

QUEEN'S Print CONNECTION

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 • Molokai General Hospital • North Hawai'i Community Hospital

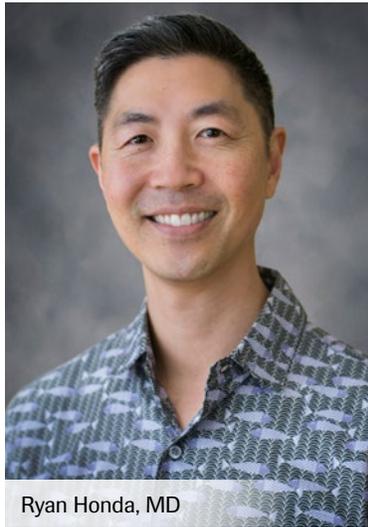
Ke Kauka Po'okela Physicians Honored

QUEEN'S IS KNOWN FOR having some of Hawai'i's finest physicians. As is the annual tradition here, two physicians have been selected to be honored as 2018 Ke Kauka Po'okela—Outstanding Physicians of the Year. The hospital-based Physician of the Year is Ryan Honda, MD, and the community-based physician is Jonathan Dworkin, MD. Ke Kauka Po'okela physicians serve with both distinction and aloha. They not only im-

prove medical care for the people of Hawai'i, but exemplify the Queen Emma Way of demonstrating aloha, and are role models for Queen's C.A.R.E. Values (Compassion, Aloha, Respect, Excellence).

Hospital-Based Physician of the Year: Ryan Honda, MD

Given a life lived largely abroad and in the Bay Area, it seemed unlikely that Ryan Honda would end up back in Hawai'i. Although he was born in Hawai'i and both parents are from here, his father is more adventurous than most, and set his sights on working abroad. He took his family to Tehran, Iran, when Ryan was just 4, and worked in computer science until the beginning of the 1979 Iranian revolution. Ryan was 10 when they returned to Hawai'i, but then his father's career took the family to Northern Virginia four years later for job training. After two years, they were in Cairo, Egypt, where his parents stayed for 20 years before finally moving back to Hawai'i. As a kid, it was tough to move so



Ryan Honda, MD



Jonathan Dworkin, MD

often, Ryan admits, but in retrospect, it was "an amazing, rich experience." Plus, Community-Based Physician of the Year Jonathan Dworkin, MD, reveals Ryan can cook some terrific Persian food.

Ryan's calling wasn't at first specific to medicine, but to a broader desire to help others, which was ingrained by his parents. While trying to find an honorable profession he felt would make his parents proud, he considered architecture for its creative aspect, but instead chose medicine. It wasn't until his senior year in high school at Cairo American College (high school is called "college" in European parlance) that he made the decision. Ryan earned his Bachelor of Arts in Biology with distinction at Cornell University, and his Medical Doctorate from New York University School of Medicine. After his General Internal Medicine internship and residency at California Pacific Medical Center, Ryan alternated between private practice primary care and hospitalist at different times and institutions over 18 years before becoming a hospital-

ist at The Queen's Medical Center. His positions also include Associate Medical Director for Quality for the Hospitalist Program at QMC; Chair of the Queen's Medical Group Quality Committee; and Assistant Clinical Professor, John A. Burns School of Medicine.

Thinking himself to be a city person, Ryan wasn't looking to come back to Hawai'i, but his partner Scott Ziehm took a position as Associate Dean at the University of Hawai'i at Mānoa School of Nursing and Dental Hygiene. "I never thought I'd move back, but I wish I did earlier," Ryan reflects, citing his love for the people of Hawai'i, their way of thinking, and their kindness to others. "I'm so thankful to be back home. The people here have renewed my love of medicine."

The move to Queen's was back in 2012, and Ryan hasn't looked back since. A hospitalist with resident and medical teaching responsibilities, he has also been a part of some 20 or more committees, many as lead or chair, and both as part of his job and as a volunteer. Although it takes persistence and a lot of collaboration, Ryan believes it's his kuleana, or responsibility, to share any knowledge or expertise he can offer. A lot of Ryan's work revolves around improving quality. "Over the past five years, I've just volunteered time and helped out where I thought it would make a difference," he says, humbled by his recognition. "I believe knowledge is power to improve health care." In addition to the Queen's Medical Group Quality Committee, Ryan also leads

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Ke Kauka Po'okela

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the Hospitalist Mortality & Morbidity, Evidence-Based Telemetry, and Heart Failure Outcome Improvement committees. An example of his volunteer work is the Blood Utilization Committee, Schwartz Rounds Planning Committee, and his involvement in decreasing unnecessary laboratory tests.

Patient experience is near and dear to Ryan's heart. "Patients expect good clinical care," he says, "but what they ultimately appreciate is to be heard and respected." Ryan is involved in developing a "physician module" on patient experience—one that communicates what it is and why it is important—as well as teaching it during teaching rounds. For physicians who may be frustrated by electronic medical records, Ryan offers hope for the future. We are in the terrible twos stage of EMR, but we will evolve out of it. He concludes: "It will take time and diligence by physicians, but health care will improve."

The Queen's 'ohana congratulates Ryan, and warmly thanks him for going beyond the call of duty to improve health care for the people of Hawai'i.

Community-Based Physician of the Year: Jonathan Dworkin, MD

Just as you couldn't guess where circumstance would take Ryan Honda, Jonathan Dworkin's life has taken unpredictable turns as well. Both doctors share deep experiences in the Middle East, but by different means. Also like Ryan, Jonathan wasn't one of those people who always knew medicine would be his career. A native of Philadelphia, Pennsylvania, Jonathan was more interested in the humanities, especially literature, and perhaps journalism. He got the best of both. Valedictorian at his high school, Jonathan was awarded a scholarship to Brandeis University outside of Boston, where he studied European literature. But as a sophomore, he was accepted into the highly selective Mount Sinai Humanities & Medicine Program, an early admissions program that allowed him to continue his humanities studies while at Brandeis, and then medicine at Mount Sinai School of Medicine in New York. The program is reserved for students who "have demonstrated a strong scholastic record and aptitude for science and math in high school and show promise for developing into compassionate and humanistic physicians."

"Only to arrive in New York and nobody cared (about humanities)," laughs Jonathan about his B.A. in European Cultural Studies. "But it nudged me toward my Kurdish project." He explains. Intrigued as a child by the colorfully dressed people he saw on TV during the Persian Gulf War, he hadn't thought much about the Kurdish people since. But the Iraq War, which began in 2003, happened during medical school. It inspired Jonathan to read about the Kurds and he became intrigued once again. Establishing a contact in Kurdistan through email, Jonathan was invited to come and see everything for himself. He chose to go there for his elective as a fourth-year med student. It was an odd elective. "People were aghast," Jonathan relates. "I was told that if I go, I would have to come back with data." He was forced to focus, which was a good thing, but anyway, he had found that medicine fulfilled a desire to have a concrete structure and routine in a way that appealed to him.

In 2006, Jonathan visited the region and began working with Kurdish physicians. He went to Halabja, a town attacked with chemical weapons by Saddam Hussein 18 years previously. Jonathan interviewed the people, who had endured multiple traumas from living in a war zone. The result was the first medical publication on the long-term psychological impact of the Iraqi chemical weapons attack on Kurdish civilians in Halabja. Jonathan has returned to the Kurdish region four times since, most recently in 2016, when he took wound kits designed by physicians at the Queen's Wound Care & Hyperbaric Center and helped Kurdish doctors care for injured Peshmerga Kurdish soldiers, members of Iraqi Kurdistan's military force. Proud of his work in the Kurdish region, Jonathan has maintained many friendships and would like to continue his visits.

Jonathan's first post as a physician began shortly after his first trip to Kurdistan. He moved to Hawai'i with his wife Layla Schuster, who he met while at Brandeis. Although Layla grew up in Honolulu, it wasn't the only reason Jonathan came to Hawai'i, which was considered another "odd" choice because the vast majority of his colleagues stayed on the East Coast, especially in New York. He had visited Hawai'i before and was very impressed with the people and with Queen's. "The spirit of gentleness and cooperation was appealing after four years in New York, and Hawai'i



QEC at Papakolea

Queen Emma Clinics (QEC) staff, including (L-R) Jennifer Nakamatsu, MD (internal medicine resident), Val Heu, MA, Lisa Villarimo, RN, and Trisha Avellaneda, RN, participated for the 12th year at the annual Papakolea Community Health Fair. A large turnout of QEC staff and family members and University of Hawai'i Internal Medicine resident volunteers checked blood pressures, screened for diabetes and high cholesterol, dispensed nutritional advice, and provided health care counseling to neighbors in this mostly Native Hawaiian community. Special thanks go to Trisha, who provided great assistance in helping John Misailidis, MD, organize the health fair this year.

soon became my new home," he says.

Jonathan found the hospital and its grounds beautiful, like a movie set, especially compared to the ones in New York. And after Kurdistan, he didn't want to go back to the big city, and so ranked Hawai'i as his number one choice. "My Hawai'i life and Kurdish life began at the same time," Jonathan reflected. After completing his Internal Medicine Residency Program with the University of Hawai'i, he joined the Queen's Hospitalist and Antimicrobial Stewardship programs. After completing an Infectious Disease Fellowship at Brown University, Jonathan returned to Honolulu in 2012 and set up an infectious disease practice at Queen's. He also serves as Medical Director of the Queen's Antibiotic Stewardship Program. Established in 2015, the program aims to reduce antibiotic overuse and protect Hawai'i residents from the threat of multi-drug resistant bacteria. The Queen's program was a year or two ahead of most hospitals and the federal government, which has now made it a requirement.

The Mount Sinai Humanities & Medicine Program hoped to cultivate "compassionate and humanistic physicians," and they succeeded with Jonathan, whose curriculum vitae reflects both brilliance and compassion. The Queen's 'ohana embraces Jonathan and Layla, who have now been "home" in Hawai'i for 12 years, with two sons, Benjamin, 10, and Isaac, 4.

EOM Keri Rivera, Outstanding PT



"I LOVE COMING TO WORK everyday," says Keri Rivera, DPT, OCS, Sr. Therapist, QMC Outpatient Rehab, and QMC's March Employee of the Month. "This award is an extension of my staff. I am so thankful for all the work they do; it's their input that enables me to do what I do."

Keri has worked at Queen's for almost 9 years and is the happiest she's ever been. She admitted that at her previous job, the joy was missing. At Queen's she credits manager Jeremy Angaran with planting the seed about the importance of a team approach, as well as giving her the freedom to grow in her position.

A made-for-TV movie Keri saw when she was around 10 years old first clued her in to the rehab profession. It focused on the relationship between the physical therapist and the patient, who had a spinal cord injury. "I was so moved by the way she helped him learn to walk again," Keri recalls. "I wanted to do that—to make a difference and really help people."

As a young athlete, Keri played many sports and saw first hand how therapists worked with injuries. She volunteered in rehab facilities to get a feel for the different professional options available. The dynamic of the relationships formed with patients eventually drew her to choose DPT (Doctor Physical Therapy) over an MD degree. "Especially in the outpatient setting, we see patients sometimes twice a week for weeks at a time" Keri said enthusiastically. "It's that one-on-one interaction that forms a somewhat intimate relationship—and I work with people from literally every walk of life. It's the coolest job ever!"

"She is voracious, vivacious, and vibrant," stated Jeremy. He enjoys the fact that Keri challenges and collaborates with equal magnanimity. "She is actionable, affable, and passionate about quality. As a



L-R: Randy, Kaleb, Keri, and Riley Rivera with mom and dad Gail and Eliot Tomomitsu.

result of Keri's willingness to embrace my strange new ideas, there is terrific momentum in outpatient rehabilitation services. Keri makes Queen's a better place through every encounter and interaction, whether with a Queen's employee, kūpuna, or another member of our community."

A coworker commented, "She takes the time to listen to staff to understand roadblocks and bridges the gap between workers and management well. When she is treating, she leads by example, being courteous, patient, and caring to all of her patients."

Keri is not only a treating therapist, but also does front office work when staffing is short, and serves as: compliance officer, meeting lead, data analyst, information disseminator, supply orderer, documentation analyst, documentation enhancer, office coordinator, business process improvement analyst, CARE*Link liaison, and implementation specialist. She also hosts staff get-togethers at her home to promote team bonding.

"When working with Keri on an issue or concern, I feel as though we both take ownership in resolving that problem," commented Erika Villegas of IT CARE*Link. "I



March
QMC Employee of the Month

Keri Rivera, DPT, OCS

Position: Sr. Therapist, QMC Outpatient Rehabilitation Services

Years at Queen's: 8.75

Kids: Daughter Riley, 2, son Kaleb, 5

Free time: None! Husband Randy works crazy hours at HPD; tries to squeeze in time for fitness, usually a stroller run w/son on his scooter, or a crack of dawn exercise video before work. Randy and Keri couldn't do it without the support of her mom.



Keri with husband Randy and daughter Riley

can see that she genuinely cares about the success of her department and coworkers. She takes time to work with multiple areas to ensure this success, and goes above and beyond standard job expectations."

Interactions like this happen regularly between Keri and many departments at Queen's. She relishes opportunities for professional interaction. Keri concluded: "The community at Queen's is a true 'ohana, with so many awesome people working here."

By the Way

SCHWARTZ ROUNDS AT QUEEN'S will be held on Tuesday, April 17 from 12:00 – 1:00 pm in the Queens Conference Center auditorium. Schwartz Rounds provide a safe, confidential forum for all caregivers to discuss the emotional impact and challenges of patient care. The goal is to increase understanding and compassion for patients, each other, and ourselves by focusing on the human dimension of medicine. Lunch will be provided at 11:30 am. For more information, contact QCIPN at 691-7220 or at qcipn@queens.org.

“COMMON HEALTH CONCERNS and You,” a free Speaking of Health community lecture will be presented by Cheuk Y. Hong, MD, at QMC – West O’ahu on Thursday, April 19, from 6:00 - 7:00 pm. He will discuss the most common health concerns for West O’ahu residents and how to prevent and manage conditions. Meet in the lobby. Call 691-7117 or register online at www.queenswestoahu.org/classes-and-events.

THE MARCH OF DIMES March for Babies, held on Saturday, April 21, at Kapi’olani Park, supports the health of all moms and babies. Join the Queen’s Team at www.marchforbabies.org/team/TheQueensMedicalCenter. Click “JOIN THIS TEAM” or “DONATE.” Sign up or donate in person at the QMC – Punchbowl dining room kiosk or the QMC – West O’ahu dining room at lunch on Wednesdays leading up to the event. Do-

nations are also being accepted by dining room cashiers. Support icons with donors’ names will be posted nearby.

NURSING RESEARCH and EBP project posters will be displayed on Tuesday, May 8 during Nurses Week. The posters will be digitally displayed from 11:00 am – 1:00 pm along the Harkness walkway. Nurses will not be required to be there in person. The Nursing Research Council is now accepting PDF files of posters. Email them to Tina Truncellito Laupola, ttruncellito@queens.org, by Tuesday, May 1. No posters will be accepted after the deadline. Clinical Ladder nurses will receive 5 points for displaying a poster. Previous poster presenters from Nurses Week are not eligible.

“EVERYTHING You Wanted Know About the ED & Were Afraid To Ask!,” a free Speaking of Health community lecture, will be held on Wednesday, April 25, from 5:30 - 7:00 pm in the Queen’s Conference Center Auditorium. Get an insider’s look at emergency care with Queen’s ED physicians Rick Bruno, MD, Daniel Cheng, MD, Ajeet Dube, MD, and Howie Klemmer, MD. Learn about the history and future of health care, what to expect, what to bring to the ED, top reasons for an ED visit, and more. Register at www.queensmedicalcenter.org/health-lectures or call 691-7117.

WEIGHT MANAGEMENT OPTIONS, both surgical and non-surgical, will be presented by the Queen’s Comprehensive Weight Management Program staff throughout April. A session will be held at the Waimanalo Public & School Library on

Wednesday, April 11, from 6:30 - 7:30 pm. On Saturday, April 14, the session will be held at The Queen’s Health Care Centers in Hilo at 9:00 or 10:30 am, and 2:00 and 5:00 pm. Informational sessions are free of charge; preregistration is encouraged. Register at www.queensmedicalcenter.org/weightloss or call 691-7546.

KEN CHOY is now manager of Emergency Preparedness & Safety at QMC Punchbowl. Ken has served as the EP&S supervisor over the past year. In his new role, he will oversee Emergency Preparedness, Safety, and coordinate readiness for The Joint Commission’s Environment of Care.

ONCOLOGY ON CANVAS is a fun day of painting for cancer patients, families, and caregivers held on Saturday, April 21, 9:00 am - 3:00 pm on Queen Emma 7 at QMC – Punchbowl. An annual event sponsored by the Oncology Nursing Society, Oncology on Canvas is designed to aid the healing process. All supplies are provided and experience is not necessary. Call 691-8984 to register or for more information.

Top Level Patient Satisfaction at NHCH



Hospital leadership joins the North Hawai’i Community Hospital ICU staff in recognition of achieving top level patient satisfaction scores. In their patients’ overall rating, the ICU team reached the 90th percentile nationally.



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