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## Message from HHSC Acting President and Chief Executive Officer

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

Given the ever-challenging environment we are facing in healthcare, HHSC was one of the top issues discussed at the legislature this year. In my days (and a few nights) at the square building on Bere-tania Street, I was able to observe firsthand how truly engaged and passionate our stakeholders (including patients, employees, medical staffs, regional and corporate board members, community groups, vendors, other hospital and healthcare entities, and of course the Legislature and our elected officials) are about our situa-tion. Similar to other healthcare improvement initiatives, there was extensive and spirited review, discussion, education and (of course) debate. To those of you who came down personally or tuned or logged in to make your voice heard as the Legislature debated the issues, mahalo nui loa for being a vital part of the process!

First, we are grateful that the Legislature appropriated \$101.9 million in operating funds for our fiscal year 2015 (July 1, 2014 – June 30, 2015), plus \$40 million in capital improvement project appropriations to repair and upgrade our aging facilities. As you may know, HHSC facilities bring in operating revenues by billing for the care and services we provide, but those revenues are not enough to cover all of the costs of doing so. We rely on legislative appropriations to fund the dif-ference, which this year is 18% of our operating budget. Despite the appropriations we received this year, we are faced with a nearly \$48 million shortfall. I will address our plans for addressing this challenge in more detail below.

Also at the Legislature, Senate Bill 3064 (sometimes called “The HHSC Public-Private Partner-ship Bill”) did not pass, due to unresolved differences between the House and Senate in con-ference committee. SB 3064 was a product of efforts by many interested persons and groups who worked together in each region and system-wide in an attempt to modify the law in order to allow another hospital system to partner with us – either with HHSC as a whole, or with a specific facility or region, or some combination. In our view, a partnership would benefit Maui, Kauai and Hawai`i island in particular by bringing in much-needed private funding, expertise, and efficien-cies to our facilities there, many of which are the sole hospital providers on island or for miles around. Ultimately, SB 3064 would have helped our system of community hospitals respond more effectively and efficiently to the healthcare needs of our communities. It would have paved the way toward a sustainable future, as many lawmakers feel that the State can no longer afford to fund our operating shortfall, and indeed our appropriations this year are not sufficient to fully fund our current level of operations and services. Despite the death of the bill this year, the issue is not dead; new legislation will be introduced next year to again pursue this strategy.

## Message from HHSC Acting President and Chief Executive Officer (cont.)

With regard to the shortfall, the Regional Boards (East Hawaii, West Hawaii, Maui, Oahu and Kauai), and the Corporate Board, along with your respective administrative teams, have begun extensive budget reviews and discussions. We are examining effective ways to improve our revenues, decrease expenses, increase standardization, implement best practices and other internal efficiency efforts, while striving to improve quality of care and maintain access to our services.

HHSC has the responsibility to do everything it can to reduce its expenses without negatively impacting the health of the communities we serve. Yes, service closures and reductions in force are under consideration, but be assured that we are evaluating many other strategies to see what makes the most sense for us. While we believe all of our services are essential, we will examine all options in order to make sure that our core services remain viable. Details of the plans are expected to be made known soon.

We are committed to continuing to work closely with the Legislature, Abercrombie administration and the labor unions during this challenging period.

At the same time, we can be proud of the excellent quality healthcare that every HHSC facility provides every day of the year, through the skills, hard work, and dedication of our employees, physicians and staff. The recent healthcare quality award presented to West Kauai Medical Center, described later in this newsletter, recognizes one of our facilities' tremendous efforts and achievements and is only one example of the recognition our facilities continue to receive for the quality care being provided. While always mindful that we must be prudent and stay within the limited resources available to us, we are also fully committed to doing the absolute best work each of us can do, every day, so that we remain a great place to work, hospitals of choice for our patients and clinicians, and a beloved and essential part of each community we serve.

We will remain passionate about the needs of our communities and accountable to the State in our operations. I, along with the hospital and clinic administrations, will be sure to keep you posted on the progress of our fiscal year 2015 plans and our continuing dialogue with state leadership.

Mahalo nui loa me ka ha'aha'a,

## Aloha and Mahalo to Outgoing HHSC Corporate Board Members

In May of this year, the HHSC Corporate Board of Directors lost two board members to state-level term limits:

Avery B. Chumbley, Maui Region and M. Jean Odo, Kauai Region.

Mr. Chumbley served as Chair of the HHSC Board Chair from 2009 to 2014. Ms. Odo served as board secretary from 1998 to 2009.

On behalf of the entire Board and HHSC staff, thank you for your dedication and commitment.



## MEMORIAM

The Hawaii Health Systems Corporation regrets the passing of Akira Omonaka, 86, former HHSC Corporate Board member (East Hawaii Region), who passed away in May. He served on the Board from 1996 to 2000.



# Compliance Corner

John Middleton

HHSC Chief Compliance and Privacy Officer

## EMTALA – Still an Important Law We Must Follow



We are constantly dealing with new laws, rules and regulations that govern what we do. It is important to remember though that the old rules and regulations have not gone away in the meantime. An important law that is still with us is the Emergency Treatment and Active Labor Act (EMTALA).

In 1986, Congress enacted EMTALA to ensure public access to emergency services regardless of ability to pay. Section 1867 of the Social Security Act imposes specific obligations on Medicare-participating hospitals that offer emergency services to provide a medical screening examination when a request is made for examination or treatment for an emergency medical condition, including active labor, regardless of an individual's ability to pay. Hospitals are then required to provide stabilizing treatment for patients with emergency medical conditions.

The EMTALA statute and regulations consist of three primary obligations regarding the treatment of any individual who comes to the hospital for emergency medical care:

1. Any individual who comes to the hospital seeking emergency care must be provided "an appropriate medical screening examination within the capability of the hospital's emergency department, including ancillary services routinely available to the emergency department, to determine whether or not an emergency medical condition (EMC) exists." (42 C.F.R. 489.24(a)(1)(i)). In addition, the medical screening examination "must be conducted by an individual(s) who is determined qualified by hospital bylaws or rules and regulations..." (42 C.F.R. 489.24 (a)(1)(i)). EMTALA defines an emergency medical condition as "a medical condition manifesting itself by acute symptoms of sufficient severity that the absence of immediate medical attention could reasonably be expected to result in – (i) placing the health of the individual...in serious jeopardy; (ii) serious impairment of bodily functions; or (iii) serious dysfunction of any bodily organ part. EMTALA also defines an emergency medical condition to include a pregnant woman who is having contractions. Examination or treatment cannot be delayed to inquire about methods of payment or insurance coverage.

2. If it is determined that an EMC exists, the hospital must provide treatment to stabilize the medical condition, or **appropriately** transfer the individual to another hospital.

3. The hospital must abide by restrictions on transferring unstable individuals. Patients may be transferred under EMTALA solely for medical necessity. Under EMTALA, a hospital can transfer an

unstable patient only if the transfer is an "appropriate transfer" under the statute. An "appropriate transfer" involves numerous factors in determining that the medical benefits of transfer outweigh the medical risks of transfer. The weighing of the benefits of transfer must be certified in writing by a physician.

EMTALA enforcement is complaint driven, meaning an investigation is initiated by a complaint received by CMS and/or the State Survey Agency. Penalties can include termination of the hospital's or physician's Medicare Provider Agreement, civil monetary penalties imposed on the hospital or the physician, and civil actions for personal injury against the physician and hospital. Additionally, if a receiving hospital suffers financial loss because of another hospital's violation of EMTALA, the receiving hospital can be sure to recover damages.

It is important to remember that EMTALA applies whenever a patient presents at the hospital for the treatment of a potential emergency medical condition. The patient does not have to be physically present at the designated Emergency Department. It does not matter if the patient is still on the ambulance or in their own personal car or if she/he is sitting on a bench at the end of the driveway. If the patient is seeking care, we must provide a medical screening to determine if an emergency medical condition exists and if an EMC exists, we are obligated to stabilize the patient within the abilities of the Emergency Department.

## East Hawaii Region

### Hilo Medical Center Celebrates Completion of Adopt-a-Room Campaign

Hilo Medical Center celebrated the completion of the hospital Foundation's Adopt-A-Room Campaign for the 46-bed Medical Unit. Thanks to the Hilo Medical Center Foundation, the campaign, launched in 2013, raised over \$247,000 to update patient rooms with a fresh coat of paint, new curtains, lighting, television, and furniture, including new patient beds.



Rogers with Mr. John Okino in the room 332 dedicated to him and his late wife Harriet.

"We are so very appreciative of the Hilo Medical Center Foundation for taking on this project and the donors who gave from their heart," said Howard N. Ainsley, East Hawaii Regional CEO of Hawaii Health Systems Corporation. "Because of the Foundation's efforts and the donors' generosity, we believe the patient experience has been significantly improved, promoting faster healing of the body and mind."

"We are extremely grateful for the extensive support shown by our community donors and HMCF's trustees, who continuously commit such an immense dedication and passion for achieving excellence in healthcare, by their over-whelming contributions and generosity to this campaign," said Adopt-A-Room Campaign co-chair and Foundation Trustee, Marcella Stroh. "The Aloha spirit runs strong here and we should all be proud to be a part of this great community."

"The Hilo Medical Center Foundation Board and staff are extremely grateful and humbled by the incredible response of our community and friends to embrace, with Aloha, this project for the betterment of the hospital and the community it serves," said Lori Rogers, HMCF Executive Director. "It stands as testament that together we can accomplish anything."



HMCF presents the hospital for a check of \$247,000 to cover the cost of refreshing the Medical Unit. (left to right) Medical Unit Nurse Manager, Dee Nishioka, HMCF Executive Director, Lori Rogers, East Hawaii Regional CEO of HHSC, Howard Ainsley, HMCF Board Chair, Julie Tulang and HMCF Trustee and Adopt-A-Room Campaign co-chair, Phoebe Lambeth.

## Hale Ho'ola Hamakua Participates in Relay for Life



In May, HHH participated in full force at the American Cancer Society's Relay for Life in Honokaa. HHH residents, staff and their families came out to support the team and the fight to cure cancer.

## Hilo Medical Center Celebrates 2014 Nurses, Hospital and Nursing Home Weeks

The first two weeks in May were jammed-packed with celebrations! We observed National Nurses, Hospital and Nursing Home Weeks. HMC's nurse managers kicked off Nurses Week by sponsoring a breakfast for all nursing staff. Hospital Week was a week-long celebration of team building and wellness activities, which included the first annual Working on Wellness Fun Walk/Run supported by the HMC Foundation. The long term care and rehabilitation staff celebrated Nursing Home Week by "Living the Aloha Spirit" with fun activities such as tug of war and a hula relay race.





## Nurses on Hilo Medical Center's OB Unit Attain Certification in Obstetrics Care

HMC's OB Unit is proud to announce that 11 of its nurses on the Obstetrics Unit sat for their RNC-OB certification test. All 11 nurses passed the test and received their certification in obstetrics care, bringing the total amount of RNC-OBs to 14 on the unit. Last year, over 1,100 babies were born at HMC. (Missing: Lorna Liepold.)



## 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."

## Project Linus Donates 60 Blankets to Comfort Children at the Hospital

In June, Project Linus presented 60 blankets to Hilo Medical Center to comfort children at the hospital. The Big Island Chapter provided blankets for children who stay in HMC's Emergency Department and Laulima (Surgical/Pediatric) Unit. Here is the Corpuz family and Jayden who received the first blanket!





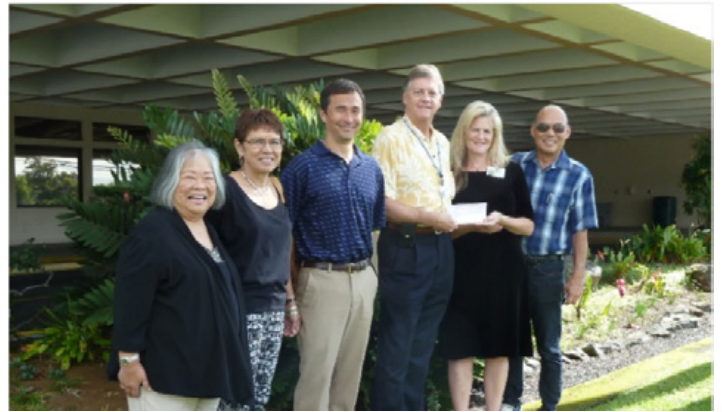
## Local Artist Refreshes Mural in Hale Ho'ola

In May, Margaret Stanton refreshed the mural she originally painted in 2001 for our Behavioral Health Unit. Margaret, a modern impressionist from Puna, says: "I feel that color and art have a place in healthcare in a big way, whether it's mental health or elders. Color has a way to activate certain brain centers to promote healing." The mural consists of scenic areas from around Hilo. She was joined by artist Tarmes Nicola and Nursing Supervisor Caroline Campbell who assisted in this project. Margaret's work is featured in local galleries throughout East Hawaii. The Hilo Medical Center Foundation supported this project by covering the cost of paint.



## HMC Foundation Presents Funding for Diabetes Program

On April 16, the HMC Foundation presented HMC officials with a check in the amount of \$42,011.56 in support of the hospital's Diabetes in Control Program (DICP). Albert Nakaji has participated in 5 classes. He says every time he attends a new round of classes, he learns something new.



(left to right) HMCF board member June Kunimoto, HMCF board Chair Julie Tulang, HMC Chief Operating Officer Dan Brinkman, HMC Chief Executive Officer Howard Ainsley, HMCF Executive Director Lori Rogers and DICP participant Albert Nakaji.

## Hale Ho'ola Hamakua Celebrates Volunteers



In April, Hale Ho'ola Hamakua honored their volunteers with a Volunteer Appreciation Luncheon. Volunteers were treated to prime rib, chicken marsala, salad, chocolate cake and sparkling apple cider.

## Honolulu Magazine Names Dr. Craig Shikuma "Best Doctor" in 2014 Issue



Congratulations to Dr. Craig Shikuma, HMC Long Term Care Medical Director, for being recognized as the "Best Doctor" in Honolulu Magazine's June issue. Dr. Shikuma has been in private practice in Hilo since 1980. In addition to serving on many boards, he has joined the Hilo Medical Center Foundation board after recently completing his term as an East Hawaii Regional Board member.



# West Hawaii Region

## Kona Community Hospital Celebrates Volunteers National Volunteer Week -- April 6-12

In recognition of the 40th annual National Volunteer, Kona Community Hospital invited the community to recognize volunteers who make an extraordinary difference in our community.

Established in 1974, National Volunteer Week is about inspiring, recognizing and encouraging people to seek out imaginative ways to engage in their communities. It's about demonstrating too that by working together, we have the fortitude to meet our challenges and accomplish our goals.

The Kona Community Hospital Auxiliary is the largest volunteer organization at the hospital with 65 volunteers. In 2013, volunteers generously donated more than 7,600 hours to the hospital. There are numerous on-going volunteer roles such as the newly launched Falling Star Volunteer Safety Program, a collaboration between the hospital's Quality and Nursing departments and the Auxiliary Volunteers. This specialized program trains volunteers to assist in monitoring patient safety. In addition, volunteers regularly help in the KCH Cancer Center's infusion department, 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 hugely successful program helps local students become nurses, in hopes that they will stay in – or return to – our community to work. In 2013, the Auxiliary also provided tuition support for two nurses to attend an Oncology and Chemotherapy continuing education course. Additional monies were allocated to fill hospital needs including the purchase of a Panda Baby Warmer for the hospital's Women's Services department. They also made a generous contribution towards a renovation of the hospital's Short Stay Surgery waiting area.

In addition to the Auxiliary, the Kona Hospital Volunteer Chaplain Association includes ministers of all denominations. They provide regular visits to offer spiritual care, a listening ear or a message of hope to patients and families.

"We're very grateful to the KCH Auxiliary and volunteer Chaplains," said Judy Donovan, Kona Community Hospital Marketing Director. "Whether they are working directly with patients and visitors, or behind the scenes, our volunteers play an important role at our hospital. We and our community are the beneficiaries of their generosity and vital contributions."



## Ali'i Health Center and Kona Community Hospital Welcome New Obstetricians

Kona Community Hospital recently announced the addition of three new doctors of Obstetrics and Gynecology to its Women's Services team. They are Danielle Potter, M.D., Gary Bernard, D.O. and Harnath Holmes, M.D.

Drs. Potter, Holmes and Bernard are employed by Ali'i Health Center in Keauhou (a subsidiary of Hawaii Health Systems Corp.), and are all credentialed to perform services at Kona Community Hospital.



Dr. Danielle Ku'ulei Potter joined Ali'i Health Center in August 2013. She completed the Phoenix Integrated Residency in Obstetrics and Gynecology (PIROG) in Phoenix, Arizona, where she won the Award for Excellence in Female Pelvic Medicine/Reconstructive Surgery in 2012. Dr. Potter attended medical school at Creighton University School of Medicine in Omaha, Nebraska. She completed her graduate and undergraduate education at the University of Northern Colorado. Dr. Potter was born and raised on Hawai'i Island, and is a graduate of the Kamehameha Schools in Honolulu.



Dr. Gary S. Bernard joined Ali'i Health Center in January 2014. He completed his residency at Hurley Medical Center in Flint, Michigan following his internship at Flint Osteopathic Hospital. Dr. Bernard attended medical school at University of North Texas, Health Science Center, Texas College of Osteopathic Medicine. He completed his undergraduate and graduate education at the University of Michigan in Flint.



Dr. Harnath C. Holmes joined Ali'i Health Center in March. He completed his graduate and medical residency at the Naval Hospital in Portsmouth, Virginia. Dr. Holmes attended medical school at the University of Minnesota. He completed his undergraduate education at the University of Wisconsin-Madison. Dr. Holmes is very familiar with the challenges of rural health care; he most recently

practiced in Little Falls, Minnesota, a community of 8,000.

Debra Sundberg, executive director at Ali'i Health Center, stated that "the goal is to build a quality obstetrics and gynecology program with a broader range of treatment options for women in our community."

Ali'i Health Center and Kona Community Hospital are offering outpatient gynecologic surgery options that will help reduce the need for women to travel off-island to O'ahu for procedures.

"We are very fortunate to have three new obstetricians in west Hawai'i. Their experience and skills are a strong addition to our Women's Services team," said Sally Robertson, director and manager of Women's Services at Kona Community Hospital.

## Hospital Foundation Receives Generous Donation for the Cancer Center at Kona Community Hospital

On Thursday, April 17, The Kona Hospital Foundation celebrated a generous donation from the newly established Milton and Ursula Stolaroff Foundation. The donation totaling \$250,000 will be administered over a five-year period. The donation will be dedicated to The Cancer Center at Kona Community Hospital (KCH).

Kona residents, Milton and Ursula Stolaroff established their new foundation with the mission of creating a long lasting impact on their community. The Stolaroffs wanted to kick off their philanthropic activities with a donation that is both personal and meaningful to them. Mrs. Stolaroff has been a patient at the infusion center for over eight years, making the Cancer Center at KCH a natural fit for their vision.

Peggy Bowman, RN, OCN, lead nurse at the hospital's infusion center says of Mrs. Stolaroff, "She is a lovely woman...always very positive and caring. She sees that the infusion center is all about kindness and hope."

The event was celebrated with the dedication of a plaque acknowledging the Stolaroff's generosity. Mr. and Mrs. Stolaroff

were joined by a small group of friends, Kona Hospital Foundation and hospital staff for the dedication and photos.

Jim Higgins, Kona Hospital Foundation chairman said, "We're so thrilled that the Milton and Ursula Stolaroff Foundation chose the Cancer Center at KCH to be their first donation recipient. Their generosity will greatly enhance the level of care for cancer center patients. We're very appreciative of Milton and Ursula's sense of community."



## Kona Hospital Foundation Bi-Monthly Lecture Recognizes Skin Cancer Awareness Month

The Kona Hospital Foundation held its bi-monthly Informal Lecture on Wednesday, May 14 at the West Hawaii Civic Center. The topic for May's lecture was "Understanding Skin Cancer: A conversation about Facts, Myths and Protecting Your Skin."

Because May is Skin Cancer Detection and Prevention Month, the Foundation hosted guest speakers, dermatologist Monica Scheel, MD and Patsy Colvin, PA-C. They discussed what everyone should know about skin cancer including what to look for on your skin and how to prevent problems from arising. The educational presentation was followed by a question and answer session.

Skin cancer is the most common form of cancer in the U.S. Annually, there are more new cases of skin cancer than the combined incidence of cancers of the breast, prostate, lung and colon. However, it is also one of the easiest cancers to cure when diagnosed and treated early. Come and hear the experts discuss the detection, prevention and myths about skin cancer.

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. The Foundation lectures are free and open to the public.



# Kaua'i Region

## SMMH Staff & Residents Encouraged To 'Enjoy the Taste of Eating Right'

On March 25, 2014, Kauai Region Registered Dietitian Nutritionists, Su Smith, MBA, RDN, and Alice Baptista, RDN, hosted a booth for Mahelona Hospital staff and residents in honor of National Nutrition Month (NNM). Observed annually in March, NNM is an educational campaign sponsored by the Academy of Nutrition and Dietetics and designed to communicate the importance of making informed choices and developing sound eating and physical activity habits.

"Most of us think we know how to eat well, but many of us don't follow the basics of healthy nutrition or know the Dietary Guidelines for Americans. The Academy of Nutrition and Dietetics aims to help everyone return to the basics of healthful eating by focusing on combining taste and nutrition to create healthy meals that follow the recommended guidelines," stated Smith. "One of the ways we can encourage this is with nutrition education."

Baptista added, "While social, emotional and health factors play a role in the foods people choose to eat, we know that the foods we enjoy are the ones we eat most. That's why the theme of this year's Nutrition Month is 'Enjoy the Taste of Eating Right'. When taste is the most influential factor driving what we eat, it's important that we find the balance between choosing the foods we like and those that provide the nutrients we need."

Staff and residents that visited the 'Enjoy the Taste of Eating Right' booth were treated to healthy snacks, demonstrations and a chance to win prizes.



(left to right): Su Smith, MBA, RDN and Alice Baptista, RDN

## Eagle Brings Gardens To Mahelona Residents

Long Term Care Residents at Samuel Mahelona Memorial Hospital (SMMH) are enjoying the benefits of gardening thanks to a gift of mobile gardening carts by Kauai Boy Scout Peter Sizelove.

When Sizelove, son of Mahelona Hospital Accountant John Sizelove, sought a community service project as a part of his Eagle Scout objectives, selecting a project that would benefit SMMH residents was an easy choice. "Peter was always here at the hospital when he was younger. If I had to work late, he was here with me. So when it came time to decide upon an Eagle Scout Badge project, he wanted to do something to give back to the hospital and the residents we serve."

Peter said, "I got the mobile gardens idea when I heard that Recreational Therapist, Josie Pablo, wanted portable gardens so that residents who aren't able to get outside to garden could do so from their beds or their hospital rooms, or even outdoors if they are able. The carts make this much easier for residents since they don't have to bend down to garden."

The two-tiered PVC carts not only offer hospital residents the ability to sit or stand and garden, but are easily movable so that plants can soak up sun or avoid it as needed.

In addition to the garden carts, Sizelove constructed a media cart to be used for transporting a television set to residents' bedsides.

SMMH Recreational Therapist Josie Pablo stated, "The carts took a lot of planning, coordination and time to design and construct. They are really nice and we, most especially our residents, are very grateful to Peter."

Peter Sizelove is a member of Aloha Council – Kauai Boy Scout Troop 133 sponsored by the Kapaa United Church of Christ.



## Hawaiian Airlines Presents Aloha Spirit Award to Mahelona Staff

May Day 2014 was a very special day at Samuel Mahelona Memorial Hospital as Hawaiian Airlines presented staff with its Aloha Spirit Award in recognition of the hospital's 'Walk to Celebrate Life' event and in appreciation of the compassionate care provided to hospital residents.

The 'Walk to Celebrate Life' event was a result of when SMMH residents and staff decided to rally support for a Mahelona Hospital resident who was diagnosed with breast cancer in 2013. The event was designed to offer emotional support to the resident, increase community awareness and raise funds for the American Cancer Society. The walk participants included hospital residents, staff and community dignitaries as well as a host of volunteers, including the Hawaiian Airlines Kauai Station sales team.

Hawaiian Airlines Kauai Sales Executive Karen Lei Rivera said, "When I was tasked with selecting an organization on Kauai that exemplifies the sharing of aloha, I immediately thought of Mahelona Hospital. When our sales management team volunteered at the 'Walk to Celebrate Life,' it was evident that the aloha offered by Mahelona staff came from their hearts. Their work affects so many lives - not just hospital residents, but also their families and even extends to the entire Kauai community. Hawaiian Airlines is pleased to acknowledge the heartfelt spirit of aloha exhibited by Mahelona employees as part of their daily work."

Seven Hawaiian Airlines representatives presented tuberose and carnation leis to approximately seventy Mahelona Hospital employees that attended the award recognition ceremony before touring the facility and presenting additional leis to other hospital staff.



## KVMH Receives 85% Score in HMSA's Advanced Hospital Care Program

Kauai Veterans Memorial Hospital (KVMH) was recognized recently for earning an 85% score in Hawaii Medical Service Association's (HMSA) 2012 – 2013 Advanced Hospital Care program.

Through Advanced Hospital Care, Hawaii's 13 largest hospitals have access to Premier, a leading healthcare improvement company, performance services which allow them to transparently share and compare clinical data, outcomes and experiences with one another, as well as approximately 350 other hospitals participating in Premier's national QUEST collaborative.

"Advanced Hospital Care enables us to work with other like-minded, quality oriented hospitals across the nation to identify and adopt best practices toward our goals of reduced readmissions and harm and improved patient satisfaction," said Dr. Anthony Dupree, Kauai Regional Medical Director – Quality Administrator. "This was HMSA's second year of scoring Hawaii hospitals using Premier data and national Premier benchmarks. With that, KVMH particularly excelled in Evidence-Based Care, Patient Experience, and Harm Avoidance, three domains in which Hawaii hospitals generally struggle. Mahalo to Rebecca O'Brien, Director of Quality, and her team for their continued commitment to quality improvement and on a job well done."

Launched by HMSA in 2011, the Advanced Hospital Care (AHC) program is the nation's first statewide collaboration between a health plan and hospitals to define and implement new standards of quality improvement. AHC is one of the only initiatives in America that utilizes national as well as provider-designed and managed measures to improve evidence-based care, safety, patient experience, readmissions, end-of-life care mortality and costs. A significant percentage of reimbursements for participating hospitals are determined by their performance on quality outcomes measured in the Advanced Hospital Care program.

## John Cruz Concert Benefits Kauai Veterans Memorial Hospital

On Saturday, March 15, 2014, the Kauai Veterans Memorial Hospital (KVMH) Charitable Foundation held 'Share Your Love For KVMH', a concert featuring singer songwriter and Na Hoku Hanohano award-winning artist John Cruz. Proceeds from the benefit-raised funds to be used toward the purchase of equipment needed in the hospital's ICU, ED and OB units.

Held at the historic Waimea theater, the event included a VIP meet the artist reception and backup band DocRoc featuring one of KVMH's very own, Dr. Richard Lewan – Hospitalist.



"We are very pleased that there was such a wonderful turnout of community members, physicians and staff to show their support for our hospital," said Steve Kline, Occupational Therapist and KVMH Foundation VP. "The concert raised approximately \$13,000 and one of the biggest items that will be purchased as a result of that is a bariatric bed for the Emergency Department. We greatly appreciate our community and look forward to their continued support at other KVMH Charitable Foundation fund-raisers, including the 10th Annual Golf Tournament to be held at Poipu Bay Golf Course on Oct. 26, 2014."



(left to right) Steve Kline and John Cruz

## KVMH Recognized for Safe, Efficient and Effective Care

Premier, Inc. has recognized West Kauai Medical Center/Kauai Veterans Memorial Hospital (KVMH) with a QUEST Award for High-value Healthcare Citation of Merit for delivering high-quality, cost-effective healthcare. Only 61 hospitals received a Citation of Merit for achieving top performance in any four of the six areas measured in Premier's QUEST collaborative, including harm, mortality, readmissions, costs, patient experience and evidence-based care.

West Kauai Medical Center/KVMH was honored during Premier's Annual Breakthroughs Conference and Exhibition in San Antonio, Texas.

"Participation in this collaborative reinforces our commitment to reliably deliver the best care experience to the communities we serve," said Dr. Anthony Dupree, KVMH's Regional Medical Director – Quality Administrator. "We're proud to receive a Citation of Merit for the QUEST Award as we continue down our path of improving patient outcomes."

Specifically, West Kauai Medical Center/KVMH was recognized for:

- Obtaining a mortality rate at least 15 percent less than expected;
- Improving the hospital experience so that patients favorably rate their stay and would recommend the facility to others at least 73 percent of the time;
- Reducing preventable harm events; and
- Obtaining a readmissions rate at least 11 percent less than expected.

QUEST is a performance improvement collaborative of approximately 350 hospitals working to make healthcare safer, more efficient and consistently effective. Approximately 330 QUEST hospitals were eligible for the QUEST Award for High-value Healthcare.

Premier President and CEO Susan DeVore said, "QUEST hospitals have a fresh perspective on the state of healthcare today, which they're using to rethink the way care is provided and design innovative changes that impact our future. It's no easy task for health systems to do this on their own, so they work together to capitalize on the power of information. Our vision is to outperform this industry together, on our own terms, which is exactly what West Kauai Medical Center/KVMH is doing. Premier congratulates them for the fantastic achievements they've made."

The nation's leading hospitals created QUEST to set new standards in healthcare that ensure the delivery of high-quality, cost-effective care. In five and a half years, they have saved more than 136,000 lives and \$11.6 billion.

## Maui Region

### Nurses and Hospital Week Celebrated at MMMC

Maui Memorial Medical Center (MMMC) recently culminated its Nurses Week and Hospital Week with a special May Day celebration featuring a lei-making competition, Hawaiian food and music by Amy Hanaialii and Eric Gilliom.

The week was marked with recognition ceremonies including the Annual Blessing of the Hands ceremony that brought together staff from throughout the hospital with several hospital chaplains who offered verses from multiple religions before the official blessing with ti leaves and salt from Kalaupapa, Molokai.

“Our entire staff gives of themselves day in and day out, heart and soul,” said MMMC Chief Executive Officer Wes Lo. “This week we were honored to give back to them through special activities and spiritual encouragement, while acknowledging the incredible work that they do.”



Chaplain Danette Kong blesses the hands of a MMMC employee.



Amy Hanaii and Eric Gilliom perform for the MMMC staff during the annual May Day luncheon.

## MMMC Recognized with Quality Achievement Award for Heart Failure Care

Maui Memorial Medical Center (MMMC) has received the Get With The Guidelines®–Heart Failure Gold-Plus Quality Achievement Award for implementing specific quality improvement measures outlined by the American Heart Association/American

College of Cardiology Foundation secondary prevention guidelines for heart failure patients.

This marks the 6th year that MMMC has been recognized with a quality achievement award.

Get With The Guidelines–Heart Failure is a quality improvement program that helps hospital teams provide the most up-to-date, research-based guidelines with the goal of speeding recovery and reducing hospital readmissions for heart failure patients.

MMMC earned the award by meeting specific quality achievement measures for the diagnosis and treatment of heart failure patients at a set level for a designated period. These measures include proper use of medications and aggressive risk-reduction therapies such as cholesterol-lowering drugs, beta-blockers, ACE inhibitors, aspirin, diuretics and anticoagulants while patients are in the hospital. Before patients are discharged, they also receive education on managing their heart failure and overall health, as well as referrals for cardiac rehabilitation.

“MMMC is dedicated to improving the quality of care for our heart failure patients, and implementing the American Heart Association’s Get With The Guidelines–Heart Failure program helps us to accomplish this goal by tracking and measuring our success in meeting internationally-respected guidelines,” said Carol Clark, director of communications.

“We are pleased to recognize Maui Memorial Medical Center for their commitment to heart failure care,” said Deepak L. Bhatt, M.D., M.P.H., national chairman of the Get With The Guidelines steering committee and Executive Director of Interventional Cardiovascular Programs at Brigham and Women’s Hospital and Professor of Medicine at Harvard Medical School. “Studies have shown that hospitals that consistently follow Get With The Guidelines quality improvement measures can reduce patients’ length of stays and 30-day readmission rates and also reduce disparity gaps in care.”

According to the American Heart Association, about 5.1 million people suffer from heart failure. Each year, 670,000 new cases are diagnosed and more than 275,000 people will die of heart failure. However, many heart failure patients can lead a full life when their condition is managed with proper medications and devices and with healthy lifestyle changes.





(left to right): Judy Kodama, MMMC director of nursing, Dr. Andrew Rosenblum, MMMC cardiologist, Leslie Lexier, MMMC Quality Specialist, Kauwela Bisquera, American Heart Association regional director for Maui and Nick Hughey, MMMC chief business officer.

#### About Maui Memorial Medical Center

Maui Memorial Medical Center is Maui's only full-service, acute medical care facility. Located in central Maui in Wailuku, the center has 1500 employees and is licensed for 213 acute care beds, and provides comprehensive healthcare for Maui County, including Lanai and Molokai. MMMC is the only hospital outside of Oahu also providing a full range of cardiac services, including open-heart surgery and angioplasty.

#### About Get With The Guidelines

Get With The Guidelines® is the American Heart Association/American Stroke Association's hospital-based quality improvement program that provides hospitals with the latest research-based guidelines. Developed with the goal of saving lives and hastening recovery, Get With The Guidelines has touched the lives of more than 4 million patients since 2001. For more information, visit [heart.org/quality](http://heart.org/quality) or [heart.org/myhealthcare](http://heart.org/myhealthcare).

## Susan Stewart, M.D. Appointed as New Assistant Administrator/Chief of Clinical Affairs



Dr. Stewart is a welcome and valuable addition to the MMMC executive team.

She brings more than 37 years of experience with her, 27 as a Primary Care provider in large multispecialty group practices and 10 years as a hospital-based physician. She also has extensive administrative experience.

She was most recently Chief of Hospital Medicine at Hawaii Permanente Medical Group - Maui, in addition to being a hospitalist with the organization.

Dr. Stewart received her Bachelor of Arts degree from the University of California, Los Angeles and her medical degree from University of California, San Francisco. She did her residency in Internal Medicine at Gorgas Hospital.

She has been involved with the community serving as a board member for several organizations, including Special Olympics Hawaii, Ka Iima O Maui and is also currently on the Maui Regional Board of Hawaii Health Systems Corporation.

## MMMC Goes Green with New Garden

Maui Memorial Medical Center recently added a new garden in the Wailuku Tower Courtyard that is now supplying an abundance of vegetables and flowers to the MMMC community.

Dr. Colleen Inouye (who brought this idea to life) presented MMMC Senior Leaders with the plan to have a hospital garden as it has become a nation-wide trend since they have been found to be an integral part of the healing/wellness process for both patients and staff. Patients who have an agricultural background or who might have gardens in their homes can now enjoy an area where they can decrease the stress from being in a hospital and lessen the feeling of being hospitalized. In addition to the therapeutic aspects, we also can now grow food for the MMMC Café and for our patients.

Dr. Inouye enlisted the help of Community Work Day - Malama Maui Nui, as they have started community gardens. She also recruited Alan Brisley of Aloha Foodscapes who had the necessary skills and knowledge to build the garden and could instruct the volunteers on how to maintain it. MMMC Safety Officer Robert Botelho's knowledge was also instrumental to the project to direct the group on where and how to build the garden on hospital grounds. Director of Nutrition Services Lisa Husch worked along side the group since she is incorporating the food in the kitchen and Ramona Chapman's knowledge as the Infection Control & Prevention Coordinator was to assure proper food and garden safety measures. "Fortunately, when I asked these three people about starting a garden, they too wanted to be a part of the project since all of them had a background of green thumbs." Dr. Inouye said.

The fact that the MMMC Foundation has sponsored the garden through donations from Dr. Frank Baum and Dr. Inouye is an added plus, as there is no cost to the hospital. Other companies that have donated supplies are: ISI Hawaii Water Solutions, Mike Conway of Conway Excavation and Miyake Concrete.

Within two sessions the industrious group was able to build and plant the garden with the help of volunteers: Shane Ripley, Dana Mendoza, Kirsten Szabo, Carlayna Nakamura, Stacy Panlasigui, Kaulana Saltiban, David Molland and Rebekah Kuby.



## Oahu Region

### Maluhia Spring Fling

Maluhia's First Annual Spring Fling was held on Monday, April 14, 2014. The facility's Basement Hall was transformed into a spring meadow for Maluhia residents and adult day health participants to enjoy, including a visit and photo op from the Easter Bunny. The hall was lined with flowers and grass both real and artificial, in addition spring-themed artwork and decorations created by day program participants.

Further down the hall, there was a bunch of three-day-old chicks running around in a cage chirping and huddling around a light, which entertained while bringing back a lot of small-kid-time memories to our residents and participants.

The event also included an egg throwing contest and prizes. Special mahalo to the Farrington High School Healthcare students, the Recreation Therapy staff, O&M staff, Gwynne Goo-Chun, Roxanne Jim, Michelle Kato, Edwin Guevarra (for lending us the chicks) volunteer Lydia Chock, volunteer Jo des Marets and volunteer Sonny the Easter Bunny for organizing and assisting during this event. Oh boy, what an egg-citing time we had!



Taking a picture with the Easter Bunny brought smiles to everyone's face.



A participant getting instructions on the egg throwing contest.



## Learning the Medical Complexity of Nursing Home Residents at Leahi Hospital

Learning nursing skills in the classroom is one thing. Putting those skills to practical use in a real-working environment is another. The nursing receptor program at Leahi Hospital makes this special real-life setting possible.

So what is a nursing preceptor? The nursing preceptor is an active registered nurse, who works as a role model for nursing students entering the clinical period of their studies and helps them make the transition from classroom to real-life practice. The preceptor demonstrates techniques or duties, and shares knowledge about these applications with the student. The preceptor is on hand to guide the student, answer questions and provide feedback on the student's technique.

The initial concept of the preceptor program began in 2008 during a three-day workshop presented by the Vermont Nurses in Partnership (VNIP) hosted by sister hospital Maui Memorial Medical Center. And Leahi Hospital was honored to be one of only two long-term care facilities to be offered training.

The VNIP training program is focused on the effective development of preceptors and minimizing the loss of new hire nursing personnel through the standardization of core concepts and competencies.

At Leahi Hospital, five preceptors serve as outstanding role models to newly hired RNs at Leahi Hospital and also to nursing students from University of Hawaii nursing programs. These preceptors include:

Vic Gaoiran  
Marilyn Ildefonso  
Jasmine Siador  
Gertrude Silva  
Alice Umipeg

The success of the training program can be seen in the number of preceptors who have remained in the program and the number of newly graduated RNs, who have become successful RNs; since the initiation of the program, only one preceptor and one newly hired RN are no longer employed at Leahi Hospital.

During its most recent Nursing Home Week event in May, the Kaimuki nursing home acknowledged the fine work of its preceptors, who besides completing their nursing and charge nurse duties must also find the time to teach, inspire and motivate our nursing students!

"What the students don't realize is that Long Term Care Nursing isn't just taking care of old people, but it is learning the medical complexity of the elderly who often have numerous diagnosis and deciphering the effects of the many medications that they take," said Lani Tsuneishi, Leahi Hospital director of nursing. "The students love the experience here and the preceptors are really attentive to the students' learning needs."



Vic Gaoiran, Leahi Hospital preceptor with two of the preceptees, Doris Lim and Jessica Iwamura from University of Hawaii at Manoa.

## Derek Akiyoshi Named Regional Chief Executive Officer for the HHSC Oahu Region



Derek Akiyoshi has been appointed regional chief executive officer for the Hawaii Health Systems Corporation, Oahu Region. He has served as interim CEO since December 2013.

Previously, Akiyoshi served as Administrator at Maluhia. Akiyoshi also serves as the Vice Chair of the Healthcare Association of Hawaii (HAH) Long Term Care Division.

"The Oahu Region is appreciative that Mr. Akiyoshi has agreed to help lead us through a very challenging period – preparing for the implementation of health reform, addressing the trends in long-term care which affect the most vulnerable members of our aging population groups and effectively responding to the increased need for safety net services in an evolving and uncertain fiscal environment," said HHSC Oahu Region Board Chair Patricia O'Hagan, Ph.D.

## Community Service Project for Leahi Hospital

Each year, Shani Hino, Leahi Hospital social worker, has her children Amare, aged 10, and Peyton, aged 11, do a community service project. She believes that it's important to give back to the community and it starts with little projects. This year, based on the Hino kids' needs review of the Leahi Hospital Adult Day Health program, a facial tissue drive was initiated. The Hino kids alerted classmates, neighbors and relatives about their drive. The week-and-a-half effort resulted in the collection of close to 300 boxes of facial tissue!

"This donation came as a real surprise to my staff and me," said Alexandra Au, Leahi adult day health director. "We can always make use of facial tissue, and I can use two of them right now to wipe my tears of joy!"

On Thursday, May 22, the Hino kids were presented certificates of appreciation by Ms. Au.

"Even as kids, we can also make a difference to those who depend on the services that Leahi Hospital provides," noted Amare Hino.



## Keeping Our Elderly Active and Busy at Maluhia

As our kupuna decline physically and/or mentally, they need to be provided varied and meaningful activities. At Maluhia, numerous events are planned by its Recreational Therapy Department staff to assist residents in maintaining and restoring their motor, social and cognitive functioning, build confidence, develop coping skills and integrate skills learned in settings into the facility's resident community. These specially-planned events include creative arts, sports, adventure programming, dance/movement and leisure

education. Past quarter activities at Maluhia included: an Easter egg hunt; grass planting session; Mother's Day tea party; Father's Day social; and floral arrangements.

