



“SIMPLE WAYS TO PREVENT STROKE”, a free community health lecture, will be held at the Queen’s Conference Center on Wednesday, May 31, from 6:00 - 7:00 pm. May is American Stroke Month; and the Centers for Disease Control and Prevention reports that stroke is a leading cause of serious long-term disability and the fifth leading cause of death in the U.S. What can you do to prevent a stroke? Could you recognize the signs of a stroke? Join neurointensivist Kazuma Nakagawa, MD, FAAN, FAHA, and learn how factors such as blood pressure, diet, exercise, stress, and obstructive sleep apnea can impact your risk for stroke. Dr. Nakagawa is part of the Queen’s Neuroscience Institute and medical director of Hawai’i’s first Comprehensive Stroke Center designated by The Joint Commission. Register at www.queensmedicalcenter.org/health-lectures or call 691-7117.

SCHOLARSHIPS FOR HEALTH CARE studies from the Healthcare Association of Hawaii are now open. The annual scholarships can be used toward a CNA program, home health aide program, health care-related professional development, community college, undergraduate, and graduate programs. Scholarship amounts range from \$500 - \$2,000. Call the Healthcare Association of Hawaii at 521-8961 or email communications@hah.org for more information. Applications are posted on hah.org under Events>2017 Scholarship Gala, and are due on Thursday, June 22.

WEIGHT MANAGEMENT OPTIONS will be presented at free informational sessions. Molokai General Hospital will host a video conference presentation on Saturday, May 24, from 5:00 - 7:00 pm; call 553-3189 to register. The Queen’s Health Care Centers – Kona will host on Saturday, May 27, from 2:00 - 3:00 pm. Register online at www.queensmedicalcenter.org/weightloss or call 691-7546.

Creating a Premiere Patient Experience

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value the care we give to them.” More HCAHPS takeaways:

3. Focused care means good teamwork and effective communication.
4. Good leadership facilitates teamwork.

Patient experience doesn’t end in a nursing unit. “Understand that everyone owns HCAHPS scores,” explains Wanda, “because when a patient encounters a valet, a security officer, a patient service representative, or a housekeeper, they become a part of that patient’s experience.”

Some may think that these are techniques or scripts, and that getting high scores is a game, but Wanda assures that it is not. It is actually caring. True caring hinges on how you view the work you do. For example, a food service staff member who prepares patient food trays can look at their work in two ways: Making food trays, or feeding people. Other examples:

- *Parking cars vs. helping a patient get to their medical appointment or a family member to their loved one*
- *Cleaning a room vs. creating a sanitary and safe place for a patient*
- *Monitoring vitals vs. ensuring that a patient is safe and gets the best care*
- *Treating a disease vs. restoring a person’s life*

The Patients First Pledge encompasses this elegantly. A pledger vows to treat each patient as if they were a member of their own family. Some may point out that they rarely or never encounter patients directly. However, everyone encounters other staff members. Caring for coworkers in the quality of the work we do positively impacts them and the work they do with others, including patients.

Additional takeaways:

5. Everyone owns HCAHPS scores, because everyone who encounters a patient contributes to that patient’s experience.
6. How you look at the work you do makes all the difference, no matter what your job is. (e.g., making food trays vs. feeding people)

Some understanding of the numbers

is helpful, however. There are 9 key areas of care in the HCAHPS survey (see sidebar). QET 8 DH earned an overall rating of 89.4 percent from patient surveys on a scale of 1 - 10. An overall rating of 84.6 percent or higher means that their score is in the 90th percentile as compared with all hospitals in the U.S.

In each of the other 8 areas, a different scale is used: Never, Sometimes, Usually, Always. Only experience scores that are marked “Always” are counted. Taking the example of physician communication, 90.4 percent of survey respondents said that QET 8 DH physicians always communicated in a way that they understood. For this category, hospitals scoring 88.5 percent and above are in the 90th percentile of all hospitals nationally.

“If you move each of the 8 areas to the 90th percentile, you will have created a premiere patient experience,” says Wanda. “But remember that the focus shouldn’t be on numbers. Rather, when we focus on compassionate, patients first care, the numbers will reflect that. It’s all about the patient’s voice.”



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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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.



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Creating a Premiere Patient Experience



Queen's Orthopedics Unit celebrates their 90th percentile HCAHPS ranking.

QUEEN'S ORTHOPEDICS Unit (QET 8 DH) earned a 90th percentile ranking on their HCAHPS scorecard, an extremely high national standards score. "You get that if you give patients focused, compassionate care," says Wanda Sharp, Director of Patient Relations and Patient Experience. "The patients are the ones who scored you, so it means that from the patients' perspective, you had no failures."

But what do HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) scores really mean? If you're confused by percentage vs. percentile, spreadsheets filled with rows of numbers, and how one can possibly get a positive "always" score in any category, then you're not alone. So let's set aside for a moment the technical aspects of HCAHPS scores, because there are important perspectives that trump mere numbers:

1. Focused, compassionate care creates a premiere patient experience that is reflected by higher scores.
2. HCAHPS represent our patients' voice on how well we cared for them. That is, HCAHPS reflect patient experience.

There are other perspectives that can be gleaned from QET 8 DH's example. "We have great teamwork, with the best doctors, nurses, and nursing aides," said Chris Bautista, RN, of QET 8 DH. "What we have is effective communication." Effective communication, notes Wanda, creates fluidity in care. Each patient has specific needs. The only way to address these needs is teamwork, and teamwork can happen only if there is effective communication between team members.

Good communication must also extend to the patient. Doctors, nurses, and other caregivers who practice good communication show respect, have listening skills, and explain things to patients in a way they can understand.

There is another aspect of good patient communication that people may not have thought of. Caregivers do care, but patients may not know how much they care because nothing is said. For example, when a nurse closes a door to make a patient's room quiet, Wanda encourages them to say something like, "I'm going to close the door so it's qui-

HCAHPS in a Nutshell

9 Key Areas of Care

- Overall Rating of the Hospital
- Physician Communication
- Nurse Communication
- Staff Responsiveness
- Hospital Environment
- Pain Management
- Medication Communication
- Discharge Information
- Care Transition



Key HCAHPS Takeaways

1. Focused, compassionate care creates a premiere patient experience that is reflected by higher scores.
2. HCAHPS represents our patients' voice on how well we cared for them. That is, HCAHPS reflect patient experience.
3. Focused care means good teamwork and effective communication.
4. Good leadership facilitates teamwork.
5. Everyone owns HCAHPS scores, because everyone who encounters a patient contributes to that patient's experience.
6. How you look at the work you do makes all the difference, no matter what your job is. (e.g., making food trays vs. feeding people)

et." This adds to the patient experience by communicating the intent of a caring gesture or action.

Chris added that Flo Agos, RN, Nurse Manager of QET 8 DH, is a good leader. "She makes sure we have all the resources we need to do our work," he says, adding that Flo works directly with patients herself, setting a good example for staff nurses.

"When there is good teamwork, everyone is communicating with each other and helping each other," observes Wanda. "Patients pick up on that, and they

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Celebrating Nursing Excellence

"IT IS MY PRIVILEGE to be able to recognize all nurses today and to advocate for you everyday," said Mimi Harris, QHS VP of Patient Care & CNO at the Nursing Excellence Awards presentation on Friday, May 12, the finale of the annual Nurses Week celebrations. "And remember this, behind every award there is a long list of amazing and hardworking nurses supporting that winner and always putting patients first."

Queen Emma Nursing Leadership Brendalee Ana, BSN, RN, CNRN, Nurse Manager, QET 5 Neuro, Med-Surg/Telemetry



Brenda is driven by Ka 'Ike Pono goal number 1, Patients First, and is instrumental in decreasing length of stay (LOS) on her unit. Her direct and consistent involvement with a multi-disciplinary team and daily rounds help to remove barriers and facilitate discharges. She created a program to improve night shift rounding which has become the standard on her unit. Brendalee volunteers annually at the Salvation Army Thanksgiving meal, conducting blood pressure screenings. "She considers herself just a cogwheel in the machine, but her efforts reap huge benefits for patients and staff every day at Queen's," Mimi Harris stated.

Clinical Practice Adele Supe, BSN, RN, PCCN, QET 6/3



Adele recognizes that clear communication to patients is vital to their care. She consistently demonstrates her clinical assessment skills with critical thinking and a questioning attitude, and her opinion is frequently sought by peers. She is considered *the* resource for all peritoneal dialysis issues and is often assigned the most complex patients.

Also nominated: Lydia Groom, RN,

Gina Kamm, RN, Jessica McNeace, RN, Anthony Retotal, RN, Raina Moreau-Sapp, RN, Somera Muhson, RN.

Education Suerte Dureg, BSN, RN, CCRN, QET4C Surgical Intensive Care Unit



Suerte is a relief charge nurse who regularly precepts new nurses on the unit. She volunteers at various schools of nursing to educate senior level students on pre-crisis events.

She is the local chapter president-elect of the American Association of Critical Care Nurses (AACCN) and is organizing their annual Critical Care Symposium. She also volunteers at the Girl Scouts of Hawaii STEM Camp, teaching hands-only CPR. As relief charge nurse, Suerte ensures that education assessment forms are completed for each patient with appropriate teaching points chosen and well-documented.

Also nominated: Sharon Davo-Otomo, RN, Cathy Ross, RN.



Leadership Barbara Regis, MA, RN, CNOR, Clinical Ladder III, Main OR

Barbara is the chair of her Unit Council and the driving force of her

team. She is an effective charge nurse, who is well-regarded by staff and surgeons alike. She assisted in the development of the Queen's robotics program, which currently ranks in the top two in the nation. She developed the robotic competencies to maintain required technical standards and is often sought out by physicians for collaboration.

Also nominated: Keahu Won, RN, Eliza Ilano, RN, Michael Kaneshiro-Chou, RN, Jessica Tomas, RN, June Tom, RN, April Olsen, RN, Daniel Lawn, RN, Jennifer Ivey, RN, Lindsey Okamoto, RN, Brianne Naito, RN, Katie Inamine, RN



Performance Improvement Shirley Visperas, BSN, RN, CCRN, QET4C Surgical Intensive Care Unit

Shirley is an active participant in her Unit Council, focusing on CLABSI, CAUTI, and pressure ulcers. She designed a pressure ulcer audit tool, using it for weekly audits on her unit. She is working to reduce alarm fatigue and is assisting in writing her unit's application for the coveted Beacon Award for Excellence which honors units that distinguish themselves by improving every facet of patient care.

Also nominated: April Gonzalves, RN, Melissa Fujimoto, RN, Charlie Bruchal, RN



Research or Evidence Based Practice Ludy Lemus, BSN, RN, CAPA, Clinical Ladder Nurse IV, Same Day Surgery

Ludy is a former participant in the Hawai'i State Center for Nursing EBP internship, where she brought the issue of obstructive sleep apnea (OSA) to the attention of her peers and the community and identified 8 risk factors for OSA. Her paper, "Don't Ignore My Snore," was recently published in the American Society of PeriAnesthesia Nurses. Ludy has served as chair of the Nursing Research Council for the past two years.

"One week is certainly not enough recognition for what you all do every day, but it is an opportunity to acknowledge our great nursing staff," Queen's President Art Ushijima concluded. "You live the vision of our founders everyday, leading with your heart, with humility, without expecting recognition, and we are so very appreciative."

Mahalo also goes to the Nurses Week committee: Sarah Brown, Yvette Suyama, Charness Lam, Renee Tomita, Beth Ah-sing, Amy Murai, and Gwen Isherwood. They organized activities, vendors, and more throughout the week.

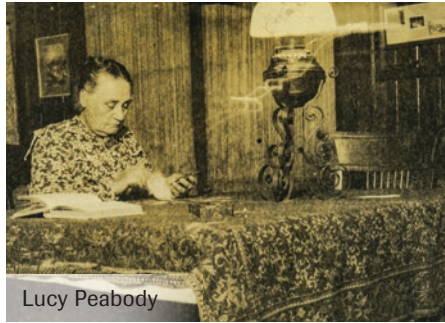
NHCH Comes of Age



Lucy Henriques

NORTH HAWAI'I COMMUNITY Hospital (NHCH) has come of age. May 28 marks 21 years of serving patients on Hawai'i Island. Once just the dream of two cousins at the turn of the last century, NHCH is now a vibrant member of The Queen's Health Systems 'ohana, combining modern medical technology with the special warmth of Waimea. The cousins, Lucy Kalanikumaiki'eki'e Henriques and Lucy Kahi'ehi'e Peabody, provided the seed money and bequeathed the land that the hospital is built upon through the Kalanikumaiki'eki'e Henriques Charitable Trust.

Today, NHCH is a 35-bed, full-service, acute-care, non-profit hospital serv-



Lucy Peabody



Groundbreaking, 1994

ing more than 30,000 island residents and visitors. North Hawai'i Community Hospital's unique physical environment includes single patient rooms with natural lighting, garden views, lanai doors, skylights, landscaped gardens, courtyards with water features, warm colors, and beautiful artwork. Patient-centered care incorporates both family and culture in a holistic approach to well being.

State-of-the-art diagnostics and equipment are ongoing additions in every discipline. Since 2013, NHCH has been designated as a Level III Trauma Facility, offering comprehensive emergency services, including access to surgeons, radiology,

laboratory, and anesthesia services 24/7. Kohala Home Health Care has consistently been recognized as a top agency based on quality outcomes, best practice implementation, patient experience, quality improvement and consistency, and financial performance, and received accreditation by The Joint Commission in 2016. NHCH is the only neighbor island facility ranked as a Baby Friendly hospital, a prestigious international recognition sponsored by the World Health Organization and the United Nations Children's Fund. Diagnostic Laboratory Services' in-house location provides physicians, patients, and the community convenient access to a comprehensive range of medical testing. Integrated technology using Telemedicine/Telestroke now allows NHCH patients immediate, direct contact with Queen's physicians on O'ahu both in the ER and at daily rounds in the ICU.



MGH Finest Recognized

Contributed by Alicia Teves, Human Resources, Molokai General Hospital
SYLVESTER APIKI IV, or Kawelo as he prefers to be called, is the Molokai General Hospital Employee of the 2nd Quarter for 2017. He was first hired by MGH in 2012 as an admissions/registration clerk, and held that position through December of 2014. In late 2015, Kawelo returned to the MGH 'ohana as an information service specialist.

Nominators lauded Kawelo's knowledge of systems and equipment adding that if he doesn't know something, "He



Kawelo Apiki

does research or seeks help from his manager or other resources to get the answer." They stated that he is always willing to help and does it cheerfully, remain-

ing calm in any situation. Another comment referenced Kawelo's "professional

demeanor and demonstration of core values of C.A.R.E. (Compassion, Aloha, Respect, Excellence)."

When away from the office, Kawelo loves to explore the outdoors with his two young sons. Whether to the beach, forest, or simply the grocery store, Kawelo treats it like an adventure. He also spends many evenings preoccupied with IT related manuals, articles and online forums.

Kawelo says, "I enjoy working at Molokai General because the staff is amazing, the job is challenging, and having the opportunity to improve health care for the people of Molokai is incredibly satisfying."