

# EOY Goes Beyond for Patient Safety



LAST WEEK, a South Carolina news program featured everyday hero Larry Midla, a retired engineer who gives back to his community by delivering meals for Meals on Wheels, building homes for Habitat for Humanity, mentoring young entrepreneurs, and driving veterans to medical appointments at the VA. This article isn't about Larry, but it gives you an clue about his humanitarian daughter Cortney, who has been named QMC's 2017 Employee of the Year.

On staff since 2010, Cortney Midla, RN, PHNA-BC, is a Clinical Data Analyst for the Comprehensive Weight Management Program (CWMP), but her formal title is far from descriptive of what she actually does. "She does the work of three people!" declared Judith Rudnik, MD. CWMP Medical Director Cedric Lorenzo, MD, agreed: "She goes above and beyond. She always tries to find ways to ensure patient safety." Dr. Lorenzo related that Cortney looks for patients who haven't checked in for a while and may need attention, and has become the standard bearer of CWMP's programs. "You can



always trust her ethical judgment," added staff psychiatrist Ronelle Sato, MD.

For Cortney, the effort is well worth it. She says the program is helping people live a better quality-of-life. They've cured diabetes, gotten patients off medication, and some people can now have children when they couldn't before.

With a diverse background of professional interests, Cortney's designations tell only a part of her 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.

Born a Midwesterner, Cortney's first



2017  
**QMC Employee of the Year**

**Cortney Midla, RN, PHNA-BC**

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

**2017 Employees of the Month**

- |                  |                    |
|------------------|--------------------|
| Merary Alvarez   | Reed Nelson        |
| Dante Ferrer     | Melba Ogata        |
| Elisea De Guzman | Cleolyn Ramos      |
| Uheina Mateaki   | Jessika Tano       |
| Cortney Midla    | April Wong-Warling |
| Miki Lei Morita  |                    |

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. Cortney discovered that connections are key 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 eventually led to her current position.

Before CWMP, Cortney worked as a CARE\*Link clinical trainer because the hours were family friendly, and by this time she was a working mom with a hus-

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# Social Workers are Leaders, Advocates, & Champions

“SOCIAL WORKERS: Leaders. Advocates. Champions.” is the theme of the 2018 National Social Work Month. Celebrated every March since 1984, thanks to a resolution introduced by the late Senator Daniel Inouye and Representative Edolphus Towns (D-NY), it’s a time to honor social workers for the work they do. They work in many situations and confront some of the most challenging issues to find solutions that help individuals, families and communities overall. At The Queen’s Health Systems, we recognize and applaud the social workers who serve across the organization.

This year, we’re highlighting the experience of Molokai General Hospital social worker Malia Dabis, who celebrates her job as an opportunity to embrace many roles. As a leader, she communicates clearly and effectively with many individuals and sources to coordinate post-hospital patient care. “Keeping focused on patient needs empowers me to build relationships and cultivate collaborative efforts



QMC – Punchbowl social workers pause for a picture during a recent meeting.

with all members of our team to ensure quality health care,” Malia says. “Through guidance and support, patients are given the utmost respect and compassion while preserving their dignity and self-worth.”

As an advocate, she listens, stays present in the moment. “Helping patients connect to limited local resources can be a challenge,” she admits. “On Molokai, our sense of community invites the support of outside agencies to work alongside MGH in providing a holistic approach to meet the needs of each individual. Having strong interpersonal skills when working with a diverse population is vital to providing efficient services.”

As a champion, Malia shares victory



QMC – West O’ahu social workers Barbie Fa’agau, Carlton Shiroma, Cassandra Ozoa, and Aes Ferrer. Missing: Lee Ann Nakamoto, Merizza Tapia, Leilani Willing, Katie Estorgio.

when patients receive excellent service and quality health care. “Serving selflessly with an open heart and mind creates a positive environment to all who come here,” she feels. “As the only critical access hospital on island, it is a privilege for us to serve our community, to become their champions.”



## EOY Cortney Midla

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band who traveled a lot for his job. She also served as Clinical Ops Manager for Queen Emma Clinics, the Outpatient Center, Dental Clinic, and Employee Health. Cortney’s current position at CWMP offered even more time for her family, and has proved to be an extremely good fit.

CWMP Nurse Manager Malisa Gampong, RN, says, “Cortney is an excellent data analyst, timely, and accurate. She follows patient outcomes closely, looking for



ways to improve care. Cortney is a phenomenal CARE\*Link Super User [for CWMP]. She is our go-to person with anything computer-related. Her knowledge is vast and incredibly helpful.”

Cortney never hesitates to volunteer for community events, and is her department’s hand hygiene champion. She was also one of the first at Queen’s to use an iPad for data collection and monitoring.

Cortney found that Hawai’i Island patients who bathe and drink from water catchment systems may be at higher risk for postoperative infections and complications. She is doing further research on the issue.

When Cortney was named Employee of the Month for November 2017, Dr. Lorenzo said to her, “I don’t even know your actual job title any more. You are such a Jack-of-all-trades. You...provide a safety net for our patients. Plus, you are a great coworker and friend.”

Humbled at being selected as Employee of the Year, Cortney said, “I am just one of countless people who work tirelessly... to bring excellence to Queen’s. Many people work silently, without recognition. We all work together as a team to support [Queen’s] great mission. Providing quality health care based on factual information matters. Providing quality health care to vulnerable populations matters. Providing quality health care with compassion, aloha, and respect matters. I really appreciate the opportunity to be a part of supporting the mission at Queen’s.”

# Saving Lives Thru Oral Care

IT'S SIMPLE AND EFFECTIVE. Oral care four times a day helps keep pneumonia away. Last summer at Queen's – Punchbowl, a successful pilot program on QET 9 'Ewa and 'Iolani 2 championed the cause with positive results. New oral care kits are now being distributed to all units.

Pneumonia is caused by bacteria in the lungs, and researchers have found that the most common route for bacteria to get there is by micro- or macro-aspiration (inhalation of liquids or food into the airway). Worse, the bacteria can migrate into the bloodstream and cause sepsis in almost half of Non-Ventilator Hospital-Acquired Pneumonia (NV-HPAP) cases. Hospital-acquired pneumonia (HPAP) is defined as pneumonia that occurs 48 hours after hospital admission. There are two types: Ventilator-Associated Pneumonia and Non-Ventilator Hospital-Acquired Pneumonia. The teeth brushing program focuses on the latter.

The goal is for patients to have oral care four times a day: after breakfast, lunch, and dinner, and at bedtime. The frequency is necessary because in a hospital, it doesn't take long for a patient to have pneumonia-causing germs in their mouth, and bacteria multiplies by five every 24 hours. Moreover, the physical and



L-R: Rachel Smigelski-Theiss, APRN, Gerard Akaka, MD, Jeanette, Bala, RN, Mark Greer, DMD, Mimi Harris, RN, and Alisa Wong, RN.

mental stress of hospitalization can weaken the immune system.

Two kits are available—one for dependent patients, who will need staff help and include use of suction, and another for the independent patient who can brush their own teeth and just need to be reminded of how important it is during a hospital stay. A Post-It style sticky note with check marks for each of the four times a day is included on patient breakfast trays to help them keep track of brushing. Staff also need to document the process.

The Centers for Disease Control and Prevention notes that both HAP types are tied for first place with surgical site infections in hospital-acquired infections (HAIs) in the U.S. The majority of HAIs are NV-HAPs, which are 80% preventable. Both HAP types are a leading cause

of death from HAIs; nationally, one in five HAP patients will not survive. At QMC – Punchbowl, NV-HAP can add as many as 18 days to a patient's length of stay, and an extra \$45,000 in care. The potential benefit is that the NV-HAP Program could save 22 lives a year, as well as avert upwards of 1,600 hospital days, including over 100 critical care days.

"It's exciting to see something that can make such a huge difference being put into action," commented Chief Nursing Officer Mimi Harris. Roving carts on inpatient units will offer staff in-services this week. Contact Jeannette Bala at [jbala@queens.org](mailto:jbala@queens.org) for more information.

Mahalo to Hawaii Dental Service, which provided toothbrushes and a grand prize for the kick-off event held last week at the Harkness kiosk.

## A Look at the New Food Labels

by Judith Thompson, MPH, RDN, CDE, LDN

IT'S NATIONAL NUTRITION MONTH, a good time to familiarize yourself with changes to the Nutrition Facts Labels starting July 26, 2018. Changes include:

- Serving sizes will be updated to reflect the servings more typically eaten by Americans.
- Total Sugars will include the amount of sugars added to a serving. This is in response to efforts by health authorities to reduce the amount of processed or added sugars, such as table sugar (sucrose) and corn syrup. Added sugar makes it difficult to meet nutrient needs within your calorie requirement.

The 2015-2020 Dietary Guidelines for Americans recommends consuming no more than 10 percent of daily calories from added sugars.

- Vitamin D and Potassium amounts are being added as a result of research revealing that more people need to track these nutrients for health conditions such as osteoporosis and chronic kidney disease.
- Vitamin A and Vitamin C have been removed; they are no longer of key concern for most people.

Use these smart shopping tips when looking at the food labels:

Nutrition Facts	
8 servings per container	
Serving size	2/3 cup (55g)
Amount per 2/3 cup	
Calories 230	
% DV*	
12%	Total Fat 8g
5%	Saturated Fat 1g
	Trans Fat 0g
0%	Cholesterol 0mg
7%	Sodium 160mg
12%	Total Carbs 37g
14%	Dietary Fiber 4g
	Sugars 1g
	Added Sugars 0g
	Protein 3g
10%	Vitamin D 2mcg
20%	Calcium 260mg
45%	Iron 8mg
5%	Potassium 235mg

\*The % Daily Value (DV) tells you how much a nutrient in a serving of food contributes to a daily diet. 2,000 calories a day is used for general nutrition advice.

### Pay attention to the Serving Size

- Compare the amount you actually eat to the serving size listed. If the serving size is one cup and you eat two cups, you are getting twice the calories, fat, and nutrients listed.

### Use the Percent Daily Values (DV) to help evaluate how a food fits into your daily meal plan.

- DVs are average levels of nutrients needed by a person eating 2,000 calories a day. A food item with a 25% DV of fat provides 25% of the total fat for a person who needs 2,000 calories a day.

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CONGRATULATIONS to our 2018 Outstanding Physicians. Jonathan Dworkin, MD, has been selected Outstanding Community Based Physician and Ryan Honda, MD, is Outstanding Hospital Based Physician. A ceremony to honor them will be held on Friday, April 13 at 12:00 pm in the Queen's Conference Center.

MATTHEW ING, MD has been named Physician Advisor of The Queen's Medical Center. Dr. Ing will serve as a resource to both physicians and the Queen's Care Coordination Team with a focus on resource management, patient flow, and regulatory requirements. He will support QMC by exploring best practices and working as a member of the Care Coordination Team to optimize care delivery. Dr. Ing has been an Emergency Medicine physician at Queen's

## New Food Labels

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- Percent DV are for the entire day, not just one meal or snack.
- You may need more or less than 2,000 calories per day. You may need more or less than 100% DV of some nutrients. E.g., a medical condition may require you to limit certain nutrients like sodium, saturated fat, or carbohydrates.

### The High and Low of Daily Values

- Low is 5% or less. Some people may need to limit saturated fat, trans fat, cholesterol, and sodium to reduce the risk of a chronic disease.
- High is 20% or more. Many people need to aim high in vitamins and fiber. More helps maintain good health and reduce health problems like anemia, constipation, and osteoporosis.

### The Ingredient List

Ingredients are listed in descending order by weight. Those with the largest amounts are listed first. This is helpful to those with food allergies, limiting added sugars, or those who prefer vegetarian diets.

Stay tuned for more National Nutrition Month tips next week!

since 2003, and will continue his role at both QMC-P and QMC-WO.

THE HAWAII CENTRAL FCU (Harkness and Main Branch) will close at 12:00 pm on Friday, March 30 for staff training. Offices will open as usual at 7:15 am that morning. Should you need a cash withdrawal, visit any shared branching office (listed at [www.hawaii-central.org](http://www.hawaii-central.org) under About Us>Locations>CO-OP Shared Branches). Or request cash back using your debit card at any vendor.

2018 NURSING EXCELLENCE AWARDS nominations are now open. Nominate an outstanding QMC – Punchbowl or QMC – WO clinical staff nurse for the any of the five award categories: Exemplary Professional Practice; Mentorship; Performance Improvement; Research or Evidence-Based Practice; and Transformational Leadership. Nominations are also open for the Queen Emma Nursing Leadership Award, which recognizes nurse leaders for their contributions to Queen's. Nomination forms were sent out in an Exchange Admin email last week. The nomination deadline is March 30. Send completed nomination forms via e-mail to [bahsing@queens.org](mailto:bahsing@queens.org).

AN INFORMATION SESSION on MBA programs at the University of Hawai'i at Mānoa's Shidler College of Business will be held on Tuesday, March 20, from 12:00 - 1:00 pm in the Queen's Conference Center, room 204. Learn about career growth opportunities including: the Executive MBA (EMBA), Distance Learning EMBA-Health Care Management track, Master of Human Resource Management, and MBA-HC to Doctor of Nursing Practice (DNP). Information will be given on program formats, curriculum overview, and the admission process. Sponsored by the Queen Emma Nursing Institute and Human Resources.

"PREVENTING COLON CANCER: Don't Wait Until It's Too Late!" a free Speaking of Health community lecture, will be held on Wednesday, March 28, from 6:00 - 7:00 pm at the Queen's Conference Center auditorium. Join gastroenterologist Kristi Lopez, MD, as she discusses the warning signs and risk factors of colon cancer; colon cancer screening and the detection and removal of polyps; and ways to lower your risk. Register at [www.queensmedical-center.org/health-lectures](http://www.queensmedical-center.org/health-lectures) or call 691-7117.

IF YOU PLAN TO RESIGN from your position at Queen's, your notice should now be submitted online via MyInfo. Paper resignations will no longer be accepted after April 1, 2018. Timely submission of resignations allows QHS to provide the best service possible, as well as comply with regulatory requirements. The new process insures you receive termination and COBRA benefit information in a timely manner. Employees will receive an invitation to participate in an exit interview survey. The anonymous, confidential survey responses allow QHS to improve practices and processes. A "Separation of Employment Toolkit" is available on the Queen's HR Intranet site. It provides resources to easily navigate through the process. For more information, call the HR Service Center at 808-691-4627.

A CANCER SUPPORT GROUP meets at North Hawai'i Community Hospital on Thursday, March 29, from 2:00 - 4:00 pm in the Mauna Kea room. Sessions are free. Call 881-4839 for more information.



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