



Shaun Tam is a rehab aide and orthopedic technician at Straub Medical Center and is continuing his education to one day become a physical therapist. He works hard every day to care for the people of Hawaii, especially during the COVID-19 pandemic.

# FY 2020 MEMBER VALUE



# President's Message



The global community has not had an event like the COVID-19 pandemic since the Spanish Flu of 1918, and we know there are many more months of uncertainty and difficulty ahead. During these challenging times, we at HAH are honored to work with you to ensure that the people of Hawaii have the care they need.

You have invested incredible time, resources, and talent in responding to this crisis. We thank you for your efforts, your support of and collaboration with the Association and other members, and the sacrifices you and your teams have made and continue to make.

On your behalf, we have scrambled for personal protective equipment (PPE), lobbied for waivers, advocated at the state and federal level on many issues, tracked critical statistics and generated numerous reports, briefed key state and federal legislators, the Governor and his office, and the Lieutenant Governor and his office, worked extensively with local and national press, created COVID-19 training courses and materials, pivoted our workforce initiatives to address the workforce challenges resulting from the pandemic, and worked to bring you the information and resources you need each day and each week.

We will continue to support you during this pandemic, and after it subsides.

My deepest thanks and admiration for all that you are doing to keep Hawaii safe.

Stay well, and stay safe.

Aloha,

A handwritten signature in black ink that reads "H. Raethel".

Hilton R. Raethel, MPH, MHA  
President and CEO



## Laulima Data Alliance Data Collection

In February 2017, HAH established Laulima Data Alliance, a nonprofit wholly-owned 501(c)(3) subsidiary. Laulima's participating hospitals and community partners have access to a web-based Data Reporting Program and receive readmission reports, Medicare payment policies, and other reports to support their decision-making and efforts to continuously improve the quality and cost-efficiency of healthcare services provided to the people of Hawaii.

The Laulima Data Collection Program enables Hawaii hospitals to efficiently submit, edit and validate the data. Laulima also implemented Multifactor Authentication as an additional measure to safeguard confidential individual patient and healthcare provider information.

On October 4, 2019, Laulima added 5 new Tableau dashboards to its Data Reporting Program on Social Determinants of Health and Quality. These dashboards are:

- US Census Bureau's American Community Survey (Social Determinants of Health)
- CMS Hospital Compare (Quality)
- County Health Rankings
- Opioid Overdoses
- Market Area

Laulima also introduced enhancements to its Slice & Dice analytic tool. Users can view all inpatient and outpatient diagnosis codes, observation service markers, present on admission, and more.

During the Fall of 2019, Laulima welcomed Sutter Health Kāhi Mōhala and the Hawaii State Department of Health as new members. Also, during this period Laulima worked with all the hospitals to change from a quarterly to a monthly data submission schedule. This resulted in a more efficient process and allowed hospitals to more timely access the data through earlier publication in the Laulima Data Reporting Program.

To support hospital leadership, state officials and others during the COVID-19 pandemic, Laulima worked with the hospitals to produce a daily census report to track total bed capacity, intensive care unit (ICU) bed capacity and ventilator usage. Laulima also tracked PPE, COVID-19 lab tests, ventilator manufacturers and models, and more to help keep leaders informed and better prepared.

# Advocacy



Lieutenant Governor Josh Green holds weekly video teleconference for healthcare leaders.

HAH engaged in all types of advocacy this year to assist and support its members during COVID-19.

- Worked with national affiliates and Hawaii's Congressional delegation to secure and push for policies and programs that protect and support members during the pandemic.
- Requested and tracked Medicare and Medicaid waivers allowing members more flexibility to operate under pandemic conditions.
- Created a member portal on the HAH website for members to easily access critical and helpful information regarding the pandemic.
- Represented HAH members during the extended legislative session.
- Hosted a weekly video teleconference call for healthcare leaders, featuring Lt. Governor Josh Green and President and CEO Hilton Raethel.
- Worked with state government partners to ensure that HAH members were represented on issues that included surveys and inspections, PPE supplies, workforce needs, and other critical needs during the pandemic.
- Provided important timely information on rapidly changing regulatory requirements.
- Secured the Battelle machine for Hawaii so that local health providers could sterilize N95 masks needed to protect healthcare workers.
- Facilitated discussions on patient transfers, COVID-19 testing, visitation, and communication among HAH members to represent the continuum of care and help provide the best quality of services possible during this difficult time.

# Reimbursement



During this COVID-19 outbreak, many HAH members such as the hospitals, nursing facilities, assisted living facilities, type 2 adult residential care homes, home health agencies and hospices experienced financial loss. To address the fiscal burden, Congress authorized the Coronavirus Aid, Relief, and Economic Security (CARES) Act, Public Health and Social Services Emergency Fund (PHSSEF) for healthcare providers and facilities. HAH continues to assist its members in identifying and securing these funds, as well as any other private, state or federal dollars to ensure that provider's doors can remain open while continuing to support the community and fight the pandemic.

- Tracked CARES Act Funding tranches to ensure that HAH members received maximum aid available.
- Produced provider-specific weekly COVID finance, reimbursement and associated regulatory updates to hospital CFOs and post acute care leadership committees.
- Identified and communicated government-sponsored funding opportunities, requirements and application instructions.
- Remodeled and communicated Provider Tax Programs to account for public health emergency (PHE) federal medical assistance percentage (FMAP) enhancements.
- (Re)negotiated MedQUEST Hospital Pay-for-Performance (P4P) terms for FY2021 to minimize the reduction in funding for the program in light of the increasing Medicaid population and decreased state budget.



## **American Health Care Association (AHCA) Quality Initiative Recognition Program**

Forty-two of Hawaii’s nursing facilities earned national recognition in the 2020 American Health Care Association (AHCA) Quality Initiative Recognition Program.

Launched in 2012 by AHCA, the Quality Initiative serves as a national effort to build upon the existing work of the long term and post-acute care profession. The Initiative aims to further improve quality of care in skilled nursing centers by challenging member facilities to meet measurable goals: reducing hospital readmissions, reducing off-label use of antipsychotics, improving customer satisfaction, and improving functional outcomes. Of the 42 AHCA Quality Initiative achievers in the state, Hawaii had 7 nursing facilities that achieved at least 1 national goal; 20 nursing facilities achieved 2 national goals; and 15 nursing facilities achieved 3 national goals.

15 Craigside  
Aloha Nursing Rehab Centre  
Ann Pearl Nursing Facility  
Arcadia Retirement Residence  
Avalon Care Center  
Clarence TC Ching Villas  
Garden Isle Healthcare & Rehab  
Hale Anuenue Restorative Care  
Hale Ho`ola Hamakua  
Hale Kupuna Heritage Home  
Hale Makua  
Hale Makua Health Services  
Hale Malamalama  
Hale Nani Rehabilitation & Nursing

Hale Ola Kino  
Harry & Jeanette Weinberg Care Center  
Hilo Medical Center  
Hi`olani Care Center at Kāhala Nui  
Kahuku Medical Center  
Kalakaua Gardens  
Ka Punawai Ola  
Kauai Care Center  
Kauai Veterans Memorial Hospital  
Kohala Hospital  
Kuakini Geriatric Care  
Kula Hospital  
Kulana Malama  
Leahi Hospital

Legacy Hilo Rehab & Nursing  
Life Care Center of Honolulu  
Life Care Center of Hilo  
Life Care Center of Kona  
Liliha Healthcare Center  
Maluhia  
Maunalani Nursing & Rehabilitation  
Nuuanu Hale  
Oahu Care Facility  
Palolo Chinese Home  
Pearl City Nursing Home  
Samuel Mahelona Memorial Hospital  
Wahiawa Nursing & Rehab Center  
Yukio Okutsu State Veterans Home

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

Hawaii’s nursing homes sustained their #1 rank in the nation for low antipsychotic medication use for long-stay nursing home residents. Hawaii has had a 33.2% decrease over the past eight years.

# HIIN

## Hospital Improvement Innovation Network



The Centers for Medicare and Medicaid Services' (CMS) national Hospital Improvement Innovation Network (HIIN) program ended on March 31, 2020. More than 4,000 hospitals across the nation have participated in this CMS quality improvement and patient safety project since 2016.

HAH partnered with Premier, Inc. and the Premier HIIN included twenty-one Hawaii hospital members. Non-members included community partners, such as the Hawaii Department of Health and the State Office of Primary Care and Rural Health, which together form the Hawaii Affinity Team. The Premier HIIN had 506 participating hospitals, so there were many opportunities for Hawaii facilities to learn and share best practices across the country.

The overall HIIN goals were to reduce patient harm and adverse events, and reduce all-cause hospital readmissions, with an increased focus on disparate (underserved) populations and patient engagement.

Premier, Inc. was one of only 16 organizations nationwide that was awarded a contract by CMS to perform this national patient safety and quality improvement work. Hospital participation in the HIIN was completely voluntary, and HAH was very pleased and fortunate to have most of its acute care and critical access hospital members join.

Premier HIIN hospitals exceeded the 20 percent reduction goals in healthcare-associated infections such as *Clostridium difficile* (C.diff), central line associated bloodstream infections (CLABSI), catheter-associated urinary tract infections (CAUTI), and also reduced incidence of venous thromboembolism (VTE), respiratory failure, and adverse drug events associated with anticoagulant medications. Premier HIIN hospitals also demonstrated progress in decreasing ventilator-associated events (VAE), falls, pressure injuries, sepsis, and readmissions.

Throughout the HIIN program, multiple Hawaii hospitals achieved national awards for excellence and patient safety, shared success stories in quality and patient care with the other participating hospitals across the nation, and also presented webinars and live presentations.

We are proud of the tremendous work that our hospitals do to improve patient safety and the quality of care and treatment in our state!

# HHEM

## Hawaii Healthcare Emergency Management



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

During the pandemic, HHEM played a key role in making sure healthcare organizations provided safer care for patients and residents. Many facilities in Hawaii were concerned that COVID-19 would deplete their PPE resources. HHEM, in collaboration with Hawaii Department of Health (DOH), responded by ordering and dispersing personal protective equipment (PPE) to the hospitals, nursing and assisted living facilities, home health agencies, hospices, frontline workers and others.

Here are more ways that HHEM helped members and other healthcare providers prepare and battle the pandemic.

- Acquired and distributed additional personal protective equipment, including medical-grade N-95 masks, gloves, and gowns, as well as also locally-made hand sanitizer, cloth masks, and 3D-printed face shields.
- Coordinated National Guard staff loaned to HHEM to assist with personal protective equipment and supplies.
- Received and shipped other COVID-19 critical supplies, such as the experimental medication Remdesivir used to treat COVID-19 patients.
- Expanded distribution of PPE to non-coalition members such as physician practices, the state Department of Health, and others having difficulty securing PPE.
- Received, inventoried, and dispensed supplies from the Strategic National Stockpile.



# Healthcare Workforce Initiative



In September, HAH released the results of its first-ever Healthcare Workforce Initiative (HWI) report, showing that Hawaii had 2,200 patient-facing positions open which were taking anywhere from six months to a year to fill.

The report was the result of nearly two years of work. HAH started the Healthcare Workforce Initiative in 2018 as a result of the HAH Strategic Plan, which identified workforce needs as an industry priority. HAH also participates in a sector partnership collaboration with the University of Hawai'i and the Chamber of Commerce Hawaii.

The report made front page news and gave new urgency to the creation of job and degree programs in Hawaii. New partnerships and collaborations formed between HAH members and community and academic partners to address the needs of healthcare providers across the continuum of care.

On February 28, 2020, HAH hired Janna Hoshide as the senior director of workforce development to lead the statewide initiative designed to bolster Hawaii's healthcare workforce. She brings to her new role more than 14 years of healthcare experience, organizational development, and a passion for developing Hawaii's healthcare workforce. As part of the workforce development team, Colleen Garrett, who was formerly the policy analyst at HAH, was hired as the administrative coordinator. She will assist with research, administrative support, coordination and project management of workstream projects, and help the senior director with overall workforce initiative portfolio management.

During the pandemic, HAH continued to assess the jobs needs of its members, aligning its efforts towards producing more qualified employees.

# COVID-19 Education



FREE ON-DEMAND WEBINAR



## COVID-19 RESOURCES

FOR POST-ACUTE CARE

[bit.ly/postacutecovid19](https://bit.ly/postacutecovid19)

**\*EARN UP TO 2.25 CNE\***

Credit may be claimed per individual module.

To receive continuing education credit, the participant must complete 100% of the activity, complete a post-test with a minimum 70% score, and complete an evaluation form.

This activity has been designated for a maximum of 2.25 contact hours. The Hawai'i State Center for Nursing is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.



The Healthcare Association of Hawaii (HAH) collaborated with key community stakeholders, including the Hawaii Department of Health (DOH), Hawaii State Center for Nursing (HSCN), and the University of Hawaii John A. Burns School of Medicine (UH JABSOM) to provide infection control education, training, and resources for its post-acute care members.

HAH and HSCN developed a resource document of governmental guidance on COVID-19 best practices and standards of care, that is updated regularly as new resources and recommendations for care are identified. Additionally, with funding to support infection control and prevention, education from DOH and HSCN developed four webinars focusing on COVID-19 Resource Review for Post-Acute Care Facilities:

- Cohorting and Social Isolation
- Staffing Considerations
- Geriatric Considerations
- Limiting Transmissions

Along with the UH JABSOM Department of Geriatrics, HAH also assisted with trainings provided to post-acute care facilities by supporting national speakers from nursing facilities with active COVID-19 cases to share their experiences, guidance, and best practices in protecting both residents and staff, infection control, and facility preparation.

HAH also engaged with HealthStream to obtain over 160+ on-demand webinars for all levels of healthcare staffing, both licensed and non-licensed, that apply to a variety of healthcare settings for a limited time. HAH shared this extensive education with all healthcare workers across the state, both to its members as well as non-members, so that these professionals could access this COVID-19 education at no cost.

# Communications and Events



Since the viral disease outbreak, HAH has worked increasingly hard to amplify its communications and media relations to effectively address COVID-19 both internally and externally and most importantly, offer timely day-to-day messages. HAH also supported its members through the following efforts:

- Handled daily increased media relation requests that showed President and CEO, Hilton Raethel in news coverage across multiple media platforms (tv, radio, print, online).
- Prepared commentary and op-ed pieces for the major news outlets, such as the Honolulu Star Advertiser, so that HAH member voices were heard on important COVID-19 issues.
- Hosted weekly calls for public information officers (PIOs) so that messaging and communication resources were distributed throughout the membership.
- Cancelled the Annual Meeting and the Awards and Scholarship Gala in order to allocate staff resources towards COVID-19 member support.
- Worked with KITV, which donated unused airtime to HAH for PSAs on donating PPE.
- Coordinated donations of homemade PPE to HHEM and other healthcare recipients.
- Updated COVID-19 screening site list in Hawaii.

## 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 sixth year of the program, six heroes from Oahu were profiled in the media, honored at the 2019 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.





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