



A CANCER SUPPORT GROUP will be held at the Molokai General Hospital Conference Room on Monday, July 3, from 10:30 am - 12:00 pm. Join others in a free forum to share issues related to all types of cancer. Call 553-3171 for more information.

WEIGHT MANAGEMENT Options will be presented by "Hawaii's Best" award winner, the Queen's Comprehensive Weight Management Program. Learn about surgical and non-surgical weight loss options at free information sessions. Includes testimonials from past patients. Held on Wednesday, July 5, from 5:00 - 7:00 pm at the Kapolei High School Building A Teachers Lunchroom. The CWMP brings one-hour sessions to Hawai'i Island on Saturday, July 8, at 9:00 am, 10:30 am, and 2:00 pm at The Queen's Health Care Centers office in Hilo. Look for them at the Kona QHCC on Saturday, July 22 from 2:00 - 3:00 pm. Register online at www.queensmedicalcenter.org/weightloss or call 691-7546 for any of the sessions.

KUDOS TO KOHALA Home Health at North Hawai'i Community Hospital for successfully completing their recent Department of Health Surveys which granted them another two-year licensure from the State of Hawai'i.

NA WALE NO, a free enhanced prenatal care program, combines medical appointments with group visits for education and support. Held at the Molokai General Hospital Women's Health Center, Wednesdays, beginning July 12, from 5:00 - 6:30 pm. Call 553-3145 for more information.

"WOMEN & CANCER," a free community lecture, will be held at The Queen's Medical Center - West O'ahu on Thursday, July 20, from 6:00 - 7:00 pm. Cancer affects women of every age and walk of life. One-third of all women will develop some type of cancer in their lifetime. While women may suffer from many types of cancer, breast cancer is the most highly diagnosed. Prevention and screen-

ing are equally important. Join Alexandra Arce-Pickrell, APRN, Rx, as she discusses what women need to keep in mind to stay as healthy as possible. Register at www.queenswestoahu.org/classes-and-events or call 691-7117. Meet in the Main Lobby. Free parking and refreshments.

"DIAGNOSING DEMENTIA," a free community lecture, will be held on Wednesday, July 26, from 6:00 - 7:00 pm at the Queen's Conference Center Auditorium. Worried about dementia? Families often miss the signs and find out that a loved has dementia after a hospitalization. What is dementia and what should you be looking out for? Gerontological nurse Valisa Saunders, MN, APRN, will cover: warning signs of dementia; tests given; how dementia is diagnosed; what you should do if you or a loved one is diagnosed with dementia; and why early diagnosis is essential. Register at www.queensmedicalcenter.org/health-lectures or call 691-7117.

KICKBOXING, the original sport-specific workout, uses martial arts-based kickboxing techniques to stay in shape. A new session begins on Thursday, July 6, running weekly through August 21, from 5:30 - 6:30 pm at the Queen's Women's Health Center. Led by instructor Mineyou Shimojo, the fee for the six-class session is \$66. Register online at www.queens.org or call 691-7117 (closed on holidays).

A LYMPHEDEMA/BREAST Cancer Clinic will be held at the Queen's Women's Health Center on Thursday, July 6 and 20, from 1:30 - 2:30 pm. Also held on Saturdays by appointment. Call 691-7729. The free sessions are run by QMC physical therapists who specialize in women's health issues.

A GI CANCER SUPPORT GROUP will be held on Thursday, July 6, from 11:30 am - 12:30 pm in the QET 10 Ewa Conference Room. Anyone with cancer of the stomach, colon, esophagus, pancreas, liver, rectum, anus, or gallbladder are welcome to the free sessions. Call 691-8984 for more information.

A FREE KEIKI CAR SEAT Fitting Session will be held on Tuesday, July 18, by appointment from 2:00 - 5:30 pm at Queen's Punchbowl in the parking area by the Queen's Conference Center. Call The Queen's Referral Line at 691-7117 to

make an appointment.
AARP DRIVER SAFETY PROGRAM designed to meet the needs of older drivers, will be held on Sunday July 9, from 9:00 am - 1:00 pm in the QET 8 Ewa Conference Room. Co-sponsored by the American Association of Retired Persons (AARP). Members get \$5 off the \$20 class fee. Register at 691-7117.

MASSAGE AND SPA TREATMENTS are available at the Queen's Women's Health Center. Licensed massage therapists are trained in a variety of techniques to offer custom treatment, including prenatal (with MD approval), foot soak/leg massage, and bamboo lomi. Aestheticians offer facials or peels for men and women, plus eyelash extensions. Call 691-7734 for an appointment or more information.

HEALING THROUGH ART explores black and white designs on Tuesday, July 11, from 10:00 am - 4:00 pm in the Radiation Therapy waiting area. Free for cancer survivors and their caregivers.



The *Queen's Print Connection* is published by Creative Services. If you have news or wish to opine, call 691-7532 or email jkimura@queens.org. The news deadline is Monday prior to publication.

- QHS/QMC Pres. Art Ushijima
- Publisher Keala Peters
- Editor/Writer Jason Kimura
- Assist. Ed./Writer. Glee Stormont

The Queen's Health Systems consists of The Queen's Medical Center, The Queen's Medical Center - West O'ahu, The Queen's Health Care Centers, Queen Emma Land Company, Queen's Development Corporation, Queen's Insurance Exchange, Inc., Molokai General Hospital and North Hawai'i Community Hospital, and has ownership interests in CareResource Hawai'i, Hamamatsu/Queen's PET Imaging Center, and Diagnostic Laboratory Services, Inc.



The Queen's Health Systems is a 501 (c) (3) nonprofit health care provider

QUEEN'S Print CONNECTION

A Weekly Publication of the People of The Queen's Health Systems

The Queen's Medical Center • The Queen's Medical Center – West O'ahu • Moloka'i General Hospital • North Hawai'i Community Hospital

LOS Project Boosts Patient Experience



Cherylee Chang, MD, NSI Medical Director, Eddie Spain, RN, and Brenda Ana, RN

THE ANSWERS are out there. If you're discouraged about the ongoing hardships in health care, take heart. There are solutions that positively affect both patient satisfaction *and* finances at the same time. When Eddie Spain, RN, MBA, presented the Neuroscience Length of Stay Pilot Project at the March managers' meeting, the reaction was electric. The pilot project had only started in December 2016, and length of stay had already dropped dramatically on the Neuroscience Unit and is still on a downward trend, while patient satisfaction is heading up. A lot of improvements still need to be made, but it's the kind of positive, collaborative project that boosts spirits in

an era of change. Because of the project's success, it has already been rolled out house-wide.

A Mercy Medical Center veteran, Eddie is Queen's fairly new Director of Neuroscience Services. Seeing a solid foundation at Queen's had a lot to do with coming out to Hawai'i. A lot of places have great mission statements that merely amount to pieces of paper, he related, but when he intentionally arrived two hours early for his interview to hang around the Neuroscience Unit incognito, he quickly saw that staff at Queen's really believe in theirs and care about their patients. On top of that, there is no question in Eddie's mind that Queen's staff is high-

ly qualified and world-class. If Queen's didn't have the highest HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) scores or spot-on length of stays, then things just need to be fine-tuned.

That's not to say fine-tuning doesn't involve a lot. The Length of Stay Pilot Project is big—no, huge—but Eddie presented it a bite at a time. You can't move a mountain all at once, but you can do it one shovel full at a time. Eddie is reluctant to take credit for the project because it involves the collaboration of just about everyone, but he and Neuroscience Unit Ops Manager Brenda Ana, RN, CNRN, are project leads.

Statedly, the purpose of the Length of Stay Pilot Project is to decrease length of stay (LOS) on the Neuroscience floors (QET 4 and 5) to make beds available more quickly for Emergency Department patients. The goal is to move the average discharge time to 10:00 am on patients' discharge day, which involves everything from getting discharge orders early to ensuring medications and durable medical equipment is available, to the timing of room cleaning after discharge. The bottom line, of course, is that a patient is medically stable and appropriate for discharge.

The project sounds like it's all about efficiency, and it is, but it's much more than that. Patients win. If the patient is discharged late in the day, it means not only long hours of waiting for the family member, who has probably taken off work, but also is less time for the family to get necessary tasks done, causing more stress for everyone. Training for the project involves family, and a part of that is an expectation of when the patient will

(Continued on page 2.)

President's Physician Thanks Queen's ED

THE PHYSICIAN to the U.S. President, Rear Admiral Ronny Jackson, MD, U.S. Navy, stopped by recently to thank the Emergency Department at Queen's for their support over the past 12 years. "It really makes the job of caring for the president easier when you know you have the support of a good team behind you," he said. Dr. Jackson is now serving his third consecutive administration. Pictured with ED staff from left to right: Ashley Seitz, Transfer Center Manager, Jillian Maitland, RN, Kuo-Chian Lian, MD, Rick Bruno, MD, Ronny Jackson, MD, Corey Lum, OD, Art Ushijima, QMC President, Rob Hong, MD, and Libby Char, MD.



LOS Project Boosts Patient Experience

(Continued from page 1.)

go home. So far, average discharge times have been moved up two hours, with the highest number at noon and most between 10:00 am and 2:00 pm. Although reaching the 10:00 am discharge goal will require more improvements, Neuroscience is well on its way to reaching it, and the gains have consistently improved patient experience and kept them up over the past five months.

Queen's wins too. The project has set LOS days on a downward direction. Hospitals don't get paid for extra patient days that aren't medically necessary, which costs money. Doubly, a bed not occupied by a patient who brings in reimbursements is lost potential revenue. So reducing LOS to CMS-mandated levels helps financially, and ultimately, with sustainability. Although some DRGs (diagnosis related groups) in Neuroscience are still above CMS (Centers for Medicare and Medicaid Services) levels, many are falling below.

Discharging patients by 10:00 am involves advance planning, which begins upon admission. It requires continuity—all the players must be actively involved every day. Training is necessary to ensure that all team members and the family know what is needed from them. Finally, data covering everything LOS—from



Physicians and nurses discuss each patient's status at a daily morning team meeting.

monthly summaries and discharges by the hour to stats on the top 15 DRGs—are pored over to find ways to improve what's not meeting target numbers.

"Two days out, we're looking at everything that needs to be done before discharge," says Eddie, "including preparing the family with instructions on how to care for their loved one and informing them of community resources." The result has been more open communication with families, who are less stressed than if they were told everything on the day of discharge.

Physicians and APRNs are being asked to provide discharge or transfer orders between 6:00 pm the night before

and 9:00 am the day of discharge. Families are told the discharge will be between 9:00 and 10:00 am. Each morning, there is a team meeting to discuss the status of each patient and ensure that all necessary items such as medication, DME, clearance by rehab therapists, finding a place for the patient to go, and other details are taken care of or on track. Housekeeping is notified of the rooms they can prepare for new admission. The LOS project is paradigm shift, a new normal.

The answers are out there. If you need more, Eddie Spain will gladly get on a soapbox about other issues as well—all them positive, and decidedly encouraging.

Celebrating Cancer Survivorship



Tandis Bishop, RD

JUNE WAS NATIONAL Cancer Survivorship month and the Queen's Cancer Center held its annual Survivorship Celebration to mark it. Held on Friday, June 23 at the Kamehameha Auditorium, the celebration welcomed survivors, family members, and caregivers.

Sharon Tamashiro, RN, welcomed everyone and said, "Cancer and survivorship is not something anyone would choose, but everyday I see our patients demonstrate courage, resiliency, and grace. Your strength inspires us." She acknowledged the opportunity to also celebrate supporters, whether friends or family. "They are truly on their own cancer journey. We recognize and applaud your strength."

Speaker Tandis Bishop, RD, covered the importance of eating for nutritional benefit. She encouraged all to eat whole



Matthew Higashida

rather than processed foods, with her focus on a plant based diet. "There is a huge world of flavors and tastes," she enthused. "Open the door to all the foods you've been missing out on, and change it up frequently." Other tips included avoiding sugar and cutting down on meat and animal fats. "What you put on your plate helps create a more healthy environment for your cells," she stated. "Seventy percent of our immune system is in the gut, and it relates back

to every metabolic pathway in the body, affecting everything from sleep to heart disease. Food choices can help improve your health."

Cancer survivor Matthew Higashida and friends then took the stage providing wonderful background music for all to enjoy. Music, he explained, not only brings joy, but helps him to remember to breathe deeply, to make the connection with the wonderful world around us all. His original compositions spoke of his appreciation for life, something survivors never take for granted. Matthew's tunes set the right tone as everyone began to move around, connecting in small clusters to chat or enjoy a mini massage. Reiki, shoulder, or hand massage, with essential oil aromatherapy was offered by Queen's

Integrative Care holistic RNs. As a health care leader, Queen's has been providing integrated services to patients for the past 10 years. Other services offered to patients free of charge include guided imagery, reflexology, mindfulness meditation, and Healing Touch. Call 691-4653 for more information.

Artist in Residence Jocelyn Cheng always comes up with something creative for this special day. This year it was motivational notes to be displayed on custom decorated stands made from donated wine corks and blocks of wood. Paper bag luminaria, usually lit at the Cancer Relay for Life, were also available for decoration, honoring those in treatment or in remembrance of loved ones lost to cancer. The next Relay for Life will be held at Windward Mall on Saturday, July 8, from 1:00 - 8:00 pm.

NHCH Cancer Center Staff Praised

A SHOUT OUT went to North Hawai'i Community Hospital Cancer Center Staff from an appreciative family:

"My husband is currently a patient in the Cancer Center. We want to commend the Cancer Center staff for their patience, skillful attendance, and care. As you know, it is especially stressful to face cancer, and their friendly smiles, timely service, and readiness to answer question, no matter how trivial, made us feel as if we were special guests in their care."



Front: Candace Camacho and Haley Branson; Back, L-R: Heidi Roxburgh-Edstrom, Mina Palacol, Arra Butterfield. Missing: Crissy Kuehn



Luminaria