

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

EVS: Engaged Employees, Positive Work Environment

FOR SURE, AN ENGAGED, well-run department benefits QHS, but it can really pay off for employees. Employees who take the annual Employee Voice Survey to heart help create a positive work environment for themselves and their coworkers, as well as create opportunities for personal and professional growth. With the theme “Our Voice, Our Queen’s,” the survey results show us the way to improving our employee experience, making Queen’s a better employer of choice.

The EVS also identifies departments that have highly engaged workforces. These departments reward employees with a pleasant, well-run work environment with high morale. They improve the work experience for all who interact with them, which ultimately leads to greater patient satisfaction and safety. The last two departments to be highlighted in this series of articles are Nutrition Services at North Hawai'i Community Hospital and the POB 1 Pharmacy of the Queen's Development Corporation.

Nutrition Services, NHCH

Fairly new manager Angela Koclanes' employee engagement philosophy is to make her team look good, and to empower each employee to reach their potential. When she took over as manager, employees had had a rough time, and morale was very low. They were also understaffed.

“My first day, I sat down with my new team and got to know them [personally],” related Angela. “Then I asked them what it was they needed the most. That is where I started.” She found that the staff had to work overtime and struggled with every shift. Angela resolved these issues first. “Once they saw things getting better, amazing things started to happen.”

Staff meetings take place at the same



NHCH Nutrition Services



POB 1 Pharmacy

time every week, and each morning, Angela greets every team member and asks if they need anything. “This is a time I get to hear frustrations or requests from staff,” she shared. To engage staff, she says, “You have to be able to listen to [your staff]. Get them involved in decisions for the department and ask their opinions.”

During her morning visits, Angela tells employees her schedule for the day so they

know where she'll be in case they need her. Angela also makes herself available later in the day if anyone needs to speak to her. She also keeps the lines of communication between her supervisor and staff clear and consistent. Other key points are taking responsibility for one's own mistakes and learning from them; being a “fixer of errors;” having gratitude for a job well done; and following through on promises.

(Continued on page 2)

Coming Out to Cure Diabetes

THE AMERICAN DIABETES Association switched it up a bit this year, combining their two signature events, the Step Out walk and the Tour de Cure cycling fete, into one all encompassing fundraiser. Keeping the name Tour de Cure, the event was held under sunny skies beginning at Kapi'olani Park on Saturday, March 17. Appropriately for the St. Patrick's Day holiday, the exclusive Queen's Team T-shirts were of a "can't miss us" neon green.

"Native Hawaiians have one of the highest rates for diabetes and 'ohana suffer because of it", commented perennial participant David Kahalelio, QHS Risk Management. "I support the ADA walk to enhance education for self-awareness and treatment or cure of this disease."

The Queen's Health Systems is one of the sponsors of the event and four teams made up of 72 registered participants raised almost \$9,000 for the cause. Top fundraisers were Keith Wallace, our Fidelity Services representative, and Stacy Okabayashi, Queen Emma Land Company. Walkers, runners, and riders included staff from many departments and subsidiaries throughout The Queen's Health Systems.

Team captains were Audree Nakani-shi, Matthew Lam, Lydia Kim, and Joyce Shigekuni. Thanks go to Diabetes Education and the Comprehensive Weight Management Program for staffing the health fair booth and to Susan Haramoto for photography. Mahalo also to all who supported the event through donations or participation.



EVS: Engaged Employees

(Continued from page 1.)

The benefits of an engaged staff are minimal complaints, a staff that is happy at work, and a department accomplishing things they've never done before. Other departments give her staff positive feedback, and it gives them pride in their work.

POB 1 Pharmacy, QDC

According to Pharmacy management, the key is "communication, communication, communication"—not just talking, but saying things in a way that is meaningful to

staff. "Communication is about listening to the other person. If you don't listen to the other person, that is not communicating."

The POB 1 Pharmacy manager likes to meet staff individually or in small groups of two or three. "I feel that way I won't 'lose' anyone. I can see better if they understand what I'm trying to communicate, and people are more likely to speak up or say something that's on their mind in a smaller group." Meetings are followed up with an email to recap the discussion.

When you interact with highly engaged staff, one can immediately sense that the experience will be pleasant and helpful. This can only brighten your day, and help you to pass it on to others.

QHS Seeks Tougher Penalties for Assault on Health Workers

“WITHIN THE PAST FEW YEARS, there has been a big increase in violence against hospital staff,” relates Security Manager Boyd Hurley, who has been at QMC for nearly 25 years, “especially assault cases that are intentional and unprovoked.” Queen’s has the statistics to prove Boyd’s assertion. Both state and national statistics support it as well. Yet, assaults on health care workers are legally considered misdemeanors, not felonies—even when they cause serious injury—unless they happen in the Emergency Department. Even then, they are felonies only for medical personnel, not for other ancillary staff like security officers, who work side-by-side with them. Currently, it is a Class C felony to assault other classes of workers, including correctional workers, education workers, employees of state-operated or contracted mental health facilities, emergency medical service workers, firefighters, and water safety officers.

The Queen’s Health Systems is supporting House Bill 1906 HD1, Relating to Health Care Workers, to remedy this disparity and to protect all Queen’s staff, especially in light of increasing violence. “If passed, this legislation would rightfully recognize the risks that health care employees face just going to work,” says Paula Yoshioka, QHS Vice President of Government Relations and External Affairs. “This bill would make it a Class C felony to intentionally or knowingly cause bodily harm to health care workers in a facility, to home health care workers, and case management workers in the home.”

HB 1906—and its companion Senate Bill 2491—began as a QHS priority. QHS was able to enlist the Healthcare Association of Hawaii (HAH) to champion this issue during the current legislative session and helped craft the language of the bill. QHS has been working closely with HAH to guide the bill through the legislative process. To support this legislative effort, QHS has also been working behind the scenes to gather data on assaults over several years, including the num-



Paula Yoshioka and Kapuna Montgomery

ber of incidents and their costs; talking to staff who have been assaulted; collecting written testimony; and facilitating oral testimony at hearings.

Incidents can lead to serious injuries that result in medical treatment, disability claims, and leaves of absence, not to mention emotional trauma. “I participate in daily safety rounds where I hear stories of assault by patients on staff firsthand,” relates Mimi Harris, RN, QHS Vice President and Chief Nursing Officer. “Each situation can be highly traumatic and we do our best to support and protect our nurses and other staff from abuse.” However, she continues, should the victim wish to press charges against their attacker, the crime is often treated as a misdemeanor.

QMC Security Officer Anthony Talley knows exactly what Mimi is talking about. One day, he was asked by ED staff to stand by and assist with a patient in the hallway. Visibly intoxicated and belligerent, the patient stood up off his gurney, yelled, and punched Anthony in the mouth without provocation. Charges were filed, but the accused was sentenced to serve about a month of time and ordered to take classes. The court counted time served, so he was released the same day. “If he had punched an ED staffer standing next to me in the incident,” noted Anthony, “that would have been a felony instead of a misdemeanor.” And if the attack happened outside of the ED even to a health care provider, it also would not have been considered a felony. “Assaults do not stop at the doorway of the Emergency Department,” Mimi points out.

Kapuna Montgomery, RN, QMC Cardiovascular Services Director, testified about a patient who needed telemetry monitoring. He became violent and ver-

bally abusive. “I think the threats we face every day qualify health care workers and other auxiliary staff to be included in this protected group,” said Kupuna.

In testimony, Boyd recounted many incidents of unprovoked violence against staff, including on a security supervisor who was called in while a patient received treatment because he had assaulted four nurses during his stay. The patient struck the supervisor when his back was momentarily turned, and he fell to the ground, sustaining injuries. In other incidents, attacks were perpetrated against a Queen’s nurse while preparing a patient for a bath; on a nursing aide during changing; and on a security officer who was called to check on a man with no appointment sitting in an outpatient department. Unfortunately, these are just a few examples of the kind of violence hospital staff face.

Both bills have been heard in their respective chambers and have crossed over to their non-originating chambers. Both require that the assault must be perpetrated by a person who “knowingly and willingly” instigates an assault to protect those who may not have the capacity to understand their actions. The bills will likely have to go through the Conference



Anthony Talley and Boyd Hurley

Committee to reconcile differences.

“This legislation will address this costly, emotional issue,” says Paula. “The threats that our health care workers face every day qualify them to be included in [already protected classes of workers]. Queen’s provides safety training such as active shooter training, crisis prevention, and de-escalation; however, this bill will help our health care workers to feel better protected while they carry out their work and be able to seek a stronger legal

By the Way

“PREVENTING COLON CANCER: Don’t Wait Until It’s Too Late!,” a free Speaking of Health community lecture, will be held on Wednesday, March 28, from 6:00 - 7:00 pm at the Queen’s Conference Center. Join gastroenterologist Kristi Lopez, MD, as she discusses warning signs and risk factors of colon cancer, screening, detection and removal of polyps, plus ways to lower your risk. 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 on Wednesday, March 28, from 5:00 - 7:00

pm at the Queen’s Conference Center. The session will be shared as a live video conference at Molokai General Hospital conference room. The session is free of charge, and preregistration is encouraged. Register online at www.queens-medicalcenter.org/weightloss or call 691-7546. For Molokai, please call 553-3189.

AN ECUMENICAL GOOD FRIDAY service will be held March 30 at 12:00 pm. On Easter Sunday, April 1, the ecumenical service will be at 9:00 am and Catholic mass will be held at 2:00 pm. All will be held in the Queen Emma four chapel.

SHOW YOUR SUPPORT of the annual March of Dimes March for Babies with a donation in the cafeteria at either QMC Punchbowl or QMC -West O’ahu, and paper icon in your name will be posted. This fundraiser supports the health of all moms and babies, and will be held on Saturday, April 21, at Kapi’olani Park. Join

the Queen’s Team online at www.march-forbabies.org/team/TheQueensMedicalCenter. Click “JOIN THIS TEAM” or “DONATE.” To sign up or donate in person, stop by the Queen’s West O’ahu Fresh Market booth on Wednesday, March 21, from 10:00 am - 1:00 pm. In April, stop by the dining room kiosk at QMC-Punchbowl or QMC-West O’ahu at lunchtime on Wednesdays leading up to the event.

2018 NURSING EXCELLENCE AWARDS nominations are now open. Nominate an outstanding QMC Punchbowl or QMC-WO clinical staff nurse for: Exemplary Professional Practice, Mentorship, Performance Improvement, Research or Evidence-Based Practice, Transformational Leadership. Nominations are also open for the Queen Emma Nursing Leadership Award which recognizes all other nurses for their contributions, and is sponsored by Medical Staff. Forms may be found on the Queen’s Intranet Nursing Portal, under New/Upcoming Events. E-mail completed nominations to bahsing@queens.org by March 30.

Benefits of Locally Sourced Food

by Judith Thompson, MPH, RDN, CDE, LDN

IT’S NATIONAL NUTRITION MONTH and QHS Dietitians want you to eat healthy! Shopping locally can be a great way to add healthful foods to your diet while conserving natural resources. Food purchased at local farmers’ markets often is more affordable and tastes better than that from commercial grocery stores because it is locally grown and naturally ripened. Buying locally grown food also helps conserve natural resources and has a minimal effect on the environment. Have fun trying a new or unfamiliar vegetable or fruit. Ask about how it’s grown, what it tastes like and how to prepare and serve it.

At Queen’s we are lucky to have farmers’ markets once a month on each campus. At QMC-Punchbowl, the market is held on the first Wednesday of each month in Harkness Courtyard. At QMC-West O’ahu, the market is held on the third Wednesday of each month on the great lawn or in the lobby if it’s raining.

A listing of times and locations of farmers markets run by the Hawaii Farm Bureau can be found at <http://hdoa.hawaii.gov/add/md/farmers-market-listings/>.



The City and County’s People’s Open Market (POM) program, in existence on O’ahu since 1973, has 25 sites island-wide, running seven days a week. Schedules are posted at: <https://www.honolulu.gov/parks/program/people-s-open-market-program.html>

Another resource for locally grown produce is Community Supported Agriculture or CSA subscriptions. These services work with local farms to offer a weekly bag or box of local produce to be picked up a convenient location. Contents vary depending on what’s in season. Sometimes, specialty items like local eggs, butter, coffee, or jams are added for an extra fee. CSAs for all islands can be found online at localharvest.org.

Supporting local farmers markets enables us to produce healthful food today and for generations to come. These sustainable practices build strong communities and supports our environment.



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