

*Whats happening at
Hilo Medical Center*

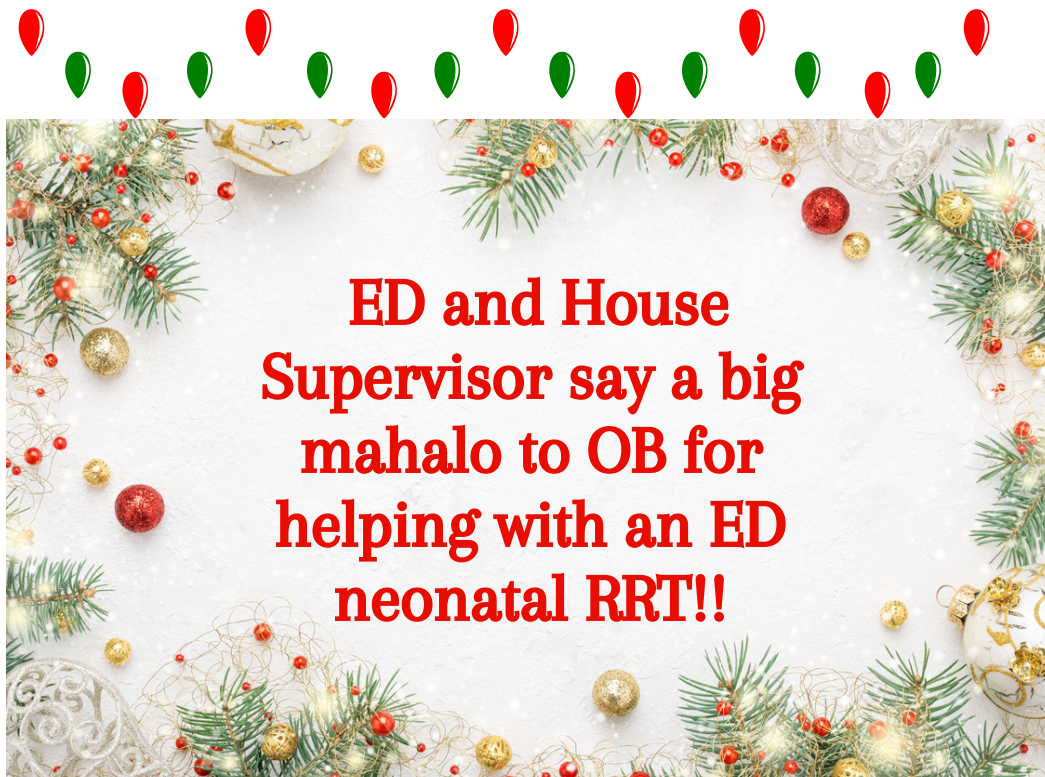
Christmas Newsletter

HMC was awarded the best presentation on the Implementation of High-Performance CPR.

In October, HMC was invited to attend and present at the Transpacific Simulation Alliance Conference hosted in Waikiki. Healthcare simulation educators and researchers come from around the world. The objectives were:

- **Connect and collaborate**
- **Share innovations**
- **Research in Simulation**

Our very own Sim Coordinator, Niki Vergera presented Expanding Interdisciplinary Simulation Education to Improve Team Dynamics and Patient Care Outcomes in the Acute Care Setting. There, she learned about improving psychological safety in simulation, engaging observers as learners, navigating the research journey, and maximizing the impact of simulation-based research. We are excited to implement all that was learned and take on the research journey to further contribute to and expand the knowledge and best practices of Simulation in Healthcare.



Jamielyn Tanoue
OB Clerk

Ho'okipa Award



There are so many amazing things that I could say about Jamie. She started in OB in April of 2022 and just fit right in. From the beginning and every day since then, she impresses everyone. Our staff are always praising her and appreciative of all that she does. She assumed her role with ease and is constantly one step ahead of everyone. I remember training her in the first couple of days as a new hire, and even at that time, she was extremely attentive, a quick learner and very organized. During her training, she took notes the whole time. The next day, when she came back to work, she had all of her notes nicely typed out and organized. We can assign her tasks, and she will complete them very quickly and accurately. Staff are very happy having her at the labor and delivery desk because she does things without being asked. For example, after a baby is born, she will monitor the EMR, and as soon as the baby is registered, she will print out the facesheets and stickers.

Also, when we have patients who are either arriving or leaving our labor department, she will log in to our fetal monitoring system and admit or discharge the patients. She does this all independently and without requiring direction. Staff are so very appreciative because she helps to ensure that their workflow goes smoothly. Not only is she very helpful to our staff nurses, but she also enters and edits the schedules in Kronos. Even when we were updating to UKG, she wasn't discouraged or negative. Instead, she was excited for new technology and eager to learn something new. She is kind, patient, and respectful. I could keep going on and on about how exceptional she is and that she is why I believe she deserves of the Ho'okipa Award.

Sunshine Award

Jarusha gets to work early every morning. You can see her excitement to get her shift started. She loves caring for her patients, which is evident to everyone around her.

She is thorough in her care and documentation. She makes sure that her rooms are spotless. She brings excellent ideas to the leadership team to make improvements for the unit. She is recognized by patients and staff alike and shouldn't go with this award. She is truly deserving!

Jarusha Aipia
Surgical/Pediatric Aide



Christmas Newsletter

Daisy Award Nominated by a patient

Justin is an excellent nurse. He made me feel comfortable and safe. He talked to me through everything and really explained what he was doing. He was also very patient with me when I asked questions or when I wanted something done. My family would come to visit me and he was very kind to them and made them feel welcome. He really advocated for me when he knew I wouldn't say anything for myself. I really appreciated having Justin as my nurse, he really showed his Malama for Hilo Medical Center!



Great Job Surgical/Peadiatrics Unit

SPU currently has
the highest inpatient
satisfaction scores—
80.73%



Christmas Newsletter

Thank You on PCU



As part of the Progressive Care Unit's employee engagement for meaningful recognition, the unit collaborated and created the Thank You case.

Employees can write a thank-you card and post it on the board. The manager, Kelly Okada, enters them in Huron Rounding so that the individual can receive a fan buck. They were worried that they would not have enough cards, but they frequently had to change out the cards.

Great Job PCU!

Nursing Excellence (Magnet) Update

HealthLinx was onsite November 29th and 30th for our Magnet Summit.

Kathy, our consultant, reviewed our :

- Nursing strategic plan
- Nursing goals
- Advocacy and accessibility of leaders
- Leadership development and orientation
- Staffing and scheduling
- RN satisfaction/participation rate
- Recognition of nursing
- Partnership with patients



Christmas Newsletter

Get With the Guidelines

The Get With The Guidelines (GWTG), a national registry, Gold Award is the highest level of recognition from the American Heart Association. It recognizes organizations that consistently comply with quality measures for patient care.

Hilo Medical Center earned Gold for Stroke and Resuscitation!

Gold recognizes performance of 24 consecutive months or more!



Root Cause Analysis led by the Units

Quality is working with the units to have unit-led Root Cause Analysis for hospital-acquired conditions. Individuals involved are able to collaborate with quality and their leaders to identify system-wide issues. So far, two RCAs have been completed on PCU and one on TCU.

Several process improvements have been identified and worked on through the pressure injury/Wound Care Committee with EMR. In addition, improvements are being made to increase access to resources and equipment.

Excellent job for improving patient outcomes at HMC!



November 6, 2023

To: Board of Directors Hilo Medical Center

My wife Debbie and I unfortunately had to cancel our 50th wedding travel plans because of Covid 19 in 2021, along with many others. We were committed this year to complete a grand trip for our now 52 years of marriage in 2023. Eighteen day cruise of Hawaii visiting Tahiti, several Pacific Islands along with stops in New Zealand and ending in Sydney Australia where we would stay another 5 days.

Unfortunately real life had something else in mind. On day 2 of that cruise, I died while attending a spin class. After CPR and shocking, I returned and was airlifted to Hilo Medical Center in Hawaii. The Royal Caribbean medical team flew with me to Hilo to add a heart stent. Debbie, my wife had to be left behind to ponder my fate. There was enormous support for her from RC staff and guests until she caught up with me at HMC. Also arriving at the Center were my 2 adult daughters, Kelly and Trace from their homes in the Chicagoland area.

Dr. Juneau of the Center worked on the stent while Dr. Haynes worked on the overall review of my case and moved heaven and earth to get us home. However that was not the end. My recovery took a turn for the worse. Not from the medical work of the staff but from a change in personality. I became combative and believed the staff was working against me even though they embraced my family and me. I also was sleeping very little each night, seven with medication. It raised to the level of paranoia. I could recount those actions, but that is not the story. The real story is the success of the medical staff and, in particular, the hard work of Ian Wall, who had an incredible ability to analyze the situation. More importantly, he was willing to work with me to establish a collaborative process that decreased the tensions. He also found a quiet location that enabled me to get a number of quality hours of rest. It would have been far easier for him not to become so involved.

I also would not have recovered without the help of several others, including Nick and Bart in physical therapy and Dani in speech therapy.

Although I don't remember my time in the ICU, my family told me how wonderful the staff was and how well they took care of me. Curtis was outstanding and my daughter felt very comfortable leaving me in the hands of the capable night nurses.

Hawaii and Hilo are fortunate to have these quality staff members supporting the health care delivery system for the islanders and, on occasion, a passing tourist misdirected by illness. It is important that you know the good work being done by your staff and its impact on my family.

**Thank you,
Jack**

