Healthcare Association of Hawaii

ANNUAL REPORT

JULY 2013 - JUNE 2014
President’s Message

Healthcare providers in Hawaii continue to face significant challenges as they follow mandates of President Obama’s Affordable Care Act, which calls for a sea change for healthcare providers of all types.

The Healthcare Association of Hawaii supports its members to reach for even higher standards of quality, to continually improve even though Hawaii healthcare facilities already rank at the top of many national quality benchmarks.

HAH took legislative action to increase access to care, and helped to shape national policies that impact Hawaii providers.

Hawaii is a unique state, where collaboration outweighs competition, and the needs of the patient are more important than the bottom line. We made great strides this year toward our vision for a healthy Hawaii where every resident of every age has convenient access to appropriate, affordable, high quality care.

I am proud to represent such a fine group of healthcare facilities and organizations. Their work inspires me every day.

Sincerely,

GEORGE W. GREENE, Esq.
President & CEO
Healthcare Association of Hawaii
HAH represents its membership by proposing and supporting legislation at the state and federal levels that is in the collective interest of healthcare providers and patients statewide. HAH works to ensure that laws and regulations furnish a reasonable and equitable environment in which healthcare organizations can provide affordable, safe, high quality healthcare.

During the 2014 Legislative Session, HAH was more active than ever. Eight bills from HAH’s legislative packaged were signed into law. Five critical bills that would have had a negative impact on healthcare providers were defeated. In all, HAH lobbied and testified on 55 measures.

Eight bills from HAH’s priority package passed the Legislature in 2014 and were signed into law by the Governor.

- Act 123 Hospital Sustainability
- Act 124 Nursing Facility Sustainability
- Act 125 Home Care Licensing
- Act 156 Mental Health Discharge
- Act 111 Emergency Management
- Act 159 Telehealth
- Act 154 Provider Orders for Life-Sustaining Treatment (POLST)
- Act 046 Advanced Practice Registered Nurses; Licensure
During the 2013-2014 fiscal year, HAH advocated in Washington DC on a number of issues critical to Hawaii healthcare provider organizations, including:

- Behavioral Health Information Technology Act of 2013
- Reasonable RAC Guidelines
- Therapy Caps Reform
- Improving Access to Medicare Coverage Act of 2013
- Medicare Access to Rehabilitation Services Act of 2013
- Creating Access to Rehabilitation for Every Senior (CARES) Act of 2013
- Medicare Audit Improvement Act of 2013
- DSH Reduction Relief Act of 2013
- Two-Midnight Rule Coordination and Improvement Act of 2014
- Protecting Access to Rural Therapy Services Act

- Critical Access Hospital Relief Act
- Repeal of Prior Authorization for Hospice Part D
- Establishing Beneficiary Equity in the Hospital Readmission Program Act
- Home Health Care Planning Improvement Act of 2013
- Fostering Independence Through Technology Act of 2013
- Hospice Evaluation and Legitimate Payment (HELP) Act of 2013
- Medicare Home Health Rebasing Relief and Reassessment Act
- Medicare DMEPOS Market Pricing Program Act of 2013
- VA Provider Agreement
Rehabilitation Hospital of the Pacific
Quality

Thanks to quality program initiatives, HAH’s hospital members made huge improvements in patient safety and quality of care. From a baseline (2010) to 2013, hospitals significantly reduced hospital acquired conditions:

- 63.6% reduction of Catheter-Associated Urinary Tract Infections
- 31.5% improvement in Falls and Trauma
- 15.15% improvement in Pressure Ulcers Stages III and IV
- 61.5% reduction of Vascular Catheter-Associated Infections
- 63.6% improvement in the Ventilator-Associated Pneumonia Rate

Hawaii is #1 in Nation for Long Term Care Facility Quality. In 2013, Hawaii ranked higher than any other state in the quality of its nursing facilities, according to U.S. News & World Report.

Hawaii skilled nursing facilities joined a nationwide CMS Partnership to Improve Dementia Care in Nursing Homes. In 2013, Hawaii had the lowest rate of antipsychotic medication for dementia residents in the nation (11% down from 19%).

“What this means for Hawaii’s families is that they’ve got some of the nation’s best options for the care of their loved ones. This validates the collaborative efforts throughout our state to share best practices.”

- George W. Greene, Esq., President and CEO

Other Quality highlights:

- Secured third year of Partnership for Patients contract. Increased membership to 21 hospitals.
- Conducted INTERACT II training at two pilot long term care facilities.
- Coached 16 hospital visits by the Hawaii Clinical Improvement Coach.
- Increased participation in Advancing Excellence in America’s Nursing Home Campaign to 28 facilities.
- Partnered with the QIO and Hawaii Long Term Care Association to convene the first Successful Transitions conference.
- Launched online Quality Calendar.
Program Highlights:

- Kalaupapa - The Area cache on Molokai was refurbished this year, including restocking of the island’s ambulance and enhanced satellite communications. On-site training was provided to Kalaupapa Settlement.
- Makani Pahili - This year’s hurricane preparedness exercise involved deployment of a 10-person Hawaii Disaster Medical Assistance Team to Kauai to set up a 20-bed portable disaster hospital system. Coordination and communication exercises were conducted statewide for coalition organizations.
- Hilo international airport aircraft disaster exercise
- Emergency aeromedical missions in Hawaii and into the Pacific

Growth to 130 Healthcare Coalition Members

- Hospitals including critical access, specialty and government organizations
- Nursing Facilities, Assisted Living facilities and Type II ARCHs
- Home Care and Hospice providers
- Community Health Centers
- Dialysis providers
- Air and Ground Ambulance providers
- Hawaii Disaster Medical Assistance Team (Kalawao Rescue)
- Clinical Laboratories and Blood Banks
- Durable Medical Equipment suppliers
- PHEP-HPP Site visit key findings
Events and Education

HAH offered 34 free or reduced-rate educational opportunities for members in the 2013-2014 fiscal year ranging from hospital accreditation and ICD-10 to palliative care. Signature annual events offered opportunities for networking, sharing best practices and receiving updates from national healthcare leaders.

- Annual Meeting
- Awards & Scholarship Dinner
- Advocacy Day
- DME Education
- HIPAA Compliance Seminars
- Hospital OIG Education
- ICD-10 Coding Education
- Joint Commission Resources Custom Education Program
- Lunch and Learns
In 2013, HAH coordinated a statewide Hawaii Hospitals Community Health Needs Assessment (CHNA). In July 2013, the results of the CHNA were rolled out at a joint HAH-Department of Health press conference. Every major media outlet attended, which resulted in coverage by more than 30 different media channels from Honolulu to Chicago.

From September through November, HAH co-hosted a series of eight meetings on three islands with the Department of Health and the Federal Reserve Bank of San Francisco. Meetings focused on Hawaii hospitals’ top community health priorities and brought together varied stakeholders to brainstorm solutions and commit resources and actions.
Return on Investment

HAH leveraged more than $78 million in direct monetary benefit for members this year:

- $2.2 million cost savings from Partnership for Patients quality advances.
- $.17 million statewide quality improvement through Partnership for Patients.
- $9.5 million in additional federal funds through nursing facility sustainability program, drastically improving Medicaid reimbursement rates.
- $38.3 million in additional federal funds through hospital facility sustainability program.
- $10 million saved through defeat of legislatively mandated Caregiver training.
- $5 million saved through reform of Mental Health Discharge procedures.
- $.35 million for equivalent reimbursement for Telehealth services.
- $.5 million saved through defeat of legislatively-mandated Sepsis procedures.
- $1.1 million saved through defeat of facility-incurred costs for copying Medical Records.
- $1.5 million saved through defeat of legislatively-mandated Emergency Services Patient Advocate.
Connecting the Continuum of Care

HAH Member Committees serve as a springboard for collaboration and sharing of best practices throughout the continuum of care.

Regular Member Divisions:
- Acute Care Leadership
- Long Term Care Leadership
- Home Care and Hospice Leadership (home health, hospice, and DME executives)
- Awards & Scholarship Committee
- Board of Directors and Executive Committee
- Chief Financial Officer Committee (hospital CFOs)
- Community Health Needs Assessment Advisory Group
- Chief Nursing Officers Roundtable (hospital CNOs)

- Emergency Management Committee
- Finance Committee
- Government Relations Committee
- Hawaii Affinity Team
- Hawaii Healthcare Heroes Committee
- Long Term Care Reimbursement Committee
- Mental Health Task Force
- Neighbor Island Committee
- Patient Safety and Quality Committee
- Public Information Officer Working Group
- Transitions of Care Committee
HAH’s communications team works to elevate the positive image of Hawaii’s healthcare systems, correct media misperceptions, and highlight achievements of member facilities. This year HAH generated more than 48 local and national media placements, equating to tens of thousands of dollars in publicity value.

A new website launched at HAH.org in February, including a member job bank and community calendar.
Board of Directors FY 12 -14

Chair: EMILIE SMITH, RN, BSN, MBA, CareResource Hawaii
Chair-Elect: KATHRYN RAETHEL, FACHE, MAHA, MPH, RN, Castle Medical Center
Secretary/Treasurer: BETH HOBAN, RN, MAOM, Prime Care Services Hawaii, Inc.
Past Chair: FRED HORWITZ, Life Care Center of Hilo
President & CEO: GEORGE W. GREENE, ESQ., Healthcare Association of Hawaii

HOWARD AINSLEY, (Neighbor Island Committee Chair), HHSC East Hawaii Region
BG DENNIS DOYLE, FACHE, (Tripler Liaison), Tripler Army Medical Center
STEVEN GOLD, MHA, CFACHCA, FACHE, (AHCA Delegate), Hale Nani Rehabilitation & Nursing Center
GARY K. KAJIWARA, Kuakini Medical Center
CHERYL KOZAI, RN, (AONE Liaison), Pali Momi Medical Center
TONY KRIEG, MPH, NHA, (Long Term Care Division Chair), Hale Makua Health Services
BERNADETTE LEDESMA, MPH, NHA, Pearl City Nursing Home
LEONARD LICINA, Kahi Mohala
WAYNE PFEFFER, (VA Liaison), VA Pacific Islands Health Care System
CORINNE SUZUKA, RN, BSN, MA, (Home Care & Hospice Division Vice Chair), St. Francis Home Care
ARTHUR A. USHIJIMA, The Queen’s Health Systems
RAYMOND P. VARA, Jr. (AHA RPB 9 Delegate), Hawaii Pacific Health
BYRON YOSHINO, PharmD, Pharmacare
KENNETH ZERI, RN, MS, NHA, (Home Care & Hospice Division Chair), Hospice Hawai`i

Unified Voice for Healthcare
HAH is the official Hawaii state affiliate for the leading national healthcare associations:
Members

ACUTE CARE HOSPITALS and HOSPITAL-BASED SKILLED NURSING FACILITIES

Castle Medical Center
Hale Ho’ola Hamakua
Hawaii State Hospital
Hilo Medical Center
Kahi Mohala
Kahuku Medical Center
Kaiser Permanente Medical Center
Kapiolani Medical Center for Women & Children
Kauai Veterans Memorial Hospital
Kohala Hospital
Kona Community Hospital
Kuakini Medical Center
Kula Hospital
Lanai Community Hospital
Leahi Hospital
Maui Memorial Medical Center
Molokai General Hospital
North Hawaii Community Hospital
Pali Momi Medical Center
Rehabilitation Hospital of the Pacific
Samuel Mahelona Memorial Hospital
Shriners Hospitals for Children – Honolulu
Straub Clinic & Hospital
The Queen’s Medical Center
Wahiawa General Hospital
Wilcox Medical Center
<table>
<thead>
<tr>
<th>Free-Standing Skilled Nursing Facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ann Pearl Nursing Facility</td>
</tr>
<tr>
<td>Hale Anuenue Restorative Care Center</td>
</tr>
<tr>
<td>Hale Makua — Kahului</td>
</tr>
<tr>
<td>Hale Makua — Wailuku</td>
</tr>
<tr>
<td>Hale Nani Rehabilitation and Care Center</td>
</tr>
<tr>
<td>Ka Punawai Ola</td>
</tr>
<tr>
<td>Kulana Malama</td>
</tr>
<tr>
<td>Life Care Center of Hilo</td>
</tr>
<tr>
<td>Life Care Center of Kona</td>
</tr>
<tr>
<td>Liliha Healthcare Center</td>
</tr>
<tr>
<td>Maluhia</td>
</tr>
<tr>
<td>Nuuanu Hale</td>
</tr>
<tr>
<td>Oahu Care Facility</td>
</tr>
<tr>
<td>Pearl City Nursing Home</td>
</tr>
<tr>
<td>VA Center for Aging (Community Living Center)</td>
</tr>
<tr>
<td>Home Health Agencies</td>
</tr>
<tr>
<td>----------------------</td>
</tr>
<tr>
<td>Ace Medical</td>
</tr>
<tr>
<td>Apria Healthcare</td>
</tr>
<tr>
<td>Bayada Home Health Care - Maui</td>
</tr>
<tr>
<td>Bayada Home Health Care - Oahu</td>
</tr>
<tr>
<td>Bristol Hospice</td>
</tr>
<tr>
<td>CareResource Hawaii</td>
</tr>
<tr>
<td>Castle Home Care</td>
</tr>
<tr>
<td>Hale Nani Rehabilitation &amp; Care Center</td>
</tr>
<tr>
<td>Hawaii Islands Medical Corporation</td>
</tr>
<tr>
<td>Hilo Medical Center Home Care</td>
</tr>
<tr>
<td>Home Health by Hale Makua</td>
</tr>
<tr>
<td>Hospice Hawaii</td>
</tr>
<tr>
<td>Hospice Maui, Inc.</td>
</tr>
<tr>
<td>Hospice of Hilo</td>
</tr>
<tr>
<td>Hospice of Kona</td>
</tr>
<tr>
<td>Islands Hospice</td>
</tr>
</tbody>
</table>
Airgas Gaspro, Inc.
Alston Hunt Floyd & Ing
Altres Medical
American Organization of Nurse Executives — Hawaii Chapter
AON Risk Services, Inc. of Hawaii Architects Hawaii Ltd.
Atlas Insurance Agency
B-Homecare
Biospray Hawaii, LLC
Blood Bank of Hawaii
Brightstar of Honolulu
Cardinal Health
Comforting Hands Senior Care
Convatec
CW Associates
Diagnostic Laboratory Services, Inc.
DSI Renal, Inc.
Ensocare
Ernst & Young LLP
Goodsill Anderson Quinn & Stifel
Happiness U
Hawaii Health Information Corporation
Hawaii State Center for Nursing
Hawaiian Cool Water
Healthcare Coding Consultants of Hawaii
HiHomeCare
HiNursing
Intellimed International Corp.
Johnson Controls
Kahu Malama Nurses, Inc.
Legacy of Life Hawaii
MGA Architecture
Meadow Gold Dairies — Hawaii
MetLife Resources
MEDCAH
Monarch Insurance Services, Inc.
Mountain-Pacific Quality Health Foundation
Paubox
Pharmerica
Pu`ulu Lapa`au
SH Consulting LLC
Sodexo Health Care Division — Facility Management Services
Standard Parking
Team Praxis
The Queen’s Federal Credit Union
Verge Solutions
Wealth Strategy Partners, LLC
### PERSONAL

<table>
<thead>
<tr>
<th>Frances Becker</th>
<th>Shelley Hee</th>
<th>Kaimi Maka</th>
<th>Lenora Springer</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Farias</td>
<td>Rick Jackson</td>
<td>Barbara Ornellas</td>
<td>Frank Vitale</td>
</tr>
<tr>
<td>Wendy Gibson</td>
<td>Pat Lambrecht</td>
<td>Frances Spohn</td>
<td></td>
</tr>
</tbody>
</table>

### EMERITUS

| Will Henderson | Rich Meiers | Rose Ann Poyzer | Herb Yim |

### AFFILIATE

<table>
<thead>
<tr>
<th>Advantage Health Care Provider, Inc.</th>
<th>Priority 1 Air Rescue</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Island Case Management Corporation</td>
<td>Tripler Army Medical Center</td>
</tr>
<tr>
<td>American Medical Response &amp; AMR AIR Hawaii</td>
<td>University of Hawaii at Manoa, John A. Burns School of Medicine</td>
</tr>
<tr>
<td>CardonOutreach</td>
<td>University of Hawaii at Manoa School of Nursing &amp; Dental Hygiene</td>
</tr>
<tr>
<td>Chaminade University of Honolulu, School of Nursing</td>
<td>University of Phoenix, Hawaii Campus</td>
</tr>
<tr>
<td>Hawaii Life Flight</td>
<td>Veterans Affairs, Spark M. Matsunaga Medical Center</td>
</tr>
<tr>
<td>Ho`okele Health Navigators, LLC</td>
<td></td>
</tr>
</tbody>
</table>
HAH Team FY13-14

Executive Staff

George W. Greene, Esq.
President & CEO

Rachael Wong, DrPH
Vice President & COO

STAFF

Gail Coleman
Office Coordinator

Adria Estribou, MA
Manager, Communications

Gina Gibo
Staff Accountant

Bess Hayashi
Chief Financial Officer

Sharie Higashionna-Ibarra, MEd
Special Assistant to the President & CEO

Katherine Korenaga
Executive Coordinator for the Vice President & COO

Jeremy Lakin, JD
Manager, Legislation & Research

Linda Nunes, MSCJA
Administrative Assistant
HAH EMERGENCY SERVICES

Jamie Velasco
Communications and Special Events Assistant

Joy Yadao, RN
Hawaii Clinical Improvement Coach

Catherine Xiao, MBA
Manager, Reimbursement & Public Policy

Dr. Susan Young, DHA, MSA, RN
Director, Quality & Regulatory Affairs

Toby L. Clairmont, RN, CEM
Director

William “Bill” Richter, RN
Manager, Clinical Operations

Chris Crabtree, DrPH, CEM
Manager, Program Development

Aiko Holmberg
Program Coordinator