

The newsletter for supporters of Hale Makua Health Services

TOP STORIES

Barrio Queen crowned

Meet this year's Barrio Fiesta Queen, Adult Day Health client, Marina Sagayaga

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Over \$200,000 raised

Community comes together to raise another record-breaking amount for Maui's kupuna

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Workforce development

HMSA Foundation helps cultivate Maui's healthcare workforce by educating more LPNs

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You helped Betsy live life to the fullest

Ouchi family shares their experience over the past 11 years



Betsy could always be found in Aloha Cafe reading the paper, having a meal, participating in an activity, or just talking story with friends

In April 2007, Betsy Ouchi's children made the decision to move their mother from her home to Hale Makua Kahului. As difficult as the decision was, Betsy and her family managed the transition and adjustment with ease.

Betsy took on her challenge of being in a wheelchair and living at Hale Makua and made the best of it. She was up and about every day. Betsy was always in the Aloha Café where she had all her meals, read the newspapers and participated in every single activity that was scheduled.

Betsy attended all church services, Buddhist, Catholic and Christian. She painted, did ceramics, played bingo and volleyball, sewed, gardened, and was the best Hanafuda player. She just wanted to do everything. She probably did more than the average person who lives at home.

In Betsy's 11 years residing at Hale Makua, she made a lot of new friends, and warmed the hearts of everyone around her. Activities Director, Teresa Lopes, who knew Betsy for her entire stay at Hale Makua shares, "Betsy saw the beauty in everything. She didn't care who you were, or what you believed in. Betsy wanted to be your friend, and she made everyone that she met feel special."

Each year a resident or resident family member is asked to speak at our annual fundraiser, Kokua for Kupuna, about the services that they or their loved one has received at Hale Makua. Teresa immediately thought of Betsy's family because of the gratitude they have shown over the years.

In August, Betsy's health started to decline so when her children were asked to



Lester & Debbie Yokote and Sharon & Meyer Ueoka at Kokua for Kupuna where Lester shared their family's experience with Hale Makua over the past 11 years

speaking at the event, we weren't sure they'd be up for it. Despite Betsy's health, they happily agreed and appointed Betsy's son-in-law Lester to speak on behalf of the entire family.

Just days before Kokua for Kupuna, Betsy passed away peacefully. While her family mourned the loss of their beloved mother, they held steadfast to wanting to share her story and experience with Hale Makua. Here is a portion of what Lester had to say that evening:

"Mom was a very sociable person. She adjusted to her new life at Hale Makua from day one. You would never find her sitting in her room as she was always in the dining room, also known as the Aloha Café. From early in the morning for

(Story continued on page 6)

News from CEO Wes Lo



I am excited to share that on October 5, 2018, the Council County of Maui adopted a resolution authorizing the grant of a lease of 7.4 acres of County real property within the Kahului Community Center Park to Hale Makua Health Services for a term of 75 years; and a resolution urging the Mayor to develop a master plan for the full Kahului Community Center Park space in coordination with Hale Makua Health Services.

The master plan would be used to guide the expansion of existing and creation of new programs and facilities, including services, senior and inter-generational recreational activities, and a new County senior center, with assisted transportation, dining and volunteer programs.

The adoption of these two resolutions are vital to moving forward with creating a vibrant senior living community for Maui residents, which will enable seniors to live independently for as long as possible and age in place in the community, rather than an institution.

With the grant for the lease of roughly 7.4 acres of land adjacent to Hale Makua Kahului and Hale Mahaolu, Hale Makua Health Services endeavors to build a state of the art rehabilitation center that would provide expanded and upgraded in-patient and out-patient physical, occupational and speech therapy for individuals recovering from injury or illness. In addition, we are considering plans to include a care home to care for seniors who need assisted living and have memory care needs.

We are grateful for the support of Mayor Arakawa, Administration and the County Council for making this possible.

Helping out maintenance



Job Corps students Lueo Kuli (left) and Donny Erbin (right) help with the installation of an air curtain

Hale Makua has partnered with the Hawaii Job Corps Work Based Learning Program, which offers students of Job Corps the opportunity to gain hands on experience in a professional, related field of their choice. Recently Hale Makua has had three students from the Facilities Maintenance Program. The Job Corps students assist with various projects including changing lights, hanging

curtains, painting our parking lot, and other important preventative maintenance tasks.

“We are thrilled to partner with the Maui Job Corps. We have had a long standing relationship with the program, and always had a great experience. The individuals who intern are always incredibly helpful and eager to learn. It’s a win-win for everyone involved,” said Mark Souza, Director of Maintenance & Engineering.

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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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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New Barrio Queen crowned

The cultural roots of Hale Makua run deep. We care for and employ a large, diverse population and honor the different cultures among our ohana that make us so unique. Each September we pay tribute to our Filipino heritage with an annual Barrio Fiesta. The celebration, which started over 10 years ago, takes place on the front lawn of our Kahului campus and showcases different songs, dances and iconic fashions from the Philippines.

Each year a new Barrio Queen is crowned and takes the honor of sitting front row during the festivities. This year’s Queen, Marina Sagayaga, is a client of our Adult Day Health program and has been a recipient of the Persons in Need for Elderly Service Program Scholarship from the Hawaii Community Foundation since 2016.

Marina was born in the Philippines in 1931, moved to Maui in 1959 with her husband, and gave birth to their daughter Mildred and son Gary. She worked hard for her family her entire life. She started out as a laborer in the pineapple fields and then moved to HC&S where she cut cane and drove the cane hauler for 25 years before retiring.

Marina lives in Kahului with her



Adult Day Health Client Marina Sagayaga was crowned the 2018 Barrio Fiesta Queen, and is pictured here with Miss Hawaii Filipina 2018 -19, Joy Tabon

daughter, loves cooking for her family and listening to Filipino music. Her favorite past times have always been caring for her vegetable garden and sewing.

Marina was presented with a crown by CEO Wesley Lo and Miss Hawaii Filipina Joy Tabon. In addition to crowning a new Barrio Queen, the Barrio Fiesta is an opportunity to showcase the many talents of employees and community members.

Mahalo to our talented Environmental Services staff for singing the Filipino National Anthem, Staffing Supervisor Dionie Cabias for dancing Tinikling, CNA Lumen Hernandz and husband Ben for performing Totoy Bibo, CNA Tito Antonio and Director of Day Health & Restorative Nursing Program Manny Agcolicol for singing a medley of Filipino songs, and the Activities staff for dancing Katakataka.

Golf Tournament volunteers needed



2018 Miss Maui Casey Sales-Salcedo and Ed Ballano volunteering at the Sentry Tournament of Champions

Your help is needed again for the Sentry Tournament of Champions from January 3 - 7, 2019 to assist with on-course, sky box and concessions clean-up, as well as in the Media Center. As a benefitting charity of this champions only PGA TOUR tournament, Hale Makua receives a generous donation which helps the organization to provide health services in our homes and those of our clients.

To sign-up or learn more about volunteer opportunities, contact our Volunteer Coordinator at (808) 871-9283 or danielles@halemakua.org

Your kokua raises over \$200,000 for kupuna on Maui



Ho'oilina Award recipient Water Hester III, Maui Jim CEO, with wife Soup



Emcee and Hale Makua Kahului Activities Director Teresa Lopes with Tony Krieg



Board Director Ed Romson, Delayne Romson, and CHRO Ted Tucker



Vic Comaianni, Constantin Novoselsky, MD, Nancy Ulin, David Ulin, MD, Mike and Kris Rembis



Baldwin High School students in the SCHWA Media Club from left : Serene Morales, Skylar Masuda, Tori Teoh Josh Ooka, and Carl Antiado



Ruthie Beldan with feature performer Raiatea Helm



Amy Hanaiali'i gives an amazing performance



Sue Fukushima, Tommy and Gwen Arisumi



Honoree Mitch Mitchell takes in sunset



Kanani and Jeremy Imai enjoy dinner



Rosalyn Meyer, Jeanne Riley, and Betty Sakamoto

Thank you to all of those who supported our annual Kokua for Kupuna fundraiser and helped to make it a tremendous success, raising a over \$200,000! Proceeds from this event helps individuals who have no means to pay for nursing

home care. With nearly 90% of our nursing home residents falling below poverty income levels, Medicaid reimburses Hale Makua Health Services for the care provided. Unfortunately Medicaid does not fully cover the cost of providing around

the clock care.

We are grateful for the help from supporters in exceeding the \$10,000 Fund-A-Need matching challenge put forth by the O.L. Moore Foundation for the fourth consecutive year. Another record-



Janice and Bryan Goodnight, Bill Russell, and Dwayne Betsill



Greg Zackious and Lisa Sodemani, MD, with their children

breaking amount was raised through the Fund-A-Need portion of the program. A big mahalo to Betty Leis and Walter Hester III who helped make this possible.

Many thanks to this year's honorees Maui Jim / Walter Hester III and Mitch Mitchell. For the past 17 years, Maui Jim and Walter Hester III have been steadfast supporters and their 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 million.

Mitch Mitchell has been a driving force behind Hale Makua Health Services' fundraising efforts for over 25 years. Mitch is always one of the first to offer to help,

from emceeing this event until he moved to San Francisco at the beginning of last year and being the individual to raise the most funds for the Maui County Visitor Industry Charity Walk, to volunteering at the Tournament of Champions. In addition to having served as a Board Director and being a former Chair of the Development & Community Relations Committee, Mitch has helped cultivate over \$2 million in gifts and raised a total of over \$150,000 since 2003 for the Charity Walk.

A special thanks to Baldwin High School SCHWA Media Club for producing an amazing video about Hale Makua. We are very grateful for our talented emcees Kanoa Leahey and Teresa Lopes, the businesses that made in-kind donations, and our generous and committed sponsors:

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Meet our new Director of Nursing



We are pleased to introduce Kelly Yokouchi, RN, as Director of Nursing for Hale Makua Health Services' skilled and intermediate nursing home and adult day health center at Hale Makua Kahului. Most recently she worked as Outpatient Clinic Nurse Manager at Maui Memorial Medical Center (MMMC).

Kelly holds a Bachelor of Science degree in Nursing from the University of Hawaii at Hilo and has an extensive background in nursing management. Kelly began her nursing career as a Nurse Aide, continuing her education to become a Licensed Practical Nurse, and later obtaining her Registered Nurse (RN) license. As an RN, Kelly also previously worked in the MMMC Emergency Department.

Hale Makua Kahului Administrator, Teana Kaho'ohanohano, states "We're excited to have Kelly join our crew, and the local experience in the field of Nursing that she brings with her. Kelly's expertise in healthcare on Maui will be a

tremendous asset for the organization and the individuals we serve."

As the Director of Nursing at Hale Makua, Kelly oversees all nursing staff at Hale Makua Kahului, collaborates with Administrator, clinical and other support staff to ensure high quality resident care and outcomes, and works closely with physicians, pharmacists, residents and their families to address specific needs and recommendations.

Kelly shares, "Having grown up on Maui, I am honored to join such an exceptional team of caring individuals at Hale Makua. I am eager to work alongside these healthcare professionals who strive to enhance the lives of our precious kupuna."

Harvey celebrates 25 years of service



The early part of my career was spent in the hospitality industry where I worked in Purchasing at some spectacular resorts including the Waiohai/Poipu Beach Resort and Kaaanapali Beach Hotel. I was also a part of the opening team of the brand new Grand Wailea Resort where I served as Assistant Director of Purchasing.

So, imagine my surprise when I received a call from Glenn Abe (former CFO) telling me about a Purchasing Manager job opening at Hale Makua. "What's Hale Makua?" I had to ask. Having grown up on Kauai, I'd not heard of Hale Makua

and so I just assumed that it was a job offer from another hotel. Glenn said "not quite a hotel" but promised that he'd explain more if I agreed to meet. Curiosity prevailed so I went in for an interview....and here I am 25 years later!

Talk about a learning curve! I went from sourcing exquisite wines to tracking down palatable oral supplements. Instead of sampling high thread count sheets I was examining the comfort level of disposable briefs. Rather than having a sales person explain the features on a top-notch cappuccino machine, I was figuring out

who could service an O2 concentrator.

I loved the challenge and quickly figured out that despite the different surroundings – the job is still about listening to people and trying to meet their needs. Whether it was talking to a top chef or now talking to a clinical dietitian – the conversation starts with "What can I do for you?" I love the variety of puzzles that Purchasing is tasked with solving and I'm surrounded by the best team. My staff works so well together and when I'm not around, they keep it together and always do more than expected.

What has kept me here for 25 years? Though our office is in the service area, my favorite part of the day is walking to different areas of the facility because I never want to forget why we do what we do. Seeing our residents healthy, comfortable and smiling is the reward. I love talking story with our residents, asking them about the good 'ol days and listening to them relive their best moments. It's a powerful reminder that the work we do is so important.

- Harvey Mira, Purchasing Manager

Betsy Ouchi lives life to the fullest

(Story continued from page 1)

breakfast, then reading the newspaper and doing crossword puzzles, then waiting for lunch and dinner. She made a lot of friends and enjoyed participating in all of the activities. She also enjoyed all of the entertainment there, especially the bon dance. Her greatest pleasure was playing bingo and she was there for every bingo game. Because she spent so much time in the dining room, she was often referred to as the Dining Room Queen. Teresa and the activities staff really take care of the residents.

We feel Mom has lived with her health issues for so many years and she would not have lasted for 11+ years at Hale Makua if not for the excellent care and services she

received. The Hale Makua staff has done a lot to make her quality of life better.

When Mom's health started to deteriorate earlier this year, the staff and family stepped up to help Mom continue her daily routine in the Aloha Café.

At Hale Makua, you automatically become part of a big family, with everyone working together for the benefit of the residents. As we found out, you meet the nicest people there. As a matter fact, I would like to reserve a space should I need long term care in the future."

We are honored to have the Ouchi family as part of the Hale Makua ohana for the past 11 years, and are grateful for the opportunity to have been a part of Betsy's



Betsy expresses her creativity through painting

life. As best stated by Teresa, "As caregivers we become close to residents and their families. That is what makes what we do very special. We will miss Betsy. We will miss her smile. Her willingness to participate in every activity, and to live her life to the fullest. She is truly missed."

Foundation helps develop workforce

Hale Makua Health Services (HMHS) has received a \$10,000 grant to help grow more local workers to become Licensed Practical Nurses (LPN) to address a current nurses shortage.

These funds, provided by the HMSA Foundation, will provide educational and clinical training to at least 10 individuals annually. After successfully completing the program, graduates will be offered employment with HMHS.

"With the senior population on Maui anticipated to grow over 40% by 2025, we need to begin working on developing our healthcare workforce locally now," said HMHS CEO Wesley Lo. "Continuing to bring in nursing staff from the mainland is simply an untenable workforce solution."

According to the Hawaii State Center for Nursing's 2017 Nursing Workforce Report, there has been a "substantial decline" of 12 percent in the number of LPN licenses in Maui County between 2015 and 2017.

"The HMSA Foundation supports Hale Makua because it is training Maui workers on site and offers a career pathway that will give healthcare workers dignity and purpose," said Amy Asselbaye, HMSA Foundation Executive Director. "In a community-based setting, healthcare creates the opportunity to connect with our neighbors and community and to see each other as real people."

In partnership with the University of Hawaii Maui College, HMHS launched a LPN educational program to focus on training LPNs in an effort to 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 patients and staff.



Students of the LPN educational program with resident Nancy Kimura (left), Adult Day Health client Abraham Kekuawela (center) and Adult Day Health client Geraldine Edlao (right)

According to the Hawaii State Center for Nursing's 2017 Nursing Workforce Report, there has been a "substantial decline" of 12 percent in the number of LPN licenses in Maui County between 2015 and 2017. In 2015, there were 434 LPNs and in 2017, 384. This decrease is due in large part to nurses choosing to pursue a career as a registered nurse (RN), forgoing practice as an LPN.

"With the senior population on Maui anticipated to grow over 40% by 2025, we need to begin working on developing our healthcare workforce locally now."

LPNs typically work in nursing homes and residential care homes, where they make up a larger percentage of the workforce than RNs. Between Hale Makua's nursing homes and home health care agency, there are a total of 40 full-and part-time RNs, whereas the organization needs a total of 47 LPNs to fulfill care needs in its nursing homes, adult residential care home and adult day health program.

Currently HMHS has a total of 25 LPN positions that are filled by temporary staff at

an additional cost of \$1 million annually. A large portion of the added expense can be attributed to the need to pay for traveling agency nurse's housing.

"The HMSA Foundation supports Hale Makua because it is training Maui workers on site and offers a career pathway that will give healthcare workers dignity and purpose."

The first class of 10 students who enrolled in the LPN educational program began their courses and medical training at Hale Makua Wailuku on January 8, 2018. The State-approved course work will continue through December. Upon completion students will need to pass a State-required exam to become a practicing LPN. Hale Makua currently has enough LPN vacancies to offer jobs to each of these LPN graduates.

The second class of 10 students is scheduled to begin in January 2019, and is already filled. With this LPN Training Program in place, the goal is to develop our local healthcare workforce to fill existing nursing positions.



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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