



Care aids in return to home

Victor Balisco shares his road to recovery after suffering from a heart attack and stroke.

page 3

Low hospital readmissions

Home Health by Hale Makua earns hospital readmission rates well below State and National averages.

page 5

Resident finds fulfillment

Melissa Miyamura feels a sense of joy and purpose as a volunteer at Hale Makua Kahului.

page 7

Celebrating the life and legacy of Sue Cooley

Benefactor's generosity helped to transform Hale Makua

On February 18, 2017, Hale Makua Health Services and the Maui community lost a dear friend and generous supporter, Sue D. Cooley. When it came to creating homes for the frail elderly and disabled individuals, Sue was a true visionary and had high aspirations for Hale Makua. She dreamt of something more than the traditional nursing home, and had visions of Hale Makua taking the next step in providing healthcare services in homes that would house and care for no more than a dozen individuals. A place where seniors who needed around the clock care could have a private room and feel like they lived in a home, not an institution.

Sue and her family started visiting the islands in the sixties. Their love for Maui grew with each visit and they became very passionate about the island and the people who live here. In the early eighties they discovered a love for Kapalua and purchased a home, becoming part-time residents.

Sue developed interest in the organizations that her close friends, Mitch Mitchell (former Hale Makua Board Director and longtime supporter) and Roy (current Board Treasurer) and Betty Sakamoto were involved with, and soon made those organizations her passion as well. The Sakamotos took Sue to a Lahainaluna High School football game at War Memorial Stadium in Wailuku, where



Sue D. Cooley is pictured here at the Lahainaluna High School stadium, which was named after her in honor of the significant contributions that she made to make building the stadium possible.

the team played their "home" games. The team lost that night, but as they walked past the locker room, they were struck by 40 inspired voices singing their alma mater in the Hawaiian language. In that moment Sue was overwhelmingly moved. When she learned about Lahainaluna's drive to build a new sports stadium for their athletes, Sue immediately contributed \$7.5 million of the \$9 million needed to complete the stadium. When asked about the significant contribution, Sue humbly replied, "It's my hope that these gifts will inspire others to give and support public education in Hawaii."

Over the course of Sue's three decade

friendship with Mitch and the Sakamotos, they also introduced her to another organization dear to their hearts, Hale Makua Health Services. They thought Sue would be fond of the organization because of the services it provided to so many in the Maui community.

"Sue was the kind of person that always wanted to give back to the community she loved. She always believed that no matter what your status in life was, you always had something you could give back", said Mitch Mitchell.

Continued on page 3

From the Desk of CEO Wes Lo



Thanks to the generosity and support of Sue Cooley (featured on the cover), who had a vision of creating vibrant communities for Maui's frail elders and disabled individuals, we have been able to embark on developing a master plan for our campuses in Kahului and Wailuku. Our Wailuku campus was originally built over 50 years ago and our Kahului campus nearly 40 years ago.

Much has changed in healthcare over the decades, as well as the needs and demands of those that we care for. To help us plan for the future, the organization has engaged local architect G70 to complete a facilities assessment and healthcare consultant GSI to do an operations assessment and market study to lay the ground work for future plans and decisions. We anticipate having more to report on our future direction in this winter.

One of the biggest recent changes to healthcare on Maui is the transition of Hawaii Health Systems Corporation - Maui Region hospitals (Maui Memorial Medical Center, Kula Hospital and Lanai Community Hospital) now called Maui Health System to management by Kaiser Permanente, effective July 1, 2017.

We have had, and continue to have, an excellent relationship with Kaiser Permanente, and have been working hard with them to ensure that we can improve the transitions in care from the hospital to Hale Makua to home, as well as collaborating with Kaiser Permanente to ensure that more individuals can stay on Maui for their healthcare needs as Kaiser expands its services on Island.

Mahalo for raising \$81k



Thank you to all who participated in team fundraising events, walked the 3 mile route, raised individual pledges, supported a team fundraiser by buying food, and/or made a donation. Because of you Hale Makua Health Services was able to raise a record-breaking \$81,900 and place 3rd for nonprofit raising the most money. A record breaking total of \$1,159,000 was raised for Maui County this year!

Plus, the funds that we raise go even further in helping to provide financial assistance to Hale Makua residents who

are unable to afford care, because a portion of money raised is matched by the Hawaii Hotel Industry Foundation.

Participation in raising funds for the Charity Walk to help our kupuna was outstanding this year, and we did a phenomenal job of beating our goal to raise \$70,000. Former Board Director Mitch Mitchell flew in for the walk and raised over \$27,000, taking 3rd place for Individual Raising the Most Funds and our Kahului Activities team broke their fundraising record with just over \$13,000.

Wish List

- New shampoo and conditioner
- New body lotion
- New hair rubber bands and brushes
- Digital cameras
- Art supplies and watercolor paper
- Dry erase color pens
- Label maker
- New stereos
- New DVD players
- New cosmetics
- New socks
- Fumanet Mat
- Nail polish and remover
- New electric shaver
- Music on CDs
- Dumbbell weights 1 - 10 lbs.

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Comforting care aids in return home



Victor Balisco stands with his daughter, Valerie Balisco Ventura, the day before he was scheduled to return home.

Victor Balisco is someone who immediately puts a smile on your face. His warm and welcoming demeanor makes him a pleasure to be around, and his positivity hasn't been hindered by his most recent health setback. After suffering a heart attack and stroke, Victor was unable to walk and needed extensive assistance with daily tasks.

Upon starting physical and occupational therapy with Rehab by Hale Makua, it took him several days before he began getting comfortable on his feet again. "I had to gain my balance back so I could get back on my feet, and the therapists here helped me do just that."

Victor said at first he was nervous when his doctors referred him to Hale Makua for

in-patient therapies. "I didn't know what to expect. It took me a few days to adjust, but now I have to say, the staff is really great!" Like many others who stay at Hale Makua for the first time, Victor had no idea that Hale Makua was more than just a nursing home.

He was pleased to hear about the professional therapy services offered, and doesn't know what he would have done if this program wasn't available. Victor's daughter Valerie said she was very impressed with the care her dad has received.

"He's been really well cared for. He's happy and that's all we can ask for."

Victor has been most impressed with the high quality care he's received and how much staff genuinely cared about him.

"The staff here is star quality. From the nurses to the therapists, everyone is attentive and kind. Even the other rehab patients talk about how great it is here."

During his recovery, Victor appreciated that his therapy plan was tailored to fit his abilities and comfort level. "I never felt like I was being tortured or pushed to do things I wasn't ready for. They pushed me but in a good way, a comfortable way."

Victor met a lot of new people and made friends. Knowing that everyone around him had the same goal to get better, stronger and home to their families helped him feel more comfortable and put any apprehension he had about staying at Hale Makua quickly to rest.

While he was completing his rehab here, his family was hard at work getting ready for his return. They installed railings and ramps to ensure he was as safe as possible when he arrived. Victor has since returned home with his family and we wish him all the best in his recovery.

For more information about Rehab by Hale Makua, please call 808-877-7840 or visit www.halemakua.org/rehab.

Sue Cooley remembered

Continued from cover

Not long after hearing about Hale Makua, our mission and vision for the future, Sue became a fan. She told her friends that she wanted to help with providing the resources for the frail and elderly to receive the care they deserve, and what she's done for our organization is truly inspirational.

In 2003, Sue made it possible to make major improvements to our kitchen, which has helped to efficiently prepare

over 1,000 meals daily for residents and clients. In 2012, she impacted the lives of over 450 employees by making it possible to give employees much deserved raises after Medicaid reimbursement rates were frozen for several years. Sue quietly made numerous gifts to Hale Makua Health Services totaling an astounding \$4.6 million, all of which she wished to remain anonymous for until her significant gifts for the Lahainaluna Stadium became public in 2014.

We are incredibly grateful for the generosity shown by Sue, and would not be able to continue the work we do or pursue our vision without the unwavering support she has shown us over the years. Sue will be missed by many. While we weren't able to fulfill her dream of creating small homes during her lifetime, we strive to continue her dream, and hope that in the near future we will be able to have Hale Makua small homes for frail seniors and disabled individuals become a part of her ongoing legacy.

A calling to bring people together



Marie Osaki (right) with her sister Liz Miller at a recent outing to see Oprah speak at the MACC.

Marie Osaki was placed on this earth with a purpose, to serve others in any capacity that she is able. Around 20 years ago, she was a volunteer at St. Theresa, when a small group of community members decided to start a meal service to help feed the hungry. They utilized a portion of the church to prepare and serve meals each day. They started off small but news traveled quickly and before they knew it, there were lines of grateful, hungry community members.

Members of the church and community would volunteer but there wasn't any structure, and that's where Marie stepped in. She organized the volunteer program, setting

schedules, guidelines and helping to make sure everything was operating smoothly. She soon became the Kitchen Manager, preparing meals, teaching volunteers and working to get food donations. Later as Program Manager, Marie launched the annual fundraiser bringing in silent auction donations and planning the festivities.

She was the driving force behind Hale Kau Kau for 18 years before retiring. In addition, she was honored as one of two of Maui County's 2010 Outstanding Older Americans. Now, at age 74, Marie lives at Hale Makua, and while she may not be able to go out into the community and give back as much as she'd like, Marie continues to make a difference in the lives of others.

"I used to pray the Rosary every day, and I really missed doing that. So I started a group that meets every other week and we pray together, this is my calling."

Marie's group meets in Hale Anela, a space at Hale Makua designated to be used for spiritual meetings and prayers.

Even though the group only started meeting a couple of months ago, Marie says it's grown so big that they'll need to start seeking a new meeting space.

Marie has been a resident at Hale Makua for a little over one year and says the care she receives is really outstanding.

"The staff go out of their way to make sure we receive great care and there are always activities going on to keep us busy."

In addition to starting the Rosary prayer group, Marie has taught a cooking class for our residents where she shared her recipe for chow fun, she also hopes to start volunteering a few times a week as a greeter at our information desk.

Stories like Marie's inspire us to keep pushing forward. No matter what stage of life she's in, Marie is always willing to lend a helping hand and give back to the community she loves and we are grateful for her generosity and wisdom that she shares with our staff and residents each day.

Changes to our Board of Directors

We would like to welcome our three newly elected Board Directors: returning to the Board is Michael Munekiyo (left), President of Munekiyo Hiraga. New to the Board are TV/radio broadcaster Kanoa Leahey (center) and Ed Romson (right), Principal and Founder of Rocair Corporation. Paul Hiranaga, Controller at Wailea Golf Club, and Alec McBarnet, President and CEO at Maui Oil Company, have been re-elected to the Board.

Each of these individuals brings a wealth of knowledge that will benefit our organization now and in the future. They join a group of hard working individuals who are committed to ensuring our residents and clients receive the best care possible.



Wishing a sincere mahalo to outgoing Director Paul Gammie of Gammie

HomeCare for 10 years of dedicated service on our Board.

Grant powers Hale Makua Kahului



From left: Chuck Dando (American Savings Bank First Vice President and Regional Executive), Wes Lo (CEO), Vilma Sanchez (Resident Council representative), Donna McCleary, MD (Board Chair), Sharon Suzuki (Maui Electric President)

American Savings Bank and Maui Electric through HEI Charitable Foundation have awarded a total of \$20,000 to Hale Makua Health Services to help procure and install a much-needed, higher capacity emergency generator at Hale Makua Kahului.

The new generator will address the safety and healthcare needs of individuals who live at the Hale Makua Kahului nursing home and clients who attend our Adult Day Health program. "We are very

grateful for this grant," said CEO, Wes Lo. "Having a reliable source of back-up power is vital to the safety and health of over 250 seniors and disabled individuals that we care for on a daily basis. The generator provides critical back-up power to life supporting medical equipment, fire detection, alarm and extinguishing systems, and security monitoring systems which help keep our residents safe."

"American Savings Bank is proud to support Hale Makua and its mission to

improve the well-being of Maui's elderly and disabled," said Rich Wacker, President and CEO of American Savings Bank. "It's our hope that this donation will help power the future of Hale Makua, which provides vital services to the local community."

"We take our duty of providing safe and reliable power to our community very seriously, but natural disasters do happen and outages can occur, so being prepared is crucial," said Sharon Suzuki, president of Maui Electric. "That's why we're honored to support Hale Makua with this donation to ensure they can continue to provide such a critical level of care if an emergency strikes."

An expansion of Hale Makua Kahului in 2005 which added 16 beds for short-stay, in-patient rehab and the addition of an electronic medical records system in 2014, has led to critical electricity needs dramatically increasing, pushing the existing 400kW emergency generator near capacity. Donated funds will help install a 500kW generator.

Low hospital readmission rates earned

Home Health by Hale Makua works hard to keep their patients at home and out of the hospital. Recently, Home Health by Hale Makua received a report from the Home Health Quality Improvement organization and we are proud to report that Home Health by Hale Makua earned an 8.3% rate for hospitalization in December of 2016 and an 8.9% rate for hospitalization in January of 2017. Those numbers are well below the State average of 18.4% and 22.1% for the same time periods, as well as below the national average of 23.9% and 27.1%.

Nationwide almost 20% of people discharged from hospitals are readmitted within 30 days. The Centers for Medicare and Medicaid Services (CMS) has made reducing preventable readmissions a top priority. Through adoption of performance measures and financial incentives and



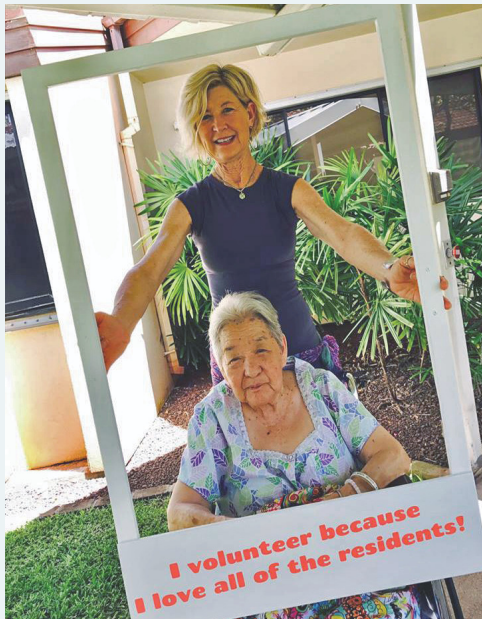
penalties, CMS is increasing pressure on healthcare providers to adopt strategies that prevent hospital readmissions.

For home health agencies like Home Health by Hale Makua, preventing readmission to the hospital is an increasingly urgent priority not only because CMS has made it a priority, but

also because individuals typically prefer receiving care in their own homes.

Home Health by Hale Makua is CHAP-accredited and has been providing skilled nursing and therapy services on Maui for over 45 years. For more information about Home Health, go to www.halemakua.org/home-health or call (808) 244-3661.

Volunteers Celebrated



Dedicated volunteers help make Hale Makua a vibrant, caring place. Volunteers come to our campuses with an open heart and generously give their time to our residents and clients day after day. They are an invaluable part of who we are and each year during National Volunteer Week we try our best to let them know just how much they mean to us.

This year during National Volunteer Week, volunteers were asked to share their reason for volunteering. Each answer was unique and heartfelt and made us even more appreciative of the support and dedication we receive from our community.

National Volunteer Week came about in 1974 when President Nixon declared a proclamation that would dedicate one week each year to acknowledging and celebrating volunteers for the integral role they play in the community. At Hale Makua, we are privileged to have over 100 active volunteers who graciously give us over 6,500 hours of their time throughout the year.

Check out the rest of our pictures from National Volunteer Week on our Facebook page. If you would like to find out more about our volunteer opportunities and how you can get involved, please call 871-9283.

New nurse call system

Thanks to a Grant in Aid from the State of Hawaii the residents at Hale Makua Wailuku and Care Homes by Hale Makua have a new, state of the art nurse call system. The call system replaces a 20 year old nurse call system that would only illuminate a light at the resident's room and beep until the call was acknowledged. The frequent buzzing was unpleasant and disturbed residents, especially when sleeping. Plus, staff weren't able to differentiate between urgent and non-urgent resident requests, so call lights were always responded to as if they were urgent.

Now the new nurse call system tells staff exactly which resident is calling and gives residents the ability to speak directly with a nurse, so staff know exactly where

to go, what is needed, and can advise the resident of the approximate time they may need to wait for assistance if it is a non-urgent request.

In addition, the system has reduced unnecessary noise and increased staff efficiency. It feels a bit more like a home and less like a hospital with a decrease in beeping. Staff members are now able to silence alarms when they are en route to the resident and staff are able to spend more time providing care and less time going between the nursing station and resident rooms. For example, if a resident is thirsty and would like a cup of water, the nurse can bring the resident water. It used to be, the nurse would answer the call and then have to go back to get a cup of water.

Meet our new CFO

We are excited to introduce Scott Devore as Hale Makua Health Services' Chief Financial Officer (CFO). Scott replaces outgoing CFO Joyce Tamori who served as the organization's CFO for the past six and a half years and has taken on the role of CFO at Maui Memorial Medical Center. Scott has 20 years of accounting and finance experience in a variety of industries with a Bachelors degree in Business Administration in Accounting and a MBA in Strategic Management. Prior to joining Hale Makua, Scott worked as CFO at Cline Hose & Hydraulics where he oversaw all human resources, information technology, purchasing, accounting and finance functions. Most recently he was Plant Controller of the Fort Dearborn Company where he was responsible for all plant accounting, finance and purchasing activities.

As CFO, Scott provides oversight of the Admissions, Business Office, Health Information Management, Information Technology, and Purchasing departments. In addition, he is responsible for all financial activities that affect our organization



including accounting, resident and client business services, and reporting on the past, present and future financial condition of the organization.

Scott is eager to dive into the healthcare industry, and is thrilled to be a part of an organization that provides critical services for Maui's community members. He, along with his wife, two daughters, four dogs and two cats are relocating from South Carolina to fulfill their dream of making Maui their home. Scott and his family already have a condo here and have been spending time on the Island for many years. They were first attracted to Maui's warm climate and diverse culture. In his spare time, Scott enjoys hiking and practicing Tae Kwon Do, which he holds a black belt in.

Resident finds fulfillment in volunteering



Melissa Miyamura has been a resident for a few years now, and while we see her smiling and saying aloha to everyone who passes by, she missed some parts of her life before living here. She worked at a condominium resort and greeted

people daily with a friendly smile, assisting them in any way she could. She misses working, and the feeling of contributing to something. Melissa was often asking if the staff needed help with anything, so we brought the idea up of becoming a

volunteer, and she immediately loved it!

Activities Director Teresa Lopes asked if she would be interested in greeting visitors who come through the Kahului Weinberg entrance, and she said "yes!" Her first day on the job she immediately felt right at home,

"I love this, I feel like it's my job to be here and be of service to Hale Makua. This is exactly what I needed."

Melissa is a great addition to our volunteer program and we love seeing her smile. Creating meaningful opportunities like this, helps our residents and clients to maintain their sense of independence and ability to continue contributing.

a benefit to support
HALE MAKUA HEALTH SERVICES

Kokua for Kupuna

CONTINUING THE JOURNEY

Saturday, September 9, 2017 at 4:30 p.m.

Enjoy an evening with Henry Kaponu oceanfront and under the stars

at the Sheraton Maui Resort & Spa in Ka'anapali

Tickets are \$150 per person or \$1,500 for a reserved table of 10.
Purchase tickets at www.halemakua.org or call 871.9271

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A thoughtful gift and estate plan can help satisfy personal financial-planning needs and allow you to maintain control of your assets, while providing Hale Makua Health Services with important long-term support. There are many easy ways you can accomplish your financial and philanthropic goals through effective gift planning.

Please contact the Development Office at (808) 871-9218 with questions or to learn more about how gift planning can benefit you and Hale Makua Health Services. Your inquiry is always confidential.

If your plans already include a gift to Hale Makua Health Services, please let us know. Our goal is to implement your philanthropic intentions and celebrate your participation in the vision of Hale Makua.

Federal Tax ID # 99-0080460



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Saturday, September 9th
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Tickets now available at www.halemakua.org

OUR MISSION

To improve the well-being of those in our care through compassionate personalized health services in our home and yours

OUR PROGRAMS



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Call for silent auction items

Hale Makua Health Services annual benefit, Kokua for Kupuna on September 9, 2017, helps raise funds to continue our legacy of providing care and a home for those in our community who need us the most. We are seeking support for our silent auction in the way of products or services. All donations are greatly appreciated no matter the size. Please call (808) 871-9271 or email kanoelanim@halemakua.org to make a donation or for more information.

Nondiscrimination Policy

Hale Makua Health Services does not discriminate on the basis of race, color, national origin, sex, age, or disability or other grounds protected under state and/or federal law.

If you believe that Hale Makua has discriminated in some way, you can file a grievance with Hale Makua's Chief Human Resources & Compliance Officer/Civil Rights Coordinator, 472 Kaulana Street, Kahului, HI 96732, Direct: (808) 871-9220, Speech-to-Speech Line: (877) 447-8711, TTY: (877) 447-5990.

PAKDAAR: Nu saritaem ti Ilocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti 1-888-808-9008, PIN Code: 1332528.

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