



The St. Francis LEGACY

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The Sister Maureen Keleher Center is undergoing a major renovation project to better serve patients and families.

Major Modernization Underway at Both St. Francis Hospice Facilities New Technology Creates Stronger Connections for Patients

It will be the largest investment in St. Francis Healthcare System facilities in a number of years and the most visible sign of St. Francis' ongoing commitment to continue the legacy of caring that began in the Islands by the Sisters 125 years ago. St. Francis Hospice's two facilities will soon have a fresh, new look and the latest in communications technology to maintain St. Francis Hospice's leadership position in the community and to anticipate the increased demand for hospice services.

Sister Agnelle Ching, OSF, St. Francis Healthcare System chief executive officer, announced the major modernization project during the System's Strategic Planning Retreat last September, reaffirming St. Francis' focus on non-acute care and commitment to provide compassionate care for terminally ill patients in a comfortable, uplifting setting. Since then a hospice renovation committee has been meeting regularly to discuss the details of the renovation.

Renovations Have Begun

The renovations coincide with the 30th anniversary of the St. Francis Hospice program. Architects Pacific, Inc. is providing the architectural design, and Tomco Corp. is the contractor. Renovations have already begun.

"We want our hospice facilities to truly be centers for excellence and provide our patients with a premier experience," Sister Agnelle said. "We are excited to be continuing our legacy of caring by doing all that we can to enhance the care for our patients and their families."

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Major Modernization

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New Technology to Enhance Patient Well-Being

A number of features are planned to enhance the safety and quality of life for our hospice patients. Technology will enable patients to maintain strong ties with their family and friends, especially those living on the Mainland and neighbor islands who cannot visit as often, with Internet connections. Patient rooms at both locations will feature new patient beds for additional safety and comfort, and flat screen TV monitors with state-of-the-art interactive patient television systems for a variety of on-demand entertainment and information.

Extensive Renovations, Both Inside and Out

In addition to the technology upgrades, the Sister Maureen Keleher Center in Nuuanu is undergoing extensive renovations and patients are being temporarily relocated to Hawaii Medical Center East (formerly St. Francis Medical Center) through October. The Nuuanu facility was originally a two-story home built in 1917 that St. Francis acquired, restored and turned into a beautiful hospice facility in 1988.

Showing its wear and tear on the outside, the facility's siding, roofing and gutters all need to be replaced. The termite damaged windowsills and frames as well as the asphalt driveways need repair. The project also includes exterior and interior painting, and landscaping.

On the inside, work includes a redesigned nurses' station to improve work processes, a new entry, new lighting and wood flooring in the living room, and air conditioning in the chapel. The kitchen, pantry and dining room will also be upgraded, and the first floor restroom will be renovated to become ADA compliant. New flooring, lighting, and air conditioning will be installed in the patient rooms.

The Maurice J. Sullivan Family Hospice Center in Ewa Beach, the newer of the two hospice facilities, involves mainly cosmetic touch-ups. Furniture and window treatments at both locations will also be replaced, utilizing soothing, earthy colors.

Staff Relocation

In addition to the temporary relocation of the Nuuanu patients to Hawaii Medical Center East, the administrative and home hospice staff, formerly housed at the Nuuanu facility, have moved to the Paiko Building, Rooms 406 and 408. When construction is completed, most of the staff will remain at the Paiko offices.

New Program Helps Seniors to “Stay Healthy at Home”



Jacob Silva reviews medications with a Honuakaha resident.

St. Francis Healthcare System's newest program, *Stay Healthy at Home*, which began as a pilot project in February 2008, is living up to its promise. More than 220 seniors between the ages of 60 and 90 at Honuakaha, an affordable senior rental apartment in downtown Honolulu, are receiving valuable services so that they can do just that.

The goal of the program is to help seniors and their families by providing a full range of services that allow them to remain in the comfort and safety of their homes for as long as possible. The pilot program is being funded by a Hawaii Department of Health grant to focus primarily on medication management. A licensed pharmacist provides this important service for seniors who may not remember to take their medications or who need to understand the side effects of multiple prescriptions.

In addition to information on medication management, *Stay Healthy at Home* clients with chronic health conditions such as hypertension, diabetes or who have a terminal illness receive a weekly assessment. To prevent emergency visits and hospitalizations, follow-up phone calls are made to their physicians as needed for the coordination of medication and treatment. The *Stay Healthy at Home* team also provides blood pressure checks and educational information on diet, nutrition and exercise.

“Some residents come every week with questions about their health and ask for advice with problems that they may be experiencing during the week,” said **Jacob Silva**, RN, program director of *Stay Healthy at Home*. “They are very grateful for the *Stay Healthy at Home* services. They tell us that the services are very valuable and provide them a sense of confidence to remain at home.”

In caring for these clients, the *Stay Healthy at Home* program has served as a one-stop clearinghouse for various services that are needed. Silva said he has been able to identify specific needs for clients and has referred them to other services under the St. Francis Healthcare System umbrella or to other reputable providers in the community. For example, 20 individuals have been referred for services for pain management, respite care, urgent care, transportation, chore services, shopping and bathing services.

“The interventions by the *Stay Healthy at Home* program have created a sense of well-being among our clients,” Silva said. “Some have told me that they feel safe knowing that we come here every week and take care of them.”

St. Francis Healthcare System plans to expand the *Stay Healthy at Home* program to two senior communities each year over the next five years, and later this fall, will offer the program as a membership fee-based program for other seniors.

New Health Ambassadors Group Launches Health Education Series

“Staying Healthy at Home: Who’s Your Caregiver?” was the inaugural topic of “Conversations,” a health education series featuring frank discussions of timely health issues presented by the newly formed St. Francis Health Ambassadors-Hawaii. The presentation was held on May 20 in the St. Francis/Harry & Jeanette Weinberg Medical Pavilion conference room and attended by staff, board members, Sisters, and residents living in the Nuuanu-Liliha districts.

“Education is one of our key areas of focus for St. Francis Healthcare System,” said **Sister Agnelle Ching**, OSF, chief executive officer of St. Francis Healthcare System of Hawaii. “Through this community health education program, the Ambassadors will help move our mission into the future while enhancing the quality of life of Hawaii’s people.”

The roundtable discussion featured **Cullen Hayashida**, PhD, a longtime advocate and leader in long-term care programs and services in Hawaii; **Margaret Kamahele**, a former St. Francis nurse manager and charge nurse; **State Representative John Mizuno** (30th District); **Damien Navarro**, administrator of HMC Health Alliance; and **Jacob Silva**, director of Stay Healthy at Home. Local television and radio personality **Brickwood Galuteria** served as moderator.

Navarro opened the discussion with an issue that is close to many of us. He talked about his elderly neighbor who lived alone and developed dementia. He asked, “How do you get involved without being intrusive?” Kamahele also openly shared her experience of caring for her husband Sonny on the Big Island, and how she needed assistance to care for him even though she was a health care professional, to honor his wish to die at home and make other choices that were important to him.

“Hawaii’s population growth is like a tsunami,” said Dr. Hayashida, noting that Hawaii’s elderly population is growing three times faster than the rest of the nation, and there is not enough nursing home beds nor people in the workforce to care for our seniors. Dr. Hayashida said Kapiolani Community College (KCC) obtained funds to start a gerontology center that is training paraprofessionals as “the first defensive back-

stop” and is also providing training for family caregivers to meet the demand. He noted that even this may not be enough to meet the demand. Dr. Hayashida, who heads KCC’s Kupuna Education Center and Assisted Living Options Hawaii, stressed the need to create new services, change regulations and promote more home and community-based living to prevent premature institutionalization.

Rep. Mizuno, vice chair of the House Health Committee, said, “Health care is a right not a privilege.” He talked about some of the bills that were introduced this past session, including funding for emergency respite care, Medicaid funds that follow patients when they leave nursing homes, and universal health care for *keiki* that have positive implications for *kupuna* care in the future.

The need for St. Francis’ new *Stay Healthy at Home* program in the community was clearly evident as it will allow seniors to live independently at home for as long as possible by providing a range of supportive care services in the home. Silva said *Stay Healthy at Home* was introduced as a pilot project at the Honuakaha complex in downtown Honolulu. He said the program is making a difference with the residents and that *Stay Healthy at Home* will soon be ready to be marketed to others as a paid membership program. With *Stay Healthy at Home*, seniors or their caregivers can call just one phone number for access to a multitude of services. The roundtable discussion was taped and will be shown on Olelo. Part II of this presentation is planned for this fall.

St. Francis Health Ambassadors-Hawaii is a new community health education volunteer organization, formed in March 2008, which is designed to assist St. Francis Healthcare System with addressing the challenges of healthy aging and care for the whole person. The group’s goal is to promote community education through special forums while supporting the mission of St. Francis. The membership is open to community leaders and volunteers. For more information about the St. Francis Health Ambassadors-Hawaii, call the Public Relations office at 678-7003.

Staying Healthy at Home guest panelists Brickwood Galuteria (standing), Damien Navarro, Jacob Silva, Margaret Kamahele, Cullen Hayashida and Rep. John Mizuno.



Corporate Compliance is Everyone's Responsibility

By Susan Hashimoto, Project Manager

In the aftermath of high profile scandals involving the accounting and business practices of major corporations, organizations of all sizes were motivated to take a close look at their own business practices with a particularly critical eye. Compliance programs were developed by corporations as voluntary, self-regulatory guidelines to prevent fraud and abuse.

As part of our ongoing commitment to "do the right thing," St. Francis Healthcare System (SFHS) recently reviewed and updated our Organizational Code of Ethics. The Organizational Code of Ethics is an important element of the SFHS Corporate Compliance Program because it is one of the primary ways SFHS provides written communication of its standards of conduct, both internally and externally.

"Our corporate compliance program holds each of us accountable for our actions and guides us in making sound, ethical decisions that reflect our core values," said **Sister Agnelle Ching**, SFHS chief executive officer.

The Preamble of our Organizational Code of Ethics "outlines and highlights expectations of how those who work for and with St. Francis Healthcare System will conduct themselves at all levels, in areas such as the confidentiality and respect that should be accorded to patients, clients, consumers, donors, volunteers, employees and board members. As a Catholic organization, our core values of **peacemaking, simplicity, charity, and joy** are integral to how we seek to achieve our mission and vision, as well as our expectations of others."

For more information, call the Corporate Compliance Officer at 547-6845 or the Confidential Compliance Hotline at 678-7995. A copy of the Organizational Code of Ethics brochure may be obtained by calling 547-6855.

St. Francis Presents 30 Tuition Assistance Awards

St. Francis Healthcare System of Hawaii presented 30 scholarships of \$500 each to dependents of employees during an awards program on May 5th. Funds were made available through the Marian Constance Medeiros Tuition Assistance Fund. Full-time students enrolled in kindergarten through graduate school received awards for fall 2008 school year.

In addressing the youth, System Chief Executive Officer **Sister Agnelle Ching** said, "Education is the best gift that your parents can give to you. We are pleased that we were able to award scholarships to all who applied."

The Marian Constance Medeiros Tuition Assistance Fund was established in 1999 in memory of Marian Medeiros who left a generous trust fund to St. Francis because of her admiration for the Franciscan Sisters and the former School of Nursing. The purpose of the fund is to help deserving employees by providing financial assistance for their dependent children who are furthering their education.

Sister Pat Rapozo oversees the Tau Shop.



Our Lady of Kea'au Opens Tau Shop

Our Lady of Kea'au continues to expand, and one of its newest additions is a Tau Shop, building on the God-given talents of the community. The name comes from the Tau cross, which is the crest and signature for St. Francis of Assisi.

Located in a corner near the entrance to the longhouse, the Tau Shop is chock full of decorative as well as practical items, including Tau crosses, prayer bookmarks, beaded rosaries, beaded jewelry, vests, crocheted lap blankets, T-shirt memo sets, Bingo Buddies, Christmas cards and ornaments, doorknob hangers, assorted lollipops, and pot scrubbers. There are angels of all types—from jewelry to figurines—plus a section devoted to Mother Marianne Cope with books, pins, key chains, and note cards. **Sister Pat Rapozo**, who is known for her beautiful hand-crafts, oversees the Tau Shop. All items are affordably priced ranging from 25 cents for hair clips to \$50 for a carved plaque of "The Last Supper." All items are new and were either hand-made or donated by individuals in the community.

Sister Pat says she's busy making patchwork quilts, hand towels, microwave mittens, aprons, clothespin bags, tote bags, and assorted pan and box covers that will also soon be for sale in the Tau Shop.

"I've always wanted a shop to sell my crafts, and for the first time in my 50 years of religious life, I finally have a shop," says Sister Pat. "There are not enough hours in a day to sew."

All proceeds will support the operations and maintenance of Our Lady of Kea'au. The Tau Shop is open by appointment only. Please call 696-7255.

World Wings Garage Sale a Soaring Success

Event Nets Nearly \$10,000 for St. Francis Hospice

By Mae Takahashi, President, World Wings International – Hawaii Chapter

If success is measured by money, the World Wings' Garage Sale was a huge success. If measured by fun, friendship and accomplishment, it was a soaring success.

For the women who once soared the Pan Am skies, our third garage sale took two days of hard work to pull off our best event yet, netting nearly \$10,000 for St. Francis Hospice.

Before the doors opened on Sunday, Feb. 17, a crowd of treasure seekers were already lined in the parking lot prepared to rummage through thousands of items, including an array of clothing, jewelry, kitchenware, toys, books, Pan Am memorabilia, and more. With prices starting at 50 cents, items were flying off the tables. Bargain hunters left with boxes and bags in hand as more walked in, including repeat customers from the previous two years.

The day was filled with many special moments, especially for those with a fondness for the good old days of Pan American World Airways.

Eddie Young, a former Pan Am mechanic, donated \$500 to the Pan Am women and St. Francis Hospice, who helped him care for his wife as she battled cancer.

Gerald Kwock, a professional collector, walked in with Pan Am slipper socks, baggage tags, kiddie wings, and other items to donate to the Pan Am table, while 92-year-old **Glenn Shimada** took the bus to the garage sale just to see the Pan Am display and to share his memorabilia.

And there was a sweet little lady who purchased two items with a \$10 bill. When given her change of \$7, she smiled and said it was her donation to our cause.

We are humbled by the work of the St. Francis Hospice staff and volunteers and hope our donation will help the program. My friend's aunt was helped by Hospice after she had struggled with chemotherapy treatment and was determined to live the rest of her life in dignity. She felt at peace. This and so many other heartwarming narratives from friends and family have given us a greater desire to pursue our fundraising efforts for St. Francis Hospice.

World Wings International – Hawaii Chapter is a group of more than 70 former Pan Am flight attendants, who meet regularly to preserve Pan Am's legacy and to strengthen the bonds of friendship. We come from varied backgrounds and countries and are part of the international philanthropic organization that has approximately 2,300 members in 35 chapters throughout the United States, Europe and Japan.

An eager crowd found a lot of bargains at World Wings' garage sale. (Photo courtesy of World Wings International – Hawaii Chapter)



Liberty Dialysis-Hawaii Opens New Clinic in Kaimuki

By Laura Colbert, Regional Director, Liberty Dialysis-Hawaii

Liberty Dialysis-Hawaii opened the doors of Kaimuki Dialysis on December 21, 2007 with three patients and three staff. Under the direction of Clinical Manager **Deb Sizer**, Kaimuki Dialysis has grown to serving 73 patients and 17 staff, operating 16-hour days, six days a week with three patient shifts.

Demand for service has been overwhelming, so Kaimuki Dialysis is already in an expansion mode and again under construction to double its current capacity. The anticipated opening of the full clinic is expected in August of this year.

Kaimuki Dialysis, located at 3625 Avenue, will allow more residents from Kapahulu, Makiki, Manoa, St. Louis Heights, Kaimuki, Waialae, Palolo Valley, Aina Haina, Niu Valley, Diamond Head, and Hawaii Kai to receive treatment closer to home.

The next phase will include a new patient waiting area with a soothing water fountain for patients as they await the start of their treatment time or for their ride home. It will feature more windows to encompass the mountain view of Wilhelmina Rise to the top of Mauna Lani Heights under the comfort of additional heated treatment chairs.

Kaimuki Dialysis has a few unique features worthy of mention. This clinic has an easy access off the H-1 freeway, lots of free parking, heated patient treatment chairs, and a flat screen television for each patient. It has an ultra filtration water processing system and all new Braun hemodialysis machines – a state-of-the-art dialysis machine with advanced diagnostic features.

The staff advocated having more green features in this clinic than any other Hawaii clinic – it has its own internal biowaste sterilization and grinding equipment which reduces waste into colorful confetti. Consistent with Liberty's dialyzer re-use, Liberty Dialysis believes in reducing the single use dialyzer load on our landfills and contributing toward saving our 'aina.

"We are excited that Liberty Dialysis-Hawaii can expand into locations that are closer to the residences of our patients and to offer hours of service that meet their early morning as well as their after work hour needs. Hawaii has one of the highest percentages of working patients than other states," said **Jane Gibbons**, executive vice president of Liberty Dialysis-Hawaii Region.

"Many of my patients transferred to Kaimuki Dialysis from other Liberty Dialysis and Fresenius Dialysis clinics. They enjoy the caring staff and the attention they receive at this clinic. In many ways, this clinic serves as another Liberty Dialysis model of enhanced quality care that takes in the beautiful surroundings of Hawaii," said **Dr. Eugene Wong**, medical director for Liberty Dialysis-Hawaii.

The Kaimuki Dialysis clinic is under construction to double its current capacity.



Hawaii Medical Center Launches Program to Prevent Cardiac Arrest and Death

Preventing heart attacks is better than responding to heart attacks already occurring. That's the premise behind a new program at Hawaii Medical Center (HMC) East to care for inpatients who are at risk for cardiac arrest. However, speed is equally as important in preventing heart attacks as they are in treating them. That's why HMC East established the Crisis Assessment Response Education Team, or CARE Team, in March 2008 to be able to quickly treat inpatients at risk for a cardiac arrest.

These inpatients can now have peace of mind knowing that this specialized hospital team can be at their bedside within five minutes of showing signs of cardiac arrest, any time of the day or night. The CARE Team is always on standby and ready to respond.

The CARE Team concept has spread worldwide over the last decade. How does it work? The CARE Team functions as a rapid response team, mobilizing highly skilled health care professionals to patients at risk before they have heart attacks. The hospital staff identifies and categorizes symptoms of at-risk patients, and the CARE Team then responds by rapidly mobilizing to a patient's bedside to start critical care treatment.

"In-hospital cardiac arrests have a mortality rate as high as 80 percent," said **Ann Miho Johnson**, Coronary Care Unit nurse manager at HMC East. "The implementation of the CARE Team will greatly empower our staff to proactively treat at-risk patients, thereby preventing and reducing the number of deaths from in-hospital cardiac arrest."

The CARE Team comprises the floor registered nurse (RN), a critical care RN, and a respiratory therapist, which assesses the patient, begins lifesaving therapy as needed, and works with physicians to initiate diagnostic and therapeutic plans to prevent cardiac arrest. The team is supported by the RN supervisor, and an intensivist is available for consultations, if needed.

The floor RN plays a critical role in the process, and activates the CARE Team if a patient is unstable or has acute warning signs of cardiac arrest. These signs include significant changes in respiratory rate; blood pressure or heart rate; chest pain that cannot be relieved by administered medication; deterioration in consciousness; onset of seizures; onset of acute stroke symptoms; or hypotension or tachycardia related to blood loss.

"It's a great new resource that saves the lives of patients and reduces costs by proactively treating patients who are at risk for cardiac arrest," **Dr. Emilio Ganitano Jr.**, CARE Team intensivist.

Trials have shown that rapid response teams result in decreases in hospital mortality, cardiac arrests outside of the intensive care unit (ICU), unexpected transfers to ICU, and length of hospital stay.

HMC Receives AHA's "Get With The Guidelines" Silver Performance Achievement Award

According to the American Heart Association, about 565,000 people nationwide suffer a new heart attack and 300,000 experience a recurrent heart attack each year. Statistics also show that within one year of a heart attack, 18 percent of men and 23 percent of women will die. Within five years after an attack, about 33 percent of men and 43 percent of women will die.

The statistics are sobering, but Hawaii Medical Center East is doing its part to reduce these figures for Hawaii residents with the American Heart Association's Get With The Guidelines–Coronary Artery Disease (GWTG–CAD) program. The program is being implemented in hospitals throughout the nation, and HMC East received the GWTG–CAD Silver Performance Achievement Award in May 2008 for its success in implementing a higher standard of cardiac care that effectively improves treatment of patients hospitalized with coronary artery disease.

"The American Heart Association applauds Hawaii Medical Center for its success in implementing the appropriate evidence-based care and protocols to reduce the number of recurrent events and deaths in cardiovascular disease patients," said **Dr. Gregg C. Fonarow**, national chairman of the Get With The Guidelines Steering Committee and director of Ahmanson-UCLA Cardiomyopathy Center. "Hawaii Medical Center East has achieved a high level of performance in terms of implementing these life-prolonging treatments."

The American Heart Association's GWTG-CAD program is designed to increase the use of and adherence to the association's secondary prevention guidelines for coronary artery disease. Developed to assist health care professionals follow proven standards and procedures before patients are discharged, GWTG–CAD can help HMC reduce the risk of recurrent heart attacks and death in treated patients.

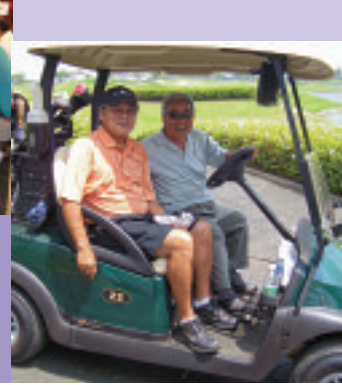
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Bioethics Conference Tackles Difficult Health Care Access Issues; Attracts Worldwide Attendance



Conference Chair S.Y. Tan with guest faculty member T. Thirumorthy of Singapore.

Health care and law professionals alike agreed that there is a definite need to change "America's broken healthcare system," as expressed in sessions at the 2008 International Bioethics Conference held at the Hilton Hawaiian Village Beach Resort & Spa on Feb. 21 and 22. More than 220 people from Hawaii, Oregon, Arizona, New Mexico, Nebraska, Maryland, Singapore, Korea and Japan attended the intensive two-day conference that covered a range of issues relating to health care and ethics presented by an esteemed faculty.

Robert Chason, retired CEO of the University of California Davis Medical Center, opened the conference with "Sicko - An Indictment of Healthcare in this Country," referring to Michael Moore's controversial film, "Sicko," that compared the health care system in the U.S. with the universal systems of Canada, United Kingdom and Cuba. Chason shared some of the successes at Davis Medical Center including training primary care physicians to treat the elderly and the use of telemedicine. Yet, for California and the nation at large, he sees no end in sight for the high cost of health care.

Christie Hager, chief health counsel for House Speaker **Salvatore DiMasi**, shared Massachusetts' Chapter 58, a landmark law that requires "access to affordable, quality, accountable health care" based on a system of shared responsibility for employers, the government and individuals. **Linda Rasmussen**, MD, a local orthopedic surgeon, talked about Hawaii's critical shortage of physicians and the high cost of malpractice insurance coupled with decreasing reimbursement from medical insurance carriers, while **T. Thirumorthy** gave an overview of the Singapore model.

The Blessed Mother Marianne Cope Lectureship was presented by **Faith Fitzgerald**, MD, a repeat conference presenter, on "Expensive Care as a Cultural Equivalent of Respect: Medical Ceremonies." She also gave a thought-provoking presentation on "Preventive Care vs. Postponative Care," and the implications on medical costs for Americans who now live longer.

"We are thankful for the opportunity to host an international bioethics conference, where such important issues could be discussed in a scholarly fashion," said Conference Chair **S.Y. Tan**, MD, JD. "We were very pleased with the many positive comments."

One of the more stimulating sessions on day one of the conference was a case presentation titled, "\$2 Million of Medical Futility." The second day's morning sessions covered disparities on the theme, "Rich Folks, Poor Folks," while the afternoon sessions covered the pharmaceutical industry and ethics.

The 2008 Bioethics Conference was presented with the support of The St. Francis International Center for Healthcare Ethics, a program of St. Francis Healthcare System of Hawaii.

Mahalo!

On behalf of St. Francis Healthcare Foundation of Hawaii and the Sisters of St. Francis, we thank the following organizations and individuals for their monetary and in-kind support of our 7th annual Golf Healthy Challenge. Sixty teams turned out for a memorable event filled with fun, friendship and food. The golf tournament netted \$65,000 for the Sisters' health care ministry in Hawaii.

A special Mahalo to Golf Healthy Challenge tournament honorary chairman **Paul Oshita**, co-chairs **Stephanie Asato** and **Glen Sueyoshi**, committee members, and volunteers for another successful event.

We look forward to seeing you at Golf Healthy Challenge 2009 on May 14 at Kapolei Golf Course.

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