

Ohana Happenings

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Makana Pono: Employee Giving Program

ANNIE SPENCER, CNA

NONPROFIT: PROJECT HAWAII



For those who are homeless or are on the brink of homelessness, Hawaii is anything but paradise. Homelessness in Hawaii is a growing problem and it is heartbreaking to see families with small children in poverty-stricken situations. As this month's Makana Pono recipient, Annie Spencer, is directing her \$5,000 donation to Project Hawaii Inc., an organization dedicated to helping homeless children in Hawaii succeed.

Annie is hoping that her donation will help Project Hawaii provide continued services to youth experiencing homelessness. "I've always had a special place in my heart for keiki, and this chronic societal issue of homelessness is creeping into our state," explained Annie.

Project Hawaii works to help children break the cycle of poverty and enhance their lives by providing year-round supportive services. These services help children to build self-esteem and learn proper life and social skills to succeed. The organization also tries to provide a sense of stability through holiday events, school support, educational training, and monthly outreach. These essential services and outreach programs reach more than 1,600 homeless children throughout the year.

Annie has been a CNA with Islands Hospice for 5 years, working closely with nurses, social workers, chaplains, and clinical supervisors to educate families and provide personal care to patients. As a member of her church's benevolence program, Annie always tries to be compassionate towards the struggles of others. Her simple reminder is that helping others is a gift for yourself. She explained, "Doing good deeds, no matter how small, makes you feel better, too."



Islands Hospice Webinar Success



Mahalo to everyone who joined in or helped spread the word about our first community webinar “Coping with Grief and Compassion Fatigue.” It was a great success and nearly 100 members of our healthcare community showed up.

Hats off to Sally Handley for putting together the presentation which highlighted valuable information and tips on grief and compassion fatigue for healthcare workers and caregivers.

If you missed the presentation, please view the recording on our YouTube channel and feel free to pass along to others who may find this information interesting and helpful.

As always, feel free to reach out to Sally or Sean Reeks for any follow up questions. As social distancing continues, we hope to bring you more inspiring virtual presentations.



Hospice Hero Town

YUKIKO OWEN, SUPPORTIVE CARE RN

Islands Hospice Supportive Care RN, Yukiko Owen, grew up on the outskirts of Tokyo in a city called Kodaira. After high school in Japan, she moved to Seattle for college, then found her way to Hawaii in 1993. When her youngest son entered preschool, she decided to attend nursing school and balanced her studies with caring for her 3 kids.

While working her first RN job in a nursing home, Yukiko observed hospice nurses who came by to see their patients. After some consideration, she decided to try out hospice care and joined the Islands Hospice team about 4 years ago. “I truly believe this is one of the best jobs I could ever have in every aspect,” Yukiko expressed.

Yukiko started as a hospice nurse but recently moved to supportive care where she sees patients who are participating in ongoing curative treatments and therapies. Grateful for the support of her team, Yukiko said, “SC is a smaller team with only a few nurses and one CNA, so everyone helps each other on hectic days!”

Thinking back to some of her patients over the years, she remembers providing coordination for a Maui woman who came to Oahu for surgery. This person had many needs for care, such as total parenteral nutrition (TPN), a large abdominal wound and gastronomy tube (GT) for decompression. After the patient was stabilized, Yukiko remembers her saying that she wished she could keep her as her nurse. Luckily, the patient was in good hands and once she got home, she was admitted to our Maui team for supportive care. “I was happy that she was able to return home,” recalled Yukiko.

Working in the medical field can be stressful, but Yukiko has found that working out regularly, practicing piano, and playing with her dog helps her unwind.





Hospice Hero West Oahu

ELIZABETH ETRATA, REGISTERED NURSE

Our August West Oahu Hospice Hero, Elizabeth Etrata, was born in the Philippines and came to Hawaii when she was 9 years old. After graduating from Farrington High School, she majored in accounting at the University of Hawaii at Manoa. She started her career by working two years for a CPA firm, then spent 10 years in seasonal taxes, and worked seven more years in accounting. Elizabeth then made a huge decision to start a new career in healthcare.

She discovered her love of healthcare after family members encouraged her to volunteer in a hospital. She observed the interactions between staff and patients and enjoyed the feeling of being part of something meaningful. From there, she decided to close out her excel spreadsheets and pick up a stethoscope. She earned her LPN from Kapiolani Community College and then pursued her RN license.

As an LPN, Elizabeth worked with nuns and elderly patients at Saint Francis, which made her gain interest in hospice care. She first joined the Islands Hospice team as RNCM (Registered Nurse Case Managers) but now works as a Field RN, making visits for Team Anela. She also works for our after-hours team and on weekends, and is responsible for assessing, implementing, and evaluating the needs of patients and their families or caregivers.

Although she has settled into her career as a nurse, Elizabeth did not completely leave her accounting and tax background behind. She likes to stay busy by helping friends and family with their taxes and books.

Elizabeth has many stories and special memories over the past 5 years as an Islands Hospice nurse, but she is happy to be part of a company that makes a difference for those who are at the end of their life's journey. "I love the interactions I get from my colleagues, patients, and caregivers," Elizabeth explained. "I love the work flexibility and the fact that there's always something to learn in hospice," Elizabeth explained. "I love working at Islands Hospice because of the many caring and supportive team members we have."

Volunteer Spotlight



JOE LIU

Joe Liu, a recently-retired air traffic controller, uses his newfound free time to volunteer at Islands Hospice. "I've always enjoyed listening and learning from seniors," Joe explained.

"They have so much knowledge and experiences, and they love to share them."

In his year-and-a-half as an Islands Hospice volunteer, Joe has brought joy and comfort to many patients and even helped one woman fulfill a bucket list item -- playing chess. "She had always wanted to learn and never had the chance to," Joe recalled.

Joe left the board at the home and each time he returned, they would pick up where they left off. The patient's daughter was so thankful and appreciative of Joe helping her mom realize her wish. When she passed away, Joe took comfort in knowing he was able to help her scratch an item off her list.

Joe usually helps Islands Hospice by visiting our long-term care patients. He offers to read, play board games, or just talk about the week with them. When he is not bringing joy to Islands Hospice patients, Joe can be found watching his grandson, who just turned three!



MAUI CORNER



PAUABI REAL

CNA/HA

Get to know our Maui Team

How long have you worked at Islands Hospice? September will be two years.

What do you do at Islands Hospice? I provide personal care based on each patient's individual needs. I document and report any changes in a patient's condition to the RN.

Describe a typical workday. A typical day consists of, in-home or care facility, visits. Picking up and delivering supplies for patient care. Providing personal care, the basic ADLs, Companionship & active listening. Most importantly making sure the patient's needs are met and they are comfortable. Can't forget the end of day reports & charting.

What is your favorite part about working at Islands Hospice? Everything! I love the support I get from the whole team. I love feeling like I made a difference in someone else's life. Working for IH is very rewarding.

Do you have any special memories from your time working here? I've shared many hugs, laughter, and tears with patients and their families. I have lots of special memories, too many to share.

What is your background? I was born in California, raised on Maui. I am married and have 3 sons. When my youngest son was ready for preschool, I decided to apply at Kula Hospital. They offered an on-the-job CNA training program. I was hired, trained & certified in 2000. I worked mostly with long term care patients in the dementia & Alzheimer's unit. I also worked part-time for a home care agency. 2018 was my big move over to Islands Hospice.

Is there anything about your background that inspired you to work at Islands Hospice/in hospice care? My great grandma was a big part of my life. She lived alone on Oahu where I would visit her every school break and for the summers. I must have been about 9 years old when I started assisting her with personal care. She would wake me in the middle of the night to help her to the bathroom. I remember many nights falling asleep by the bathroom door waiting until she was done. I was young, I didn't understand the family dynamics or her health conditions. She ended up in a long-term care facility, where she passed away. 30 years later, I still think of her and wish I could have done more. I've worked in long term care for 18 years. When Islands Hospice first started coming into the facility, it sparked an interest. I loved my job but something changed for me. The fast pace movement of the unit was becoming more and more of a rush. I felt I needed more 1 on 1 time with patients to really make a difference. Islands Hospice had an opening and it was the perfect time for me to join the team.

What do you like to do in your spare time? My husband and I go on motorcycle rides with friends. The rest of my spare time is spent with my eight grandchildren, I wouldn't have it any other way. Family is very important in my life.

Is there anything else you want to share with your fellow colleagues? I love my job! Thank you, Islands Hospice Maui, for allowing me to work with the best team.



ASK THE EXPERT



JOYCE ALCE

MSN, RN, Director of Clinical
Services for Team Blessings

The Power of Diverse Teams

Looking around Islands Hospice, we see a beautiful melting pot of individuals reflective of Hawaii's unique multicultural landscape. Beyond ethnicity, our teams are comprised of people with different beliefs, attitudes, educational levels, ages, and experiences. Diversity is a powerful concept to embrace, and it is vital to our operations as a healthcare organization.

By leveraging the power of diversity, we can create a better atmosphere for ourselves at work and improved quality outcomes for the patients we serve. We all know that diverse teams bring more creativity and innovative ideas to the table, but here are some other overlooked benefits of diversity related to the Islands Hospice ohana and the patients we serve.

Better patient outcomes

The patients we treat come from different backgrounds, beliefs, and speak a variety of languages. At Islands Hospice, we are grateful to have team members who speak Japanese, Tagalog, Korean, and other dialects, and can converse with patients and families in the language they feel most comfortable with. Our Care Teams custom tailor each patient's care plan to ensure fulfilling their social, cultural, and spiritual needs, which is vital to providing exceptional end of life care.

Effective teamwork

As a clinical director, it is helpful to know that I can count on my team to adapt to various environments. A strong team consists of individuals who have varying levels of experience and can view issues or situations through different lenses. Diverse teams are also better equipped to make important decisions about the care of our patients, and each member on our team should feel comfortable and included in conversations regarding our patient's care. In the end, we are all working towards the same goal, and diverse teams help fill gaps in knowledge and experience.

High employee morale and retention

It feels good when coworkers recognize each other for having unique attributes and abilities. By verbally expressing the merits of different points of view and contributions of our team members, people feel encouraged to weigh in and share new ideas or perspectives. This acceptance can boost self-confidence, making people feel valued and that they belong to a cohesive unit. When people feel good, they want to do good, and high morale helps to assure that our employees are coming to work motivated, excited, and ready to serve our patients and each other.

I am proud to work for a company that is inclusive and values diversity at all levels of the organization. By recognizing the power of diversity in everyday situations, we can build an outstanding company culture, that brings out the best that Islands Hospice has to provide to our patients and families.



PHOTO GALLERY

Coming Together for Kupuna

We were honored to serve kupuna in our Kakaako community by participating in a food drive hosted by the nonprofit Ma Ke Alo O (MKAO). Mahalo to everyone who participated and helped to collect groceries for nearly 500 kupuna in 3 low-income senior-living apartments.

