

Ohana Happenings

FEBRUARY 2020

ISSUE 6

Makana Pono Employee Giving Program



Left to Right: Reginald Apo, Shelter of Wisdom beneficiary; Carolina Jesus, founder & director Shelter of Wisdom; Sherry Kadota, Makana Pono recipient

SHERRY KADOTA

Community Liaison and Transitional
Care Coordinator, Oahu

ORGANIZATION: SHELTER OF WISDOM

This month's Makana Pono employee is Sherry Kadota, a community liaison who has worked at Islands Hospice for nearly two years. As a community liaison, Sherry meets with patients and families to educate them on service options and benefits. She also serves as the transitional care coordinator, working directly with social workers and nurses who help to improve the lives of families seeking assistance from Islands Hospice.

For her Makana Pono donation, Sherry has selected Shelter of Wisdom, a faith-based nonprofit providing shelter for homeless people on Oahu. Sherry first met Carolina Jesus, the director and founder of Shelter of Wisdom, at New Hope Women Word Bible classes. Over the years, Sherry watched as Carolina took in homeless individuals, giving them a second chance to change their lives and walk in faith.

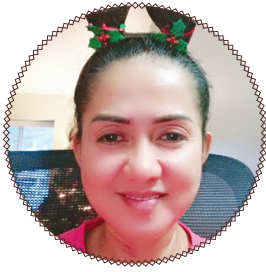
"Carolina is truly a woman of God who is dedicating her life to helping our homeless community by changing their living situation and fulfilling them spiritually," says Sherry. "I'm so grateful to be able to donate to her shelter on behalf of Islands Hospice."

Sherry is inspired by Carolina's passionate work, selflessness and faith, evident by her prayer requests for the men in the shelter at every bible study class. Shelter of Wisdom has housed dozens of men and women on Oahu, and at one point hosted 63 people in six homes in Honolulu. The housing expenses are paid for by small individual donations and small shelter fees from the residents, depending on their financial situation.

Sherry is involved with New Hope Sand Island, and outside of this contribution, donates men's clothing or household items to Shelter of Wisdom.

"Everything I have learned in the past two years at Islands Hospice has helped me to provide better understanding and care for my mom. For this very reason, I am so grateful. Thank you everyone for your support and friendship!"





Hospice Hero West Oahu

NORALYN PASCUA, CNA

Like many people, Noralyn Pascua ended up in a completely different career path than the one she started in. After moving from the Philippines, Noralyn attended Hawaii Business College and started working in an office after graduating. Although she had a steady job in business, a personal experience led her to consider another path.

Noralyn experienced firsthand how difficult it can be to care for a loved one when she became her mother's primary caregiver. "I was the one who took care of my mom, and it's not easy, especially if it's your loved one," Noralyn reflected.

She realized how valuable it is to have the help of someone outside of the family to provide care and

nurturing and felt the desire to help people, especially those in need. Noralyn decided to follow the path to becoming a certified nurse assistant, enrolling in a CNA program and graduating soon after.

This career change moved her from her office desk into the homes of families who were once in a similar situation that she was in. Noralyn says she is happy she followed her instinct and went back to school because comforting patients gives her great satisfaction that she may not have found in a different environment and industry.

In her eight years as a CNA at Islands Hospice, Noralyn has been serving our West Oahu residents, giving comfort care to not only patients, but families as well. It always amazes her how the grieving families take time to acknowledge her work, even during their difficult time.

"I see how families suffer from the passing of loved ones, but they still thank me for making their family smile and feel comfortable during their sorrow," she said.

Her typical workday includes visiting her clients, helping with activities for daily living and assisting with various comfort care tasks. Although the CNA job isn't easy, she remembers that everyone who works at Islands Hospice gives support to the families or caregivers, and most of all, provides comfort to patients.

Noralyn is deeply devoted to her friends and family, enjoying their company while she's not running around West Oahu caring for patients.

ANNOUNCEMENTS

New Hires

Melchora Sugimura
Joanna Marie Viernes
Lynette Agcaoili





Hospice Hero Town

HOLLY ARROYO
Social Worker

"I have had several losses in my own life and know how uncertain everything can feel, so being able to help others through that process is what drew me to hospice," explained Holly Arroyo, this month's town Hospice Hero.

Holly obtained her bachelor's and master's degrees in social work with a specialization in health care and behavioral mental health. While attending college in Louisiana, she served as a respite volunteer for a local hospice agency. She also gained experience in the field by working as a pharmacy technician, gerontology case manager, and interning as a hospital social worker in the emergency department.

Originally from New Orleans, Holly moved to Hawaii in 2016 to be closer to her mom, who was already living here. She has been a licensed social worker with Islands Hospice since October 2018, and also serves as co-facilitator of the West Bereavement Support group.

As a hospice social worker, Holly has a long list of organizations she works with, and an even longer list of tasks she does to support hospice patients and their families. She provides ongoing social and anticipatory grief support, end-of-life planning such as making funeral arrangements or completing power of attorney paperwork, and connects patients and families to outside resources such as in-home care agencies, Handivan, and Meals on Wheels. With some individuals, she facilitates long-term care placement in nursing facilities, care homes or foster homes.

She deeply appreciates the hard work and dedication to our patients that everyone at Islands Hospice gives each day and recalls a particularly touching experience she had helping to fulfil the wish of declining patient. Holly and an Islands Hospice nurse worked together to set up a patient's apartment so she could pass away peacefully in her own home. The patient's family members, who were living on the mainland, were grateful for the efforts of the team to grant their loved one her final wish.

"Death and dying can be a difficult, emotional and challenging experience, so the fact that I can help patients and families by guiding them through the process to help ensure their quality of life, well-being and peace is deeply rewarding. I feel honored to do this work," said Holly.

Volunteer Spotlight



ROSS ESAKI

Hospice care can sometimes be lonely, especially if patients' family members live far away or can't visit as much as they would like. Volunteers help brighten patients' days by offering extra support and companionship, reading books or listening to music.

Ross Esaki has been volunteering at Islands Hospice for the past seven months. Every two weeks, he makes his rounds, visiting patients to brighten up their day. He uses his iPhone to entertain residents and play their music requests.

One patient, Ross recalled, had a lot in common with him. "Having purchased several cars and currently working in the insurance industry, it was interesting to listen to his stories about his experiences." They enjoyed chatting about their similar careers and interests. Other patients share with him memories from their youth or talk about their children.

"I think it is important for these patients to have someone be there for them, to listen to their stories and keep them company," said Ross. "For most of these patients, their family members cannot be with them all day so I feel I can provide them with a listening ear and caring presence."

When he isn't volunteering at Islands Hospice, Ross stays active in the community. He serves on the board of directors for Hawaii Meals on Wheels, an organization dedicated to helping Oahu's elders and individuals with disabilities preserve their independence at home by providing hot, nutritious meals.



ASK THE EXPERT



KEOKI ROBELLO, RN
Executive Director,
Islands Hospice Maui

Dying with Dignity



Death with dignity is a phrase we hear often in hospice care. It often refers to a patient ending their life on their own terms, but it is also what we as health care professionals should aspire to give to our patients.

When we see our patients making a decision about their health that we would not choose for ourselves, it can be hard to keep our personal opinions to ourselves. But until we've walked a mile in their shoes and experienced their symptoms, it's not up to us to pass judgement or make them change their minds. Rather, death with dignity means supporting our patients in making educated decisions about their own end-of-life care.

Many patients who make difficult decisions about their health while on hospice face turmoil and disagreements from their families and even their health care providers. I remember caring for a patient who was the head of a large family with 10 children, and not one of them was on the same page regarding their loved one's choices. The patient could not get comfortable and relax because they were worried about what would happen after they were gone.

It took many family meetings, talking with family members to help them understand what was happening, for them to find peace with the patient's decision. That helped the patient achieve a dignified death on their own terms.

Every patient has their own idea of what "death with dignity" means. To help them achieve that vision, we must check our own biases and expectations at the door and offer education and support. Here are a few ways I incorporate this mindset into my work:

1. **"The person you are caring for will not care about what you know until they know you care."** I remember this quote and teach it to others in my trainings and classes. If your patient does not think you care, nothing else matters. Don't come to your patient from a position of authority — meet them where they are, without any expectations of what they should or shouldn't do with their final days.
2. **It's all about what the patient wants.** The patient's doctor may have one opinion. I may have another opinion. The social worker may have a completely different opinion. But when we focus care on the patient's wishes, we can reconcile our differences for the good of the patient.
3. **Each of us are in the position to help our patients die with dignity.** From admin to accounts payable to volunteer services, every department makes a difference in the care and service we provide our patients and families. When we all do our job with compassion and care for what the patient wants, we can provide a smooth, meaningful hospice journey for everyone who comes to Islands Hospice.
4. **We must always be aware of Hawaii's diverse and unique culture.** One of the main reasons people come to us is because we're not a big corporation, but a local company that understands cultural sensitivities and family dynamics. Listen, learn and spread aloha when interacting with patients and families.



Maui Corner



NOELLE ARAUSA
Registered Nurse



How long have you worked at Islands Hospice?

Four years and seven months.

What do you do at Islands Hospice?

I am a registered nurse for Islands Hospice. I primarily oversee the care of patients in West and Central Maui. I am responsible for managing my patients' care by assessing their needs on a weekly basis, managing any symptoms that may arise and collaborating with our medical director to make sure our patients are effectively managed.

What is a typical workday like?

I start my day off by first helping families that need to get their loved ones off to daycare. I then make my way to the remainder of my patients. My load can range from three to six scheduled visits a day. Visits vary depending on patient load at the time as well as any PRN visits that are needed. I make sure to do a full head to toe assessment of each patient, collaborate with caregivers on any concerns if the patient is unable to speak for him or herself, review medications and their effects, provide any personal care and companionship needed. I also pick up medications for families on the West side that are unable to as we do not have a delivery system on that side.

What is your favorite part about working at Islands Hospice?

The relationships that I am able to form with my families, helping to put my patients and their families at ease knowing I am there to make sure they are comfortable.

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

There are many special memories I have had over the course of working for hospice. I can't say there's one

specific story that stands out the most. I have enjoyed bonding with all of my patients, learning about who they are, having them share stories and photos of their past memories, and being able to help them repair relationships and come together as a family at such a vulnerable time.

Where did you grow up? What is your background?

I was born and raised here on the island of Maui. I attended college at the young age of 17. In the midst of establishing my career, there were multiple times I had to put it on hold as I had a few children in between, one who was sick and needed a lot of surgeries. Despite all the hurdles, at the age of 24, I graduated with honors from the University of Hawaii Maui College with my associate's degree in nursing and liberal arts. I started my nursing career working in the ICU for a few years. I then moved on to urgent care, home health and am currently working in hospice which I have been doing for almost five years.

What inspired you to work at Islands Hospice?

I can't say there's anything specific in my background that inspired me. I chose hospice as I wanted to be able to expand my knowledge on a different area of nursing.

What do you like to do in your spare time?

I love spending time with my kids, going to the beach and working out.

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

Hospice truly takes a special kind of nurse. I am honored to be given the opportunity to continue to fill this special role.

