



Right to Left: Anne Dempsey, MD examines a patient from Kauai Medical Clinic, part of Hawaii Pacific Health.

# FY 2019 MEMBER VALUE



# President's Message



Aloha HAH Members,

I recently completed my second year as the President and CEO of the Healthcare Association of Hawaii (HAH). It has been a busy year and we have worked to support each of you and your organizations as you strive tirelessly to meet the healthcare needs of the people of Hawaii.

Many of the activities over this past year are detailed in this Member Value document. These activities include:

- Achieving passage of the hospital sustainability legislation and the skilled nursing facility sustainability legislation, which brings in material federal dollars to Hawaii without the expenditure of state dollars.
- Conducting SBIRT (Screening, Brief Intervention, and Referral to Treatment) training for 89 hospital staff across the state of Hawaii, to better identify patients with potential alcohol and chemical dependency issues.
- Participating along with 22 HAH hospital members in the nationwide Hospital Improvement Innovation Network (HIIN) to successfully reduce readmissions and patient harm.
- Continuing to develop and expand Lualaba Data Alliance, the data repository for hospitals in Hawaii, with new offerings including Tableau, a point and click graphical user interface.
- Coordinating with community consultants and member hospitals on the completion of the third hospital Community Health Needs Assessment (CHNA).
- Establishing a Healthcare Workforce Initiative with a wide range of members, regulatory agencies, health plans and other individuals and organizations to better match the educational programs offered in Hawaii with the needs of Hawaii's healthcare employers.
- Developing policies in conjunction with national legal experts for members to address issues pertaining to medical aid in dying.
- Rocking the Rim of the Pacific military exercises with a great humanitarian assistance/disaster response exercise involving our entire healthcare continuum.
- Mobilizing for Hurricanes Lane (Hawaii), Olivia (Hawaii) and Yutu (Northern Marianas), and the Chuuk airplane crash, among other deployments.
- Training 634 people in Joint Commission requirements, emergency preparedness, long-term care requirements of participation, and payment transformation.

It is challenging to provide top quality healthcare to people in a complex regulatory environment and a tight labor market, but your efforts have proved invaluable in overcoming these barriers. We appreciate the support, input and guidance we have received from you on these and other initiatives, and for the dedicated support of the consultants we engage. We also appreciate the support and collaboration of our national affiliates and our government and community partners.

We look forward to working with you over the year ahead to make meaningful change happen. In addition to regulatory and workforce challenges, the increasing needs of an aging population and potential slower economic growth, we continue to grapple with the needs of those with mental health issues and homelessness. Further, we also need to be prepared for a wide range of potential threats, including storms, emerging infectious diseases, and cyberattacks.

Together we can ensure our healthcare organizations remain strong across the care continuum, while providing quality affordable healthcare for all.

Mahalo,

Hilton R. Raethel, MPH, MHA  
President & CEO  
Healthcare Association of Hawaii

# Laulima Data Alliance

In February 2017, HAH established Laulima Data Alliance, a nonprofit wholly-owned 501(c)(3) subsidiary with two employees. Laulima was organized to collect, analyze, and disseminate statewide health information in support of efforts to continuously improve the quality and cost efficiency of healthcare services provided to the people of Hawaii, while also safeguarding confidential individual patient and healthcare provider information.

The Laulima Data Collection Program enables Hawaii hospitals to efficiently submit, edit and validate their data. It provides ready access to statewide, regional and hospital-specific information to support decision making and policies for healthcare leaders, policymakers, researchers and community partners.

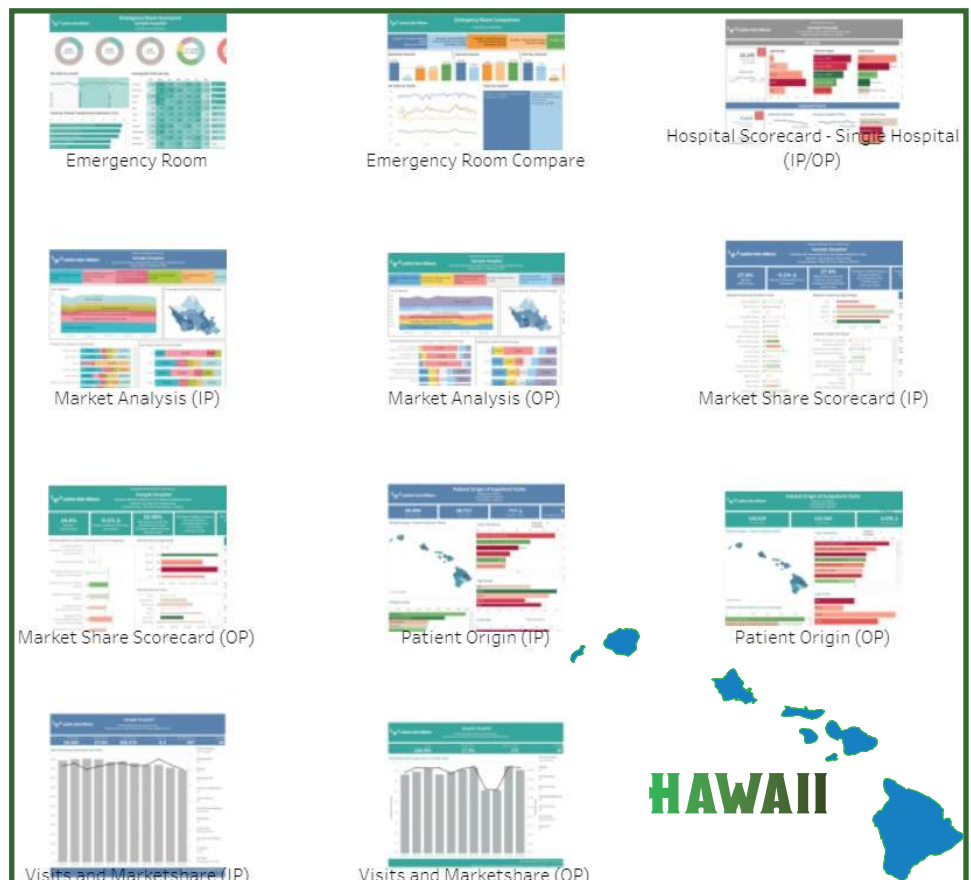
In addition, Laulima provides readmission and Medicare policy analytic reports.

Laulima contracts with the Iowa Hospital Association to host its internet-based inpatient and outpatient Data Collection Program and Data Reporting Program.

The Iowa Hospital Association also provides this service to a number of other state hospital associations that include Colorado, Kentucky, Iowa, Mississippi, Oregon and South Dakota.

On March 12, 2019, Laulima introduced Tableau data dashboards to its Data Reporting Program. Laulima's participating members can now access 11 dashboards, which are powerful tools for visualizing hospital inpatient and outpatient data. These dashboards are:

- Emergency Room
- Emergency Room Compare
- Hospital Scorecard - Single Hospital (Inpatient and Outpatient)
- Market Analysis (Inpatient)
- Market Analysis (Outpatient)
- Market Share Scorecard (Inpatient)
- Market Share Scorecard (Outpatient)
- Patient Origin (Inpatient)
- Patient Origin (Outpatient)
- Visits and Marketshare (Inpatient)
- Visits and Marketshare (Outpatient)



## State Legislation



HAH engaged in all types of advocacy this year and was very active on the legislative front.

HAH's priority bills that passed during the 2019 legislative session include:

- Reauthorizing the hospital and nursing facility sustainability bills; and
- Securing amendments to the Prescription Database Monitoring Program (PDMP) query law that passed in 2018, to clarify areas of practice for members.

HAH also supported the passage of other important healthcare legislation:

- Establishing a working group to discuss issues relating to MH1 patients and their transport;
- Creating a provisional license for speech language pathologists;
- Securing funding for home- and community-based services for seniors;
- Establishing a coordinator position at the Department of Health dedicated to telehealth activities and promoting an advisory council to continue our progress on the matter; and
- Providing state dollars to help with loan repayment for healthcare professionals in rural areas.

Measures that HAH opposed on behalf of its members include:

- Onerous notification and disclosure requirements for patients who might be balance billed;
- Duplicating requirements on patient lift policies and training; and
- Language on measures relating to mental health services.



# National Legislation



During the 2019 fiscal year, HAH worked with Hawaii’s congressional delegation on a number of important priorities, including protecting access to care through the Medicaid program and ensuring the integrity of the 340B drug program. We continue to dialogue with congressional offices on how each of these ongoing issues impact Hawaii providers.

The Association served as a conduit providing crucial information that the congressional delegation needed to protect healthcare in Hawaii, along with infographics and briefs that explained the negative consequences of proposals that sought to repeal and replace the Affordable Care Act.

HAH also advocated for Hawaii-specific issues such as increased funding for the Hospital Preparedness Program and ensuring adequate resources for Compact of Free Association migrants.



# Quality



## American Health Care Association (AHCA) and National Center of Assisted Living (NCAL) National Quality Awards

Five Hawaii nursing facilities participated in the 2019 AHCA/NCAL National Quality Award Program and all of them received the Bronze – Commitment to Quality Award: Ann Pearl Nursing Facility, Avalon Care Center, Hale Kupuna Heritage Home, One Kalakaua Senior Living and Pu`uwai `O Makaha.

The award is conferred through the National Quality Award Program run by HAH national affiliate, the American Health Care Association and National Center for Assisted Living (AHCA/NCAL), the nation's leading association for long-term and post-acute care organizations. The program honors providers across the nation that have demonstrated commitment to improving quality of care for seniors and persons with disabilities.

## The National Partnership to Improve Dementia Care in Nursing Homes

Hawaii's nursing homes sustained their #1 rank in the nation for appropriately low antipsychotic medication use for long-stay nursing home residents. Hawaii has had a 41.8% decrease over the past seven years.







*Photo caption L-R: Sherrie Bazin from Ka'u Hospital; June Drumeller and Wayne Becker from Kuakini Medical Center; and Rebecca O'Brien from Healthcare Association of Hawaii.*

September 28, 2018 marked the end of the second year of the Centers for Medicare and Medicaid Services' (CMS) current national Hospital Improvement Innovation Network (HIIN) program. CMS elected to exercise a six-month extension through March of 2019.

HAH partnered with Premier Inc. and twenty-one Hawaii hospitals, along with community partners, including the Hawaii Department of Health and the State Office of Primary Care and Rural Health, which together form the Hawaii Affinity Team. Based on promising data from over 506 participating nationwide providers in the Premier Partnership for Patients HIIN Initiative, CMS has since further extended the program through June 2019.

The overall HIIN goals are to reduce patient harm and adverse events, and reduce hospital readmissions, with an increased focus on disparate (underserved) populations, along with a focus on patient engagement. Hawaii hospitals in the Premier HIIN continue to network, benchmark, and share best practices with more than 506 other hospitals across the nation. Utilizing the Premier Community, Hawaii hospitals can network with similar hospitals for "all teach, all learn" education and sharing.

Premier, Inc. is one of 16 organizations nationwide that was awarded a contract by CMS to perform

this patient safety and quality improvement work. Hospital participation in the HIIN remains voluntary, and HAH is very pleased and fortunate to have most of its members, including both acute care and critical access hospitals, collaborating on this initiative to improve patient safety and quality of care.

### **Premier (HIIN) Award for Excellence in Patient Safety Across the Board**

Congratulations to Kuakini Medical Center for being a recipient of the Premier Hospital Improvement Innovation Network (HIIN) Award for Excellence in Patient Safety Across the Board!

This award recognizes commitment and execution, from the C-suite to the bedside, in the creation of a culture of patient safety through participation in the Partnership for Patients HIIN initiative.

Premier selected 22 hospitals across the HIIN to be recognized for this achievement. Eligibility for this award included having achieved top decile performance across HIIN topics and being actively engaged in Premier HIIN activities. Kuakini's ongoing engagement and overall performance in reducing patient harm in areas like pressure ulcers, falls with injury, and healthcare-associated infections has earned it this award. Kuakini was acknowledged nationally at the Premier Breakthroughs Conference in Nashville, TN on June 19, 2019.

# HHEM

## Hawaii Healthcare Emergency Management

The Hawaii Healthcare Emergency Management Coalition (HHEM) is an all hazards, comprehensive emergency management, federally-funded program that is subsidized with new coalition member annual sustainability fees.

Current HHEM Coalition members include hospitals, dialysis centers, long-term care facilities, federally qualified community health centers, home health and hospice providers, Blood Bank of Hawaii, ambulatory surgical care centers, assisted living facilities, ICF IID providers, pharmaceutical providers, clinical laboratories, durable medical equipment providers, and air and ground ambulance providers.

The goal of the Coalition is to sustain critical healthcare system services statewide during and after a major emergency or disaster. This past year the Coalition responded to a range of threats in Hawaii and across the Pacific. Coalition members also planned for future emergencies and practiced their disaster response.

### Planning and Training

- HHEM worked on the Coalition Healthcare Evacuation Plan to upgrade its statewide healthcare Emergency Operation Center. It also developed four training courses for members in areas that included Med Sled Evacuation Training, and Continuity of Operations and Recovery for Healthcare.

### Exercises

- The Rim of the Pacific Exercises (RIMPAC), the largest naval military exercise in the world,



has a humanitarian assistance and disaster response component that HHEM coordinates with healthcare organizations across Hawaii.

- HHEM also conducted the Makani Pahili 2019 Statewide Coalition Exercise.

### Activations

- Hurricanes Lane and Olivia: These large storms approached Hawaii in August 2018, one after the other. HHEM activated the statewide coalition Emergency Operation Center in Halawa and provided alerts, notifications, and situation updates to Coalition members, as well as to news media and government officials.
- Chuuk 737 plane crash: HHEM deployed a team of doctors, nurses and paramedics with the U.S. Coast Guard to transport injured patients to Guam for more advanced level care.
- Power outages: Due to high winds in an area on Oahu, a lengthy power outage resulted in a long-term care facility on generator power potentially running out of propane fuel, which would have required a forced evacuation. HHEM worked with the power company to have the electricity restoration prioritized and successfully restored within an hour.
- Movement of seven bariatric patients (special needs patients) from the neighbor islands to Oahu for more advanced care.

### Community Activities

- Honolulu Marathon 2018: Staffed an advanced Life Support First Aid station and positioned response supplies in the event of a significant event or incident.





# RIMPAC

For the first time ever, all of Hawaii's 27 acute care hospitals participated in the Rim of the Pacific (RIMPAC) humanitarian assistance and disaster response exercise.

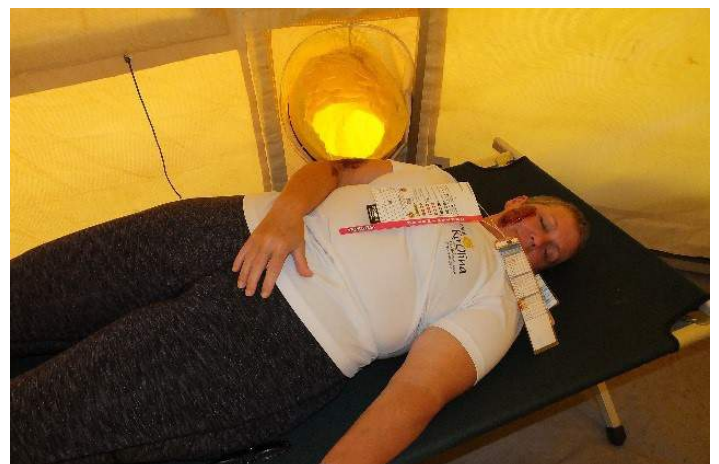
Together, they sent more than 300 volunteer "patients" to Ford Island in Pearl Harbor by helicopter, ambulance, and ambulance bus to be treated in a 50-bed mobile field hospital handling the surge of injuries from a fictional earthquake and tsunami.

The field hospital included separate areas under tents for triage, treatment, and infection control, and also included a morgue.

Hawaii Healthcare Emergency Management (HHEM) coordinated the participation of the hospitals from six islands. The two-day exercise included the American Medical Response ambulance company, as well as 92 post-acute care organizations participating on the second day.

During the first day of exercises, **Rear Admiral Hideyuki Oban** of Japan and **Commodore Daryll Long** of the U.S. First Naval Construction Regiment visited the hospital on Ford Island and spoke to the news media about the need for disaster preparation, as well military cooperation with local organizations during major emergencies.

HHEM, executive director Chris Crabtree also spoke to the news media and VIP guests about the field hospital and patient transports.



# Events & Education



## 2018 AWARDS AND SCHOLARSHIP GALA

OCTOBER 20, 2018  
KO'OLAU BALLROOMS

HAH offered free and reduced-rate educational opportunities for members in the 2019 fiscal year, along with signature events that provided connections for networking, sharing best practices and updates from national healthcare leaders.

These opportunities included:

- ADL Care for Dependent Residents
- An Introduction to the Hawaii State Legislative Process
- Bowel & Bladder Incontinence, Catheters, UTI – F690
- Cyber Liability
- Dementia: Navigating the Journey
- Developing ICD-10 Expertise for Effective Coding of Clinical Categories & Non-Therapy Ancillary
- Dignity and Respect of Individuality – F550
- Disruptive Patients & Violence in the Healthcare Setting
- Effective Systems and Coding of Section GG
- Emergency Preparedness for Healthcare through Lessons Learned
- HAH Annual Meeting
- HAH Advocacy Day
- HAH Inaugural Healthcare Conference: Building A Stronger, Healthier Hawaii: Integrate, Innovate, and Inspire
- HAH Annual Awards and Scholarship Gala
- How to Use WebEOC PIO Board During Disasters
- Hurricane Preparedness: Lessons Learned from Harvey, Irma & Maria
- Implementing an Effective QAPI Program
- Implementing Successful Staff Training & Competency Programs
- Incontinence: Risks, Causes, and Care
- Joint Commission Hospital Accreditation
- Long-Term Care Quality and Phase 3 RoP Workshop
- Medicare Inpatient Hospital Notice Compliance Training
- Medicare: What is Recent and What is Changing
- Motivational Interviewing Training
- PDPM Academy Workshop
- PDPM: Rehab Program Transitions and Provider Insight for SNF PT, OT & SLP Service Reimbursement
- Phase 2 RoP: What We Have Learned
- Phase 3 RoP: What to Expect
- Phase 3 ROP: Implementing an Effective SNF Compliance & Ethics Program
- Resident Assessments & Accuracy of Assessments – F641
- Screening, Brief Intervention, and Referral to Treatment (SBIRT)
- Screening, Brief Intervention, and Referral to Treatment (SBIRT) Training-of-Trainers Course
- SNF Quality Reporting and Value Based Purchasing Programs
- Treatment/Services to Prevent/Heal Pressure Ulcers – F686
- Understanding PDPM & Developing Your Facility Action Plan
- Unnecessary Drugs – F757, F758



# Leading Change



## HAH Member Committees:

- Acute Care Chief Financial Officer Committee
- Acute Care Leadership (hospital executives)
- Acute Care Quality Committee
- Assisted Living Facility/Adult Residential Care Home Leadership (ALF and ARCH executives)
- Awards and Scholarship Gala Committee
- Board of Directors and Executive Committee
- Community Health Needs Assessment Advisory Group
- Education Workgroup
- Finance Committee
- Government Relations Committee
- Hawaii Affinity Team
- Home Health Leadership (home health, home infusion/pharmacy executives)
- Hospice Leadership (hospice executives)
- Long-Term Care Leadership (skilled nursing facility executives)
- Long-Term Care Quality Committee
- Membership Committee
- PAC Committee
- Public Information Officer Workgroup
- Sepsis Best Practices Workgroup

## HAH Initiatives

- Guardianship
- Hawaii Healthcare Workforce Initiative
- Medically Complex Patients Workgroup
- MH1 Patient Transport
- Safe Discharge Standards for Homeless Patients
- Timely Payments



# Public Relations



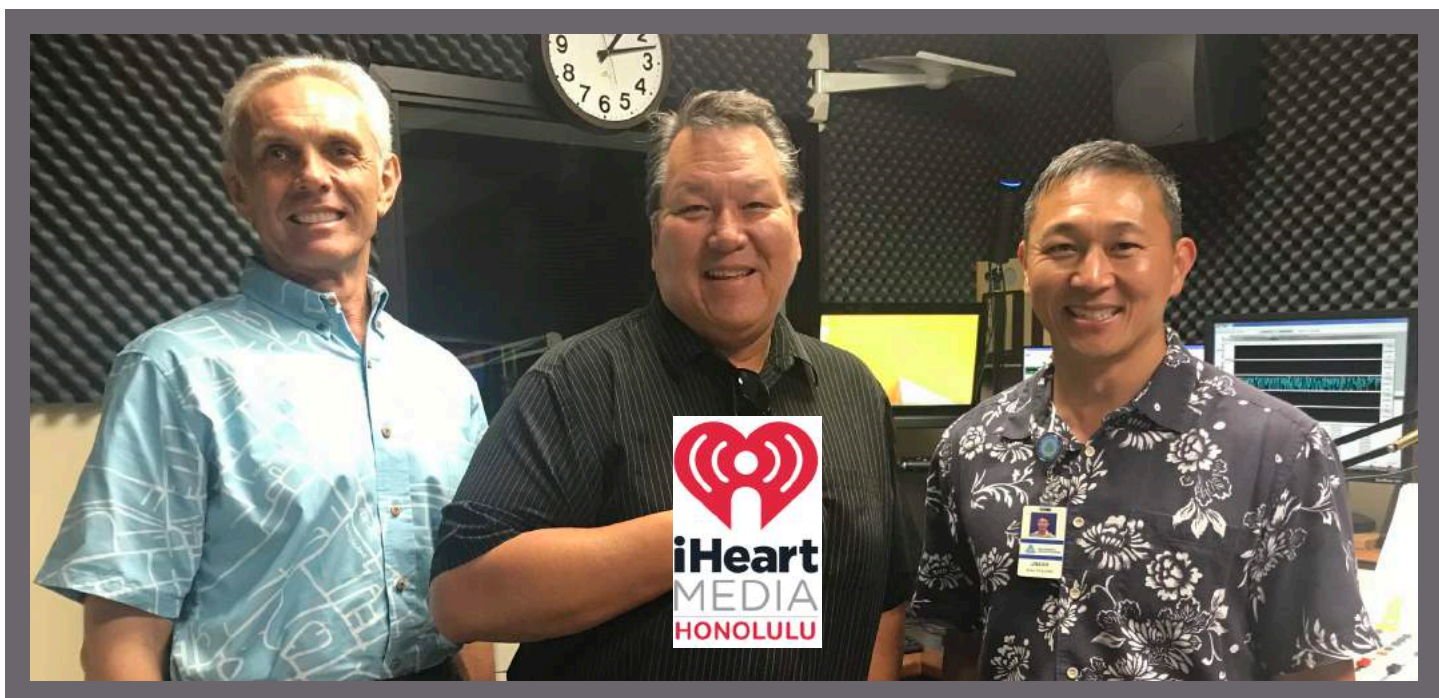
HAH works to elevate the positive image of Hawaii's healthcare systems, correct media misperceptions, and highlight achievements of member facilities.

This past year, HAH successfully placed stories or assisted HAH members with stories and issues on key topics of importance to the Association. These included the Rim of the Pacific (RIMPAC) humanitarian exercise in July 2018, Medical Aid in Dying, and medical marijuana policies.



## HAH Update (weekly e-newsletter)

- 1,300 subscribers
- Open rate 25%  
(Industry average open rate 17%)





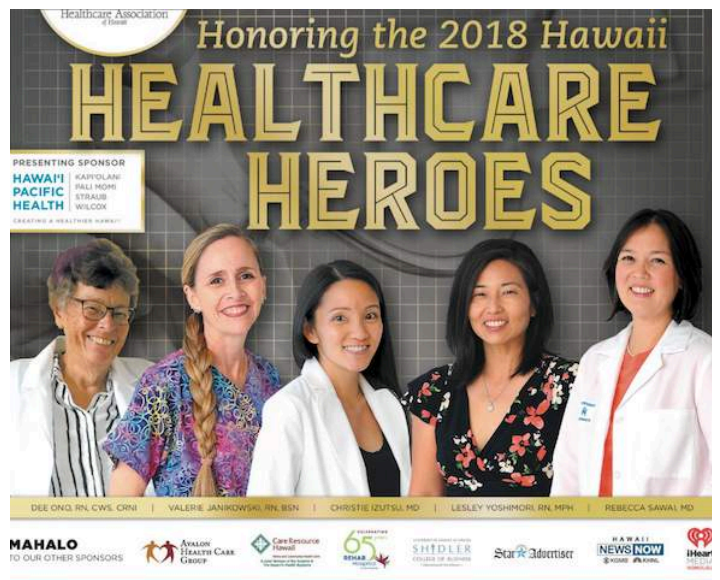
# Hawaii Healthcare Heroes



In keeping with the goals of the HAH Strategic Plan—to elevate the Association’s profile and increase public confidence in and knowledge about healthcare—we launched the Hawaii Healthcare Heroes awards in 2014.

We believe this is the only patient-nominated awards program in the nation. In the fifth year of the program, five heroes from Oahu, Hawaii and Lanai were profiled in the media, honored at the annual Awards and Scholarship Gala, and recognized on the floor of the Hawaii legislature in both the House and Senate chambers. Over the years, the program has been honored with a string of Koa Anvil Awards from the Public Relations Society of America Hawaii Chapter.

- More than \$215,280 in leveraged publicity (TV, print, radio)
- Stories ran or aired in MidWeek (cover), West Hawaii Today, KGMB-TV, KHNL-TV, and the iHeart Media radio stations



# HAH Representing You



HAH represents the Hawaii healthcare industry on more than 30 state and national leadership groups.

## Hawaii

Academic Progression in Nursing Employer and Conjoint Councils  
American Organization of Nurse Executives (AONE) Hawaii  
Antipsychotics and Dementia Coalition  
Association for Professionals in Infection Control and Epidemiology (APIC) Hawaii Chapter  
Farrington High School Health Academy Advisory Board  
Hawaii Department of Health Antimicrobial Stewardship Collaborative  
Hawaii Department of Health Healthcare-Associated Infections Advisory and Steering Committees  
Hawaii Maternal and Infant Health Collaborative  
Hawaii Maternal Mortality Review Committee  
Hawaii Opioid Initiative  
Hawaii Performance Improvement Collaborative, State Office of Primary and Rural Health  
Hawaii Stroke Coalition  
Healthcare Financial Management Association (HFMA)  
Honolulu Community Coalition  
Kauai Community Partners  
Public Relations Society of America (PRSA) Hawaii Chapter  
State of Hawaii Division Network Adequacy and Balance Billing Task Force  
State of Hawaii Preventive Health and Health Services Block Grant Advisory Committee  
University of Hawaii John A. Burns School of Medicine (JABSOM) Advisory Council of Hospital CEOs

## National

AA Homecare

- State Leaders Council

American Health Care Association/National Center for Assisted Living (AHCA/NCAL)

- Affiliate Policy Task Force
- Affiliate State Health Care Association Executives
- Credentialing Committee
- Society of Long Term Care Communicators
- State Affiliate Network
- State Assisted Living Staff

American Hospital Association (AHA)

- Allied Association Quality Committee
- Allied Association Telehealth Group
- Allied Public Relations Executives
- Regional Policy Board 9
- State Hospital Association Executive Forum

Council of State Home Care Associations  
National Association for Healthcare Quality  
National Association of Home Care and Hospice (NAHC)

- Forum of State Associations
- Nominating Committee

National Nursing Home Quality Improvement Campaign  
Premier, Inc. Hospital Improvement and Innovation Network (HIIN)



# Return on Investment

HAH leveraged more than **\$109 million** in direct monetary benefit for members this year.

**\$91.3 million** in net benefit resulting from additional federal funding through the hospital sustainability program.

**\$12.4 million** in net benefit resulting from additional federal funding through the nursing facility sustainability program.

**\$4.8 million** in state and federal matching funds for an inflationary adjustment for skilled nursing facilities.

**\$425,208** statewide for quality improvement through the Centers for Medicare and Medicaid (CMS) Hospital Improvement Innovation Network (HIIN).

**\$424,015** in travel cost savings for Joint Commission, Dementia Conference, Long-Term Care Quality & Phase 3 Requirements of Participation Workshop, Patient Driven Payment Model (PDPM) Workshop, Inaugural Healthcare Conference and other in-state education.

**\$15,000** in healthcare scholarships.

## Farrington Health Academy

HAH is a founding supporter of the Academy, which trains students for careers in the healthcare fields.





The leading voice of healthcare since 1939

## Official State Affiliate of the Following National Organizations

