

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

# EVS Finds Engaged Employees

THE EMPLOYEE VOICE SURVEY theme, "Our Voice, Our Queen's," continues to pay off for departments that take it to heart. They've found that being engaged in the workplace has made their corners of Queen's pleasant, well-run work environments with high morale. Last December, the Queen's Print Connection highlighted GI Services and Receiving at Queen's Punchbowl. This time, we focus on the Professional Coding and Transitional Case Management departments to glean insights into improving the work experience for all employees, which ultimately leads to greater patient satisfaction and safety.



Professional Coding staff with Mich Riccioni (right), QHS EVP and Chief Financial Officer

## Professional Coding Department

Department manager Candice Omija's secret to success is listening. "Make the time, listen to your staff, and make any suggested changes for improvement," advises Candice, who also lets staff be a part of the decision-making process whenever possible.

"I always check in with my staff when I start my day and I walk through the office throughout the day randomly to check in with everyone," she adds. "Most times, they have tons of questions!" Candice was a coder herself before being promoted to manager a little over a year ago, so she understands her department from the perspective of her staff. Her approach is one of transparency, honesty, and acknowledgment.

Bi-monthly staff meetings promote engagement at Professional Coding. One meeting is scheduled for an hour. For the first 30 minutes, the staff engages in team building exercises, such as games and challenges. The last 30 minutes are spent on coding education learning opportuni-



Transitional Case Management staff

ties. The second meeting of the month covers organizational updates and is usually just 30 minutes.

Among some 400 departments system-wide, Professional Coding is in the top 3 percent for most improved, but what's more important about the score is their working environment: a department with team spirit, good morale, and employees who are willing to go above and

beyond to meet deadlines and complete special assignments.

## Transitional Case Management

To improve employee engagement, Manager Mia Taylor established a safe environment by meeting with each staff member and having an open door policy, which she facilitated by moving her office into her department. She was open and honest, lis-

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Kelli Kaupiko, RN

# DAISY Nurses Show Compassion

A FRESH FACED DAISY blossom is always a cheery sight. And the DAISY award is equally invigorating. The awards are given to nurses throughout the world who have demonstrated compassionate care for not just patients, but their families as well.

Established in in 1999 by the family of J. Patrick Barnes who died at age 33 of Idiopathic Thrombocytopenic Purpura (ITP) complications, DAISY is an acronym for Diseases Attacking the Immune System. The awards were created to thank nurses for their extraordinary care and are given quarterly at Queen's. Here are the latest recipients and brief comments from their nominations.

## **Kelli Kaupiko, RN, Labor & Delivery, Queen Emma Tower 10**

"Kelli was so very kind, funny, and attentive. This was my first pregnancy and I had



Sandi Paupe, RN



Warren Toy, RN

no idea what I was doing. Kelli safely repositioned me when my baby's heart rate would drop during contractions." Kelli's constant presence throughout what turned into a c-section with the umbilical cord wrapped around baby's neck, was a calming force for the patient.

## **Lorraine Hinaga, RN, Infusion**

"Lorraine is gentle, kind, patient, and understanding. She really knows her work well. She has such a warm disposition, it really helped me during my transfusion."

## **Warren Toy, RN, Pauahi 6**

"Warren demonstrated consistent professional services to my mother during her stay. He communicated extremely well, was caring and compassionate. He answered all of our questions; I am totally impressed by him."

## **Sandi Paupe, RN, QET 4M**

"My husband was in and out of The Queen's Medical Center many times since 2015; he is a 74 year old leukemia patient who had a stem cell transplant and a hard, complicated recovery. I must shine a spotlight on an extraordinary nurse. Sandi was so informative, always taking the time to sit and explain or just encourage me when I needed it. Sandi eased my suffering



Lorraine Hinaga, RN

with her caring and kindness. I cannot say enough about her thoughtful heart. Thank you for the DAISY recognition. These nurses truly deserve to be honored and recognized for the great job that they do. Sandi truly honors your Patients First policy."

DAISY award winners receive an original sculpture hand carved by an artisan from the Shona tribe in Zimbabwe. The DAISY Foundation believes that the incredible work done by nurses in the U.S. now reaches around the world to help support the lives of the artists and their families in Africa at a critical time of political upheaval.

DAISY Awards are given every quarter, with nominations coming from patients, their families or coworkers. Nomination forms are available on all nursing units and on the Queen's Intranet.



Jeanette Oshiro



Lynn Scully



Vanessa Freitas-Gueco



Gaison Ontai



Karla Ihara

## Managers Awarded for Excellence

“QUALITY AND PERFORMANCE, Creativity and Innovation, or Organizational/Departmental Accomplishments and Positive Returns, and Demonstration of Outstanding Customer Service.” Those are the standards for The Queen’s Health Systems Award of Excellence. Winners are selected by the System Leadership Council and presented several times a year. The most recent awardees were named at a special managers’ awards ceremony. They are:

**Jeanette Oshiro**, Manager, Paul G. Stevens, MD Outpatient Clinic, Molokai General Hospital. Jeanette took the lead during MGH’s major operational transition from paper electronic health records to CARE\*Link. Jeanette is the go-to person for all questions and concerns related to the use of CARE\*Link. After 13 years of service at MGH, she continues to lead the charge to improve patient experience; the overall score in FY17 for PSC is 98.35%! Her nominator stated, “What Jeanette does for others enables the hospital’s

frontline staff to spend more quality time with patients and their families.”

**Lynn Scully**, Manager, Marketing, North Hawai’i Community Hospital. With a mere two years of service, Lynn has demonstrated creativity and innovation in communications planning, creation, and implementation. Her emails to physicians and staff about important events, TJC standards, and updates on the NHCH ‘ohana are consistently engaging and encouraging. Lynn has made a significant impact in the community by keeping them informed about issues that may impact their health and safety. Her nominator stated, “Lynn exemplifies Best Patient C.A.R.E. for our community without ever touching a patient!”

**Vanessa Freitas-Gueco**, Manager, Respiratory Care & Rehab Services, Queen’s – West O’ahu. Vanessa’s dedication, strong leadership and amazing work over the past four years has made a positive impact and improved Respiratory Services’ employee engagement scores from tier two to tier one. She stepped up to the plate when the Queen’s – West O’ahu nursing team lost two key leaders and provided leadership until West recruited a permanent manager. She continues to put the needs of the team at the forefront. Her nominator stated, “This is a

hallmark of a true leader.”

**Gaison Ontai**, Manager, Contract Services, The Queen’s Medical Center. Through four years of hard work, dedication, and knowledge, Gaison has helped to improve Contract Services’ processes. He has managed implementation of changes that has resulted in reducing the contract processing time from 20 to 14 days. The depth of his work reaches all QHS entities. His nominator said, “Gaison is very even keeled in his approach and is always looking for ways to improve the contracting process and service to our client department.”

**Karla Ihara**, Nurse Manager, Inpatient Oncology, The Queen’s Medical Center. As a long-time staff nurse with 21 years of service, Karla is an advocate for both her team and her patients. She has dedicated her career to patients with cancer. She has worked tirelessly on “right-sizing” the oncology unit from 48 beds to 24 beds, while consistently meeting the 100% target in labor productivity. Karla has made impactful changes to help create the Advanced Oncology Unit and cross trained many nurses to the level of care needed for the unit. Her nominator stated, “Karla is able to work under stressful situations without losing sight of the goal...she exemplifies why oncology nurses are so special.”

## EVS Finds Engaged Employees

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tened to their concerns, and learned from staff who work on the front lines. She then began supporting them with the tools and education they need to be successful.

“I needed to build trust,” explains Mia. “The team’s concerns needed to be heard, validated, and then acted upon. They needed to be part of the solution and to feel supported. I have a very experienced staff that

wants to do the right thing for patients but needed help with process and standardization. They also needed to feel that they were making a difference and were part of the Queen’s ‘ohana.” Staff members responded by not just identifying issues, but also coming up with solutions.

Mia holds clinical huddles to assess how they are doing with patient case-loads and address immediate concerns. She also holds work groups and promotes participation with inpatient committees to implement new processes.

Mia does a daily walk-through to say hi

to everyone and holds monthly staff meetings. “My staff is my priority and it only takes a few minutes to say hello and listen to any acute issues,” she explains. “My staff knows that I have an open door policy and that they can call or text me anytime, even if I am not in the office all day.”

The department still has hurdles to overcome, but good employee engagement has resulted in improved productivity, attendance, and efficiency. Employees take ownership and come up with ideas to improve the process, as well as hold each other accountable.

# Town Hall 2018

QHS/QMC President Art Ushijima invites physicians, managers, and staff to Town Hall sessions to give a report on

QHS organizational performance and re-affirm delivery of high quality care. Note that the schedule below has been revised. Attendance and participation is encouraged, as the sessions are intend-

ed to provide Art with an opportunity to interact with you, hear your concerns, and to provide you with insights on the issues we face as an organization. Town halls at DLS and CRH to be determined.

DATE	TIME	ENTITY	PARTICIPANTS	LOCATION
Thurs., Feb. 1	7:00 – 8:00 am	QMC-PB	Physicians	QCC Auditorium
Tues., Feb. 6	8:00 – 9:00 am	QMC-PB, QEL, QDC, QCIPN, QHS	Managers & Employees	QCC Auditorium
Thurs., Feb. 8	5:00 – 6:00 pm	QMC-PB	Physicians	QCC Auditorium
Tues., Feb. 13	7:00 – 8:00 am	QMC-PB, QEL, QDC, QCIPN, QHS	Managers & Employees	QCC Auditorium
Thurs., Feb. 22	4:00 – 5:00 pm	QMC-PB, QEL, QDC, QCIPN, QHS	Managers & Employees	QCC Auditorium
Fri., Feb. 23	9:30 – 10:30 am	NHCH	ALL	Café – Conference Room
Mon., Feb. 26	3:00 – 4:00 pm	QMC-PB, QEL, QDC, QCIPN, QHS	Managers & Employees	QCC Auditorium
Fri., Mar. 2	Noon – 1:00 pm	QMC-WO	ALL	QMC-WO Chapel
TBD	TBD	MGH	ALL	MGH



NATIONAL WEAR RED DAY is Friday, February 2. All are encouraged to wear red in support of heart disease and stroke awareness. In Hawai'i, more women than men die from cardiovascular disease and stroke and many don't know that women have different warning signs than men. Organize a group photo and send your best high resolution shot to corporate-communications@queens.org, attention Makana McClellan, for possible Facebook and Queen's Print Connection inclusion. Let's join together and raise awareness.

THE QHS SUPPLEMENT ON SAFETY annual training deadline is Wednesday, January 31. All employees should complete the course online at eww.queens.org/sos2017. If you do not have computer access, please talk to your manager for manual training and submission. QHS is committed to ensuring that staff receive ongoing safety education. Employees play an important role in maintaining a safe environment for all patients, employees, physicians, vendors, contractors, and visitors.

"THE PSYCHOLOGY OF EATING: Keys to Successful Weight Management," a free Speaking of Health community lecture, will be held on Wednesday, January 31, from 5:30 - 7:00 pm at the Queen's Conference Center Auditorium. When it comes to managing or losing weight, it's

not just about food. Thoughts, beliefs, and emotions can influence eating behaviors and impact long-term success. Ronnie Sato, PsyD, and Connice Wang, RD, of the Queen's Comprehensive Weight Management Program will discuss physical vs. mental hunger, strategies for mindful eating, tips for sustainable behavioral changes, and more. Register at www.queensmedicalcenter.org/health-lectures or call 691-7117.

NOMINATIONS are now open for the 2018 Ke Kauka Po'okela, Outstanding Physician Awards. Nomination forms are available at Queen's Punchbowl in the Harkness Dining Room or from the Referral Line office in Harkness 303 or 307. An electronic writeable version was also included in a recent Exchange email. If using the writeable electronic nomination, please be sure to re-name the file by adding your initials at the end and email it to malvarez@queens.org. Nominations may also be faxed to 691-7877.

HOW WELL DO YOU KNOW your QHS Compliance Program? Be on the lookout for a short, anonymous survey that'll launch on February 1. Your feedback will help make program improvements to support your compliance needs.

OFFICE RELOCATIONS at North Hawai'i Community Hospital include: Julie Stanforth Zanoft, dDirector of Nursing, is now next door to the ICU; Toni Kalauli, Med-Surg Nurse Manager, is now across from the new Med-Surg staff lounge; and Ru-

by Adams, Clinical Nurse Education, is now in Toni's former office.

CONGRATULATIONS TO NHCH Imaging Techs Brina Chang, CT, CharLynn Matsui, CT, and Sheryl Weinstein, MRI, who earned additional licensing in their specialties.



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