

The Queen's Print Connection

A Weekly Publication For The People of Queen's



A big Queen's Heart focuses on patients



1.

The concept of "Queen's Heart" is big. Simply put, Queen's Heart is located *anywhere* Queen's health professionals care for people's hearts. Queen's Heart as a department was previously called the Queen's Heart Center, but "center" was dropped because there is no central destination for heart related services—nor should there be. If there is a "center" in all of this, it's a focus on the patient.

Although there are specific departments within Queen's that diagnose and treat heart disease, the concept of Queen's Heart extends much further than that. Cathy Young, RN, vice president, Patient Services, Cardiac Medicine and Geriatric Services, envisions Queen's doctors, nurses, technologists and other staff that take care of people's hearts all as part of a team that comprises Queen's Heart. Whether they are nurses on QET 6 or 9 Ewa, or cardiologists in POB II, or at the Queen's Health Care Clinics in Hawaii Kai, or Hilo—or anywhere—they are a part of Queen's Heart.

Queen's staff have been organized under this big picture concept over the past year, and Queen's Heart seeks to build a team with those not technically a part of the formal departmental structure. "Places that have created excel-



2.

lence in cardiac care," insists Cathy, "have created really great teams, not individual superstars." A part of creating this big team approach to cardiac care has led Queen's Heart to launch two new programs to make it easier to access cardiac services: the Cardiac Transfer Center and Cardiac Curbside.

"We're a regional, tertiary cardiac center," says Cathy. "This is the place to go in Hawaii [for cardiac services] because we offer the broadest range of diagnostics and therapies." The Cardiac Transfer Center makes it easier for doctors and other hospitals to access these services. "One phone call starts the process," says Garla Souza-Roy, RN, coordinator of the Cardiac Transfer Center. "Everyone involved is kept updated on the transfer at every step." No other arrangements are necessary for the caller.

Doctors typically request transfers to

1. Mel Komatsu, manager, Cardiac Invasive Services/Cardiac Recovery; Tom Williams, RN, manager, Cardiac Transfer Center/Cardiac Non-Invasive Services; Cathy Young, RN, VP, Patient Services; Garla Souza-Roy, RN, (front), coordinator of Cardiac Transfer. **2.** Jennifer Wong, driver, Cardiac Curbside; Leilani Kala-Makahiki, driver; Suki Hayashida, unit secretary, Cardiac Recovery; Ronnell Yamane, scheduler, Cath Lab; Tom Williams and Garla Souza-Roy.

Queen's if a service is not available at the current hospital. Garla reserves a bed, obtains a cardiac nursing report on the patient from the transferring hospital (forwarded to our nurses), verifies insurance and arranges air or ground transport. In most cases, the patient can go straight to a cardiac catheterization lab or to the appropriate nursing unit

(Continued on page 2.)

2 Volunteer honored with 1st Ho'okipa Award

Steve Takayama has only been a volunteer at Queen's since April, yet he is the first recipient of the newly conceived Ho'okipa Award. The Award will be given out bi-monthly to a volunteer who exemplifies excellence in customer service. Nominations come from other volunteers, staff, patients or their families. Nomination forms are available at Volunteer Services. Written compliments from staff and patients or families may also serve as nominations.

Steve says he always admired Queen's and the people helping here. But it wasn't until his parents were hospitalized here earlier this year that he really saw the scope of care that goes into each patient and decided to become a volunteer himself.



Steve Takayama

He is a car radio repairman by trade and considers himself semi-retired. "You know, technology has changed so much," Steve says, "It's easier to just replace stuff now. I'm more for the guys who like to keep their old cars nice."

require conscious sedation. Because these patients aren't allowed to leave for home on the bus, Cardiac Curbside is their answer. Cardiac Curbside is a complimentary car service that picks up patients who have no other means of transportation from their homes and takes them back home again after their procedures. The free ride, available anywhere on Oahu, has a dedicated minivan for the service and drivers trained in CPR and first aid. Cardiac Curbside can also be reached at 547-4707.

Other steps are being taken to build Queen's Heart. Three advanced technology cardiac cath labs have been

In acknowledgment of many years of continued service, the Queen's 'ohana congratulates those who are marking an anniversary. Mahalo to all for your dedicated service. Employees work at QMC unless noted.

5 years
Kari Delude
Lynette Hamada
Leticia Manuilit
Selina Millar
Kyle Minter
Carolyn Sanders
June Saruwatari
Annabelle Tabayoyong
Emily Walker
20 years
Barbara Edwards-Lee, ASI
Diane Eisele

Sharon Gaboya
Patrick Merritt
Robert Mocizuki
Josephine Montecillo
Gary Sonan, Jr.
25 years
Marilyn Bell
Carol Chun
Roberto Kama
35 years
Rosalita Cabalteja
Carol Ishizaki
Kathleen Tsuda



give aloha

September 1-30, 2005

Use your Foodland Maika'i Card to make a donation to QMC, up to \$249 per person. Foodland will match each donation up to a combined total of \$300,000 for all organizations. Use the code (77678) or mention Queen's at the register.

In his spare time, Steve is learning how to make *ukulele*. "They say you just keep making them until you get a good sound," he says evenly. He also enjoys fishing, adding, "It doesn't matter if you catch anything. That's not really the point."

Steve is a little embarrassed about being singled out for recognition. "I think all the Queen's volunteers are super nice people. We're all here for the same purpose and we all feed off each other's energy; it's not just me," he says.

Volunteer Services manager Bev Parker couldn't agree more, but just wanted a way to acknowledge individuals who go out of their way to assist others. "I have so many great volunteers," she says, "I just want everybody to know how special they are."

approved by the QMC Board of Trustees. The cath labs, which are scheduled to be completed in July 2006, will be a full replacement of the current ones, along with all the latest equipment. More on that as the project develops....

With heart disease being the leading cause of death in the United States, Queen's Heart is working to make many structural and organizational changes that will positively affect cardiac care not only at Queen's but throughout the State. For example, in the heart business, saving time means saving heart muscle, and hence, people's lives. The gold standard to get a person having chest pain or a heart attack to proper treatment is 60 minutes, so transfer must be exquisitely coordinated. But there are many logistical obstacles, like remote areas on Oahu and the neighbor islands. The big picture at Queen's Heart encompasses an inclusive team at Queen's that works with the State's system of delivery and works to improve it to the benefit of all the people of Hawaii.

Queen's Heart

(Continued from page 1.) upon arrival at Queen's without delay. Thirty transfers were made within the first two weeks of the Cardiac Transfer Center's launch. Office hours are Mondays through Fridays, 8:00 am to 5:00 pm, but the Center is on-call 24/7. The Cardiac Transfer Center can be reached at 547-4707 (1-877-762-4931 toll-free from the neighbor islands).

Some outpatients don't have a way to get to Queen's and back home again for invasive procedures or for those that

Service Awards

SERVICE AWARDS FOR SEPTEMBER 2005

5 years

Evelyn Asuncion
Lynette Cabbat
Eilleen Delos Santos
Mark Dulatre
Adelaida Giampaolo
Wilfred Hee
Arthur Hori, ASI
Fritzie Igno
Almanette Kealoha
Lorene Kim, QEF
Alimau Leota
Jason Mashino
Joy Nitta
Michael Pacheco
Antonio Reyes
Stephanie Roberts
Wendy Rogers
Lianne So
Jacob Villagomez

David Wadsworth

David Yee
Cora Young

10 years

Maxine Aki, QEF
Joyce Arevalo
Brian Bianchin
Naomi Copeland
Catherine Fernandez
Deborah Hipolito
Alyson Kau
Chris Kaufman
Eva Lee Guerrero
Sharon Tamashiro
David Valentini

15 years

Teodorico Basa
Corazon Benigno
Jeannie Bishaw-Hamakua, MGH
Rogelio Cortez

Means of Measure

a print connection survey



Your completed survey not only helps to improve the quality of the Queen's Print Connection, but also ensures the continuation of your weekly publication. Please return this survey by **Friday, September 30, 2005** by one of the following methods: **1. Interoffice Mail** to Creative Services, GSB 303 or **2. Fax** to 547-4002 or **3. Intranet**. Fill out the survey on the Queen's Intranet--just follow the links on www.queens.org and click on the buttons. **4. Mail** to The Queen's Medical Center - Creative Services; 1301 Punchbowl St., Hon. 96813. Thank you for your participation.

1. Please select one of the following:
- Day Employee
 - Evening Employee
 - Physician
 - Night Employee
 - Volunteer
 - Other QHS Employee
 - Visitor
 - Patient
 - Trustee

2. How often do you read the Print Connection?
- Every week
 - Every other week
 - Once a month
 - Occasionally
 - Seldom

3. Please select your three favorite Print Connection features/topics.
- Employee of the Month
 - Construction projects
 - Profiles (coverage of various departments & people)
 - Historical photos & stories
 - The latest medical center equipment/procedures
 - Ka'Ike
 - Human interest stories (people and their interests)
 - Personal opinion/editorial stories
 - New or ongoing programs (Six Sigma, etc.)
 - Photo spreads
 - By The Way...
 - Q-Mart

4. Please rate the length/amount of information of articles.
- Too short/not enough info
 - Just right/enough info
 - Too long/too much info

5. Please rate legibility (size of type, ease of following stories on multiple columns/pages).

Excellent Good Fair Poor

6. Rate the overall quality and communication value of the Print Connection.

Excellent Good Fair Poor

7. Would you like your Queen's department or service featured in the *Print Connection*? Do you have an interesting hobby or story to tell? If any of the above is true, briefly describe your story idea and include your contact information at the bottom of the page:

8. Other comments:

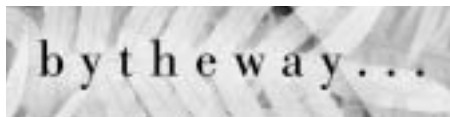


If you would like to enter our prize drawing for the Queen's retractable tape measure pictured above or a deluxe travel mug, please fill in your name, department and phone number. All names and comments will be kept strictly confidential.

Name: _____

Department: _____

Phone: _____



Wisdom of Women presents **Practical Music Therapy**. This free event features expert Arthur W. Harvey on Wednesday, October 19, 6:00 to 7:30 pm at The Queen's Conference Center. Dr. Harvey will demonstrate how music can reduce stress, improve health and bring joy to your life. Reservations requested; call the Referral Line at 537-7117.

Save a life, donate blood at the **Blood Drive** on Tuesday, September 27, Imaging classroom, from 7:00 am to 3:30 pm. Please bring a valid photo ID.

Attend **Lung Cancer: Myths, Facts and Choices**, a free Speaking of Health lecture by radiologist John Lederer, MD, on Wednesday, September 28, at 6:00 pm at The Queen's Conference Center. Dr. Lederer will discuss lung cancer and ways to prevent America's most deadly disease. Call the Referral Line for reservations at 537-7117.

Queen's is one of the sponsors of the third annual **Hawaii Breastfeeding Challenge** on Saturday, October 1 at the Hawaii State Capitol ewa lawn. The celebration seeks to bring together the greatest number of moms and babies to "latch-on" at exactly 11:00 am. Register by September 29 and get a free T-shirt. Call 947-6920 or visit www.hawaiimoms.org.

The **CARE•Link Physician Training Schedule** is now available on the



Shave Ice & Snacks. Mon., Wed. & Fri., 10:00am - 6:00pm near the Kinau ATM through Oct. 21.

World's Finest Chocolates sold by Medical Records on Mon. & Tues., Sept 26 & 27, 7:00 - 8:30am & 11:00am - 1:00pm in the Queen's Dining Room. They will deliver to your office with a purchase of \$10 or more; contact Karen Chambers at 547-4385.

Pledge form drawing: 2 prizes for week 2 of the campaign are 1 pack each of 4 Consolidated Theater movie tickets plus a \$10 gift certificate redeemable at any Consolidated Theater concession.

To schedule your department event, contact Maura Connolly, AUV Coordinator: 537-7180 or mconnolly@queens.org.



Sell:

Puppies: AKC Golden Retrievers. Ready after 9/27, 6 wks old w/first shot. 5 M/2 F. \$1,000ea. Judy x4180 or 263-0346, eves.

Guitar: Fender bass, rosewood fret, Sunburst, exclnt cond, never used. \$380. (purchased for \$650). **'90 Ford Escort GT SR5 Sports Coupe:** 2-dr, exclnt cond, sports louvers. 49K mi, CD, bass sub woofers, white w/pin stripe, lthr bra. Must see. \$5,000 obo. **File cabinets:** (1) 4 drwr, standard, 4'x2'. \$50. (1) 5-drwr locking, 4'x2'x5'. \$100. **Foot spa:** \$30. Call 387-3230 or 953-2073.

Kittens: Adorable fluffy black Persian. Ready week of 9/25. \$75ea. Dale @537-7558.

Medical Staff Services Intranet page and includes a count down, physician training classes and the CPOE system demo.

Kekela Behavioral Health needs donated clothing for men and women in larger sizes. Please bring donations to Kekela third floor by the elevator.

Cindy Kamikawa, RN, MS, CNA, vice president, Nursing & CNO, has a new fax number, 547-4792. Please make the change to your phone directory.

Shawn Dunn, Biomed, was crucial to a beach rescue in the recent high waves off Waikiki. After checking out a fellow surfer in trouble, Shawn paddled in and called 911 while a friend stayed in the water to assist. Kudos to Shawn for quick thinking and fast action.

There is new exhibit in the Nalani corridor on **Tsunami History in Hawaii**. It includes definitions and descriptions, and covers the big ones of 1946, 1960 and 1975 with pictures, graphs and text.

The US Postal Service has released a new **Fund the Cure stamp** to help fund breast cancer research. The stamp costs 40 cents; the additional 3 cents goes towards breast cancer research. If all stamps are sold, it will raise \$35,000,000 for vital research.

Washer: Whirlpool, commercial qual, wht, super capacity, exclnt cond, 3 yrs old. \$125. **Microwave:** GE, lg, nearly new, exclnt cond. \$49. **Canisters:** Set of 4, Oneida "Vintage Fruit" hand painted china. \$32. **Canisters + salt and pepper shakers:** "Vintage Fruit" china, 8 Canisters (10 pcs total). \$60. **Computer desk:** Oak/blk, w/cubby-hole shelves, lg drwr, good cond. \$65 obo. **Table:** Portable med exam/massage/treatmt table, still in box. \$270 obo. **Sewing machine:** Portable, Singer, hardly used, grey case. \$85 obo. E-mail alohawind@myway.com.

Digital camera: Nikon Coolpix 4100 4.0 MP w/Epson My Picture Mate printer bundle. 11 months, like new. Ext in-store warr thru 12/06. \$350 obo. Call 225-0758.

'98 Dodge Intrepid ES: 47.5K mi. Exclnt cond, well maint. Lthr int, a/c, pwr all, ABS. Lvg isl soon. \$5,800 obo. 341-8753.

'99 Hyundai Elantra: 59K mi, auto, a/c clean good cond. \$6,500 obo. 808-537-7180 or 412-414-8252.

Wheelchair: Invacare Ranger II FWD electric. Barely used. Manuals & new batt. Pd \$5,728, asking \$1,500. 225-5579.

Rent:

Kailua: 2/2, 2 cvd pkg; w/d in unit, mtn vws, pool, BBQ, 24hr security, storage. N/S, no pets. 1 mo dep; 1 yr lease. \$2,000+water. Celeste @ 951-8383.

Maunalani Hts: 1/1 cottage w/sep entr & pvt lanai, fully furn. Steps fr tennis, bball cts, park, bus. Breathtaking vws of DH & Kahala. Safe, quiet area. ND, small quiet pets OK. \$1,650 incl utils. Avail 10/1. 783-4674 or 545-3236.

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