Connecting Our Community

Together

2022 ANNUAL REPORT
With 2021 Financial & Donor Data

(808) 922-4787 • waikikihealth.org

Compassionate Healing.
Expert Care.

WAIKIKI HEALTH
MEDICAL & DENTAL • BEHAVIORAL HEALTH • SOCIAL SERVICES
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.
A Message from the Chief Executive Officer

Aloha friends,

We are fortunate, here at Waikiki Health, to have many diverse and dedicated partners as we bring compassionate healing and expert care to our communities. In this year’s annual report, you will see stories that will give you an idea of the array of ways Waikiki Health not only provides services but also brings individuals and organizations together to meet needs around the state.

Between the two larger clinics on Ohua Avenue and Makahiki Way, we offer primary care, behavioral health care, dental and vision care. These are the services that make up the greatest need for most of our patients. We are committed to providing the highest quality care and services to everyone.

In addition, we bring together people in and outside of Waikiki Health to provide for the needs of our most vulnerable residents throughout Hawaii. For example, people living with HIV find services at our clinics but also with our partners, Gregory House assisting with housing, and Kumukahi Health + Wellness on the Big Island. In partnership with The Salvation Army at the Waikiki Health PATH clinic in Kaimuki, pregnant women and new mothers with substance use disorders find healing and hope. Our long and ongoing relationship with Hale Kipa supports programs for homeless youth in our Youth Outreach program. We manage, with the State of Hawaii, the Keaouhou Shelter that gives homeless folks a place to take shelter while we help them find housing.

We also have partners that support our work with gifts and donations. These folks give us needed financial support and beautiful friendship that allows us to take care of over 10,000 patients each year. Waikiki Health reflects the kindness we receive from these friends who are diverse and dedicated, too. Our financial statements show tangibly how generous our friends are. We seek support from government and large private grantors and are grateful for the opportunities this money provides. What we really treasure though are the gifts that come from the individuals who believe in this work, in this community and in Waikiki Health. Thank you, once again, for your unfailing support.

Phyllis Dendle
Chief Executive Officer, Waikiki Health

Waikiki Health Leadership

Phyllis Dendle.............................Chief Executive Officer
Elliot Kalauawa, MD..........................Chief Medical Officer
Octavius Gonzaga............................Chief Financial Officer
Jeanelle Ahuna, PA-C..................Associate Chief Medical Officer
Diana Avalos ................................Human Resources Director
Jomhelton “Joe” Braceros ..................IT Director
Rachel DiPasquale, DDS ................Dental Director
Francine Dudoit-Tagupa, RN.........Director of Native Hawaiian Healing & Pu‘uhonua Prison Program Director
Tammy Kai, RPh..............................Pharmacy Director
Mary Beth Lohman..................Director of Marketing & Development
Elizabeth “Liz” Makarra...........Director of Emergency Operations and Community Wellness
Yumiko Molden..........................Director of Revenue Cycle
Conrad Moreno, PhD..............Behavioral Health Director
Jared “Jay” Tamashiro............Director of Operations
Jacque Tellei............................Director of PATH Clinic & Youth Outreach
Alex Vidrio.............................Director of HIV Programs
Kei Wee.................................Clinical Operations Director
Celeste Wong...........................Director of Quality and Organizational Effectiveness

Health Resources & Services Administration (HRSA) requirements:
The Waikiki Health Board, elected every two years, consists of up to 20 members representing diverse backgrounds. No more than half of the non-consumer Board members can derive more than 10% of their annual income from the health care industry.

Board of Directors

Waikiki Health recently elected new board officers and committee chairs. The new officers and chairs are as follows:

Board President: Dr. Thomas Namiki
Vice President: Alexis Charpentier
Treasurer/Chair Finance: Scot Sterenberg
Secretary: Nola Nahulu
Chair Governance: Leon Williams*
Chair Quality Assurance: Ed Springer*
Chair Compensation & Succession Planning: Floyd Crosby*
Chair Marketing & Development: James Nelson*

Additional board members include two new 2022 participants, Lindsey Lau* and Marya Grambs*, with returning commitments from members Ashley Noji, Paul Smith*, Judith Lau*, and Lillian Tsang*.

Waikiki Health is governed by this all-volunteer Board of Directors and consists of more than 51% consumers in accordance with HRSA regulations. The Board works closely with our CEO and Leadership Team to fulfill the agency’s mission. In CY 2021 Waikiki Health provided 52,219 in-clinic visits and 4,761 telehealth visits, totaling 56,980 patient visits (18.84% increase over the 46,246 visits provided in 2020), serving 10,050 unduplicated patients. Of our 10,050 patients, 70% were covered by Medicaid and/or Medicare, 47% were living at or below poverty level, and 14% were homeless.

*N, *Active consumers of Waikiki Health’s primary care services.
Connecting Our Community Together

Waikiki Health’s Medical Mobile Clinic

Our "Clinic on Wheels" provides medical and behavioral health services at locations across Oahu. Services are offered on-site at Jarrett Middle School and at Gregory House, which provides housing and support services to vulnerable individuals and families, with a focus on persons with HIV/AIDS. Other mobile outreach sites include Salvation Army and Hina Mauka substance use disorder treatment programs.

Our mobile clinic features a portrait of Queen Liliʻuokalani, the last sovereign monarch of the Hawaiian Kingdom, and bears the message: “Queen Liliʻuokalani Onipaʻa, She Lives Aloha.” The vehicle also is decorated with the Queen’s favorite flower, the lavender and white Crown Flower (Pua Kalaunu); and messages on the vehicle promote Waikiki Health’s delivery of Compassionate Healing and Expert Care.

Francine Dudoit-Tagupa (“Aunty Fran”), Waikiki Health’s Director of Native Hawaiian Healing, proposed that Queen Liliʻuokalani be featured on the vehicle; and Usong Cho, Waikiki Health’s Marketing & Graphic Design Specialist, transformed his and Aunty Fran’s design concepts into reality. The mobile clinic is staffed by a medical provider, medical assistant and driver/PSR. HRSA (Health Resources and Services Administration) granted $273,000 to Waikiki Health to purchase the service vehicle for outreach.

On-Site School Health Services

Waikiki Health’s Medical Mobile Clinic is working with Jarrett Middle School in Palolo to provide on-site health services to students, family members and faculty during school hours on Wednesdays and Fridays. Outreach staff provide school physical exams, vaccinations, dental screening, sports physical exams, group health education, first aid, as well as emergency care.

Partnering with the Henry Kapono Foundation (HKF)

Waikiki Health’s Aunty Fran, along with her long-time friend, Henry Kapono, are helping to promote HKF’s mission, which is to “Support and Empower Hawaii’s Music Industry to Thrive Through Programs, Education & Resources.” Local musician Henry Kapono recently presented a concert featuring some of the state’s most legendary musicians. “It’s not only a concert – it’s about getting people to come together,” he said.

During "The Home in the Islands: A Henry Kapono and Friends Concert," Aunty Fran appeared on the concert screens to provide a public service announcement about Waikiki Health, HKF’s partner in helping professional musicians with their health and wellness needs. “Many musicians are uninsured and haven’t been working because of COVID, so Waikiki health is helping with insurance navigation, medical and behavioral health needs, as well as assisting with referrals for rental and food assistance,” Aunty Fran said. By appearing on the HKF website “we’re reducing barriers for people who may not feel comfortable asking for help.”

Francine Dudoit-Tagupa (right) discusses Waikiki Health’s partnership with local singer/songwriter, Henry Kapono.
Waikiki Health service sites include primary care clinics, specialized clinics for women and youth, a shelter for unhoused couples and individuals, and outreach locations. The health center’s core service is primary care; however, social determinants of health – including economic stability, education level, social supports, environment, and access to health care – impact a person’s overall health. For that reason, Waikiki Health also offers counseling, housing navigation, job training and educational programs targeting our houseless clients.

**Sites and Programs**

**Ohua Clinic** (277 Ohua Avenue, Waikiki) offers primary and preventive medical care fully integrated with behavioral health and Native Hawaiian Healing. Other services include obstetrics/gynecology, HIV/Hepatitis C early intervention services, substance use disorder treatment, tobacco treatment, medical nutrition therapy, chronic disease management, pharmacy, and more. Health Education & Counseling Services, located next to Ohua Clinic, are offered by an RN care coordinator, behavioral health care coordinator, clinical psychologist, registered dietitian, tobacco treatment specialist, and health educators.

**Harry and Jeanette Weinberg Makahiki Clinic** (935 Makahiki Way, McCully-Moiliili) offers medical and dental services, integrated behavioral health, optometry, tobacco treatment, and pharmacy services.

**PATH Clinic** (845 22nd Avenue, Kaimuki) assists pregnant, recently delivered and parenting women with a history of substance use disorders. PATH provides obstetrics/gynecology, primary medical care, pediatrics, behavioral health therapy, medication assisted treatment, tobacco treatment, and enabling services such as insurance navigation.

**Youth Outreach (YO!)** (415 Keoniana Street, Waikiki) provides medical and social services to unaccompanied, runaway, homeless and at-risk youth of all genders, targeting those age 22 and younger. Services are offered in an environment that’s safe, welcoming, and affirming. Youth are offered nutritious meals, shower and laundry facilities, hygiene supplies, clothing, storage lockers, medical care, educational programs, tutoring, employment assistance, housing support, and more. YO! is jointly operated by Waikiki Health and Hale Kipa, a youth social services agency.

**Keauhou Shelter** (1020 Isenberg Street, Moiliili) accommodates 76 members (individuals and couples), in 64 private units. Keauhou provides meals, housing case management, and employs the Housing First model, providing housing followed by wrap-around services.

**Telehealth** visits offer patients the option to meet with their provider virtually, which removes transportation or other barriers to accessing care.

**COVID-19 Vaccinations & Booster Shots** are offered at Waikiki Health’s Ohua Clinic in Waikiki, and COVID Home Test Kits are available free of charge (while supplies last) at Waikiki Health’s Ohua Clinic and Makahiki Clinic in McCully-Moiliili.

**Ryan White HIV/AIDS Program Part C and Early Intervention Services Program** offers free, confidential, one-minute testing; prevention and treatment; health education; medication and nutrition counseling. Our HIV/AIDS Early Intervention Services (HEIS) Outreach Program provides risk-reduction counseling and testing to patients at substance use disorder treatment centers on Oahu, Maui, Kauai and the Big Island.

**Medical Mobile Outreach:** Waikiki Health’s “clinic on wheels,” housing two private exam rooms, assists clients served by the Hina Mauka and Salvation Army substance use disorder treatment programs; vulnerable families and individuals, with a focus on those with HIV/AIDS, served by Gregory House; and provides on-site services at Jarrett Middle School, offering physical exams, vaccinations, wound care, TB tests, and health education.

**Pu`uhonua Prison Program** assists incarcerated men and women in re-entering the community and avoiding recidivism. Pu`uhonua staff help participants create their “Going Home Plan for Success,” fill out applications for medical insurance, food stamps, legal documents, and other needs. Post-release, they are provided referrals to shelters or clean & sober facilities; TheBus HOLO Cards; Goodwill clothing vouchers; a medical home at Waikiki Health; and more.

**Waikiki Health’s Emergency Department Diversion Plan** helps reduce over-utilization of hospital emergency rooms by patients with non-emergent concerns who could be assisted more appropriately at FQHCs, including Waikiki Health.

*If you have any questions about Waikiki Health sites or programs, please contact Mary Beth Lohman, Director of Marketing and Development, at (808) 537-8400.*
Waikiki Health’s Quality Services Earn National Recognition and Awards

Waikiki Health has received 4 Community Health Quality Recognition (CHQR) Award Badges for the past year. The Badges recognize Waikiki Health for making notable quality improvement achievements in the areas of access, quality, health equity, health information technology, and COVID-19 public health emergency response, for the most recent Uniform Data Systems (UDS) reporting period for the Health Resources & Services Administration (HRSA).

Waikiki Health has earned the following accreditations for the year 2022: Better Business Bureau Accredited Charity, GuideStar Premium Seal of Transparency, Charity Navigator Accredited, United Way (AUW) Accredited Partner Agency, Tort Claims Act Deemed Facility, and HRSA Federally Qualified Health Center (FQHC). Visit any of these agencies’ websites to learn more about Waikiki Health’s achievements, high standing in the healthcare field, and commitment to providing compassionate healing and expert care.

When donating to Waikiki Health, please know that our IRS Federal Tax ID # is 99-0159253. Our non-profit agency is recognized as tax-exempt under section 501(c)(3) of the Internal Revenue Code, and donations are tax-deductible to the full extent of the law. Donation Link: www.waikikihealth.org. For further information, or assistance with donations, phone: (808) 537-8400.

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Mr. Chris Lee
Continued on page 8

Waikiki Health Participates in RIMPAC 2022

During RIMPAC 2022, Waikiki Health, along with more than 200 healthcare facilities in the State of Hawaii, participated in an exercise in which a fictitious Category 4 Level Hurricane made a direct impact on the state and the city of Honolulu. Hurricane Response Plans were activated and participating healthcare organizations communicated to one another via the Hawaii Healthcare Emergency Management Coalition (HHEMC) Web-Based Emergency Operations Center (EOC), sharing critical information about clinic, hospital and other facility situations, including closures, damage, power outages and staffing shortages.

Jay Tamashiro, Waikiki Health’s Director of Operations, and James Maruyama, our Senior Compliance Officer, along with Liz Makarra, Waikiki Health’s Director of Emergency Operations and Community Wellness, participated in this RIMPAC exercise with members of the Healthcare Association of Hawaii and HHEMC.

Waikiki Health is required by the Centers for Medicare and Medicaid (CMS) Emergency Preparedness Rule to participate in a Community-Based Full-Scale Exercise every two years.

Liz Makarra, Waikiki Health’s Director of Emergency Operations and Community Wellness, participated in RIMPAC exercise.
Waikiki Health’s Makana Ha’awi (Gift of Giving)

Waikiki Health staff elves joined with community partners to brighten the holidays for those in need: 250 residents of Next Step and Keauhou shelters, and patients and clients assisted by PATH Clinic and Youth Outreach. Assembly lines of staff members filled the Gift of Giving (Makana Ha’awi) holiday bags with tempting treats and hygiene items. Our staff and partners, filled with holiday spirit, donated more than $3,000 plus in-kind items and prizes for staff.

This successful Gift of Giving event involved many volunteers, and was coordinated by a 10-member Committee representing each Waikiki Health site: Nicole Rodriguez; Angeline Cook; Jay Tamashiro; Marrissa Naito; Becca Chavez; Kapua Tani; Michael Nguyen; Mary Beth Lohman; Julia Davies; and Liz Makara.

Community partners included ABC Stores, AlohaCare, American Solutions for Business, Direct Relief, Hawaiian Financial Federal Credit Union, Hawaii Public Health Institute, McDonald’s, Mutual of America, Royal Hawaiian, The Brown Bottle and Zippy’s.

The Gift of Giving started 2 years ago when Marrissa Naito, PATH Clinic’s Community Health Navigator, had the idea to put together holiday gift bags for PATH patients; the idea grew to include other service sites, and captured the interest and participation of Waikiki Health staff and community partners.

Makana Ha’awi elves take a break from stuffing the holiday gift bags for our patients and clients.

Mr. Colyn Lee
Ms. Donna Y. L. Leong &
Mr. Robin Y. Uyeshiro
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Ms. Victoria Asayama

We believe that respect is the foundation of our interpersonal relationships.

Rory Ruskovich
Rebecca Chavez
We maintain empathy and kindness, treating everyone as ohana.
Continued from page 9 (Under $100)

We are Waikiki Health’s Core Value:

We are creative and flexible in meeting community needs.

Nicole Rodriguez

Core Value Award Recipient

Core Value Award Recipient

Miekah Gay-ya
to donors

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Anonymous
Aloha United Way
The Bretzff Foundation
Coalition for Specialized Housing
Friends of Hawaii Charities, Inc.
Harry & Jeanette Weinberg Foundation
Manoa Valley Church
Movie Museum
Twitch Interactive

$1,000 - $4,999
Cathedral of St. Andrew
City Mill Company, Ltd. / Chung Kun Ai Foundation
Clarence F.W. & Virginia W.L.C. Young Fund
Finish Line Productions
Hawaii Dental Association Foundation
Hawaii Dental Service Foundation
Hawaii USA FCU Foundation
Honolulu Ek’s Lodge No. 616
InSight Imaging
International Market Place
J. W. Inc.
Jhamandas Watumull Fund
Keith and Polly Steiner Family Foundation
Makiki Christian Church
Mary and Paul Wagner Charitable Fund of the Hawaii Community Foundation
Herbert & Caroll Ann Takahashi Charitable Fund
Brendan Buchwach Fund of the Hawaii Community Foundation
The Adams Family Foundation
The Church of the Epiphany
UnitedHealthcare
Orthodox Cathedral of the Pacific
UHA Health Insurance
Woman’s Board of Missions for The Pacific Islands

$250 - $499
Amazon Smile Foundation
America Asian Pacific Islander Organization
Howard & Teale Lee Family Hui Foundation
Montessori Community School
ROSES Systems Solutions
United Church of Christ
Unity Church of Hawaii

$100 - $249
Foodland Super Market Ltd.
Jerry Hay, Inc.
Lutheran Church of Honolulu Mutual Publishing, LLC
Patricia Lancaster Swim School, Inc.
Rev. Abraham Kahu Akaka Ministries Foundation
Shinuyo-En Hawaii
Aire Conditioner Shoppe
The Brown Bottle
Waikeole Congregational Church

Under $100
Charles J. Dillon Design
Realm Technologies Inc.
Sisters of the Sacred Hearts Infirmary
The Benevity Community Impact Fund
Zoe Builders, Inc.

IN-KIND GIFTS FROM INDIVIDUALS
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Ms. Jane Abreu
Mr. Charles Ader
Ms. Jessica Ahn
Mrs. Jeanelle K. Ahuna
Mr. Kawika Aki-Vick
Ms. Iris Alidon
Ms. Ann Asakura
Ms. Lois Arakaki
Mr. Kevin Arakawa
Ms. Paula Arcena

Continued on page 12

Waikiki Health’s Core Value:
We will help empower others to reach their highest potential.

Alice Lenchanko
Core Value Award Recipient

Kevin Patrick
Core Value Award Recipient

Ms. Harriet Wong
Mr. Winston Wong
Ms. Heidi Wong
Ms. Dely Wong
Ms. Darlene Y. L. Wong
Mr. Darren M. Yamabe
Ms. Kazue Yamada
Ms. Ethel S. Yamaguchi
Ms. Susan Yamane-Carpenter
Mr. & Mrs. Edwin Yamashiro

Hawaii Best Loans, LLC
Hawaii Lodging & Tourism Association
Kosasa Foundation
Sidney Stern Memorial Trust
Ward Village Foundation

$5,000 - $9,999
Combined Federal Campaign
Electronic Arts, Inc.
First Presbyterian Church

$500 - $999
AlohaCare
Community Church of Honolulu
First Unitarian Church of Honolulu
HCF / Aranoff Keiki Fund
HCF / Taketa Ohana Fund
Ohana Health Plan
Rinell Wood Systems
Saints Constantine & Helen Greek

Keauhou Kitchen Serves Meals

When Waikiki Health opened Keauhou shelter in January 2020, one of the visions was to certify and utilize the kitchen for meal services. When the planning started, Hawaii was stricken with COVID-19 and many restrictions. With the lock down in place, we needed to find meals so our folks would not search for food elsewhere. We were fortunate to have our community supporters provide 3 prepacked meals 7 days a week for Keauhou shelter.

The project experienced many setbacks due to shutdowns and cost. A grant paid for the kitchen make-over, and although it took over a year to complete, both Richard Kaai, Housing First Manager and the residents are excited to see it all done and are happy to have volunteers come in and cook meals.

After 2 years of hard work, on February 15, 2022, our first meal service at Keauhou Shelter took place when long-time dinner provider Pastor Virgil Amaroso of Ohana Family of the Living God (Hau’ula) and his team served Keauhou Shelter.

A lot of hard work was put into this project. Alone, we can do so little; together, we can do so much.
All of Us Research Program Receives Award

Waikiki Health received the 2022 Asian Engagement & Recruitment Core (ARC) Award for Excellence In Reporting at the national All of Us meeting held on June 2022 in Chicago. All of Us Research Program is a historic, longitudinal effort to gather data from one million or more people living in the United States to accelerate research and improve health. By considering individual differences in lifestyle, socioeconomics, environment, and biology, we hope that researchers will one day uncover paths toward delivering precision medicine or individualized prevention, treatment, and care – for all of us.

HIV Prevention Services Manager Mayla Ngirausui (left), and Quality Initiatives Coordinator Kevin Patrick (right) at the national All of Us meeting.

Continued from page 11 (in-kind gifts)

Ms. Andrea Lynn Maggard
Ms. nahita Sasaki
Ms. Kunani Savoie
Ms. Cindy Scott
Ms. Tiffany Sera
Ms. Jamie Seu
Ms. Sam Shenkus
Ms. Michele Shetland
Ms. Grant Shintaku
Mr. Wesley South
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Ms. Lauren Stoecker-Sylvia
Ms. Eroni Sumoaoang
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Ms. Merry Glass
Ms. Amita Goyal
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Ms. Miku Hardman
Ms. Alisa Harnish

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(844) 842-2855

The future of health begins with you.

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Mr. Jonathan Lim
Ms. Mary Beth Lohman
Ms. Paula Lumansoc
Mr. Jorge Luna
Ms. Jenny Ly
Mr. Richard Mackey
Ms. Andrea Lynn Maggard

Ms. Julie Rancilio
Mr. William Reese Ligget
Mr. & Mrs. Tom Riddle
Ms. Isabelle Rivera
Ms. Nicole Rodriguez
Ms. Hiromi Saito
Ms. Sienna Sandoval
Ms. Terri Sasaki

Mr. Anthony Vereen
Mr. Prestin Wakida
Ms. Jana Weinguad
Ms. Elizabeth Weitz
Ms. Laurrette Willie
Ms. Heather Williams
Ms. Lorna Williams
Mr. Jesse Wilson

mahalo
to donors

Ms. Wilma Wilson
Mr. Francis Wong
Mr. Alexander Wong
Ms. Melinda Wood
Ms. Elizabeth Wooldridge
Ms. Sharon Young

IN-KIND GIFTS FROM ORGANIZATIONS
Blue Lizard Australian Sunscreen
Epiphany Episcopal Church
Hawaii Pacific University - Psychology Club
Holy Nativity Church Thrift Shop
Kapua Tani Family
Keneke’s Grill at Punalu‘u
ABC Stores
Logos Bookstore of Hawaii
Manoa Valley Church
McDonald’s Restaurants of Hawaii
Metro Christian Church
Rainbow Family 808
Redemption Pictures Inc.
Safeway
UnitedHealthcare
Waikiki Rotary Club
Zippy’s Restaurants

FEDERAL
DHHS - Health Resources and Services Administration: 330 Community Health Fund for Homeless
DHHS - Health Resources and Services Administration: Ryan White Part C, HIV/AIDS Early Intervention Services
DHHS - Health Resources and Services Administration: Ryan White Part C, COVID-19 Response
Health Resources and Services Administration: HRSA Stimulus Fund
Health Resources and Services Administration: HRSA American Rescue Plan
Health Resources and Services Administration: HRSA COVID-19 Supplemental Funding

Health Resources and Services Administration: HRSA COVID-19 Testing

STATE
Dept. of Health: Alcohol and Drug Abuse Division: Early Intervention Services for HIV
Dept. of Human Services: Med-Quest Division: Certified Insurance Eligibility Services
Dept. of Human Services: Homeless Programs Office: Next Step Shelter
Dept. of Human Services: Homeless Programs Office: Keaouhou Shelter
Hawaii Community Development Authority: Next Step Shelter Job Training Program
Dept. of Health: Hawaii Tobacco Prevention and Control Trust Fund of the HCF
Dept. of Health: Uninsured Primary Care Grant: Medical Services
Dept. of Health: Uninsured Primary Care Grant: Dental Services
State Office of Corrections: Hawaii Paroling Authority: Pu‘u‘ou Kanoa Prison Program
State of Hawaii: COVID-19 Vaccine Administration Agreement
State of Hawaii: Comprehensive Primary Care Services

Sub-Recipient of State
Hale Kipa: Housing and Urban Development (HUD), Youth Homelessness Demonstration Program (YHDP), Guide on the Side
Residential Youth Services & Empowerment: (HUD), YHDP, Mobile Crisis Response Grant
Hawaii Primary Care Association: (DOH, Federally Qualified Health Center, Community Health Center), Sub-Recipient

CITY
City and County of Honolulu: COVID-19 Services

IN MEMORY OF
Ms. Amara Hope Asuncion
Mr. Ray Charles Robinson
Mr. Frank Chong
Mr. Kiani Cockett
R. Go
Mr. Kevin James
Mr. Tyson Jean-Claude
Mr. Ronald Jefferson
Mr. John Lewis Kay
Mr. Joseph Luna
Ms. Joyce Nusokawa
Tamaia Gaopoa
Ty Luttrell
Mr. George M. Lee
Mr. Jamie McCurken
Mr. Calvin Nunnies Jr.
Mr. Calvin Nunnies Sr.
Ms. Betty Y. Pang
Ms. Alex Patterson
Mr. Tom Paynter
Dr. Irwin Schatz
Mr. Mickey Selwyn
Mr. Brian Smith
Ms. Mindy Starn
Ms. Valerie Trotter

IN HONOR OF
Brendon and Sophie
Ms. Dorothy Gardner
Ms. Laura G. Hahn
Ivy family
Mr. Ken Jolman
Journey (OXX, Memories)
Dr. Elliot Kalauawa
Ms. Mary Knezek
Ms. Jan Montgomery
Ms. Linda Muller
PATH Clinic
Ms. Maya Sugihara
Ms. Miho Teipel
Waikiki Health Pharmacies
Youth Outreach Clinic

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Waikiki Health continues its work with the American Heart Association’s (AHA) “Adopt-A-Clinic” initiative, which provides health centers with equipment and training to help their patients and staff better manage high blood pressure. A blood pressure (BP) monitor is loaned to patients to self-monitor their BP at home, which can help confirm and manage high blood pressure, in conjunction with telehealth counseling or clinical interventions. The BP monitors were paid by the Highgate Hotels who partnered with AHA to provide financial support.

Waikiki Health is also proud to have reached the Target: BP Recognition Program’s Silver achievement level, which recognizes practices that submit data and complete 4 of 6 evidence-based BP activities including equipment validation and staff knowledge and skills.
How We Helped

TOTAL PATIENT VISITS IN 2021: 56,980

<table>
<thead>
<tr>
<th>Types of Service</th>
<th>Number of Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>29,801</td>
</tr>
<tr>
<td>Dental</td>
<td>4,425</td>
</tr>
<tr>
<td>Behavioral Health</td>
<td>8,275</td>
</tr>
<tr>
<td>Vision</td>
<td>1,482</td>
</tr>
<tr>
<td>Substance abuse</td>
<td>235</td>
</tr>
<tr>
<td>Native Hawaiian Healing &amp; Dietician</td>
<td>2,130</td>
</tr>
<tr>
<td>Enabling</td>
<td>10,632</td>
</tr>
<tr>
<td>Total Patient Visits</td>
<td>56,980</td>
</tr>
</tbody>
</table>

Who We Helped

(Total patients served in 2021: 10,050)

Patients by Race/Ethnicity

- Caucasian: 32%
- Asian: 20%
- Pacific Islander: 11%
- African American: 4%
- Native Hawaiian: 5%
- American Indian/Native Alaskan: 2%
- Mixed Race: 19%
- Unreported: 7%

Patients by Insurance Type

- Medicaid (Med-QUEST): 55%
- Uninsured: 9%
- Private Insurance: 21%
- Medicare: 15%

Financials (Year ending 12/31/21)

Revenue and Support: $26,992,454

- Patient Service Revenue and Pharmacy: $19,570,799
- Government & Private Grants: $6,090,120
- Contributions & Other Income: $1,331,535
- Programs and Services: $19,120,083

Expenses: $25,493,135

- Administration & Fundraising: $5,919,448
- Marketing: $453,604

2021 Financial Accounting

In 2021, Waikiki Health’s net revenue over expenditures was $1,408,275. This surplus primarily resulted from one-time COVID-19 related funding and does not preclude the need for ongoing financial support to sustain services. Excess revenue included:

- CARES Act grant: $637,000
- American Rescue Plan grant: $410,000

Additional Revenue & Reduced Expenses included:

- Increased Medicaid reimbursement rate, from $225/patient visit to $271/patient visit.
- Reduced expenses: In response to COVID-19, Waikiki Health cancelled attendance at medical conferences, training, community events, and other usual costs.

Unexpended revenue was carried over and added to Waikiki Health’s Capital Improvement Fund, and will be allocated toward upgrades at clinics and program sites to provide improved service environments.
A Gift Today to Help Strengthen Our Tomorrow…

You do not need to possess great wealth to make a meaningful contribution to a cause you truly support… anyone can leave a personal legacy regardless of the size of the gift.

If Waikiki Health is one of the causes you are passionate about, please consider leaving us a gift in your will. Contributions can also be given in honor of, or in memory of, and all donations will help ensure the long-term sustainability of our mission to provide quality medical and social services that are accessible and affordable for everyone regardless of ability to pay.

If you have questions or want to share your thoughts on leaving a gift to Waikiki Health, please contact our donor relations liaison, Mary Beth Lohman at: mlohman@waikikihealth.org.

Ways to Give Please Continue Your Strong Support of Our Mission

Donate On-Line: Visit our website, waikikihealth.org and click the DONATE button

Donor Circle Member: Call (808) 537-8403 to register to provide ongoing monthly support

For assistance with any of the following ways to give, please call (808) 537-8400:

- **Will/Planned Giving:** Leave a Legacy of support for Waikiki Health’s patients and clients
- **Gift of Stock:** Help us serve more people in need
- **Required Mandatory Distribution (RMD):** Direct charitable distribution from your IRA
- **Match Your Gift:** Ask your employer if they have a Matching Gifts Program

Waikiki Health provides primary medical care, behavioral health, and social services through five sites in Honolulu. We also operate pharmacies within the Ohua and Makahiki Clinics, and our Medical Mobile Unit provides outreach services at location across Oahu.

**Ohua Clinic – 277 Ohua Avenue • 808-922-4787**
**Makahiki Clinic – 935 Makahiki Way • 808-922-4787**
**Dental Clinic – 935 Makahiki Way • 808-739-7346**
**PATH Clinic – 845 22nd Avenue • 808-791-9390**
**Youth Outreach – 415 Keoniana Street • 808-537-8438**
**Keauhou Shelter – 1020 Isenberg Street • 808-537-8330**
**Waikiki Health Center Pharmacies • 808-791-9310 / 808-739-7363**
**Administration Office – 2002 S. King Street • 808-537-8400**
This annual report was produced without utilizing any restricted or unrestricted contributions donated by our supporters. All private donations are directed toward fulfilling our mission, which is to provide quality medical and social services that are accessible and affordable for everyone, regardless of ability to pay.