

# PEOPLE CARE



## “Now, I’m on the right track, I’m truly living!” How Youth Outreach and PATH Helped...

*Barbara turned around and was surprised to see Carla’s smiling face in the cozy PATH Clinic cottage, her arms outstretched for a warm hug. “I am so proud of you,” Carla told her endearingly. Barbara’s eyes welled up with tears in gratitude, absorbing the reality of her new life with her baby girl beside her —both of them healthy and happy, “I couldn’t have done this without any of you.”*

Barbara came a long way in a very short time. Just a year and a half ago, her make-shift home was tucked, hidden in the trees on the face of Diamond Head—where she’d have to slip through the edge of a chain link fence to make it to the tent she shared with her boyfriend. They lived there until her pregnant tummy got so big, she couldn’t squeeze by the fence any longer.

Barbara discovered she was pregnant when she was three months along and was referred to our PATH Clinic (Perinatal Addiction Treatment of Hawaii). She was living in the clutches of a four-year heroin addiction and the drug had a tight grip on her rationale, until thankfully, she opened herself up to the help she desperately needed and accepted the assistance and care PATH could offer her.



Jacquie Tellei  
Path Clinic Manager

Jacquie Tellei, PATH Clinic Manager, welcomed her with open, non-judgmental arms along with Dr. Tricia Wright, PATH’s OB/GYN, who immediately offered the care needed to ensure the health of her and the baby.

Carla Houser, Waikiki Health’s Youth Outreach (YO!) Program Manager, had been seeing Barbara at YO! on and off since she was sixteen. She’d occasionally drop in to use the laundry facilities, grab some food or take a shower. Throughout the last half of her pregnancy, YO! provided her regular, hot meals and transportation to all of her PATH Clinic appointments.

*(Continued on page 2)*



PATH Clinic client, Barbara, with her baby, Trystessa.

## Makahiki and Care-A-Van clinics Expand to Serve More Patients

In 2014, Waikiki Health established Makahiki Clinic, located in McCully-Moilili, to accommodate the agency’s overflow of patients at other sites, principally Ohua Clinic in Waikiki, and to broaden its scope of services by opening a Dental Clinic. Now, the agency is gearing up to expand once again!

Makahiki Clinic is transforming its entire third floor, which previously housed administrative offices and meeting rooms, into 11 additional exam rooms, a behavioral health counseling office, providers’ and clinical support staff offices, and additional patient service areas. Together with the facility’s 8 existing exam rooms, Makahiki Clinic will house 19 medical exam rooms, along with 7 dental operatories.

Administrative offices previously located at Makahiki Clinic were re-located to the Central Pacific Bank building on S. King St. at McCully. The following departments were transferred to the new location: Finance, HR, Preventive Health, Marketing & Development, Patient Billing, IT Support, and Makahiki Call Center.

*(Continued on page 3)*



Waikiki Health’s Compliance Officer James Maruyama unpacks at the new office.



## Letter From the CEO

**W**e are really excited about our upcoming fundraising gala called “Reach for the Stars,” a celebration of Waikiki Health’s 50 years of

providing quality and compassionate medical care and social services. We are hosting this event on Saturday evening, April 22, 2017, from 5:30 p.m. to 10 p.m. at the Hilton Hawaiian Village in the Coral Ballrooms.

Guests will enjoy pupus and cocktails at our silent auction, followed by dinner, live entertainment by Henry Kaponu Ka’aihue, and a special presentation honoring the legacy of three Healthcare Giants: Dr. Max Botticelli, Dr. Irwin Schatz and Dr. Neal Winn. Dancing will follow the Healthcare Giants program.

If you are interested in attending, tickets are going fast so please reach out to our marketing department at 791-9331 to secure your reservations now. Tickets are \$150, and table sponsorship packages are available at the following levels: Silver Star for \$3,000, Gold Star for \$5,000 and Platinum Star for \$7,000. All proceeds from the silent auction and ticket sales will support Waikiki Health’s programs and services, and the majority of your purchase is tax deductible. For more details, go to our website, [www.waikikihealth.org/anniversary](http://www.waikikihealth.org/anniversary) or email questions to [50years@waikikihealth.org](mailto:50years@waikikihealth.org). We look forward to sharing this momentous occasion with all of our generous supporters.

*Sheila Beckham, RD, MPH  
Chief Executive Officer, Waikiki Health*



## Helped by Youth Outreach and PATH Clinic

*(Continued from page 1)*

After Barbara had her baby girl, named Trystessa, it was YO!’s caring staff who picked her up from the hospital and took her home to the shelter where she stayed for one last night before moving into the Salvation Army’s Women’s Way facility located adjacent to PATH Clinic. It was there she stayed with her newborn and completed the 5-month residential, outpatient treatment program for adult/adolescent women and their infants and toddlers – all while working with Jacque at PATH, becoming empowered with healthy tools to make good choices for her new family.

Barbara received all her maternity clothes, all of the baby clothes, nursing bras, diapers, blankets and bottles from PATH – even a breast pump and a baby carrier, which she says was incredibly helpful when doing her share of the chores at Women’s Way. She wants Waikiki Health donors to know how much donations like these made a difference in her life and for other young women and their babies. **“These things mean the world to us.”**

Barbara says the greatest lesson she’s learned through her experiences are how to ask for help and how to trust. “Since going to PATH, I’ve stopped smoking and completely stopped using drugs (for over a year now) and we have ongoing support.” She shares, “I used to be aggressive, but after spending so much time with the people at PATH, and experiencing how much they help, I feel myself much softer now. They help so many people, and it makes me want to do the same thing.”

Barbara and her boyfriend (now fiancé) currently live in an apartment with Trystessa who will be celebrating her first birthday on March 27... she’s looking forward to baking her a birthday cake.

“Now, I’m on the right track, I’m truly living!”



*Carla Houser  
Youth Outreach Manager*

## 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.

### PLEASE FOLLOW OR “LIKE” US:



**Facebook**  
[facebook.com/waikikihealth](https://facebook.com/waikikihealth)



**Twitter**  
[@waikikihealth](https://twitter.com/waikikihealth)

## WAIKIKI HEALTH BOARD OF DIRECTORS

### Board Officers

**Howard Lee** President  
**Charles David Dreher\*** Vice President  
**Scot Sterenberg** Treasurer/Chair, Finance Committee  
**Ashley J. Noji** Secretary  
**Robert F. Gentry\*** Chair, Human Resources  
**Daniel L. Barnett\*** Chair, Governance Committee  
**Phyllis Dendle** Chair, Marketing & Development  
**Thomas Shuichi Namiki, MD** Chair, Quality Assurance  
**Paul Kaleolani Smith\*** Chair, Advocacy Committee

### Board Members

**Phil Acosta**  
**Barbara Bryan**  
**Kaiwi Coakley\***  
**Janet Montgomery\***  
**Edward Springer\***  
**Lillian T. Tsang\***  
**Wing Yeung, MD\***

\*Consumer

People Care is published twice a year for our donors. If you would like to contact us, please call us at 808-791-9331 or send an email to [information@waikikihealth.org](mailto:information@waikikihealth.org). You may contact us by regular mail at the following address: Waikiki Health, c/o Development Office, 935 Makahiki Way, Honolulu, HI 96826

## Honolulu Association of Insurance Professionals Driving to Help the Homeless at Next Step Shelter:

Chenise Blalock, President of the Honolulu Association of Insurance Professionals (HAIP), along with her entire membership team, organized a donation drive to help the homeless living at Waikiki Health's Next Step Shelter in Kakaako. Hygiene products and nonperishable food items were collected and presented to Waikiki Health's Director of Homeless Services, Jason Espero, at HAIP's membership meeting in December. Next Step's Volunteer Coordinator, Kapua Tani, also worked in collaborating with HAIP members to keep the wheels of the drive going smoothly. Teamwork and generosity from member organizations like HAIP and individuals like yourself, help ensure Waikiki Health can continue serving the needs of our homeless clients. **Thank you for your kindness!**

A team from Honolulu Association of Insurance Professionals shown with their donated goods at Next Step Shelter.



## Waikiki Health Clinics Expand to Serve More People

*(Continued from page 1)*

At Waikiki Health, our mission is to work with the most vulnerable populations, and now **Care-A-Van Clinic (CAV)** is expanding to accommodate everyone including those patients with private insurance as well.

Additional healthcare providers and clinical support staff have been re-assigned to CAV to treat current patients, as well as welcome anyone in the community in need of affordable primary medical care. We also added two new exam rooms, plus remodeled the 2nd floor of the Kaimuki clinic to better accommodate the privacy needs of our behavioral health patients. CAV's **Mobile Medical Unit (MMU)**, which operates as a full service private exam room on wheels, plans to provide targeted outreach as the needs arise in the community.



Care-A-Van physician, Dr. Daniel Saltman, with his patient.

Waikiki Health is a Federally Qualified Health Center (FQHC) that targets Medically Underserved Populations (MUP), including those who are homeless, uninsured, living at or below poverty level and others experiencing language, cultural or other barriers to accessing care. In 2016, Waikiki Health provided **48,795** primary care visits to **11,054** patients, of whom **44.8%** were living at or below 100% of federal poverty level, **19.7%** were uninsured, and **13.5%** were homeless.

In 2016,  
Waikiki Health's  
Primary Care  
visits jumped

**22.7%**

In 2016: 48,795 visits

In 2015: 39,774 visits



*Mahalo  
for your support!*

## Much Needed Gifts Pour Into Youth Outreach (YO!)

This past holiday season, hundreds of in-kind gifts were donated to help the young people served by Youth Outreach (YO!). Gifts came in from all walks of life, and from various service clubs and companies—everyone looking to support the at-risk and homeless youth who find safe refuge at YO! House.

Dozens of individuals responded to a December 12 column in *Midweek* called “Kokua Line.” The article, headlined “Holiday gifts for teenagers welcomed by organization,” prompted donations to pour in from all over Oahu. Gifts ranged from boxed juices and granola bars, to new backpacks, slippers and travel-size hygiene kits.

The IT department at Bank of Hawaii also wanted to help the teens at YO! Following a tour of the facility, the IT Manager wrote, “It was a pleasure and an eye-opening experience visiting YO! House. Program Manager, Carla Houser, did an excellent job of detailing the background and how the center operates. We walked away with admiration for the staff and the job that you do there!”

As a result of that initial visit, an “all-out, staff-wide, IT departmental drive” was launched. Weeks later, two trucks arrived from the IT department loaded with hundreds of much needed items for the teens, including new clothes of all sizes, dresses, board shorts, underwear, bras, hair brushes, combs, shoes, toiletries, purses, sun glasses, water bottles, laundry soap and new bath towels.

Thanks to the generosity of organizations and caring individuals like these, we are able to continue serving the needs of the at-risk youth at YO! Mahalo for your support!



Teens at YO! find support.

## WAIKIKI HEALTH DONOR CIRCLE

*Mahalo to our Donor Circle members who support Waikiki Health's mission generously and frequently. We greatly appreciate your kokua and dedication to our non-profit community health center. Your ongoing support helps us succeed in our mission to provide medical care, dental care and social services to everyone, regardless of ability to pay.*

Mr. John Alexander  
Mr. George Arakaki  
Ms. Gigliola Baruffi  
Mr. & Mrs. Kim Beasley  
Dr. & Mrs. Byron Bender  
Ms. Alice Botticelli  
Mr. & Mrs. Philip R. Brown  
Capt. John L. Burke  
Mrs. Pauline Chang  
Mr. & Ms. Richard B. Chapman  
Mr. Randy W. G. Ching  
Community Church of Honolulu  
Mr. & Mrs. Herb Conley  
Ms. Rebecca Covert  
Ms. Kris DeBode  
Mr. Ha Doan  
Mr. Peter Drewliner  
Mr. Charles Dudoit  
Ms. Elizabeth A. Dunham  
First Physical & Functional  
Rehab at Waipahu  
Mr. & Mrs. James M. Fobel  
Mr. & Mrs. Kenneth Forbes  
Mr. Robert & Mr. Dennis Gentry  
Mrs. Lyla Guinan

Ms. Margery Hamai  
Ms. Anita T. Hasegawa  
Mr. & Mrs. Glenn M. Hashiro  
Mr. & Mrs. Peter H.Y. Hsi  
Ms. Allison Ikeda  
Mr. Noboru Harold Izumigawa  
Mr. & Mrs. Jesse James  
K Properties Inc.  
Mr. & Mrs. Henry Kanehailua  
Ms. Hisayo Katsumoto  
Mr. Michael J. Kawamoto  
Ms. Jo Ann Kocher  
Mr. Benjamin Kupau  
Ms. Betty Lou Larson  
Mr. and Mrs. John Ledesma  
Mr. & Mrs. Gale K.H. Lee  
Mr. & Mrs. Howard Lee



*Mr. Howard Lee*

Mr. & Mrs. Don Lichty  
Ms. Linda Masuda  
Mr. Earl McDaniel  
Ms. Margaret McLeod  
Ms. Jan Montgomery &  
Ms. Marya Grambs  
Mr. & Mrs. Marc A. Munden  
Ms. Ione Nakasone  
Mr. Dennis Nakauye  
Ms. Andrea Nandoskar  
Mr. & Mrs. Clayton Nascimento  
Network For Good  
Ms. Leone K. Nihoa  
Ms. Kathryn M. Omine  
Dr. Carlos Omphroy &  
Ms. Kristen Brown  
Orchids of Olinda Inc.  
Padosi Foundation  
Mrs. Helene Parker  
Mr. & Mrs. Lawrence Patao, Sr.  
Mr. Lon Polk  
Ms. Judy A. Rantala  
Mr. Ted R. Richardson  
Ms. Winona E. Rubin  
Mr. & Mrs. Francis Santos  
Mr. & Mrs. Richard Sekiya

Ms. Beth Ann Shropshire  
Mr. George S. Takakawa  
The Brown Bottle  
Mr. & Mrs. Richard H. Tsuruda  
Mr. Norris Uehara  
Mr. Senjin Ueunten  
Ms. Gloria Uslan-Milo



*Ms. Gloria Uslan-Milo*

Mr. & Mrs. Leslie R. Usui  
Mr. Norman Uyezu  
Mr. Alexander Vuving  
Mr. & Mrs. George Wada  
Mr. Eldon L. Wegner  
Mr. & Mrs. Perry White  
Mr. Louis P. Xigogianis  
Ms. Carol Jean Yakuma  
Mr. & Mrs. Tracy A. Yamashiroya  
Mr. Alan Young  
Mr. & Mrs. Richard Young  
Mr. & Mrs. Stanley Zisk

# WAIKIKI HEALTH MATTERS

a wellness at work program

## Wellness at Work Story

Employees at Waikiki Health are encouraged to practice a healthy lifestyle. Our Wellness at Work program, “Waikiki Health Matters” is ongoing throughout the year and offers staff fun and creative ways to get healthy. The following are healthy initiatives that our employees have participated in over the past twelve months:

**Look at Me Now: Fit & Fabulous;** Currently teams of five each commit to reducing their weight by a “percentage” basis over a three-month period. Prizes are awarded to individuals and teams based on total loss by percentage.

**Weekly Relaxation Tips;** Staff received detailed weekly relaxation tips (over 13 weeks) written and submitted by managers. Prizes were awarded to employees who submit the winning photo on how they applied the relaxation tips into their lives.

**Get up & Move;** Agency-wide, staff members teamed up with the goal of counting their steps and participating in a group workout session once a week. Prizes were awarded to the top three teams with the most steps and points awarded for team work-outs. This was also a three-month wellness program.

**Smoking Cessation;** Staff were given customized counseling sessions by our in-house certified Tobacco Treatment Specialist (TTS). Cash prizes were award to all employees who stopped using tobacco products during the three-month carbon omission testing period.

Waikiki Health’s Chief Administrative Officer Bernice Peller, said of the annual program, “In a busy healthcare setting, our employee wellness program promotes self-care and camaraderie in the workplace. Employees make healthier choices and have fun with it.”

## RELAXATION TIPS

Below are some simple tips that will help to facilitate relaxation practices. They are helpful to promote relaxation both at work and at home, as well as make efficient use of our energy levels throughout the day.

### At Work:

- Take short breaks (5 minutes)
- Step away from work station
- Clear your mind for a couple minutes
- Practice deep breathing for 1-2 minutes
- Eat a quick healthy snack

### At Home:

- Maintain a healthy diet
- Enjoy time with family and friends
- Listen to music
- Relax at the park or beach
- Enjoy life!



Waikiki Health Data Analyst Leeann Moore won the Weekly Relaxation Tips photo contest.



Jason Espero  
Director of Homeless Services  
Waikiki Health

Waikiki Health provider staff

Aloha Jason,

I have been working with one of our Pathways clients since December of 2014, and he has been terrified to get a medical checkup for about 10 years. After a few years of working together and talking about the incredible staff of Waikiki Health Center (and especially after he was housed through the efforts of the Pathways staff!) he finally agreed to a checkup regarding some abdominal pain. We met with Ryan (and I’m sorry, I don’t know his last name) but he’s an APRN at the Makahiki Clinic. He was incredible, patient, let me stay in the room to help alleviate some of the client’s anxiety, and explained everything SO thoroughly. This client now feels like he “has a doctor I can go to” and that’s just an incredible relief for both of us.

Thank you for your partnership and for having staff that really take the time to listen to and invest in our clients.

Please pass this on to Ryan and whomever else would benefit!

Thanks again,

Heather E. Pierucki, LMHC, QMHP  
Director of Behavioral Health, Helping Hands Hawai‘i



Helping  Hands Hawai‘i  
Helping people help themselves

# WAIKIKI HEALTH

MEDICAL & DENTAL • BEHAVIORAL HEALTH • SOCIAL SERVICES

277 Ohua Avenue • Honolulu, Hawaii 96815

NON-PROFIT ORGANIZATION  
U.S. POSTAGE  
**PAID**  
HONOLULU, HI  
PERMIT NO. 9700

RETURN SERVICE REQUESTED



Aloha United Way

Agency Partner # 96550

A **United Way** Community Partner

## LOOK INSIDE THIS ISSUE

How Youth Outreach and PATH Clinic Helped..... 1

Makahiki and Care-A-Van Expansion ..... 1

HAIP Helps Next Step..... 3

Donation to Youth Outreach ... 4

Donor Circle Members..... 4

Wellness at Work ..... 5

## Waikiki Health Celebrating 50 years of Compassionate Healing & Expert Care.

Waikiki Health is celebrating 50 years of providing quality and compassionate medical care and social services by hosting "Reach for the Stars," a 50th Anniversary Fundraising Gala, on Saturday, April 22, 2017 at the Hilton Hawaiian Village in the Coral Ballroom.

The Gala's 360 guests will enjoy dinner, a silent auction, live entertainment with Kapono, dancing, and a special presentation honoring the legacies of three Healthcare Giants: Dr. Max Botticelli, Dr. Irwin Schatz and Dr. Neal Winn.

Table sponsorships are available at a Platinum Level for \$7,000, Gold Level \$5,000 and Silver Level for \$3,000. Individual tickets can be purchased for \$150.00 – before April 7 2017.

For more information please visit [www.waikikihealth.org/anniversary](http://www.waikikihealth.org/anniversary) or email to [50years@waikikihealth.org](mailto:50years@waikikihealth.org).

*Mahalo for supporting Waikiki Health over all these years!*



*give*  
beyond your years  
**Waikiki Health Planned Giving**

**WAIKIKI HEALTH**  
LEAVE A LEGACY

Please consider including a gift to Waikiki Health in your personal will or estate plan. A legacy gift allows you to continue to support our agency for future generations of patients to come. For more information, please call Mary Beth Lohman, our Chief Marketing & Development Officer at 791-9331 or email [mlohman@waikikihealth.org](mailto:mlohman@waikikihealth.org). Mahalo.