



HALE MAKUA HEALTH SERVICES

COMPASSION COMMITMENT COMMUNITY

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FOR IMMEDIATE RELEASE

LONG-TERM CARE RESIDENTS PARTICIPATE IN STAFF TRAINING ON COMPASSIONATE CARING

KAHULUI, Hawaii, July 3, 2009 – Over the nine year history of Hale Makua Health Services' Compassionate Caring program, June 24th and 25th marked the first time that residents have actively participated in and contributed to two days of courses alongside staff and trainers. The Compassionate Caring program was custom designed by Lois Greenwood, PhD, Director of VITEC at the University of Hawaii, and is based on best practices in the fields of total quality management, emotional intelligence and customer service, with a goal of successfully increasing staff morale and providing compassionate care to residents and clients.

Hale Makua Kahului residents John Bellini and Joseph Thomas had asked to attend the Compassionate Caring training sessions in order to learn more about the staff training that directly impacts their care, as well as their daily lives. Both John and Joe thought that the classes were "really good and wonderful," and John noted that having a combination of staff and residents in the class "took away the barriers of 'us' versus 'them'" that are often seen in service industries.

Instead the resident and staff team, with the help class facilitators, learned to problem solve together and jointly come up with solutions to very real resident complaints. The result has been a combined resident and staff effort to combat the noisy closing of hampers at night when residents are trying to sleep. After one week of their efforts to spread the word about hamper slamming at night, both John and Joe agree that there has been a substantial decrease in the noise attributed to the closing of hampers. It is results like these, which help improve the quality of residents' lives that the Compassionate Caring program strives for.

Hale Makua Health Services Compassionate Caring program explores ways to provide an environment of compassionate care to residents and clients, as well as a philosophy of continuous improvement. The training promotes a culture of respect, dignity, caring, compassion, and community building for elders and individuals with disabilities and for the staff that serve them. Staff from all departments and disciplines within the organization learn how to take better care of themselves, their co-workers, and those they care for; to accept responsibility for their actions; to appreciate the value of human diversity; to communicate in healthy ways with customers and team-members; and to develop workable tools for problem

solving. One anonymous participant noted that “It is wonderful to learn a lot of things that apply to my job and my family.”

Hale Makua Health Services is a private, non-profit 501(c)3 corporation that was established in 1946. The organization is committed to the mission of excellence in healthcare in our home and yours. Hale Makua Health Services is one of Maui’s largest nongovernment employers with over 500 employees serving four home- and community-based healthcare programs. Programs include: Hale Makua Long-Term Care with two campuses, one in Wailuku caring for 124 residents and the other in Kahului providing homes for up to 254 people; Home Health by Hale Makua, which provides post-acute care and social work services to homebound clients of all ages and adult foster family care management; Rehab by Hale Makua; and the Hawaii’s only Program of All-inclusive Care for the Elderly, Maui PACE. Visit us online at www.HaleMakua.org.

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