

# QUEEN'S Print CONNECTION

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 • Mōloka'i General Hospital • North Hawai'i Community Hospital

## EOM Courtney Midla Shines at CWMP



CORTNEY MIDLA, RN, PHNA-BC, Clinical Data Analyst, Comprehensive Weight Management Program (CWMP), has been named QMC Punchbowl's November Employee of the Month. Courtney has been on staff since 2010, and has a diverse background of professional interests, with the designations after her name telling only part of the story. She has a master's degree in public health, and casually states that her first bachelor's degree was in economics. "I've always wanted to help people," she says, "and socioeconomic status is at the core of everything."

A Midwesterner by birth, Courtney's first post-college job was as a medical economist working on contracts and grants. Years later, her husband took a job with the University of Hawai'i, and she continued her data administration work by telecommuting. Courtney discovered that connections are the key to getting a good job in Hawai'i, so she went back to school and got a nursing degree from UH. While doing her co-op at Queen's, she made the connections that led to her current position.

Courtney says she appreciated her position as a CARE\*Link clinical trainer because the hours were family friendly, and by this time she was a working mom with a husband who traveled a lot as part of his job. She has also served as Clinical Ops manager for Queen Emma Clinics,



the Outpatient Center, Dental Clinic, and Employee Health. Courtney's current position at CWMP offered even more time for her family, and has proved to be an extremely good fit.

Malisa Gampong, RN, Nurse Manager of CWMP, says, "Courtney is an excellent data analyst, timely, and accurate. She follows patient outcomes closely, looking for ways to improve care. Courtney is a phenomenal CARE\*Link Super User. She helped with Go-Live and was our neighbor island clinic resource—and gladly helped non-CWMP staff as well. She is our go-to person with anything computer-related. Her knowledge is vast and incredibly helpful."

Courtney never hesitates to volunteer for community events and is her department's hand hygiene champion. She was also



November  
QMC Employee of the Month

**Courtney Midla, RN, PHNA-BC**

**Position:** Data Analyst, Comprehensive Weight Management Program

**Years at Queen's:** 7

**Family & Interests:** Married with 8-year-old son. Thinks globally; plans to expand family through adoption. Volunteers at son's school. Enjoys hiking. Son's last birthday party was a hike at Koko Head Crater with botanical scavenger hunt devised by dad.

**Personality:** Relates to Ice Bear, a cartoon character from Wee Bare Bears. Ice Bear is often stoic and rarely speaks. He has an eclectic list of skills and maintains an "ice-cool attitude" in even the most awkward and embarrassing of situations.

one of the first at Queen's to use iPads for data collection and monitoring. Courtney recently identified that Hawai'i Island patients who bathe and drink from water catchment systems may be at higher risk for postoperative infections and

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# Carol Agard's 50 Years of Excellence

AT CAROL AGARD'S retirement, QHS/QMC President Art Ushijima pointed out that when a Queen's employee retires, we can perhaps replace 90 percent of that person did, but the remainder is what made that person special. "That 10 percent is most important part, and what we miss the most, what is irreplaceable," said Art.

Carol Agard, RRT, RPFT, FAARC, started in October of 1967 as a licensed practical nurse, and completed a 50-year career at Queen's. She came from Minnesota and met her husband Louis here. In 1974, she went to night school to become a respiratory therapist, and became the manager of Respiratory Care Services at Queen's Punchbowl in 1985. Carol was recently recognized by the Hawai'i Society for Respiratory Care with an Outstanding Lifetime Achievement Award at their annual conference. They noted her landmark programs at QMC, and attend-



ees gave her a standing ovation.

Al Furuike, MD, said that Carol was instrumental in gaining recognition for the respiratory therapy profession throughout Queen's. "She is hard working, remarkable, and a wonderful person," he said. Carol also led the effort for respiratory therapists in Hawai'i to attain state licensure in 2010.

Roger Yim, MD, spoke about when Carol was put in charge of the Sleep Lab in the 2000s. "What sets Carol apart is that she cares about the patient and takes the time to make sure they get the right treat-

ment," he said. "We'll miss the wisdom she's shared with us all these years." Alan Stein, MD, added that one could not ask for a better colleague than Carol, and that she always did what was best for Queen's.

Brad Bransford of Respiratory Care Services said that Carol is more than a boss—she is a good friend. "She's encouraged hundreds of people who have worked with her to advance their careers," said Brad.

From the many testimonies too numerous to mention, there is but one conclusion: Carol Agard is all heart.



# Cyndi Kitkowski Shared Expertise with Queen's

CYNDI KITKOWSKI, RN, had been busy spreading the wealth of her expertise and presence in a lot of places before settling, but many feel that she gave her best 24 to Queen's before her recent retirement. Cyndi earned her nursing degree at the University of Hawai'i and got a job at Kapi'olani Children's Hospital (later merged with Kapi'olani Hospital), but later went to the University of California – San Francis-

co pediatric special care unit. She came back to Hawai'i and worked at Kapi'olani.

After Cyndi got married—her husband was in the military—she moved to California and worked at Loma Linda University as a Neonatal Intensive Care Unit (NICU) nurse and transport nurse before moving to Japan for five years. Cyndi came back to Hawai'i and worked at the Kapi'olani NICU for about five years. "Then, in 1993, someone asked me if I was interested in working for Queen's [as a nurse educator]," she related. Cyndi's first job at Queen's was as an Assistant Patient Care Coordinator (APCC), which was similar to an assistant manager. APCC positions were later eliminated, but Cyndi was asked if she wanted

to be manager of Postpartum.

Teaching is Cyndi's first love, so she later transitioned into a newly created Clinical Education Instructor position in 1997, and continued in the position for the rest of her tenure at Queen's. She handled clinical education for pediatrics, obstetrics, and care of the sick newborn. Each are separate specialties and it's hard to find one person who could do it all, but Cyndi had wide-ranging experience from her previous experience at top medical centers.

One of Cyndi's greatest legacies is brining eBroselow to Queen's. A first in Hawai'i, eBroselow is an online medication administration tool that decreases medication errors by eliminating complex math while providing clinicians with accurate doses of medications for patients.

Cyndi will take some time off "to do nothing," but also spend time with her grandson and mom. "I love Queen's," said Cyndi warmly, indicating that she may return as a volunteer. "I see people here who have inspired me, and those who I know their life story, who lead by example and do extraordinary things in spite of how challenging health care has become. My hope is that we take care of them as well as our patients."

# Volunteers in Place Benefits Patients

by Lisa Sekiya, Corporate Communications

VOLUNTEERS IN PLACE (VIP) is a new program at Queen's that allows community-minded individuals and organizations to volunteer from their own locations. The volunteers are crafters who are given materials to create diverse projects that directly benefit patients. These include oncology caps, lap blankets, newborn beanies, and pillows that help open heart surgery patients cough and breathe deeply to avoid complications such as pneumonia.

"There are people who want to be of service to others, but may no longer drive, have limited mobility, or simply prefer to stay at home," said April Light, Queen's Volunteer Services Manager. "This is an opportunity to contribute and make a difference for our patients."

The VIP program appealed to the residents of 15 Craigside, a retirement community in Nu'uuanu, and now a group of almost a dozen women, with the oldest being 92, meet every Monday to create. "I wanted to help others, and this program is excellent," said Florence Nakamura. "It gives us things to do and we're helping others. We have camaraderie and it's fun."

"We laugh, we roar, sometimes we're so loud," added Willie Faria, with a big smile. Another group member, Violet Irinaka, joked, "It keeps you out of trouble." She shared that she is a former breast cancer patient, which surprised another woman in the group who shared that she too is a breast cancer survivor. You could see the bonds of friendship growing in a room filled with conversation and beautiful handiwork.



Violet Irinaka of 15 Craigside



15 Craigside Volunteers in Place craft group.

"Not only do you get the satisfaction of doing something for others, you really get to know each other," added Violet.

In her Mo'ili'ili condo, 83-year-old Yoko Futa, a former clerk for the Department of Transportation and mother of Queen's employee Pamela Campbell of Fund Development, dedicates 10 hours a week to the program. "For me, when



Pamela Campbell's mom Yoko Futa

you're retired, you have nothing but time," she said. "Now I'm doing something I really enjoy, and putting my time to good use. The end result is something that is needed, so it makes you feel good."

Pearl City resident Barbara "Bobbie" Omoto retired from the University of Hawai'i Athletic Department, where she got to know the athletes and made beanies for them to wear on the road. Now, the 73-year-old grandmother and mom of Stephen Omoto of Food and Nutrition Services, is devoting her love for crocheting to Queen's patients. "I get a true sense of joy from doing this," she said.

"Everyone wants to have a sense of purpose at any age," April commented. "Some may find it with our VIP program. The patients are so appreciative and they know that these crafts were made with care, love, and aloha. It brightens their day, and it means so much, especially when you are



Stephen Omoto with his mom Bobbie Omoto and niece Cassidy

healing. It truly is a win-win for everyone."

If you or members of your organization can knit, crochet, or sew, and are interested in participating in the Volunteers in Place program, call Queen's Volunteer Services at Punchbowl at 808-691-4397.

## EOM Cortney Midla

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complications. She is doing further fact finding and the appropriate research.

"I don't even know your actual job title any more," marveled Cedric Lorenzo, MD, Medical Director of the CWMP. "You are such a Jack-of-all-trades. You do important work and provide a safety net for our patients. Plus, you are a great coworker and friend. We never had anyone in your position before and you do an amazing job at so many things."

"I really believe in what the program is doing," Cortney reflected. "We can change lives. When I see the transformation, it really feels good. We're helping [people] live a better quality-of-life. We've cured their diabetes, gotten them off medication—some people can now have children when they couldn't before. We give them hope. It's worth doing."

# Prediabetes Ed for Queen's Employees

HALF OF HAWAII ADULTS have either prediabetes or Type 2 diabetes, a serious disease that can cause heart attack, stroke, blindness, kidney failure, or loss of feet or legs. Prediabetes can be reversed with basic lifestyle changes. Queen's employees with prediabetes have two opportunities for help from the Queen's Diabetes Management and Education Center:

## Individual Consult with APRN-Rx

- 1-hour individual consult tailored to you
- Overview of diabetes
- Review of lab results
- Nutrition guidance
- Exercise guidance
- Weight loss strategies
- Question and answer
- Individualized follow-up options

Available at Punchbowl to Queen's employees at no cost with MD referral. Space is limited. Register by January 15. Call QMC-Punchbowl: 808-691-7050.

## Diabetes Prevention Program Lifestyle Intervention

- Full year of intervention/support with 30 one-hour group meetings during lunch
- Group support & accountability for goals
- Nutrition recommendations
- Exercise recommendations
- Weight loss recommendations
- Work on Wellness credit
- No referral needed; however, eligibility criteria must be met\*
- No cost for Queen's employees who attend at least 20 of 30 meetings.

### \*Eligibility criteria for DPP participation

- BMI > 24 (or >22 if Asian)
- Must NOT have diabetes!
- Prediabetes as indicated by: Fasting glucose of 100 to 125 mg/dL, OR A1c of 5.7% to 6.4%; History of GDM during a previous pregnancy; Must commit to participate in at least 20 of 30 Diabetes Prevention Program meetings.

Available at both QMC – Punchbowl and QMC – West O'ahu to Queen's employees. Space is limited. Register by January 15 or until cohort fills. QMC-P: 808-691-7050; QMC-WO: 808-691-3370.

Call today to see if you are eligible for either pre-diabetes educational opportunity!



MANDATORY CORPORATE Compliance Training must be completed online by all QHS employees by Thursday, November 30. Look for the link in your email inbox or on your entity's homepage. To avoid an error message, be sure to log in using Internet Explorer. Contact QHS Corporate Compliance at 808-691-7548 with any questions.

A POB 2 ELEVATOR modernization project has begun and may last until March 2018. Noise generated during the demolition and removal of the existing equipment may affect the floors above and below. Efforts will be made to schedule potentially disruptive work during non-business hours. The stairs are always an option for those capable of using them. Public notices, including updates, will be posted in the garage and building periodically. For more information, please contact the building management office at 691-4889.

THE QHS GIVING CAMPAIGN grand prize drawing winner is Darsha Lee, who won a \$1,000 gift certificate for Alaska Airlines and two passes to Disneyland. Mahalo to all participants for your generosity.

FASHION FOR THE FIGHT, the North Hawai'i Community Hospital Cancer Center's fabulous fundraiser, will be held on Saturday, December 9 at 5:00 pm at Kings' Shops in Waikoloa. VIP tickets are \$40 and include reserved seating, select offers from the shops, and special pupu and beverage service during the show. Tickets are available at the NHCH Cancer Center or call 808-881-4417. All proceeds benefit the NHCH Cancer Center. Cancer survivors and caregivers will be featured as models.

THE GREAT ALOHA RUN will be held on Presidents' Day, Monday, February 19, beginning at Aloha Tower at 7:00 am. The annual family friendly fun run concludes at Aloha Stadium and raises money for

a host of local charities. Register online at [www.greataloharun.com](http://www.greataloharun.com). To join the Queen's Presidents 100 Club and receive extra bonuses, use code 53. QHS Corporate Communications is NOT accepting entry forms and checks this year. The first 6,000 eligible registrants received by Friday, December 1, will receive a limited edition In Training T-shirt.

THE QUEEN'S TRAUMA Winter Conference will be held on Friday, December 8, from 7:25 am - 2:00 pm at the Queen's Conference Center. The conference is planned in partnership with the American College of Surgeons Commission on Cancer Region 9.

WALK AT WORK on Wednesday continues and all are invited to participate. Care Resource Hawai'i meets at 11:30 am at their front desk lobby. Queen's Counseling Service gathers at 12:00 pm in their front courtyard. The Punchbowl group meets at 12:30 pm in front of the HR Service Center. Be sure to bring a bottle of water, and wear sunscreen and walking shoes.



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