

### Partnership Provides Consistent Care

Maui Medical Group helps create team of dedicated physicians for consistent care

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### Registered Nurse Residency Program launched

Workforce development career ladder in nursing complete with addition of RN residency program

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### Volunteer Receives More than Expected

Giving of your time can lead to unexpected rewards and friendships

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# Home Health Celebrates Golden Anniversary

## Your support helps continue 50 years of providing care in homes



The Hale Makua Home Health Agency car and nurses circa 1968

Henry Smith has been a client of Home Health by Hale Makua since July 2018, and is one happy camper when it comes to the services he receives. He isn't the only one singing the praises of the Home Health team, his wife Diane shares, "I was hesitant at first, but Patty Nakooka (Case Manager and Registered Nurse) became part of our family. I like to say she's my daughter from another father. She makes me feel comfortable about caring for my husband."

Henry was bursting with praise for the care and knowledge he's received. "I arrived home on a Thursday from the hospital, and the next day Patty was here at my house, ready to care for me. She started teaching us everything we needed to know. I am absolutely, positively, over the moon thankful for everything Home Health has done for my wife and me. They've taught my wife how to handle and



Diane and Henry Smith with Home Health Registered Nurse and Case Manager, Patty Nakooka

manage almost all of my care, and she seems really comfortable with her ability to take care of me, with the assistance of Home Health when she needs it."

Henry is visited at his home in Napili three times per week to receive wound care, diabetes management, fall and safety precautionary teachings, and medication management and teaching. Henry would be considered a relatively long-term client for Home Health. On average clients are usually in the care of Home Health nurses and therapists for 60 days, at which point their physician will reevaluate and re-certify for longer care as they see fit.

Henry and Diane found that one of the most helpful tools offered by Home Health is the 24-hour nurse hotline that's available to all clients. "We utilized the hotline and called numerous times. The Home Health nurses were able to calm our nerves no matter the situation, and help us resolve the



The present Home Health by Hale Makua team

issue and walk us through the process over the phone with ease. It's a great addition to the already outstanding care and services that they provide".

Because of the frequent visits to the Smith's home over the months, Patty has built a very comfortable rapport with Henry and Diane, which has made his progress and success much more enriching. For the past 50 years, our team of nurses, therapists and social workers have been going into the homes of Maui residents and providing professional, compassionate care to help them get back on their feet and doing the things they love most, and that's what Home Health by Hale Makua is all about.

50 years ago, Hale Makua Health Services recognized the need to provide care for individuals recently discharged

Continued on page 2.



News from  
CEO Wes Lo



2018 was an exciting year and laid the foundation for many significant changes that will help improve the organization’s ability to serve our community. We’ve made great strides investing in Maui’s healthcare workforce by creating a career ladder for nurses. Building upon our Nurse Aide Training Program that launched in 2017 and trained 19 individuals, we’ve added a Nurse Aide Apprenticeship Program to provide on the job training for recent Nurse Aide graduates.

In addition, at the beginning of 2018 we launched a Licensed Practical Nurse (LPN) Pathway in partnership with the University of Hawaii Maui College to provide education and clinical training for those individuals who may not want or be able to complete the schooling needed to become a Registered Nurse (RN). Recently graduated LPNs who are employed by Hale Makua will automatically be enrolled in the LPN Residency program to help in the transition of putting learned skills into practice. Learn more about the first class of LPNs on page 7.

Most recently, we’ve added a Registered Nurse (RN) Residency program to help prepare new graduates and less experienced RNs to become independent practicing nurses. You can read more about this program on page 5.

These combined efforts to focus on developing and cultivating our local talent, has resulted in the hiring of five RNs and nine LPNs, plus five RNs and 1 LPN into the Residency programs. With the current need to hire 27 travel nurses, these nurse hires will help eliminate 20 travel nurses this year, which will improve continuity of care for residents and reduce costs.

Home Health Turns 50

Continued from cover.

from the hospital who wished to remain at home, and pioneered home health care services on Maui. Home Health by Hale Makua became the first Medicare-certified home health care agency on the Island and the third in the State. Since opening its doors in 1968, Home Health by Hale Makua has cared for over 25,000 individuals and provided over one million home visits, helping people recover from surgery or a serious medical event such as a heart attack or joint replacement in the comfort of their own homes.

“We are proud of our 50 years of service to the Maui community and look forward to providing high quality care for many years to come. We have an incredible team of caring and well-trained healthcare professionals who go above and beyond to ensure that our clients receive the most skillful and effective care,” shares Home Health by Hale Makua Director, Julie LaCroix, RN.

Home Health by Hale Makua coordinates a team of healthcare professionals consisting of physical, occupational and speech therapists, Registered Nurses, Nurse Aides, and Medical Social Workers to help individuals recover quickly, stay out of the hospital, and remain at home as long as possible. To qualify for home health services individuals must have a referral or prescription for home health care from a Hawaii physician who will oversee care, require skilled care, and be unable to leave home without some degree of difficulty.

Home Health by Hale Makua is one of two nonprofit Medicare-certified home health care agencies on Maui. The program has been accredited by the Community Health Accreditation Program (CHAP) since 1997. Most insurance companies pay for home health care, including Medicare and Medicare HMOs, HMSA, Quest Plans, Medicaid, Workers Compensation, Veterans’ Administration, and most mainland insurances.

Planned Gifts

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.

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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.

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Partnership for Better Physician Coverage

We are happy to announce that starting in January 2019, thanks to a partnership with Maui Medical Group, Hale Makua now has two full-time Advance Practice Registered Nurses (APRNs), in addition to a group of Maui-based physicians consisting of doctors Zora Bulatovic, Anna Hom, Kim Kowalski and Constantin Novoselsky, to care for those individuals who do not have a community physician to provide care at the nursing home. APRN Nick Atkinson specialized in Adult Gerontology at Vanderbilt University. APRN Maria Derryberry comes highly experienced from Hilo Medical Center and Yukio Okutsu State Veterans Home in Hilo.

“Hale Makua Health Services recognizes that a key component of delivering quality care to the community also includes ensuring that qualified and dedicated physicians and/or nurse



APRNs Nick Atkinson and Maria Derryberry have joined Hale Makua’s physician team and will be on-site at Hale Makua full-time, thanks to a partnership with Maui Medical Group.

practitioners are available to the residents and staff on a consistent basis. Having two APRNs who are present in our nursing homes on a daily basis ensures that staff are easily able to address daily issues and concerns related to the health and well-being of our residents. In addition,

this model provides Hale Makua with the opportunity to potentially improve continuity of care for residents in the acute care and community settings who may benefit from receiving our services,” shares Hale Makua Wailuku Administrator, Janinne Grimes.

Grateful for Maui Jim’s 17 Years of Support



From left, Hale Makua Health Services CEO, Wesley Lo, Maui Jim CEO, Walter Hester III, and County of Maui Mayor, Michael Victorino

We were recently invited to attend the Maui Jim International Sales Meeting where CEO, Walter Hester III, presented Hale Makua Health Services with a check for \$152,500. We are so fortunate to be continuously supported by Walter and the entire Maui Jim ohana. In addition to Hale Makua Health Services, Maui Jim bestows

gifts to three other Maui charities. Walter embodies the true meaning of aloha in all that he does for the Maui Jim ohana and the Maui community.

For the past 17 years, Maui Jim and its owner Walter Hester III have been steadfast supporters of Hale Makua Health Services. The company’s and Walter’s contributions

have been invaluable, with Walter serving on the Hale Makua Foundation Board of Trustees, Maui Jim’s Operations Manager, Bill Haywood, volunteering his time on our Special Events Committee, and donations totaling over \$1.1 million.

Over the years, Maui Jim’s generosity has helped the organization complete several capital projects including the completion of our 16-bed rehab wing in 2002 and the renovation of resident rooms at Hale Makua Wailuku in 2005.

In addition, from 2007–2010, Maui Jim helped Hale Makua continue its journey of culture change in its nursing homes, moving away from an institutional model of care to one that places decision making closer to residents.

Most recently, gifts have provided financial assistance to hundreds of frail elders who need around the clock nursing care and support, but cannot afford it.



# 'Tis the Season for Giving

The holiday season came full of sweet surprises. It's a favorite time of the year, because along with the festive air that surrounds us, comes surprise visits, carolers, special entertainment and an abundance of smiles on resident's faces.



Residents Jasmine Yap and Missy Ampong enjoy a moment holding hands with Santa

This year's Christmas program was packed with exciting entertainment for our residents. Maui Taiko Drummers kicked off the evening under the stars and even got the residents involved by having them try their hands at drumming. In addition, there were dance performances, singing, harp music and a special guest appearance by John Cruz! Residents and their families ended the evening with snow falling from the sky and family photos with Santa. Mahalo to our activities staff and all of our incredible performers for making it a night to remember.



Napua Grieg performs the hula with musicians from left Koakane Mattos, Ikaika Blackburn, Shane Kahalehau and Wailau Ryder

Music filled the air when Napua Grieg and friends stopped by to carol and dance hula for residents and family members at our Kahului campus in late December. The group cheerfully swayed through the halls ending in our Aloha Café to serenade our residents during lunch.

We are grateful to all of you who came to visit, share gifts, talents and love with our residents during the holiday season, and fortunate to be part of a community full of such generous, giving individuals like you!



Amy Hanaiali'i and Willie K. take a selfie with Hale Makua residents and staff in the background

Residents were surprised early one morning when Uncle Willie K. and Amy Hanaiali'i stopped by to sing Christmas songs live just for them as part of the Maui Arts and Cultural Center's Artists in the Community program. Willie K.'s niece, Jasmine Yap, a resident of Hale Makua was among the crowd cheering and dancing to the familiar sounds of her uncle, while others in the crowd did the same. We are so grateful for programs like this at the MACC for thinking of our residents, as many of them can no longer attend concerts or similar types of large event.



The Andaz elves with their "sleigh" full of gifts for Hale Makua residents

Santa's elves at the Andaz Maui were hard at work again for the 3rd year in a row, to ensure that residents at both our Kahului and Wailuku campus' received an abundance of thoughtful gifts and items from their wish lists. We are so thankful to be part of the Andaz ohana and greatly appreciate the thought and work that all of the staff put into making Christmas for our residents so special.

# RN Residency Program Launched

Hale Makua Health Services (HMHS) announced the launch of its new Nurse Residency Program, which aims to provide support and additional training to Registered Nurses (RNs) who have no previous nursing experience. HMHS is now recruiting 10 RNs for its Nurse Residency Program. Upon completion of the Program these RNs would be prepared to provide care to medically complex patients and those requiring short-term rehabilitative care at Hale Makua.

The Nurse Residency Program pairs newly hired nurses with another experienced nurse for a six month period during which time the RN will follow and observe all team members in CNA, LPN and RN roles in the clinical environment. Each nurse in the Program will go through a training path, which encourages reflection and enhances critical thinking skills around communication and teamwork, patient-centered care, evidence-based practice, quality improvement and informatics.

"In order to have the high quality treatment for our residents and patients, Hale Makua Health Services is embarking on a Nurse Residency Program for new nurses to better



Our latest group of RN Residents from back, left are J.T. Keefer, Katie McCollum, Martine Marcos, and from front, left are Diana Rambaud, Tara Takamori, Christina Pilapil

prepare them for their nursing careers and to have better health outcomes for the individuals we care for," shares Ted Tucker, HMHS CHRO.

HMHS has a severe nursing shortage with a total of 25 Licensed Nurse positions currently open. Because Hale Makua nursing homes are unable to operate without these Licensed Nurses, the organization must fill the positions with agency nurses who are flown in from the Mainland for a contracted period of 13 weeks. With such short contract times being less than ideal for providing continuity of care for residents, and an additional cost of over \$600,000

annually, the use of agency Licensed Nurses is not a sustainable solution for the organization. A large portion of the added expense is attributed to the need to pay for traveling agency nurse's housing.

To qualify for the Nurse Residency Program, individuals must have passed the nationwide exam for the licensing of nurses in the United States, NCLEX. Interested persons should complete a HMHS employment application and submit it to the Human Resources office at Hale Makua Kahului at 472 Kaulana Street or to [cindyr@halemakua.org](mailto:cindyr@halemakua.org).

## Years of Service Honorees



Margie Albete began her career at Hale Makua as an Admissions Coordinator in 1983, and was promoted to the Resident Relations Director (currently Admissions Director/Financial Counselor,) in 1991.



Mely Gazman joined Hale Makua 40 years ago as a Nurse Aide. Over the years she has held positions as a LPN, RN, Head Nurse, Resident Assessment Coordinator, and Neighborhood Supervisor.



Mark Souza, Director of Maintenance & Engineering, was recently recognized for 30 years of service. He's pictured above with co-workers Rosie Kahiamoe and Teresa Lopes.



# Generous Volunteer Gives and Receives



Smiles all around when volunteer, Roger Luna, (left) was teaching resident, Norman Kang, to play the ukelele

We have a large, diverse group of dedicated volunteers at Hale Makua, something we feel very fortunate for. They come for a number of reasons; to give back, to fulfill education related school requirements, to further their career in the medical field. Whatever the reason is, they almost always say that they leave with more than they ever expected to gain from the experience.

Roger Luna, like many other college students, came to gain knowledge and understanding about the Human Services field for his required courses. "While I'm required to say it's for the credits in school, because that was the driving reason for coming, I had more in mind when I inquired about volunteering here."

Roger's been through a lot in his life, as a military veteran, he's seen more than his fair share of struggles, and what people who have nothing go through on a daily basis. So when he got out of the military and moved back to Maui, he made a decision to dedicate his time to giving back to his community. Roger said that part of giving back to the community was returning to school. He wanted to grow his education so he could be of more use to his community.

Roger shares, "In coming to Hale

Makua, I found therapy in spreading aloha. I lost my grandma when I was 14 years old, so this was an opportunity to reconnect with this generation, our kupuna. The residents here are so full of love and wisdom and aloha, and to be able to give that back in return, that's what keeps me coming back for more. I know my grandma is looking down and watching the person I've become."

**"Everybody volunteers for different reasons, I get that, but what giving your time here [at Hale Makua] does for our kupuna and their families is important. This is life changing work, right in our backyards. If you have the time to spare, even just a little bit, I suggest you invest it here. You definitely won't regret it."**

Since January of 2018, Roger has dedicated nearly 500 hours of his time to our kupuna, in addition he has been a huge supporter of our annual Visitor Industry Charity Walk fundraising efforts, and volunteered at our special events. Whenever we've asked, Roger has lent a helping hand. "I came here to accomplish a goal, to fulfill hours for school and give back to my kupuna and community, but I

realized very quickly that there is a greater need for me, that my heart and skills may be best serving my kupuna."

One of the residents that Roger really got to know and work with is Norman Kang. Born on Moloka'i, Norman came to live at our Hale Makua Kahului about a year ago. Norman told Roger that one of his lifelong dreams was to learn to play ukulele, but he didn't think it would be possible to achieve anymore due to limited mobility in his left hand. The next day Roger came to see Norman and spent the entire morning teaching him to play. The smile on Norman's face was full of gratitude and accomplishment. "Norman has a story just like everyone else. He's genuine and honest, and a great person to talk story with. Norman made me realize that by spending just a little bit of time with someone and listening, and lending a hand, can change everything, not just for the other person but for me too."

**The residents here are so full of love and wisdom and aloha, and to be able to give that back in return, that's what keeps me coming back for more.**

Roger shared that his hope is to spread awareness about Hale Makua and the importance of supporting the organization and kupuna through volunteering. "Everybody volunteers for different reasons, I get that, but what giving your time here [at Hale Makua] does for our kupuna and their families is important. This is life changing work, right in our backyards. If you have the time to spare, even just a little bit, I suggest you invest it here. You definitely won't regret it."

Because of volunteers like Roger, our residents have an opportunity to learn, grow and share. We are so fortunate for all of our volunteers and are always looking to welcome more. If you or someone you know are interested in volunteering, please call 871-9283.

# Congratulations LPN Pathway Students

Congratulations to the inaugural class of LPN Pathway students who recently completed their studies at the University of Hawaii Maui College (UHMC) and Hale Makua Health Services (HMHS). This past January, we launched a Licensed Practical Nurse (LPN) educational program in partnership with UHMC, to focus on training LPNs to help provide relief from the LPN shortage being felt not only at HMHS, but across the State of Hawaii.

As the number of LPNs statewide decrease, HMHS like many healthcare organizations, has found it necessary to turn to agencies to fly in LPNs. These temporary LPNs come at a premium cost and have contract periods of 13 weeks, which lead to instability for residents and staff. Currently, HMHS has 20 traveler LPNs.

We are so grateful to UHMC for working with us to create this LPN Pathway for aspiring Nursing students on Maui who aren't ready to become Registered Nurses



Front row, from left: Kim Pickering (HMHS Instructor), Theresa Rockafellow, Kodi Joyo, Jocelyn Bumangiag, Dana Galo, Ilaise Fakavai, Maria Cara, Mary Farmer (UHMC Instructor). Back row, from left: Joshua Kuaana, Shelley Cisneros, Haulani Blsquera

(RN), and to the hard-working students who completed their LPN coursework last week. We wish them the best of luck in passing their NCLEX exam, and look forward to

seeing nine of the 10 of them as new hired employees throughout the campuses of Hale Makua Kahului and Wailuku starting in February of this year.

# Mahalo Sentry Tournament of Champions



Volunteers (from back left) Grace Motonaga, Julie LaCroix, Lani Sarmiento, Tony Krieg, Wesley Lo, and (from front left) Joyce Buswell, Kanoe Medeiros, Kehau Cabudol, Iokepa Supnet pose with the Ecology cart.

Thank you to all the hardworking and dedicated volunteers who came to help out at the 2019 Sentry Tournament of Champions. This year, we were able to provide the tournament with over 530 volunteer hours and cover 105 shifts. The tournament relies on our organization to provide ecology services and assist in the Media Center.

We are thankful to have been selected



Volunteers (from left) Ervin Story, Jackie Britton, Becky Cauthen, Guy Cauthen, Jodi Horton and Jim Chat stop for a photo on the 18th hole after their Ecology duties wrapped up on the finishing day of the Tournament.

as a benefiting charity of the tournament again this year. The tournament has donated over \$380,000 to Hale Makua Health Services as a benefiting charity, and has generated more than \$6.3 million for community charities since its move to Maui 1999.

A special thank you to DHX Shipping, Hawaiian Host, Island Freight Services, Matson Navigation, Maui Oma Coffee,

Office Max, and VIP Foodservice for your in-kind donations that help to support Hale Makua as a beneficiary of this year's Sentry Tournament of Champions.

Mahalo to the PGA TOUR Sentry Tournament of Champions Executive Director Nancy Cross, Tournament General Manager Alex Urban, and Tournament Coordinator Adriana McCambis for making this exceptional event possible.





**HALE MAKUA HEALTH SERVICES**

COMPASSION COMMITMENT COMMUNITY

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## OUR MISSION

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

## OUR PROGRAMS



## INCREASE THE IMPACT OF YOUR GIFT

Thanks to the Maui Hotel & Lodging Association a percentage of your donation in the enclosed envelope will be matched. Your gift directly impacts the lives of the over 1,200 frail elders and disabled individuals that Hale Makua serves each year. Because of individuals like you, Maui's kupuna are able to receive compassionate care and health services.

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