

2022

THE QUEEN'S NURSE ANNUAL REPORT



THE QUEEN'S
HEALTH SYSTEM

OUR MISSION

To fulfill the intent of Queen Emma and King Kamehameha IV to provide in perpetuity quality healthcare services to improve the well-being of Native Hawaiians and all of the people of Hawai'i.

OUR PHILOSOPHY OF CARE

LOKOMAIKA'I

We believe that all people will be cared for with dignity and respect in an environment, which is sensitive to each person's own beliefs, values, and culture. Each team member, patient, and family is committed to a collaborative approach in providing an environment that will promote healing of mind, body, and spirit. Our philosophy is extended in a place of harmony, as guided by the vision and ideals of our founders.



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A LETTER FROM THE CNO

NURSING LEADERSHIP FOCUS FOR FUTURE GROWTH AND DEVELOPMENT

As we continue moving forward through time and emerge in a post-pandemic world, I find myself increasingly grateful for all the talented, dedicated, and determined nursing staff who have weathered the storm of the past few years and continue to provide exceptional, compassionate care for our patients at The Queen's Health System.

You are courageous and tenacious, exhibiting Queen's CARE principles of Compassion, Aloha, Respect, and Excellence daily as you interact with your coworkers, patients, family members, and community.

Let's continue to build upon the legacy of quality nursing created by those before us, guided by The Queen's Health System's imperatives:

- 1. Staffing**—We will recruit and retain a capable, caring nursing staff and foster a positive work environment, which offers personal and professional growth opportunities.
- 2. Access**—We will ensure our community can receive care at Queen's when they need it and in a timely manner.
- 3. Community**—We will be supportive, respectful, and committed to the health and wellness needs of Hawai'i's native population.
- 4. Finance**—We will be fiscally responsible so that Queen's is financially stable and in a position to serve our community for generations to come.

Queen's nursing has invested in reassessing and revising our shared decision-making structure so that nurses at all levels are heard. I am inspired by your enthusiasm and dedication to this endeavor: May it cascade down to each of the patients you serve—that they, too, could feel the depth of pride and engagement we all hold dear for our calling as nurses.

MAHALO,



Linda Puu, MSN, RN
Senior Vice President & Chief Nursing Officer
Vice President of Quality and Patient Safety
The Queen's Health System



LINDA PUU, MSN, RN

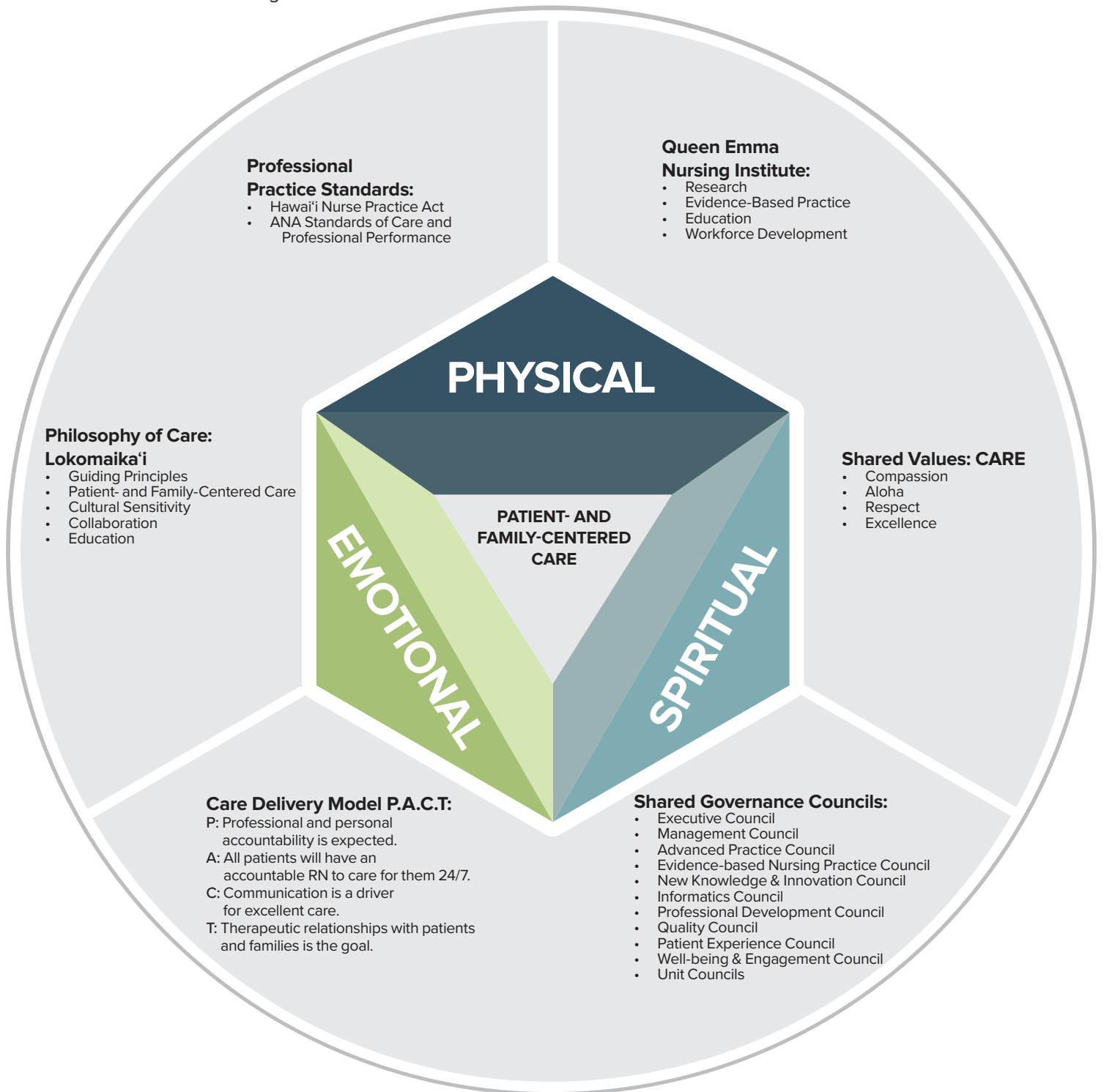
*Senior Vice President & Chief Nursing Officer
Vice President of Quality and Patient Safety
The Queen's Health System*

QUEEN'S NURSING

PROFESSIONAL PRACTICE MODEL

Nursing Vision:

Nursing at The Queen's Medical Center (QMC) is a center of excellence for professional nursing practice. It is known for distinction in clinical nursing practice, innovative strategies in nursing education and collaborative research, which extends the bounds of knowledge.



OVERVIEW OF QUEEN'S FACILITIES

The Queen's Health System has four major hospitals throughout Hawai'i that provide convenient care to Native Hawaiians and all of the people of Hawai'i. The entire Queen's family works together to fulfill the mission of Queen Emma and King Kamehameha IV to provide in perpetuity quality healthcare services.



THE QUEEN'S MEDICAL CENTER

1301 Punchbowl Street
Honolulu, Hawaii 96813



THE QUEEN'S MEDICAL CENTER WEST O'AHU

91-2141 Fort Weaver Road
Ewa Beach, Hawaii 96706



QUEEN'S NORTH HAWAII COMMUNITY HOSPITAL

67-1125 Mamalahoa Highway
Kamuela, Hawaii 96743



MOLOKAI GENERAL HOSPITAL

280 Home Olu Place
Kaunakakai, Hawaii 96748

QHS NURSING LEADERSHIP TEAM



LINDA PUU, MSN, RN

*Senior Vice President & Chief Nursing Officer
Vice President of Quality and Patient Safety
The Queen's Health System*

Linda Puu has been a healthcare executive for more than 20 years, serving in many roles, including Chief Nursing Executive, Vice President of Quality and Safety, and as Hospital Administrator; Linda's clinical focus was in critical care. She is passionate about delivering safe, quality care with compassion to all patients, in all settings.



KRISTINA CLARK, MSN, RN

*Senior Director & Associate Chief Nursing Officer
Nursing Practice and Quality
The Queen's Health System*

Kris has more than 20 years of experience working in healthcare systems, leading education teams and driving clinical outcomes through innovative learning solutions. She is committed to patient-centric care and is passionate about the nursing profession.



ROBIN KALOHELANI, MSN/ED, RN, CCM, FACHE

*Administrator, Patient Care
Associate Chief Nursing Officer
The Queen's Medical Center–West O'ahu*

Robin has served The Queen's Medical Center for more than 16 years–West O'ahu in project leadership, care transition, clinical services, and leadership roles in healthcare administration. With a background in clinical nursing and case management, Robin delivers patient-centered care and maximizes quality of service to drive patient outcomes. She is passionate about providing care to patients in underserved and under-resourced populations.



TONI A. KALAULI, BSN, RN

*Director of Nursing
Queen's North Hawai'i Community Hospital*

For more than 18 years, Toni has demonstrated commitment to nursing excellence through her roles at the Queen's North Hawai'i Community Hospital as a registered nurse, in nursing management, and in health administration. Her underlying goal is to instill the vision and mission of The Queen's Health System.



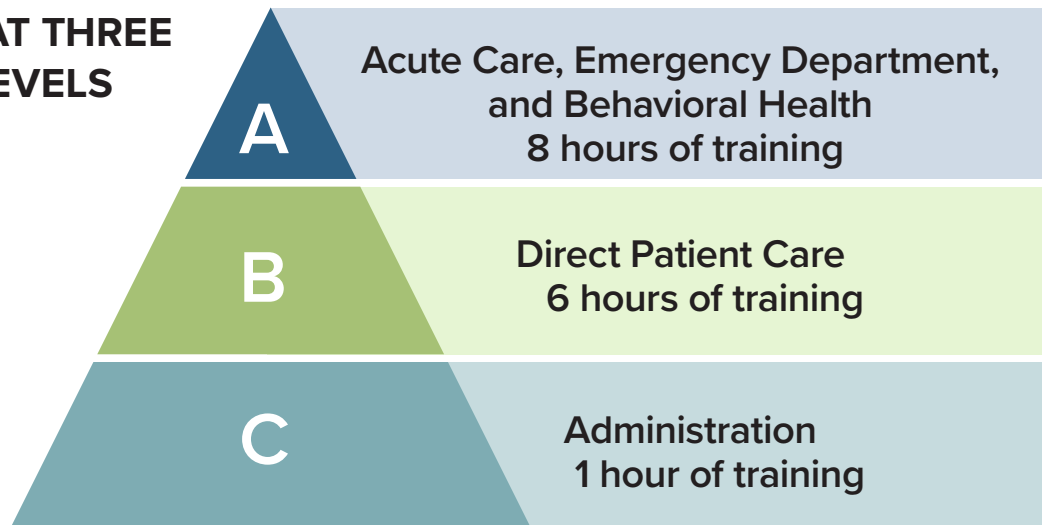
MICHAEL MULLEN, MSN, RN

*Director of Nursing
Molokai General Hospital*

Michael has held numerous roles at The Queen's Medical Center Punchbowl and West O'ahu campuses and Molokai General Hospital. He is a veteran of the U.S. Air Force, is retired from U.S. Army Reserve, and is passionate about service in his community.

WORKPLACE VIOLENCE TRAINING

TRAINING AT THREE SPECIFIC LEVELS



WORKPLACE SAFETY TRAINING HELPS ON THE JOB AND IN LIFE

Workplace violence in healthcare settings has increased during the past decade, especially during the COVID-19 pandemic. As of January 1, 2022, The Joint Commission—the major accreditation body for hospitals and health systems—published new, revised workplace violence standards which apply to all Joint Commission-accredited hospitals and Critical Access Hospitals.

Workplace safety training is an important part of employee education at The Queen’s Health System, and after staff identified the need through assessments conducted in 2016 and 2018, a conference—“Let’s Talk About Workplace Violence”—discussing multiple types of workplace violence experienced by healthcare workers, was held in March 2020.

TRAINING AT THREE SPECIFIC LEVELS

It is widely accepted that workplace safety programs should provide training commensurate with the level of risk associated with the healthcare delivery setting and the expected response of the healthcare worker.

Using the Crisis Prevention Institute curriculum, Queen’s provides three tiers of training.

“We feel a big push to train the entire hospital, knowing so many of our Tier B staff had no prior workplace safety training whatsoever,” says Joshua Lenchanko, RN, workplace safety program coordinator.

All training includes the vital skill of verbal de-escalation, the method of choice before hands-on contact or use of medications. Physical disengagement training is also a key element says Lenchanko.

“We feel a big push to train the entire hospital, knowing so many of our Tier B staff had no prior workplace safety training whatsoever.”

“It’s for somebody who’s grabbing on to you, your shirt, your wrist, your hair, and you need to learn how to safely disengage with the intent of getting away,” he says.

VIOLENCE NOT PART OF THE JOB

Lenchanko says they are starting to report assault and abuse and using their legal system more wisely. “We want people—our staff—to be comfortable doing what they do and not to be afraid to come to work and deal with patients who are agitated, aggressive, and assaultive. That should not be a part of the job.” Because of the training, Lenchanko is seeing an increase in incident reports compared to previous years. The health system utilizes an internal event reporting system, and the risk management department helps identify gaps in training and methods of potential improvement.

A SAFE PLACE AIDS EMPLOYEE RETENTION

Hiring and retaining talent in today’s healthcare environment is extremely challenging, which is why training like this is so indispensable. Violence in the workplace is a major contributor to talent loss and turnover.

“Nursing is dedicated to preserving the culture and legacy of Queen’s founders by delivering the best patient C.A.R.E. with Compassion, Aloha, Respect and Excellence,” according to Linda Puu, chief nursing officer.

Queen’s is rejuvenating its shared decision-making model to ensure that clinical nurses have a strong voice in the decisions that impact their practice. “What we really want is to provide the very best work environment for our nurses,” Linda says.

“We want to improve quality outcomes and nurse engagement. We want to be a place where nurses love their work and where Queen’s is the only place they want to practice.”



SNAPSHOTS OF QHS ACHIEVEMENTS AND POINTS OF PRIDE

PUTTING PATIENT CARE BUNDLE TRAINING INTO PRACTICE AND SAVING A LIFE.
Mel Carrillo, RN, Manager of Patient Experience (left), recognizes Vanessa Coloma, RN.



LACTATION PODS COME TO QUEEN'S.
L-R: Chloe Garcia, RN, Malisa Gampong, RN, Sydney Parham, RN, Stacie Ho, RN, and April Abutin, RN, with the Mamava Solo lactation pod in the Kamehameha 3 waiting area



PERFORMANCE IMPROVEMENT INTERNSHIP PRODUCES INNOVATIVE SOLUTIONS.
L-R: Madeline Lee, RN, Bebelita Pinsoy, RN, Carla Quiambao, RN, and Reynalyn Siu, RN,
of Hale Pulama Mau (HPM).



ZERO FALLS FOR 100 DAYS.
QET 7 Oncology Team



NURSE PUBLICATIONS AND PRESENTATIONS

Kris Clark (McKenzie), MSN, RN

PUBLICATION: Cantrell, F. L., McKenzie, K., & Hessler, K. (2022). "Task-Layered Clinical Orientation for New Graduate Registered Nurses." *Journal for Nurses in Professional Development*, 38(2), E13–E18

Darcy Day, BSN, RN, CCRN, TCRN, CEN

PUBLICATION: Day, D.L., Ng, K., Huang, J.B., Severino & Hayashi, M.S. (Nov–Dec 2021). "Comparison of Shock Index with the Assessment of Blood Consumption Score for Association with Massive Transfusion During Hemorrhage Control for Trauma." *Journal of Trauma Nursing*, 28(6), 341-349.

Yuka Hazam, BSN, RN

POSTER: "Barriers to receiving optimal fluid for sepsis with CHF patients," ANCC Magnet Conference, October 2021, Atlanta, GA

PRESENTATION: "Barriers to receiving optimal fluid for sepsis with CHF patients," 7TH International Nursing Research Conference of World Academy of Nursing Science, October 2022, Taipei, Taiwan

Rose Hata, DNP, MBA, RN, APRN, CCRN-K, CCNS, NEA-BC, Evidence-based Practice (CH)

PRESENTATION: "Nursing Research: How to keep it alive and well," 2021 ANCC National Magnet Conference, October 2021, Atlanta, GA

PRESENTATION: "Re-igniting your self-leadership," Greater Portland Chapter of AACN, April 2022, virtual

Jake Moore, MSN, MBA, APRN-Rx, ANP-BC

PRESENTATION: "Leadership within you," Keynote, Sigma Theta Tau Induction Ceremony, April 2022, Honolulu, HI

PRESENTATION: "Geriatrics-How to prepare for the provider visit," Adult Foster Home Care Association of Hawai'i, September 2021, Honolulu, HI

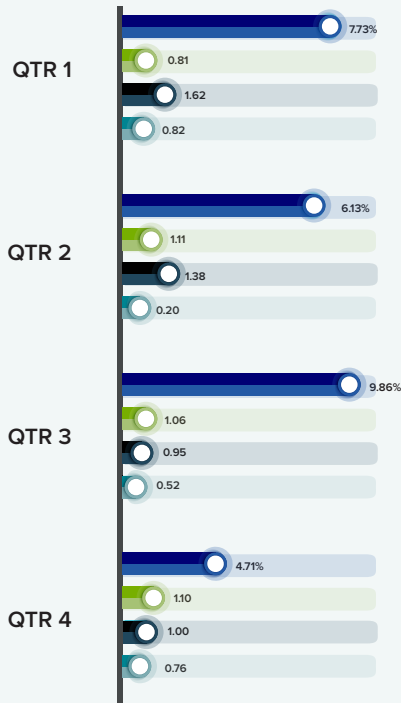
PRESENTATION: "Geriatrics-How to prepare for the provider visit," United Caregivers of Hawai'i, September 2021, Honolulu, HI

Anna Podgorski, BSN, RN, SCRn, CN3

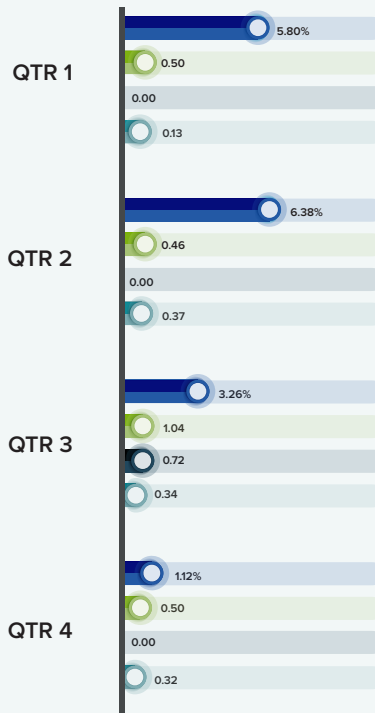
POSTER: "Improving telemetry alarm rates and response time on a neuro-telemetry unit," American Association of Neuroscience Nurses Conference, March 2022, Phoenix, AZ

POSTER: "Improving telemetry alarm rates and response time on a neuro-telemetry unit," American Organization of Nursing Leadership Conference, April 2022, San Antonio, TX

NURSE-SENSITIVE CLINICAL QUALITY INDICATORS



**THE QUEEN'S MEDICAL CENTER,
PUNCHBOWL FY22**



**THE QUEEN'S MEDICAL CENTER,
WEST O'AHU FY22**

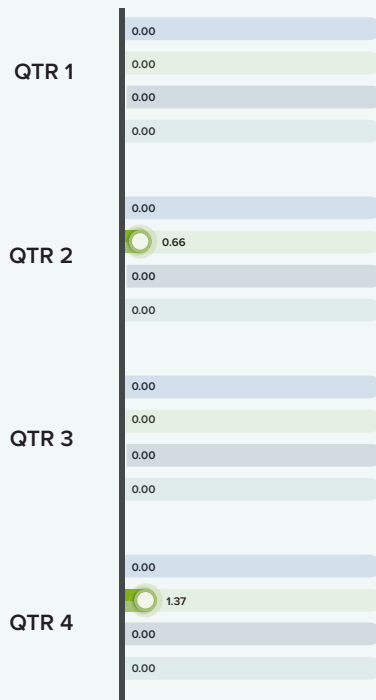
Pressure Injury Stage 2+ Percent of Patients Surveyed

Falls with Injury Rate per 1,000 Patient Days

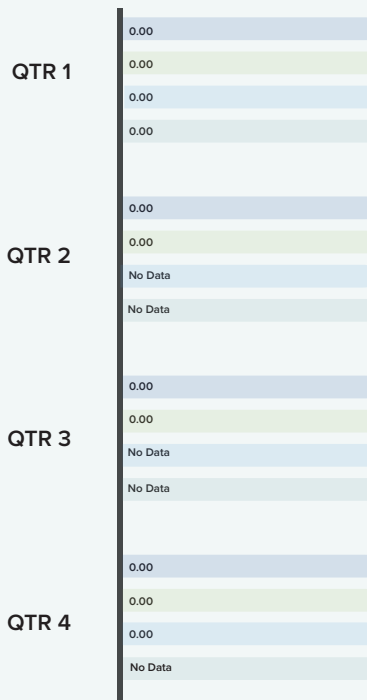
CAUTI Rate per 1,000 Catheter Days

CLABSI Rate per 1,000 Central Lines Days

Source: The QHS Quality Scorecard
*Note: Falls data is in-patient



**QUEEN'S NORTH HAWAII I
COMMUNITY HOSPITAL FY22**

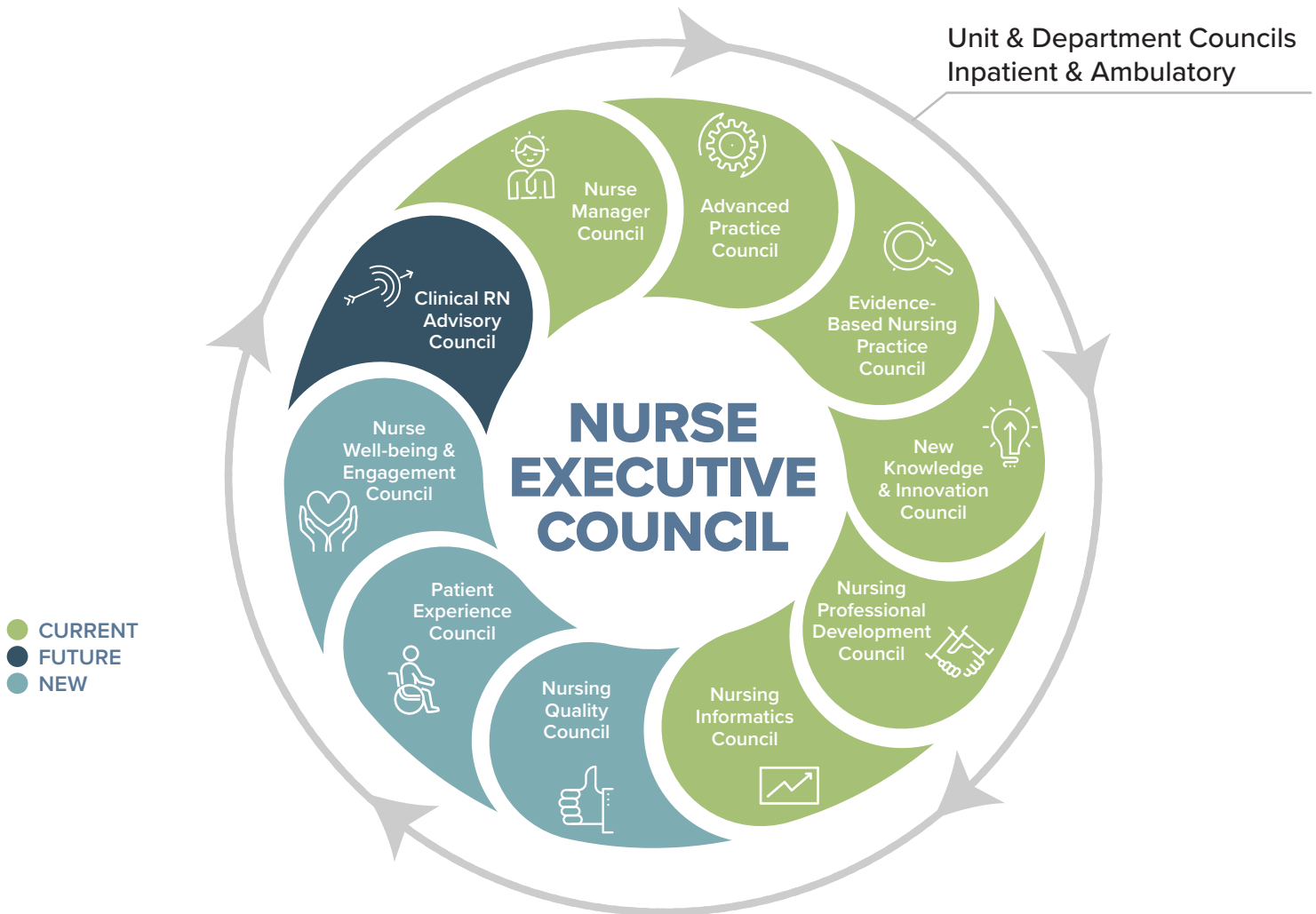


**MOLOKAI GENERAL
HOSPITAL FY22**

CAUTI: Catheter Associated Urinary Tract Infection

CLABSI: Central LineAssociated Blood Stream Infection

SHARED DECISION-MAKING AT QUEEN'S:



Empowering Nurses at All Levels to Take Ownership and Accountability for Their Professional Practice

Nursing shared decision-making at Queen's started as a one-committee group in the 1990s. Over the years, this large, single council separated into smaller, specialty-based committees. Katherine Johnson, a 35-year tenured clinical nurse specialist said that staff knew there was structure, but not everyone was engaged, which led to gaps in getting more staff involved.

In July 2022, a steering committee was formed to help guide and revitalize these efforts. This committee was made up of nursing staff from a broad spectrum of roles, including clinical nurses, managers, directors, and the chief nursing officer.

Steps have been taken to elevate the voice of the nurses on the Nurse Executive Council. Additionally, an effort is being made to empower all the councils to work together rather than operating in silos. This merger eliminates redundancies, and it assists in creating a culture that is organizationally based, rather than solely unit based.

At the top of the list of strengthening Queen's nursing shared governance structure is ensuring that nurses understand that their voices are heard, and their ideas and opinions are shared in a respectful, caring way. "When we make decisions that impact the bedside, our

bedside nurses need to be involved,” says Rose Hata, director of Queen Emma Nursing Institute. “Every possible perspective is included in the councils so that we can make the best decisions for our patients and have a shared vision of the direction we are headed in as nursing professionals.”

“This includes the integration of ambulatory nursing into the shared decision-making council structure,” says Jason Austria, director of ambulatory nursing and professional practice at Queen’s. “Our vision is to create a voice for the ambulatory, frontline nursing staff,” he says.

“The shared decision-making councils are like engines that assist in driving the imperatives of the strategic plan so that we are all in alignment as we move forward.”

Another big overall change that has been incorporated into Queen’s nursing shared decision-making structure is a review of who is mentoring the councils. Efforts have been made to ensure that each council has a nurse leader mentor to guide them and enable those on the council to continue to develop their leadership skills.

“As a mentor, I have found a renewed sense of joy and purpose in working with our incredible front-line nurse leaders,” says Rachael Misitano, director of cardiac services. “The shared decision-making council mentors are there to support and encourage our nurses to ensure that they have a seat at the table and that their professional voices are represented.”

The Queen’s Health System’s nursing strategic plan serves as the firm foundation that helps guide the shared decision-making councils in all they do.

“The nursing strategic plan has been coming alive,” says Hata.



Shared decision-making at the Queen’s Health System is a model that empowers nurses at all levels to take ownership and accountability for their nursing professional practice.

SPECIALTY CERTIFICATION RATES

The RNs continue to improve in professional development by achieving National Certification in their specialty. The National Certification Rate for RNs at The Queen’s Health System is identified at 40%.

QHS NATIONAL CERTIFICATION RATES as of September 30, 2022

ENTITY	CERTIFIED RNS	DENOMINATOR	RATE %
Molokai	3	8	38%
North Hawai'i	17	60	28%
QUMG	135	155	87%
Punchbowl	549	1476	37%
West O'ahu	92	313	29%
Total	796	2012	40%

TWO QUEEN'S MED/SURG NURSES PURSUE DNP DEGREES

Sharon Davo-Otomo and Kelsie Bordonada are long-time med/surg nurses at The Queen's Medical Center and strong believers in nursing education and career growth. Both are enrolled in Doctor of Nursing Practice (DNP) degree programs to continue learning and growing in their careers as nurses.

"I think the reason Sharon and I have pursued our DNP is because we were doing a lot of evidence-based practice and research projects as part of the clinical ladder program," explains Kelsie. "In order to get an advanced degree, you go through that level of education."

Kelsie is studying for her DNP online through the University of Southern Alabama. She recently received her master's degree, with a focus on adult to gerontology acute care patients. She anticipates graduating with her DNP in the fall of 2024.

Sharon is going into family nurse practice, focusing on outpatient care in underserved communities. She is currently studying policies affecting healthcare, how to promote community health, and healthcare economics. She will receive her DNP degree from the University of Hawaii at Hilo in May 2023.

Looking to the future, Sharon hopes to work out in the community. "My clinical rotation has made me see how much social determinants of health and access to healthcare really affect the population," she says. "People out in rural communities don't have as many resources as those who live in urban communities—I'd like to help those living in rural



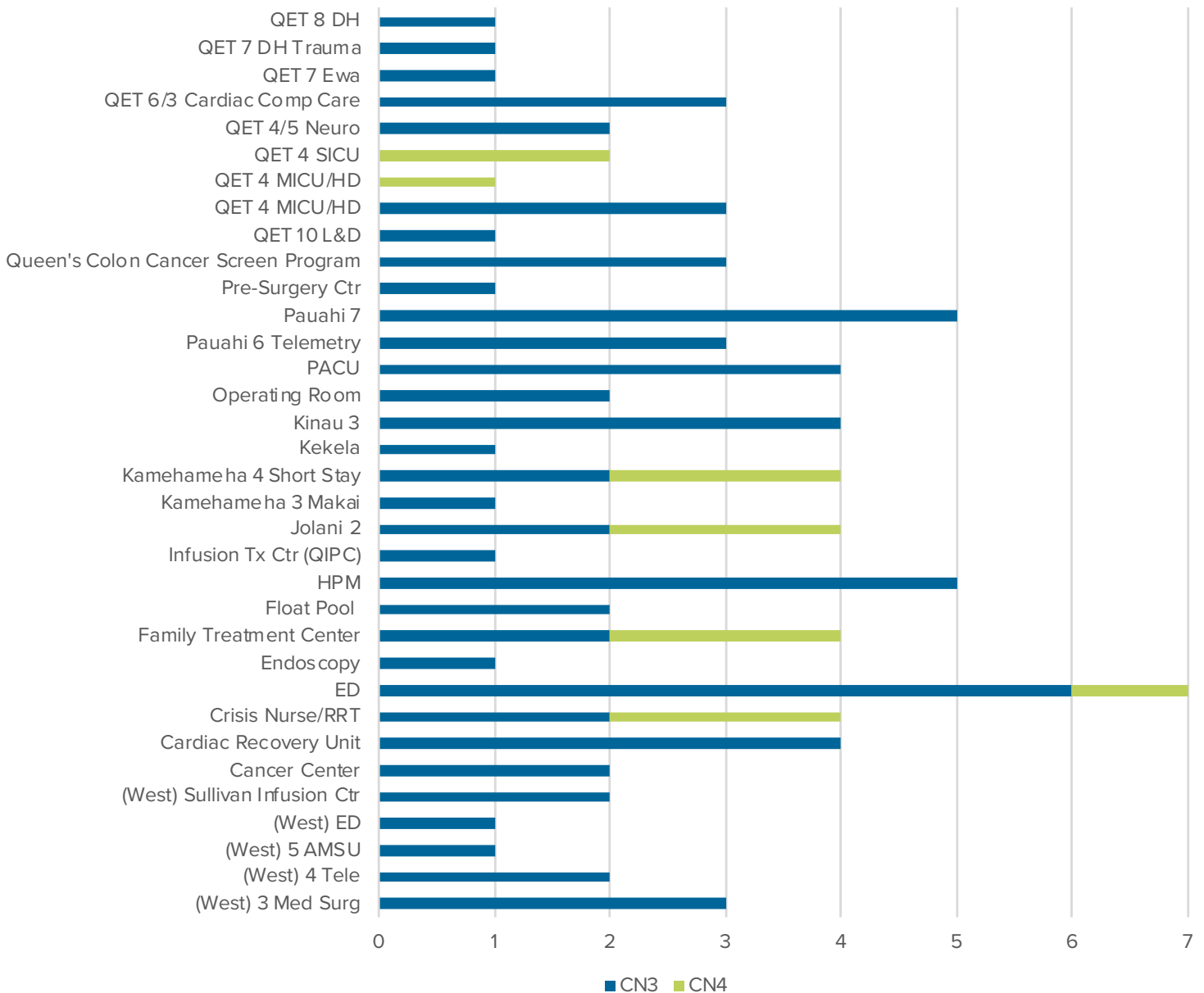
places access the healthcare they need." Kelsie's goal is to stay in the hospital. "I live on the west side and Queen's has a hospital there, so I hope to be able to work there someday," she says. "It would be rewarding to be a resource at that location and to help facilitate possible future opportunities for expansion."

Both Sharon and Kelsie agree that the support they have been able to provide each other has helped them get through the challenges of balancing a career, family, and going back to school.

"Support from my manager and leadership is there, which has helped me continue on," says Kelsie. There is so much knowledge to take in, so many things in medicine. You can't know everything. You have to know how to pull your resources and be there for one another."

CLINICAL LADDER NURSES AND PROJECTS AS OF JULY 2022

JULY 2022 CLINICAL LADDER NURSE LEVEL BY UNIT, N=82
(includes reinstatements)



Name	Project Type	CUSP, EBP, Emerging Nurse Leader Program, Manuscripts, Performance Improvement, and Research
Akiyama, Wendy	EBP	The effect of music therapy on pain management in phase 1 post-op care
Arce, Chandler	EBP	Eliminating the use of mechanical restraints on a child and adolescent inpatient behavioral health unit (Year 2)
Bayette, Lorrie	PI	Using orthostatic blood pressure monitoring as an intervention to decrease falls in Kekela Makai
Bordonada, Kelsie	Special Project	Clinical Ladder Program CN5 Design
Davo-Otomo, Sharon	CUSP	Improving the care of head and neck patients on Iolani 2
Ferguson, Michele	PI	Improving employee engagement and increasing CAPA/CPAN specialty certification on Kamehameha 4 by designing a preparation program
Hanakahi, Carolyn	ENLP	increasing interpersonal collaboration through the use of a multidisciplinary rounds tool
Hazam, Yuka	PI	Improving shift report utilization of Braden Scale effectively to prevent HAPI
Ho (Tanaka), Stephanie	CUSP	Improving the care of head and neck patients on Iolani 2
Ilano, MaJudy	EBP	The effect of music therapy on pain management in phase 1 post-op care
Inn, Holly	Manuscript	<i>On the S.P.O.T. Disaster Preparedness</i>
Kukkonen, Laurie	ENLP	Improving Surgical Timeout Documentation
Lozano Derber, Tiffany Faith	CUSP	Agitated patient workflow
Mau (Nakagawa), Kristen	ENLP	New graduate nurse support
Silva, Erika	PI	Reducing CLABSI cases in COVID ICU patients
Terada, Kara	Manuscript	<i>Pain management for the blunt trauma patient during the initial resuscitation in the Emergency Department</i>
	Special Project	Clinical Ladder Program CN5 Design
Visperas, Shirley	Manuscript	<i>The effect on an alarm bundle on improving alarm frequency: a QI study</i>
Wong, Eileen	Manuscript	<i>The effect on an alarm bundle on improving alarm frequency: a QI study</i>
Yiu Lowe, Sui Fan	Research	RN occupational stress during COVID 19 pandemic (Year 2)

NURSING RESIDENCY PROGRAM AND APRN FELLOWSHIP

As healthcare demands continue to become more complex, Queen’s recognizes the need to educate and nurture nurse residents to meet the challenges of the profession as they transition from their academic programs into nursing practice. The QHS Nurse Residency Program (NRP) has been enhanced to provide the resources, education, and support necessary for the residents’ success.

“About 89% of new graduate nurses believe Queen’s creates a caring environment that helps them grow and flourish in their role.”

Preceptor Program

Onboarding 122 new graduate nurses would not be possible without amazing preceptors. Precepting a new graduate nurse requires more than just being clinically proficient. Managers selected preceptors who were nurturing, excellent communicators, and exemplary role models for this important role. Program leaders have revised and improved the preceptor program. Queen’s offered a preceptor development course for nurses who were planning on training a new graduate or a new-to-specialty nurse. The course was comprised of four hours of didactic instruction along with eight hours of modules in HealthStream. The interactive classroom session received positive

reviews, and was described as being quite helpful in better understanding the role of precepting. At three months into the program, nurse residents were asked to rate their preceptors on their caring behaviors. The bar graph illustrates that Queen’s preceptors are perceived as being caring by the nurse residents. Our preceptors role model the “Queen Emma Way” by demonstrating care and compassion to the nurse residents.

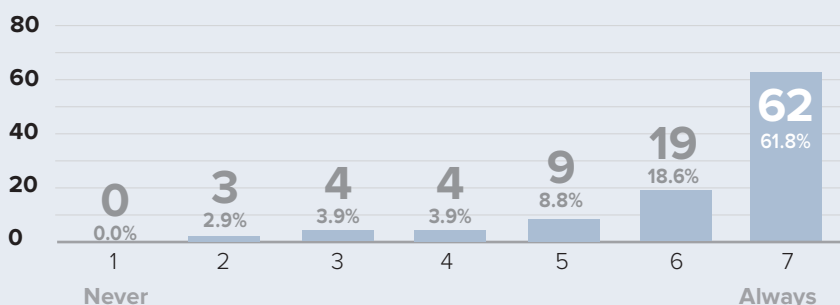
Mentorship Program

At the end of the preceptorship, nurse residents nominate experienced members of the QHS nursing team as potential program mentors. Selected mentors are paired with a new nurse partner to help set professional goals, recognize and share lifelong learning opportunities, commit to their personal and professional growth, and have a venue to celebrate successes. The mentors create a safe space for the new graduate to feel encouraged, supported, and nurtured.

Caring Science

Queen’s is a Watson Caring Science Institute, and therefore the culture of the QHS Nurse Residency Program is aligned with Caring Science. The residency program operates similar to the 10 Caritas Processes. For example, the monthly “Clinical Reflections” are consistent with Caritas Process number 5: “Allowing for expression of positive and negative feelings—authentically listening to another person’s story.” Incorporating Caring Science into the program has enhanced organizational enculturation through activities that reflect the culture and values of Queen’s.

Queen’s creates a caring environment that helps me grow and flourish as a new graduate nurse.



In 2022, Queen’s hired 122 new graduate nurses between the Punchbowl and West O’ahu campuses. This change was a major increase compared to the previous two years, with 58 new graduates in 2021 and 77 new graduates in 2020.



APRN Fellows on their Wellness Day at the Makapu'u Lighthouse Trail

Angelica Perreira,
Kristen Simon,
Elizabeth Wall,
and Michael Negron

The Queen's APRN Fellowship Program Grows in Its Second Year

The APRN Fellowship program was developed in alignment with QMC's mission and goals. The program aims to recruit, train, and retain new-to-practice APRNs to increase access to quality healthcare and improve the well-being of the people of Hawai'i. The QMC APRN Fellowship is a 12-month contracted position that is designed to transition new-to-practice APRNs to become clinically competent providers in their specialty area. The APRN Fellowship leadership team is comprised of Mandi Cummings, director of advanced practice providers (APP), Katie Azama, manager of APP education and programs, and Bradley Kuo, PMHNP fellowship coordinator.

In July 2020, the APRN Fellowship leadership team started the PMHNP Fellowship, and in July 2021, they added the Primary Care NP Fellowship program. The APRN Fellowship programs include three components: continuity and specialty clinic rotations, didactic education, and evidence-based practice (EBP) or quality improvement (QI) initiatives. To promote provider wellness, cultural education, and peer engagement, the fellowship program also hosts Wellness Days. To date, the APRN Fellowship has graduated three PMHNP Fellows and two Primary Care NP Fellows.

THE DAISY AWARD

The DAISY Foundation was founded in 2000 in memory of J. Patrick Barnes by his family.

The DAISY Foundation was founded in 2000 in memory of J. Patrick Barnes by his family. He had an immune disorder that required cutting-edge care during the last eight weeks of his young life. Pat's family wanted a way to honor and keep his memory alive while recognizing the exemplary clinical skills and heartwarming compassionate care each of his nurses provided. Little did his family realize that this idea would spark the foundation that has reached national and international recognition of outstanding nursing care.

D.A.I.S.Y. is an acronym for diseases affecting the immune system.

As The Queen's Medical Center continues its Magnet Journey toward excellence, we are providing exciting ways of recognizing the C.A.R.E. behaviors our nurses demonstrate every day. We are happy to announce Queen's journey, along with hundreds of other hospitals around the world, in presenting the DAISY Award.

The DAISY Award at Queen's

The purpose of this award is to recognize and reward those nurses who display exemplary care and compassion towards patients and their families, especially in difficult circumstances. These everyday moments can have a positive effect on the organization, enhance their work environments, increase job satisfaction, and result in improved patient outcomes and increased patient satisfaction.

The DAISY Award will be given to a QMC nurse each month.

THE QUEEN'S MEDICAL CENTER, PUNCHBOWL

FALL 2021 AWARDEES



Melbourne Espero, RN
Pauahi 5



Adrienne Harvey RN
Pauahi 5



Sherry Lewis, RN
QET 6/3



Hana Suiso, RN
QET 9 Ewa



Tori-Lynn Takayama-Loo, RN
Pauahi 5 / QET 5 Neuro ICU



Tori Yatogo, RN
QET 6 DH

SPRING 2022 AWARDEES



Michelle Moi, RN
QET 4 SICU



Sunshine Tiotuico, RN
Float Pool / Iolani 2



Glenda Vea, RN
QET 8 DH



QHS AWARDS OF EXCELLENCE

MAY 2022



L-R: KC Gardner-Bougard, Tanya Isaacs, Chandler Arce, Cheryl Miller
New Knowledge, Innovations & Improvements (1/2)
Family Treatment Center, Reduction of Seclusion and Restraints Team



L-R: Heather Acidera, Abrar Al-Adhmi, Tim Kelleher, Kelly Nelsen, Miles Sato, Sharon Tamashiro, Joyce Tokuhara
New Knowledge, Innovations & Improvements (2/2)
Oncology Research Team



Blaisdell Vaccination Clinic
Community Impact Award (1/2)



QET 9 DH
Community Impact Award (2/2)



Queen Emma Clinic
United in Excellence Award (1/2)



QET 7 DH
United in Excellence Award (2/2)



Roel Bala
Exemplary
Professional Practice (1/2)
Wound Care Center



Dawn 'Kanani' Yojo
Exemplary
Professional Practice
(2/2)
QET 7 'Ewa



Anna Podgorski
Transformational
Leadership
QET 5 Neuro



Brittney Taoka
Mentorship & Professional
Development (1/2)
Neuroscience Institute
Outpatient Center
Movement Clinic



Eileen Wong
Mentorship &
Professional
Development (2/2)
QET 4 SICU



Christine Loui
Nurse Consultant
of the Year (1/2)
Multi-Consult Liaison
Team



Sara Robertson
Nurse Consultant
of the Year (2/2)
Transfer Call Center



Jason Austria
Queen Emma Nursing
Leadership Award
Ambulatory Nursing &
Professional Practice



Ina Deloso
Rising Star
QET 7 'Ewa



Joan Maeshiro
APRN of the Year

QHS AWARDS OF EXCELLENCE

MAY 2022

THE QUEEN'S MEDICAL CENTER

MOLOKA'I GENERAL HOSPITAL



Noriko "Riko" Loirio
Nurse of the Year
Rehabilitation Services



Heather Walker
APRN of the Year

NORTH HAWAI'I COMMUNITY HOSPITAL



Ruby Adams
Ku'ikahi ika Po'okela
United in Excellence
Clinical Education



Desiree Hanohano
Mentorship & Professional
Development
Emergency Department

THE QUEEN'S MEDICAL CENTER—WEST O'AHU



Daniel DeCastro
Exemplary Professional
Practice
West ICU



Venitia Bresc
Mentorship &
Professional Development
West Emergency Department



Katrina 'Kat' Menor
Rising Star
West Infusion Center



Rochelle Francisco
Queen Emma Nursing
Leadership
Sullivan Care Center



Coyette Gregerson-Giles
Transformational
Leadership
West ICU



Maile Alcos
APRN of the Year
West O'ahu QHCC Kapolei

OTHER AWARDS



Bradley Kuo
AANP State Award for
NP Excellence
Multi-Consult Liaison
Team—Punchbowl



Jennifer Moran
Magnet Nurse of the Year
QET 5 Neuro—Punchbowl



Darcy Day & Karen Ng
2021 Journal of Trauma Nursing Best Research Article

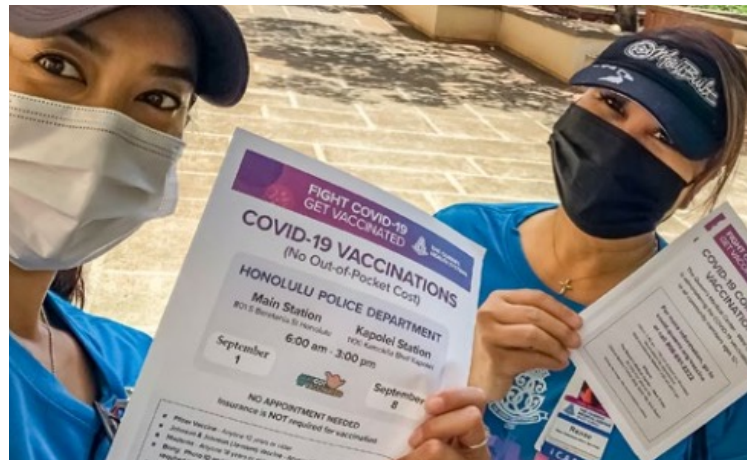
QHS NURSE COMMUNITY INVOLVEMENT



Queen's North Hawai'i nursing team assisted with COVID testing as preparations were made for the recent Merrie Monarch competition.



Nurses join Queen's team in Walk to End Alzheimer's.



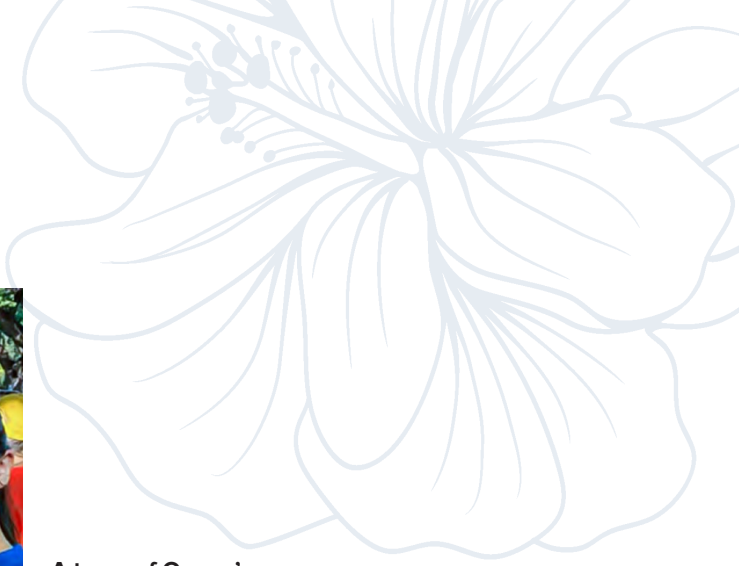
Queen's West O'ahu vaccination team goes to Kapolei police station and Mililani High School.



Trauma Services, educate on Trauma Awareness Month.



NAMI delivers Care Packages to Behavioral Health staff.



A team of Queen's nurses participated in the 2022 Hawai'i Kidney Walk at Kapiolani Park.



Director Mary Bedell, APRN-Rx, managed a successful Blaisdell Vaccination Clinic.



A group of nurses recognized Stroke Awareness Month with their interactive and educational table displays.

CANCER CENTER FAST PASS ED STUDY

Fast Pass Research Project Benefits Chemotherapy Patients in the Emergency Department

In 2018, two nurses from the Cancer Center at The Queen's Medical Center conducted research to examine the wait times for oncology patients who presented a Fast Pass for febrile neutropenia to the Emergency Department (ED). Pamela Adena, RN, and Gisele Ige, RN, concluded the research in July 2020.

Febrile neutropenia—a condition marked by fever and a lower-than-normal neutrophil count in the blood—occurs from bone marrow damage by cancer or chemotherapy and radiation. A neutrophil is a type of white blood cell that helps fight infection.

“If a neutropenic patient has a temperature of 100.5° or higher, we instruct them to visit the ED,” says Gisele.

“A fever for them is an indicator that there is an infection somewhere in their body, which can be extremely serious since their body has a weakened ability to fight infection. Infections for neutropenic patients can lead to sepsis.”

Because neutropenic patients have weakened immune systems, extended time spent waiting in the ED with other people who may be sick can be detrimental to their health.



Pamela Adena, RN and Gisele Ige, RN embarked on Cancer Center Fast Pass ED Study

A Fast Pass is a wallet-size card that is given to oncology patients at Queen's Cancer Center during their chemo teaching session. One side of the Fast Pass explains that the patient carrying the card is neutropenic and includes the Queen's sepsis protocol. The other side of the Fast Pass includes the patient's name and additional medical information.

Research participation requirements included

- 18 years or older
- Active intravenous (IV) chemotherapy (within 7 to 14 days)
- Recently visited the QMC ER with a fever greater than 100.4°
- Neutrophil count less than 0.5

Ultimately, the results of Pam and Gisele's research showed no statistical difference in overall ED wait times pre- and post-Fast Pass.

“There's a lot of factors that affect how quickly the patient gets seen in

the ED, even if a patient has the Fast Pass card,” says Gisele. “If the Emergency Department had a high census one day, or if they're understaffed for whatever reason—these were variables that were out of our control.”

Although the results were uninformative, the team still considers the project a success. The Queen's emergency department now has the tools and resources they need to be more aware of the condition, the symptoms, and the Fast Pass card.

EVIDENCE-BASED PRACTICE INTERNSHIP TEAMS

Hawaii State Center for Nursing Evidence-Based Practice Program

EBP projects improve the quality of care through advances in care delivery, improved patient outcomes, and nursing staff satisfaction. It has been shown that evidence-based patient care has positive results that ripple through the care delivery system and to the community at large. The program is a two-day intensive workshop followed by a 12-month internship. Didactics include the EBP process, use of the Iowa Model, use of the John Hopkins EBP toolkit, and mentoring by QMC faculty from the Queen Emma Nursing Institute.



EBP Project: The Effect of Postoperative Music on Pain and Length of Stay in Outpatient Laparoscopic Surgeries

Clinical Question: What is the best evidence-based practice for reducing pain/anxiety/opioid use/LOS and increase patient comfort in adult (post-op PACU) operative patients?

Team members:

Wendy Akiyama, PACU RN

MaJudy Ilano, PACU RN

Jennie Rasco, Nurse Manager, PACU & Kinau 3

Veronica Sablan, RN, Perioperative Service PI Coordinator

EBP Project: Falls in Adult Inpatient Oncology Patients

Clinical Question: What is the best evidence-based strategy to increase patient/staff compliance with fall prevention interventions to reduce falls in in-patient adult oncology patients?

Team members:

Breanna Asam-Balicanta, Oncology RN

Kelsie Higuchi, Oncology RN

Karla Ihara, Nurse Manager, QET 7 Oncology

Cheryl Afuso-Sumimoto, Oncology Clinical Nurse Specialist

A TIME OF RENEWAL

At an elevation of more than 13,050 feet, Lake Wai'au sits near the summit of Mauna Kea on Hawai'i Island. Few bodies of water exist in the world higher than this. After losing her precious son Prince Albert Edward Kauikeaouli at the tender age of four, then the passing of her beloved husband King Alexander Liholiho 'Iolani Kamehameha, Queen Emma went to Hawai'i Island.

In the 1800s, the journey up to the summit was a difficult task, and not many knew the way. Queen Emma was known to be a good horsewoman and could select any of the many horses in Waimea to ride. In 1882, with a guide, Pailaka, and a small travel party, Queen Emma traveled via the Waimea-Wai'au trail, passing the uplands of Waiki'i up to pūnāwai o Wai'au on horseback.

They rode up to a place called Kahalelā'au, where there was great rain and no shelter. The travelers broke the leafing branches of the māmane and made a house for Queen Emma where they spent the night.

The next morning, upon arrival at their destination, Queen Emma went into the pūnāwai o Wai'au upon the back of Wai'au Lima a man of chiefly class, kaukau ali'i, from Kawaihae. He swam Queen Emma across Lake Wai'au and set her upon a stone on the other side. After her swim, the tireless Queen then turned, urged her saddle-weary companions to 'eleu mai 'oukou, and began the long journey down to Mānā.



Source: 1966 and 1967 recorded interviews with James Kahalelaumāmāne Lindsey, decedents of horseman in Queen Emma's Mauna Kea travel party and Kalani Ka'apuni Phillips. Interviews conducted by Larry Kauano'e Kimura with translation from Olelo Hawai'i and transcript by Kepā Maly.



**THE QUEEN'S
HEALTH SYSTEM**