



# The St. Francis LEGACY

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## Our Lady of Kea'au Sharing Franciscan Hospitality in the Community

One of the strategic goals of Our Lady of Kea'au (OLK), St. Francis Healthcare System's newest subsidiary, has been to offer Franciscan hospitality to the local surrounding communities for retreats, meetings and celebrations. In the three years since it has been operational, the facility has served as a community gathering place for more than 100 events presented by schools, churches and other nonprofit organizations.

One such event, the annual Waianae Adventure Challenge (WAC), hosted by Waianae High School JROTC, was held at OLK for the third year. In April, 260 Army, Navy, Air Force, and Marine JROTC cadets from 65 teams (male/female/mixed) representing 25 high schools convened at Our Lady of Kea'au – one of three sites – for a statewide competition that emphasized leadership, teamwork, motivation, physical fitness, and camaraderie. Cadets competed in a variety of rigorous events, including water crossing, swimming, rope bridging, rappelling, running, obstacle courses, outrigger canoeing, and a tug-of-war contest.

**Major General Raymond Mason**, commanding general of the 8th Theater Sustainment Command, U.S. Army Pacific Command, served as the guest speaker. The highlight of the event, for many, was the lunch and awards ceremony held on the spacious grounds of Our Lady of Kea'au. Some of the leftover food from the event was shared with the homeless living in tents at Kea'au Beach Park and neighboring bushes as part of OLK's other goal of reaching out to the homeless.

"The WAC is the largest JROTC adventure challenge in the state with 25 schools participating from Oahu, Maui, Kauai, and the Island of Hawaii," says **Lt. Col. Don Arakaki**, who oversees the JROTC program at Waianae High School and is an OLK board member. "In addition to the cadets, there were about 170 JROTC instructors in addition to family members and support personnel from community organizations participating, all contributing to a very successful event."

"It's exciting to be able to share our resources and touch the lives of so many in our community," adds **Sister Beatrice Tom**, OSF, chief administrator of Our Lady of Kea'au.

The Campbell High School JROTC unit earned first place overall in the state. Other participating public and private high schools from throughout the state included Aiea, Baldwin, Castle, Farrington, Hilo, Kahuku, Kaimuki, Kaiser, Kalaheo, Kapaa, Kealakehe, Konawaena, Leilehua, McKinley, Moanalua, Nanakuli, Punahou, Radford, Roosevelt, St. Louis, Waianae, Waimea, and Waipahu. The Hawaii National Guard Youth Challenge Academy also participated.

Other WAC sites included Herbert K. Piilaa Army Recreation Center and Albert Silva Ranch.

*(Photos courtesy of Waianae High School)*



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# St. Francis Home Care Recognized for Patient Satisfaction

## Telehealth Services Now on Oahu

Congratulations are in order for St. Francis Home Care Services, which received a Best Practice Achievement Award of Distinction based on overall patient satisfaction results. Presented by Fazzi Associates, a national consulting, benchmarking and research firm, the award recognizes the home health agency's superior performance in patient satisfaction and its position as a national best practice agency.

"Patient satisfaction is the best form of acknowledgement that we are doing our job right," says **Sister Agnelle Ching**, OSF, chief executive officer of St. Francis Healthcare System of Hawaii. "This is a significant accomplishment, and we are very pleased with this distinction. I congratulate the Home Care team for their hard work in making patient care their top priority."

Patients rated St. Francis Home Care Services on various categories such as plan of care; access to care; scheduling of home visits; communication and interaction with staff; discharge; pain control; and home safety, among others. Based on a comparable analysis of home care agencies, St. Francis Home Care Services is among the top 25% of the 350 agencies in the Fazzi Patient Satisfaction national database.

Fazzi's National Patient Satisfaction service is one of home care's oldest, largest and most respected patient satisfaction benchmarking systems in the country.

### Oahu Patients Benefiting from Telehealth, Too

In April of this year, St. Francis Home Care Services became the first home health agency on Oahu to offer telehealth services. Telehealth enables nurses to monitor the health of patients remotely by identifying signs and symptoms early to allow medical intervention and prevent the need for emergency room visits and hospital stays. St. Francis Home Care Services-Kauai has offered

telehealth services since November 2008, and has reported that use of the monitors has decreased unnecessary trips to the emergency room for a few patients.

The monitor prompts patients to check their vital signs such as weight, blood pressure, blood sugar level or pulse oximetry (oxygen in the blood) and even provides reminders to take medications. The service is particularly useful for patients with congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD) and diabetes.

"The beauty of telehealth monitoring," explains **Corinne Suzuka**, St. Francis Home Care Services executive director, "is that it provides real-time patient data and allows our nurses to be in contact with their patients virtually on a daily basis so they can take appropriate action and keep their doctor informed."

"Our goal is to empower each patient by teaching the skills and knowledge for self-monitoring, so that they can begin to take charge of their health," Suzuka adds. "We are confident telehealth will be another way to increase our patient satisfaction results."

*St. Francis Home Care Services recently received an Achievement Award of Distinction based on its patient satisfaction results. Shown with the award are St. Francis Home Care Services Professional Advisory Committee members (from left) Dr. Bradley Chun, Linda Fukuhara, Hazel Downing (Hawaii Pacific University), Corinne Suzuka, Mary Hennessy-Worden, Stella Wong (Catholic Charities), Juanita Oclaray (Hill-Rom at Home) and Sister Agnelle Ching. Missing: Dardanelle Kaauwai, Dr. Dukee Kim (Medical Director), Virginia Tully (Rehab Hospital of the Pacific), Donna Minakami and April Wong-Warling (Hawaii Medical Center West), Damien Navarro (HMC Health Alliance) and Joyce Tapia-Miyahira (Pearl City Clinic).*



## Tuition Assistance Awards Distributed to 44 Youth

St. Francis Healthcare System of Hawaii presented tuition assistance awards totaling \$21,512 to 44 dependent children of eligible employees during a recent ceremony. Funds were made available through the Marian Constance Medeiros Tuition Assistance Fund. Students enrolled in 1st grade through college this fall received awards of up to \$500 each that have been sent to their respective schools.

"These tuition assistance awards were made possible because of a woman named Marian Medeiros," says **Sister William Marie**

**Eleniki**, OSF, chief administrator of St. Francis Healthcare Foundation, which oversees the trust fund. "She was neither a patient nor an employee but someone who was impressed with the work of the Franciscan Sisters and the former School of Nursing."

The Marian Constance Medeiros Tuition Assistance Fund was established in 1999 in memory of Marian Medeiros who left a generous trust fund. Tuition assistance is a benefit to employees with five or more years of service with dependent children attending school.

## Expert Shares Views on Board Structure for the 21st Century



The healthcare industry is facing unprecedented economic pressure with new restraints brought on by health care reform initiatives. However, Catholic healthcare organizations such as St. Francis Healthcare System must rise above the challenges, remain focused on their mission and resist the temptation to compromise quality in patient care.

**The Rev. Francis G. Morrissey**, OMI, professor emeritus, faculty of canon law at Saint Paul University in Ottawa, Canada, said all Catholic healthcare facilities have a duty to provide quality care. "If there is no quality, then it should be closed," he said. "Part of quality includes respect for the individual and carrying on the healing ministry of Jesus."

Fr. Morrissey, who returned to Hawaii in late July for several presentations at St. Francis Healthcare System of Hawaii, said that Catholic healthcare systems today have a strong sense of mission and have a need for solid governance. This starts with a solid board capable of providing sound advice to help the healthcare systems navigate.

While in the Islands, Fr. Morrissey gave a talk on "Board Structure for the 21st Century" to St. Francis Healthcare System board members, advisory council members and managers. An authority on canon law, Fr. Morrissey has given numerous talks over the years on restructuring and sponsorship of Catholic healthcare facilities.

He said there are three components of a Catholic healthcare system: 1) sponsors – for St. Francis Healthcare System, they would be the Sisters of St. Francis of the Neumann Communities; 2) board of directors; and 3) the CEO and management.

"The purposes of the governance structure of a system are to ensure that sponsorship responsibilities are being fulfilled," said Fr. Morrissey, "and to see that the core elements for Catholic health ministry are enhanced and promoted."

The core elements of Catholic health ministry are:

1. Mission-oriented – building on the system's history and heritage, there must be a commitment to the common good through works of justice, mercy and compassion
2. Animated – follows the healing mission of Jesus Christ
3. Theologically grounded – participates in programs that provide grounding in the scriptural, Christological, ecclesiological, and sacramental foundations of Catholic health care
4. Collaborative – initiates relationships marked by mutuality, respect and integrity
5. Church related – follows Catholic social and ethical teaching
6. Accountable – be models of transparency, acknowledging excellence as well as mistakes

More information relating to sponsorship can be found in the Catholic Health Association of the United States' publication, "One Vine, Different Branches: Sponsorship and Governance in Catholic Ministries" (2007).

## St. Francis Healthcare System Streamlines Boards

St. Francis Healthcare System of Hawaii has become significantly smaller over the past two years since the divestiture of the two medical centers, but its scope of community-based services has grown. The challenge has been to find the right balance in creating a proper governance structure that provides appropriate oversight while also allowing St. Francis to be flexible and responsive to the needs of the community.

Without acute care, St. Francis Healthcare System's focus is community-based care with programs and services that include home and inpatient hospice care, palliative care, home health care, healthy lifestyles, outreach to the homeless, and Stay Healthy at Home. After several months of study and collaboration with the various boards, St. Francis has decided to eliminate three of its corporate boards.

"Eliminating three of the boards will enable us to streamline some of our decision-making and allow us to be more efficient," says **Sister Agnelle Ching**, OSF, chief executive officer of St. Francis Healthcare System. "As the health care environment changes, St. Francis will be better positioned to respond to these changes so that we can continue our mission of going to where the needs are in the community."

The System Board of Directors voted to dissolve the boards of St. Francis Medical Center and St. Francis Medical Center-West since St. Francis no longer operates these two entities. In addition, the board of St. Francis Community Health Services was dissolved; however, the corporate entity will operate as is with oversight from the System Board. The boards and corporate entities of St. Francis Healthcare Enterprises, St. Francis Healthcare Foundation of Hawaii, St. Francis Residential Care Community, and Our Lady of Kea'au remain as is for now.

"When we attended the Catholic Health Association's assembly in June, we learned that many healthcare systems are moving away from hospital care to community-based care," adds Sister Agnelle. "At St. Francis, we've been ahead of the times."

In lieu of a board for St. Francis Community Health Services, a new St. Francis Hospice Professional Advisory Council has been formed, similar to that of St. Francis Home Care Services, which has had a professional advisory committee for many years.

Members of the new St. Francis Hospice Professional Advisory Council are: **Tina Andrade**, Catholic Charities; **Matthew Chun**, First Hawaiian Bank; **Guy Ilalaole**, Kahu Malama Nurses; **Dr. Wen-yu Lee**, St. Francis Hospice; **Wes Lum**, UH Center on Aging; **Joan Manke**, Neighborhood Commission, City and County of Honolulu; **John McDermott**, Executive Office on Aging; **Rick Ornellas**, St. Francis School; **Dr. M. Paul Palalay**; **Sister Patricia Schofield**, St. Francis Healthcare System; and **Rhoda Weiss**, The Cancer Center of Hawaii.

A St. Francis Healthcare System Advisory Council for the CEO is also being developed.



## St. Francis Palliative Care Offers Quality Rest-of-Life Care

Dr. Aida Wen

St. Francis Palliative Care is a brand new spectrum of care that is changing the way seriously ill patients are spending their lives. Officially launched in July, the new service fills a growing medical need in our community.

The palliative care service falls under St. Francis Hospice, but serves a broad range of patients beyond those who are terminally ill. The goal of palliative care is quality of life and comfort for patients – many of whom are still receiving some form of curative treatment – by relieving pain and suffering caused by serious illness. Emotional and spiritual support is also provided to patients and their families so they can better understand and cope with all aspects of the illness.

“Palliative care is truly holistic, caring for the body, mind and spirit of the individual,” says **Sister Agnelle Ching**, St. Francis Healthcare System CEO. “Palliative care’s focus is on improving the quality of life for a patient. We’re trying to raise a new standard in ‘rest-of-life’ care.”

### Outpatient Clinic Takes Palliative Care to a New Level

St. Francis Hospice has been providing palliative care to terminally ill patients since 1978. However, our St. Francis roots of providing palliative care go back even further – to 1883 when Mother Marianne Cope and six Sisters came to Hawaii to bring comfort and joy to those living with Hansen’s disease by relieving their physical, social and emotional pain and suffering.

Today, St. Francis is taking that same concept to a new level with the opening of the St. Francis Palliative Care Outpatient Clinic in Room 307 of the Joseph Paiko Medical Office Building on the East campus, where patients can come in for consultations and assistance.

A physician’s referral is required to receive palliative care services; however, the Palliative Care team works closely with the patient’s primary physician. The Palliative Care team includes **Dr. Aida Wen**, part-time medical director, board certified in hospice and palliative medicine; **Connie Gregory**, palliative care coordinator; **Libby McNamara**, social worker; and **Sister Candida Oroc**, chaplain.

### Care for a Wide Range of Conditions

Palliative care is specifically for patients living with a serious or advanced illness who are not eligible for hospice. (Hospice care, by definition, is for those who have been determined by a physician to have six months or less to live.) Palliative care is designed for those who could benefit from compassionate care, pain and symptom management, and psychosocial and spiritual support. These include patients with cancer who are undergoing treatment, elderly individuals in long-term care settings and those with end-stage dementia, as well as patients in need of a transplant. While an organ transplant increases life and reduces many symptoms, there is also the reality that not everyone on the list gets a transplant due to the shortage of organs.

### Care Extends to the Entire Family

A number of family members have experienced the benefits of palliative care, including **Melissa Bojorquez**, daughter of an 85-year-old palliative care patient, who was diagnosed with lung cancer and subsequently passed away on Aug. 1. St. Francis Palliative Care provided the human touch at a time when her family was struggling with the physical and emotional issues facing her dad.

“Dr. Wen spent time with our family to explain the options we had and how my dad might react to chemotherapy treatment. She showed him how to manage the pain, and the palliative care staff was always there to support us, especially when it was time to make decisions,” says Melissa. “They were there every step of the way, and my dad made the transition to home hospice care.” With the help of the palliative care and hospice social workers, Melissa’s brother who lives on the Mainland was contacted, and he was able to see his dad before he passed away.

“Palliative care is intended to empower patients as an illness takes its course and to support their families along the way,” says Dr. Wen. “We listen to what their needs are and try to understand their fears, and to help them clarify and set realistic goals in light of their condition.”

“Palliative care focuses on quality rest-of-life care by anticipating and treating their pain and suffering,” she adds.

The St. Francis Palliative Care Outpatient Clinic is open Monday through Friday from 8 a.m. to 4:30 p.m. by appointment only. For more information about St. Francis Palliative Care, call 547-8068.

## Transplant Institute Celebrates 40th Anniversary



It was 40 years ago that the first kidney transplant was performed at St. Francis Hospital. **Dr. Livingston Wong** and transplant recipients were honored at an Aug. 9 celebration of the Transplant Institute of the Pacific’s 40th anniversary at the Pacific Club. In her remarks commending Dr. Wong, **Sister Agnelle Ching**, St. Francis Healthcare System chief executive officer, said, “It was through your efforts that a partnership was forged so that more than 1,300 people in our island state have had a second chance at life. By taking a risk, you made it possible so that our people would not have to travel elsewhere to receive a transplant. Your foresight in bringing transplantation to meet such a great need in my eyes elevates you to a comparable level of sainthood....” Emcee Jade Moon, Dr. Collin Dang, Sister Agnelle Ching, and Christian Rabago watched as transplant recipient Cheryl Rabago and Dr. Wong released 40 butterflies—one for each year—as symbols of the renewed lives made possible through organ transplantation.

# Walk in the Mall Celebrates 10 Years of Exercise and Friendship



Participants begin walking at Windward Mall.

In 1999, those who had recently lost loved ones gathered at Pearlridge Center or Kahala Mall to console each other. Together, they took the first steps—literally—toward healing. They took it all in stride, not realizing that this would be the beginnings of St. Francis Hospice's Walk in the Mall program. The program is an extension of St. Francis Hospice's comprehensive bereavement services offered to surviving family members to help them grieve through exercise and friendship.

Participants have said Walk in the Mall gives them a sense of belonging which they feel is needed after their loss; allows them to share their feelings and stories with other bereaved persons, realizing they are not alone; and makes them stronger both physically and emotionally.

Over the past 10 years, the program has grown tremendously and has now expanded to three malls. St. Francis Hospice's Walk in the Mall participants and volunteers took victory laps around Pearlridge Center and Kahala Mall in August to celebrate the program's 10th anniversary. Walk in the Mall began its third indoor mall location at Windward Mall on Aug. 26th with some two dozen participants and volunteers. Following introductions and a warm-up, participants took a stroll inside the mall at their own pace.

The Windward Walk in the Mall attracted Windward area residents as well as some newly-bereaved, including **Delilah Ortiz** of Pupukeya, who lost her husband Claude of 60 years in July. He was a *paniola* (Hawaiian cowboy) and Pearl Harbor survivor. She had also lost her daughter last year and a grandson on the same day this year. A retired nurse, she says she is a self-healing person, who believes she has to take care of herself first, so that she can be there for others, including a seriously ill sibling. Taking care of herself means skydiving and surfing, and next year, she plans to ride a hot air balloon at the Albuquerque International Balloon Fiesta in New Mexico and ride the rapids in Colorado. "Life goes on. They would want me to continue my passions."

In addition to the family members who attest to the value of the program, it has received national recognition. In 2004, the Walk in the Mall program was recognized by Sodexo Health Care Services and Modern Healthcare with the Spirit of Excellence Award, given to innovative programs that achieve service, quality and satisfaction.

"Walk in the Mall's goal is to give grievors the chance to meet regularly to receive the benefits of exercise, re-socialization and grief support in a safe setting," says **Felicia Marquez-Wong**, St. Francis Hospice

bereavement services manager. "Over the years, many grievors have in turn become bereavement volunteers comforting the newly-bereaved.

"Because they have experienced grief themselves, they understand the needs of individuals who have recently lost a loved one," adds Marquez-Wong. "Their presence, support and ability to listen are crucial in helping others heal."

## Walk in the Mall Locations

- Walk in the Mall at Pearlridge Center, first Wednesday of the month, 8-9 a.m., Uptown Center Stage
- Walk in the Mall at Kahala Mall, third Wednesday of the month, 8-9 a.m., Center Stage
- Walk in the Mall at Windward Mall, fourth Wednesday of the month, 9-10 a.m., near Sears lower level

For more information about Walk in the Mall, call Luisa Wyant of St. Francis Hospice at 547-8147.



Long-term care panelists  
Douglas Slagel, Jacob Silva, Sen. Brickwood Galuteria, Damien Navarro, Stephen Reese, and Stephanie Asato.

## "Long-Term Care: Who Pays?" Airs on Olelo in September

This was the second in a series of community health education discussions, sponsored by the St. Francis Health Ambassadors-Hawaii. The Ambassadors provide valuable health information and share about the programs and services offered by St. Francis.

The panelists on long-term care included **Stephanie Asato**, Trust Management, Bank of Hawaii; **Stephen Reese**, attorney specializing in estate planning; **Jacob Silva**, formerly of Stay Healthy at Home; and **Douglas Slagel**, Financial Planning, New England Life. **Damien Navarro**, president of St. Francis Health Ambassadors-Hawaii, and **Senator Brickwood Galuteria** served as moderators. The panelists all agreed the focus on long-term care planning should be the quality of your own care, and not the financial security of your children.

Stephen Reese recommended that individuals start planning "as soon as you possibly can," while Douglas Slagel said that "taking care of yourself prevents creating a financial burden on your children." Trusts, reverse mortgages, and long-term insurance are tools to help finance long-term care, but how do we care for our aging parents or grandparents while we're also taking care of other responsibilities? Jacob Silva detailed how Stay Healthy at Home provides valuable resources to assist in the long-term care for those who want to remain at home for as long as possible.

For more information about St. Francis Health Ambassadors-Hawaii, please call the St. Francis Healthcare System Public Relations office at 676-1210.

Are you prepared for your own long-term care? With Hawaii's growing elderly population, St. Francis Health Ambassadors recently tackled this important issue in "Long-Term Care: Who Pays—Insurance or Me?" The presentation, recorded at St. Francis Healthcare System on June 2nd, will air on Olelo Channel 49, Friday, Sept. 18 at 8 p.m. and Sunday, Sept. 20 at 7:30 p.m.

# Ways to Support St. Francis

Here are three exciting ways that require little effort to support the Sisters of St. Francis in their health care ministries.

## GoodSearch and GoodShop

When you use **GoodSearch** and **GoodShop**, you can raise money for St. Francis every time you search the Internet or make a purchase from an online shopping mall, respectively. When you need to do a search, go to the GoodSearch.com site, which is powered by Yahoo! In the box under "Who do you GoodSearch for?" designate "St. Francis Healthcare Foundation of Hawaii" then click "verify." For every search, a penny goes to St. Francis.

In 2007, GoodSearch was expanded to include GoodShop, an online shopping mall of participating, world-class merchants dedicated to helping worthy causes across the country. Each purchase made via the GoodShop mall results in a donation to St. Francis, averaging about 3% of the sale, but going up to 20% or even more.

Please spread the word, because the more people who use GoodSearch and GoodShop, the more money will be directed to St. Francis. There is no cap on how much money will be donated.

## Hawaiian Airlines Preferred Affiliate Program

Here's a way you can save on your next Hawaiian Airlines transpacific flight while supporting St. Francis. St. Francis Healthcare Foundation is now a part of the Hawaiian Airlines Preferred Affiliate Program. When you purchase transpacific tickets from the Hawaiian Airlines website, you'll receive a 5% discount on your flights. In addition, Hawaiian Airlines will donate one frequent flyer mile (HawaiianMile) to St. Francis for every dollar you spend. St. Francis will use these miles for staff to participate in education and training sessions on the Mainland or neighbor islands.

Go to [www.hawaiianair.com/Affiliate](http://www.hawaiianair.com/Affiliate) and type in our program code "STFRANCISHFH". Follow the instructions to save 5% off the cost of your transpacific ticket and also earn your own personal HawaiianMiles. The discount applies to all friends and family of St. Francis and for both business and leisure travel.



# MAHAALO

On behalf of St. Francis Healthcare Foundation of Hawaii, we thank the following organizations and individuals for their generous support of our **8th Annual Golf Healthy Challenge**. The weather was perfect, the field was full, and everything went off without a hitch, netting \$65,000 that will support various St. Francis programs and services.

Special thanks to Golf Healthy Challenge honorary chair **Paul Oshita**, co-chairs **David D.W. Chung** and **Glenn Sueyoshi**, committee members and volunteers for your time and talent in making our 8th annual golf tournament another success.

We look forward to seeing you at next year's Golf Healthy Challenge on May 13, 2010 at Kapolei Golf Course!

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