



THE QUEEN'S MEDICAL CENTER and the Queen's Comprehensive Weight Management Program (CWMP) have each won first place (again!) in the Honolulu Star-Advertiser's Hawai'i's Best People's Choice Awards. A full page ad celebrating QHS excellence featuring QMC Employee of the Year Lindell Saelua, RN, the Ke Kauka Po'okela winners Todd Seto, MD, MPH, and Nadine Tenn Salle, MD, and the CWMP ran in the Sunday, June 18 special insert along with the announcement of all the winners.

"HOW GENETICS is Changing the Cancer Equation," a free community lecture, will be held on Wednesday, June 28, from 6:00 - 7:00 pm at the Queen's Conference Center. Heredity can increase the risk for breast, colon, stomach, uterine, and prostate cancer. Join Christopher Lum, MD, Medical Director of Queen's Molecular Diagnostics/Biorepository Laboratory; certified genetic counselors Allison Taylor Shykowski, MS, CGC, and Christina A. Seelaus, MS, MA, CGC; and Kristen Croom, MLS (AS-CP)CM, MBCM, manager of Queen's Pathology and Molecular Diagnostics/Biorepository Laboratory, to learn more about this important subject. Register at [www.queensmedicalcenter.org/health-lectures](http://www.queensmedicalcenter.org/health-lectures) or call 691-7117.

QUEEN'S GERIATRICS SERVICES presents a lecture by Jessica Barry, MD, at Molokai General Hospital on dementia. The free session will be held on Wednesday, June 26, from 12:00 - 1:00 pm in the MGH Conference Room. For more information call 553-3121.

THE AMERICAN HEART Association's Western States Affiliate has recognized two Queen's physicians for 2017 activities. Kazuma Nakagawa, MD, has been named Physician Volunteer of the Year for "the most distinguished commitment by a physician volunteer to the mission of the American Heart Association and for showing outstanding achievement in advancing the objectives of the Western States Affili-

## Triple Play

(Continued from page 1.) about 300 super users at Queen's Punchbowl; 55 at Queen's - West O'ahu; 40 at North Hawai'i Community Hospital; and 15 at Molokai General Hospital. The Super User program is not just for the Triple Play project, but will continue on as an industry best practice. Dr. Mahnke emphasized



Analyst Cathie Stahl of Health Tech Resources gives a recent road show overview for Emergency Department nurses.

ate during the year and over time." Matthew Koenig, MD, FNCS, has received the Quality & Systems Improvement Award for "outstanding contributions in CVD/stroke patient care or improvements in the quality of healthcare delivery."

A CANCER SURVIVORSHIP Celebration for all survivors and their caregivers will be held on Friday, June 23, from 10:30 am - 1:30 pm in the Kamehameha Auditorium. Guest speaker Tandis Bishop, RD, will cover "Nutrition for Good Health; What You Eat Matters." Other activities include mini hand massage, aromatherapy with essential oils, and art with Jocelyn Cheng.

THE HAWAIIAN ISLANDS TRAUMA Symposium will be held on Friday and Saturday, July 28 and 29 at the Hilton Hawaiian Village. For more information, call or email: the Queen's Office of CME at (808) 691-4406 or [cme@queens.org](mailto:cme@queens.org).

PRE-ORDERS for the Hawaiian Island Trauma Symposium T-shirts are being accepted now through Friday, June 30. Order forms were attached to an Exchange Admin email. Checks should be payable to The Queen's Medical Center; cash orders must be delivered in person to Kinau 403. A limited number of shirts will also be on sale at the symposium.

AMERICAN CARPET ONE will be at the Harkness Kiosk on the Punchbowl campus on Monday, June 19, from 11:00 am - 1:00 pm, and on Wednesday, June 21 at the West O'ahu Fresh Market from 10:00 am - 1:00 pm. QHS employees are eligible for up to 40% off Stainmaster flooring.

that training is key to the success of Triple Play, as well as a partnership between users and the CARE\*Link team.

There will be "road shows" that showcase the new improvements through June, with training registration now open. Training for end users is from July 23 to September 8, with Go-Live scheduled for September 9. For more information, visit Triple Play on the Queen's Intranet. For details on coming improvements, schedules, and contacts, see sidebar (page 1).



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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.



# QUEEN'S CPrint CONNECTION

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

## A Triple Play Updates CARE\*Link

IF YOU VISIT Epic headquarters in Verona, Wisconsin, you'll find a star for The Queen's Health Systems pretty close to the front door of an Electronic Health Records (EHR) "hall of fame." The closer to the front you are signifies earlier adoption of Epic's EHR system, which Queen's calls CARE\*Link. It demonstrates that Queen's is a tech-savvy organization, but mixed in with that early adoption is a current need to address major CARE\*Link issues. Triple Play is a major QHS project to update CARE\*Link to current industry best practices, and will involve a massive team effort from both IT and CARE\*Link users. The project is called Triple Play because it encompasses a double upgrade, plus standardization that will resolve CARE\*Link's foundational issues, bringing it in line with current industry best practices.



QMC adopted an inpatient EHR ahead of many major health organizations such as Kaiser Permanente, which rolled out their Epic-based system in 2010. When Queen's rolled out CARE\*Link in 2006 (the star photo reflects the 2004 contract date), there was less industry standardization of EHR systems, and Queen's chose to customize its EHR. As EHR systems like Epic became more and more standardized, it became difficult for QHS to take full advantage of subsequent upgrades. As a result, a disproportionate amount of resources are currently being spent on CARE\*Link maintenance, and QHS is not able to use many of Epic's



newer features that are designed for efficiency and improved care delivery.

Because of this customization, previous CARE\*Link upgrades have been relatively small, but this double upgrade will be much bigger, bringing over 1,500 enhancements to the system. Further, Queen's will shed its CARE\*Link customizations in favor of more standardized Epic modules. This will fix foundational issues, improve the maintenance burden, and make future upgrades much easier.

The benefit is improved efficiency and productivity for physicians and nurses via new tools, which will allow for more time with patients. Standardization will upgrade CARE\*Link to current industry best practices, as well as meet federal regulatory requirements and prepare for payment transformation.

"One of the most important parts of Triple Play is that we're restarting a super user program with doctors, nurses, and other frontline staff," says C. Becket Mahnke, MD, QHS Chief Medical Information Officer. "We will be taking staff with additional CARE\*Link training and infusing their expertise right where people work." He indicated that there will be

(Continued on page 4.)

### CARE\*Link Improvements

There are 1,545 improvements in almost every part of CARE\*Link. There are too many to list, but some of the highlights are:

- **Widescreen view.** Enhanced layouts – less clicking between screens. 2,000 new 24" monitors to be installed.
- **Chart review overhaul.** Standardized medical records for faster patient data.
- **Right tools, right time.** Smart logic presents what you need based on what you are doing.
- **Phases of care workflow for operative patients.** Orders activate and de-activate based on status.
- **Inbasket Overhaul.** Cleaned & improved.
- **Charting "within defined limits."** Document full assessments faster & efficiently.
- **Provider & nursing efficiency reports.** Allows for targeted training opportunities.

### Important Dates

**Road Shows:** Through June

**Training Registration:** Open Now—see Triple Play Intranet site.

**TRAINING:** July – September 8

**GO-LIVE:** Scheduled for September 9

See Triple Play website on Queen's Intranet for detailed schedule at each QHS facility.

### Questions or Concerns

#### Physician Questions

See your department chief or contact C. Becket Mahnke, MD, CMIO at [cbmahnke@queens.org](mailto:cbmahnke@queens.org) or 808-691-4769

#### Project-Specific Questions on Timelines, Budget & Deliverables

Meg Swanson, Proj. Manager, 808-691-7274

#### Training

691-8810 or Keiotha Blake, 808-691-7061

#### Other Questions

LiAnn Yoshimura, CARE\*Link Director, [lyoshimura@queens.org](mailto:lyoshimura@queens.org) or 808-691-4952; Kathie Crane, Change Manager, 808-881-4819



# Certification Benefits Nurses & Patients

By Nancy Cabianca, RN, CNOR

THERE IS TREMENDOUS VALUE when nurses achieve specialty certification. It benefits nurses on personal and professional levels. It benefits their nursing practice, the nursing profession, and patient care. Certification validates that a nurse has advanced knowledge, skill, and competence in their specialty. It demonstrates a commitment to providing excellence in nursing care. Certification improves confidence in nursing practice, increases job satisfaction, and results in higher patient satisfaction scores.

If you are a nurse and are still not convinced that attaining National Nursing Board Certification is for you, then read about the experiences of several of Queen's 738 certified nurses:

Stephanie Aguon of QET 7E is an Oncology Certified Nurse (OCN). After earning her certification, she gained a sense of "personal accomplishment" and "professional credibility."

Psych-behavioral health Nurse Jennifer Siatafu, RN-BC, of Kekela Makai said that obtaining her certification helped to renew excitement for her career and inspired her to begin a journey to obtain her doctorate. She states that achieving certification "... will reinvigorate your passion for nursing and transform your clinical practice."

Marguerite Steele of QMC – West O'ahu is a Certified Emergency Nurse (CEN) who spoke of her commitment to patients. "The certification reminds me to go that extra step and remain clinically proficient," she says. "The feeling of knowing that you provide the best care for your patients is indescribable."

Certified Critical Care Nurse Manager Nadine Calloway Reese, CCRN was looking for a way to increase her knowledge and advance her career. The North Hawai'i Community Hospital nurse asserts that certification is "truly a high achievement that is well-respected." Nadine is committed to supporting her staff in becoming board certified CCRN's.

Ruth Honda, QMC – PB, Director



Nadine Reese



Ruth Honda

of Medicine, has been a Certified Professional in Healthcare Quality (CPHQ) since 1999. She feels that certified nurses serve as role models for nursing. "It opens conversations when I am with colleagues at conferences and while networking," she says. "Colleagues recognize you as a respected peer."

Molokai General Hospital's Jennifer Baumstark, APRN, CNM, C-EFM, has been a Certified Nurse Midwife (CNM) since 2002. In 2011, she earned her Certification in Electronic Fetal Monitoring (C-EFM). Maintaining these certifications is a job requirement for her, but she states, "Even if it weren't a requirement, I would continue my certifications. It helps me stay current."



Jennifer Baumstark

Kaleilehua Bruchal works in the QMC – West O'ahu OR. She has been a Certified Nurse-Operating Room (CNOR) and a Certified Registered Nurse First Assistant (CRNFA) since 1999. RNFA was a new nursing specialty in Hawai'i at the time. "Initially, RNFA practice was met with skepticism and suspicion," related Kaleilehua. "Therefore, it was vital that the first practicing RNFAs maintain the highest level of professionalism and skill in the OR." She feels that certification "contributed toward acceptance of RNFA practice as a valuable component of a surgical team. Patients can be confident in receiving exceptional care, and surgeons can trust that they will be assisted by a competent professional."

Coraleen Valdez, APRN, ACNS-BC, who works with the QHS Native Hawaiian Health Program in cardiac care, has held her Clinical Nurse Specialist certification for 25 years. She asserts that "certified nurses assure health care consumers that a professional level of nursing is being delivered." She adds, "I am a firm believer that all nurses need to stand united in our pro-

fession and certification is a path to do so."

Honorata Balinowski has been an RN-BC in Ambulatory Care since 2015. She also feels that certification moves nursing forward and encourages all nurses to become certified.

"I believe that one should never stop learning," she says. "Treat the process as a great journey that ends at a rewarding destination. Don't let the speed bumps discourage you."

Leatrice Nakashima earned her RN-BC in Nursing Professional Development in 1992, the first year it was offered. As part of the Clinical Education Team, she appreciates the comprehensive nature of the board certification exams. Leatrice says that "becoming certified helps keep QMC on the cutting edge of professional development."

Janice Azevedo of QET 8 DH, an RN-BC Medical Surgical Nurse, became certified as a part of her role on the Nursing Professional Development Council, which is tasked with increasing the number of certified nurses at Queen's. "How can I advise to others if I haven't gone through the process myself?" she asks rhetorically. Janice says that "being licensed is rewarding in itself, but the value of being certified makes it ten times better."

2017 marks the 40th anniversary of the first CCRN certification. Kevin Shimon of QET 4C SICU, an Acute/Critical Care Nurse, is QHS's most recent CCRN. He offers his advice to colleagues thinking of getting their certification: "There is a huge amount of information covered on the exam, but don't let yourself get overwhelmed." He was inspired to get certified by other staff on his unit, and he confesses that his wife, Ariel Hair Shimon, had just passed her CCRN, "so I HAD TO PASS!"

QHS is proud to recognize its 738 certified nurses. This number exceeds our FY17 goal of having 40% of our registered nurses holding specialty certification. Congratulations and thank you for your commitment to your profession, and for providing patients with the highest quality of care.



Honorata Balinowski



Leatrice Nakashima

# Gold Seal for Queen's Hip & Knee Program



THE JOINT COMMISSION (TJC) has awarded The Queen's Medical Center the Gold Seal of Approval® for the Total Hip and Knee Replacement Program. The Gold Seal of Approval is a symbol of quality, reflecting a commitment to providing safe and effective patient care.

A rigorous on-site review was conducted in February by TJC experts who evaluated the program's compliance with national specialty care standards and require-

ments. Clinical practice guidelines and performance measures were also assessed.

"Queen's has thoroughly demonstrated a high level of care for patients with a need for total hip or knee replacement," said Patrick Phelan, executive director, Hospital Business Development, TJC. "We commend Queen's for becoming a leader in total hip and knee replacement care."

"The Joint Commission is the premier health care quality improvement and ac-

crediting body in the nation for Total Hip & Knee Replacement," said Kathy Green, RN, QMC Vice President Patient Care. "The certification provides us with the framework to create a culture of excellence for those we serve in our community."

TJC Disease Specific Care Certifications are awarded for a two-year period and evaluate clinical programs throughout the U.S. across the continuum of care addressing three core areas: Compliance with consensus-based national standards; Effective use of evidence-based clinical practice guidelines to manage and optimize care; and an organized approach to performance measurement and improvement activities.

"TJC certification validates the quality of care we provide," said Flo Agos, RN, nurse manager QET 8. "Our program is a team effort across Queen's, including everyone from presurgery to the OR, rehab, case managers, residents, surgeons, the diabetes team, and more. It's a comprehensive multidisciplinary approach to providing care for orthopedic patients. It's more than just a surgery; it's a complete care package with verified good outcomes."

## Oncology on Canvas Paints Positive Picture

Oncology on Canvas is an annual event sponsored by the Oncology Nursing Society, and held at hospitals throughout the country, including Queen's. The event welcomes cancer patients, survivors, and their caregivers to take time out and create art as a part of their healing process. Queen's patients, staff, and families have participated in the event since 2007.

A gallery showing of the finished paintings and their stories will be held at Honolulu Hale, from Monday, June 19 - Thursday, July 6. All are invited to attend the opening reception on Tuesday, June 20, from 4:00 - 6:00 pm. The reception includes refreshments and a short program at 5:00 pm.

"From the beginning patients really loved it, but it was only held one day a year. They wanted more," said Jocelyn



Clayton Chong, MD, (back row, with beard) a champion of the Queen's art program, and artist Jocelyn Cheng (with apron) with participants at the annual Oncology on Canvas event.

Cheng, Cancer Center Artist in Residence. In 2012 an in-house regularly scheduled art program was envisioned, grants were sought to support it, and Jocelyn, a former Queen's oncology nurse and a cancer survivor, was asked to teach. The program flourished. "It has become more than we ever imagined," Joc-

elyn said. "Patients and caregivers have formed friendships and found a new outlet for coping with cancer. It's really wonderful." Now funded by Queen's and supplemented by donations, the free Healing through Art sessions are held every other Tuesday from 10:00 am - 4:00 pm. Locations vary, call 691-8984 for details.