

WAIKIKI HEALTH PEOPLE CARE

Waikiki Health offers
blood pressure monitors
to qualified patients.



Volume XXX • 2023

Makahiki Clinic Upgrade: From Roof to Front Door

Big improvements have been completed at Waikiki Health's Harry and Jeanette Weinberg Makahiki Clinic. From the top down: two new A/C Rooftop Units were hoisted by crane to replace the old units. The work was scheduled off-hours to avoid interfering with patient services. Another plus: ultraviolet lights which kill airborne microbes were added to the A/C Rooftop Units for a cleaner indoor environment.

"This project has helped Makahiki achieve better indoor air quality throughout the three-story building," according to Jay Tamashiro, Waikiki Health's Director of Operations. "The new system is more energy-efficient, enabling us to provide variable temperature and air flow into different zones of the building."

Another key part of the project was to install an automatic front door opener that will help patients with mobility challenges have better access to the facility. Makahiki houses a Medical Clinic with 19 exam rooms and a Dental Clinic with seven dental operatories, along with a Pharmacy, patient waiting rooms and provider offices.

The Makahiki upgrade, at a cost of over \$620,000, was awarded a \$320,000 grant from the State of Hawaii, with the balance provided by unrestricted donations.



New A/C units are installed at Makahiki Clinic.

Waikiki Health's Youth Outreach Drop-in Center (YO!) Helps Homeless Youth



Tiare was homeless her whole life. She was born into it. It was not her choice. As years went by, she was in and out of foster care, in and out of shelters and finally as a teenager, she ended up homeless with her younger sister in the Kakaako area. Then, her sister returned to foster care.

"I tried to attend high school, but I didn't last very long. Even though

I did well in school, I was bullied. I started using drugs and things were going downhill. I remember thinking that I can't live like this anymore but didn't really know what to do. That's when Youth Outreach (YO!) showed up in the park doing outreach. I realized I could get some help there and am so glad I made the choice to drop by one day."

The YO! Drop-in Center in Waikiki "feels like home to me," Tiare said. "I was so grateful for hot showers, hot food and the clothes that were provided. The drop-in hours were my favorite

part of my day. I would come in and just instantly feel relaxed. I could eat what I wanted if I cleaned up after myself. It teaches young people basic manners that you wouldn't otherwise get on the streets."

The mission of YO!, which is a collaborative partnership with Hale Kipa that started in 1989, is to encourage and empower runaway, homeless, and street-identified youth to acquire information and skills that promote safety, enhance decision making and develop individual strengths. Tiare received a lot of attention and counseling that she never got before she started going to YO! She received her C-Base Workforce Development Diploma, which qualifies her to work with the equivalent of a high school diploma.

"YO! has helped me tremendously, and so did YO! staff member, Deborah. I am now a confident young adult, I am sober, I live in a safe home with my boyfriend and his mother and the best part is, I also have a job! I still drop by YO! to see everyone. They feel like family, and I will forever be grateful for them." For more information about YO!, call (808) 537-8438.

PATH Clinic Provides Care to Struggling Mother

Kalia was 4-months pregnant, homeless, struggling with substance use challenges, and had lost custody of her three young children. “I learned about Waikiki Health’s PATH Clinic through the Salvation Army’s Women’s Way (WW). I was faced with a choice of either receiving substance use treatment at WW or losing my three kids permanently to foster care. The day I entered WW, I became a patient at PATH Clinic. There, I received my first prenatal appointment, had an ultrasound, and cried happily because my unborn baby was a girl – my first girl! I also received tobacco and behavioral health counseling.

By entering into the WW program and becoming a patient at PATH, I was asking for help to regain custody of my children and the chance to deliver a healthy baby. Through their support, I began to believe in myself again, I gained confidence in my ability to remain drug and smoke free, plus I delivered a healthy baby that I was able to take home (to WW) with me from the hospital.

Today, I celebrated one year of being clean and sober. I have my children, and my life back. I have family and friends who support me, and other friends in recovery with me. I graduated from the WW treatment center, moved into a temporary recovery home, and continue to receive medical care and counseling at PATH. My goals are to raise my children, get into permanent housing, and find a job. I am grateful for everyone who helped me, and for the nonjudgmental treatment I received along the way, making it possible for me to turn my life around.”

The mission of PATH Clinic is to provide comprehensive perinatal clinical and social services to women with past or present substance use issues. While the clinic is not a substance abuse treatment program, we provide continuity of care in a homelike setting free of judgment, and support each woman’s unique path, from pregnancy to capable parenting. For more information, please call the clinic at (808) 791-9390.



Waikiki Health’s Quality Services Earn National Awards in 2022

Waikiki Health has received 4 Community Health Quality Recognition Award Badges for 2022 from the Department of Health & Human Services, Health Resources & Services Administration (HRSA). The Badges recognize Waikiki Health for making notable quality improvements in the areas of access, quality, health equity, health information technology, and public health emergency response.

Waikiki Health has also earned the following accreditations: Better Business Bureau Accredited Charity, GuideStar Premium Seal of Transparency, Charity Navigator Accredited, Aloha United Way (AUW) Accredited Partner Agency, NCQA Patient-Centered Medical Home (PCMH Level 3), HRSA Federal Tort Claims Act Deemed Facility, and HRSA Federally Qualified Health Center (FQHC). Waikiki Health is committed to providing compassionate healing and expert care.



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

Waikiki Health EIN (Tax ID): 99-0159253

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WAIKIKI HEALTH

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Makana Hā'awi

THE GIFT OF GIVING

WAIKIKI HEALTH

3rd Annual Makana Hā'awi, The Gift of Giving

Makana Hā'awi, The Gift of Giving, came into fruition by looking inward at our own agency and seeing the need to give back to our clients and patients during the holiday season. This past December, Waikiki Health employees and community partners came together and lifted the spirits and well-being for our homeless and more vulnerable clientele including 75 adults living at our Keauhou Shelter, 50 at-risk homeless youth visiting our Youth Outreach Drop-in Center, 50 women served at our PATH Clinic, and 25 of our Ryan White HIV program participants. We had some leftover items like ponchos, combs, toothbrushes/toothpaste, playing cards, granola bars, pens, and tissue packs for Kala Abing's team of RN Care Coordinators to distribute to their patients. Mahalo to everyone for their participation and making it another successful program.



Volunteer staff members help to fill the Gift of Giving bags.

Keauhou Shelter Needs Your Help!

When Waikiki Health opened Keauhou Shelter in January 2020, one of the visions was to officially certify the facility's kitchen for meal services. Right after the planning started, COVID hit Hawaii, and many restrictions went into effect. With the lock down, we needed to find meals for our clients because they couldn't search for food elsewhere. We were fortunate to have dozens of caring organizations and people in our community step up to provide 3 prepared meals, 7 days a week.

It's now been a year since we served our first meal on February 15, 2022. It took 2 years of hard work, plus the generous support from a grant to get the kitchen certification project done. But today, our shelter needs a different kind of help – your support. Our 2023 Keauhou funds on hand don't cover the increased cost of utilities and staffing. If you are interested in supporting Keauhou with a monetary gift, please send your donation in the enclosed envelope and indicate it's for Keauhou. Or if you and/or your organization

want to prepare a meal in our certified kitchen for our 75 clients, please contact our Community Support Coordinator, Kapua Tani, at (808) 537-8387 or email stani@waikikihealth.org. Together we can do more, and with your help, we will succeed!

Volunteers from the Ohana Family of the Living God serving meals to Keauhou residents.



“YO!Mobile”: Meeting Travel Needs of Homeless Youth

When a donated vehicle used by Waikiki Health's Youth Outreach Program (YO!) went out of commission after many years of use, another generous private donor provided all the funds necessary to purchase a new vehicle – known as the “YO!Mobile.”

The YO!Mobile seats 8 comfortably, including room for car seats, and is used by YO! staff to transport our youth, including young parents with children, to education appointments, job interviews, housing searches, trips to our Dental Clinic, and meet other travel needs. Providing free transportation helps reduce barriers YO! youth face, making it easier for homeless and at-risk young people to stabilize and improve their lives.



YO! Manager Becca Chavez in the YO!Mobile.

PATH Welcomes Ultrasound Machine

Waikiki Health's PATH Clinic is the proud owner of a state-of-the-art ultrasound machine, thanks to financial support from the Padosi Foundation. Delivery of the ultrasound machine, which cost \$42,865.90, was followed by a 2-day training for PATH obstetrics/gynecology clinicians, Dr. Mark Villarín and Dr. Michele Pangilinan.

PATH Clinic (Perinatal Addiction Treatment of Hawaii) is Hawaii's only comprehensive obstetrics/gynecology clinic for pregnant and parenting women with past or current substance use disorders. Ultrasound scans can confirm pregnancy, monitor a developing baby's growth, help determine the baby's due date, and promote mother-fetus bonding. Additionally, ultrasound imaging can be used to diagnose non-pregnancy related gynecological problems.

Praising PATH's new ultrasound, Jacque Tellei, Director of PATH Clinic and Youth Outreach, said, "The patients share how clearly and easily it is to see their baby on this machine."

According to Dr. Pangilinan, the ultrasound machine helps decrease "health care inequities by providing accurate imaging for those who are uninsured and have no access to available services." Dr. Villarín said, "having a brand-new ultrasound for our high-risk obstetric population has tangibly improved our care of patients as they are able to see their pregnancies clearly, and has been motivating for them to continue to live healthy lives, as many of our patients suffer from substance use disorder."



PATH Clinic staff show off their new ultrasound machine.

Waikiki Health's Tobacco Treatment Program

When Pua began her journey with Waikiki Health's Tobacco Treatment Program, she had very low confidence that she could have a smoke-free and/or nicotine-free lifestyle and stay happy. "I didn't believe that nicotine patches or other alternatives would help me with my quit either," Pua said. "Luckily, my Tobacco Treatment Specialist knew exactly what I personally needed to support and guide me through my entire journey.

"I learned many tips, tricks, and strategies throughout our counseling sessions, which the majority of them were virtual (as my personal choice); this convenience made the process much easier as well. My Tobacco Treatment Specialist was responsive and available whenever I needed support. More importantly, she empowered and inspired me in the exact way that I personally needed.

"With the help of nicotine patches and some nicotine lozenges (which were all free via insurance and the program) I was able to maintain my 6 months of smoke-free lifestyle. I have now entered my 8th month of smoke-free life and my 2nd month of completely nicotine-free life (no more patches), and I am extremely happy. I have never felt so free and liberated in my life! I have tried to quit for over 10+ years, and I would not have been able to achieve this without this program."



Waikiki Health's Tobacco Treatment Specialists, Jacque Tellei (left) and Saif Quadri.

Commitment to Control Blood Pressure

Yukiko Hunt, Waikiki Health's Registered Dietitian, and our team of providers achieved the Silver Status of distinction by the American Heart



Registered Dietitian Yukiko Hunt



Association (AHA) and American Medical Association (AMA), for our ongoing commitment in helping our patients control their blood pressure (BP). This effort to help our patients was sponsored by a national program called TARGET:BP™, which is a national initiative formed by the AHA and the AMA, and it helps health care organizations and care teams, at no cost, improve BP control rates through an evidence-based quality improvement program and recognizes organizations committed to improving BP control.

Ryan White Program at Waikiki Health



Ryan White

Alex Campos Vidrio, Waikiki Health's Director of HIV Services, manages the Ryan White program which offers patients a "resilient and compassionate team" of Medical Case Managers including Kawika Aki-Vick, Kaydawn Bucholz, and Malulani Orton. The program's main goal is to assist participants in reaching HIV viral suppression. "Anything we can do in relation to

health care we will do to the best of our combined abilities so patients can reach that goal," Alex said. Program services include coordinating appointments, medication cost assistance, dental services, emergency transportation assistance, and linkages and referrals to other community services (for example, housing, food, public assistance). "We work diligently to assess and develop a care plan that best fits our patients' health needs." Last year, the team assisted approximately 274 patients.

Waikiki Health receives Federal "Ryan White" grant funds to support the program. In 1990, shortly after the grant's namesake, Ryan White, died of HIV/AIDS, congress passed the Comprehensive AIDS Resources Emergency (CARE) Act, which increased funding for the treatment of low-income and uninsured people with HIV/AIDS. Ryan White was a 13-year-old boy who contracted HIV in 1984 from a contaminated blood transfusion. Because HIV was a little-known disease at the time, Ryan was ostracized and was prevented from attending school. He became a spokesperson for people with HIV/AIDS and he helped educate Americans about the disease. Politicians and celebrities rallied to supported Ryan and his educational efforts.

New Refrigerators for Our Pharmacies

Waikiki Health's two Pharmacies – one located at our Ohua Clinic in Waikiki and the other at Makahiki Clinic in McCully-Moiliili – were running out of adequate space to store supplies of medications, vaccines, and pharmaceuticals that require refrigeration.

To purchase these urgently needed Pharmacy Refrigerators, Waikiki Health requested and was awarded a \$3,000 grant from the Ifuku Family Foundation Fund of Hawai'i Community Foundation. Another \$1,146.60 from Waikiki Health's unrestricted donations supported the refrigerators' full cost of \$4,146.60. The new Pharmacy Refrigerators will be utilized to have more medications on hand and make them more readily accessible to our patients as needed.

Waikiki Health's Pharmacies provide prescription and over-the-counter medications covered by insurance plans or based on a sliding fee scale that enable all our patients to receive the care they need regardless of their insurance status or income level. Our in-clinic Pharmacies are of great benefit to all our patients.



Pharmacist Hiromi Saito

Oral Health Proclamation



Waikiki Health's Dental Director Dr. Rachel DiPasquale (far right) at the Oral Health Proclamation ceremony with Governor Josh Green.

Waikiki Health's Dental Director, Dr. Rachel DiPasquale, along with the Hawaii Dental Association Foundation representatives met with Governor Josh Green on February 6, 2023, as he signed an Oral Health Proclamation recognizing the work that the Foundation has done with Give Kids A Smile and to recognize February as Children's Oral Health Awareness month. Dr. DiPasquale presented the governor with a toothbrush lei on behalf of the Foundation.

The Give Kids A Smile® (GKAS) program, launched nationally in 2003, provides underserved children with free oral health care. Each year approximately 6,500 dentists and 30,000 dental team members volunteer at local GKAS events to provide free oral health education, screenings, preventive, and restorative treatment to over 300,000 children.

Children's Oral Health Awareness month brings together thousands of dedicated professionals, healthcare providers, and educators to promote the benefits of good oral health to children, their caregivers, teachers, and many others. Waikiki Health held a GKAS event on February 25 at our Makahiki Dental Clinic to offer free dental services and health education for keiki.

Hawaii adults on Medicaid (Med-QUEST) can smile, too! The State Legislature restored comprehensive dental coverage for adults on Medicaid, including preventive and restorative care. In 2009, Medicaid adult dental coverage was removed from the State budget; as a result, adults on Medicaid were only covered for emergency services. The restored adult dental coverage will impact many patients seen at Waikiki Health's Makahiki Dental Clinic.

WAIKIKI HEALTH

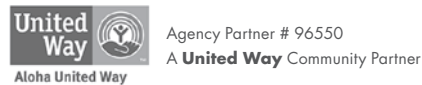
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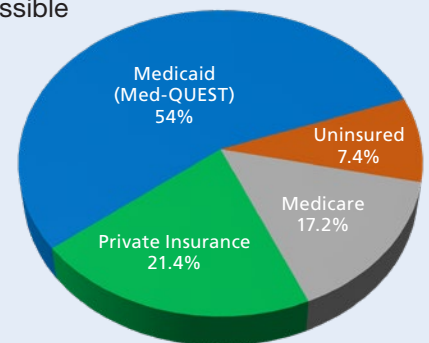
How Waikiki Health is Helping Our Patients

In 2022, **Waikiki Health provided 57,724 patient visits** serving 9,909 unduplicated patients. The 57,724 total included 52,181 in-clinic visits and 5,543 virtual (telehealth) visits.

Of our 9,909 patients served in 2022, **59% were living at or below poverty level**; 54% were covered by Medicaid (Med-QUEST); 17% by Medicare; and 14% were experiencing homelessness.

Your continued support has allowed us to continue fulfilling our mission, which is to provide quality medical and social services that are accessible and affordable for everyone, regardless of ability to pay.

Service Types	# of Visits	Service Types	# of Visits
Medical Visits	29,967	Substance Abuse Visits	2,249
Dental Visits	4,086	Native Hawaiian Healing & Dietitian	1,503
Behavioral Health Visits	7,206	Enabling	11,089
Vision Service Visits	1,624	Total Patient Visits	57,724



Patients by Insurance Type

Legacy or Planned Giving Gift



Waikiki Health Legacy or Planned Giving Gift

Please consider including a Legacy or Planned Gift to Waikiki Health in your will or estate plan. You can also donate required mandatory retirement distributions – e.g., IRAs, 401(k)s and 403(b)s. Your gift allows you to continue to support our health center for future generations of patients.

For more information, call our Director of Marketing and Development, Mary Beth Lohman, at (808) 537-8400 or email mlohman@waikikihealth.org.

Mahalo for your continued support of Waikiki Health!