Robin Bond was thinking about the Thanksgiving traffic as he pulled out of the parking lot in the Hawai‘i Kai Towne Center. The following minutes were a blur. He recalled trying to get out of his car, feeling disoriented, and thinking, “Was I in an accident?” His next recollection was of two bystanders coaxing him to sit back down. One of them calmly explained to Bond that he seemed to be having a stroke.

Bond was vaguely aware of being transported to The Queen’s Medical Center (Queen’s). Though he does not remember the treatment he received at Queen’s, he knows he was unable at first to answer simple questions like, “What is your name?” and “What is today’s date?” But by late afternoon, the answers came back to him. “I started to feel better that same day,” Bond recalled. “I stayed at Queen’s for three days for observation. Two days later, I was feeling so healthy that, with the approval of my doctors, I went snorkeling with my son and grandson.”

With stroke being the third leading cause of death in Hawai‘i and the number one cause of adult long-term disability, Bond’s story could have been quite different. But he was able to benefit from a system of stroke care at Queen’s that has been put in place over the past 20 years, which includes a statewide collaborative effort with other Hawai‘i hospitals, the American Heart Association, and a later expansion involving the State of Hawai‘i and the state’s emergency medical services.

A set of stroke care protocols were set in motion when the good Samaritans who appeared at Bond’s side recognized his stroke symptoms and relayed this information to the 911 operator. In turn, the paramedics alerted Queen’s early that they were bringing in a stroke patient. This allowed a multidisciplinary team of Queen’s stroke specialists to be standing by awaiting Bond’s arrival. They rapidly diagnosed that he was having an ischemic stroke, which made him a candidate to receive t-PA, a clot-busting drug. Guidelines state that this drug must be administered within 3 to 4½ hours of the stroke episode, and best practice suggests that t-PA be given within 60 minutes of arrival to the hospital. At Queen’s Punchbowl, the average time for t-PA to be administered is 35 minutes.

Bond received t-PA within 30 minutes of his arrival time. “People may not realize the effort put forth by Queen’s to ensure a patient like me not only survives a stroke, but can go back to having the same quality of life,” said Bond. “Though that day didn’t start out well, thanks to Queen’s, it ended well. Because of the care I received, I was able to spend a particularly happy Thanksgiving with my family. And, today, I continue to enjoy the same activities I did before the stroke. It’s really the best possible outcome.”

Robin Bond (left) and good Samaritan Ron Johnson reunite four months after incident.

Queen’s Timely Care Yields The Best Possible Outcome
Dear Friends of Queen’s,

This year marks the 20th anniversary of The Queen’s Medical Center’s (Queen’s) Neuroscience Institute (NSI). Queen’s established the NSI to serve as a state-of-the-art center to diagnose and treat strokes and other neurological problems. The genesis for the NSI took place when a long-time Queen’s board member experienced a major stroke causing significant disability. Prior to the NSI formation in 1996, Hawai‘i had very few resources dedicated to stroke treatment.

Today, the NSI has developed into one of the nation’s leading neuroscience centers, strengthened through the advancement of technology, recruitment of some of the best in the field of neuroscience, and collaborative efforts with prestigious entities, such as the University of Virginia.

As we further advance our ability to treat neurological conditions, we are also taking into consideration the growth of Hawai‘i’s senior population, which is increasing at a faster rate than the rest of the nation. There is, and will continue to be, a great need to diagnose and treat the myriad of neurological problems associated with aging. More investment in diagnosis, treatment, and research must be made to expand the NSI capabilities and capacity to support this increasing demand for neurological care.

We in Hawai‘i must dedicate the resources necessary to ensure that the facilities, technology, and human expertise remain at the forefront of medicine so that our patients and community can be the beneficiaries of these advancements.

In his speech at the laying of the cornerstone of the new Queen’s Hospital on July 17, 1860, King Kamehameha IV expressed his commitment to the people of Hawai‘i that, “...so long as sickness shall exist, there will be a duty imposed upon us...” The Queen’s ‘ohana will always strive to serve and honor this commitment to Hawai‘i’s people with the most advanced medical care possible.

Mahalo nui loa,

Arthur A. Ushijima, FACHE
President & CEO
The transplant process is complex and involves many people: physicians, nurses, social workers, nutritionists, pharmacists, financial counselors, and many other specialists at the Queen's Transplant Center who work closely with the patient and the family members to ensure the best possible outcome.

The process also involves the organ donors who are giving others a second chance at life. With every transplantation that takes place at Queen’s, the transplant team is keenly aware of the organ donor who is helping to save a life.

Since the Queen's Transplant Center opened in 2012, over 257 transplants have been performed. Queen’s started with liver and adult kidney transplants, and, a short time later, pediatric kidney transplants were added. Recently, Queen's announced that it had received all the approvals necessary to begin pancreas transplant services as well.

“Adding the capability to perform pancreas transplants is an important step for Queen’s,” said Alan Cheung, MD, Medical Director of the Queen’s Transplant Center. He explained that, as the pancreas is essential for regulating the body’s blood sugar levels, pancreas transplant is undertaken predominantly to treat patients with Type 1 diabetes.

Cheung began his career in transplantation in 1992 at St. Francis Medical Center, where he pioneered pancreas transplants in Hawai’i. He has performed more than 600 transplants over his career and is excited to add pancreas transplants to the services that Queen’s can provide. “The majority of pancreas transplants also involve a kidney transplant, either before or during the same procedure,” Cheung explained. “That’s because many people who have kidney failure have insulin-dependent diabetes. We can replace the kidney alone, and the patient can then continue to receive insulin injections. But the patient’s life can be extended, and their quality of life improved, if we also replace the pancreas.”

The number of transplant surgeries at Queen’s has increased each year, with 64 performed in 2015. Dr. Cheung believes Queen’s will be performing at least 100 transplants a year in the near future. “The only thing holding us back is the availability of organs and financial capital.”

To increase awareness of the need for organ donations, Queen’s works closely with Legacy of Life Hawai’i, whose mission, in addition to organ procurement, is to sign up new organ donors. In Hawai’i, this task can be daunting because organ donation is considered taboo in some Asian cultures. “If we want to be able to save more lives, we just have to keep educating the public about the benefits of organ donation and dispel any myths that exist,” stressed Cheung.

Transplantation is also, as Cheung puts it, “resource intensive.” To ensure the program’s sustainability, the Fund Development Department recently launched efforts to raise funds for the program. “Securing financial support from the community will allow us to move forward and ensure Queen’s remains a leader in the field of modern transplant medicine.”

Cheung is hoping to attract planned gifts to the Transplant Center. As he sees it, “organ donors are thinking beyond their lifespans to make a difference in someone else’s life. Similarly, planned gifts impact future lives, providing for the next generation and beyond. Like organ donations, financial donations can also give people a second chance at life.”

Meeting Community Needs

Queen’s Transplant Center Expands to Include Pancreas

Organ donation facts:

1:8
One organ donor can save eight lives.

Every 10 minutes, someone is added to the national transplant waiting list.

On average, 22 people die each day while waiting for a transplant.

The Queen’s Health Systems, Fund Development Department
Queen’s Neuroscience Institute Marks

Cherylee Chang, MD, and Sanders Sandoval, neuroscience nurse practitioner, review a patient’s scan.

When asked about the stroke she had last year, Hawai’i resident Adrian Valentin responded, “Do you mean my ‘guardian angel’ story?” Valentin believes that on the morning of her stroke, her guardian angel put everyone in the right place at the right time – from her children who noticed she was speaking strangely and quickly called 911, to the “marvelous” doctors and nurses at The Queen’s Medical Center (Queen’s) who treated her. “Everyting just fell into place,” she said. “I’m confident that I received the best care from the best physicians.”

Hawaii’s First Primary Stroke Center

It was over 20 years ago that a debilitating stroke of a Trustee of The Queen’s Health Systems (QHS) led to the formation of the Queen’s Neuroscience Institute (NSI). “The Trustee’s stroke happened at a time when stroke care was just evolving. Prior to that, stroke care was very limited,” remarked Cherylee Chang, MD, Medical Director of the NSI.

By establishing the NSI in 1996, Queen’s was part of a national movement to draw attention to neurological disorders and treatments. President George H.W. Bush had declared the 1990s the “Decade of the Brain,” with the goal “to enhance awareness of the benefits to be derived from brain research.” As a result, two exciting new procedures emerged in the mid 90s. First, the U.S. Food and Drug Administration approved a clot dissolving drug, tissue plasminogen activator (t-PA), the first pharmacological treatment for ischemic stroke, the type of stroke caused by a clot in a blood vessel. In addition, physicians developed the capability of treating brain aneurysms without invasive brain surgery, using catheters and platinum coils (neurointerventional surgery). These new procedures, along with t-PA, revolutionized treatment, improved outcomes, and saved lives.

To support this advanced level of care, Queen’s became one of the first hospitals in the nation to establish a Neuroscience Intensive Care Unit (NSICU) with specially trained neurological critical care physicians and nurses. In contrast to today, when nearly every major medical center has an NSICU, there were only five other NSICUs in the country at the time. Queen’s recruited Marek Minski, MD, PhD, from the Johns Hopkins University Hospital to set up and direct the unit.

In 1997, Minski hired Kaua’i native Chang to build the stroke program in the NSI. When Minski returned to Hopkins in 1999, Chang assumed the helm as the NSI’s medical director. Under Chang’s leadership, Queen’s was certified as a Primary Stroke Center by The Joint Commission in 2004. It was the first and only Hawai’i hospital with that recognition for eleven years, until 2015 when three other hospitals became certified.

A New Era of Stroke Care Emerges

Every minute counts in stroke care, and with the Hawai’i Telestroke program, established in 2008, Queen’s can quickly assess patients in a rural setting, or where advanced stroke care is not available. Using video cameras and other technology, Queen’s highly-trained neurologists can diagnose and treat stroke patients on the Big Island, Maui, Moloka‘i and in rural O‘ahu. “The goal of Hawai’i Telestroke,” explained Matthew Koenig, MD, director of the program, “is to provide specialized stroke care to patients early in the course of their symptoms irrespective of geographic barriers.” In 2015, more t-PA was administered through Telestroke than at the Queen’s Punchbowl campus.

Last summer, a new stroke treatment called thrombectomy, a minimally-invasive surgical removal of a clot, was approved as a “standard of care.” Thrombectomy enables doctors to quickly remove those clots that do not fully respond to t-PA. Patients who are candidates for this procedure are generally those who are having the most neurologically disabling strokes. “Adrian Valentin was one of the patients who benefited

The Queen’s Legacy
Expansion of the Neuroscience Institute

As stroke care progressed, medical technology was advancing the understanding of, and treatments for, other neurological disorders. In 2001, to address epilepsy, the fourth most common neurological condition, Chang led efforts to expand the NSI to include the establishment of the Queen’s Epilepsy Center. In 2005, the NSI was designated a Level 4 Epilepsy Center, which is the highest designation given by the National Association of Epilepsy Centers. In 2015, the epilepsy team, led by Alan Stein, MD, launched the NeuroPace implant treatment, a new epilepsy technology that can detect abnormal activity in the brain and deliver mild stimulation to interrupt it and prevent a seizure. A collaborative effort, which brings together Queen’s doctors with participating neurologists from other hospitals, also travels to the neighbor islands to provide this expertise.

In 2015, Queen’s began working with the Muscular Dystrophy Association to support a Muscular Dystrophy (MD) Clinic at Queen’s, serving patients with MD and ALS (amyotrophic lateral sclerosis, aka Lou Gehrig’s disease), regardless of ability to pay. This collaborative effort, which brings together Queen’s doctors with participating neurologists from other hospitals, also travels to the neighbor islands to provide this expertise.

International Recognition for Research

The NSI also conducts extensive neuroscience research that has been published in national peer-reviewed medical journals, including the first studies on stroke disparities found in the Native Hawaiian population and other ethnicities in Hawai‘i. This research, conducted by Kazuma Nakagawa, MD, has helped Queen’s prioritize stroke prevention programs targeted to Native Hawaiians. The NSI has also participated in over 30 national and international clinical research trials in stroke, epilepsy, traumatic brain injury, and acute spinal cord injury.

“The Queen’s Neuroscience Institute is recognized as the most comprehensive and advanced center for neuroscience in Hawai‘i,” said Queen’s President, Art Ushijima. “I credit the vision and leadership of the NSI physicians and nurses that has guided Queen’s to become the foremost provider of neurological care in the state.” According to Chang, “Maintaining the advanced level of care that we’ve established requires resources. We are so grateful to the Queen’s administration and Queen’s donors for the support they have given over the last 20 years. Our needs are great, but so are the needs of our patients. With our hospital’s commitment, and the support of our donors, I’m confident that we will meet those needs and continue to offer the top neurological care in our state, on par with the best in our nation.”

“I benefited from the NSI’s 20 years of experience, and I am thankful that we will meet those needs and continue to offer the top neurological care in our state,” said Valentín. “I am sure I am not the first patient to feel this way, but the way things worked out, I believe Queen’s was my guardian angel the day I suffered a stroke.”

Matthew Koenig, MD, demonstrates Telestroke capabilities to the emergency department staff at North Hawai‘i’s Community Hospital.

Through the use of telemedicine, the Queen’s Movement Disorder Clinic allows patients in Hawai‘i to be evaluated remotely by a world’s expert in movement disorder (e.g., Parkinson’s disease), without ever leaving the Islands.

The Queen’s Movement Disorder Clinic was established in collaboration with local neurologists and the University of Virginia to offer diagnostic and treatment services for a variety of movement disorders including Parkinson’s disease, tremor, and other involuntary movements. These are complex disorders with genetic and environmental factors contributing to their cause. The Clinic allows patients in Hawai‘i to be evaluated remotely by a world’s expert in movement disorder without ever leaving the Islands.

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Ola mau ka ‘ike – the vision must live forever.” This message resonated throughout the 2016 CEO Reception, held on February 5th at the Mariposa Restaurant at Neiman Marcus. The theme embodies The Queen’s Health Systems’ (QHS) commitment to the perpetuity of the vision of Queen Emma and King Kamehameha IV of providing quality health care services for the people of Hawai‘i.

Over 220 philanthropic partners gathered for the annual event, representing business and community leaders, grateful patients, as well as The Queen’s Medical Center’s (Queen’s) physicians and employees, many of whom shared personal testimonies of why they support Queen’s.

Sophie Fung conveyed her gratefulness for the Healing Through Art program that provided the creative avenue through which to express her cancer journey, and was what inspired her to begin painting. Long-time friends of the hospital Glenn and Sandy Moribe shared that they give out of gratitude for the compassionate care Sandy’s father received 15 years ago. Al Furuike, MD, gives not only because he believes in the mission of the hospital, but because Queen’s continues to identify ways to provide the best health care for Hawai‘i residents.

Each story was unique, yet every person gave with a common goal in mind – to support and perpetuate Queen’s mission.

Art Ushijima, QHS President and CEO, opened the event by welcoming guests and expressing his sentiments on the importance of philanthropic support. “From the very first gifts received from our Founders and Subscribers to open the hospital, donors have long been a part of the fabric of Queen’s. The CEO Reception not only honors our Founders and donors of the past, it also celebrates today’s extraordinary community of donors. Your continued support is an integral component as we continue to strive to provide in perpetuity quality health care services to improve the well-being of Native Hawaiians and all of the people of Hawai‘i.”

To acknowledge the generous support received since the inception of the Fund Development Program in 2006, Sharlene Tsuda, QHS Vice President of Community Development, announced that Queen’s would soon be unveiling its cumulative donor wall which will be featured in The Queen’s Medical Center.

Rendering of the donor wall to be located in the lobby of The Queen’s Medical Center.
Center’s lobby. “With the wall in place, we can formally recognize, acknowledge, and honor our donors who have partnered so generously with Queen’s,” noted Tsuda.

As evidence of Queen’s long-standing tradition of health care excellence, guests were treated to a presentation on the Queen’s Cancer Center by Paul Morris, MD, Thoracic Surgery/Principal Investigator, NCCCP and Chair of the Cancer Committee. Morris shared that Queen’s recent affiliation with MD Anderson Cancer Network® has advanced the level of cancer care in Hawai’i, giving physicians access to world-renowned expertise, and offering patients comprehensive treatment plans based on the latest national standards of care. “Eighty-five percent of cancer patients prefer to stay home rather than travel to a mainland facility,” Morris pointed out, “and because of Queen’s affiliation with MD Anderson, we are able to provide the best cancer care here in Hawai’i, and not only at Punchbowl, but at Queen’s-West O’ahu, Molokai General Hospital, and at North Hawai’i Community Hospital.”

As the evening drew to a close, Eric Yeaman, QHS Chair of the Board of Trustees, emphasized Queen’s long-standing commitment to excellence. “Today, The Queen’s Health Systems’ trustees and leadership take seriously the privilege of upholding the Queen’s legacy of excellence, becoming place-builders in our generation, so that what we leave to the next generation is equally treasured and equally thriving. We thank you for your support... you are the very essence of excellence at Queen’s.”

The following donors have been inducted into the Queen’s Circle of Giving:

Pu‘u‘ai Ali‘i Circle
Atos
First Insurance Company of Hawaii, Ltd.
National Breast Cancer Foundation

Makamae Hoaloha Circle
Royal Contracting Company, Ltd.

‘Ohana Circle
Larson Charitable Foundation
Eric & Jameil Martinson
Susan R. & Kevin Murray, MD
Stephen Petro
Hunter & Diane Praywell

Celebration of Life

A gift made in honor of an individual or a company is a living testimonial. The following were honored through gifts to The Queen’s Medical Center:

In Honor

Michiko Bruno, MD
Carl Shimabukuro

Standard Sheetmetal & Mechanics, Inc., Inc.

For more information about The Queen’s Medical Center’s Grateful Patient, Celebration of Life, and Honor and Tribute programs, please call (808) 691-4516.
Excellence in Patient Care

Therapy Care: Tails of Comfort

Any dog owner can attest to the comfort a four-legged friend provides. Queen's knows that four-legged friends can also be good medicine.

In 2013, Yoda, an English Cream Golden Retriever, started working at the Queen's Cancer Center, helping to provide comfort to cancer patients. According to Yoda's human partner, Patricia Inaba, RN, “Yoda may sit beside a patient, or sometimes get right up on the bed or couch with them during a treatment. The patients smile, they relax, and you can tell they start to feel better. It's amazing how even just a few minutes with Yoda can make a big difference.”

This year, Queen's added a new member to its therapy dog support team. Ipo is a two-year-old yellow Labrador who is now working in orthopedics, serving patients with conditions affecting the bones and joints. Ipo is partnered with Michele Hadano, RN, CCRN, Director of Queen's Orthopedic and Surgical Units, the Surgical ICU, and the Comprehensive Weight Management Program. Ipo, like Yoda, was born in Australia and trained from puppyhood on Maui by Assistance Dogs of Hawai'i. She knows over 90 commands, never barks, and has an extremely gentle nature.

Ipo is assigned to attend the orthopedic unit’s daily joint classes, and to accompany patients on their walks. Ipo also does room visits to comfort patients one-on-one. As she makes her rounds, staff and physicians are also happy to see Ipo since she provides stress relief for them as much as for the patients.

“I never thought that as a nurse I'd add 'dog handler' to my resumé,” confessed Hadano. “But now, after a 30-year career, it's probably one of the best decisions I've ever made—not just for the patient experience, which is wonderful, but for the whole medical team,” said Hadano. “It's been so much more enjoyable than I expected.”

In addition to her professional duties, Ipo also has a strict regimen of down time for napping and going outside. Ipo and Yoda occasionally meet on the lawn outside of the hospital where, once their duty vests are removed, they romp together. “Ipo and Yoda know that if their vests are on, they are working. But when those vests come off, they know that it's playtime,” Hadano reports.

You can support the good work of Ipo and Yoda by contacting the Fund Development Department.

A Gift that Says More...

Gifts made to the Grateful Patient Program help us care for patients in a compassionate, healing environment. It is possible that you or your family may have benefited from the generosity of past patients during a recent visit.

Donations from grateful patients help support services such as emergency and critical care, cancer care, heart care, geriatric care, orthopedic care, nursing programs and charity care.

If you would like to make a gift to Queen’s, please call us at (808) 691-4976 or visit our website at www.queens.org. Queen’s accepts online donations through the Give to Queen’s link on the bottom of our homepage.

Gifts can be made in honor of individual caregivers, a specific nursing team, physicians, pastoral care staff and others.