

## Ola i ka wai a ka`ōpua

There is life in the water from the clouds. Rain gives life.

PHOTO COURTESY OF KAI MARKELL

#### MISSION

Waimānalo Health Center is committed to providing the highest level of primary and preventive health services, with special attention to the needs of Native Hawaiians and the medically underserved, and improving the health and wellness of individuals and their `ohana regardless of their ability to pay.

#### VISION

As a leader in providing comprehensive, personcentered health services, Waimānalo Health Center is dedicated to the continuous advancement in quality health care while assuring universal access for all. Patients at the Waimānalo Health Center take an active role in their own health and work alongside their care team in a manner that embraces their `ohana, community and culture.

#### **CORE VALUES**

*Mālama:* We listen to people with our full attention, seeking to know them and understand their healthcare and wellness needs and aspirations for themselves, their family and the Waimānalo community. We will respond, to the best of our abilities, as caring, compassionate, engaged and professional partners in healthcare.

*`Ohana:* We believe that wellness embraces the whole family and we welcome their participation in the healthcare of their loved ones. Our belief extends to the Waimānalo community-at-large where we build the foundation of good health and wellness for everyone, and we seek collaborative partners who share our values and vision.

*Pono:* We know that quality healthcare starts with people's trust in our services and the excellence of our care for them and the resources entrusted to us to meet their needs. We are committed to maintaining their trust by treating people with respect and confidentiality, and by being open about our organizational practices and results, seeking to continuously improve our work.



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# WAIMANALO HEALTH CENTER HEALTH CALAMIAMAOLE HWY.

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#### **EXECUTIVE LEADERSHIP**

Mary Frances Oneha, APRN, PhD Chief Executive Officer

Kathleen Kravish, MT, MBA, CMPE Chief Financial Officer

Christina Kealoha Lee, MD Chief Medical Officer

**Teresa Gonsalves**, LSW Chief Performance & Compliance Officer

#### **BOARD OF DIRECTORS**

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Noe Galea`i 2nd Vice-President

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BACKGROUND PHOTO COURTESY OF KAI MARKELL





#### **BOARD PRESIDENT MESSAGE**

Aloha Waimānalo Health Center patients, community members and friends. I am pleased to present our 2013 Annual Report which includes information gathered during the 2013 calendar year.

2013 was a momentous year for Waimānalo Health Center. After focusing several years of effort on becoming a nationally recognized Patient-Centered Medical Home, we are thrilled to have finally achieved this notable milestone - one of our most distinguished successes in 2013. This recognition only fuels our desire to achieve more and sets our sights even higher in 2014.

Aside from being the proud President of the Board of Directors, I am also a grateful patient of the Waimānalo Health Center. I am privileged to work alongside this dedicated group of professionals and to witness firsthand the providers, staff and volunteers making a difference in the lives of patients just like me.

I would especially like to extend my sincerest appreciation to Dr. Mary Oneha for her leadership. Her unwavering dedication to the underserved and her expertise and insight to community health are unrivaled.

Thank you for your continued support. We look forward to working with you toward a healthier, happier future for the community.

Sincerely,

Kathy Conner

#### **CEO MESSAGE**

Aloha mai kākou. 2013 was a significant year for Waimānalo Health Center as we introduced new programs and services to improve the health and wellness of our patients, and their `ohana.

We enhanced our services with patient gardens and classes designed to invigorate the health of our community. We renovated our WIC office to create a more family-friendly atmosphere and partnered with our neighborhood school to promote oral care for our keiki. We also expanded our network of services to offer vision care. Through the hard work and diligence of staff to improve patient experience, quality outcomes, and reduce costs, we received national recognition for our model of patient care.

As I reflect on what we've accomplished in 2013, I am deeply grateful for our dedicated employees and board members who commit their hearts to our mission, and to those who have supported our efforts to serve our patients, our 'ohana. Our success is the community's success – your success.

In the upcoming year, we look forward to building upon our accomplishments by advancing the quality services we provide and continuing to foster thriving relationships with our community partners.

Mahalo piha for your continued support as we strive for a healthy Waimānalo.

Me ka mahalo nui no ke kāko`o `ana mai,

Mary bean us Gale

### 2013 FINANCIAL OVERVIEW







## 2013 PATIENT DEMOGRAPHICS



## 4,708 Patients Served in 2013

through 25,353 visits - a 30% increase in patients, and a 29% increase in visits in the last five years.



### 2013 PROGRAM HIGHLIGHTS





#### **National Recognition for Quality Patient Care**

Waimānalo Health Center was the first community health center on O'ahu to be awarded Level 3 Physician Practice Connections - Patient Centered Medical Home (PPC-PCMH) designation by the National Committee for Quality Assurance (NCQA) in November 2013. Level 3 PPC-PCMH is the highest achievable recognition for a medical group. The patient-centered medical home is an innovative approach to primary care that engages patients to be active participants in managing their health with an emphasis on staying healthy. Patients partner with their physician-led teams to create care plans focused on chronic conditions, prevention and community support. This wellness approach reduces sporadic emergency visits and allows patients to make shared, informed health decisions with their physicians to achieve optimal results. NCQA's recognition is based on meeting six elements of healthcare: Enhancing Access and Continuity, Identifying and Managing Patient Populations, Planning and Managing Care, Providing Self-Care Support and Community Resources, Tracking and Coordinating Care, and Measuring and Improving Performance. WHC passed all elements with 100% compliance.



#### Healthy, Happy Smiles for Waimānalo Keiki

WHC's Dental Clinic successfully launched Keiki Smiles, a youth oral health promotion program, in 2013 at Blanche Pope Elementary School. Dental care for Hawai'i's keiki needs much improvement. Hawai'i was the worst overall performer among the 50 states and the District of Columbia in meeting benchmarks aimed at improving children's dental health, according to a 2011 study conducted by The Pew Center on the States. The problem was more severe in low-income Hawai'i communities, with half of all children on Medicaid receiving no dental care. Keiki Smiles allowed Waimānalo Health Center dentists to provide pre-kindergarten to fourth grade students at Blanche Pope Elementary School with education, brushing and flossing skills training, and plaque screening. Keiki Smiles was made possible thanks to a grant from the Harold K. L. Castle Foundation. "Dental care begins when a child's first tooth appears and should continue at least twice a year, throughout life. But we understand there are social determinants that make oral health a challenge for our community. Keiki Smiles allows us to adapt services to meet the needs of our most vulnerable keiki. Oral health intervention must be early, effective, and continuous." said Dr. Anthony Kim, WHC Dental Director.





#### **Health & Wellness Gardening**

Houpo Pono, Waimānalo Health Center's weekly wellness class, takes participants from the exam room into the fresh air and beautiful outdoors of Waimānalo. Coordinated by WHC's registered dietitian, the classes allow participants to learn and share healthy lifestyle tips to prevent or manage diabetes and other chronic conditions through gardening and nutrition.

"Waimānalo Health Center is not just a place for medical treatment. We are a source of information and connections to other ways of promoting health," said Melissa Wong, WHC Registered Dietitian, "Houpo Pono participants learn how to grow their own food and turn it into meals that will nourish and heal their bodies."

Class participants engage in two gardening classes and two cooking classes each month. Working in the garden helps participants build an appreciation for fresh and locally grown produce, and allows them to reconnect with the `āina through stewardship. Cooking classes teach Houpo Pono participants how to take their goods from garden to table. Participants also take field trips to learn more about practical applications of health and wellness in the community. These hands-on lessons are supported by a monthly health lesson where medical terminology and self-management skills are explained and made relevant to everyday situations.



#### Vision Care for Waimānalo

Waimānalo Health Center expanded its network of programs and services to include a Vision Clinic and welcomed Waimānalo resident, Dr. Isaac Ka`opua, as its Optometrist in September 2013. Vision services at WHC were necessary to meet the community's healthcare needs. In 2013, 47 percent of Waimānalo Health Center patients were Native Hawaiian, a racial group linked to high rates of diabetes compared to other major races in Hawai'i. Diabetic patients are at higher risk of developing retinopathy which in severe cases, leads to blindness. Many were told by doctors that diabetes was affecting their eyes, yet most of them never had their eyes dilated for further examination. In addition, with diabetes being hereditary, the need for keiki vision services couldn't be overlooked. Visual impairments are important causes of childhood developmental disabilities which lead to long term economic and other social concerns.

A 2011 survey of WHC patients indicated 55 percent of respondents did not have a vision service provider while 63 percent shared that they or their dependents currently use or need eyeglasses or contacts. Waimānalo Health Center is happy to be the community's healthcare home, now offering much needed vision services.

## Elena Aiona

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Elena has been a patient at Waimānalo Health Center since 2000. A soft-spoken kupuna, Elena always greets people with aloha and words of widsom. But don't let her petite and unassuming demeanor mislead you, Elena is a wellness warrior.

#### Why did you choose Waimānalo Health Center as your health provider?

I was referred to Waimānalo Health Center by a doctor at Castle Medical Center. I met Dr. Lee at WHC and felt comfortable with her right away. It's important to know my doctor is genuine. WHC helped me understand how diabetes affects my health and continues to support my goal for a healthier, more active lifestyle.

## How long have you been a patient at Waimānalo Health Center?

14 years. Waimānalo Health Center has been my healthcare home since 2000.

#### What services have you used at WHC?

I have regular check-ups with Dr. Lee and attend weekly wellness classes. I attend gardening, weight management and virtual bowling classes. I sometimes meet with a registered dietitian to review my progress and set new health goals.

## Would you recommend WHC to your friends and family?

Yes. More community members need to know about the people and programs at Waimānalo Health Center. The staff and doctors are smart but they're also people of heart. They are caring and sensitive to your needs. Everyone is different. Something that works for one person might not work for me. WHC doctors and staff respect your wishes and work with you to agree on the best method of care.

## What's the best thing about Waimānalo Health Center?

The best thing about the health center is that it's a place to learn how to live a better, healthier, fuller life. Many people are embarrassed of having a health condition. Most of the time, it's because they don't understand the disease or illness. I didn't talk much about my diabetes before coming to the health center because I felt like it was my fault. But Dr. Lee and the registered dietitians informed me that some ethnicities are more likely to develop health conditions. Knowing that made me feel better and motivated me to learn more about diabetes and how to get better.

## How has WHC made a difference in your life?

I'm healthier today than I was 10 years ago. I don't have to give myself injections of insulin anymore and I don't take diabetes medication, which saves me money. Money I can spend on other things like family, traveling and good, nutritious food.

### Why is Waimānalo Health Center vital to the community?

It's a gathering place. I feel comfortable at the health center because it's more intimate than a big hospital. People come to Waimānalo Health Center to sustain and improve their lives.

#### Which Health Promotion & Disease Prevention class do you enjoy the most and why?

I enjoy the Play for Prevention program, the virtual bowling class. We use a video gaming system to bowl and exercise. Sometimes we have guest speakers who share about health, nutrition and upcoming community events and opportunities.

## How did Waimānalo Health Center treat your diabetes?

Waimānalo Health Center helped me get over the hump of the hill. They helped me to not be afraid of having diabetes. The doctors put a lot of effort into getting to know me and understanding my needs. They made recommendations that were easy to follow and kept me motivated through encouragement and aloha.

#### Most people know the benefits of eating right and exercising but find it difficult to make it a habit. How were you able to motivate yourself to change your routine?

I practiced what I learned in health classes and meetings with Waimānalo Health Center dietitians and felt better. The more I tried what they suggested, the better I felt. I stayed motivated because I remember what it feels like to be sick. I never want to feel like that again. I want to live a good life and help others for as long as I can.



## Mahalo!

On behalf of the Board of Directors and staff at Waimānalo Health Center, mahalo nui loa for your support.

It is only through caring, compassionate and generous community members like you that Waimānalo Health Center is able able to continue our mission of providing the highest level of primary and preventive health services, with special attention to the needs of Native Hawaiians and the medically underserved, and improving the health and wellness of individuals and their `ohana regardless of their ability to pay.



2013 ANNUAL REPORT

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