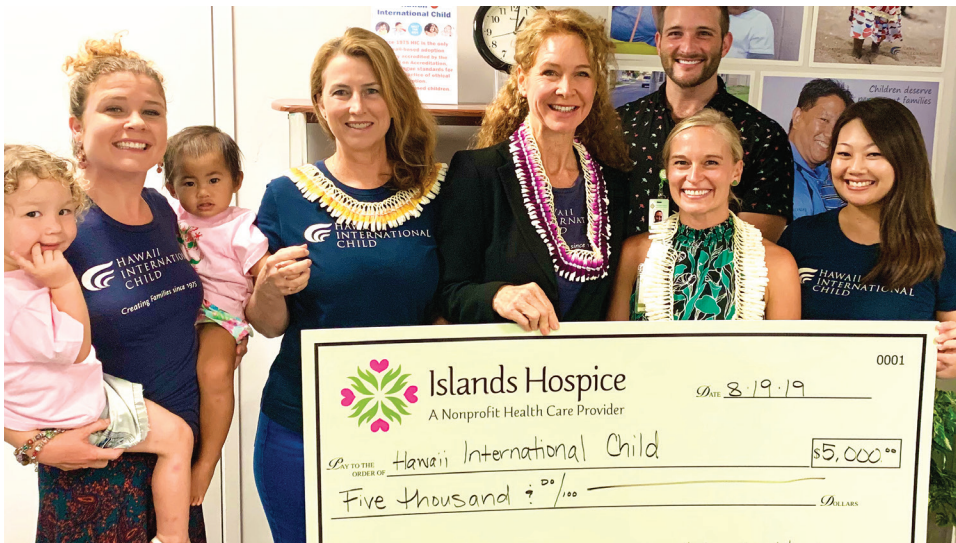


Ohana Happenings

SEPTEMBER 2019

VOLUME 1

Makana Pono: Employee Giving Program



APRIL WUBBENS

Supportive Care Social
Worker, Oahu

NONPROFIT:

HAWAII INTERNATIONAL CHILD

From L to R: Abby Sylvester, Dir. of Social Work, Hawaii Int. Child with her children, Heavenly & Akira; Lani Oprescu, Dir. of Domestic Programs, Hawaii Int. Child; April Wubbens, IH Supportive Care Social Worker; Sean Reeks, IH Dir. of Bus. Dev.; Meagan Kim, Client Serv. Coordinator, Hawaii Int. Child

For years, Islands Hospice has supported nonprofits near and dear to employees' hearts through the Employee Designated Giving Program.



Now known as Makana Pono (righteous or purposeful giving), the employee giving program allows outstanding employees to give \$5,000 to a nonprofit of their choice.

This month's Makana Pono employee is April Wubbens, a supportive care social worker who has worked at Islands Hospice for nearly two years. She helps patients and their families navigate end-of-life planning, discuss options and determine their goals of care.

April's life changed in 2015 when she and her husband adopted their daughter, Wrenly. She chose to make her donation to Hawaii International Child, which helps children in Hawaii and around the world find their forever families through domestic and international adoption.

"Adoption allowed my husband and I the opportunity to be parents and

made our lives so full," said April. "Adoption can be difficult to navigate and having kind, caring professionals to help lessen the fear and anxiety about the unknown is critical."

Hawaii International Child provides support to children, birth parents and adoptive parents before, during and after the adoption process. The organization completes home studies, provides counseling and offers training programs for parents.

"There are so many children needing forever homes and I am grateful for the opportunity to give back to a cause that so greatly impacted my life for the better," April added.





Hospice Hero – Town

LLOYD MAKABE, RN
Team F Blue, Oahu

The physicians, nurses, CNAs, NPs, chaplains, social workers and other care providers who walk with patients at the end of their life make all the difference in hospice care.



Individuals who go above and beyond in providing care play an important role in the Islands Hospice mission, but they also help grieving families find peace.

Lloyd Makabe vividly remembers a time when he went to see a family after their loved one had passed.

“I expected the family would be sad, but when I got there, they

had dressed the deceased in nice clothes,” he recalled. “They had a positive attitude. We all had soda and ate ice cream.”

It’s one of his fondest memories during his time at Islands Hospice, where he’s been an RN on Team F Blue for almost a year and a half.

Lloyd’s health care journey began when he decided to take a nurse aide course at Kapiolani Community College.

He worked as a CNA for many years before going back to school to become an LPN, then completed his RN degree online through Excelsior College.

As a registered nurse, Lloyd worked in several different settings, focusing primarily on home health. He spent time at Maluhia, Leahi, Kahala Nui, Palolo Chinese Home and Arcadia, worked with an agency and also a care home. He joined the Islands Hospice team because he wanted to try hospice care for the first time.

Lloyd sees roughly five patients per day. His focus is primarily hospice patients that live within a skilled nursing facility. He enjoys making visits, and he likes seeing different things. He prefers this to being “stuck at the office” all day.

His favorite part about working at Islands Hospice? “Meeting and helping people.”

ANNOUNCEMENTS

Promotions

KIM LELAND
Congratulations on your new role as CEO!

Upcoming Events Save the Date!

Employee Appreciation Breakfast
9/14/19, 8:00am,
Sheraton Waikiki

Celebrating Volunteers
9/25/19, 5:00pm,
Dave and Busters

Islands Hospice Remembrance Ceremony
10/26/19 4:00pm,
Central Union Church
Women’s Building

In-Action



Nurses Kristy Vascovich, RN, (top) and Ryan Price, RN, (bottom) did a skills lab for our Supportive Care and Transitional Care nurses.





Hospice Hero West Oahu

**DOREEN CHING, RN
After Hours Team**

There are many different reasons people decide to work in hospice care. Some consider it a calling to walk with patients at the end of their lives. Others find inspiration in their own personal experiences.

For Doreen Ching, RN, the memory of her late sister moved her to switch from emergency medicine to hospice care. When Doreen's sister was on hospice, she asked Doreen if she would give back. Doreen chose to follow her sister's request and join Islands Hospice as a night on-call nurse. Now, for almost three years, Doreen has been working with the Islands

Hospice AH team answering late night calls to help those in need.

As an after hours Registered Nurse for Islands Hospice, Doreen spends her time completing admissions, assisting with medication needs, and educating patients and their families. She also triages incoming calls. The Nurse on Call (NOC) team covers the entire island.

Doreen says that she is grateful for the NOC team and shared that together, the group constantly supports and assists one another, "The NOC team are hardworking individuals who give each and every night their very best," Doreen reflected.

Aside from being surrounded by hardworking staff, her favorite part of working at Islands is showing compassion and empathy toward the families in crisis.

Working in healthcare, sometimes the simplest expressions of appreciation from a family can leave a big impact on an employee. For Doreen, hearing a "thank you" from a family is always a special moment.

The NOC team are hardworking individuals who give every night their very best





Volunteer Spotlight

MITSUKI OTA
Oahu

Volunteers are the heart and soul of Islands Hospice. They offer a hand to hold, a shoulder to cry on, and an ear to listen. For patients nearing the end of their life, that can mean the world.

Mitsuki Ota, a college student, generously volunteers his time to visit patients in their homes and at facilities. He spends almost a full day every month making his rounds around the island, talking story with patients and providing comfort and support in whatever way he can.

"Traveling around and talking to a lot of people from different backgrounds is my favorite part," he said. "Everyone has a story to tell and there is so much I can learn from each and every person."

Mitsuki, who also volunteers at Gilchrist Hospice on the mainland, knows that every person must go through the experience of losing a family member at some point in their life. "My desire to be someone who can approach these situations properly when the time comes is what inspired me to volunteer."

Though he's only been volunteering at Islands Hospice for one month, Mitsuki has already had many rewarding experiences. One of his favorite moments was seeing a music performance at Oahu Care Facility. "Seeing how the residents of the facility lit up after hearing a familiar song was a joy to see," he said.



Brandon Gover (Community Liaison) visiting with Yojana Tsui (Islands Transitional Care RN) at Straub Oncology. Yojana completed a clinical rotation at Straub Oncology as a part of her ongoing education to become a Nurse Practitioner.



Myra Odayog (Community Liaison in the middle) serving breakfast at Ka Punawai Ola Nursing Home for Nursing Home Week!



ASK THE EXPERT



What does customer service look like in hospice care?

BY: KELLY KAWASAKI, RN
Director of Clinical Services
Facilities, Oahu

When we think about the many different customers we serve — our patients, their families, their primary care physicians, and even the hospitals and facilities we partner with — we need to ask ourselves how we can provide them with a “Wow” experience.

A few years ago, I found myself in the role of patient instead of caregiver. I was recovering in the hospital after surgery and a CNA stopped by my room to ask if she could get me anything. I couldn't think of anything I wanted, so I told her I was fine.

She asked if she could get me a cup of coffee. That did sound nice, so I accepted. Then, she asked if she could help me sit up and adjust my pillows. I realized that I did feel hot and uncomfortable lying in the same position. These were things I hadn't thought to ask about.

By the time she left, the CNA had filled my water pitcher and made sure everything I needed was within reach. She made me feel pampered and special, during a time when I was

scared and in pain. She gave me a “Wow” experience.

Years later, I tell that story as an example of what we should all strive toward when providing customer service to our patients.

As for our other customers, we can ask ourselves how to make their day easier or help them do their job better. If a patient's physician is too busy to sign off on a prescription or answer our emails, we can stop by their office instead of pestering them with phone calls.

If a hospital doesn't have a discharge plan for a patient, we can collaborate with them to ensure they have a safe discharge plan.

Here are a few simple ways you can “Wow” your customers:

1. Be in the moment. Ask your patient, “What can I do right now to make you feel better?”
2. Anticipate. Can you move something within reach, refill a drink or get rid of clutter to improve your patient's environment?
3. Smile and nod your head slowly. Let your customer know you hear them and understand their worries, concerns, fears, etc.
4. Connect with patients and families. A simple touch or hug can mean the world.
5. If a patient is nearing the end of life, increase the frequency of your visits and comfort them with little details, like aromatherapy or a gentle massage.

By focusing on customer service, we can improve the quality of care we offer and support our patients, their families and caregivers on their hospice journey.

