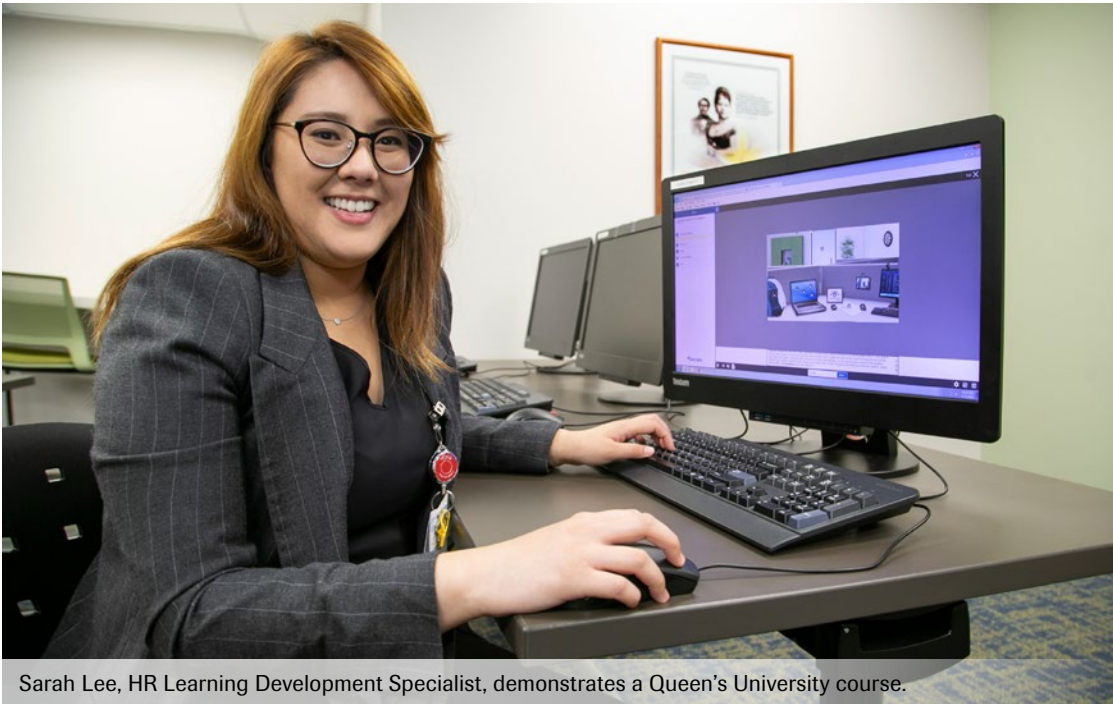


A Weekly Publication of the People of The Queen's Health Systems

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

Queen's University For All Staff



Sarah Lee, HR Learning Development Specialist, demonstrates a Queen's University course.

tal). Then, be sure you are on the "My HR Info" tab. Click on > My Professional Development > Learning Dashboard > Find Learning. There are currently 263 courses, which can be filtered by Core Competencies or Microsoft Word.

Courses vary in length from under 10 minutes to one hour, and allow you the flexibility to take them when you have the time. If you can't finish a course in one sitting, Queen's University will remember where you left off. Complete one course or a whole series on a topic. For example,

EVER LOOKED FOR the opportunity to learn the finer points of Microsoft Excel or Word? Have you ever been confounded by attempting to create a culture of trust or lacked inspiration when trying to inspire others? Queen's University can teach you all of these and more via eLearning right at your desk and at your own pace—and it's now open to all QHS staff.

At the organizational level, living the Queen Emma Way means connecting with, caring for, and investing in employees. Queen's University for staff has long been a goal at QHS as a part of its commitment to the professional development of all employees.

Queen's University features an eLearning catalog of courses, focused on both Core Competencies (subjects related to

- Queen's University for all staff: Queen's offers free courses for your career development.
- Courses include Core Competencies (62 courses) and MS Office applications (96).
- Log in at <https://myinfo.queens.org> or via the Queen's Intranet/HR portal. From "My HR Info" tab, click on > My Professional Development > Learning Dashboard > Find Learning.
- Manager approval? It's easy! Click on "Enroll." You'll receive approval by email.

C.A.R.E. Values) and MS Office applications (both 2013 and 2016). You can enroll in any of the courses by visiting the Queen's Online Learning Center. Simply log in to <https://myinfo.queens.org> (or via the Queen's Intranet/Human Resources por-

there are 7 courses on PowerPoint, from beginning to advanced, and on specific how-tos, like "Modifying and Formatting Slides." On the Core Competency side, there are 62 courses, including subjects such as Building & Maintaining Trust (2 courses, 6 and 15 minutes), Optimizing Your Work/Life Balance (6 courses, 6 to 60 minutes), and Communicating with Impact (4 courses, 6 to 28 minutes).

Simply click on "Enroll," and your manager will be notified for approval, and you will receive a confirmation email. Once approved, log back in and start your course at any time. Queen's University eLearning is taking off, with enrollments up in all areas, and with very positive feedback. Check out all the courses and enroll today!

2 Miles' & 25 Years

WHEN THE REV. ALDEEN MILES came to Hawai'i to serve as Queen's Hospital Chaplain through Pacific Health Ministry in 1993, we were also fortunate that his wife Katherine Miles started work here as well. A surprise celebration was held to mark their 25th anniversary with Queen's.

When the job opportunity opened for AI with PHM, the couple was living in Minneapolis, Minnesota. They had dreamed of Hawai'i and thought it would be a good place to live "for two to five years," but now it's been 25 and still counting.

Kathy started in Organizational Development and worked her way through many positions to her current one, Operations Manager of Geriatric Services. Coworkers describe Kathy as humble, patient, gracious, loving, funny, steadfast, knowledgeable, and an incredible man-



ager who never lets anything fall through the cracks. AI has stayed the course as lead chaplain, training whole new generations of hospital chaplains who serve all over the world. While Kathy likes to work behind the scenes, AI is out front with a hearty smile and good cheer. Those who know him describe him as warm, wel-

coming, a good friend, extremely ethical, spiritual but grounded, wise, egalitarian, a baker of fantastic cookies, and supportive, even when you throw a gutter ball while bowling.

Both Kathy and AI are centers of gravity for many. The Queen's 'ohana hopes they will mark many more anniversaries with us!

Celebrating High Achievers at NHCH



A GROUP OF North Hawai'i Community Hospital nurses were recognized at a luncheon to celebrate their recent achievements. (above L-R) Karen Evans, RN, registered nurse first assist certification; Malia Case, RN, critical care new graduate; Tobi Hoff, preceptor; and Turner Martin, RN, medical/surgical graduate. Also recognized, but not pictured, were preceptors Liz Gallagher, RN and Anne Schmidt, RN.

Leadership and staff also celebrated exceptional and consistent FY 17 patient satisfaction scores at the NHCH Emergency Department (right).



Schwartz Rounds Address Emotional Impact of Caregiving

by Keely Ann Kalama-Lakey, Manager, QCIPN Physician Communications & Education

MEDICAL ROUNDS are a forum to discuss the clinical cases of patients and share medical information. Now, The Queen's Health Systems is proud to offer Schwartz Rounds, a forum to openly and honestly discuss the social and emotional issues staff face in caring for patients and families. In contrast to traditional rounds, the focus is on the human dimension of medicine, where caregivers can share their experiences, thoughts, and feelings on their patient cases.

QHS is the first Schwartz Center member in Hawai'i. The Schwartz Center has supported compassion for health care professionals and patients since 1994, and their flagship program, Schwartz Rounds, takes place in hundreds of facilities in the U.S. and around the world. As a member, QHS can now hold Schwartz Rounds.

Schwartz Rounds are based on the idea that caregivers are better able to make personal connections with patients and colleagues when they have greater



- Schwartz Rounds give health care professionals and staff a safe time and space to gather and discuss the emotional impact of challenging types of cases.
- Schwartz Rounds, "Balancing on the Treadmill of Loss, Finding Hope in the Midst of Heartache," is on **Tues., April 17, 12:00–1:00 pm**, Queen's Conference Center auditorium.
- Lunch provided at 11:30 am
- Completely confidential
- For more information contact QCIPN at 691-7220 or qcipn@queens.org

insight into their own responses and feelings. As a confidential venue, they give our health care professionals and staff a safe time and space to gather and discuss the emotional impact of challenging types of cases. Unlike medical rounds, Schwartz Rounds encourage discussions about what it feels like to deal with difficult situ-

ations. It's a chance for those who spend their lives taking care of others to process their own feelings and experiences.

All staff is welcome, and the discussion is confidential to that group. During the rounds, panelists from diverse disciplines participate in sharing either an identified case or similar types of cases. After a brief presentation by the panel, caregivers and staff in the audience are invited to share their own perspectives on the case and broader related issues.

Participants have reported:

- Decreased feelings of stress and isolation, and more openness to giving and receiving support.
- Improved teamwork, interdisciplinary communication, and appreciation for the roles and contributions of colleagues from different disciplines.
- Increased insight into the social and emotional aspects of patient care; increased feelings of compassion toward patients; and increased readiness to respond to patients' and families' needs.

The next Schwartz Rounds, "Balancing on the Treadmill of Loss, Finding hope in the midst of heartache," is scheduled for Tuesday, April 17, from 12:00 – 1:00 pm at the Queen's Conference Center auditorium. Lunch will be provided beginning at 11:30 am. For more information, visit www.theschwartzcenter.org or contact QCIPN at 691-7220 or qcipn@queens.org.

Farewell to Susan Kaneshiro, RN

SUSAN KANESHIRO, RN, liked best the quality of patient care and the great resources at Queen's. "It's a teaching institution, and that eventually evolves into higher levels of care," she reflected. "They're always giving you more education you can use to care for the patients." But it was time to move on and conclude a long nursing career.

Susan's first job at Queen's was in the orthopedic wing, which was on Pauahi 3 in the early 80s. She worked there for about 10 years before moving into patient education, which evolved into APEC (Anesthesia Preoperative Evaluation Center), now known as the Pre-Surgery Center. After 16 years, Susan transferred to the Surgery Center on Kinau 3 till her recent retirement.



Susan's immediate plans for retirement were to move to a newly purchased house in Washington State, where her children and grandchildren live. Well known in the

show dog world, Susan plans to continue breeding and showing Shetland sheep dogs. Colleagues gave her two warm farewell celebrations and will miss her greatly.



MAHALO VOLUNTEERS, it's your week! Volunteers serve throughout QHS in many capacities and departments, giving over 50,000 hours of their time valued at over \$1 million annually. The Queen's Print Connection extends a special mahalo to volunteers Meiko, Faye, and Steve who regularly help with our distribution.

MAKE A LEI, give a lei, wear a lei. In preparation for Lei Day (May 1) and Heritage Day (July 20), a ti leaf lei making workshop will be held on Thursday, April 19, from 11:00 am – 1:00 pm, at QMC – Punchbowl and at NHCH. All materials will be provided. The QMC class will be held in the Historical Room on Nalani 1; the NHCH class will be held in the Mauna Kea/Mauna Loa rooms.

"COMMON HEALTH CONCERNS and You," a free Speaking of Health lecture presented by Cheuk Y. Hong, MD, at QMC – West O'ahu is on Thursday, April 19, 6:00 – 7:00 pm. Learn about common health concerns in West O'ahu and how to prevent and manage conditions. Meet in the lobby. Call 691-7117 or visit www.queenswestoahu.org/classes-and-events to register.

ONCOLOGY ON CANVAS, a day of painting for cancer patients, families, and caregivers, will be held on Saturday, April 21 from 9:00 am – 3:00 pm on Queen Emma 7 at QMC – Punchbowl. The free event is held every April as a celebration of healing through art. Supplies are provided and experience is not necessary. All cancer survivors and caregivers are welcome. Call 691-8984 to register or for more information.

THE MARCH OF DIMES March for Babies, which supports the health of all moms and babies, will be held on Saturday, April 21, at Kapi'olani Park. Join the Queen's Team online at www.marchforbabies.org/team/TheQueensMedicalCenter. Click "JOIN THIS TEAM" or "DONATE." To sign up or donate in person, stop by the dining room kiosk at QMC – Punchbowl or QMC – West O'ahu at lunch this Wednesday. Donations are also accepted at dining room cashiers.

THE DEMENTIA lecture series continues at Molokai General Hospital on Monday, April 23, 12:00 – 1:00 pm in the MGH conference room. The free informational series is presented by Queen's Geriatric Services and includes topics to help patients and caregivers with dementia related issues. Call 808-533-3121 for information.

WEIGHT MANAGEMENT OPTIONS, both surgical and non-surgical, will be presented by the Queen's Comprehensive Weight

Management Program at the Queen's Conference Center with a live video broadcast to Molokai General Hospital on Wednesday, April 25, from 5:00 – 7:00 pm in the MGH conference room.. The CWMP staff will also be on Hawai'i Island with presentations at The Queen's Health Care Centers in Kona from 2:00 – 3:00 pm and at the Hilo Medical Center on Saturday, April 28 at 5:00 pm. The informational sessions are free of charge, but preregistration is encouraged Register online at www.queens-medicalcenter.org/weightloss or call 691-7546. For MGH, call 808-553-3189.

"AN INSIDER'S GUIDE TO THE ED," a free Speaking of Health lecture, will be held on Wednesday, April 25, from 5:30 – 7:00 pm in the Queen's Conference Center Auditorium. Get an insider's look into emergency care with Queen's ED physicians Rick Bruno, Daniel Cheng, Ajeet Dube, and Howie Klemmer. Learn about the history and future of health care, what to expect at the ED, top reasons for ED visits, and more. Register at www.queensmedicalcenter.org/health-lectures or call 691-7117.

Rose Hata on State Nursing Advisory Board



Rose Hata, RN, Director of the Queen Emma Nursing Institute, has been named to the Hawai'i State Center for Nursing (HSCFN) Advisory Board. The recently confirmed appointees are, left to right: Laura Reichardt, Director of HSCFN, Anne Scharnhorst, Senator Kaiali'i Kahele (Higher Education Chair), Susan Lee, Elizabeth Hoban, and Rose Hata. Not pictured is board appointee Kecia Kelly. The advisory board addresses ongoing and rapid changes in health care, nursing, government, and technology, with communication and collaboration between nursing education programs and the community. Photo provided by Gwen Isherwood.



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.

- QHS/QMC Pres. Art Ushijima
- Publisher Keala Peters
- Editor/Writer Jason Kimura
- Assist. Ed./Writer. Glee Stormont

The Queen's Health Systems consists of The Queen's Medical Center, The Queen's Medical Center – West O'ahu, The Queen's Health Care Centers, Queen Emma Land Company, Queen's Development Corporation, Queen's Insurance Exchange, Inc., Molokai General Hospital and North Hawai'i Community Hospital, and has ownership interests in CareResource Hawai'i, Hamamatsu/Queen's PET Imaging Center, and Diagnostic Laboratory Services, Inc.

