitals. The accrediting body also recommended HMC for “Best Practices” for its Pharm2Pharm partnership with the Daniel K. Inouye College of Pharmacy and its Antibiotic Stewardship Project. The three-year accreditation award recognizes HMC’s dedication to continuous compliance with The Joint Commission’s state-of-the-art standards. HMC underwent a rigorous, unannounced onsite survey January 28–31.

“I’d just like to thank our dedicated team of professionals at Hilo Medical Center,” said Tandy Newsome, RN, Quality Improvement manager at Hilo Medical Center. “Whether their job is cook or nurse, physician or executive, all of our employees have the same goal when they come to work: to help provide the best possible environment and care for our patients.”

“I’ve been a nurse at Hilo Medical Center for almost 25 years,” said Newsome. “The improvements we have made in the last several years have been no less than remarkable. We want to assure our community that patient safety is our top priority, and maintaining The Joint Commission accreditation is one way to accomplish this.”

In preparation for the Joint Commission survey, HMC’s Quality Improvement department quizzed staff on points of emphasis. Those who completed the quiz automatically qualified for a drawing for lunch for two at Imiloa, thanks to the Hilo Medical Center Foundation. Here is the winner, Emi Igarashi, RN, from the Laulima Unit.
Hilo Medical Center Recognized for Providing High Quality Long Term Care

HMC's Long Term Care facility was accredited by Providigm's Quality Assurance and Performance Improvement program for the second year in a row. Accreditation was based on standards for excellence in continuously improving quality of care and life for nursing home residents. Providigm also recognized HMC as one of two facilities in Hawaii for Prevention of Hospital Readmissions.

In addition, at the National Health Care Association/National Center for Assisted Living’s (AHCA/NCAL) Quality Symposium in New Orleans, February 10–12, the Quality Initiative Recognition Program honored Hilo Medical Center’s Long Term Care departments at the level III tier for attaining three of the four AHCA Quality Initiative goals. Hilo Medical Center was one of four facilities in Hawaii to attain this achievement. These goals included: safely reducing hospital readmissions by 15%; increasing staff stability by 15%; increasing customer satisfaction to 90%; and safely reducing the off-label use of antipsychotics by 15%. Teana Kaho‘ohanohano, HMC’s Long Term Care and Rehabilitation Services director, and Dr. Craig Shikuma, HMC’s Long Term Care medical director, were present to receive the award.

Talk Story Session With Senator Brian Schatz on Rural Healthcare and Physician Shortage

On January 24, Hilo Medical Center hosted a talk story session with Senator Brian Schatz to receive input from healthcare providers in East Hawaii about rural healthcare and physician shortage. HMC’s leadership opened the session with an overview of the East Hawaii Region and information about the Hawaii Island Family Medicine Residency Program. Members of the medical staff, East Hawaii Regional Board, HMC Foundation and board members were in attendance, along with five prospective candidates for the residency program.

Hilo Medical Center Awarded for Achieving HIMSS Analytics Stage 7

HIMSS Analytics, an organization dedicated to providing the highest quality data and analytical expertise to support improved decision making for healthcare providers, IT companies, and consulting firms, recognized Hilo Medical Center for completing all stages of the Electronic Medical Record Adoption ModelSM (EMRAM), by awarding it stage 7 designation. In doing so, HIMSS acknowledged the hospital’s work to achieve “the pinnacle of an environment where paper charts are no longer used to deliver patient care.” As the first public hospital in Hawaii Health Systems Corporation to implement an EMR in May 2010, this milestone puts Hilo Medical Center among the elite few in the United States to have accomplished the highest level and final stage of EMR adoption.

“This achievement validates the fact that Hilo Medical Center has delivered the mechanism for healthcare providers to have real time information about the patients they serve, thereby improving the quality of care,” said Howard Ainsley, East Hawaii Region CEO of the Hawaii Health Systems Corporation. “The ability to allow multiple providers to review a patient’s electronic record simultaneously—true sharing and information exchange—and contribute to the plan of care versus passing a paper chart around and hoping that everything is in it, is monumental. The strides in making data available for decision support through the use of our EMR make it a worthy project; the fact that we’ve done it on a modest budget is impressive. It speaks to our capacity to improve process performance and patient safety through collaboration and technology.”
Patients who were seen at Hilo Medical Center, its outpatient clinics, Ka‘u Hospital, and Hale Ho‘ola Hamakua in Honoka‘a can now access their medical record through the East Hawaii Patient Portal. This service is free of charge and offers patients secure online access to their health summary that includes information on their hospital stay, current medications, laboratory and imaging reports, and educational materials reviewed upon discharge. Registration is open at the Medical Records Department at all facilities. To complete an application for the Patient Portal, a valid form of government-issued identification and a personal e-mail address are required.

Brinkman Named Chief Operating Officer

HMC names Dan Brinkman as Chief Operating Officer. Brinkman, who joined the hospital in 2007 as the chief nurse executive, will provide operational guidance as Hilo Medical Center pursues its mission of improving our community health through exceptional and compassionate care.

Brinkman most recently led Hilo Medical Center during the Joint Commission survey in late January. Under his leadership, the hospital received the Gold Seal of Approval and was recommended by the accrediting body for “Best Practices” for its Pharm2Pharm partnership with the Daniel K. Inouye College of Pharmacy and its Antibiotic Stewardship Project.

“Brinkman has served us well as chief nurse executive. I am pleased that he has accepted the chief operating officer position where, I believe, he will make a major impact on furthering our organization.”

“After seven years as chief nurse executive, I have come to love the hospital and the community,” said Dan Brinkman, chief operating officer at Hilo Medical Center. “I am looking forward to working with the excellent leaders and staff to improve the care we provide our patients.”

Hilo Medical Center Auxiliary Awards $12,000 in Nursing Scholarships

The Hilo Medical Center Auxiliary has awarded twelve $1,000 scholarships to current nursing students from both the University of Hawaii at Hilo (UHH) and Hawaii Community College (HCC). There were recipients from both the registered nurse and licensed practical nursing programs at HCC. The scholarships will be used toward funding their nursing education. All of the recipients demonstrated that they were students in good academic standing, had good character and a strong committed desire to become a nurse. The funds for the scholarships are provided from profits of the Palm Tree Gift Shop. Garry Maeda, President of the HMC auxiliary, and Virginia Maeda, manager of the Palm Tree Gift Shop, presented each recipient with a check and an award certificate.

Prevention Efforts Highlighted at Ka‘u Hospital

In the February issue of Kulana, the newsletter for the Quality Improvement Organizations, Ka‘u Hospital was recognized for its efforts in flu vaccination. According to the story, assistant administrator, director of nursing and infection control coordinator, Nona Wilson, RN, credits vaccination success at her facility to a committed staff who takes the role of caring for the community seriously. They understand that they and their families are the community.
Red Hats of Ka’u and Ka Lea Quilters Mark 10 Years of Fundraising for Ka’u Hospital

Papale ‘Ula ‘Ula O Ka’u (Red Hats of Ka’u) and the Ka Lea Quilters held their final Spaghetti Feed on February 22, marking 10 years of raising funds to benefit the Ka’u Hospital. Over the years, the women’s groups, teaming up with the Ka’u Hospital Charitable Foundation, Inc., raised monies to purchase a pediatric code cart, vital signs monitors, three exam lights for the Emergency Department, a portable x-ray machine, piped-in oxygen in the ED and other improvements. In 2008, the women’s husbands joined the cause and launched a golf tournament at Volcano Golf and Country Club.

(above) Papale ‘Ula ‘Ula O Ka’u and the Ka Lea Quilters tour Ka’u Hospital during 2007 fundraising campaign launch.

Community Member Enhances HHH Lobby

The arrival experience at Hale Ho’ola Hamakua recently got enhanced thanks to the efforts of community resident Makana Loo. Makana was seeking a community service project as part of his Eagle Scout objectives and Hale Ho’ola Hamakua was selected as the location. Duane Uyetake of HHH’s Maintenance Department was instrumental in supervising the project to upgrade the facility’s lobby.

Through the efforts of Makana, his parents Rocky and Anna Loo, along with a host of volunteer help on the big day, the lobby took on a new appeal. Makana’s contributions included repainting the lobby in a buttery yellow shade, complemented by a rich burgundy accent. The pavement lines in the entry drive were also repainted with supplies donated by the Home Depot. Another focal point of the lobby features beautiful custom crafted cabinetry flanking the interior reception area. The project took Makana and his team of supporters a full day of painting onsite as well as numerous hours offsite preparing the cabinetry and returning for installation.

Residents, staff, visitors, and community members are now greeted by the increased warmth and beauty of the lobby thanks to Makana’s desire to make a contribution to his community.

Hale Ho’ola Hamakua Launches Restorative Nursing Program

March 10 is the official start of HHH’s Restorative Nursing Program that will provide residents with activities that can slow or stop a decline in function. The program is overseen by a registered nurse in collaboration with skilled therapies and the interdisciplinary team, which coordinate services for all residents of the facility. HHH’s Carmelita Acob, Michael Patterson, and Kimberly Mollier-Mangarin were selected as restorative nurse aides to help focus on preventing up to 12 different areas of functional decline and to restore independence. Decline can lead to depression, withdrawal, social isolation, and complications of immobility, such as incontinence and pressure ulcers. The goal of the restorative team is to improve the quality of life for residents by helping them to live as independently and safely as possible, which will, in turn, generate Medicare reimbursement for the facility.

Bernard Kuheana, HMC’s restorative nursing coordinator and staff educator, will be instrumental in the establishment of HHH’s Restorative Nursing Program. His assistance includes providing education to the administrative team and the training of the restorative nurse aides. In 2013, Bernard established HMC’s restorative nursing program for its 134 long-term care beds.
Tournament Funds Emergency Room Construction

On February 15, 2014, the 6th Annual Kohala Hospital Charitable Foundation Golf Tournament took place at the Hapuna Golf Course. Golfers from near and far came to support this very popular tournament. The event was sold out with over 140 golfers participating. The tournament offered each golfer a gift bag, many generous prizes, and plenty of fun. It was again sponsored by the Meinardus Family and the Bitburger Brewery.

The day of fun included Bitburger and Koestritzer beers and a fabulous buffet lunch at Arnie’s. The event was catered by the Hapuna Hotel. This year, KHCF raised $45,000. All proceeds are dedicated to the Kohala Hospital Charitable Foundation Emergency Room Building Fund.

Meanwhile, construction of the new emergency department at Kohala Hospital is well underway. Contractors and the hospital’s management are planning a well-functioning emergency department.

Kona Community Hospital Welcomes the First Baby of 2014

Kona Community Hospital (KCH) announced the first baby of the New Year on Wednesday, January 1, 2014. Parents Sara Cisneros-Zavala and Felix Lopez welcomed Damian Lopez Cisneros. His arrival at 8:00 a.m. gave him the status of first baby born at our hospital in 2014. He weighed 7 pounds, 14 ounces and was 20 inches tall. The attending physician was Santad Sira, MD.

Baby Damian’s due date was December 22, and new mother Sara commented, “We thought he would be here sooner.” She also reported that baby Damian is the first grandchild for both sides of his family, and everyone is very excited about his arrival.

KCH nurses and staff celebrated the birth with a presentation of a unique first baby “diaper cake” stacked high with gifts for the baby.

Kona Community Hospital has welcomed four generations of newborns into the world and over 500 babies per year are delivered in the obstetrics unit.

“A Kona Community Hospital is excited about our first baby of
2014," commented Sally Robertson, Obstetrics Nurse Manager. “We strive to give excellent care to all of the parents, families and new babies that are born in Kona. We are honored to be a memorable experience for this family and many others who choose to come to Kona Community Hospital for such a special occasion as a new family member’s birth.”

**Kaua‘i Region**

**West Kauai Clinics Welcomes Beverly Tumbaga, NP**

The West Kauai Clinics (WKC) is pleased to announce the addition of Beverly Tumbaga, NP, a board certified nurse practitioner. She works with Dr. Anthony Dupree, family practitioner, seeing both adult and pediatric patients at WKC’s Waimea Clinic. Beverly received her bachelor of science in nursing from Washington State University, and completed her masters of science degree from Gonzaga University in Spokane, Washington. Her experience includes working at Virginia Mason Medical Center, as well as Swedish Medical Center in Seattle. Immediately prior to joining West Kauai Clinics, she worked for Bayada Home Health and Habilitation on Kauai. Beverly is board certified by the American Academy of Nurse Practitioners.

**Mahelona Wedding Celebration Honors Nearly Five Centuries of Love**

When Kauai Mayor Bernard Carvalho, Jr., spoke at Samuel Mahelona Memorial Hospital’s (SMMH) wedding vow renewal celebration held on Valentine’s Day, he noted that the couples’ anniversaries combined to represent more than 480 years of love.

“This is the third year that Mahelona Hospital has held a wedding vow renewal on Valentine’s Day for our residents,” said Josie Pablo, SMMH recreational therapist. “It brings the families together and gives everyone an opportunity to celebrate these marriages in this season of love.”

Eight couples participated in the vow renewal ceremony—leading the list of celebrants was a couple married for 69 years, with the babies of the group celebrating 38 years of marriage.

Couples entered into the SMMH auditorium under a saber arch provided by the Kapa’a High School Jr. ROTC while serenaded by the music of Beverly Apana Muraoka. Clergy of different faiths conducted the vow renewal ceremony, followed by Mayor Carvalho congratulating and presenting each couple with a certificate of recognition. Carvalho was joined by Nalani Brun of the County of Kauai’s Office of Economic Development in a beautiful rendition of the Hawaiian Wedding Song.

Before the event concluded, the festivities also included the release of pigeons, cutting of the wedding cake, and a buffet luncheon for residents, family members, and staff.

Mahelona Hospital would like to thank the following: Kauai Marriott and Mark’s Place for wedding cakes, Cost-U-Less for centerpieces, Yasutake Farms and Elaine Morita for proteas, and the SMMH maintenance department for constructing the wedding arch.

**Small Horses, Big Benefits: Healing Horses Visit Kauai Region Hospitals**

Healing Horses, a non-profit organization dedicated to improving the physical, mental, social, and emotional well-being of individuals through equine-assisted activities and therapies, recently visited both Kauai Veterans Memorial Hospital (KVMH) and Samuel Mahelona Memorial Hospital (SMMH).

The horses’ visit to KVMH was prompted by an occupational therapist at KVMH, Steve Kline’s interest in Hippotherapy, a cognitive rehabilitation training program for adults and children. “Hippotherapy is big in occupational therapy,” Kline said. “I heard about it while at a mainland conference. Since we have Pet Therapy twice a month at KVMH in conjunction with the Kauai Humane Society, I thought we could incorporate the horses.”

Kline met with Healing Horses staff and as a result three horses, a miniature Pinto, a miniature Palomino, as well as one of their offspring, made the trip to KVMH. “This was the horses’ first time going out to do this very important work,” said Heather Phelps,
Healing Horses director. “All animals have therapeutic value, but the Healing Horses are exceptional animals. They have gentle temperaments and they love to be part of the community.”

“It was a beautiful experience,” Kline said. “To see the smiles on the faces of the residents, to hear their stories, and seeing them happy is just so beautiful.”

The visit to KVMH was so successful that Josie Pablo, SMMH recreational therapist, arranged to have Phelps bring two horses to SMMH for a visit with their residents.

Lalaine Rabaino, recreational aide at Mahelona Hospital, described how a resident who rarely reacts or responds changed when she met the horses. “She hardly ever has any response to anything, but I could hardly believe her smile. She loves the horses.”

“This visit was amazing, the residents were very excited,” Pablo said. “To see their expressions and the joy the horses brought, it was remarkable.”

“I was going to do this just once month,” Phelps stated, “but now, it will be twice a month or more.”

Kimo Tops Christmas Magic at Mahelona Hospital

“In the true spirit of Christmas, every resident had someone,” said Josie Pablo, recreational therapist at Samuel Mahelona Memorial Hospital. “This was one of the new facets of our annual Resident Christmas Luncheon—hospital employees were paired with residents who don’t have family so no one would be left out. Everyone needs to feel like they belong to a family and our employees delivered for our residents. It was so wonderful to see each resident with someone to enjoy their Christmas lunch with, it was quite touching.” More than 130 people filled Mahelona Hospital’s multi-purpose room for the midday meal with family and friends.

Local artist, Patrick Ching, added to the magic and brought Kimo the Christmas Horse to the hospital campus for the enjoyment of residents and families alike. Ching said that he acquired Kimo, who once graced a store front on the Fort Street Mall on Oahu, at an auction and restored the animal. Kimo stands just a tad shorter than a full-sized equine.

Pablo added, “The Kilauea Social Club continued their tradition of entertaining us with local-style Christmas carols, the Mahelona Hospital Auxiliary funded gifts so each resident had a present from Santa, and our maintenance department provided sleigh rides to the residents and their families. Kapa’a High School’s food service program provided gingerbread houses and villages, and Kauai Nursery and Landscaping donated poinsettia centerpiece pieces for the tables. The entire staff at Mahelona Hospital make countless contributions to ensure that our residents are happy and well cared for. For all of these things, we are extremely grateful.”

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Maui Memorial Medical Center and Kula Hospital Staff Visit Elementary Schools for Read Across America

Maui Memorial Medical Center (MMMC) and Kula Hospital medical professionals, including physicians, nurses, staff, and management joined in the Read Across America celebration at six Maui schools on Monday, March 3, as part of the national effort to advance student achievement and invest in public education.

The team of 32 went out to schools armed with Dr. Seuss books, which they read to students in 40 classrooms. Read Across America is held annually during the first week of March in conjunction with Dr. Seuss’s birthday. It was established by the National Education Association Foundation as part of its effort to prepare each of America’s children to learn and thrive in a rapidly changing world.

“This is our second year participating in the program and it is truly rewarding,” said Maui region chief executive officer, Wesley Lo. “Not only do we get our medical staff out to the schools for some fun reading, we share tips for staying healthy through eating right and turning off the computer or TV to get out and play, while stressing the importance of doing well in school.”

Each participating student received a reading certificate. By the end of the day, MMMC had handed out 881 reading certificates and 40 Dr. Seuss books—one for each class.

Promotions

Marian Horikawa-Barth was promoted to assistant director of nursing on January 27. Marian has been a valued member of our staff since 2003 when she began as a clinical education RN. In 2006 she was appointed quality management coordinator.

Elaine Bridge was promoted to assistant director of nursing on January 27. Elaine’s career with MMMC began in 1998 as a staff nurse on Hale South and in the ED. Most recently Elaine was part of the Super Nursing Supervisors team. We congratulate Elaine and look forward to her contributions as ADON.

Surgical Services Team Symposium

The Surgical Services Team recently presented a symposium to almost 100 private physicians and office staff members to provide information on the transition to EMR, while educating them on potential office work flow changes. The symposium, which was held on February 5 and 6, introduced the EMR programs for scheduling procedures and physicians orders.

The event featured PowerPoint presentations by OR (Jo Otani, Noe Kauhahaa, and Cindy Hara), Endo (Michele Domingo), and ASC (Dian Gruber). There were great discussions highlighting the concern that we all have to provide exceptional care for our mutual customers, patients, and physicians.
Over 35 office staff members took a tour of ASC so that they can better understand the environment their patients will be in when having a procedure. Attendees were very impressed with the physical layout, the beautiful accommodations, and the privacy afforded their patients.

In Our Community: Kula Hospital Staff Participate in Annual Caregiver Walk

On a perfect day recently, 15 staff members and spouses represented Kula Hospital in the Annual Caregiver Walk to benefit Maui Adult Day Care. Not only did staff have a great time helping others, they also won the award for the team collecting the most money! Luck was with them as well when three walkers won great door prizes, and the BIG door prize (a trip to Las Vegas) was won by Joe Coelho!

Thanks to everyone who supported the Kula team and Maui Adult Day Care with participation in the bake sale and monetary donations. Think about joining in the fun next year!

Oahu Region

Spring Fling 2014

There was excitement in the air as the entire senior class of Sacred Hearts Academy visited Leahi Hospital to help the Activities department put on a “Spring Fling” mini carnival. One hundred fifteen girls worked one-on-one with residents, provided manicures, helped to run games, and cheered the residents on! This commitment from Sacred Hearts Academy demonstrated fantastic community involvement. It was heartwarming to learn that their curriculum focused on the importance of giving back to the community through their time and commitment. Hopefully, through this experience, they will take away positive feelings about working with the elderly. The students shared that they had fun, and many inquired about becoming future volunteers! As many of them venture into healthcare and other professions, these and similar experiences will enrich their delivery of service to those entrusted in their future care.
Valentine’s Day Visit from KCC

Led by Professor Linda Fujikawa, students from the Kapiolani Community College’s International Club visited Leahi Hospital on Valentine’s Day to share some song and dance, handmade cards, and to thank the residents. Professor Fujikawa emphasized the word “Okagesamade,” meaning, “because of you and all of your contributions, we are who we are today.”

Welcoming in the Year of the Horse!

Community members from the Hawaii Lion Dance Company helped the residents at Leahi Hospital usher in the Year of the Horse with a bang! Two large lions visited each nursing unit offering blessings of good health, prosperity, and long life. Residents, staff members, and family on Young 3 waited patiently as the lion made its way down to see them. The traditional offering of a lisee was given to each resident to give to the lions. This organization teaches its members the importance of community service and volunteerism by performing at Leahi on an annual basis.

HHSC Oahu Region Goes Red for Awareness

Visitors and residents saw red if they happened to visit Leahi Hospital and Maluhia on Friday, February 7. In recognition of the American Heart Association’s annual “Go Red for Women Campaign” held in conjunction with Heart Month—the hospital’s staff wore their crimson in hopes of raising awareness of women and heart disease.

Heart disease doesn’t discriminate. It is the number one killer of women, taking the life of one in three every year. The “Go Red for Women” campaign aims to boost awareness and reduce this alarming statistic.

“This effort is a perfect way to launch American Heart Month,” said Susie Lee, BSN, RN, WCC, HHSC Oahu Regional Employee Health and Wound Care certified nurse. “We are proud to participate in this year’s campaign to educate women about the dangers of heart disease and ways to prevent it.”