

Windward

HEALTH

Spring 2018



Part of Adventist Health Castle's ongoing commitment to transform the health experience and outcomes of the Windward O'ahu population is the renovation that has refreshed and modernized the four-story Castle Professional Center in Kaneohe. The project's completion was celebrated with a blessing ceremony on Jan. 12.

Pictured from left: Cherie Martyn, property manager, and May Anderson, vice president, Project & Development Services, JLL; Andy Kraus, project architect, and Sid Scott, principal, Scott Edwards Architecture; Kathy Raethel, president, and Travis Clegg, operations executive, Adventist Health Castle; Paul Silen, vice president, and Robert Tomas, project manager, Hawaiian Dredging Construction Company.



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Congratulations, DAISY Award winners!

Adventist Health Castle is proud to be among the nation's hospitals that participate in The DAISY Award Program. The award is part of the DAISY Foundation's program to recognize the superhuman efforts nurses perform every day.

Shauntei Mendoza, RN, Ho'okipa, and Susanne Terrac-Gee, ASF/PACU, are AH Castle's latest recipients of The DAISY Award.

Mendoza received the award based on patient feedback during rounding, Patient Call Manager calls and Share Cards. The comments received praised Mendoza for "going above and beyond" when caring for patients, for being thoughtful and insightful in deciding what patients need during their hospital stay and discharge, and for proactively dealing with any barriers to her patients' wellness and recovery. Mendoza is a role model to her team.

Terrac-Gee is the preceptor for new graduate RNs and nursing students. She has an expertise in educating, supervising and molding inexperienced students and RNs into knowledgeable, confident nurses. She is service-oriented, kind and friendly. She prioritizes patients' needs first and always assists and accommodates whoever needs her. She seeks opportunities to improve patient care and outcomes, attends seminars and conferences to find new protocols to treat pre- and post-op patients, and is driven to succeed.

AH Castle celebrates prestigious Baldrige Award

Hospital associates, medical staff and volunteers, governing board members, distinguished community members, and the local media gathered on Adventist Health Castle's front lawn to celebrate Castle's 2017 Malcom Baldrige National Quality Award, the nation's highest Presidential honor for performance excellence. AH Castle is the only organization in Hawai'i and the Adventist Health system to win this award. In addition to savoring special bento lunches, all enjoyed musical entertainment by Na Hōkū Hano Hano Award winner Nathan Aweau.



On hand for the celebration were (from left) Laura Westphal, patient care executive, Travis Clegg, operations executive, and Kathy Raethel, president, AH Castle; Scott Reiner, Adventist Health CEO; Joyce Newmyer, president Northwest Region, Adventist Health; and Heidar Thordarson, finance executive, AH Castle.

AH Castle launches COPE Health Scholars Program

In January 2018, Castle and COPE Health Solutions launched the COPE Health Scholars Program. The program provides nursing students the opportunity to volunteer at Adventist Health Castle for a minimum of one four-hour shift per week to receive hands-on, real-world health care experience. Castle is also offering an eight-week Summer Intensive Health Scholars Program focused on O'ahu college students returning for the summer.

"The Health Scholars Program aligns with Harold K.L. Castle's commitment to strengthen Windward O'ahu communities as it will develop leadership from within the local community to meet the ever-changing health care needs of Windward residents," says Kathy Raethel, president, AH Castle.

The students rotate through several clinical departments and are enrolled in an experiential course certified by the University of California, Los Angeles (UCLA), which focuses on patient care competency, service excellence, rules and regulations, and leadership and management.

"The Health Scholars Program will connect students with entry-level hospital and health system jobs while enabling Castle to establish a sustainable, best-fit talent pipeline that reduces costly recruiting expenses," says Todd Reese, director of human resources, AH Castle. "This will also help better position us to address workforce gaps in the future."

COPE Health Solutions will be working closely with AH Castle to determine a tailored strategy for recruiting students from local community colleges and medical students with roots in Hawai'i. COPE will also pre-screen all health scholars through an extensive application process, health clearance, and 30-hour training.



Awards and recognition

Adventist Health Castle was honored with two 2018 Women's Choice Awards®

Bariatric Surgery: The Women's Choice Award® for America's Best Hospital in Bariatric Surgery signifies that AH Castle is in the top 9 percent of 4,812 U.S. hospitals reviewed. The 422 award recipients represent the hospitals that have met the highest standards for bariatric surgery across the U.S.

Obstetrics: The Women's Choice Award® for America's Best Hospitals in Obstetrics signifies that AH Castle is in the top 17 percent of 2,720 U.S. hospitals offering obstetrics. The 452 award recipients represent the hospitals that have met the highest standards for obstetrics across the U.S.

Adventist Health Castle achieves AHA Gold-level Workplace Health Award

AH Castle received the American Heart Association's (AHA) 2017 Gold-level Workplace Health Achievement recognition. The AHA commended Castle on reaching this important milestone in building a culture of workplace health.

Adventist Health Castle receives Stryker Healthy Hospital Gold Award

AH Castle is the recipient of the 2017 Stryker Healthy Hospital Gold Award. Castle saved over \$500,000 in the past 12 months. Castle is the first hospital in Hawai'i to receive the Stryker Healthy Hospital Gold Award.

Come on in!

We're growing to meet our community's health needs



Adventist Health Castle, in response to the health needs of Windward O'ahu, has opened four new clinics; is renovating existing facilities to enhance services; and is recruiting more doctors, especially primary care physicians, to join Castle's growing network of providers on the Windward side.

At the newly renovated Castle Professional Center in Kaneohe, the lobby has been transformed into a bright, spacious and welcoming space with a two-story atrium and floor-to-ceiling windows that bring in sunlight from the newly repaved and landscaped courtyard. An open stairway with polished wood steps ascends to the second-floor physician offices, which also can be reached by elevator from the lobby.

BY MELE POCHEREVA

Every three years, the Healthcare Association of Hawai'i (HAH), in collaboration with Adventist Health Castle and HAH's 18 other nonprofit hospital members, participate in a community health needs assessment to identify and prioritize significant health needs facing the state. Data collected from the health department and other sources, as well as input from a wide swath of stakeholders, including members of medically underserved, low-income and minority populations, are compiled to prepare reports and implementation strategies for the state as a whole and for each of Hawai'i's four counties.

These triennial assessments are a valuable tool for the leadership team at AH Castle, explains Travis Clegg, AH Castle's operations executive.

"We take a close look at the health needs of Windward O'ahu, where Castle can have the greatest impact, and use that information to guide our strategic planning," Clegg says. "Access to care was at the top of the list of significant needs identified in the most recent 2015–16 report and is a priority for us."

Castle has responded in the last three years by opening four new clinics, renovating existing facilities to enhance services, and recruiting more doctors, especially primary care physicians, to join Castle's growing network of providers on the Windward side.

"We are especially excited about the recently completed renovation of Castle Professional Center in Kaneohe, where our goal was to create a convenient 'health care destination,'" notes Clegg. "Here patients will find access to primary care services as well as medical specialists and support services, including a pharmacy, lab, and Imaging and Rehabilitation Services, all in one building."

These most recent initiatives build upon Castle's ongoing commitment to transform the health experience and outcomes of the Windward O'ahu population.

"We have invested millions of dollars in our facilities over the past five or six years to live up to that commitment," Clegg explains. "Approximately 70 percent of the hospital has now been renovated, from the OR and ICU to the Birth Center, cath labs and Behavioral Health Department; we increased the number of emergency room beds from 18 to 25; and we added neurosurgery to our growing list of medical specialties."

In an ever-changing health care environment, Adventist Health Castle strives to meet the health needs of the community it serves.



The Castle Primary Care Offices in Kailua are located at 30 Aulike Street, Kailua, Hawai'i.



The Castle Health Clinic of Laie opened in 2016. Pictured from left: Marc Shlachter, MD; Ryan Tenn, MSN, AGPCNP-BC, nurse practitioner; Kumi Arnold, MA; and Tammy Kealoha and Michelle Estioko, patient access representatives.



The Castle Primary Care 1 Kailua providers from left: Angela McCarthy, MD; Maria Wilson, MD; Nurse Practitioner Jacqueline Viana, MSN, ACNP-BC; and Howard Keller, MD.



AH Castle makes primary care a priority

A fresh look for Castle Professional Center

If you haven't visited the Castle Professional Center in Kaneohe recently, you are in for a pleasant surprise following a two-year renovation that has refreshed and modernized the four-story medical building inside and out. The project's completion was celebrated with a blessing ceremony on January 12.

The most dramatic change greets you at the main entrance, where the lobby has been transformed into a bright, spacious and welcoming foyer with a two-story atrium and floor-to-ceiling windows that bring in sunlight from the newly repaved and landscaped courtyard.

While much of this ground floor has been reconfigured to make better use of the existing space, you still will find the familiar professional services conveniently located on the lobby level in newly renovated offices. They include the Outpatient Services clinic offering occupational and physical therapy, rehabilitation services, lab and imaging services; the pharmacy; and physician offices. In the coming months, Castle will open a medical specialties clinic that offers physician specialists office space on a "time-share" basis to see patients.

An open stairway with polished wood steps ascends to the second-floor physician offices, which also can be reached by elevator from the lobby.

Each of the three upper floors sports new floor coverings, wood paneling accents and artwork. To complete the building's fresh, new look, the interior and exterior have been repainted.

Additional upgrades have been completed on the driveway and parking structure, including a convenient turnaround area at the building entrance for those dropping off or picking up passengers. Parking stalls have been re-stripped, and a new self-pay system has been installed to minimize the wait to exit the garage. Free valet parking also is an option.

Energy efficiency is an important, although less obvious, upgrade. New LED lighting fixtures have been installed throughout the building, and all of the windows have been replaced with dual-pane, insulating glass units that keep the cool air inside and the warm air outside—providing a consistently comfortable interior temperature while saving on energy use.

We look forward to serving you at the "new" Castle Professional Center, located at 46-001 Kamehameha Highway, at the corner of Kahuhipa Street.

E komo mai! Welcome!

MANY OF US may not see a doctor until we are ill or injured, but numerous studies have determined that, even when you are well, regular visits to a primary care physician such as an internist or a family practice physician can keep you healthier as you age.

Trained to diagnose and treat a wide range of health issues, these medical professionals not only help you when you are sick but also help you stay healthy. Because people often don't have symptoms of diseases or other chronic health problems, such as high cholesterol or diabetes, until they have advanced to a more serious stage, routine exams and screenings by a primary care physician can help detect problems early, when they are easier to treat. The result can mean fewer emergency room and hospital visits—and lower health care costs too.

Today, as the baby boomer generation grows older and more Americans live longer, health care needs increase and the demand for primary care physicians soars, leaving a nationwide shortage, including here in Hawai'i.

In recent years, responding to the community health needs assessment, Adventist Health Castle has established four new primary care clinics and brought in new primary care providers to give the Windward O'ahu community greater access to high-quality health care. The first clinic opened in Laie in the fall of 2015 in partnership with Marc Shlachter, MD, a family medicine physician with an established North Shore practice.

Since then, Castle has merged with the practices of other primary care physicians to establish three more clinics in Kailua and Kaneohe, and four new primary care doctors have been brought in to serve our Windward patients. These clinics offer convenient, comprehensive primary health care services, including immunizations and health screenings, for those who may not already have a primary care physician.

Derek Dickard, who oversees the day-to-day operations of the clinics as director of the Castle Physician Network, says the new clinics also provide benefits for new and established physicians.

"Many of our affiliated primary care providers are nearing retirement age, so we have been actively recruiting younger doctors to the Windward side by offering the benefits of our clinic network, including mentorship opportunities with our older physicians," Dickard explains. "The start-up cost to open a private practice today can be prohibitive for a



Exam room at the Castle Primary Care Kailua 2 Clinic. AH Castle's clinics provide a variety of services at the same level of excellence and compassionate care as the medical center.

—continued on next page



AH Castle makes primary care a priority

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new physician, and administrative responsibilities, such as billing, hiring support staff and keeping up with changing regulations, can be a burden for any doctor.”

“Castle’s primary care clinics are an attractive option for doctors and patients alike,” notes Dickard. “Relieving physicians of most of the administrative work leaves them with more time to do what they enjoy most, which is caring for their patients.”

Your partner in health

Think of your primary care physician as a trusted partner, one who knows your health history and is dedicated to providing a continuity of health care services over your lifetime. When needed, she or he can provide referrals and collaborate with other medical specialists.

When choosing a new doctor, it is important to know what types of health insurance are accepted, if the office location and hours are convenient for you, and other practical information. But it also is important that you are comfortable talking with your providers. Make an appointment to meet and talk with the doctor. Are all your questions answered, and are explanations given in a way that is easy to understand?

In addition to the physicians who practice at Castle’s primary care clinics, there are other internal medicine and family practice specialists affiliated with AH Castle. Visit adventisthealthcastle.org to find a complete list of our primary care physicians and other specialists.

Find your nearest AH Castle primary care clinic

Castle Primary Care of Kailua

30 Aulike St., Suite 501

263-5015

Providers:

- Howard Keller, MD, specializes in internal medicine. He can be reached at **263-5015**.
- Angela Jung McCarthy MD, specializes in internal medicine. She can be reached at **263-5015**.
- Maria Wilson, MD, specializes in internal medicine. She can be reached at **263-5015**.
- Alice Mendykowski, FNP, is a nurse practitioner. She can be reached at **263-5050**.

Services provided:

- Primary care, ages 18 and older.
- Pregnancy tests, flu shots, pneumonia, flu tests, strep tests, blood sugar checks.

Castle Primary Care of Kailua 2

30 Aulike St., Suite 303

263-5018

Providers:

- Clara Yong, MD, specializes in internal medicine. She can be reached at **263-5018**.
- Alice Mendykowski, FNP, is a nurse practitioner. She can be reached at **263-5050**.

Services provided:

- Primary care, ages 18 and older.
- Pregnancy tests, flu shots, pneumonia, flu tests, strep tests, blood sugar checks.

Castle Primary Care of Kaneohe

Castle Professional Center

46-001 Kamehameha Highway, Suite 303

263-5019

Providers:

- Joseph Tsai, MD, specializes in internal medicine. He can be reached at **263-5019**.
- Changhua Wang, MD, specializes in internal medicine. She can be reached at **235-6464**.
- Alice Mendykowski, FNP, is a nurse practitioner. She can be reached at **263-5050**.

Services provided:

- Primary care, ages 18 and older.
- Pregnancy tests, flu shots, pneumonia, flu tests, strep tests, blood sugar checks, A1C checks.
- Convenient access to physical therapy, lab and imaging services, and a pharmacy in the same building.

Castle Health Clinic of Laie

Laie Shopping Center

55-510 Kamehameha Highway, Suite 5

263-5017

Providers:

- Benjamin Roney, MD, specializes in family practice.
- Marc Shlachter, MD, specializes in family practice.
- Ryan Tenn, MSN, AGPCNP-BC, is a nurse practitioner.
- Pali Women’s Health

Services provided:

- Primary care, all ages from birth.
- OB-GYN services.
- Pregnancy tests, flu shots, pneumonia, flu tests, strep tests, blood sugar checks, A1C checks.



An ounce of prevention

Regular health screenings can help you live a longer and healthier life by detecting problems early, when they are easier to treat, or preventing health issues before they arise. Talk with your PCP about key screening tests and other measures you can take to stay healthy.



TAKE TIME FOR YOUR HEALTH

events calendar



Take time for yourself with Adventist Health Castle's health programs. We invite you to register for a health-promoting class or seminar or call for a physician referral. Call **263-5400**, or visit our website at adventisthealthcastle.org and click on "Classes and Events."

Click  sign up online
adventisthealthcastle.org

CLIP AND SAVE

IN SICKNESS AND IN HEALTH SEMINARS

Second Thursday of each month, 6 to 7:30 p.m., Adventist Health Castle Wellness & Lifestyle Medicine Center Auditorium
These free monthly seminars provide expert health and wellness education from leading health care professionals. Healthy refreshments will be served.

April 12



"Health on the Hokulea"

Peter Roney, MD
Hear firsthand from a Hokulea member

on how preparing to sail and staying healthy at sea is crucial to the success of any voyage. The same wellness principles of mind and body apply to the journey of life.



May 10 "Golfing and Low-back Pain"

Mike Jaffe, DO
Learn about functional training in which your entire body is retrained to work as a unit. This low-back pain program helps to improve your golf game and get you back on the course.



June 14 Best Care in Diabetes

Amanda McFarland, CDE, RD
Alice Mendykowski, APRN, FNP

Discover your diabetes support system and learn about seven key behaviors to living fully while reducing the risk of long-term complications.



FAMILY

Take a tour of the birth center, or sign up for classes:

- Giving Birth at Castle.
- Lamaze.
- The Bradley Method.
- Infant Safety.
- General Newborn Care.

• Breastfeeding • Car Seat Safety. • Healthy Pregnancy.
Visit adventisthealthcastle.org or call **263-5050** for dates and registration.

FITNESS

Call **263-5050** or visit adventisthealthcastle.org for information on all fitness classes.

Exercise Classes

Registration and fitness assessment are required. (Medical clearance may be necessary.) • Balance Training. • Core Conditioning. • Functional Fitness. • Interval Training. • Longer Life. • Lunch Crunch. • Stretch & Roll.

JOINT & SPINE SEMINARS

- April 5: Hip and Knee Replacements—Featuring NAVIO: Linda Rasmussen, MD
- May 3: Minimally Invasive Spine Surgery: Will Beringer, DO
- June 7: Hip Pain—Arthroscopic Options: Thomas Keller, MD

Learn from orthopaedic surgeons Linda Rasmussen, MD, and Thomas Keller, MD, about treatments to manage knee, hip and shoulder pain, including surgical and nonsurgical options.

Learn treatment options for neck and back pain, including minimally invasive surgical options, from neurosurgeon Will Beringer, DO.

MASSAGE

Relax and rejuvenate! Standard rate: \$15 per 15 minutes or \$30 per 30 minutes. Punch card: 5 massages for \$68. Gift certificates available.

To schedule your massage, please call the Wellness Center at **263-5050**. Massages are available during the day Monday through Thursday and every other Friday.



Available in Kailua and Kaneohe

NAMI

Fourth Tuesday of each month, 5:30 to 7 p.m.
Castle Wellness Center Auditorium
Free support group for family members and friends who care for loved ones with mental illness. Facilitated by trained and experienced volunteers. For more information about NAMI, please visit nami.org.

SUPPORT GROUPS

Free and open to the public. Call **263-5400** or visit adventisthealthcastle.org for details:
• Alzheimer's Caregivers. • Hospice Hawai'i.
• Mama Hui. • NAMI. • Parkinson's Disease.

WEIGHT LOSS

Weight-Loss Surgery Seminars

Sessions are held in the Castle Wellness Center Auditorium unless otherwise noted.

- April 11, June 13, 6:30 to 8 p.m.
- May 12, 7 to 8:30 p.m.
- May 14, 5:30 to 7 p.m.—Maui
- May 21, 5:30 to 7 p.m.—Kauai
- May 22, 5:30 to 7 p.m.—Hilo

Learn about AH Castle's comprehensive Metabolic and Bariatric Surgery Program from bariatric surgeon Steven Fowler, MD, and other bariatric team members. Registration required. Call **263-5400**.

EVENT

I Love Kailua Town Party

Sunday, April 29, 11 a.m. to 4 p.m.

Don't miss Adventist Health Castle's Wellness Fair at the annual I Love Kailua Town Party! Enjoy all the festivities and pick up valuable health and wellness information in our tent.

TOBACCO TREATMENT

Free counseling by appointment

Contact our certified tobacco treatment specialists for one-on-one coaching and expert guidance and to learn about nicotine patches, gums and lozenges—available to eligible participants. Call **263-5050**.



Chef Hannah Vernon

EAT WELL FOR LIFE

Fourth Thursday of each month, 6 to 7:15 p.m.

\$12/class per person

Castle Wellness Center Auditorium

Travel the world of plant-based cuisine. All classes are vegan and are demonstration-style. Generous samples and written recipes are provided. Registration and prepayment are required. Registration deadline is one week prior to class. No refunds. Maximum capacity is 40 participants. Call **263-5050** to register.

April 26 "Easy and Nutritious Grab and Go Meals"

Chefs Madeline Kammerer and Sisi Kong

Learn how using wholesome, nutritious ingredients for meal prep can actually cut down on cooking time!



Chefs Madeline Kammerer and Sisi Kong

May 24 "Perfect Summer Pupus"

Chef Hannah Vernon

Kick off the summer with this flavor-FULL pupu-style menu, perfect for any barbecue or as an addition to your main course. All gluten-free, dairy-free, refined-sugar-free and farm-fresh.

June 28 "Cooking for Keiki"

Chefs Madeline Kammerer and Sisi Kong
Make healthy eating exciting for your keiki with delicious, secretly healthy meals.



Castle Medical Center

640 Ulukahiki St.
Kailua, HI 96734

Will be known as:



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Tools to live independently

REHABILITATION after a hospital stay is an essential aspect of recovery. Strength, balance and flexibility are important to maintain independence. Each of those skills can be exercised within the comfort of home through Adventist Health Home Care. Our extensive in-home rehabilitation program is ideal following a hospitalization or for those patients who are unable to obtain services in an outpatient setting.

Once in our care, upon discharge from the hospital or with a referral from a physician, our team is dedicated to easing discomfort, preventing a return to the hospital, educating patients about their condition and increasing daily activity. Home care can also help caregivers. Physical therapist Nicole Day describes how her passion has led to a fulfilling career in home care:

“As part of the Adventist Health Home Care team, physical therapy can provide patients the tools to live in the

comfort of their own homes, in turn offering a second chance for independence while maximizing the opportunity for family support. An overwhelming benefit of home care includes caregiver education. Caregiver education prevents injuries caused from medication mismanagement, improper transferring and ambulation, while decreasing signs of depression and having peace of mind that family is nearby.”

Our vision to transform the health experience of our community by improving health, enhancing interactions, and making care more accessible is possible through our dedicated clinicians and rehabilitation programs. As a participating provider of several insurance plans, Adventist Health Home Care offers patients and their loved ones peace of mind knowing in-home rehabilitation services are covered.

Should you have questions regarding Adventist Health Home Care Services, please call **263-5077**.

Easy diabetes education



ADVENTIST HEALTH CASTLE'S
Wellness & Lifestyle
Medicine Center offers

comprehensive diabetes care to patients and community residents. In addition to appointments with a diabetes educator, group classes and one-on-one nutrition counseling, you can now schedule an appointment with nurse practitioner Alice Mendykowski, APRN, FNP, who can see patients, make referrals, diagnose and treat acute illnesses, and prescribe medications.

Who should receive diabetes education?

The short answer is everyone with diabetes or who is at risk for diabetes. People who would especially benefit from education are those with uncontrolled diabetes, newly

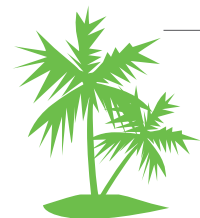
diagnosed diabetes patients and people who have new complications related to diabetes.

Diabetes education gives patients the tools and knowledge they need to successfully manage their diabetes. Did you know that most insurance covers annual diabetes education? The benefits of diabetes education are well-documented and multifold.¹ They include:

- Lower blood sugar levels (hemoglobin A1C).
- Reduced complications such as vision loss, kidney disease and heart disease.
- Healthier eating.
- Increased exercise.
- Decreased depression.

Even if you received education in the past, call us today at **263-5050** to learn new strategies for managing your diabetes.

¹Source: *The Diabetes Educator*



How to find us

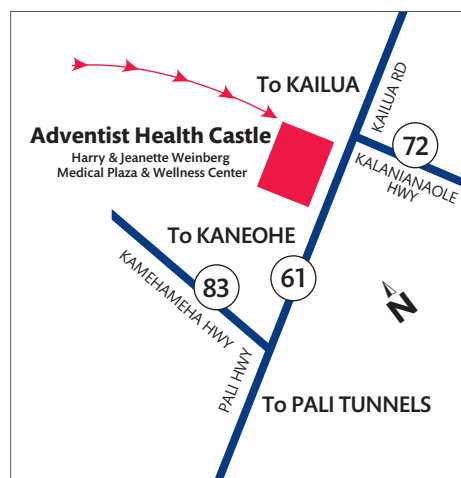
Call us: 808-263-5500

Visit us at adventisthealthcastle.org.

Email us: Visit adventisthealthcastle.org, and click on “Contact Us.” We’d be happy to hear from you!

- Send us a comment.
- Request an AH Castle brochure.
- Request a physician directory.

Write or visit us: Adventist Health Castle, 640 Ulukahiki St., Kailua, HI 96734-4498



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WINDWARD HEALTH is published quarterly as a community service for the friends and patrons of ADVENTIST HEALTH CASTLE, 640 Ulukahiki St., Kailua, HI 96734, telephone: 808-263-5163, website: adventisthealthcastle.org.

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SPRING 2018

