



4TH QUARTER EDITION, 2015

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Holiday Gifts - State Employee Guidelines

During the holiday season, State employees may be offered gifts from vendors, clients, private businesses and the public. There are several State laws that govern gifts and State employees. The bottom line is that State employees should generally not accept or solicit gifts.

The State Ethics Law HRS 84-11 prohibits a state employee or legislator from accepting, soliciting or receiving any gift if it is reasonable to infer that the gift is intended to influence or reward the employee or legislator in or for the performance of his or her duties. Whether a gift is acceptable depends on whether one could reasonably conclude that the gift is given to influence or reward the recipient of the gift.

Guidance from the Hawaii State Ethics Commission provides the following:

- Gifts can take any form. So scrutinize and think about any offer, gift, present, etc., that you receive. If in doubt, ask your Compliance Officer for guidance.
- There is no threshold dollar amount that determines whether a gift is acceptable under the ethics law.
- Soliciting gifts or contributions for an office holiday party is generally NOT acceptable.
- Some gifts must be reported (HRS 84-11.5). For instance, if the gift is more than \$200.00, it must be reported if the employee is able to take action that affects the interests of that source.
- Monetary gifts and gift cards (akin to cash) should not be accepted.
- Small food gifts, a plant, a calendar, etc. are generally not likely to raise ethics concerns. However, larger gift baskets and gift certificates will likely raise ethics concerns and should be cleared. For instance, often sharing the basket with the office staff may be an acceptable solution. You may have to return the basket or gift.
- Employees should not sell private items or conduct other private business activities on State premises.
- If an employee is invited to a holiday party by a vendor, business partner, client, etc., these invitations should be scrutinized carefully and cleared prior to acceptance.

What to do? If employees receive gifts or invitations and/or have questions, they should contact their Compliance Officer, call the HHSC Chief Compliance Officer, or contact the State Ethics Commission at (808) 587-0460 or ethics@hawaiiethics.org

East Hawaii Region

Hilo Medical Center Ranks as Top Performing Hospital in Hawaii

Hilo Medical Center (HMC) continues to receive national attention for its transformation to one of Hawaii's top performing hospitals. "We were informed that Hilo Medical Center had the best scores in the state for preventing hospital-acquired conditions," said Dan Brinkman, East Hawaii Regional CEO of Hawaii Health Systems Corporation. "In fact, just 54 hospitals in the country posted better scores. This ranking demonstrates the high quality of our services that result in better outcomes for our patients."

Hospitals, both public and private nationwide, are required to track and measure key indicators. They are then ranked under the nation's Department of Health and Human Services. Those hospitals that rank poorly are penalized by adjusted Medicare payments.

"Beyond the financial incentive, we have an incredible team of physicians, nurses, aides and housekeepers in all clinical areas who care deeply about our community and are committed to quality and patient satisfaction," said Brinkman.

The ranking by Centers for Medicare and Medicaid Services (CMS) scored HMC with a 1.5 for hospital-acquired conditions, placing it among the top 2% of the 3,308 hospitals across the nation involved in the CMS HAC Reduction Program.



(l-r) Chad Shibuya, Infection Control Director; Pedro Odasco, Environmental Services Worker; Tandy Newsome, Quality Management Director; Noriko Panek, Critical Care Unit Nurse; Dr. Francis Cavanaugh and Darrel Mosher, Respiratory Therapy Manager all contribute to Hilo Medical Center's success in preventing hospital-acquired conditions and top ranking in the state.

Hilo Medical Center Recognized for Improved Patient Care and Fiscal Management

Hilo Medical Center (HMC) was recognized by HIMSS, a global organization focused on better health through information technology, for developing a proven health information technology system.

The East Hawaii Regional Board and HMC executive team invested in the multi-year implementation of MEDITECH 6.0x electronic health record system to improve patient outcomes and support the efforts of doctors and nurses. The leadership also invested in MEDITECH's financial and cost accounting systems in order to improve financial performance. In light of the Region's proven achievements, Healthcare Information Management Systems Society (HIMSS) selected HMC as the first "safety net" hospital to receive its prestigious Enterprise Davies Award. HMC stands as one of only 39 hospitals to have received this award since 1994.

"Our employees, physicians and board members are committed to delivering high quality patient centered care to East Hawaii," said Dan Brinkman, East Hawaii Regional CEO of HHSC. "As early adopters of health information technology, we have successfully integrated our electronic health record system into our daily operations, giving us valuable analytical data and also strengthening systems to ensure patient safety, quality of care and fiscal performance. Hilo Medical Center's in-house team championed our technology transformation and their dedication has resulted in national excellence."



On Friday, October 2, Gov. David Ige presented a congratulatory proclamation to Hilo Medical Center and its HealthConnect team for their success in implementing its proven health information technology system.

CMS Awards Ka`u Hospital 5-Stars for Quality Standards

Ka`u Hospital received a 5-star rating after its Medicare Survey in October by the Department of Health's Office of Health Care Assurance. Surveyors reviewed long-term care services, inpatient and emergency departments for quality standards. According to Marilyn Harris, Ad-

ministrator at Ka`u Hospital, "The results of the survey were excellent in both long-term care and acute care services."



Buy Local Healthcare Ad Campaign – Part 2

Building upon the impact of last year's Buy Local Healthcare Ad Campaign, the East Hawaii Region ran another round of ads in November and December in the Hawaii Tribune-Herald. There's no better way to promote our hospital and staff than to let the work speak for itself through patient testimonies. Thanks to the Hilo Medical Center Foundation for help in purchasing ad space for the campaign and giving us the opportunity to share these patient stories with our families, friends and community. These ads are posted on www.hilomedicalcenter.org.

An advertisement for Hilo Medical Center. The headline reads "Caring for the entire family is the reason I became a doctor." - Dr. Natalie Kelaia King. The ad features a photograph of a pregnant woman lying on a bed, with a young girl sitting on her lap. The text describes Dr. King's experience with her family and her commitment to providing comprehensive care. The Hilo Medical Center logo and contact information are at the bottom.

Surprise Delivery at Ka`u Hospital

At the end of October, a surprise birth occurred in Ka`u Hospital's Emergency Department. Dr. Doug Davenport and nurses, Jerelyn Hammer and Debra Javar, worked together to assist in the delivery with ease. Both mom and baby did very well.



Ka`u Hospital's Dr. Doug Davenport and nurses Jerelyn Hammer and Debra Javar helped with a special delivery.

Bursting with Holiday Cheer at Hilo Medical Center

Hilo Medical Center (HMC) employees and their families participated in the annual Hilo Christmas Parade on November 28. The Exchange Club of Hilo brought Frank Delima to entertain our long term care residents. Once again, our staff contributed to Toys for Tots - mahalo to HELCO for coordinating and a special thanks to the Nobu Yamachi RBI team for picking up the toys. We also received members of the Hoaloha FCE who donated books, crayons, stuffed animals, and blankets to comfort children staying in our Pediatric Unit. Other groups who stopped by the hospital include the Lotus Buddhist Monastery with rose vases and the Eagles with newborn baskets.





istrator at Hale Ho'ola Hamakua (HHH). Joining her is Gayle Green as the new Director of Nursing Services. In December, Kerry met with legislators of the Hamakua District to update them of the services provided at HHH.



(l-r) Karen Kuis-Zelko, Radiology Technician; Senator Lorraine Inouye; and HHH Administrator Kerry Pitcher tour the x-ray suite. (right) Gayle Green, Director of Nursing Services at HHH.

Mahalo Medical Staff Leadership

At the last Medical Staff meeting of 2015, Hilo Medical Center (HMC) showed its appreciation to the Medical Staff leadership for their guidance. The leaders included Chiefess of Staff, Dr. Katt; Surgery Chair, Lovina Sabnani; Radiology Chair, Dr. Scott Grosskreutz; Pediatrics Chair, Dr. Ty de Silva; OB/GYN Chair, Dr. Eric Helms; Psychiatry Chair, Dr. Samuel Paltin; Anesthesia Chair, Dr. Julie Soong; Pathology Chair, Dr. Steven Smith; Internal Medicine Chair, Dr. Curtis Lee; Emergency Chair, Dr. Malia Haleakala; and Credentials Chair, Dr. William Hartman!



Introducing Hale Ho'ola Hamakua's New Administrator

On November 1, Kerry Pitcher, Administrator at Hilo Medical Center, added to her scope of responsibility by accepting the role of Admin-

Hilo Medical Center's Flu Shot Campaign and the Healthcare Heroes

This flu season, Hilo Medical Center (HMC) launched the Healthcare Super Heroes to promote the flu shot. Staff compliance for the East Hawaii Region toward the end of the flu shot campaign for HMC was 75%, HHH 71%, and Kau 79%.



Dan Brinkman, East Hawaii Regional CEO; Kerry Pitcher, HHH Administrator; and Marilyn Harris, Ka'u Hospital Administrator getting their flu shots.

Family Medicine Residency Begins Interviews for Third Class of Residents

At the beginning of September, hundreds of qualified applications started rolling in for the Hawaii Island Family Medicine Residency training program's third class. From November through January,

candidates will be interviewed and introduced to Hilo Medical Center and its staff. We look forward to Match Day in March!



Dr. Kaohimanu Dang Akiona tour residency applicants through the ICU to meet nurses Jay Fincher and Leilani Schabell.

Residency Program Teams Up to Fight the Bite

Residents with the Hawaii Island Family Medicine Residency Program have had the unique training opportunity to help with outreach and screening for Hawaii Island's recent development of Dengue Fever. Starting in November, they teamed up with Hawaii County Fire Department, Department of Health, and Hope Services to reach out to the island's vulnerable populations who are at the highest risk of contracting Dengue Fever.



(center) Dr. Hamed Ahamdinia and (far right) Dr. Kaohimanu Dang Akiona join efforts to combat Dengue Fever.

Encouraging Our Next Generation of Healthcare Professionals

In November and December, Hilo Medical Center (HMC) welcomed students from Ka'u High School, Pahoa High School, and Kamehameha High School to encourage students to become the next generation of healthcare professionals. Ka'u High School students learned about a career as an emergency medic and a nurse. They also stopped in the Simulation Training Center to see how staff is trained in simulated scenarios to prepare for real life situations. Pahoa High School got to hear Chad Shibuya, Infection Control Director, speak about the timely issue of Dengue Fever and Louise Fincher, Trauma Program Coordinator, speak about the trauma case she had tended to before her talk. Rianne Masuda continued Kamehameha High School's Senior Legacy by making 168 May Day Kits for her project. These kits brought comfort to loved ones of medevac'd patients and provided a great sense of normalcy with basic toiletries in the midst of a very stressful ordeal. HMC averages about 30 fly-outs per month.



Special Donation to the Pediatric Unit

Miss Teen Tropical Beauty 2015, Kylyn Rapoza delivered on her platform - Project Smile activity bags for children staying at Hilo Medical Center's (HMC) Pediatric Unit. On hand to receive the first bag, filled with a stuffed animal, books and bubbles among other fun items, was 4-year-old Chelden Caitano with his Nana Marie Benevides by his side. Kylyn is a tenth grader at Christian Liberty School. She came to HMC to visit a patient one day and saw a child with an IV, blowing bubbles outside the hospital for some fresh air. She thought immediately that she wanted to volunteer and help kids staying at the hospital, but she found out she was just a year shy of the age requirement. Her mom Sossity told her that if she entered and won the pageant, Kylyn could do just that - fulfill her goal of helping children!



Chelden with his Nana Marie welcomes the Project Smile Bags thanks to Kylyn. Here they are with Lisa Rantz, Executive Director of the HMC Foundation, and nurses from the Pediatric Unit, Mila Salvador, Caitlin Aniban, and Jarett Morales.

The First Daisy Award Winner at HMC

On Monday, September 28, Hilo Medical Center (HMC) launched the Daisy Awards, a national recognition award recognizing licensed nurses for their exemplary service. HMC's first Daisy winner was Tiffany Martinez, ICU nurse. Her patient wrote the following to nominate Tiffany for the award: "When I was a patient in ICU, Tiffany was my nurse at different times. She was always pleasant and polite. She encouraged me to do my best and she always explained what she was doing and what was happening. The day of my surgery, she was off but she took the time to come and see me before I went into surgery. Seeing her and hearing her positive comments really calmed me down. Tiffany also took the time to wash my hair and she was always thorough with cleaning me and with my care. She always smiled and was consistent in checking in on me. I felt safe and knew I was in good hands with her. She treated me and my family like family! I will always appreciate her and the role she played in my recovery!"



West Hawaii Region

Kohala Hospital Emergency Room Nearing Completion

On Wednesday, October 14, Kohala Hospital administration updated the West Hawaii Region Board of Directors and the Kohala community on the status of the hospital's Emergency Room (ER) Renovation and Relocation Project.

Phase I of ER construction is nearing completion. This phase houses most of the ER's essential clinical areas, including a spacious nursing station and four patient bays with automatic sliding doors.

Phase II finish work pending completion includes painting, dry wall, and floor and ceiling installation. Phase II of the Emergency Room project includes the ER triage room, a waiting area, restroom, and multipurpose conference room. These spaces will greatly improve efficiency and comfort for staff, patients, and their families.

Gino Amar, Kohala Hospital Administrator reports that the ER construction project faced some major challenges along the way. The plan and design of the ER was ambiguous, so contractors had to interpret hospital building codes and how everything would "fit" as they went through each phase of the project. The construction process did not allow for a traditional General Contractor/Owner relationship, so no major timelines were established or agreed upon at any point throughout the project.

As a result, frequent delays occurred when trying to schedule subcontractors and inspections. Another significant delay was attributed to the delivery of wrong sized patient bay sliding doors, which then needed to be reordered from the mainland.

In spite of delays, Amar is enthusiastic. "When completed, our new Emergency Room will be a state-of-the-art facility," he said. "This will wrap up years of planning and fundraising."

The Kohala Hospital Charitable Foundation (KHCF) provided \$440,000 for the construction of Phase I of the new emergency room. This money was raised through a number of venues including annual golf tournaments hosted by Michael and Betty Meinardus and attended by many donors from on- and off-island; successful and fun filled barbeque events at the Kahua Ranch; and KHCF annual Christmas contributions. Additional funding was provided via grants from the Atherton Foundation and the Brach Foundation, as well as other on-going donations.

Kohala Hospital administration secured Capital Improvement funding for Phase II. Kohala Hospital receives Capital Improvement Project (CIP) monies from the State. Capital Improvement Project funding is restricted to maintenance and facility improvement projects, and cannot be used for day-to-day hospital operations.



KCH Fields Dengue Fever Calls

On November 3, Kona Community Hospital (KCH) announced that its emergency department experienced a large number of phone calls from community members concerned about Dengue Fever. "Our emergency department received a large number of calls from people with questions about Dengue Fever," said Lisa Downing, Infection Prevention and Employee Health Director.

Callers were concerned about mosquito bites or generic symptoms, which they fear could be attributed to the mosquito-borne disease.

Hospital officials encouraged community members with questions to either call their personal physicians or the Department of Health at (808) 586-8362.

During the Dengue outbreak, the Department of Health is providing consultations via phone. Callers are pre-screened to determine whether they meet the criteria to be tested for Dengue Fever. Anyone meeting the criteria is referred for further testing.

Dengue symptoms include headache, fever, exhaustion, severe muscle and joint pain, swollen lymph nodes, and rash.

Currently there have been over 100 confirmed cases of Dengue Fever on Hawaii Island, including both East and West Hawaii.

Downing stresses that anyone who is experiencing a medical emergency should call 9-1-1 or go to their nearest emergency department.

Kona Community Hospital Launches Tele-Mental Health Program

In October, Kona Community Hospital (KCH) launched a hospital-based, state-of-the-art tele-mental health program to accommodate patients requiring the services of a psychiatrist.

The hospital is partnering with Dignity Health Telemedicine and In-Touch Health to bring this innovative service to KCH patients. The tele-mental health program offers real-time communications for psychiatric consultations and care via two RP-Lite Remote Presence Systems robots.

Each robot enables psychiatrists to be present at the bedside in order to interact with patients 24/7 through videoconferencing technology. Although the technology is similar to Skype or FaceTime, the robot connection is FDA approved and HIPPA compliant.

"We believe our patients should have access to timely, high quality mental health care," said Pat Kalua, RN, KCH Chief Nurse Executive.

However, there is a nationwide shortage of psychiatrists. As a result, KCH often has difficulty finding coverage in this area of specialty. Thanks to the tele-mental health program, a patient and a psychiatrist can now be connected within 20 minutes of an initial call for service.

The mental health services are provided by licensed, board certified psychiatrists for consultations and care of inpatients in KCH's acute care units, such as the Medical Surgical and Intensive Care units. Further, the tele-psychiatrists are able to co-manage care with a patient's hospitalist and care team.

KCH plans to expand the tele-mental health program into its emergency department soon, enhancing that department's present services.

"This patient-centered service will greatly enhance mental health services at Kona Community Hospital," said Kalua. "This will improve patient care and improve the patient encounter."

The tele-mental health program does not provide services to the inpatient Kalani Ola Behavioral Health Unit at KCH. Mental health care in that unit is provided by psychiatrists from the Adult Mental Health Division of the State of Hawaii, Department of Health.

Kona Hospital Foundation Receives Generous Grants for New Telemetry System



Recently the Kona Hospital Foundation (KHF) received two separate grants to help fund a new cardiac telemetry system at Kona Community Hospital (KCH).

On September 11, the First Insurance Company of Hawai'i awarded the Foundation a \$1,500 grant. Later, on December 3, the First Hawaiian Bank Foundation awarded the Foundation a \$25,000 grant. Both grants will help fund a new cardiac telemetry system at KCH.

A telemetry system is a continuously electronic patient monitoring system. This tremendously useful tool allows hospital personnel to monitor heart rate, heart rhythm, breathing, and other vitals at the patient's bedside, as well as at a remote location like a nursing station.

"We are fortunate and thankful to have been chosen as a grant recipient by both First Insurance Company of Hawai'i and the First Hawaiian Bank Foundation," said KHF Chairman, Jack Bunnell. "Their generous support really does make a difference in the lives of patients at our community hospital."

A Philips IntelliVue Cardiac System is on order to replace the hospital's current telemetry system, which must be retired by June 2016. The new system will be installed in the first quarter of 2016. It will increase the hospital's cardiac monitoring capabilities from 12 to 15 patients.

The cardiac telemetry monitoring system is used daily to monitor patients in the hospital's Medical/Surgical (Med/Surg) Department as well as the Intensive Care Unit (ICU).

Kona Community Hospital Conducts Mass Casualty Incident Drill

On Wednesday, November 18, Kona Community Hospital (KCH) conducted a mock mass casualty incident (MCI) drill. The focus was to create a surge capacity scenario in which hospital staff and resources would be strained by the number and severity of casualties.

The scenario included a multi vehicle accident in which a tour bus and a car crash. Further, the scenario involved 19 victims, primarily children, with various levels of acuity.

At 7:15 a.m., the hospital performed a mock "Code Triage," which activated the MCI event. The hospital's Incident Command Center was established immediately by Chief Nurse Executive, Pat Kalua. Specific roles and responsibilities were assigned to drill participants. The team had until 10:30 a.m. as preparation time before patients began arriving.

The drill involved the hospital leadership team, members of the hospital Emergency department, triage team, registration staff, and the hospital security department.

The objectives included the management of a real world disaster resulting in an influx of patients into the emergency department, the establishment of triage tents, training of staff about the disaster process, and improving emergency preparedness including communications and response times.

After the event, a debriefing was conducted to discuss findings of the drill and to evaluate areas that might need more work in the future.

"The purpose of this exercise was to identify our strengths and weaknesses in responding to a disaster," said Pat Kalua. She continued, "Being prepared is a hospital-wide effort, and we continuously drill and retrain all departments."



Kona Community Hospital Sponsors Successful Thanksgiving Food Drive

Kona Community Hospital (KCH), in collaboration with the Hawai'i Island Food Basket, recently concluded its first-ever Thanksgiving Food Drive. Donated non-perishable food items proved to be plentiful enough to meet the hospital's goal of filling Thanksgiving dinner bags for 100 community families.

The food drive, which kicked off on November 1 and ran through November 15, received overwhelming community support.

Ali'i Health Center and West Hawai'i Community Health Center both joined the effort by providing food collection locations at their clinics. Additionally, the hospital's medical staffers made a generous monetary donation. These funds were used to round out food categories to meet the 100-bag goal.

Following an intensive two-week food collection period, donated food was divided into food groups and inventoried.

Fifteen-year old Makana Watson from Waimea was inspired to collect food in his neighborhood for the project. Watson and his mother, Kimi pitched in at KCH to help organize the food which had been collected over the two-week period.

On November 18, hospital department directors came together to fill grocery bags with food items collected for a Thanksgiving dinner including, canned meats such as chicken or spam, canned fruits and vegetables, gravy, cranberry sauce, boxed stuffing, instant mashed potatoes, and boxed desserts. In addition, each bag included a canned ham.

That afternoon, the hospital successfully handed off 100 'Thanksgiving Dinner' bags to the Hawai'i Island Food Basket. The Thanksgiving food bags were distributed to families by Food Basket partners at The Friendly Place, a joint food ministry run by the Mokuaikaua Church and St. Michael's Parish.

"We wanted to do something that reflects our values as a community hospital as well as our belief that everyone is 'Ohana," said Marketing Director, Judy Donovan.

The Thanksgiving Food drive organizers extended special thanks to everyone who helped make the KCH Thanksgiving Food Drive a success, including hospital employees and medical staff, The Hawai'i Island Food Basket, The Friendly Place, Ali'i Health Center, West Hawai'i Community Health Center, Safeway, Kmart, and generous members of the West Hawaii community.



Kohala Hospital Charitable Foundation Donates Beds



The Kohala Hospital Charitable Foundation (KHCF) recently funded the purchase of three new state-of-the-art beds for Kohala Hospital. The new Hill-Rom Advanta 2 Beds will replace the hospital's three Skilled Nursing Unit beds. This generous donation ensures that skilled nursing patients at Kohala Hospital have a comfortable experience.

Bed features include controls at the bedside, scale at point of care, dual locking brakes in all four corners, and battery backup. It is designed for caregivers to provide more care with less effort. In addition, it puts safety first and provides patient-friendly features to improve the patient experience.

"We're very fortunate to have a Foundation that is committed to continually improving equipment and services at Kohala Hospital. Their tireless work is appreciated," said Gino Amar, Kohala Hospital Administrator. "We would also like to thank everyone who has donated so generously to the Foundation."

The Foundation's Board of Trustees includes President Anita Giovanna Gherardi, Vice President Rhoady Lee, Secretary Elaine Christianson, Treasurer Hana Anderson as well as Trustees Dixie Adams, David Gomes, Shoshana Matsumura, Betty Meinardus and Joan Pruichniak.

Kohala Hospital Joins Scrubs Drive

Early in October, Kohala Hospital nurses and other hospital personnel joined a county-wide effort to collect scrubs for clinical workers in flood-soaked South Carolina.

Interim CNE, Carmela Rice was one of many Hawaii Island nurses to receive an urgent text from a South Carolina (SC) emergency room nurse seeking donations of new or used scrubs for her fellow SC nurses affected by the devastating flooding in that state.

Meredith Gibbs, a nurse who formerly lived and worked on Hawaii Island, described the devastation, saying that most hospitals were without water, necessary services were down and many nurses were either staying at work or sleeping in their cars.

Gibbs emailed and texted her former nurses' network in Hawaii for help, "I'm reaching out to the group who taught me about O'hana, about taking care of your own. You are all still my O'hana and I want to show my O'hana here in South Carolina what O'hana really means."

Kohala Hospital leaders announced the request at their daily meeting. Within days, clinical and other staff at the little hospital with a big heart had collected 40 sets of clean scrubs.

Those scrubs, including many that are aloha-themed, have been packaged and are en route to be distributed to dedicated nurses in South Carolina.

These scrubs were sent to Gibbs for distribution to dedicated nurses in South Carolina.

Meredith Gibbs, after receiving the scrubs, contacted Kohala Hospital with her gratitude, saying, "your (Hawaii) scrubs are going out to over 25 people! Each getting over 6 pairs each! That is just amazing! 6 full sets!"



Maui Region

Heart Failure Presentation Slated for February 2, 2016



Maui Memorial Medical Center (MMMC) is hosting an evening presentation on the topic of Heart Failure on Tuesday, February 2, 2016. The event is being hosted in conjunction with Heart Disease Awareness Month and will feature a panel of experts on the subject, as well as a Heart Health Fair with participating community partners.

The event begins at 4:30 pm outside the hospital auditorium with the Fair, which includes tables from American Heart Association, Malama Ke Ola Health Center, MMMC Outpatient Clinic, Maui County Office of Aging, Kaiser Permanente, Hospice Maui, and UH Maui Nursing Students.

The event then continues with lectures inside the auditorium beginning at 5:30 pm with the following keynote speakers: Dr. Kimble Poon, Cardiologist; Dr. Eric Nordsieck, Cardiologist; Dr. Jay Lakkis, Nephrologist; and Lisa Husch, Dietician.

The event is free and open to the public and complimentary valet parking is available. For more information, please contact Leslie Lexier at 808-442-5030.

Heart Failure Re-Admissions Training

Dr. Mario Deng recently presented an in-service to the staff at Maui Memorial Medical Center (MMMC) about preventing Heart Failure Re-Admissions. Dr. Deng is Professor of Medicine and Medical Director at the David Geffen School of Medicine at UCLA.



Dr. Deng is shown here with Quality Specialist Leslie Lexier who coordinated the presentation.

Maui Memorial Medical Center Recognizes Environmental Services Employees

The hard working team of the Maui Memorial Medical Center's (MMMC) Environmental Services Department (Housekeeping and Laundry) was honored during Environmental Services week with special functions, cakes, and contests. The crews are responsible for maintaining the highest standards of cleanliness for our staff and patients at Maui Memorial. Congrats!



Disaster Drill October 2015



Maui Memorial Medical Center (MMMC) participated in the multi-agency Airport Disaster drill on Oct. 22. "Victims" from a plane crash were transported to the hospital where they

were triaged in the tent outside of the ED before being moved to the appropriate areas for treatment.



Oahu Region

Senior Fair



A generous anonymous donor from Leahi Hospital made it possible for Leahi Hospital and Maluhia LTC to participate in the 29th Annual Hawaii Senior Fair-The Good Life Expo at the Blaisdell Exhibition Hall on September 25 - 27, 2015. The newly formed "Protect Leahi & Maluhia `Ohana" coalition was able to purchase a booth at the Senior Fair, raising awareness of the financial struggles of the hospitals to the Oahu community. Protect Leahi & Maluhia `Ohana is a local volunteer & grassroots network of family members and supporters – 5,000 (and growing) – focused on increasing public awareness of the budget crisis damaging O`ahu's only public hospital safety net providing long-term care services to working class families. Their goal is to restore state funding to both hospitals & to bring back 76 operational beds lost because of the budget crisis.

Volunteers manned the booth for the three-day expo fair. The volunteers were made up of families, staff, and community participants. The goal for the Protect Leahi & Maluhia `Ohana at the Senior Fair Expo was to educate the attendees of the fair of the

financial struggles of the hospital and to sign petitions and to ask attendees to contact lawmakers in regards to allocating additional funds for the hospital. These petitions will be taken to the next legislative session in 2016.

The Senior Fair Expo was a great success and helped bring heightened awareness to the community of the financial struggles of Leahi Hospital and Maluhia LTC.

Papaya Carving



During the Participant Council meeting, the Halloween activity was discussed. Instead of pumpkins, the Council members suggested to carve papayas as some did when they were young. Many grew up on farms where papayas were plentiful but pumpkins were too expensive. Some of the participants cleaned the papayas, some did carving, and some

did decorating. As you can see, they were able to create some interesting characters (p.s. if you are planning to do this, we learned that green papayas make better substitute pumpkins – easier to clean and carve because they are firm.

Halloween Parade

Did you notice? All the ghosts, goblins, and witches, and other dressed characters at Maluhia's annual Halloween parade? This annual event was held on October 28, 2015 and led us thru all the floors of Maluhia spreading Halloween cheer.



Maluhia's Winter Wonderland

This year was our 3rd Winter Wonderland where the basement hallway of Maluhia was decorated for Christmas – 13 Christmas trees, even a few purple ones, 10 inflatable Christmas decorations, 25 strings of lights, 1 polar bear, 15 yards of stars on ribbon decorations made by the participants, innumerable Christmas ornaments, and, of course, Santa Claus. We will always remember this Winter Wonderland because of a facility-wide power outage which happened just a few minutes before we started. Although, the participants of Maluhia Adult Day Health Center still got to walk through the Winter Wonderland, there were no lighted decorations. But no matter what was happening, Santa Claus (also known as Susie Lee) was still his jolly self and enjoyed by the participants as you can see from the pictures.



Pumpkin Pie Social

Thankful for all that we have -- at Maluhia, a pumpkin pie social was held on November 25th in the Fujie Mitori activity room, sponsored by the Maluhia Resident Council. Ono, Ono, Ono -- Pumpkin pie with whipped cream and flavorful spiced coffee and tea was on

the menu. Many residents said they are thankful for Maluhia, the friendships, the staff, and the great food. To the delight of some of the residents, they received more than one serving if requested -- some getting up to five servings!

Leahi Resident Turns 106 Years Young!

Florence Imai, resident of Leahi Hospital, turned 106 years young on December 1, 2015. The Young 2 unit of Leahi Hospital, where Florence Imai has lived for the past four years, celebrated by throwing her a birthday party. When asked the secret to turning 106 year old, Mrs. Imai stated, "Working hard all your life." In the year that Florence Imai was born, William Howard Taft was inaugurated as 27th President of the United States, the US issued the first Lincoln penny and the construction of the US navy base at Pearl Harbor was initiated.

Happy Birthday Florence Imai, we know that there will be many more birthdays and celebrations!



69th Annual Kaimuki Christmas Parade

Leahi Hospital residents and staff spread Christmas cheer by participating in the 69th Annual Kaimuki Christmas Parade, which was sponsored by the Kaimuki Business and Professional Association. Over 40 businesses, schools, politicians, and community groups joined in the annual festivities. Residents, family members and staff rode the Waikiki Trolley proudly displaying the Leahi Hospital banner. Other staff enthusiastically walked up Waiialae Avenue passing out candy to the parade participants. What great exposure to remind our community that Leahi Hospital continues to provide care for our kupuna, and have been for over 100 years!



Beautiful Flower Arranging

We frequently hear "Oh...those are pretty...," as the participants and residents see the beautiful fresh flowers for their flower arranging activity. Maluhia has been fortunate to receive donations of flowers through Native Floral at Costco and Watanabe Floral Inc. that make this activity possible. They create small vases of flowers to keep and enjoy or make an arrangement for a family member or friend. This is an activity that almost everyone can participate in creating and always brings smiles to their faces even more beautiful than the flowers.



Affiliates: Kahuku Medical Center

Strategic Plan for Kahuku Medical Center (KMC) Unveiled

Shaping the Future of Healthcare for Ko'olauloa, 2016 – 2018

Over the next three years KMC aspires to:

- **Establish a Healthcare Home for the Ko'olauloa Region**
We will attract more of the kinds of programs you need right here on the Kahuku Medical Center campus. We will improve our existing services with high standards and effective management. Our goal is to become a home of healing and wellness for you and your family - a place you go not just for emergency care, but for a wide range of services and activities that help you heal and stay well.
- **Increase Communication**
We will strengthen communication widely, with patients, fellow service providers, our employees, and the community at large. We want our finger on the pulse of the community and to hear what you think and need while ensuring you know what we are doing and why we are doing it. We want to make the task of navigating health care easier by sharing information more effectively with you and the service providers you choose.
- **Build Partnerships with Other Health Care Providers**
We will work effectively with other health care providers, government entities, nonprofit organizations, and community groups to build partnerships that make more, better, and seamless services available locally for you and your family.

The complete KMC Strategic Plan can be viewed in full on the KMC website at:
<http://kahuku.hhsc.org/about-us/strategic-plan-2016-2018/>

The KMC Strategic Plan establishes the priorities to guide Kahuku Medical Center over the next three years from 2016 to 2018. KMC's Strategic Plan answers the question "What are the healthcare needs in our community and how can KMC better serve those needs?"

The Strategic Plan is a culmination of a six-month visioning process that was carried out in early 2015 along this north and north-east coastline, within the communities from Kualoa to

Waimea. This visioning process significantly influenced the Strategic Plan. In the visioning process, KMC sought critical feedback and ideas on how KMC can better serve the community. We asked people to share their dreams and concerns about health and health services in our community. KMC held five meetings with: clinical providers in the area, community leaders, KMC staff, Kahuku High School Health Academy Students, and the greater Ko'olauloa community. In addition, KMC gathered additional community feedback via an online survey, a KMC facebook page, one-to-one meetings, and stakeholder consultations. KMC partnered with the University of Hawai'i at Manoa to train four area residents as community facilitators, two of whom were born at the Hospital. These are the seeds of building a local community planning capacity that KMC can draw upon in years to come.

Kahuku Medical Center Earns Hospital Accreditation!

The Kahuku Medical Center is proud and honored to receive The Joint Commission's Gold Seal of Approval® for Hospital Accreditation!

The Gold Seal of Approval® is a symbol of quality that reflects an organization's commitment to providing safe and effective patient care.

The Joint Commission is the premier health care quality improvement and accrediting body in the nation. It has accredited hospitals for more than 60 years. More than 4,000 general, children's, long-term acute, psychiatric, rehabilitation and specialty hospitals currently maintain accreditation from The Joint Commission, awarded for a three-year period. In addition, approximately 360 critical access hospitals out of 1326 maintain accreditation through this program.



Patient Satisfaction Surveys Valuable to Kahuku Medical Center (KMC)

Launched in September of 2015, Kahuku Medical Center now gathers feedback on patient experience and satisfaction with a very quick survey via mobile devices on site. This information will help guide KMC's growth and give indications of areas that need improvement. Over a two-month period from September 2015 – October 2015, KMC gathered 258 patient responses among 7 care areas: Emergency Department, Inpatient Short term, Inpatient Long term, Physician Clinic, Lab Department, Radiology Department, and Rehab (PT, OT and Speech).

Here are the results:

94% SCORE for Patient to Staff Satisfaction

98% SCORE for Patient to Physician Satisfaction

91% SCORE for Patient to Environment Satisfaction

90% SCORE for Patient Experience Satisfaction

91% SCORE All Other Questions

92.8% SCORE TOTAL Patient Satisfaction

