Together we can do more
WAIKIKI HEALTH

Our Mission
The mission of Waikiki Health is to provide quality medical and social services that are accessible and affordable for everyone, regardless of ability to pay.

Our Vision
Waikiki Health provides compassionate healing and expert care that result in improved health and quality of life for all in our island community.

Core Values
We are committed to providing the highest quality care and services to our island community.
We believe that respect is the foundation of our interpersonal relationships.
We maintain empathy and kindness, treating everyone as ohana.
We are creative and flexible in meeting community needs.
We help empower others to reach their highest potential.
We are accountable to the community we serve and to each other.
Letter from our Chief Executive Officer

In 2014, our much-anticipated vision to offer dental services became a reality. Our Dental Department hosted “Give Kids a Smile”—a collaboration with over 70 volunteers from community dental programs which resulted in our clinic bustling with kids, games and good times during a Saturday early in the year. Our expansion of services continued into 2015, when Waikiki Health opened a second pharmacy at Makahiki Clinic.

It was exciting to renovate and open the Education and Counseling Center adjacent to the Ohua Clinic, in what was a former chapel, to offer patients a comfortable and welcoming space to meet with their counselors and educators. And, to provide more efficient customer service to our patients and clients, we upgraded our phone system as well as critical components of our electronic medical record system.

We were proud to see our Dr. Elliot Kalauawa, our Chief Medical Officer, named the Physician of the Year by Pacific Business News. Our PATH Clinic won a national award from Mutual of America Foundation for its collaboration with The Salvation Army Family Treatment Services...eight staff members traveled to New York City to receive the award.

On a broader scope, in an effort to increase the number of homeless families moving into permanent housing, we began an eight-agency collaboration called Housing ASAP and we continue to implement new strategies to maximize this effort.

The opportunity to continue to serve our community is gratifying. We look forward to 2016 with equal enthusiasm.

Sheila Beckham, RD, MPH
Chief Executive Officer

Letter from our Chief Medical Officer

During 2014 and the first half of 2015, we have continued expanding our services. We added a few more behavioral health providers since there is always a big need in the community to provide more care for those with behavioral health illnesses. Because of increasing demands for more pharmacy services, we added a second pharmacy at the Makahiki Clinic. We also increased the number of medical doctors in order to provide services at all our clinic sites.

In addition to expanding patient services, we upgraded our IT department because of the need to improve our electronic medical records system. There are many changes happening throughout the country in how medical care is provided, and this requires changes in our electronic medical records system. These changes are costly and time-consuming, but they need to be done.

We are still facing the same challenges that we face every year in how to provide medical care for people who don’t have insurance, as well as those who do not have enough insurance. One of the big challenges is providing dental care since many people do not have any dental insurance. Nevertheless, our health center will continue to try to meet these challenges and remain committed to our mission.

Dr. Elliot Kalauawa
Chief Medical Officer
Mahalo to Donors  
(For your donation in 2014)

By supporting Waikiki Health through your monetary and in-kind donations, you help us succeed in our mission to provide health and social care to everyone in our community, regardless of ability to pay.

Thank you for your generous donations.

INDIVIDUALS & FAMILIES

Over $20,000
Anonymous
Mr. & Mrs. Peter H.Y. Hsi
Over $5,000
Ms. Sheila Beckham
Dr. & Mrs. Elliot Kalasuawa
$2,500 - $4,999
Mr. & Mrs. Jesse James
Ms. Nancy Makowski
Mr. Martin A. Rabbett
$1,000 - $2,499
Dr. Ann B. Catts
Ms. Phyllis J. B. Dendle
Mr. Peter Drewliner
Ms. Lisa Gainsley
Mr. & Mrs. David Powell
Mr. & Mrs. David Neill
$250 - $499
Anonymous
Mrs. Gladys Aanerud
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Mr. Alexander Vuving
Ms. Julie Trees Watumull
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$500 - $999
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Ms. Susan Dik

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We established our Education and Counseling Center, a multi-service site adjacent to Ohua Clinic, for patients to meet with our Care Team. RN Care Coordinators offer patient-focused, closely monitored and integrated services to improve our patients’ health and quality of life. Other counselors include a registered dietitian, tobacco treatment specialist, behavioral health care coordinator, clinical psychologist and health educator.

We expanded our core service, Primary Care, through generous grants from McInerny Foundation and G. N. Wilcox Trust in CY2014. Our Primary Care Clinics include Ohua; PATH, our women’s clinic; Harry and Jeanette Weinberg Makahiki Clinic; the Care-A-Van Clinic, open to our homeless clients and the public; and Youth Outreach (YO) Teen Medical Clinic. Care-A-Van also continues to serve the homeless through mobile medical outreach.

We strengthened and broadened our ability to find housing for homeless families and individuals through the “Housing First” and “Housing ASAP” programs. “Housing First,” a nationally-recognized best-practice initiative finds housing first, and then provides wrap-around services to clients in their homes. Our Care-A-Van Program and Next Step Shelter have housing case managers on staff to assist clients; and Care-A-Van is creating a network with landlords to provide “Housing First.” Waikiki Health has also been working with Hawaii Community Foundation and seven other homeless service providers on “Housing ASAP,” a capacity-building program,” supported by Aloha United Way and private donors.

We enhanced our Youth Outreach (YO) education, poverty prevention and safety net services through a new 3-Year grant (2015–2017) from Aloha United Way’s Impact Funding Program. YO offers comprehensive services and nonjudgmental support to homeless youth age 21 and under.

We opened new Pharmacy Services at Makahiki Clinic, our second primary care clinic to offer on-site access to discounted medications, medication management, and patient education. The Chamber of Commerce of Hawaii Public Health Fund awarded a grant toward this key service component. (Ohua, our largest site, also offers Pharmacy Services.)

Friendly Neighbors continued to provide in-home companionship and support to Waikiki seniors “aging in place,” an essential service for adults 60 years or older. The individualized services helped seniors in need with continuing to lead independent and fulfilled lives in their own homes. We provided community outreach to more than 2,300 patients, helping them to lower health risks and promote tobacco cessation through our HEIS (HIV/Hepatitis C Early Intervention Services) in collaboration with substance abuse treatment agencies.
At Waikiki Health, we provide much more than medical care and social services, we become like family to our patients. As a Community Health Center, our staff and providers are responsive to the needs of our patients and clients, and to the larger needs of our community as a whole.

The Patient-Centered Medical Home (PCMH) model, practiced by our providers, brings a team approach to serving patients. By expanding access to care to those in our community who live below the poverty line or who are uninsured, our team improves health outcomes by encouraging patients to become more informed and involved in their own personal health care.

Waikiki Health’s Ohua Clinic is recognized by the National Committee for Quality Assurance (NCQA) as a Level 2 Patient-Centered Medical Home, indicating our clinic provides a high level of personalized and effective healthcare. We do this by providing enhanced coordination between our programs, by offering continuous and specialized care, and by using health information technology to monitor health measures in meaningful ways.

The obstacles some of our patients endure and overcome are nearly unimaginable. Our patient-centered approach results in the sustainable well-being of our patients. Last year we helped 10,030 patients, 25% of whom were uninsured and 21% were homeless.

Without our help, the uninsured would fall through the cracks of the healthcare system. This is why the role of the Community Health Center and the PCMH approach to care is so important.

Ahoora Payam, MD
Waikiki Health Physician

Mr. & Mrs. Bruce McEwan
Ms. Ann C Merrill
Ms. Caralyn Merrill & Mike Merrill
Mrs. Bernadine Miller
Ms. Leah Teresa Miller
Dr. Conrad Moreno
Mr. & Mrs. Arthur Mori
Mr. & Mrs. Marc A. Munden
Ms. Adina Murakami
Mr. & Mrs. Joseph W. Murphy
Ms. Kelly Naba
Mr. & Mrs. Richard S. Nagamine
Ms. Charlotte Nagoshi
Mr. Edward Nakagawa
Mr. & Mrs. Wayne K. Nakai
Ms. Iris M. Nakama
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Mr. Charles Nishida
Mr. & Mrs. Clifford K. Nishimura
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Mr. & Mrs. Henry Pundyke Jr.
Mr. Chaitanya Reddy
Mr. Donald J. Riseborough
Ms. Joan Rohling & Mr. David Clark
Ms. Kathleen Roper
Ms. Chismar Rose
Mr. Louis Rosof
Mr. & Mrs. Alan W. Rowland

“We are all in this together.”
Waikiki Health recognizes the following supporters as valued members of our Donor Circle ohana. Thank you for your commitment to our mission with your frequent and generous support of our Community Health Center.

Mahalo.
21% of our patients are homeless.
Sending a special Mahalo to all of our Waikiki Health employees, who went above and beyond their roles as staff and generously donated to our 2014 Get Connected Annual Giving Program.

Mr. David Abitbol
Ms. Sonya Aguuirre
Mrs. Jeanelle Ahuna
Mr. George (Kentai) Anderson
Ms. Natalie Anderson
Mr. Abel Arien
Ms. Porsha Arnold
Ms. Estrella Arquines
Ms. Denise Baesz
Ms. Sheila Beckham
Ms. Jasmine Bio
Mr. Gordon Blailes
Ms. Dianne Marie Bright-Tosie
Ms. Grace Brown
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Mr. Lambert Lum
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Ms. Sharon Malloy
Ms. Genesis Malo
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Mr. Rody Marengo
Mr. James Maruyama
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Ms. Kathleen Roper
Mr. Aaron Rudick
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Ms. Michelle Scott
Ms. Tamara Seumalo
Ms. Santiryna Sonis
Ms. Michele Spacek
Ms. Lesley Stamm
Mrs. Jane Stonson
Ms. Errani “Nani” Summaoang
Mr. Jared Tamashiro
Ms. Jennifer Tanaka
Mr. Stanley “Kapua” Tani
Ms. Jacceline “Jacque” Tellei
Ms. Eleanor Templo
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Ms. Dominoe Tolentino
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Dr. Jonas Vibell
Ms. Rose Welling
Ms. Edeline Wells
Ms. Kei Yonker
Ms. Andrea Young-Santos
Ms. Robyn McCarthy
Mr. Sapoliu Meli
Ms. Mari Miyoshi
Ms. Sheena Molale
Dr. Conrad Moreno
Ms. Adina Murakami
Ms. Kelley Naba
Ms. Lota Nagaosey
Mr. Mark Nartatez
Ms. Mayla Ngirusui
Mr. Milton M. Tamarana
Mr. Jared Tamashiro
Ms. Thomas H.L. Tan
Mr. Earl Tanaka
Mr. & Mrs Paul T. Tanaka
Ms. Jennifer Tanaka
Mr. & Mrs. Calvin K.S. Tang
Ms. Sophia S. Tang
Mr. Stanley ‘Kapua’ Tani
Mr. Noboru Tanoue
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Mr. & Mrs. Masaichi Tatsaka
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Ms. Yvonne D. Tavares
Mr. Eduardo A. Tee
Mr. & Ms. Robert W. Tellander
Ms. Jacque Tellei
Ms. Eleanor Templo
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Ms. Tivona Levinthol
Mr. Robyn McCarthy
Mr. Sapuliu Meli
Ms. Mari Miyoshi
Ms. Sheena Molale
Dr. Conrad Moreno
Ms. Adina Murakami
Ms. Kelley Naba
Ms. Lota Nagaosey
Mr. Mark Nartatez
Ms. Mayla Ngirusui
Ms. Robyn McCarthy
Mr. Sapoliu Meli
Ms. Mari Miyoshi
Ms. Sheena Molale
Dr. Conrad Moreno
Ms. Adina Murakami
Ms. Kelley Naba
Ms. Lota Nagaosey
Mr. Mark Nartatez
Ms. Mayla Ngirusui

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25% of our patients are uninsured.
Rosanna Hsi lives by the motto, “It’s better to light a candle than curse the darkness.” She truly believes that making a difference in the lives of others leaves the world a brighter place, and she has recently brightened the lives of many at our Next Step Shelter.

During a tour of the shelter earlier this year, Rosanna was inspired by the daily dinners served to shelter residents by volunteers. “They need breakfast!” Rosanna exclaimed, expressing that if these individuals wanted to make lasting change in their lives, they needed to start their day out with a nutritious meal to provide them with energy to achieve their goals.

Rosanna met with Next Step Shelter staff, and generously donated weekly breakfasts to feed all 250 shelter residents for the remainder of the year.

Rosanna has had a heart for Waikiki Health’s mission for over 5 years. She’s inspired by our CEO, Sheila Beckham, describing her as “a passionate woman with a great vision and true dedication.” From the staff to the board members, she admires the way we work together as a team and appreciates how it “takes many to fulfill a dream.”

Rosanna’s support has come in many forms over the years. In 2013, she distributed blankets to the homeless at Care-A-Van with her husband, Peter, and last year, air mattresses to sleep on for Next Step residents. Most recently, it’s been morning meals, along with industrial fans to help keep cool. When asked what changes she’d most like to see in our world, she replied that she hoped for more of us to open our hearts, to be more compassionate to those around us and for more of us to see the oneness in humanity.

Thank you, Rosanna. We are extremely grateful for your bright light.
Carla Houser, Program Manager for Youth Outreach (YO) says she absolutely adores Janis Loo whom she calls the “Peanut Butter & Jelly Sandwich Lady.” She has been making 50 PB & J’s twice a week for YO since November 2012 with the help of her children and friends – complete with smiley face stickers and inspirational quotes.

One young teen from YO even told Janis, “these sandwiches have saved my life – literally! Sometimes it’s the only thing I have to eat when YO isn’t open.”

Janis was originally inspired by an article she read in the local newspaper about homeless teens being helped by Waikiki Health’s YO. “I am a nutritionist by profession, and I love to cook and bake for others, so I thought it would be a wonderful family service project that could help these kids.” Janis, with the support of her family and husband, Garrett Sullivan, began creating their “love language” of helping others less fortunate. “Usually with the support of her family and husband, Garrett Sullivan, began laying out the bread, spreading the peanut butter and jelly, bagging them and then putting smiley faces on each.”

Carla knows how important a good nutritional meal is, especially one that the YO kids can stick in a backpack and eat at a later time. “Janis is one of the most kind and genuine people I have ever met,” Carla said. “I don’t think she realizes what a profound effect she has had on the homeless youth in our community.” Mahalo, Janis, from your family at YO!
Ways to Give

Donate On-Line: Click the DONATE NOW button on our website ….. www.waikikihealth.org

Become a Wiki Wiki Gift Club Member: Make your impact easily through monthly gifts .................................................. 791-9334

Will/Planned Giving: Leave a legacy of support for Waikiki Health..........................791-9331

Gift of Stock: Help Waikiki Health serve more people in need ...........................................791-9331

Match Your Gift: Ask your employer if they have a matching gift program................. 791-9334

Volunteer Your Time: Companionship, support for Waikiki seniors .......................926-8032
Office Assistance..............................738-9356
Next Step Shelter..................................738-9362

In-Kind Gift: Donate tax-deductible items; plan a monthly meal for our homeless clients; bring holiday gifts to our shelter or other outreach programs. We welcome gently-used clothing and shoes, computers, books, appliances, furnitures, vehicles and more. ......................................791-9331

Please Continue Your Strong Support of Our Efforts

Serving our community with medical care and social services since 1967.

- Primary and Preventive Care
- Dental Care
- Integrated Behavioral Health
- Pharmacy
- Comprehensive HIV/AIDS Services
- Chronic Disease Management
- Women’s Health
- Substance Abuse Treatment
- Tobacco Cessation
- Traditional Hawaiian Healing
- Care Coordination
- Medical Nutrition Therapy
- Emergent & Transitional Shelter
- Homeless Youth Services
- Outreach Medical Services
- Senior Assistance
Ohua Clinic  •  277 Ohua Avenue, Honolulu  •  808-922-4787
Located in the heart of Waikiki, the Ohua Clinic is Waikiki Health’s main clinic. Primary medical care and social services are provided in newly-renovated exam rooms. The Ohua Clinic has free parking for patients, a minor surgical procedures room and an on-site pharmacy.

Makahiki Clinic  •  935 Makahiki Way, Honolulu  •  808-922-4787
Waikiki Health’s newest clinic provides medical, dental and behavioral health care. The clinic is located in the McCully-Moiliili area and has an on-site pharmacy.

Care-A-Van  •  3020 Waialae Avenue, Honolulu  •  808-922-4790
Care-A-Van provides drop-in medical and social services to families and individuals experiencing or at risk for homelessness. The primary care clinic is located in the Kaimuki area and it is open to the general public.

Next Step Shelter  •  Pier 1 off Forest Avenue, Honolulu  •  808-791-9385
Next Step Shelter provides emergency/transitional shelter for families, couples and individuals. The shelter also provides job training, housing placement assistance, and referrals for medical and behavioral health.

Path Clinic  •  845 22nd Avenue, Honolulu  •  808-791-9390
PATH Clinic provides comprehensive medical and perinatal care. Services include obstetric/gynecological care, primary medical care, case management, social service referrals, educational classes, activities and childcare.

Youth Outreach  •  415 Keoniana Street, Honolulu  •  808-942-5858
Youth Outreach (YO) serves as a safe haven for homeless youths, offering medical care, social services and non-judgmental support.

Waikiki Health Center Pharmacy  •  277 Ohua Ave & 935 Makahiki Way, Honolulu  •  808-922-4787
Our friendly pharmacy staff works with your providers and understands how medications impact your health, allergies and chronic conditions. Together, we use this knowledge to prescribe the medications that best suit your health needs.

*HRSA Requirements
The Board, elected annually, consists of up to 20 members representing diverse backgrounds. More than half of the Board members “shall be active consumers” of the health center’s primary care services, according to the U.S. Department of Health and Human Services Bureau of Primary Health Care. In addition, no more than half of the non-consumer Board members can derive more than 10% of their annual income from the health care industry. Consumers are marked with an asterisk above.

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