

QUEEN'S CONNECTION

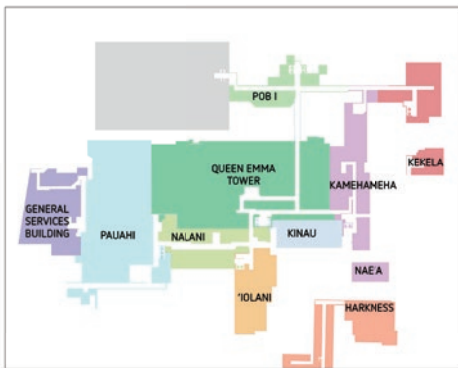
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A Weekly Publication of the People of The Queen's Health Systems

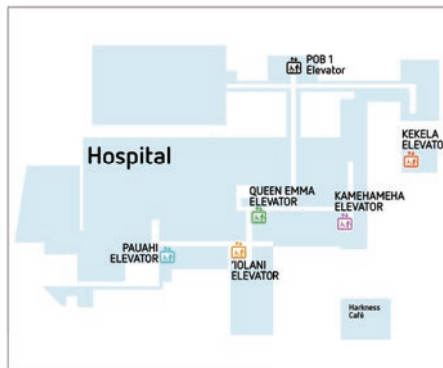
The Queen's Medical Center • The Queen's Medical Center – West O'ahu • Moloka'i General Hospital • North Hawai'i Community Hospital

Wayfinding Underway

LEVEL 1	Imaging Information Desk Admitting & Registration	ELEVATORS QUEEN EMMA	 'IOLANI	 KAMEHAMEHA
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EXISTING FIRST FLOOR



RECOMMENDED FIRST FLOOR

Top: Example of new directional sign. Above: Before and after—simplifying the mental map.

WAYFINDING IS UNDERWAY at Queen's Punchbowl. You may have noticed that some of the old signage has been replaced with new, temporary signage. Below is a quick review of what wayfinding entails and the phases of this important project.

What Is wayfinding?

Wayfinding is how people navigate from one place to another. For our Punchbowl patients and visitors, wayfinding encompasses where they park, which entrance they use, the route they take when walking to their destination, and their return journey to their car.

Why are we focusing on this now?

Wayfinding at Punchbowl can be an area of frustration for our patients and visitors, and is reflected in our HCAHPS (Hospital Consumer Assessment of Healthcare

Providers), the Centers for Medicare and Medicaid Services patient satisfaction survey required of health care institutions. We also know that members of the Queen's 'ohana daily spend significant amounts of time helping visitors find their destinations. In FY17, Queen's leadership prioritized addressing this long-standing issue.

When will the changes happen?

Installation of temporary directional signs began on Levels L, 1, and 4 last week and will be completed by the end of February. During the 4-month testing phase, please send feedback or suggestions to marketing@queens.org. Feedback and user testing will help fine-tune signage before installing permanent signs. Stop by the Dining Room lawn on Thursday, February 16, 11:00 am – 1:00 pm to learn more and participate in wayfinding fun and games.

The Queen's Medical Center Wayfinding Facts



Phase 1 (Quick Impact): February 2017

- New campus map
- Temporary QMC signage (Levels L, 1, 4)
- New direction slips for use by Volunteer Services
- User testing and feedback on signage

Phase 2: Summer 2017

- Permanent signage on all levels
- Pedestrian wayfinding signage (from QMC to POBs)
- Parking garage wayfinding tools
- Digital wayfinding tools

Major Changes

- Maps and Directories will be installed in the Lobby, Level 1, and POB 1 corridor.
- The 5 primary public elevators will have icons and colors associated with them.



- Temporary signage will be installed on Levels L, 1 and 4, including overhead signs, elevator signs and wall signs.
- To improve visitor navigation, the following destinations will be renamed:
 - Ground Floor (G) will become Lobby Level (L); Ground will be Basement Level (B) in the Kamehameha elevator
 - APEC will become Pre-Surgery Center
 - Kinau 3 will become Surgery Center
 - Outpatient Pharmacy will become Discharge Pharmacy
- When communicating directions to visitors, use patient room numbers (e.g., Patient Room Number 10xx) instead of unit names (e.g., Tower 10 or L&D).

More Information

Monchalee Steiger, Marketing Manager, 691-4964 or msteiger@queens.org

Keala Peters, Director Strategic Marketing, 691-4968 or kpeters@queens.org



Love is a many splendored thing.

Dearest TT,

The most wonderful thing I decided to do was to share my life and heart with you 15 years ago, thank you for being by my side always and forever...**I love you!**

To Hope, Mary Beth, Maile Kaluhea, Lourdette, Carol, & Phyllis:

Happy Valentine's Day to the best coworkers in the world!!!!!!
Much aloha, **Emily J**

Love, love, love the Queen's West Quality Department - Truly, **Alison**

Po & Gung: Your little chicks are thrilled to be crowing in the lunar new year & valentine's day together! love you, **G & Ki**

To my Care Coordination team, especially to all our Emergency Dept social workers & case managers:
Sending you love and aloha
nitsa, ED SW

Queen's Diabetes Education Center Team:

I love working with you! Each of you work with a positive, helpful, friendly, and competent attitude! **Together** we are making a difference in the lives of people with diabetes.

KJC, Gracias por creer en nosotros. Te amo más de lo que nunca sabrás. Estrellas y satélites. -**RMC J**

To: My Housekeeping Team at West,

Wishing everyone a Happy Valentine's Day and wishing everyone a blessed day!
Keep up the great work!
From: **Lylla Lyles,** Evening Mgr EVS

To Cobe!

Happy Valentine's Day to my "SALE"! You make me so proud everyday and I love you!
Love, **Momma**

To the Manager and PSRs at Queen's Heart:
Roses are Red, Violets are Blue.
You are the HEART of what we do,
when it's said you do an excellent job,

it's really true!

Sincerely Appreciate you All! -**Fran**

To: rma

we found each other
in a smile, in a small word
always loving you
love always, "**Bubalub**"

lakona:

I am ever so grateful to have your love that brings me to life each day with so much aloha. Yours 4 ever, I love you 24/7 & 365
Kenike

Corinne Suzuka,

I am grateful to be working with an awesome caring boss. Thank you for making our team great!
Debra Bohol

Happy Valentine's to my departments: Pain & Palliative Care, Clinical Education, QDEC, Diabetes Team, Wound Team, Integrative Wellness, and ACP Coordinator. -**LK**

Happy Valentine's Day to all the lovely people of 838! It makes my day brighter to work with passionate people like you that care about making a positive impact for our providers and patients.

Sending my aloha to the great team of Head & Neck as well as the Oncology Service line, including Radiation team! Thank you for all of the hard work and dedication that each of you bring to all of our patients.

My dearest Al, Nick, and Jules,

"Nothing is so strong as gentleness, nothing so gentle as real strength." - Goethe
My men-both big and small. I love you. I love your smiles and your laughter. I love your funnies and your sillies. Most of all, I love your strength and your gentleness.
Love Always, The most important lady in your life-**N**

To My Friend Liz who who exemplifies the

meaning of ALOHA! She makes everyone feel special and always greets you with a smile. love and hugs to you,
from **your coworker**

Babycakes,

This Valentine's Day, I want you to know how much I love and appreciate you. I cherish our relationship dearly and cannot wait to see what else the world has in store for us. These past 6 years have been a whirlwind of love and I am so ready for many more years. **I love you my sweetheart!**

I love you JS!

XOXOXOX
SS

To: Lyles,

Happy Valentines Day! I'm so happy that you finally found something that you enjoy and like what you do! It suits you well!
Love Ya, **LL**

Dear Dr. Naga,

Welcome back to QMC!
As you know, this is Dee.
It's good to see you everywhere,
Transporting patients from here to there.
You look so happy, smiling ear to ear,
Always ready to go, without no fear.
Comforting and compassionate, yes you are,
You're one in a million, from near to far!
Love, **a poet who didn't know it :)**

To: The Continuing Care Department at Queen's West

Mahalo for the friendship, laughter, food and memories. You guys are a tough act to follow and I am forever grateful to be a part of our work ohana. All my love!
Fr: Leilani (Social Work)

To my wonderful Papa and John,

I wish you the happiest of Valentine's Days
Love you always, **Bella and Nadine**

Mr B

Happy Valentine's Day babe. Thank you for being you. I love you forevermore.

Mrs B

To my beautiful wife, Stephanie.

You enrich my life and help our dreams come true.
Love you, **M**

To my fellow coworkers in the Rehabilitation Services Department:

Mahalo for all your support, hard work, and professionalism in the care of our patients here at Queen's Punchbowl. You are a wonderful group of men and women to work

with. Have a wonderful Valentine's Day!
Aloha- **Kim**

Happy Birthday to one of our dental residents, **Dr. Alex Matsumoto!** We hope you have a nice day here at work on your special day. From **your coworkers/friends at QDC :)**

Happy Valentine's Day to my tall, light, & handsome; favorite oncology nurse on T7DH. Can't wait to snowboard with you!
Love, **Your Operating Room Nurse**

Happy Valentine's to my **Patient Navigation Team & Manager,**

Jennifer Kimbell, Debbie Ponimoi, Janet Yoshikawa, Joele Alameida, Leahi Frias, Martha Boyd & Maryanne Bowden.

Enjoy your love day!

Holly DuPont

NAFR -

You're the BEST-est friend a girl could ask for, & that keg is the icing on the cake!

Happy 8th Valentine's Day!

Love, **DCS**

Honey,

It's been a few years since I've done this for you, So this year, I dedicate this to you too.

My hubby, my friend, the Dad to our kids, You'll always be my one and only dibs.

We've been going for at least 16 years now, Let keep it up and stay strong, so we can say WOW!

You and I and our family are all that matters, as our love endures and our hearts continue to pitter patter!

Love you forever, **your Wifey**

To my best friend:

I love you so much and I can't wait to spend the rest of my life with you.

Dear Lylla

Happy Valentines Day. I hope you have a smooth like butter day.

Love, **Walter**

To: Noraline Sales...the love of my life!!!

Chocolates and roses on Valentine's Day is not enough because I know how hard it is for you to love someone like me. But, I am happy and eternally grateful that you stand with me through thick and thin. Yes, I will love you not only with my whole life but with your whole life because you are my world, my everything... I love you more than my life! Happy Valentine's day, Sweet-heart!!!! Love lots, **Edmund**

To: Mirasol Canizares-Rago,

It's the day of the hearts again so I want to

Susan Murray Honored by YWCA



EACH YEAR, the YWCA honors four outstanding Hawai'i women for their contributions to the community at their annual LeaderLuncheon event held in June. One of this year's honorees is a member of Queen's leadership team: Susan Murray, QHS Senior Vice President, West O'ahu Region & Chief Operating Officer of Queen's - West O'ahu.

Noting that Susan is an inspirational leader in the community, the YWCA selected her as a LeadershipLuncheon

honoree for being an outstanding community leader and advocate, and for her role bringing quality health care to the people of West and Central O'ahu. She is also recognized for mentoring other woman leaders within The Queen's Health Systems.

Susan's selection as an honoree was announced at a meeting at Queen's Punchbowl last month. The 40th Annual YWCA LeadershipLuncheon will take place on June 14.

shout to the whole universe how much...

I LOVE YOU!!! This is not an ordinary love but a true and unconditional love...Yes, love that knows no boundaries...love not only till death do us part but til life after death... Happy Valentine's Day my forevermore love!!! Much love, **Renante**

HAPPY VALENTINE'S DAY TO JOELE

ALAMEIDA, You are the best friend anyone could have. You are why we have Valentine's Day. Your HEART is so BIG and genuine and one of a kind. We need more people like you in the world. Just remember you have a SECRET Fan who thinks you are the greatest this Valentines Day 2017.

LOVE YOU!

Brian Bi

Happy Valentine's to my soulmate and partner in life!! I am blessed to have a beautiful life with you and our ohana made up of our 2 sons and dog. I pray we will continue to have a life of love and one that is pleasing to Our Lord. I look forward to our continued adventures called LIFE as it continues to evolve and we grow together. I love you with all my heart!

Your wife, **Lori Bi**

Happy Valentine's to the **Fabulous Girls in**

Concierge (Curbside), Tequilla & Kelly

You girls ROCK, please know you are my daily desserts when it comes to my last minute requests for rides & transportation. I don't know what we would do without you two. Love, **Your Push Dessert Diva** (Come & Get it)

Happy Valentine's Day to the **Awesome Front Desk Crew at the Queen's Radiation Dept. Tasha, Vince, Connie, Jane & Debbie.**

LOVE, LOVE, **Mama**

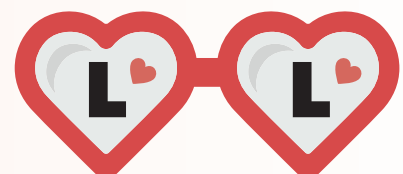
Dear **Fish & Cookie:**

Love you to the moon and back.
Always, **Pie**

Eunice,

Te Amo

Hiram





SELF PARKING RETURNS as an option at the Miller Parking Garage beginning Sunday, February 12, 2017. Access self parking via the Miller Street or Punchbowl Street entrances to the garage. Valet parking will still be available at the porte cochere via Punchbowl Street. Both options are available 24/7. A patient drop off and pick up area is also available at the porte cochere. The self parking fees are: \$5 for 24 hours with validation; \$2 every 30 minutes without validation. Free on Sundays. Valet parking fees: \$5 for 24 hours with validation; \$7 for first 30 minutes, \$2 every additional 30 without validation. Free on Sundays. Gratuity optional. Details online at www.queens-medicalcenter.org/parking-information.

ALL STAFF are encouraged to complete a short QHS Compliance Program Survey online at <https://www.surveymonkey.com/r/XWQVRSB>. The survey will be available until February 24. Feedback will help make program improvements.

A BLOOD DRIVE will be held at Queen's Punchbowl on Friday, February 17, from 7:00 am - 2:00 pm, in front of the HR Service Center. Make an appointment at BBH.org or call 848-4770.

NORTH HAWAII Community Hospital has added new physicians to their staff. The Women's Health Center welcomes Dorothy Dolhanty, MD, OB/GYN and Eric Reinertson, MD, OB/GYN. Orthopedics welcomes WeiChin Chen, MD, Alexander Garber, MD, PhD, Jason Kaneshige, MD, Lorrin Lee, MD, and Aimee Perreira, MD.

"GET HEART HEALTHY..Take Action Against High Cholesterol," a free Speaking of Health community lecture, will be held on Thursday, February 16, from 6:00 - 7:00 pm at Queen's - West O'ahu. Too much cholesterol in the blood can lead to heart disease, the leading cause of death in the U.S. Queen's - West O'ahu cardiologist Omar Abdul-Ghani, MD, will discuss: Lifestyle impact on your heart; Dietary management; Good and bad cholesterol; Drug therapy op-

tions; and Medication. Register online at www.queenswestoahu.org/classes-and-events or call 691-7117.

WEIGHT MANAGEMENT OPTIONS, surgical and non-surgical, will be presented in a free video-conferencing session at Molokai General Hospital on Wednesday, February 22, from 5:00 - 7:00 pm. Call 553-3189.

QUEEN'S TEAM T-SHIRTS for the Great Aloha Run may be picked up Monday, February 13 - Friday, February 17, 11:00 am - 1:00 pm at the Queen's Punchbowl Harkness Kiosk for anyone who registered with Club Code 53. Sizes are as ordered and cannot be changed. Queen's - West O'ahu shirts will be delivered to Queen's - West Human Resources. Email dnhp@queens.org to arrange pick up. All other locations, email lsekiya@queens.org to coordinate pick-up or delivery.

"PREVENTION AND TREATMENT of Heart Attacks 2017," a free Speaking of Health community lecture, will be held on Wednesday, February 22, 6:00 - 7:00 pm at the Queen's Conference Center. Interventional cardiologist Jared Oyama, MD, and non-invasive cardiologist Mahdi Veillet-Chowdhury, MD, will share heart attack symptoms and the newest treatments. Register at www.queens.org and click on "Attend a Class" or call 691-7717.

KE KAUKA PO'OKELA Outstanding Physician award nominations are now open. Forms are at Harkness Dining Room and Harkness 303 & 307, or use the form sent via Exchange Admin. Re-name the nomination file with your initials at the end and email to malvarez@queens.org. Call Merary at 691-7172 with any questions.

UNIVERSAL LIFE INSURANCE with living benefits for long-term care expenses enrollment is Tuesday, February 14 - Friday, March 3. Benefit counselors will be on campus to meet with employees. The program is only available once a year. Schedule your appointment online at <http://queens.schedapple.com>. Call 800-229-3642 for further assistance.

EDUCATION SESSIONS on the new Vortran disposable ventilator at North Hawaii Community Hospital will be held on Tuesday, February 21, at 2:30 pm in the Mauna

SYSTEMWIDE ALERT:
Get Your Flu Vaccination



Flu Season is in full swing and cases are on the rise at all QHS locations. Please take the time to get your vaccination. Flu shots protect employees, patients, and visitors. Our goal is 100% compliance systemwide.



Flu shots are available at QMC Punchbowl at:

- Emergency Department – All hours
- Pauahi 4 Nursing Station – All Hours except change of shift
- Employee Health (employees only) – M-F, 6:30 am - 2:45 pm (closed 11:30 am - 12:00 pm)
- POB 2 Pharmacy (employees only) – M-F, 9:00 am - 5:00 pm; Sat., 9:00 am - 12:00 pm

QMC-West O'ahu, North Hawai'i Community Hospital, and Molokai General Hospital employees:

Contact Employee Health at your facility

Kea room. The portable, single-use ventilator can go anywhere, including MRI, CT, and air ambulance. For more information, call Teri McCormack, Cardiopulmonary Services Manager at x4875.



The *Queen's Print Connection* is published by Creative Services. If you have news or wish to opine, call 691-7532 or email jkimura@queens.org. The news deadline is Monday prior to publication.

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