



WAIMĀNALO HEALTH CENTER

2016 ANNUAL REPORT

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WHC's Ola Hou I Ka Hula class at their end-of-program hula performance at Hale Kealoha in Kailua.



WHC staff with Kumu Hinaleimoana Wong after a "Understanding Gender Identity from a Hawaiian Cultural Perspective" talk story session.

MISSION STATEMENT

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.

ʻŌLELO NOʻEAU

Ola i ka wai a ka `ōpua. There is life in the water from the clouds. Rain gives life.



A Heartfelt Year of Growth and Foundation Setting

Aloha mai kākou, Waimānalo Health Center patients, staff, community members, and supporters.

2016 was a good year. We made progress toward fulfilling our mission – 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. This mission was the driving force behind our strategic decision to expand the health center, a plan that came to fruition with the launch of the Ola I Ka Wai Capital Campaign in Spring 2014. With tremendous support from federal, state, and local foundations, we're happy to report that the campaign is doing well. Please see page 9 for an update on the Ola I Ka Wai Capital Campaign.

Equity and inclusivity are important factors of care at Waimānalo Health Center. In 2016, we identified ways to be more gender-inclusive, starting with a revised patient intake form, with expanded options for gender identification. We hope the revision empowers patients to represent themselves more authentically and accurately. Staff attended a talk story session titled "Understanding Gender Identity from a Hawaiian Cultural Perspective" to prepare for the change. We also took a big step in preserving and perpetuating cultural practices by hiring a full-time cultural health specialist to integrate traditional Hawaiian healing techniques into the health center's primary care services. Patients are enjoying the option to participate in practices like lomilomi, la`au lapa`au, and preparing herbal medicine from the `āina as part of their health care.

Waimānalo Health Center is dedicated to not only your health care, but the overall wellness of you and your `ohana. We are so happy to be your health care home. Mahalo nui loa for your continued support.

Aloha,

A handwritten signature in black ink that reads "Mary Francis O'neill".

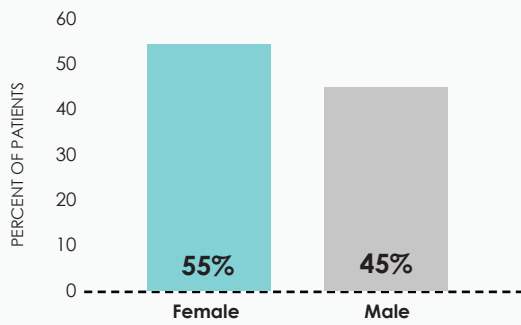
2016 WAIMĀNALO HEALTH CENTER FINANCIAL OVERVIEW

Revenue	2016	2015
Total Revenue	\$ 9,071,807	7,360,306
Patient Revenue	\$ 5,043,942	3,775,575
State & Other Grants	\$ 1,833,336	1,629,309
Federal Grants	\$ 1,877,089	1,553,770
Contributed Goods & Services	\$ 294,637	248,631
Interest & Other Revenue	\$ 15,591	87,954
Cash Donations	\$ 7,212	65,067

Expenses	2016	2015
Total Expenses	\$ 7,313,516	6,856,287
Medical Services	\$ 4,342,904	3,991,050
Dental Services	\$ 1,014,797	985,139
Administrative	\$ 847,927	924,753
Community Services	\$ 930,848	799,231
Fundraising	\$ 177,040	156,114

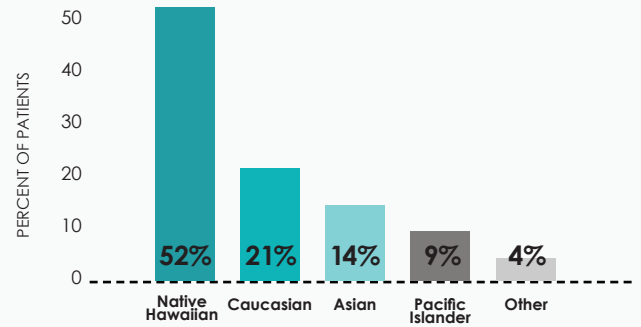
2016 WAIMĀNALO HEALTH CENTER PATIENT DEMOGRAPHICS

GENDER

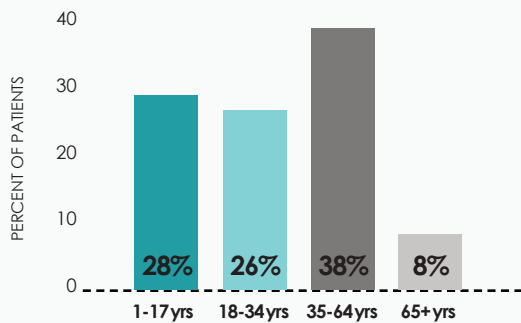


Less than 1% of patients identified themselves as transgender.

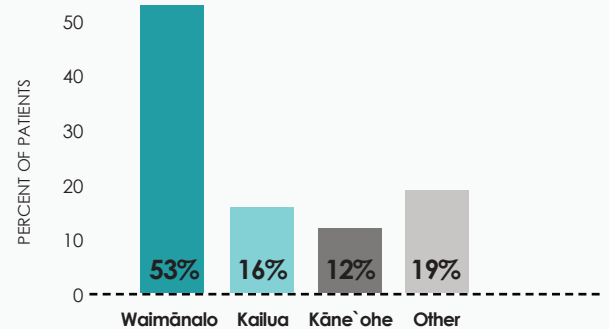
RACE



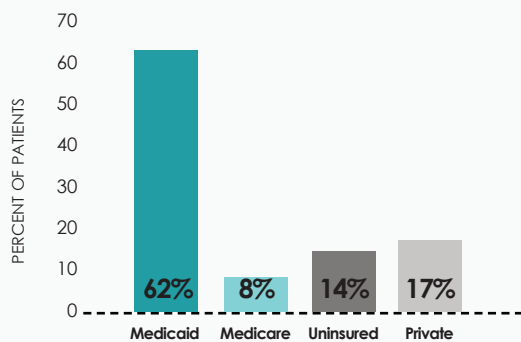
AGE

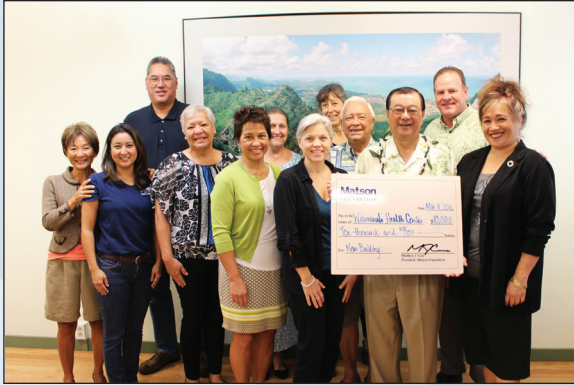


LOCATION



INSURANCE





JANUARY 2016

The health center's \$13 million Ola I Ka Wai Capital Campaign was in full swing by 2016. The Major Segment of the campaign came to a close as Primary Segment Chairs, Louana Kassebeer and Anita Nakamura, assembled their team of supporters to form a Primary Segment Committee.

Photos: Top - Major Segment Committee Members with Gary Nakamatsu, Vice President, Sales - Pacific, when he presented the health center with a \$10,000 donation for the Ola I Ka Wai Capital Campaign. Bottom: Louana Kassebeer and Anita Nakamura at their first Primary Segment committee meeting.



FEBRUARY 2016

A Patient Portal Kiosk was setup in the health center's reception area to allow patients easy access to their records. Waimānalo Health Center is always looking for ways to improve its Patient-Centered Health Care Home practices.

Photo: Dr. Isaac Ka'ōpua, WHC Optometrist, tries the new Patient Portal Kiosk.



MARCH 2016

The health center's Niu Department (Health Promotion & Disease Prevention) began offering free blood pressure and pre-diabetes screenings. The screenings created pre-diabetes awareness and gave patients and community members the opportunity to check their health.

Photo: Melissa Wong, WHC Registered Dietitian, promotes the weekly screening event.



APRIL 2016

Waimānalo Health Center joined seven other O'ahu social service organizations in the State of Hawai'i's Coordinated Statewide Homeless Initiative. The initiative provided financial support for Hawai'i's homeless and "at risk of homelessness" population.

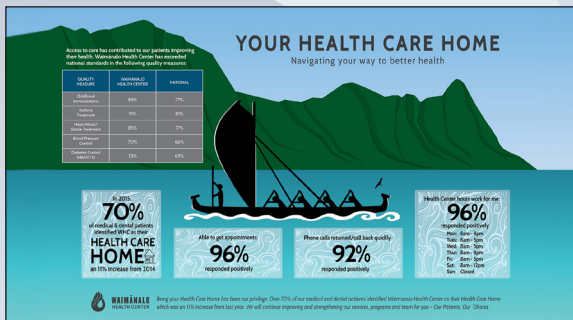
Photo: Coordinated Statewide Homeless Initiative participants were recognized at the State Capitol for their efforts in aiding Hawai'i's homeless community members. Veronica Tomooka, WHC's Director of Community Services, represented the health center.



JUNE 2016

Waimānalo Health Center CEO, Dr. Mary Oneha, was inducted into the UH Mānoa School of Nursing's Hall of Fame in June 2016.

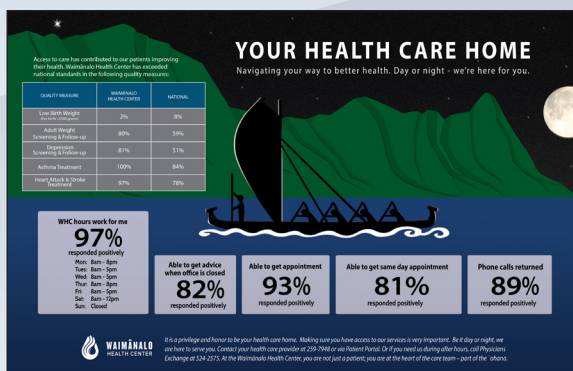
Photo: Left to right - University of Hawai'i President David Lassner, Dr. Mary Oneha, Connie Mitchell, Sally T. Ishikawa, Dr. Jillian Inouye and University of Hawai'i at Mānoa's School of Nursing and Dental Hygiene Dean Mary Boland.



OCTOBER 2016

The health center started presenting its annual Patient Satisfaction Survey results in a more patient-centered, easy-to-understand format. 2015 and 2016's survey results infographic were well-received by patients, staff, and community members.

Photos: Top - 2015 Patient Satisfaction Survey Infographic. Bottom - 2016 Patient Satisfaction Survey Infographic. Full-size infographics are available on the health center website.



Waimānalo Health Center Patients Embrace Electronic Health Records

Waimānalo Health Center patients participated in a monthly Patient Portal contest throughout 2016. Patient Portal is a secure online website that gives patients convenient, 24-hour access to personal health information.

Once a month, patients who visited a Primary Care Provider in the previous month received an email with a trivia question about Patient Portal and electronic health records. Names of participants who submitted correct answers via Patient Portal were entered into a drawing, and one winner was chosen for each month. Winners received a \$25 gift card.

The health center increased Patient Portal enrollment by 33% during the contest period.



I use Patient Portal to check appointment dates and times. I like it better than calling to check my appointments - it's convenient, it's the way it should be done! -Jordan Csigi



Patient Portal makes things easy. I can check my medical appointments and records on my own time. Mahalo, Waimānalo Health Center! -Bertha K. Mahoe



I like Patient Portal! My mommy and I use to it make appointments with P-B-Actress (Pediatrics). Thank you for the gift card! -Kamalei Souza



I use Patient Portal to check my appointments. It's easier to do it online - I can do it when I want, 24/7. I can check after the health center closes and I don't have to tie up phone lines - works for me! -Joan Perez



Leina`ala Bright in the health center's patient garden.

Leina`ala Bright brings Lā`au Lapa`au to WHC

Leina`ala Bright joined the Waimānalo Health Center (WHC) `ohana in 2016. Bright's background in Hawaiian Studies and Agriculture provides insight and guidance on integrating Native Hawaiian healing techniques with modern medicine. We sat down with Leina`ala to learn more about her role at WHC.

You are WHC's Cultural Health Prevention Specialist. What does that mean?

I am the health center's Hawaiian cultural health practitioner. I share, integrate, educate and administer the Hawaiian healing practices of lomilomi and lā`au lapa`au (Hawaiian herbal medicine).

Why is it important to include cultural healing techniques in modern medicine and health care?

Introducing cultural healing techniques along with modern medicine is extremely important for the health and well being of our community.

As I begin the conversation of ancestral healing practices or administer the healing touch of lomilomi I hope to stimulate and awaken memories, connections and conversations with clients' families and our kūpuna (elders). Remembering the weed garden that tūtū would gather plants from to make a special healing tea...remembering the ti leaf being placed on a child's forehead to sooth a fever... remembering the lomi that would take the headache away bringing relief and calmness to one's stressful day. These are just a few examples of traditional practices that developed from a healthy, self-sustainable lifestyle, embracing connections to our family, land and community. Remembering, experiencing, and building upon these connections aids the healing process.

What is an easy way community members can incorporate Native Hawaiian healing in their lifestyle?

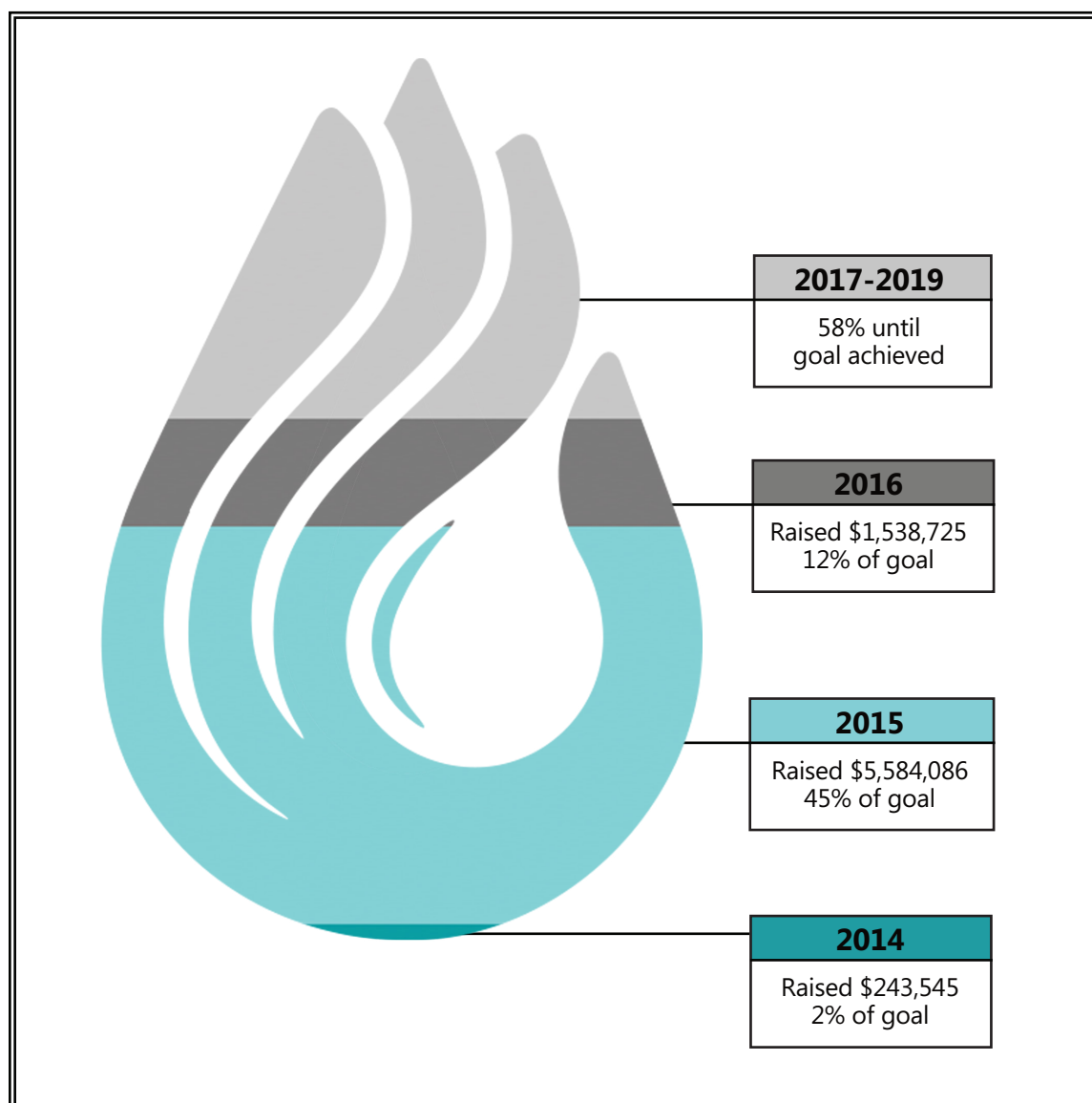
Community members can easily incorporate Native Hawaiian healing traditions in their lifestyle when education is coupled with ease of access to resources. Available resources include the education, seeds, plants, supplies, and remedies. It can be anything from loving, healing touch, making a simple healing tea to planting a healing garden.

The health center offers an eight week lā`au lapa`au class for registered WHC patients. Call Leina`ala at 259-7948 for more information.



Natural ingredients used for lā`au lapa`au. From left to right: Turmeric powder, `alae salt, kukui leaves and nuts, dried māmaki leaves, and noni leaves and fruits.

Ola I Ka Wai \$13 Million Capital Campaign Tops Halfway Mark



The Ola I Ka Wai Capital Campaign reached its halfway mark in 2016 and is projected to reach its goal in 2017, before the end of the campaign.

Waimānalo Health Center's \$13 Million Ola I Ka Wai Capital Campaign launched in Spring 2014. Ola I Ka Wai Capital Campaign funds will be used to build a two-story, 19,542 square foot outpatient care facility for the families and individuals of Waimānalo and surrounding communities.

The campaign was named Ola I Ka Wai after the health center's `ōlelo no`eau, Ola i ka wai a ka `ōpua, which means there is life in the water from the clouds. Likewise, the Ola I Ka Wai Campaign offers an opportunity to invigorate new life and uplift our community through a gathering of blessings.

2016 DONORS

Waimānalo Health Center would like to express our deepest and most sincere gratitude to all of our donors. Your financial support allows us to continue working toward improved health and wellness for Waimānalo and the entire Ko'olaupoko district. Mahalo nui loa for your continued aloha.

Ola I Ka Wai Capital Campaign Donors

New contributions received in 2016. Visit our website for a complete list of donors.

Individuals & Families

Lōkahi (\$10,000 - \$24,999)

Paul & Maria Dumas

Maika'i (\$5,000 - \$9,999)

Luisa Manuelli

`Olu`olu (\$1,000 - \$4,999)

Anonymous

Anonymous

Roberta Oneha

Ho`okipa (\$0.01 - \$499)

Dawn Baldwin

Althea Momi Kamau

Paula Scott

Bruce Vidinhar

Organizations, Foundations, & Trusts

Pono (\$1,000,000 - \$1,999,999)

State of Hawai'i GIA

Hō'ihi (\$100,000 - \$499,999)

City & County of Honolulu GIA

Queen's Medical Center

Ha'aha'a (\$50,000 - \$99,999)

First Hawaiian Bank Foundation

Laulima (\$25,000 - \$49,999)

American Savings Bank

D.R. Horton

Hawaiian Electric Companies

Lōkahi (\$10,000 - \$24,999)

Emmett R. Quady Foundation

Matson

Maika'i (\$5,000 - \$9,999)

PASHA Hawaii

Waimanalo Agriculture Association

`Olu`olu (\$1,000 - \$4,999)

Erskine Architects, Inc.

John and Allison Lyles Fund of the

Hawai'i Community Foundation

Kōkua (\$500 - \$999)

Lynden

Annual Giving Donors

Individuals & Families

Koki'o (\$1,000 - \$2,499)

Catherine Sato

Palapalai (\$500 - \$999)

John E. McComas and

Christine M. Kobayashi

Pamela Menter

Anonymous

Kupukupu (\$100 - \$499)

John Keoni Aylett

Stella Catalan

Kahikino Noa Dettweiler-Pavia

Renee Kama

Justin Lam

Kawai Miller

Hamid Pourjalali

James B. Wood

`Akulikuli (\$1 - \$99)

Anonymous

Anonymous

Kathy Conner

Andrew Jamila

Sandra McAulton

Surapee Sartrapai

Deborah Smith

Organizations, Foundations, & Trusts

Palapalai (\$500 - \$999)

Still & Moving Center

Kupukupu (\$100 - \$499)

Don Smith Fund

In-Kind Gifts

Ben Franklin Crafts

Dr. Wesley Lum

In Memory of Norbert Diez

Aloha United Way

Donors listed below contributed to the health center through Aloha United Way in 2016.

Theo Baldauf

Cheryl Enoka

Craig Stevens

Glenn Teraoka

Roxanne H. Yoshida



Ben Franklin Crafts Kailua donated craft supplies to Kū I Ka Māna, Waimānalo Health Center's youth mentoring program. Kū I Ka Māna Youth Mentors (from left to right) Latia Konohia-Badiyo, Hiwa Naki, and Jennifer Molnar say mahalo!



Waimānalo Health Center Director of Community Services, Veronica Tomooka, met Tennessee Titans quarterback, Marcus Mariota at the NFL Foundation Pro Bowl Community Grants Congratulatory Awards Presentation. The NFL Foundation supported the health center with a grant for Kū I Ka Māna's Healthy Lifestyles Summer Program.



WAIMĀNALO
HEALTH CENTER

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