Waikiki Health Center is a 501 (c)(3) non-profit agency. Our mission is to provide quality medical and social services that are accessible and affordable for everyone, regardless of ability to pay.

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Retired Physician, Straub Clinic & Hospital
A Year of Sharing, Communicating, Being Creative

Sheila Beckham RD, MPH • Executive Director

2008? All I can say is...What a year! We grew in so many directions: more exam rooms, expanded programs, increased outreach, and new collaborative projects with partner agencies. And, that’s not all: We inaugurated our “exam room on wheels,” and upgraded to 21st Century technology to provide the highest quality care.

How was all this possible—given last year’s economic downturn? Only with your support! Together, we made life healthier and better for thousands of people in Waikiki and across Oahu. Whether you’re a current patient, future client, or concerned member of our community, we’re here either for you—or because of you.

When I think of our staff’s dedication to our patients and clients, I want to stand up and applaud! Leading by example, as always, was Dr. Elliot J. Kalauawa, our Medical Director. I particularly want to congratulate everyone involved in implementing our Health Information Technology (HIT) System. Dr. Kalauawa, our providers and support staff, along with our HIT Team—all put in countless extra hours whenever needed.

2008 marked my first year with Waikiki Health Center: a very busy, exciting and fulfilling time.

On behalf of the Center’s Board, leadership and staff, I am pleased to present this review of an amazing year.

Elliot J. Kalauawa MD, AAHIVS • Medical Director

In my 23 years as Waikiki Health Center’s Medical Director, I can’t think of another time when we accomplished so much, so quickly.

Not that 2008 didn’t have its challenges! Our Ohua Avenue clinic reached full capacity: We needed more exam rooms and staff to keep pace with the growing demand for our services. Sheila used “creative visualization,” and took the lead in re-configuring the site’s limited space to serve more patients. We also hired talented new providers and support staff.

I’m particularly pleased that we were able to recruit Dr. Wilson Liu, a Family Practice Physician. Dr. Liu sold his practice on the mainland and joined us in 2009. We will continue to bolster our medical team and expand our services to meet the health and humanitarian needs of our community.

We invite you to get more involved in our work. Take a tour of the Ohua Avenue clinic and our other service sites. Ask about volunteer opportunities. Join our Board of Directors. And, when you require quality health care in a welcoming environment: consider Waikiki Health Center.
**Integrated Services: Healing the “Whole Person”**

**PRIMARY CARE**
- Ohua Avenue Clinic in Waikiki
- Hōola Like North Shore Clinic at Queen Liliʻuokalani Church in Haleʻiwa
- Youth Outreach (YO) Teen Clinic, Keoniaina Street in Waikiki
- Care-A-Van Homeless Drop-in Clinic, Waiʻalae Avenue
- Mobile Medical Clinic & Medically-equipped Vans

Our Primary Care clinics offer general and preventive medical care that is fully integrated with traditional Hawaiian healing, medical nutrition therapy and behavioral health counseling. Special emphasis is placed on chronic disease management, keiki services, breast cancer screening and education, and HIV early intervention services. Last year, Waikiki Health Center provided 18,350 primary care visits to 5,480 patients, 62% of whom were living at or below poverty level.

**HOMELESS SERVICES ACROSS OAHU**
- Care-A-Van Drop-in Center & Clinic, Waiʻalae Avenue
- Mobile Medical Clinic & Medically-equipped Vans

For over 20 years, Waikiki Health Center’s Care-A-Van Program has reached out to the homeless and people at risk for homelessness across Oahu. In 2008, the program began utilizing a Mobile Medical Clinic—an “Exam Room-on-Wheels”—to augment its other mobile services. Care-A-Van operates a drop-in center & clinic, where homeless individuals can turn for health services, emergency food and clothing, phone and message services, hygiene supplies, assistance applying for health insurance, and intake services for clients applying to the Next Step shelter in Kakaʻako. Care-A-Van provided 38,332 medical and social service encounters to 3,502 individuals who were homeless in 2008.

**In 2008, Waikiki Health Center ...**
- Provided 18,350 primary care visits
- Served 5,480 patients, of whom 62% were living at or below poverty level
- Provided more than 50,000 social service encounters
- Provided medical and/or social services to 265 HIV/AIDS patients
- Provided primary care services to diverse ethnicities: 44.6% of patients were from minority populations, including Native Hawaiians, Pacific Islanders, Asians, and others; 41.5% were Caucasian, and 13.9% other/unknown

**NATIVE HAWAIIAN HEALING**
- Ohua Avenue Clinic
- Hōola Like North Shore Clinic

Our traditional healing services offer a culturally-sensitive point of entry for Native Hawaiians and others who are not comfortable with western medicine. Practices include: *lomi lomi* (physical massage as well as spiritual healing), beneficial for body aches, poor circulation, and hypertension; *hōōponopono* (spiritual counseling/conflict resolution) providing positive solutions to problems of substance abuse, physical abuse, and other interpersonal issues; *lāʻau lapaʻau* (medicinal herbs) to treat a number of common conditions. Aunty Francine Dudoit-Tagupa, the Center's Director of Native Hawaiian Healing, also has a background as a registered nurse. In 2008, Aunty Fran provided 964 clients with 2,903 healing encounters.
SUPPORT FOR TROUBLED TEENS

Youth Outreach Project (YO) Drop-in Center & Teen Clinic, Keoniana Street in Waikiki

YO provides services and nonjudgmental support to runaways and other homeless youths living in Waikiki. The program’s Teen Clinic provides family planning, reproductive health care, immunizations, and STD/HIV testing and screening. At the YO Drop-in Center, homeless youths can get a hot meal, wash their clothes, receive counseling, and attend group sessions on violence prevention and responsible sexuality. YO GED Classes help young people who dropped out of high school to prepare for their General Educational Development Tests. YO is operated in collaboration with Hale Kipa, Inc., which provides residential aspects of the program and other services. In 2008, YO provided 4,558 social service encounters (drop-in and street outreach) and 508 patient visits at the YO Teen Clinic. We served 186 individual youths who received medical and/or social services. In addition, approximately 20% of the social service encounters we provided were to young people who chose not to go through our formal intake process. These “non-clients” were provided hot meals, counseling, and other social services; however, to visit our Teen Clinic a young person must go through intake and be in our database.

HIV/EIS - EARLY INTERVENTION SERVICES

Ohua Avenue Clinic in Waikiki

Waikiki Health Center offers one of the most comprehensive HIV programs in Hawaii. The Center’s Medical Director, Dr. Elliot J. Kalauawa, has earned the designation Credentialed HIV Specialist™ from the American Academy of HIV Medicine, one of only nine providers in the state who is so recognized. Our HIV/EIS Program places special emphasis on reaching out to ethnic minorities, women, transgender, adolescents, and gay and bi-sexual adults. In 2008, we served 265 unduplicated clients. We provided 1,778 primary care visits, 238 medical nutrition therapy encounters, 204 mental health encounters, 431 anonymous HIV counseling/testing encounters, and other services.

SENIOR SERVICES

Companionship & Assistance

Friendly Neighbors provides outreach services to Waikiki’s older adults, to ensure that their medical, social and nutritional needs are met. The program enables seniors to remain living independently and enjoy an improved quality of life. The program was established in 1986 in response to the growth in Waikiki’s senior population. Volunteers provide companionship, do light housework, provide transportation, write letters for seniors with impaired vision, and provide respite for regular caregivers. The program also serves as a learning center for nursing, social work and other students interested in geriatric care. Last year, 108 volunteers assisted 103 clients. Of these clients, 79 were female, and 48 were living at or below poverty level. Ages ranged from 61 to 98. Friendly Neighbors is the only agency program that offers ongoing volunteer services of this kind to Waikiki’s seniors.
With your help, we achieved so much

Surviving the Economic Downturn – In 2008, we anticipated the very worst economic impact and prepared for it by cutting out all but essential expenses, and by growing our practice. We received budget reductions on some of our state grants, and were forced to use general operating funds to cover these costs. Fortunately, private grants and donations and patient service fees, combined with the tremendous productivity of our providers, made up for the lost revenues. The support we received from individuals, trusts and foundations, corporate donors and others, ensured that our services were not interrupted, and that we could offer new and expanded programs. We are managing reasonably well in these uncertain times, and continue to be cautiously optimistic.

Health Information Technology (HIT) – Our new Practice Management and Medical Health Records systems have enhanced patient services. This agency-wide, multi-year project has enabled us to reduce waiting time, improve patient flow, expedite the billing cycle to provide continuing program support, and offer a higher level of care. We converted to the advanced technology in a collaborative project with four other community health centers, sharing information, solutions to problems, and best practices. Waikiki Health Center’s staff trainings were held in 2008, and our HIT systems were fully established by mid-2009. Project support of more than $400,000 came from the Cecil G. Marshall Fund of the Hawaii Community Foundation, Hawaii Women’s Legal Foundation, Chamber of Commerce of Hawaii Public Health Fund, Atherton Family Foundation, and Alexander & Baldwin.

Mobile Medical Clinic: Our “Exam Room on Wheels” – Waikiki Health Center’s federally-funded $100,000 Mobile Medical Clinic went into operation in March 2008 to reach out to families and individuals who are homeless or at risk for homelessness. Our Care-A-Van Program utilizes the mobile clinic, along with medically-equipped vans, to provide medical and social services to those in need throughout Waikiki, the North Shore, Windward Oahu, and other locations island-wide.

Clinic Renovations to Serve More Patients – Our Ohua Avenue clinic in Waikiki serves about 4,000 patients annually. In 2008, this site was operating at full capacity: We needed to convert more office space into exam rooms and add clinic staff. Partner agencies donated furniture and private foundations provided grants to purchase medical equipment, which minimized our costs. We grew to 12 exam rooms – and more are planned.
Dr. Liu: New Physician at Ohua Avenue Clinic – In 2008, we recruited Dr. Wilson Liu, a family practice physician with experience in pain management. Dr. Liu sold his practice in California, and joined our medical team in August 2009. Support for adding Dr. Liu’s position was generously provided by the Jessie Ann Chalmers Charitable Trust.

Uninsured Visits Reduced to 24 Percent – Our eligibility specialists assist every eligible uninsured patient in enrolling into a health insurance program; as a result, we have greatly reduced our uninsured visits from 62% in 2003 to 23.86% in 2008.

Community Outreach Services: Our “Women’s Day” Health Fair – In celebration of National Health Center Week, free clinical breast screenings, self-exam instruction, and family planning information were offered at our Ohua Avenue clinic. The public event was held in collaboration with Kapi‘olani Breast Center.

2008, one of Rotary International highest honors. Recipients are community professionals who are recognized for their outstanding contributions, exemplifying the highest ideal in Rotary: placing “Service Above Self.”

“2008 Psychologically Healthy Workplace Award” – Waikiki Health Center received this award from the Hawai‘i Psychological Association (HPA) in the non-profit category.

Center Honored by the Council of the City and County of Honolulu – Waikiki Health Center was honored for its CARF accreditation and years of service to the community – “(The Center) has established itself as one of the premier charitable organizations in Hawaii by providing high quality medical and social services for everyone regardless of their ability to pay ... the Center's Care-A-Van Program received a rare three-year accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) due to its pattern of excellence, experienced leadership, and program standards.”

RECOGNITION FOR WAIKIKI HEALTH CENTER

Jeff Kaplan: Honored for Placing “Service Above Self” – Waikiki Health Center’s Director of Youth and Senior Services was cited for his dedicated work on behalf of at-risk youths. Jeff, who directs the Center’s Youth Outreach Project (YO) was the recipient of the Paul Harris Fellowship Award.
**Sustaining our Quality Services**

- **Economic challenges in 2008** – To navigate through all the economic uncertainties, it was critically important that we “run a tight ship”. We streamlined our practice, and focused on recouping all funds possible from our patients’ insurance carriers. Our new Practice Management System has been a great help in improving our business functions, enabling us to direct more funds, more quickly, toward fulfilling our mission.

- **Program Service Revenues** – We assist every eligible **uninsured** patient in enrolling into a health insurance program; as a result, we have greatly reduced our uninsured visits from 62% in 2003 to **23.86% in 2008**. In addition to helping our patients receive essential services, our program service revenues, primarily from third-party payers, have continued to increase: from $285,249 in 2003 to **$1,359,605 in 2008**.

- **Our Committed Supporters** – We receive partial reimbursement from the state Department of Health toward each uninsured visit we provide, which leaves about half of each visit as our out-of-pocket cost. Community gifts and grants enable us to continue providing visits to uninsured patients.

  We are fortunate to receive such help from private foundations and trusts, corporations, and individuals, reducing our reliance on government funding.

- **Improving our Services** – In response to a Demographic and Marketing Plan performed by the University of Hawaii Shidler College of Business, we began implementing recommendations to increase the accessibility and availability of our services. We worked to maximize the use of our facilities to serve more patients, and conducted an infrastructure assessment to better understand community perceptions about Waikiki Health Center.

- **Care-A-Van and Administrative Offices Relocate** – Our Care-A-Van program, together with offices housed at the same S. King Street address, moved to new locations at year-end 2008. Care-A-Van’s drop-in center & clinic relocated to Waʻalaea Avenue; and the agency’s billing, finance, human resources, and development & public relations departments moved to new offices near the Ohua Avenue clinic. Both locations were offered at below-market rents.
The following COMPANIES, ORGANIZATIONS, and FOUNDATIONS, generously support Waikiki Health Center’s mission. Whether through specific programs or services or general support, Waikiki Health Center is thankful for their kokua.

$50,000+
Cecil G. Marshall Fund of the Hawaii Community Foundation
McNerny Foundation

$20,000–$49,999
Chamber of Commerce of Hawaii Public Health fund
G.N. Wilkes Trust
Hawaii Association of Susan G. Komen for the Cure
Jessie Ann Chalmers Charitable Trust
Waikiki Business Improvement District
Walmart Foundation

$10,000–$19,999
Afferton Family Foundation
Breath Foundation
Cousa Foundation, Ltd.
Hart Foundation
Kaneta Foundation
Safeway Foundation

$5,000–$9,999
Friends of Hawaii Charities, Inc.
Henry & Colene Wong Foundation
Kosasa Foundation
Longs Drugs
Morie Museum
Okamura Family Fund
NFL Charities
Sidney Stern Memorial Trust

$1,000–$4,999
Bank of Hawaii Charitable Foundation
Central Union Church Women’s League
Episcopal Diocese of Hawaii
First Presbyterian Church
G.J. & Ellen Waterman Foundation
Hawaii Hotel & Lodging Association
Hawaii Medical Service Association
Ikuki Family Foundation
Jhamandas Watumull Foundation
K Properties, Inc.
Kaiser Permanente
Mary and Paul Wagner Charitable Fund
Michaë and Tomoko Malagian Fund at the Hawaii Community Foundation
Neville K. E. Inc.
Nuuanu Congregational Church
Rotary Club of Honolulu

Sandwich Isle Restaurants, Inc.
Shinno-En Hawaii
Solar Shading Solutions, Inc.
Steve’s Auto Body Repair
Swim School, Inc.
Tony bingo insurance
Total Fitness Physical Therapy, LLC

INDIVIDUALS AND FOUNDATIONS
We would like to thank everyone who has volunteered or given monetary donations of any amount for your belief in our mission and trust in our kokua.

$1,000+
*Dr. & Mrs. Max Bostick
Mr. Donald J. Clement
Mr. & Mrs. Herbert N. Conley, Jr.
Mr. Peter G. Dreyfus
Mr. & Mrs. Charles J. Hardy
Mr. William Lambertson, III
Mr. & Mrs. Howard Lee
Mr. & Mrs. Dan Lichy
Mr. & Mrs. Robert Bruce Lusten
Ms. Nancy Makowski
Mr. & Mrs. William McGill
Dr. Elieh M.D. Deji
Ms. & Mrs. Nick S. Nagel
Mr. & Mrs. Peter C. Taffe
Mr. Daniel Tschudi
Ms. & Mrs. Joseph E. Zimmerman

$500–$999
Ms. Catherine Acena
Dr. Erainelie Bello
Mr. & Mrs. Gary B. Bittano
Dr. Ana B. Castile
Ms. Wendy C. Crabbe
Mr. Geno & Ms. Emily Godiset
Mr. Mark T. Gratman & Ms. Elizabeth K. Tam
Mr. & Mrs. John M. Hayakawa
Dr. Ralph C. Hees, Jr.
Mr. Russell S. Kato & Ms. Charleen M. Aina
Mr. Stanley W. Lumm
*Ms. Melanie Mito May & Mr. Ken Mito
Mr. Jonathan R. Myers
Mr. Dennis K. Nakamura
Ms. Helen W. Paris
*Mr. & Mrs. Puonggun Sanamfone
Mr. Morgan Thongpisit
Mr. & Mrs. Perry White
*Dr. & Mrs. Nel Naon
Colonel & Mrs. Wencell M. Yong

Mr. & Mrs. Michael B. Wood
Mr. & Mrs. Stanley H. Zisk

$250–$499
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Mrs. Gregory A. Concinni
Dr. & Mr. George L. Drager, M.D.
Mr. & Mrs. Kenneth Forbes
Ms. Cheryl A. Fulton
*Mrs. Grand & Jan Montgomery
Mr. & Mrs. James S. Greenland

Dr. Rodney M. Kazama, M.D.
Ms. Elspeth J.C. Kerr
*Mr. & Mrs. Philip H. Kimme
Dr. Ronald & Mrs. Linda Kiyawato
Ms. Aiko Kono
Mr. Miguel Koropnick
Ms. Betty Lou Larson
Ms. J. Lois Lindsey
Mr. Jack W. Loa
*Dr. Kevin Lui & Tina Lawna
Mr. Eugene A. Magner & Ms. Malia M. Malchick
Mrs. Angela M. Naxey
Mr. John H. McHann & Ms. Christine K. Kobayashi
Mr. Donald Munro
Ms. Arline Murray
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Mr. David & Marcia Botsch
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Ms. & Mrs. Robert K.Y. Ha
Ms. Holes K. Hung
Dr. & Ms. David Hustle
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Mr. & Mrs. Marlene & Colleen Kaneakweu
Ms. & Mrs. Ray K. Kamikawa
Ms. Paula K. Kanatataka

Waikiki Health Center 2008 Annual Report
Our Annual BACK-TO-SCHOOL CAMPAIGN helps raise funds for immunizations, physicals and general medicine to provide needy keiki with health services they need to enroll in school, stay healthy and avoid preventable illnesses. A special mahalo goes out to the companies, organizations and individuals who helped make the 2008 campaign a success:

**Campaign Co-Sponsors**
- UHA & Longs Drugs

**Campaign Volunteers**
- Moliiili Community Center Senior group
- Central Y Service Club
- Bank of Hawaii Kapahulu

**Retail Participants**
- Longs Drugs
- Times
- Outrigger Shops, Ltd.

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*Current or Former Board Members*

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- Times
- Outrigger Shops, Ltd.

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*Current or Former Board Members*
Our Staff

Waikiki Health Center would like to acknowledge these employees, who in 2008, went beyond their roles as staff and supported the Center as donors.

- Estrella Arquines
- Sheila Beckham
- Jason De Jesus
- John I. Dyer
- Francine Dudoit
- Marc Gannon
- Garance Gorman
- Wahyu A. Harfa
- Beverly Hewett
- Allison Ikeda
- Akiva Jesselson
- Elliot Kalauawa
- Jeffrey Kaplan
- Dan Kikuyana
- Terri La Coursiere Zuccherino
- Joline Labbe
- Cristal Leslie
- Gary Lloyd
- Sharon Macabugao
- John Manners
- Lisa Mantooth
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- Jeff Merrill
- Monique Myers
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- Paul Oshiro
- Kalina Pickren
- Jeanelle Ponce
- Linda Ross
- Michelle Sajona
- Savina Steimlock
- Bryan Talisayan
- Dorothy J Timario
- Joseph Tubito
- Vanessa Vallejos

Support from public agencies makes many of our programs and services possible. Public support for Waikiki Health Center’s work comes from all levels of government – federal, state and city.

Federal:
- HIV/AIDS Bureau
- Bureau of Primary Health Care
- Health Resources and Services Administration

Funding from Federal partnerships with State/City:
- AIDS Community Care Team (ACCT)

State of Hawaii:
- Department of Health Uninsured Primary Health Care Services

City and County of Honolulu:
- Department of Community Services
- Elderly Affairs Division

Who We Serve (2008)
2008 Annual Report
Income Statement • January 1, 2008 to December 31, 2008

2008 Revenues

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Federal and State Grants</td>
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<td>Service Agreements &amp; Managed Care Fees</td>
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<tr>
<td>Contributions</td>
<td>$766,690</td>
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<td>Donated Services</td>
<td>$62,267</td>
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<td>Patient Revenue &amp; Third Party Revenue</td>
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<td>Other Support</td>
<td>$134,178</td>
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<tr>
<td><strong>Total Revenue &amp; Other Support</strong></td>
<td><strong>$4,960,742</strong></td>
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2008 Expenses

<table>
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<th>Source</th>
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<tbody>
<tr>
<td>Program Services</td>
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<tr>
<td>Equip. &amp; Information Technology Upgrades</td>
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<tr>
<td>Administrative Costs</td>
<td>$287,084</td>
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<tr>
<td>Fundraising &amp; Public Relations</td>
<td>$330,479</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$4,673,702</strong></td>
</tr>
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</table>

*Net Revenue in Excess of Expenses $287,040
*NOTE: Restricted grants from private sources directed toward the salary of our Family Practice Physician, Patient Safety Pharmacy Collaborative and 2009 operations contributed to an excess of revenues over expenses in 2008.
In 2008, Waikiki Health Center continued to serve residents across Oahu through our Waikiki clinics, satellite sites, and outreach efforts.

The gold shaded area represents the locations where our medically equipped vans served individuals and families who were experiencing homelessness.

1. **Waikiki Health Clinic**
   - 277 Ohua Avenue
   - Honolulu, HI 96815
   - Ph. 922-4787

2. **Youth Outreach Project**
   - 415 Keoniana Street
   - Honolulu, HI 96815
   - Ph. 942-5838

3. **Care-a-Van**
   - 3020 Waiakae Avenue
   - Honolulu, HI 96818
   - Ph. 922-4790

4. **Ho'ola Like North Shore Clinic**
   - Queen Lili'uokalani Church
   - 66-434 Kamehameha Highway
   - Haleiwa, HI 96712
   - Ph. 284-5212

Image: U.S. Geological Survey

United Way
Aloha United Way
Aloha United Way Agency