

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

Living the Queen Emma Way in Action

QMC – West O'ahu's 3 West Med-Surg staff celebrate their 99th percentile HCAHPS ranking, which represents the patients' voices letting us know they see a positive change.



"...HEALTH CARE WAS DESIGNED with diseases, not people, at its center. Which is to say that it was badly designed," said palliative care physician B.J. Miller, MD, in his moving TED Talk, 'What really matters at the end of life.' "Our role as caregivers is to relieve suffering, not add to the pile." Dr. Miller's statement takes us back to the core reason many of us work in health care. In a similar way, living the Queen Emma Way takes us back to the core of who we are at The Queen's Health Systems. The Queen Emma Way already lives within the most basic core of all that we are in Hawai'i. It lives in our hearts, and is expressed as the aloha spirit. We now take evidence-based steps toward expressing this aloha to patients and coworkers alike.

Back in February, events across QHS called "Discovering Emma: The Heart of a Queen" helped employees learn about the historical Emma and how her aloha

was the foundation for the Queen's mission. QHS is now extending the concept of living the Queen Emma Way to patient experience, as well as to interactions with everyone, including visitors, volunteers, and coworkers. These efforts are being expressed in many ways throughout QHS:

- QMC – Punchbowl learning fair: "Living the Queen Emma Way: The Heart of Patient Experience"
- Patient Care Bundle
- Share your "Why" on the Intranet
- QMC – West O'ahu Skills Fair
- NHCH Staff Training

Living the Queen Emma Way: The Heart of Patient Experience

*Wednesday, May 23, 10:00 am – 2:00 pm,
Harkness Courtyard*

This interactive learning fair covers the Patient Care Bundle and the behaviors that foster a culture of living the Queen Emma

Way. The fair title reminds us that living the Queen Emma Way comes from values that live in the heart, not from the behaviors themselves, which simply express them.

Living the Queen Emma Way encompasses each interaction we have—with patients, visitors, and coworkers. Expressing the Queen Emma Way to those we don't know well is perhaps the hardest, but the best evidence-based behaviors are standardized in the models below:

- 10 – 5 (greeting protocol)
- Phone Etiquette
- Escorting
- On Stage/Off Stage
- AIDET (acknowledge, introduce, duration, explanation, thank you)

Come to the fair to learn about each. There will be food, prizes, and lots of fun!

Patient Care Bundle

Consistently following the Patient Care Bundle helps create a safe patient experience. The Patient Care Bundle is basic nursing care. Staff members are not being asked to do additional tasks; just to do current nursing functions in such a way that creates a bond with patients. For example, doing a bedside shift report in the patient's room instead of at the nurses' station makes a positive difference in the patient's perception.

There are three parts to the Patient Care Bundle:

- 1. Communication Board**
 - RN & NA name and phone number
 - Patient goals for the day
 - Patient safety highlights (e.g. dietary restrictions, fall risk, HOH, etc.)
- 2. Purposeful Rounding**
 - Pain (assess, treat, reassess)

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Living the Queen Emma Way

(Continued from page 1.)

- Potty (offer/assist)
- Prevention (falls, pressure ulcers, NV HAP/VAP, CAUTI, CLABSI, etc.)

3. Bedside Shift Report

- Patient (introduction of next RN; set next RN up for success)
- Problem (admission diagnosis; issues/concerns from previous shift)
- Plan (ask for patient goals for the day)
- Explain plan for the day

The Patient Care Bundle (formerly known as the Nursing Bundle) is about performing safe nursing functions in a way that connects and communicates with patients. These evidence-based tweaks to basic nursing practice look at health care from the patient's perspective. They assure and comfort patients, and therefore alleviate anxiety and uncertainty.

Share your "Why" on the Intranet

Visit eww.Queens.org and click on the blue "Live the Queen Emma Way" banner at the top left. Then, click on the green "Share Your Why" button on the left side.

"Share Your Why" is an opportunity to share what inspires you, why you choose to make a difference in health care. The Whys that drive us are the foundational blocks that build a community of exceptional quality and compassionate caregivers. Tell what inspires you. What is the "Why" behind your decision to make a difference? Your submission can inspire others to live the Queen Emma Way. You can read the answers of those who have shared their Why.

QMC – West O'ahu Skills Fair & More

QMC – West O'ahu is proof positive that the Patient Care Bundle and other evidence-based behaviors rooted in core values work. HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) scores are beginning to exceed the 90th percentile mark for two quarters. Med-Surg (3 West) recently ranked at the 99th percentile (see photo, page 1). The staff was shocked. "I wasn't shocked," says Patient Care Administrator Cynthia Gaddy. "I told them, 'you changed a few little things and now you're getting rewarded for what you already do.'"

An interesting historical footnote: The



Share your Why poster from the Discovering Emma event at QMC – Punchbowl

concept of the Queen Emma Way was adopted at QMC – West O'ahu at its establishment on May 20, 2014. There is a plaque from the opening that reads: Queen Emma's Way: "We on our part must not forget to show loving kindness in all ways." Of course, it all began with Queen Emma herself and before her with the aloha spirit, but QMC – West O'ahu heralded the system-wide adoption of the concept.

Their recent four-hour skills fair, which included all employees, covered safety for staff and patients, quality, documentation, and the Queen Emma Way (patient experience). It wasn't a traditional fair with a tent. Instead, groups of 7 -10 employees were invited into a hallway transformed into what looked like a living room with lamps, plants, and flowers. The purpose was to illustrate what patients and visitors should feel when they are at the hospital.

Other exercises looked at health care from the patient's perspective. Staff took turns acting as caregivers and patients. "Patients" wore blurred goggles (simulating impaired vision), ear muffs (impaired hearing), and gloves (diminished dexterity) so they could experience what it might be like to be a patient. Staff also watched excerpts from Naleen Andrade's speech,



Staff take turns wearing "impairments" like ear muffs at the QMC – West O'ahu Skills Fair.

talked about their Whys, and renewed their Patients First Pledge with added behaviors.

The response from staff was very positive, with many asking if the fair could be held annually. Role playing exercises are also being done with every department through June. At QMC – West O'ahu, the Queen's ID badge is a symbol of their connection to the Queen; all one needs to do is to touch it as a reminder of one's connection to the mission.

NHCH Staff Training

When you answer the phone, you must speak, but what you say or don't say can make all the difference for the caller. NHCH staff was trained on basic phone etiquette to ensure that they say the right things and put callers at ease, as well as give the information callers want. Again, just tweaks to what employees already do. NHCH staff is now being trained on escorting, which will be followed by the Patient Care Bundle.

At Queen's, Living the Queen Emma Way is who we are. Tweaking our behaviors will bring the values that live within our hearts to action.

Medical Lab Professionals Week

Last week, staff from Queen's Pathology and Diagnostic Laboratory Services collaborated to create informative displays and educational material that gave colleagues the facts on the critical role lab professionals play. Left to right are Lynette Kilantang, DLS; Kyle Fukuya, Queen's Pathology; Tiffany Sakamoto, DLS; and Kristen Croom, Queen's Pathology.



Your Voice is Making a Difference



AT THE BEGINNING of this year, The Queen's Health Systems took its pulse. That is, QHS conducted a short, Employee Voice "Pulse" Survey with selected departments as a quick check-up in advance of the full 2018 EVS that will be conducted from May 9 - 23. The data from the limited Pulse survey were encouraging. The positive changes were a direct result of staff voices.

The North Hawai'i Community Hospital ICU is one example. Employee engagement greatly improved, and the ICU became a high performing unit. Good employee engagement is defined as a work environment where employees give their best, are committed to their organi-

zation's goals and values, and are motivated to be successful, all with a sense of their own well-being. The NHCH ICU staff's relationship with their nurse manager, Jeff Labadie-Mendez, RN, also soared, according to Pulse survey results.

Jeff's employee engagement philosophy is to make his employees successful, so his strategy is to have a one-on-one with one to two of them daily to listen to their needs, concerns, and feedback. He also spends time working on the floor in direct patient care and encourages this staff to come to him at any time, 24/7—including calling him on his personal cell phone if needed.

Daily huddles have also contributed, as well as reporting QHS financial and factual information, and inviting members

of the administration to meetings every other month. Jeff also recognizes his staff for their work and maintains an honest, sincere relationship with them that fosters open communication.

"Be open, nonjudgmental, and listen to hear, not to answer," says Jeff, when asked for advice on engaging staff. In return, he has received gratitude from his staff and increased self-worth that he is doing his job. From a larger perspective, Jeff reports increased patient satisfaction and the feeling that he is making a difference for both patients and staff.

Real change is happening because of your voice. Continue making it happen by taking the 2018 Employee Voice Survey. *Our Voice, Our Queen's!*

Service AWARDS

April 2018

5 years

Tania Akina
Dawn Asano
Alicia Balbuena
Boyd Baxter,
QMC-WO
Alfred Camacho
Francisco Carrasquillo
Noel Dela Cruz
Josielyn Esmino
Avona Fabro

Wilfred Husman
David Lee
Rachel Lee
Jesusa Lee
Isaac Legaspi
Leovi Libed
Rene Naboia, Jr.
Crystal Rivera,
QMC-WO
Veronica Quiocho
Nicole Tam

10 years

Dollie Fiesta
Shauna Fujita
Andriano Galon
Michelle Ka'aihue
Loreleigh Kupau, QDC
Mary Manuel
Okhee Miyazono
Donald Nosis
Michelle Relosimon

Katy Rocha

Kevin Shimmom
Jaime Wong
Lisa Zukeran

15 years

Kameki Artienda,
QDC
Darwin Cabalar
Erica Cadiz-Sales
Gina Harrison,
QMC-WO
Karen Maruyama
Kristina Matsunaga

Lisa Rojas

Jennifer Takeshita

20 years

Jimmy Diep
Norbert Dolor
Cherami Hebron-Welsh
Jennifer John
Alberto Marquez
Cathy Nagatoshi

25 years

Carol Crislip
Kenneth Hansen
Amy Kuraoka-Goo

Katherine Miles

Brian Nakao
Vega Pascua
Marni Pearson,
QMC-WO
Eileen Wong

30 years

Teresita Aurellano
Mark Cagasan
Aven Okamura

40 years

Terry Ichinose
Melvin Muranaka

In acknowledgment of many years of continued service, the Queen's 'ohana congratulates those who are marking an anniversary. Mahalo to all for your dedicated service. Employees work at QMC Punchbowl unless noted.

Marching for Babies

MAHALO TO ALL the donors, participants, and supporters of the March for Babies March of Dimes fundraiser event. Held on Saturday, April 21 at Kapi'olani Park, the Queen's Team raised over \$10,000 to help moms and babies.



By the Way

A BLOOD DRIVE will be held at QMC Punchbowl on Tuesday, May 1, from 7:00 am - 2:00 pm. The Blood Bank of Hawaii Bloodmobile will be parked in front of the HR Service Center. Walk-ins are welcome, or make an appointment by calling 848-4770 or online at bbh.org. All donors must provide a current photo ID with their birthdate on it.

CORRECTION: The photos labeled as QMC - West O'ahu in last week's Volunteer Appreciation luncheon story were mislabeled. They should have read North Hawai'i Community Hospital volunteers. We apologize for the error.

WORLD HAND HYGIENE DAY is Friday, May 4. Hand hygiene best practices will be reviewed in tents along Harkness walkway at QMC - Punchbowl from 10:00 am - 2:00 pm. Answer a question on the education wheel and win prizes. Get a passport and collect stickers to get a healthy treat.

"TAKE A LOOK AT STRESS," a stress management class sponsored by Human Resources and presented by HMSA, will be held on Monday, May 7 from 11:00 am - 12:00 pm and again on Monday, May 14, from 12:00 - 1:00 pm. Both sessions will be held in the Queen's Conference Center auditorium. Registration is not necessary; all employees are welcome.

WALK WITH A DOC in Waimea, sponsored by North Hawai'i Community Hospital, is held every Saturday at 8:00 am. A brief talk on timely health topics is followed by a few warm-up stretches, and

Making Lei

MAY DAY IS LEI DAY. The Heritage Day Committee and the QHS Native Hawaiian Health Program gave lei making workshops at Punchbowl and North Hawai'i Community Hospital recently. Lots of folks stopped by on their lunch breaks to create some lovely ti leaf lei made in the Hilo style.



then it's time to head out on a self-paced one-hour walk. Meet at the Pukalani Stables. No registration is required, but please wear comfortable walking shoes and bring a bottle of water.

"WOUND CARE and Saving Your Limbs," a free Speaking of Health community lecture, will be held on Thursday, May 17, from 6:00 - 7:00 pm at QMC - West O'ahu. Pain or numbness in your feet or toes, dry, black skin, or wounds that take a long time to heal could be signs of Peripheral Arterial Disease or P.A.D. If you have P.A.D., how you care for a wound is critical in preventing possible amputation. Join Queen's emergency medicine and wound care specialists Michael Shin, MD, and Ajay Bhatt, MD, Medical Director of Queen's Wound Care & Hyperbaric Center, to learn causes of P.A.D. and other chronic wounds, and what treatments can help. Meet in the main lobby. Call 691-7117 or register at www.queenswestoahu.org/classes-and-events.



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