

WAIKIKI HEALTH PEOPLE CARE

Waikiki Health staff celebrating
World AIDS Day



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A Message from Our New CEO



*By Alexis Charpentier,
Chief Executive Officer*

To all Waikiki Health's donors and supporters, it is truly an honor and privilege to have been named Chief

Executive Officer by the Waikiki Health Board of Directors. As an award-winning and nationally recognized Federally Qualified Health Center, Waikiki Health has always opened its doors to anyone seeking quality care, regardless of their ability to pay. This mission has become the foundation to all the services that are offered at Waikiki Health.

These services include medical, dental, optometry, behavioral health, OB-GYN and pharmacy services. Waikiki Health has also served many underserved and vulnerable individuals. These populations include homeless, uninsured/underinsured, living at or below poverty level, struggling with mental health and/or substance use disorders, living with HIV/AIDS and other conditions, as well as those who experience language or other barriers to care.

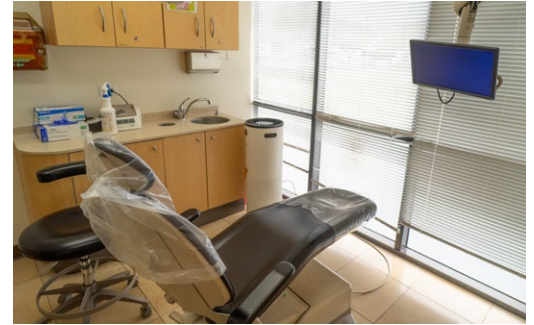
I believe everyone deserves access to quality medical care and social services, and to be treated with dignity and respect, no matter where they come from. It is everyone's responsibility to dismantle systems that continue to perpetuate social, racial, ethnic, and gender injustices. Waikiki Health is an essential part of our community, and we would not be able to do the work we do without your generous donations.

Finally, I am grateful to be working alongside the esteemed Dr. Elliot Kalauawa, our Chief Medical Officer, as well as the other providers and staff that work endlessly at Waikiki Health to provide the best care to patients. Thank you for considering donating to our health center.

With aloha, Alexis.

Affordable Dental Care at Waikiki Health

John came to Hawaii from the mainland to be closer to his daughter. He had a job lined up and things were looking hopeful. "I knew coming out to Hawaii was going to be a big change, but I was excited, until I broke my tooth, and then I knew I was in real trouble. I didn't have dental insurance and was in a lot of pain. My daughter told me about Waikiki Health's Dental Clinic and said they provided a sliding fee scale-type billing with proof of income. Knowing I didn't have many other options, I made an appointment, and was surprised at how modern and clean the dental clinic was. The front desk receptionist was one of the nicest and most helpful people I have ever met. She immediately put me at ease and my wait time was short.



Waikiki Health's Dental Clinic

"My next encounter was with Dr. Manea and her dental assistant. Their professionalism and bedside manner helped me to relax and feel comfortable. I mean, is anyone ever excited to go to the dentist? Dr. Manea was thorough and compassionate. I was referred to an oral surgeon from there and very relieved to have the pain end. At my follow-up appointment, Dr. Manea said everything looked great.

"If not for Waikiki Health's Dental Clinic, I would never have been able to afford the dental care I so desperately needed. Knowing I was without insurance, they worked with me to find a solution and thankfully I qualified for the sliding fee scale, which was a big relief. As a matter of fact, I was so impressed with the services I received that I even made an appointment to establish care, and then also have my teeth cleaned, something I haven't done in maybe 10 years."

Not everyone – particularly those who are uninsured, have low incomes or are homeless – can get regular dental services when they need it most, but now with help from Medicaid reimbursements, adult dental care is available for more than just urgent care. Our Makahiki Medical and Dental Clinic in McCully-Moiliili has been providing patients with dental care, pharmacy services, optometry, behavioral health, and primary care services since February of 2014. If you're interested in scheduling a dental appointment, please call (808) 922-4787.



Makahiki Medical and Dental Clinic

Rebuilding Lives: Les' Success Story with Waikiki Health's Pu'uhonua Prison Program

Les spent 16 years in the Federal Detention Center. When he finally got out, he said, "I was ready to face the world but didn't have a clue where to start, or even how to use a smart phone. I was lucky to have friends who weren't with the old crowd, where I might be tempted to fall back into gambling. I was ready to make an honest living, so when my buddies told me about Waikiki Health's Pu'uhonua Prison Program, I went right away to the clinic to meet with Maireng Vicari, Pu'uhonua Program Assistant.



Les (left) with Maireng Vicari, Pu'uhonua Program Assistant

"Coming out of prison is very unsettling, but Maireng made it a lot less scary, and in fact I now see a regular doctor at Waikiki Health, too. I don't feel like a burden to anyone there, and they really care which makes all the difference. They helped me get all my necessary legal documents, medical insurance, and just recently, helped me get a job at Touch A Heart, a non-profit which helps people (like me) facing barriers to employment due to incarceration. At Touch A Heart, I took a cooking class and have been helping to make kupuna meals. It's a very rewarding job and it feels good to give back because so many people helped me get to where I am today."

Pu'uhonua (A Safe Place of Healing) Prison Program offers a complete support system of information, services, and encouragement, to help offenders (pre- and post-release) create a going home plan to successfully re-enter the community. The program, conceived and introduced by Francine Dudoit-Tagupa, Waikiki Health's Director of Native Hawaiian Healing and Pu'uhonua Director, has been helping people like Les since 2016. If you're interested in supporting this program or want more information, please call our Development Office at (808) 537-8400.

A Message from the Board President

By Dr. Thomas Namiki,
Board President



Thank you to the many Waikiki Health Donors! As we reflect on the past year, the Waikiki Health Board of Directors would like to thank all the donors who have generously supported the mission of our organization. As a Federally Qualified Health Center, Waikiki Health fills the healthcare and other needs for those that have difficulty getting access to care in our community. There are also many patients that choose to receive care from Waikiki Health because of the exemplary quality care that providers at Waikiki Health give to their patients, particularly for complex medical issues.

When Waikiki Health is asked to fill a need, it does its best to deliver in an efficient and caring manner. However, given the low reimbursement rate for services provided by our staff, Waikiki Health is heavily dependent on various government and private grants to keep the lights on. Yet, it is the ongoing and generous contributions from donors like you, year after year, that permit Waikiki Health to fulfill its mission and function at the highest level. We sincerely appreciate your commitment to our cause – we couldn't do it without you. Thank you for being part of the team!

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, please call us at (808) 537-8400 or send an email to mlohman@waikikihealth.org or send regular mail to: 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

MEDICAL & DENTAL • BEHAVIORAL HEALTH • SOCIAL SERVICES

Patients' Choice: Native Hawaiian Healing, Western Medicine – or Both!

To Francine Dudoit-Tagupa, Director of Native Hawaiian Healing at Waikiki Health, one of the agency's biggest assets is its combined program of western medicine and traditional Hawaiian healing. "We give patients a choice," Auntie Francine says. What sets Waikiki Health apart from other styles of western medicine is the time spent getting to know each patient, in order to "help them heal themselves. It's the same model here." In support of this concept, Waikiki Health recently became the state's first Federally Qualified Health Center (FQHC) to offer Native Hawaiian Healing modalities that are covered by AlohaCare Insurance.



Francine Dudoit-Tagupa (right), Director of Native Hawaiian Healing at Waikiki Health, employs the Native Hawaiian Healing technique of Lomilomi to treat her patient.

Native Hawaiian Healing is a component of Waikiki Health's Diabetes Management and Support Group, and Francine's a member of the health center's Pain Management team as well. Her approach to providing Native Hawaiian Healing is holistic. "In all of us, the common denominator is spirit, mind, and body. All these components make up the individual." Francine's treatments are available upon request by appointment and offer a range of healing modalities including:

- Lomilomi is a spiritual laying on of hands, beneficial for a number of chronic conditions, including body aches, poor circulation, hypertension, and diabetes.
- Ho'oponopono is spiritual counseling/conflict resolution, providing positive solutions to problems of substance use, physical abuse, and other inter-personal issues.
- La'au lapa'au are medicinal herbs that treat common ailments and chronic conditions.

A respected practitioner of Native Hawaiian Healing, Francine has a background as a registered nurse, which adds another dimension to her work. "I see things a little differently," she says. Francine also created and directs Waikiki Health's Pu'uhonua Prison Program, which helps incarcerated men and women identify and obtain the tools they need to navigate through all the challenges of successfully reentering the community. While Pu'uhonua (A Safe Place of Healing) is presented in a cultural framework, targeting Native Hawaiians, Pu'uhonua's services and guidance can benefit anyone. For more information about our Native Hawaiian Healing program or our Pu'uhonua program, please call Meireng Vicari, Pu'uhonua Program Assistant, at (808) 537-8489.

Decades-long Healing with Waikiki Health's Native Hawaiian Healing Services

Sarah, a long-time and deeply appreciative client of Francine's Native Hawaiian Healing services, remembers: "In the Spring of 2004, I was experiencing muscle pain and neuropathy from my treatments for breast cancer when, out of the blue, a friend called and asked if I would be open to receiving relief through a type of hands-on massage called Lomilomi. Having experienced healing herself, my friend was excited to share the outcome of this Native Hawaiian art with me. That's how I came to meet Francine Dudoit-Tagupa.

"We are forever grateful for her healing."

Sarah, Waikiki Health patient

"In her office at Waikiki Health, Francine's skilled hands located and released the pinches, kinks, and knots in my legs, back, shoulders, and arms. At the end of that first session, it was wonderful not to ache like I had the flu all the time. Lomilomi became part of my weekly routine over the next 20 years. Whether a pinched nerve in my neck or hip, partial knee replacement pain, back surgery recovery, sciatica, torn calf muscles, I was there as a maintenance client. We've had the joy and privilege of being able to introduce our friends and ohana to Francine. She has used her gifts of Lomilomi, La'au lapa'au, and Ho'oponopono to help many hurting people who come to see her. We are forever grateful for her healing."



Waikiki Health Helps Jesse Succeed!

While living on the streets, “Jesse” was faced with every challenge and every disadvantage possible. He was wheelchair-bound, had a wound infection, struggled with substance use disorder, and suffered from chronic health conditions. He experienced obstacles that severely affected his health and quality of life. For Jesse, the only way he knew how to get help was to go to the emergency room (ER) even if it was for something as simple as a medication refill, or cold symptoms. That’s all he knew.

One of the programs that Waikiki Health created to help people like Jesse (who is considered a high ER user) is called the Waiwai Ola (WWO) Program. This program connects high ER users to clinical and social services. It provides education of proper ER utilization and encourages patients to keep scheduled clinical appointments. Patients are provided with food and clothing vouchers as incentives, shelter fees, hygiene products, assistance with transportation, and the use of cell phones to help reduce communication challenges. In addition to encouraging closer rapport with the patients’ primary and specialty care providers at Waikiki Health, the program connects patients with insurance coordinators, and case managers.

In 2022, Jesse was homeless and unsheltered, but Waikiki Health connected him to a dedicated Waiwai Ola Community Health Worker and RN Care Coordinator who provided the tools and resources he needed to begin rebuilding his life. With the primary goal of reducing unnecessary emergency room use, and becoming more independent and involved in his health, and maintaining sobriety, Waikiki Health staff collaborated to create the



best care plan for Jesse’s success; however, shelter was still a challenge.

After months of waiting his turn for an ADA-accessible shelter bed to open, Jesse’s luck turned around. A unit became available at Waikiki Health’s Keauhou Shelter and within a few hours, he was finally off the streets and sheltered for the first time in years.

Since securing a room at Keauhou, Jesse has succeeded in areas he hadn’t ever imagined. He is now sober, medically compliant with his prescription and is properly utilizing medical services. His rapport with his specialty care team at Waikiki Health has doubled, and he’s continuing to become healthier every day. Jesse also decreased his ER visits from eight at the end of the first quarter of 2023, to only two at the end of the last quarter. The WWO Program has brought success to many people like Jesse. If you want more information, call (808) 537-8400. Please note the patient’s name has been changed to protect his identity.

EWI of Honolulu Spreads Holiday Cheer

EWI of Honolulu (a Chapter of Executive Women International) kindly and generously selected Waikiki Health as the non-profit beneficiary of their 2023 Annual Holiday Donation Drive, spreading warmth and joy. Gift boxes full of beauty accessories and essential hygiene products were thoughtfully presented at EWI’s December meeting to the Director of PATH & Youth Outreach (YO!), Jacque Tellei. Recipients of these heartfelt gifts were our PATH Clinic patients, women whom PATH helps to get back on their feet, deliver healthy babies, and learn parenting skills, as well as our YO! clients who are experiencing homelessness. Our dedicated Waikiki Health staff applaud all the gracious and wonderful women of EWI for their support and commitment to making a positive difference in the lives of those in need.



EWI of Honolulu donated gift boxes to Waikiki Health’s PATH Clinic and Youth Outreach Clinic during the December holiday season.

World AIDS Day at Waikiki Health

Various organizations, governmental agencies (such as HRSA), non-profit groups, and community organizations around the world, including the Joint United Nations Program on HIV/AIDS (UNAIDS), participate in this annual event held on December 1st. The campaign and awareness program for World AIDS Day aim to raise awareness about HIV/AIDS, show support for people living with HIV, and remember those who have died from AIDS-related illnesses.



Waikiki Health's Ohua Clinic staff on World AIDS Day

UNAIDS, which leads the global efforts to end the HIV/AIDS epidemic, coordinates and supports World AIDS Day activities worldwide. We at Waikiki Health also showed our support by wearing Waikiki Health red polos in solidarity with this event.

Holiday Treats and Support at Keauhou Shelter

During this past holiday season, our members (residents) at Keauhou Shelter were treated to some great Ewa Brand Hotdog Bentos from longtime shelter donor, Keneke's Grill. The meals were served by Nakipi "Nalo" Motorcycle Club.



Keneke's Grill donated hotdog bentos to Keauhou Shelter

We were also grateful for the keiki donors at Hanahouli School, including fundraising lead, Rebecca Eldredge, for helping with the school's Annual Makahiki Food Drive which benefited Waikiki Health's Keauhou Shelter folks!



Nakipi "Nalo" Motorcycle Club served meals at Keauhou Shelter



Keauhou Shelter was benefited by Hanahouli School's annual food drive

Waikiki Health's National Accreditations in 2023

As a qualified 501(c)(3) nonprofit organization, Waikiki Health again earned the following 2023 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), 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 that is accessible and affordable for everyone regardless of ability to pay.



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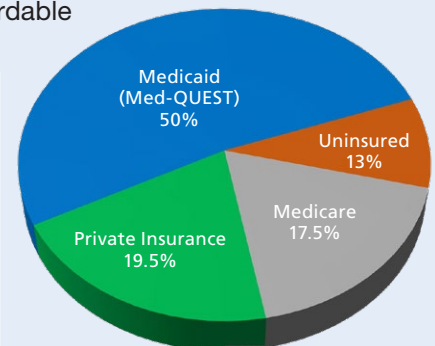
Caring for Our Community: How Waikiki Health is Helping Our Patients

In 2023, **Waikiki Health provided 63,768 patient visits.** The total comprises 58,642 in-person visits and 5,126 virtual (telehealth) visits.

Among the patients served in 2023, **48.5% were living at or below poverty level, 63% were covered by Medicaid (Med-QUEST) or uninsured, and 14% were experiencing homelessness (either in shelter, on the street or transitional).**

Your continued support has enabled us to fulfill 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	30,520	Substance Abuse Visits	2,532
Dental Visits	6,346	Native Hawaiian Healing & Dietitian	1,502
Behavioral Health Visits	9,748	Enabling	11,459
Vision Service Visits	1,661	Total Patient Visits	63,768



Patients by Insurance Type

A Gift Today to Help Strengthen Our Tomorrow...

We deeply appreciate your ongoing support and generosity over the years. Your dedication to our cause has made a significant difference in many lives, leaving a legacy of positive change.

Please consider including Waikiki Health in your will. Your gift ensures sustainability of our mission. For more information, contact Mary Beth Lohman at mlohman@waikikihealth.org.

SCAN TO DONATE

