

Ohana Happenings

MAY 2020

ISSUE 9



Makana Pono: Employee Giving Program

KEVIN DULIG, CNA

NONPROFIT:

MILILANI ASSEMBLY HALL OF JEHOVAH'S WITNESSES

Kevin Dulig, our Makana Pono awardee for the month of May, has selected an organization that is near and dear to his heart. Kevin serves as the minister of Mililani Assembly Hall of Jehovah's Witnesses and has personally experienced benefits from this group. Now, Kevin is choosing to give back to this organization through his Makana Pono donation.

"This organization has greatly improved my life to help me to be the employee I am today," said Kevin. "It is what I have learned through this organization that I am able to cope with life's problems and have a balanced view of working with hospice patients."

The Mililani Assembly Hall of Jehovah's Witnesses provides disaster relief work, educational programs, and emotional relief efforts in the community, serving individuals from a variety of backgrounds throughout Hawaii.

This June, Kevin will mark four years working at Islands Hospice. Originally hired as a CNA, Kevin has shown great flexibility and versatility and is now currently working as an office assistant in our Kapolei office. An enthusiastic team player, Kevin assists nurses in the field with medication uploads, ordering durable medical equipment, and maintaining communication with physicians' offices and patients' families. He has also stepped in to assist the supply department and is always willing to provide support in any area to help Islands Hospice carry out its mission.

Kevin would like to say thank you to everyone who has impacted his life, either by example or through simple conversations in passing. "Though we may feel as if our work goes unnoticed within such a large company, we all contribute to help one another to give the best care to those we help. Keep up the great work!"

He encourages anyone interested in Mililani Assembly Hall and Jehovah's Witnesses to visit his group's website at JW.org.



WHAT'S HAPPENING AT ISLANDS HOSPICE



Hospice Hero West Oahu

LEE KANESHIRO,
REGISTERED NURSE
(WEEKENDS)

Before joining the Islands Hospice ohana, Lee worked at the Queen's Medical Center as a medical-surgical and progressive care nurse for about 13 years. "Although I have a lot of good memories about my time working there, I felt it was time for a change." Since he had some experience working at a care home, he decided to try hospice care.

Since 2016, Lee has worked at Islands Hospice alongside a stellar team of nurses and nurse aides. He recalls a fond memory when a staff member at a nursing facility took notice of the strength and dedication of his team and told him that she thought Islands Hospice "always had the best" aides and excellent service.

Lee feels fortunate that working at Islands Hospice has led him to a supportive and motivated group of coworkers. "Everybody is so nice and committed to giving our patients the best possible care," Lee explained. "Facilities' staff and families will often thank me for the service Islands Hospice provided to their loved ones. It makes me really proud to work with such a great team."

Lee started off as a weekday skilled nurse but now works as a weekend nurse. He helps to admit patients to hospice, visits transitioning or crisis patients, and also triages patients during after-hours over the phone.

During his downtime, Lee enjoys fishing and tries to keep up with the yard or chores around the house. Mahalo Lee, for your outstanding work and commitment to our team!





Hospice Hero Town

**ALYSSA MCINTIRE,
DIRECTOR OF CLINICAL
SERVICES ASSISTANT/
LICENSED PRACTICAL NURSE**

Working at Islands Hospice lets Alyssa McIntire interact with people across a variety of disciplines and allows her to contribute to the mission-driven environment of the organization. "I love that everyone supports each other and works together to provide the best care and support to patients and their families," Alyssa said. "With everyone sharing the same vision and mission, this creates an environment where everyone is there for each other."

After spending part of her childhood in the Philippines, Alyssa moved back to Hawaii in her teens and went on to graduate as an LPN from Kapiolani Community College. She worked as a licensed practical nurse at a nursing facility, but later found her calling in hospice care.

In her role, she supports the DCS, nurses, aides, social workers and spiritual care providers. She also completes audits, orders medications, communicates with physicians and helps her team to prepare for bi-weekly meetings.

Working in hospice care allows Alyssa to get comfortable with feeling uncomfortable. She remembers a time that she couldn't do a task, but her supervisor encouraged her and pushed her toward completing it. "He would always remind me that the fact that I'm outside of my comfort zone is an indication that I am learning and growing, and that it will help me in the long run, especially if I consider furthering my career," Alyssa reflected. "Having supportive colleagues motivates and inspires me daily."

During her off time, Alyssa enjoys spending time with her niece and nephew, or staying involved in her community through volunteer work. She also loves taking every opportunity to watch a sunset.

"I'm blessed to be part of the Islands Hospice team. I love how we all support each other and work together to make anything possible."

Volunteer Spotlight



KYLE KATAHARA

Kyle works full-time as an accountant but heard about the opportunity to volunteer with Islands Hospice through his church, C4. Islands Hospice's chaplain, Patrick Rooney, was given time during a church service to encourage the congregation to volunteer for Islands Hospice. Kyle took that advice to heart, and for the past year, he has been giving his time and attention to hospice patients across Oahu.

"I talk with those who are able to converse, and I pray or read to the others who cannot communicate," said Kyle.

Like many of our volunteers, Kyle enjoys interacting with patients and their families and has had the opportunity to make some amazing connections. "One of the patients told me he grew up in Kapahulu and I was familiar with the street he lived on and the name of his family's store. I had a high school classmate with the same name and my classmate turned out to be his nephew," he recalled.

During his time volunteering, Kyle has made many memories and met patients that have had an impact on his life. One patient reminded him of his own parents, and he remembers another who would always greet him with a warm welcome. "She would give me the biggest smile when she saw me," he said.



ASK THE EXPERT



IRIS HASHIMOTO

Supportive Care Social Worker

Tips for Navigating Difficult Conversations

In our line of work, conversations about hospice and end-of-life are not always easy. It can be difficult for families and patients to talk about the changing conditions of a patient, the pain they are experiencing, the disease process, or the stages of grief.

As providers, we often have to step in to guide the conversation so that ohana have a well-rounded picture and are well-situated to make choices and utilize services. In supportive care, we usually work as a team, with the medical director, nurse case manager, and social worker holding discussions with the family.

TOP TIPS TO START OFF THE DISCUSSION

Our medical director, Dr. Takeshi Uemura, has offered his guidance to our team in navigating these tough conversations so that families and patients can come out of the talk feeling comforted and more informed as they make their decisions. Whether it is a discussion on ending treatment, the progression of a disease, or other tough topics in care, here are a few strategies that can help get the conversation started.

1. Assess the understanding of the patient and/or the family.

Ask questions to try to figure out what the patient or family knows about the situation. Establishing this baseline will allow you to understand where they are coming from and will help shape the conversation. Some initial questions might sound like, "What do you know about hospice?" or "What do you know about the disease?"

2. Acknowledge emotions and discuss what they value.

Give everyone a chance to express their feelings and home in on what's most important to the patient and family. Hospice is an emotional journey, so acknowledging emotions and showing empathy can make a world of difference during a difficult conversation.

3. Offer suggestions.

Some people may feel stuck if they are only presented with one path, so it is helpful to present a few options as far as the next steps.

It is important to remember that when it comes to hospice care, it often takes more than one conversation before any action is taken, so be sure to check in often and follow up after the initial discussion. As a social worker for over 30 years, I've witnessed the power that these tough conversations can have on creating wonderful outcomes that help and empower people, and allow families and individuals to regain quality of life.



Maui Corner



JOSETTE "NANI" ENOMOTO

RNCM Field Nurse

How long have you worked at Islands Hospice?

A little over a year.

What do you do at Islands Hospice?

My role is to evaluate patients and provide support and comfort to patients and families throughout this difficult time in their lives.

Describe a typical workday.

I visit four to six patients daily, evaluate their needs, and coordinate care with our hospice team, plus lots and lots of charting.

What is your favorite part about working at Islands Hospice?

I love the flexibility of my daily schedule.

Do you have any special memories/stories from your time working here?

Every family leaves a special memory in my hard drive; all are equal whether good or bad. One thing I will never forget though, is visiting a patient one mile into the cane field. Not special but absolutely memorable.

Where did you grow up? What is your background?

I was born and raised on Maui. I graduated from Baldwin High School in 1994 and graduated nursing school in 2010. I am married with three children (two adults and a 15-year-old), two grandchildren, and another on the way.

Is there anything about your background that inspired you to work at Islands Hospice/in hospice care?

Nothing in particular inspired me to work in hospice care, but I am grateful that faith has brought me here.

What do you like to do in your spare time (hobbies, passions, community service, etc.)?

I love chilling at the beach with my family, watching movies and retail therapy.

Is there anything else you want to share with your fellow colleagues?

I just want my fellow colleagues to know that I appreciate them and love working here at Islands Hospice.

