Why are people with horses on the cover? This photo is a great example of how members of the Healthcare Association of Hawaii understand that good healthcare means treating the whole person. And if the person has a bucket list dream to ride a horse with her grandson, then our members—in this case Hospice Hawaii—will go the distance to make that happen. Photo of JP and Paula courtesy of Hospice Hawaii.

MEMBER VALUE
FY 2015-2016

Healthcare Association of Hawaii
Workforce Development: Farrington Health Academy Students


Established within Farrington High School in Kalihi to help develop the state’s healthcare workforce, the Academy received early support from the Healthcare Association of Hawaii in the form of financial backing and input from members. HAH member organizations still support the Academy, providing opportunities for internships, mentorship and entry-level jobs.

This year’s academy graduates are bound for schools such as Brown University, Georgetown University, and the University of Hawaii. Some are entering military service, or starting work. Together, they have more than $300,000 in scholarships bestowed on them. HAH congratulates all of the graduates and wishes them well in their future studies and careers.
State Legislation

Five of HAH’s six priority bills passed the legislature in 2016:

- Act 025 Prohibition of Tobacco Products on HHSC Facility Campuses
- Act 059 Nursing Facility Sustainability Program
- Act 060 Hospital Sustainability Program
- Act 136 Medicaid Rate Inflationary Increase for Long Term Care Facilities
- Act 137 Durable Medical Equipment Licensure

Both sustainability programs are designed to draw down federal matching Medicaid funds to improve reimbursements and maintain access to care for the Medicaid population. No state funds and no taxpayer dollars will be used. Instead, the legislation raises funds from private facilities.

HAH also collaborated with stakeholders toward the passage of other important healthcare legislation:

- Expanding access to telehealth
- Increasing funding for Kupuna Care programs by $3 million
- Establishing criteria relating to caregiver designation for discharge planning
- Creating a framework for biosimilars to get to consumers

HAH defeated a number of bills that would have hurt best practices for patient care, including a measure to ban the practice of balance billing and reporting requirements for hospitals in areas such as opioid overdoses and sepsis.
During the 2015-16 fiscal year, HAH worked closely with Hawaii’s congressional delegation on a number of issues critical to Hawaii healthcare provider organizations across the continuum of care.

**Acute Care Hospitals**
- Reforms to Recovery Auditor Contractor (RAC) program
- Improving payments for hospital outpatient departments
- Addressing socioeconomic factors in readmissions
- Maintaining 340B program

**Skilled Nursing Facilities**
- Counting observation stays toward three-day requirement for Medicare benefits
- Preparing for mandatory Payroll-Based Journal

**Home Health Agencies**
- Reforming face-to-face requirement
- Banning prior authorization requirement for Medicare home health services

**Other**
- Preserving Medicaid provider fee programs
- Seeking relief for rural DME suppliers from Medicare Competitive Bidding
- Increasing healthcare workforce development
Aloha Nursing in Kaneohe is the first Hawaii nursing home in seven years to receive the coveted Bronze Commitment to Quality Award from the American Health Care Association and National Center for Assisted Living (AHCA/NCAL) given for dedication to improving the lives of residents through quality care.

The award is conferred through the National Quality Award Program run by 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 continues to be the #1 ranked state in the nation for appropriately low antipsychotic use for long-stay nursing home residents. Hawaii had a 38.7% decrease from 2011 to 2015.

Sharing Best Practices in Healthcare Quality and Patient Safety

- HAH Hospital Quality Committee
- HAH Post-Acute Care Quality Committee
- HAH Sepsis Best Practices Group

Highlights

- 21 Hawaii hospitals participating in Partnership for Patients
- Advancing Excellence in America’s Nursing Homes Campaign
HAH partnered with Premier, Inc. again for the second round of the CMS Partnership for Patients program, joining its Hospital Engagement Network (HEN) of nearly 450 other hospitals across the nation.

Twenty-one Hawaii hospitals are participating with HAH in the Premier HEN 2.0 with multiple community partners.

The program helps hospitals improve their performance.

Hawaii hospitals continue to have one of the lowest readmission rates in the nation, and Hawaii is among the top performing states in having low rates of healthcare-associated infections (HAIs).
In 2013, Hawaii became one of only two states to conduct a statewide Community Health Needs Assessment (CHNA) through a collaboration between Hawaii hospitals and the Hawaii Department of Health. Building off of this successful partnership, HAH once again spearheaded the triennial CHNA process for 15 of its acute care hospitals.

Healthy Communities Institute (HCI) conducted several dozen key informant interviews and utilized the Hawaii Health Matters database for secondary data to identify the greatest public health challenges facing Hawaii. HCI’s Florence Reinisch, MPH, and Jenny Belforte, MPH, presented their preliminary findings to HAH members and HAH’s CHNA Advisory Group. Armed with this data, HAH member hospitals are currently finalizing their 2016 CHNAs, which will include each member’s strategic plan to improve public health throughout the state.

“Hawaii hospitals are embracing this opportunity to ‘move the needle’ in addressing public health challenges in the communities they serve.”

— George Greene, Esq., President and CEO, Healthcare Association of Hawaii
HAH Emergency Services

HAH Emergency Services, a division of the Healthcare Association of Hawaii, provides emergency preparedness and operations management services to more than 125 health care coalition members throughout the State of Hawaii including hospitals, nursing homes, assisted living facilities, home care and hospice, air and ground ambulance, blood banks and clinical laboratories.

The mission is to integrate and coordinate the actions of the healthcare coalition in time of emergency with the intent of establishing and maintaining an effective and timely system-level response. HAH Emergency Services is a 501c3 non-profit organization.

Rapid Response to Emerging Infectious Diseases

HAH Emergency Services worked in collaboration with state and federal officials to quickly respond to threats from emerging infectious diseases, including Ebola, dengue and Zika virus.

The actions taken included staffing the Hawaii County Emergency Operation Center with a liaison officer during the peak of the dengue outbreak, and participating in a press conference with U.S. Senator Mazie Hirono, Governor David Ige, and other state and federal officials, calling for more federal funds to fight the Zika outbreak.

Lending a Hand and Keeping Hawaii Prepared

Highlights of the 2015-2016 fiscal year include:

- Coordinating communications and transportation for the 2015 Honolulu Marathon first aid stations, and providing one of two advanced life support first aid stations.
- Assisting HAH members in conducting active-shooter response exercises and training.
- Upgrading the contingency communication devices for all of HAH’s post-acute members.
- Repairing 10 hospital contingency communication devices on five islands.
- Planning for the humanitarian assistance and disaster relief component of the Rim of the Pacific (RIMPAC) 2016 naval exercises. This exercise is the largest military-civilian exercise in the world, and gives Hawaii healthcare organizations the opportunity to test their emergency response plans with actual triaging, treating and transporting of patient actors exhibiting simulated injuries and illnesses.
- Developing a new coalition healthcare facility status reporting board on WebEOC that provides a comprehensive healthcare facility status summary of both acute and post-acute members.
- Upgrading statewide Patient Tracking and Assessment Application tool.
HAH offered free or reduced-rate educational opportunities for members in the 2015-2016 fiscal year, along with signature events offering opportunities for networking, sharing best practices and receiving updates from national healthcare leaders. HAH also laid important groundwork to prepare for future education opportunities offering nursing continuing education units.

- Annual Membership Meeting
- Advocacy Day
- Awards & Scholarship Gala
- Documentation and ICD-10 Updates for Clinical Staff: Risk Management in an Uncertain World 4-Part Webinar Series
- Hawaii Healthcare Heroes Ceremony
- Hawaii State Legislative Process
- Improving HHCAHPS Scores & Patient Experiences
- Insurance Point Presentation
- Joint Commission Resources Custom Education Program
- Long Term Care CDC/NHSN Infection Tracking
- Oasis: Focus on Accuracy 5-Part Webinar Series
- Reducing Catheter-Associated Urinary Tract Infections
- Riding the Data Wave 3-Part Webinar Series

*At the Joint Commission Resources Custom Education Program: “Do you plan to make any changes to your clinical practice as a result of this education program?” 91% said YES*
Be a part of collaborations across the continuum of care throughout Hawaii. Meet your peers in the industry.

HAH Member Committees:

- Regular Member Divisions
  - Acute Care Leadership
  - Long Term Care Leadership (skilled nursing facility executives)
  - Assisted Living Facility/Adult Residential Care Home Committee (ALF and ARCH executives)
  - Home Care and Hospice Leadership (home health, hospice, and DME executives)
- Acute Care Quality Committee
- Awards and Scholarship Committee
- Board of Directors and Executive Committee
- Chief Financial Officer Committee (hospital CFOs)
- Community Health Needs Assessment Advisory Group
- Emergency Management Committee
- Finance Committee
- Government Relations Committee
- Hawaii Affinity Team
- Neighbor Island Committee
- Post-Acute Quality Committee
- Public Information Officer Working Group
- Sepsis Best Practices Group
HAH’s communications team works to elevate the positive image of Hawaii’s healthcare systems, correct media misperceptions, and highlight achievements of member facilities. It was a very favorable media year for HAH, with more than 40 earned media placements on HAH’s Hawaii Healthcare Heroes, dengue assistance, advocacy, and long term care.

Tony Krieg, left, is CEO of Hale Makua Health Services and Richard Kishaba is president of Ohana Pacific Management Co.; they are vice chairman and chairman, respectively, of the long-term care committee for the Healthcare Association of Hawaii.

HAH Update (weekly e-newsletter)
- 1,300 subscribers
- Open rate 25%
- National open rate 17%

The 5 bills that change the business of health and hospitals in Hawaii

The Hawaii state Legislature has passed several measures that could affect the business of health care in the Aloha State.

“The health care industry is one of the largest business sectors and employers in the state,” said Healthcare Association of Hawaii President and CEO George Greene. “Even though our hospitals serve as safety net facilities and are nonprofit, regardless of one’s ability to pay, hospitals take care of them. At the end of the day, hospitals have to have a good business plan in place in order to maintain their infrastructure and technology and workforce so they can continue to take care of patients and the state.”

Caring for our kupuna will require more private-public collaboration
In keeping with the goals in our Strategic Plan—to elevate the Association’s profile and increase public confidence in and knowledge about healthcare—HAH launched Hawaii Healthcare Heroes in 2014. We believe this is the only patient-nominated awards program in the nation. In the second year of the program five heroes from Oahu and Kauai were profiled in the media and honored at the annual Awards and Scholarship Gala.

- More than $227,900 in leveraged publicity (TV, print, radio)
- More than 33 earned media placements
- Nearly 5 million verifiable media impressions

In recognition of their exceptional care, the recipients of the Hawaii Healthcare Heroes Award for 2015 are:

- Warren Tamamoto, chief of pulmonology at Kaiser Permanente Hawaii
- Juliette Zelada, a surgeon at Wilcox Memorial Hospital
- Kathy Krammer, a speech pathologist at Queen’s Health Systems
- Jim Stremick, a physical therapist at Prime Care Services Hawaii, Inc.
- Grace Porras, a nurse at Malamalani Nursing and Rehabilitation Center

These five healthcare heroes were nominated by patients and peers, who felt they had been given exceptional care by the healthcare worker, either for themselves or for loved ones. A panel of judges reviewed the entries and ultimately selected the five awardees. "I want to thank the healthcare heroes for providing such a high level of compassionate and quality care to their patients," said George Green, CEO and president of HAH. "Their actions are inspiring for their peers, and reassuring to Hawaii residents who might someday need their care."

For the past 76 years, HAH has been covering the continuum of care throughout the state. The trade association represents hospitals, skilled nursing facilities, home health, hospice and other care provider organizations in working with state and national healthcare policy and legislation, reimbursement policy and quality improvement. Its mission is to improve quality of care for patients and their caretakers.
HAH represents the 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
- Association for Professionals in Infection Control and Epidemiology (APIC) Hawaii Chapter
- Board of Education School Health Policy Stakeholders Group
- Chamber of Commerce of Hawaii Public Health Fund
- Department of Health Antimicrobial Stewardship Collaborative
- Department of Health Healthcare-Associated Infections Advisory and Steering Committees
- Department of Health Stroke Coalition
- Department of Human Services ePASSR Task Force
- Family Caregivers Working Group
- Governor’s State Innovation Model Initiative: Steering, Delivery/Payment Reform and Population Health Committees
- Hawaii Health Connector Board of Directors
- Hawaii Health Information Corporation Board of Directors
- Hawaii Health Systems Corporation Quality Council
- Hawaii Maternal and Infant Health Collaborative
- Hawaii Performance Improvement Collaborative, State Office of Primary and Rural Health
- Hawaii Stroke Coalition
- Healthcare Financial Management Association (HFMA)
- Honolulu Community Coalition
- JABSOM Advisory Council of Hospital CEOs
- Mountain-Pacific Quality Health Foundation Board
- Pacific Basin Telehealth Resource Center Telehealth Policy Workgroup
- Public Relations Society of America (PRSA)
- State of Hawaii Affordable Care Act Innovation Waiver Task Force
- State of Hawaii Emergency Services Patient Advocacy Task Force
- State of Hawaii Preventive Health and Health Services Block Grant Advisory Committee
- State of Hawaii Sepsis Task Force
- State Task Force on Alzheimer’s Disease and Related Dementias

**National**

- Advancing Excellence in Nursing Homes Campaign
- Affiliate Policy Task Force, American Health Care Association
- Affiliate State Health Care Association Executives, American Health Care Association
- Allied Association Quality Committee, American Hospital Association
- Allied Association Telehealth Group, American Hospital Association
- American College of Healthcare Executives
- Council of State Home Care Associations
- Forum of State Associations, National Association of Home Care and Hospice
- National Association for Healthcare Quality
- Quality Committee, American Health Care Association
- State Affiliate, National Center for Assisted Living
- Regional Policy Board 9, American Hospital Association
- State Hospital Association Executive Forum
- State Leaders Council, AA Homecare
Return on Investment

HAH leveraged almost **$64 million** in direct monetary benefit for members this year.

- **$39.9 million** in additional federal funds through the hospital sustainability program.
- **$11.3 million** in additional federal funds through the nursing facility sustainability program.
- HAH decreased burdensome provisions in pending legislation that could have cost hospitals up to **$7 million** if allowed to pass unamended.
- HAH Inflationary Adjustment for Nursing Facilities bill passed. It provides **$4.7 million** in state and federal matching funds.
- **$4 million** in indirect improvement in reimbursement rates through sustainability programs.
- **$500,000** accrued savings to participating HAH hospitals from statewide Community Health Needs Assessment.
- **$228,631** statewide quality improvement through Partnership for Patients.
- **$131,600** savings in travel costs for Joint Commission and other in-state education.
- **$26,000** in healthcare scholarships.

Official State Affiliate of the Following National Organizations

![American Hospital Association](image1.png)
![American Health Care Association](image2.png)
![Council of State Home Care Associations](image3.png)
![American Association for Homecare](image4.png)
![HomeCare & Hospice](image5.png)