



“KE KAUKA PO’OKELA nominations for this year’s Outstanding Physician awards are closing soon. Nominations are available in Harkness Dining Room, the Referral Line offices in Harkness 303 and 307, and online from the Exchange Admin email download. Before submitting, be sure to re-name the file by adding your initials to the end and email it to malvarez@queens.org. You can also fax it to 691-7877. Call Merary at 691-7172 with any questions.

ALL STAFF ARE ENCOURAGED to complete the short QHS Compliance Program Survey online at <https://www.surveymonkey.com/r/XWQVRSB>. The survey will be available until February 24. Your feedback will help make program improvements to support your compliance needs.

THE QUEEN’S TALENT CONNECTION online tool can quickly recommend open positions to your social media connections by sending an email. Anyone who applies as a result of your recommendation will automatically be treated as your referral, giving you credit if they’re hired. Sign up via The Queen’s Health Systems Internet site at <http://qhs.referrals.selectminds.com/employees>.

“PREVENTION AND TREATMENT of

**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

Heart Attacks 2017,” a free Speaking of Health community lecture, will be held on Wednesday, February 22, from 6:00 - 7:00 pm at the Queen’s Conference Center. Join interventional cardiologist Jared Oyama, MD, and non-invasive cardiologist Mahdi Veillet-Chowdhury, MD, to learn about heart attack symptoms and the latest treatments. Register at www.queens.org, and click on “Attend a Class”, or call 691-7717.

THE ANNUAL PAPA KOLEA ‘OHANA Health Fair will be held on Saturday, March 4, at Lincoln Elementary School from 10:00 am - 2:00 pm. Represented by an enthusiastic group of volunteers, Queen Emma Clinic will provide a valuable community service by offering blood pressure counseling, calculating BMIs, and health care and lifestyle education/counseling. Other health and wellness providers will participate, including social service agencies, as well as a fresh produce vendor and musical performers. The Papakolea community (in the Punchbowl area) are primarily of Native Hawaiian descent. To volunteer, contact Jan Takara at jtakara@queens.org. Everyone is welcome to attend.

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.

KEEP ON MOVING. Walk at Work on Wednesdays invites all staff, volunteers, and visitors to participate in the weekly walk and talk around the Punchbowl campus and nearby city streets. The ongoing activity meets every Wednesday at 12:30 pm outside the HR Service Center.

THE QUEEN’S MEDICAL CENTER 2016 Employee of the Year Tea will be held on Monday, March 13, from 2:30 - 3:30 pm in the Queen’s Conference Center’s Mabel Smyth Auditorium. All are invited to help honor all of the Employees of the Month and hear the announcement of the Employee of the Year.

THE AMERICAN DIABETES Association (ADA) Step Out Walk will be held on Saturday, March 18 at Kapi’olani Park. Join the Queen’s Team and take steps toward greater health. Participation is free; all donations will support Hawai’i’s ADA chapter

in ongoing education, prevention, and research efforts. Donate or fundraise \$50 or more to receive a Queen’s Step Out 2017 T-shirt. Register at Punchbowl’s Harkness kiosk on Wednesdays, February 22, March 1, March 8 or March 15, 11:30 am - 1:00 pm. Or sign up online at www.diabetes.org/stepouthawaii; look for “Join a Team” and choose the Queen’s Team! For more information or to become a team captain, email Alana at abusekrus@queens.org.

KITCHEN RENOVATIONS on Queen Emma Level 2 will continue with flooring removal now through Friday, March 17. There will be noise and vibration. During the weekdays, the work will take place from 5:00 - 9:00 pm to minimize disruptions. If required, work will also be done on Sundays and/or holidays from 8:00 am - 9:00 pm. We apologize for the noise and any disturbance to patients. If you have questions, please contact project manager Jeannie Hosaka at jhosaka@queens.org. Food-related questions should be directed to Walter at wkaneshiro@queens.org or Stephanie at smizuno@queens.org.



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QHS/QMC Pres. Art Ushijima

Publisher Keala Peters

Editor/Writer Jason Kimura

Assist. Ed./Writer Glee Stormont

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Simulation for Safety

Simulation Tech Hector Wong checks the vitals of yet-to-be-named simulation manikin.



IN PATIENT CARE, a few minutes can sometimes be the difference between averting a disaster and irreparable harm. As health care becomes increasingly complex, it has never been more essential to provide training for health care professionals in the care of patients with high levels of acuity. Queen's new Lauhala Simulation Suite will help answer the call to provide that essential training in a safe environment, plus provide training scenarios in a wide array of less emergent topics from medication safety to simply orienting patients to a plan of care. The heart of the Lauhala Simulation Suite is a high-fidelity simulator—an advanced technology, full-body manikin that has the ability to mimic human body functions in disease/injury states and respond to treatment in an extremely realistic way. Last week, a blessing was held for the

Lauhala Simulation Suite at its 5th floor location in the Lauhala Building.

The immediate goal of the Lauhala Simulation Suite is to increase patient safety by providing best practice and teamwork training. The long-term goal is accreditation in two to three years.

Previously, it was assumed that inexperienced practitioners would learn on the job, says Jennifer Chee, RN, PhD, but that is no longer acceptable. Jenn Chee is the Clinical Instructor and Coordinator of the Lauhala Simulation Suite. "Simulation provides participants with a safe environment conducive to learning without fear of compromising patient safety," says Jenn. "I like to say, 'It gets the amygdala out of the way.'" Getting emotions out of the way when learning to treat patients is important because "real world practice can present so much stimuli to the learn-

Benefits of Simulation



- No risk to patients
- Safe environment conducive to learning
- Provides opportunity to repeatedly practice procedures and scenarios to improve skill levels and confidence
- Offers best practice & teamwork training
- Clinicians can practice on high-risk, low-frequency events
- Potential to decrease the number and adverse effects of errors
- Helps clinicians understand the human factors involved in their actions
- Debriefing, or guided reflection, where clinicians gain insight into their actions and decision-making process via video feedback
- Increases patient safety

er, that it is difficult to filter information, and there is an ever present concern that you may harm the patient."

Jenn notes that one of simulation's strengths is that it incorporates the three domains of learning: cognitive (understanding/thinking/reasoning), affective (feelings/emotions), and psychomotor (the relationship between knowledge and physical skills). Simulation scenarios are followed by a debriefing, or guided reflection, where participants can gain insight into their actions and decision-making process. It helps clinicians understand the human factors involved in their actions. Debriefing is a key part of the learning process, as one's recollection of an event is often inaccurate. For example, it's not uncommon for someone to perceive that they reacted to a situation in under a minute, when the simulation video shows that it took five.

"Practice makes perfect" may be a cliché, but there is truth in the saying. One benefit is practicing on high-risk, low frequency events. It may be rare for a healthy patient to quickly deteriorate,

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D.A.I.S.Y.s Are Special



Noe Ane, RN, with Mimi Harris, RN, VP of Nursing and CNO.

DAISY AWARD NURSES are special. They are nominated by patient family members for care above and beyond the expected. DAISY is an acronym for Diseases Attacking the Immune System and the awards were created by the Barnes family to honor their late son Patrick and to acknowledge the extraordinary dedication of nurses to both patient and family members. The DAISY Foundation was formed in 1999 and now honors nurses worldwide. Queen's is proud to partake in the DAISY tribute and honors nurses four times throughout the year with the awards. Here are the latest bouquet of



Marilyn Bell, RN, with colleagues



Jody Mae Dajay, RN, with Greg Payne, RN, and Doris Warner, RN

DAISYs and a few excerpts from their heartfelt nominations.

Noelani Ane, RN, QET 7 DH

"Noe is a loving, caring, hard working nurse," a patient's daughter wrote. "She treated my dad as if he was her own. He is very picky and she did everything right. Noe gave us such peace, we were sad to leave her."



Jenni Smith, RN, with Mimi Harris

Jody Mae Dajay, RN, CDU, Pauahi 2

"Jody was always there to answer our questions," another patient's daughter enthused. "She cared for my mom with such compassion and all the gentleness I would have used." Jody was lauded for her knowledge, both technical and emotional, as well as for her communication skills and the smooth transitions they enabled.

Marilyn Bell, RN, Kamehameha 4 Urology Services

When his wife was hospitalized, a patient's husband recalled Marilyn from his own previous visit and called her "a steady foundation." He commented, "Marilyn was so patient explaining the procedure...she made my wife comfortable and reassured, leaving her calm and unstressed. She is a fantastic representative of Queen's services."

Jenni Smith, RN, QET 9 Ewa

"She captured my attention immediately," recalled Jenni's patient. "It was the way she spoke, her voice filled with compassion, understanding, strength, and support." The writer admitted to many previous hospital stays, including on the mainland, and commended Jenni as one to "put up on a pedestal. Jenni Smith has determination, dedication, and devotion. She never made me feel like just a patient; I was 'ohana."

EMS, Coworkers Celebrate Life & Retirement with Donna Pagdilao

DONNA PAGDILAO, Patient Services Representative, GI Services (POB 3), retired recently after 38 years at Queen's. Her aloha send-off was atypical because the guest list included an EMS (Emergency Medical Services) crew. Back in August, Donna collapsed at work. She was having a heart attack. Her coworkers called on their training and quickly administered CPR, continuing until the paramedics arrived. The first responders said Donna is alive today because her friends didn't hesitate. Manager Kathy Russ says she is really proud of her staff who all received their Basic Life Support (BLS)



Front L-R: Kathryn Russ, Clinical Operations Manager, Kanani Young, Medical Assistant, Donna Pagdilao, Patient Service Representative, Clarissa Benedicto, Medical Assistant. Back row: Nick Higa and Eric Lum, EMS responders. Also on the life-saving team, but not available for the photo: Traci Murakami, MD, Christopher Aoki, MD, and Larissa Fujii-Lau, MD.

training at Queen's. "Clearly the Queen's BLS classes are excellent and I would definitely encourage other staff to get their training here. Donna was saved because they were well trained," Kathy said.

Patriots of the Emergency Department

QUEEN'S IS AN EMPLOYER that strongly supports Guard and Reserve personnel by allowing them time off from work to train and serve our country during deployment, but managers of each department must also work to find coverage and accommodate those who serve. Greg Payne, RN, Nurse Manager of the Queen's Emergency Department, was recently recognized as a Patriotic Employer by Employer Support of the Guard and Reserve (ESGR), a Department of Defense program that promotes cooperation and understanding between Reserve Component Service members and civilian employers.

Capt. Bryce Yamamoto, Chief of Triage Ops, Det 1, 154 Medical Group, Hawai'i Air National Guard, who works in the Queen's Emergency Department, nominated Greg for the award. "Greg is very supportive of our efforts to support our



L-R: Lt. Col. James Faumuina, Detachment 1, 154 Medical Group; Captain Julius Dela Pena, Army Reserves, Queen's ED RN; Tech Sgt. Alvin Turla; A1C Nicholas Young, Det 1, 154 Medical Group, Queen's ED Tech; Capt. Jeremy Wong, Det 1, 154 Medical Group, Queen's ED RN; Captain Bryce Yamamoto, Chief of Triage Ops, Det 1, 154 Medical Group, Queen's ED RN; Greg Payne, RN, ED Nurse Manager; and P. Pasha Baker, US Ambassador to the Army Reserve of the Pacific.

community, state, and nation in allowing us time off without difficulty to serve our country, train and educate our members, and be prepared," said Bryce. "Greg and the ED leadership team work with us and staff to find the coverage needed when we are gone without a hitch." Other ED staff

members who serve include Julius Dela Pena, RN, Jeremy Wong, RN, and Nicholas Young, ER Tech. The ESGR emphasizes that "without the continued promise of meaningful civilian employment, citizen warriors would not be able to defend and protect us at home and abroad."

Simulation for Safety

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Jenn Chee, RN, PhD, in the observation room.

but practicing speaking up to alert others or knowing exactly what action to take greatly increases patient safety. One of the best things about simulation is that it's risk-free—it allows clinicians to practice without risk to patients.

"Often times when I talk to people about simulation, they assume the scenarios are always about emergent events, but scenarios can be written to achieve learning objectives on many topics," says Jenn. "It can be used to identify and close many different types of learning gaps." She emphasizes that these scenarios may not have the same wow factor as a mega code, but they are just as important to providing quality patient care. Simulation



Jason Chang, QHS COO & EVP, Les Chun, MD, and Josie Lesa, RN, check the simulator's vitals.

is also especially effective for improving team processes, team training, and communication. These are key to patient safety, as many errors in health care are related to a breakdown in communication. "Simulation is ideal for practicing communication and incorporating communication tools such as SBAR [Situation, Background, Assessment, Recommendation] and Closed Loop Communication into practice," says Jenn.

Although simulation training can involve a significant time commitment, having the Lauhala Simulation Suite on the Punchbowl campus will save on the time required to travel to the University of Hawai'i for simulation training.

For more information or to develop a simulation scenario, contact Jenn Chee at 691-7763 or at jechee@queens.org. The Lauhala Simulation Suite is open Monday – Friday from 8:00 am to 4:00 pm.