



Employee NEWSLETTER

June 2012

A newsletter made especially for the employees of the Waianae Coast Comprehensive Health Center



BOSS' COLUMN is on vacation.

Welcome to Our New Board Members

The Health Center warmly welcomes the following new (and returning) board members. We appreciate their commitment of time and effort and look forward to their guidance.



Donna Broome

Retired from MedQUEST
Enrollment Office

Former Staff for Councilmember
John DeSoto

Previously served for 2 years on the
WCCHC Board



Ginger Fuata

Community Building Facilitator,
Queen Lili'uokalani Children's Center

Active in the National Association of
Community Health Centers (NACHC)

Previously served for 12 years on the
WCCHC Board



Dan Gomes

Business Consultant

Retired from Pitney Bowes as a
District Manager

Previously served for 6 years on the
WCCHC Board



Brian Keaulana

Award winning surfer and
former lifeguard lieutenant/
captain currently working in the
film industry as an actor, stunt
coordinator and director



Keola Lloyd

Vice-President of Shareholder
Relations and Grant Manager
James Campbell Company



Roy Magnusson, M.D.

Associate Dean of Clinical Affairs,
University of Hawaii John A. Burns
School of Medicine

Chief Medical Officer, University
Clinical, Education & Research
Association (UCERA)



Candy Suiso

Executive Director of
Searider Productions

Co-owner, Makaha Mangos

JUNE EMPLOYEE ANNIVERSARIES

EMPLOYEE NAME	YEARS
Bonnie Halfacre	29
Lucille Miller	27
Dawn Bobiles	26
Paula-Ann Burgess-Taula	24
Helen O'Connor	23
Janice Manoi	23
Julia Rajkowski	21
Bobbie Kelii	16
Stefanie Chang-Hiu	15
Marietta Leleo	12
Cathy Thourson	11
Leinaala Kanana	11
Luann Ayala	10
Gaylene Ciacchi	8
Constance Mordaunt	8
Jason Mize	8
Raceine Kila	8
Annastasia Sansano	7
Teri Savaiinaea	7
Louise Colburn-Gusman	7
Yvonne Tong	7
Alison Kao	7
Jamie Horton	6
Sacheen Kahele	6
John Williams	6
Mark Patrick	5
Carlos Estrellon, Sr.	5
Eric Nino	4
Anya Montgomery	4
Marla Bator	4
Jeremiah Padilla	4
Virgilio Quimoyog	4
Chermane Stringfield	4
Laryn Bardenas	4
Michelle Ferrer	3
Lahela Tolentino	3
Elenita Villanueva	3
Debra Villamero	3
Crystal Hall	3
Gianetta Pasion	2
Christopher Apostolides	2
Noelani Apana	2
Darrel Lawson	1
Saumani Niko	1
Kimberly Bagoyo-Evangelista	1
Maylani Aldeguer	1
Michael Ortiz	1

Board Executive Committee Named

At the May 5 Board of Director's meeting, the Executive Committee was named for 2012-2013. Anthony R. Guerrero, Jr. was selected as Chair. The other Executive Committee members include: Keola Lloyd, 1st Vice Chair; Kauila Clark, 2nd Vice Chair; Bill Wilson, 3rd Vice Chair; Billie Hauge, Secretary; and Wayne Suehiro, Treasurer.



Anthony "Tony" Guerrero, Jr.
Board Chair



Keola Lloyd
1st Vice Chair



Kauila Clark
2nd Vice Chair



Bill Wilson
3rd Vice Chair



Billie Hauge
Secretary



Wayne Suehiro
Treasurer

Welcome to Our New Nurse Practitioner

The Health Center is pleased to announce the hiring of our newest nurse practitioner, Jacqui Quetal. Jacqui will be seeing patients through our Women's Health clinic on the main campus and at the James & Abigail Campbell (Nanakuli) clinic.



Jacqui Quetal
Nurse Practitioner

STOP! Domestic Violence

On May 15th, businesses on the Leeward coast volunteered to show support to stop domestic violence in our communities. At a last minute call for support, many WCCHC staff were able to volunteer their time to waive signs at the foot of the hill of the main campus. MAHALO to everyone that helped to support this cause.

~ Eva Galariada-Rosa



***Please Share This Information with Patients
and Community Members Who Have QUEST:***

**UPDATE ON YOUR QUEST HEALTH PLAN TO SEE OUR
DOCTORS AT WAIANAE COAST COMPREHENSIVE
HEALTH CENTER STARTING JULY 1**

*The Waianae Coast Comprehensive Health Center currently has contracts with two QUEST plans:
AlohaCare and UnitedHealthcare.

*Our patients will only have the month of July
to change their QUEST plan.

*We urge patients seeking assurance that they can continue
to be seen at the "Comp" to use this July opportunity to
select a plan we have a full healthcare home contract with.

*Negotiations with HMSA-QUEST and Ohana Health Care,
while continuing, are not yet resolved.

FOR UPDATED INFORMATION...

- Call the Patient Assistance Services Hotline at 697-3477
- Check our website at www.wcchc.com
- Check back in the July edition of the Westside Stories for updates.

Compliance Corner - HIPAA

Our patients are becoming increasingly aware of their right to privacy for healthcare information. A recent event in one department resulted in a patient calling my office to state that his right to confidentiality was breached when he was identified as a Behavioral Health patient. The woman with the man made a similar claim on behalf of her male companion. The staff member who wrote her side of the events had not initially identified other individuals who were physically present to provide their testimony to what transpired.

In another department an individual had gone to a social event during which the vehicle she was using that day had a window broken and the contents of her car stolen. Fortunately her lap top was in a locked bag and being a Mac computer the hard drive could be fully erased once it was turned on. Unfortunately there were work product paper documents that were taken.

These two incidents plus other recent telephone calls from patients regarding who else had heard their private health information prompted me to write a HIPAA review for June 2012. The office of Civil Rights (OCR) now enforces both HIPAA Privacy and Security. Under the HITECH Act, HIPAA rights were expanded. There is movement in Congress to make healthcare personnel account for everyone who received access to and looked at a person's PHI. During one of the meetings from the above two episodes it became clear to me that we often are unaware of the HIPAA Breach activity that could result from carrying paper documents with PHI from point A to point B not in a secured sturdy brief case or similar product that can be locked. Additionally, if you have a lap top, other portable electronic device, paper work product or patient PHI, all of those items should be transported in the trunk of a vehicle or other secluded space if there is no trunk for a given vehicle like a truck.

Working from home is a business decision and the OCR is okay with it, provided that individuals take reasonable efforts to protect the privacy and security of PHI during transport and again in the non-work environment, i.e. home so that those household members who do not have a need to know about WCCHC work product or patient PHI do not have access to it. Ideally, use of a computer at home for remote access should only be used by the employee. Family members who have access to the same computer used by the employee at home may inadvertently download a virus or malware from different internet sites.

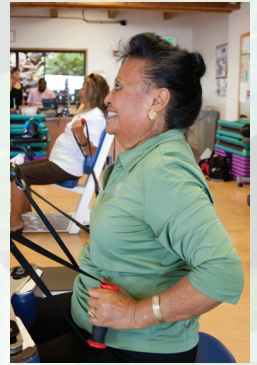
One way to view the privacy and security measures you should take for others, is by looking at HIPAA Privacy and Security in terms of how you would want others to keep your own PHI private and secure. Health information such as, having contracted a sexually transmitted disease (STD), being HIV positive, or any other health issues is information that you would not want other co-workers to know about. Would you be okay with hearing your PHI information being discussed over the phone in your provider's office, reception/registration area? Would you be okay with your PHI documents being lost, misplaced, misfiled and possibly visible to others?

Mahalo,
milo



Employee Wellness - Program Additions and Reminders

The Employee Wellness Program has been expanding to meet the needs of WCCHC employees. Our monthly stress management presentations have been so popular that it has been moved to a larger location to accommodate large groups. In order to make the gym more accessible to employees the Malama Ola Fitness Center hours have been extended to 6 am - 7 pm, Monday-Friday and on Saturday 7 am -12 pm. Below is a reminder of the many benefits of the Employee Wellness Program.



The Employee Wellness Program offers you:

- *1.5 hours paid employee wellness time per week for logged fitness activities
- *Caregiver support meetings: 1st Fridays 12:30-1:30pm
- *Stress management presentations: 4th Mondays 12:00-1:00pm (except in case of holiday, presentations will be moved to the Monday before)
- Consultations with a dietitian including health screening
- Consultations with a personal trainer
- Smoking cessation and asthma education
- Weight management with Dr. Bradley (clinic visit)

*These activities can use paid employee wellness time.

All activities will earn employee wellness points if the employee has enrolled in the program. Please e-mail Laurel Shoner (LShoner@wcchc.com), Employee Wellness Coordinator, if you have questions about the program or to enroll.

By: Laurel Shoner



CDS Cardio Pulmonary Diagnostic Service
is offering the following services every
Thursday mornings at the Health Center's
Waiola Specialty Clinic.

Services Include:
Clinical Ultrasounds
Arterial & Venous Dopplers
Echocardiograms

Please contact the Waiola Specialty Clinic at
697-3133 to schedule an appointment.

Holumua `Oihana - Professional Development

During the later part of December 2011, the Health Center was awarded an employee focused grant in the amount of \$195,995 from the RCHN Community Health Foundation, Inc. The RCHN Community Health Foundation, Inc. is a not-for-profit operating foundation whose mission is to support and benefit the work of community health centers (CHCs) nationally. Out of 100 participants who applied for this grant, WCCHC was 1 of 5 community health centers awarded.



The grant name is the "RCHN / Ho'opulapula Project." Ho'opulapula, is the Hawaiian word for the process of planting seedlings to grow. Pulapula comes from the word for the top section of sugarcane that farmers would cut and plant when they were ready to start new fields. As its name implies, this grant was created for the development and expansion of a community-designed training program for Leeward coast residents and, in particular, WCCHC employees. Our goal is to identify and address the unique skills expected of a well-rounded, dynamic and highly-productive WCCHC employee who embodies the philosophy of "growing our own healers".

The Ho'opulapula Project builds on the foundation of community driven education by increasing access for WCCHC employees to cross-train and have professional development opportunities on campus while utilizing their CME hours and the workforce incentive designed in the grant; by providing a community-based externship centered on the Health Care Home model for vocational trainees that develops a competitive recruitment pool of qualified entry-level applicants; and by increasing opportunities for veterans to receive certificate training in health care vocations. The alignment between the projected offerings of the Ho'opulapula project to WCCHC employees will be driven by the needs of the Center towards the betterment of the Wai'anae community.

The grant is currently in motion and has already funded one such vocational training certificate in Medical Reimbursement. Next on the agenda is a HITPro EHR certification course specifically brought to campus for WCCHC IT department, and we will soon be launching a Microsoft IT Academy in partnership with Hawai'i Technology Institute open for enrollment to WCCHC employees via this pathway. In addition, future Ho'opulapula workshops will include customer service, technical skills (including cross-training) and patient-engagement to name a few. These workshops are designed to enhance job skills of entry-level staff members, endorse skill-set trainings for productivity, and most importantly, to increase the customer satisfaction of our patients. Infuse these courses with a hands-on curriculum, experiential learning process, and cultural based fieldtrips to engage the learner and we have the root of what Ho'opulapula is striving for-to plant the seedlings (knowledge) and allow employees a chance for continued growth in their work environment.

As the series of workshops commence, please be on the lookout for announcements through our new Holumua `Oihana column in the WCCHC Employee Newsletter and on the intranet. Please feel free to contact Kristy Sofa at krissofa@wcchc.com for further information or for inquiries of programs/workshops and how to get involved in the program.

~Kristy Sofa

Going Green is Going Well

In April the Health Center launched a "Go Green" plan to recycle some of the waste on campus. Housekeeping staff have begun collecting recyclable materials from offices and clinics to be hauled away for recycling every Thursday. We are happy to report that the program is a success! In fact, the bins have been filled to capacity since the first bin pick up on April 27th. We may be looking into getting a larger bin, but we will be accessing the need for a little while longer.



There are still a few more areas that are waiting for their recycle containers, however their items are still being retrieved. Those areas that are waiting for their containers are having all of their recycled items brought up to the main campus by the Health Center's contracted cleaning company. Some of the remote offices and clinics opt to be responsible for taking their HI 5 items home since the contractors are unable to drive up to the main campus because it is off of their route.

The biggest success has been in collecting recyclable products from the Pharmacy. Aili has been a big supporter in having her staff be mindful of what they are throwing in the trash cans vs. the recycle containers. Pharmacy is able to recycle all empty pill bottles, packaging, and much more. Housekeepers have been busy emptying their containers twice a day because they fill up so quickly. Thanks to all who have made this plan a success and are continuing to make a positive impact.

Mahalo,
Housekeeping

Not Registered to Vote? We Can Help!

*It is our Right and Responsibility to Vote —
Please encourage your co-workers, patients and family
to register and to vote.*

- We Can Assist You in Registering to Vote •
- We Can Help If Your Address Has Changed •
- Registration for Absentee Ballot Available •

**REGISTER
TO
VOTE
HERE**

**Voter Registration will be available at the
Waianae Coast Comprehensive Health Center's
Farmers' Market
(Main Campus-Central Walkway)
Tuesday, June 12, 19 and 26
10:00 AM – 1:00 PM**

Call 697-3462 for more information or to be
sent voter registration forms.