



Waikiki Health Pharmacy offers delivery service

A Message from the Board President



By Edward Springer,
Board President,
Waikiki Health

The Waikiki Health Board of Directors did not want 2020 to pass without recognizing you, our donors. As we start 2021, there is hope on the horizon—we and everyone in our community, are being vaccinated against COVID-19. Hopefully, by later this year, our lives will return to normalcy. But first we want to acknowledge the end of 2020 by saying THANK YOU!

The year 2020 was an awful year for our country. The COVID-19 pandemic disrupted all of our lives in so many ways: almost 400,000 deaths in 2020, massive unemployment, businesses closing their doors, and schools closed. We experienced challenges in our personal lives—from how to juggle our work and social life to how to safely interact with each other. All of us are learning as we go.

Through it all, Waikiki Health persevered. We kept all of our employees without furloughs or layoffs. We came out of the year in viable financial shape. But most importantly, Waikiki Health was there to meet the needs of our community! All because of the hard work and dedication of our staff and donors like you. Thank you again and we look forward to your continued support in 2021.

You can learn more about our Board members and leadership team members by visiting our website, www.waikikihealth.org.

Helping Geraldo

Geraldo, age 76, moved to Hawaii in 2019 from Alaska. Originally from Colombia, he said, “when I got to Hawaii, I remember thinking that this is the most beautiful place on earth. I stayed in a hostel for a few months, found a job cleaning gyms and was looking forward to a new start and an exciting future. When COVID-19 hit the Islands, I lost my job and my money was running out. I had the harsh realization that I was going to be homeless. I put the few things I had in storage and packed a small bag with some essential items and left the hostel. This was a very scary time for me. I hardly slept because I was afraid of getting robbed, and my health was becoming a concern. To kill time, I walked around the hotels. Some hotel workers would ask if I was staying there and then ask me to leave the property. The bus was a nice relief but if I tried to close my eyes to get some rest, I was asked to exit the bus.



Geraldo, former Next Step Shelter resident

“I was at a church in Waikiki one day when I asked some of the women there if they could help me find somewhere to stay,” Geraldo said. The women at the church advised Geraldo to go down the street to Waikiki Health’s Ohua clinic. “I went to the clinic and got some information about Next Step Shelter from the girl at the front desk. While I was there, I also made an appointment to see Dr. Jane Stinson for various health issues. I was starting to feel hopeful for my future for the first time in a while. I arrived at the shelter the very next morning. The staff there said they did not have a spot just yet but to not give up and to keep trying every morning. I did just that and it paid off. I secured a space at the shelter and was so relieved to be able to sleep soundly.”

(Continued on page 2)

Mahalo to Our Generous Local Donors

Financial support Waikiki Health receives strengthens our ability to provide quality care. While federal and state grants and contracts are essential we also rely on, and tremendously appreciate, extensive local support from “familiar names” – ABC Stores, City Mill, Foodland, Kamehameha Schools, Hawaii Community Foundation, Aloha United Way and others. Examples from CY2020:

Primary Medical Care – Waikiki Health’s core service – has received generous and strong support from **McInerney Foundation** and **G. N. Wilcox Trust**.

Youth Outreach (YO!), assisting homeless and at-risk youth, received grants from **Aloha United Way**, **Friends of Hawaii Charities**, **Kamehameha Schools** and **First Presbyterian Church of Honolulu G.I.F.T. Fund**.

(Continued on page 2)

Helping Geraldo *(Continued from page 1)*

“With COVID-19 on the rise, folks were getting concerned at the shelter, including me. All my fears quickly went away after talking to the staff at Next Step,” Geraldo said. “They assured me and everyone else that we would all make it through this and be okay. People came together and we had plenty of masks to wear, we always had food and more importantly, we had support! I moved out of the shelter, and I am staying in temporary housing for 6 months while my Housing Navigator, Tanya Kouch, works on helping me obtain permanent housing.”

Geraldo also said, “I consider everyone at Waikiki Health my angels. Beautiful people inside and out. I go out for short walks and when I see someone who looks lost, I remember what that felt like. I often stop and offer help, whether it is a sandwich from the ABC store or just simply talking with them. I grew up extremely poor in Colombia, made my dream of coming to America a reality and I will never regret it. I learned English, quit school to work three jobs to help my mom and to save money. It seems foolish to buy a plane ticket to America with no plan, but the reality is, most people would rather die trying instead of staying in their current country. Sometimes my story gives others hope. I know Waikiki Health gave me hope and I would not be here today, in better health, and with a roof over my head without them.”

Mahalo to Our Local Donors *(Continued from page 1)*

Pu‘uhonua Prison Program, helping Oahu offenders re-enter the community, was launched with a grant from **Chamber of Commerce Hawaii Public Health Fund**, and received continuation funding from **HMSA, Atherton Family Foundation, Sidney Stern Memorial Trust, Makiki Christian Church, ABC Stores** and others.

Waiwai Ola, our “Emergency Department Diversion Plan,” re-directing our patients who over-utilize EDs for non-emergencies back to our clinics, received a start-up grant from **AlohaCare** in 2019 and continuation grants from **Ohana Health Plan** and **HMSA**.

Waikiki Health’s 2021 Calendar, distributed to our patients, was sponsored by **UHA, AlohaCare, United Healthcare** and **Ohana Health Plan**.

Response to COVID-19: Hawaii Community Foundation’s Omidyar ‘Ohana Fund donated funds to purchase food for vulnerable populations; **Hy’s Steak House** provided plate lunches for our hardworking staff; and **Big Island Candies** donated treats for our frontline workers. **UnitedHealthcare** donated 10,000 surgical masks; and **Ohana Health Plan** donated Personal Protective Equipment (PPE).

So many ways to give: Unrestricted grants from **City Mill Company, Ltd./Chung Kun Ai Foundation, HawaiiUSA Federal Credit Union, The Watumull Stores/Jhamandas Watumull Fund, Padosi Foundation** and **Bretzlaff Foundation** provided flexibility to utilize their funds where needed most; **Movie Museum** donated stock, and many financial gifts since 2003! **Cheesecake Factory, Duke’s Waikiki, Red Lobster Waikiki** and **Tamura’s Kitchen** gave gift cards and/or food discounts. **Foodland’s Give Aloha Program** invites customers to join its annual campaign. **Students at Montessori Community School** in Honolulu do “jobs around the house” to help other youth. The proceeds, put into a “Giving Jar,” went to our Youth Outreach.

Mahalo to our generous staff and to our community partners for donating many items to help our residents and patients during the holiday season.



MISSION AND VISION

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

People Care is published annually for our donors. If you would like to contact us, call us at 808-537-8400 or send an email or regular mail to: mlohman@waikikihealth.org; Waikiki Health, c/o Development Office, 935 Makahiki Way, Honolulu, HI 96826

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Mahalo to Youth Outreach Supporters



Mahalo to the many donors who made Youth Outreach's (YO!) Holiday Event possible by providing toys, electronics, backpacks, hygiene items, and presents. A special thanks to: **Hsi & Tan Families** who paid for 100 hot meals; **Peter Hoffenberg** and **Shannon Piper of Gourmet Foods Hawaii** for the dessert; **David Barker** (owner of Bacchus Waikiki)

for baked goods; **Erin Suzuki** and the **DOE Office of Student Support Services** for drinks; and **Joy Copeland** for the decorations, hygiene products, and food gift cards.

In response to COVID-19, YO!'s annual Holiday Party turned into a walk-through Holiday Event. Guests were greeted in the front yard by staff, required to wear masks, screened for COVID-19 symptoms and sanitized their hands. Guests received an ornament to write on and place on a holiday tree inside. Staff invited guests to follow a path of holiday chalk drawings on the ground into YO!'s "Winter Wonderland." Along the path, guests stopped at different stations receiving backpacks filled with food, hygiene items, and gift cards; socks and clothing; menstruation and sexual health hygiene items; holiday presents of their choosing; and plate lunch, dessert, and drinks.

Waikiki Health Opens COVID-19 Vaccination Clinic

On January 15, Waikiki Health received Moderna COVID-19 vaccines at our Ohua Clinic via working with Hawaii Primary Care Association (HPCA) and Hawaii State Department of Health (DOH). Waikiki Health started administering vaccinations to all staff



participating on that very same day and during the weekend. Then in the following week, on January 22, we partnered with the Waikiki Community Center (WCC), and increased access to the first tier of age 75+ patients of Waikiki Health and clients of WCC, and WCC's essential workers. We are continuing our Vaccination Clinic for larger groups with WCC site collaboration.

In February, we started vaccine access for small groups, taking advantage of the COVID-19 testing offered at Ohua Clinic, transitioning seamlessly at lunchtime from doing COVID-19 testing to COVID-19 vaccination. Supply permitting, we will continue to offer vaccinations following the state's COVID-19 tiered vaccination strategy. This effort could not have been made possible without our COVID-19 Response Team, Waikiki Health providers/MA/PSR staff, and our small internal covvax@waikikihealth.org team staffed by Tammy Kai, Jennifer Tanaka, Kei Wee, and Jeanelle Ahuna.

Jeanelle Ahuna: PBN's "40 Under 40" Honoree

Jeanelle Ahuna, Waikiki Health's Associate Medical Director, is among 40 "outstanding young business professionals in Hawaii"



recognized by Pacific Business News (PBN) for their "extraordinary contributions to business and the community." The 2020 Class of young professionals represent such fields as entertainment, finance, education, health care and real estate.

Jeanelle joined Waikiki Health's care team in 2008. Her credentials include PA-C (Physician Assistant-Certified) and AAHIV-S (American Academy of HIV Medicine-Specialist). She is responsible for the diagnosis, medication management, treatment and preventive care plans of patients with conditions such as HIV/AIDS, hepatitis, diabetes, hypertension, anxiety, depression and substance abuse. Jeanelle joins Dr. Elliot Kalauawa, Waikiki Health's Chief Medical Officer, in caring for patients, overseeing programs and training staff.

Alexis Charpentier, HIV Transmission Reduction Coordinator for the Hawaii Department of Health, and Waikiki Health Board of Directors Chair of the Compensation and Succession Planning Committee, appreciates the "unique and special care" that Jeanelle provides to patients. Jeanelle has served on numerous committees, including the Hawaii Medical Service Association Transgender Innovation Team, which over the last year focused on improving transgender health and access to health care. In March 2020 Jeanelle designed and implemented Waikiki Health's agency-wide protocols in response to the COVID-19 pandemic.

Youth Outreach Helps Young Mother Succeed

“Sue,” a young lady living on the mainland dropped out of high school her senior year to take care of her mother. To escape abuse and family problems, Sue ran away to Hawaii where she experienced homelessness for over three years and became a young mother. Sue continuously came to Youth Outreach (YO!) for services, support and social connectedness throughout her homeless experience. YO! staff assisted this young mother in getting a one-bedroom apartment through a Youth Rapid Re-Housing Program two days before Christmas 2019.

Sue told YO! staff about her interest in continuing her educational journey. In January 2020, Sue began attending a six-month alternative education program focused on environmental conservation and Native Hawaiian culture named Kupu. Three months into the program, Hawaii imposed a stay-at-home order in response to COVID-19. Kupu, adjusting its in-person programming to virtual during this unprecedented pandemic, gave students laptops and access to the internet.

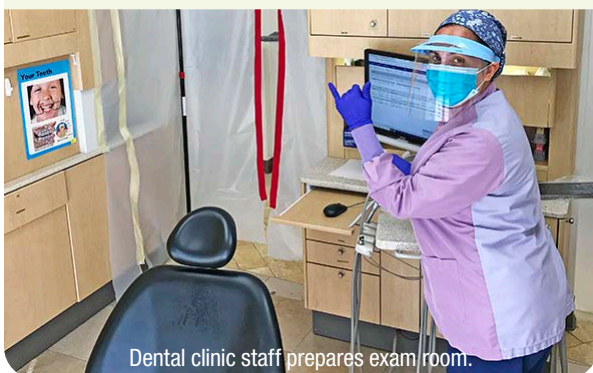
In July 2020, Sue completed her alternative education program and invited YO! staff to her graduation. During her speech, she thanked the YO! staff member who referred her to the program and spoke eloquently about what she

learned and her motivation to complete the program: her two-year-old son. In addition to completing the program, Sue received a Workforce Development Diploma, passed 4 HiSET exams (High School Standardized Education Test), and continued to study for her final HiSET exam. Sue interviewed for a job with Kupu and was hired; and she was also looking for a second job to support her son. Her dream is to work in the social service field and help youth who have experiences like hers.



Dental Clinic Gears Up to Keep Patients and Staff Safe

After COVID hit, there were many changes made to the dental clinic for patient and staff safety including isolating operatories with zip walls, adding HEPA filters in operatories and allowing time between appointments to mitigate aerosols generated during procedures. The clinic has been providing elective care since July 2020. “We were systematically phasing in procedures to ensure safety. We were delivering in-process cases such as crowns, dentures, and emergency procedures, and have since remained busy completing treatment plans, offering cleanings, yearly check-up exams and are accepting new patients,” said Dental Director Dr. Rachel DiPasquale. The dental staff thanks everyone for being supportive as they adjust to the new normal.



Dental clinic staff prepares exam room.

Meals for Next Step and Keauhou Shelters

Thanks to Kapua Tani, Community Support Coordinator, our shelter residents know exactly where their next meal is coming from. Generous families and community groups sponsor daily meals for our 200 homeless clients. Kapua says, “It’s a chicken skin moment when I hear how much they appreciate the staff. I knew we had support, but this is amazing considering the challenges this past year.” Mahalo to the following supporters:

AA & NA Programs
Abundant Life Church
Aloha Harvest
Arianna Gonzales Family
Cathy, Debbie and Da Gang
Central Union Church
C4 Church
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Santo Domingo Organization
Sarah Hosaka Family
St. Philomena Parish
Trinity Missionary Baptist
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USAF PACAF 747
Vangie and Friends
Waialae Baptist Church
Waikiki Beach Marriott
Waikiki Lions 2000
Yelp Honolulu

Another Chance at Life Given by CPR Trained Staff



Richard Kaai

On an early December day, a resident at the Keauhou Shelter experienced an accidental overdose of a prescription medication. When Richard Kaai, Housing First Manager, and Carol Vailisale, Housing Navigator, arrived on the scene to assist, they observed the resident unconscious.

Richard responded instinctively. He instructed Carol to call 911 and to go outside and wait for EMS. The resident had stopped breathing, his eyes were rolled back, and his face was turning blue. With help from another resident, he was able to start cardiopulmonary resuscitation (CPR). The member finally “gasp[ed] for air” taking in shallow breaths. EMS arrived and transported the individual to the hospital where he was treated and released the next day in good health.

Richard said, “I was only able to help him because of our yearly CPR trainings. I never thought that the CPR trainings were going to be used to actually save someone’s life. When I saw his eyes close and his head fall back, I didn’t have time to think about trying to help him. I knew that if I didn’t help, he might not make it. I was not going to let him die! It left a lasting impression on my life and I truly believe that we will ALL make a difference in someone’s life. Everyone’s life matters!”

This shelter resident was given another chance at life thanks to Richard’s quick thinking, and to the fact that he had taken Waikiki Health’s CPR class. According to Patricio Battani, Director of Health Equity, “Richard and his team handled this incident perfectly and as a result, someone’s life was saved that day.”

Donate to Waikiki Health

There are various ways to help support your favorite charitable organizations. One way to support Waikiki Health or other charities is to shop at AmazonSmile, which will donate a percentage of your purchase price to your selected charity. On your first visit to AmazonSmile (smile.amazon.com), you’ll need to select a charity (upper right corner of the screen) before shopping. Amazon will remember your selection, and then every eligible purchase will result in a donation to your charity.

Since 2014, the AmazonSmile Foundation has been sending money to Waikiki Health, and although these donations are not tax deductible to you, it is still a wonderful way to support our agency. Please consider signing up for AmazonSmile and select Waikiki Health as your charity. Mahalo!



Rx Delivery Service

Are you unable to make it to our pharmacy to pick up your medications? Let us come to you. Delivery services available Monday through Friday.

For more information, contact our pharmacies at Ohua (791-9310) and Makahiki (739-7363).

Phyllis Dendle Named Outstanding Woman Leader

Waikiki Health’s CEO, Phyllis Dendle, was recognized as the “Outstanding Woman Leader of the Year in the Public/Nonprofit Sector” by Hawaii’s



Waikiki Health CEO Phyllis Dendle

Organization of Women Leaders (OWL). The networking group, which annually presents both Public and Private Sector awards, honored Phyllis in a virtual awards presentation, held on November 9.

OWL’s mission is to develop a network of contacts among women in decision-making government, business and nonprofit positions to promote effectiveness on the job and professional advancement. OWL’s newsletter saluted strong women (author unknown): “Here’s to strong women. May we know them. May we be them. May we raise them.”

An OWL member nominated Phyllis for the award, describing Phyllis as: “a relentless giver to her communities,” including her work, peer, beloved animal friends, and health community. Phyllis has been “building bridges in Hawaii’s healthcare industry for more than 50 years.”

Prior to being named CEO, Phyllis was a Waikiki Health Board Member for 10 years, and a former Board President. She previously served as Director of Government Relations for Kaiser Permanente Hawaii for 19 years; Chamber of Commerce Hawaii Public Health Fund Administrator for 28 years, and the Chamber’s Director of Government Affairs for eight of those years. Phyllis serves on many community Boards including serving as Secretary of the Board of Directors of the Hawaii Primary Care Association, and on the Board of Directors for AlohaCare where she Chairs the External Affairs Committee.

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A Message from Our Chief Medical Officer

Our world changed overnight when COVID-19 came on the scene, but it did not come alone. It brought fears and anxieties with it. This anxiety now gripping the nation is the same type I saw when I started here 34 years ago, and HIV came on the world scene. We were then dealing with a new illness. That is the same with COVID-19 today.

Our leadership team is discussing daily how we can meet the challenge of taking care of our staff and patients during this period. One of the best ways we can help our patients is to remain a 'constant.' What do I mean? During the early days of the HIV crisis, we were a 'constant' to our patients because they knew we were always there to help them. So today, we want to remain a 'constant' so our patients know we always will be here for them.

We will get through this present crisis, but we need to be ready to help our patients in the next few years because the economic damage will affect our patients for years. When someone loses their job, there are many damaging health effects, caused by the loss of medical insurance, not being able to afford healthy food, and even becoming homeless. During that period our Waikiki Health staff will continue to act as a team and remain a 'constant' for our patients.



Waikiki Health's Chief Medical Officer, Dr. Elliot Kalauawa



Waikiki Health Planned Giving

Please consider including a gift to Waikiki Health in your will or estate plan. A legacy gift allows you to continue to support our agency for future generations of patients.

For more information, please call Mary Beth Lohman, Director of Marketing and Development at 537-8400 or email mlohman@waikikihealth.org. Mahalo!