



Connection

QUEEN'S PRINT

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EOM Heather Teixeira Transfers Aloha to Patients



HEATHER TEXEIRA, RN, patient transfer coordinator of the Cardiac Transfer Center, couldn't help herself from tearing up at her recent August QMC Employee of the Month celebration. "She's always had a soft heart," confirmed her aunty Jo-Anna Herkes. "She cries easily. Her father and grandfather used to make her cry on purpose because they thought it was so darn cute." Heather's family joined her many friends and coworkers at the surprise gathering held in Queen's Heart just after Heather finished her PEP (Performance Excellence Program) review. "I guess she got a good review," everyone joked.

As her EOM nomination explained, "Heather's role in the Cardiac Transfer Center is to provide access to the very best cardiac care at Queen's Heart. One call to Heather triggers a series of behind-the-scenes events to safely evaluate and transfer patients from other hospitals to Queen's." She has been working at Queen's for the past 10 years and started as a new graduate RN on QET 5 Telemetry. When the Cardiac Transfer program began in September of 1995, Heather took the night shift position and has been steadfastly on course ever since.



"Through the efforts of Heather and the Queen's Heart team," said Cathy Young, RN, VP of Patient Care, "the time to transfer a patient from the Neighbor Islands has been reduced from 24 hours five years ago to less than four hours today. This has resulted in the current lowest mortality and morbidity rates in our history." Cathy concluded, "When I look at you Heather, I just think of all the lives you have helped to save and how proud and grateful that makes me."

"Heather continually goes above and beyond for our patients with extreme personal attention," said Tom Williams, RN, director of Cardiac Non-Invasive Services and Queen's Heart Practice. "She makes sure they get the correct medications, often preventing readmissions



Above: (l to r) Ronnie Teixeira, MD, (sister), Cash Teixeira, 1 (nephew), Branson Beyer, boyfriend, Heather, Liliana Thomas, 8 (daughter), Marlene and Ronald Teixeira (parents), Jo-Anna Herkes (aunt), and Ace Thomas (former father-in-law).

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Irene Ho Puts in 40, Loves Queen's 'Ohana

"YES, THERE HAVE BEEN a lot of changes," Irene Ho, RN, reflected, looking back on her 40-year nursing career, much of it spent in Queen's Post Partum/Nursery. "But it goes full circle; I've seen a lot of it come right back around." Irene recently retired and celebrated with family and friends, including retired colleagues who came back to Queen's for the occasion.

Irene started out on Iolani 2 in Med/Surg, and then became a float and finally settled in the nursery around 1973 or 4. "Hmm," she considered, "I know I was already in the nursery by the time I had my daughter Natalie in 1977, but I'm not exactly sure..." In any case, it has been quite some time. Natalie now works in the nearby UH tower and brought Irene's favorite beverage to the celebration, a sparkling jasmine tea. Husband



1.

Tony was also on hand, and the two recalled their trip to Napa Valley where they first sampled the delicate brew "as a break from all that wine."

Irene loves to exercise, participating in Zumba and water exercise classes at the Windward Y. She also cares for her elderly parents and has several grandchildren. Natalie showed off her necklace and ear rings that she said are her mom's "latest hobby, jewelry making."

"I've always enjoyed working at



2.

1. Tony Ho (husband), Irene Ho, and Natalie Talama (daughter), celebrate with co-workers. 2. Queen's retirees Mary Murphy, Marian Lenchenko, RN, Dodo Sakaida, and Annabelle Kazaki came back to celebrate Irene's retirement.

EOM Heather Texeira

(Continued from page 1.)

through her actions." Heather's knowledge and personal rapport with the cardiac physicians enables her to follow through on situations that have averted potentially life threatening situations.

"We have a good thing going," Heather conceded while accepting congratulations from cardiologist John Cogan, MD, who said she is "a pleasure to work with—just a delight." Heather said, "I've known the physicians for so many years now that I know I can call them anytime to make sure everything is all right for the patient."

Heather modestly admits to streamlining the discharge instructions and forms to make things easier for everyone. "Now other departments are beginning to do discharge follow-up, and I am happy to be a resource person for them," she said.

"You have to be genuine," Heather confided, "It's not just a one minute call." She has been known to spend upwards of 45 minutes per call and sometimes does personal follow-up. "In Hawai'i we are taught to take care of our elders; it's what we do," she says simply.

Diane Paloma, director of the QHS Native Hawaiian Health Program, shared a

heartfelt letter from a former patient's sister that specifically cited Heather for finding discrepancies that made a difference to his recovery and medical insurance payments. Additionally, the writer commended Heather for "making us feel at ease. We are so grateful Queen's has the discharge follow-up program."

Her mother, Marlene Texeira, marvels that three of her four children ended up in the health care profession. "I have no idea how that happened," she laughed while adding, "Heather was always extremely conscientious. She is very dedicated to Queen's."

Heather had to agree adding, "My job takes a lot of time, but it is very important to me. Between my job and my daughter, there's not much time for anything else. She's reached the age where she is involved in sports and I want to be a part of that."

Queen's," Irene said. "I did call-in work at other hospitals, just to see what it was like, but Queen's is the best—the best working conditions, managers, support, and coworkers. I always felt the most comfortable here. Yes, things change, but one thing that never changed was the people; that's what makes Queen's special. That's why you stay 40 years."

Heather played basketball through high school, is an accomplished hula dancer, and recently got her SCUBA certification. "Family comes first," she asserts, "but I love my job and I enjoy having all of you in my life. This means a lot to me."

Geriatrics Grows Into a New Home

THE GERIATRICS Program was formalized at Queen's in 1999. The program began with one geriatrician, Shari Kogan, MD, and one APRN, Barbara Canaan, who recently retired. Originally housed in the Queen Emma Outpatient Center on QET Ground, the program now has seven geriatricians, four APRNs, and five support staff members to meet the needs of a growing geriatrics population. The geriatricians are: Jessica Barry, MD, Jeremy Chun, MD, Bret Flynn, MD (does house calls), Shari Kogan, MD, Ken Nishino, MD, Eliza-



beth Rhee, MD, and Yukako Tachibana, MD. The APRNs are: Joan Maeshiro, RN, and Mylene Lumanog, RN (house calls); Ashley Rivera, RN, (inpatient); and Jessica Ackerman, RN, (outpatient).

A new space had to be found for the growing program, so they moved to a much larger space at POB III, suite 400. Although the move was done in May, the formal blessing was held recently. Dr. Kogan gives Helen Arakaki, director of Geriatrics and Outpatient Services, and Kathy Miles, admin secretary of Geriatrics, the credit for coordinating the remodeling of the space. "They did it all, from floor to ceiling," she said. Helen noted that Kathy took care of the details, as well as provided her own photographic artwork, which adorns each exam room. The new space boasts a roomy reception and waiting area, and seven exam rooms, each with an exam table specially designed for seniors who may have difficulty getting on top of standard ones. There is also access to electronic medical records in each room.

The Geriatrics Program vision is to "establish a seamless, fully integrated, continuum of care model for the senior community that demonstrates C.A.R.E. Values (Compassion, Aloha, Respect, Excellence)." That means the Geriatric team gives inpatient consults and takes

outpatient visits—house calls, even—and provides information about services available in the community. The goal is to keep patients healthy and avoid inappropriate admissions to Queen's. If patients are kept well, then if they are admitted, the care can be focused. For example, if families have been educated on medical issues and end-of-life discussions have already taken place, then appropriate measures can be done, ensuring that both patients and their families get the care they want.

Most of the Geriatrics Program's patients are referred by the inpatient team of geriatricians. Patients are those who would otherwise not have care when they leave Queen's or can't be cared for by an internist because of complex needs. They are patients who are frail, have dementia, failure to thrive, have mobility disorders, multiple chronic conditions, or a combination of these. "There is no age cutoff," Dr. Kogan emphasized. "It's more a question of medical complexity."

The Geriatrics team is consulted when an inpatient is refusing care, falling, is confused, has too many meds, has chronic diseases, is angry, violent, has a hip fracture, is homeless, or has multiple problems. The Geriatrics tool kit includes family conferences, mental status testing, and thorough physi-

cal exams. Pharmacologic evaluations, functional assessments, focused laboratory testing, and corroboration of a patient's history is also provided. All is done with a multidisciplinary team approach. The steps to getting the situation under control include simplified medication, improved mobility, cleared delirium, stabilized mood, managed behavior, and an educated family, which all lead to a facilitated discharge.

Where appropriate, outpatients are given cognitive testing and a quality-of-life assessment via family meetings. Long-term care planning is discussed, as well as safety, fall prevention, and durable powers of attorney. Medical issues like blood pressure control and rehabilitation are addressed. Dr. Kogan notes that often, seniors can be kept more functional by simplifying and re-prioritizing medical problems based on where they are in life.

Collectively, these measures, which provide a continuum of care, fulfill the mission of the Geriatrics Program: To provide compassionate and comprehensive health care for seniors that will result in the delivery of high quality care in the most appropriate setting. "We anticipate being very busy, quickly," said Dr. Kogan, "but we will do our best to take care of the needs of Queen's senior patients."

By The Way...

THE HOUSEKEEPING Department manager on-duty cell phone number has changed to 691-8395 (x8395); the pager number is *5 8331. The Housekeeping office phone number remains 691-4331 (x4331).

THE RUTH E. BLACK Nursing Scholarship Program will award a \$2,000 scholarship to three Queen's employees enrolled in a BSN nursing degree program. The application deadline is September 21. Contact Linda James at 691-5175 or at lijames@queens.org



Sell:

'98 Honda Civic LX: 4-dr sedan, 5-spd, silver, good cond. \$2,500 obo. **Dining table:** Country style w/6 chairs, almost new cond! \$200 obo. 685-6453 (eves) or 391-1470 (days), lv msg for Bob.

Rent:

Kalihi Valley: Lg 1/1/1, w/d in unit, BBQ patio, ocn/mt/city vw, storage space, 10 min to QMC. Sm pet OK. \$1,100, incl utils/cable. Call/text 221-2381.

Prospect: 1/1/1, guest stalls avail, exterior lanai, cool breezes, ocn & DH vws, nr UH & dwntwn, a/c, newer appl, w/d in unit, quiet & clean. No pets, N/S. Mature long term lessee wanted. Credit check & refs req. \$1,350+tax, incl water/sewer. Call 286-1285 for showing.

Punchbowl/Downtown: Studio, walk to QMC, HPU, Longs, Safeway & bus, full sz fridge, hot plate, w/d, full bathrm. No pets. \$750+utils. Call 723-9522.

Housemate wanted: For 2/1 tastefully furn house. Safe, quiet, beautiful vw, convenient; dbl bed, dressr avail if needed, other furniture neg. No pets, N/S in bldg. \$850+sec dep, incl all utils, basic cable, high spd internet. Call 563-9436.

Kapahulu: 1/1 nr QMC, Waikiki, UH & more. Elec, water & cable incl. Call (808) 391-1739 for more info.

queens.org for more information.

HUMAN RESOURCES IS presenting a series of brown bag pre-retirement workshops on Thursdays from September 15 to October 6. All sessions will be held in the Kamehameha Auditorium from 11:00 am to 12:00 pm; registration is required. How to Apply for Social Security Benefits will be held on September 15; Managing Your 401(k) When You Retire will be held on September 22; QHS Retirement Benefits for Teamsters and Non-Bargaining Employees will be held on September 29; QHS Retirement Benefits for HNA Only will be held on October 6. Class size is limited and will be taken on a first come, first served basis. Register at <http://eww1.queens.org/traindev/reg/retirement.asp>.

DYNAMED TRAINING SESSIONS are open for registration. The training teaches how to use this evidence-based, point-of-care tool. To register, go to the HML Digital Library at www.hml.org and un-

Misc:

Secretarial position wanted: F/PT, great candidate for your dept. Knows Epic, Kronos, Word, types 60-72 wpm, pleasant telephone etiquette. Call x4578.

Party fun: Planning an event? Add excitement w/video games. Eliminate the stress & hassle. We supply all the systems, games, & TVs. Mention ad for discount. Call VG Addict @ 545-7766.

Babysitter: Liliha, reliable, exp, caring & loving, affordable. 2 meals daily. Call 595-6360 for more info.

Zumba: Nr QMC, Tues 6pm, Ballet Hawaii, 777 S. Hotel St, (next to Straub, across fr Police Station). Free parking on roof. \$6/class. kriskamiyazumba@gmail.com or zumbawithkristie.weebly.com.

Hot Hula Fitness: Classes start Mon, 9/19 at Academy of the Pacific, Damon Hall, 6-7pm. T-shirt/tank, shorts, pareau/sarong/lava lava & bare feet (or socks) are all that's needed. Only \$5. Discount if you mention this ad or are a QMC employee. For more info, call (808) 265-1493 or email hfhwithjos@yahoo.com.

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der "Upcoming Workshops" click on Dynamated Training Schedule. Contact HML at library@queens.org or at 691-4300 with any questions. Seating is limited.

JOIN TEAM THE Queen's Walk at the Alzheimer's Association annual walk, to be held on Saturday, September 10 at Ala Moana Beach Park. Walkers who collect donations of \$100 or more will receive a free Alzheimer's Association T-shirt. To pledge, participate, or for more information, go to www.alz.org/walk, click on Hawai'i on the map, and follow the links.

THE SUSAN G. KOMEN Race for the Cure 2011 will be held on Sunday, October 16 at Kapi'olani Park beginning at 7:00 am. Join or donate to Queen's Women's Health and The Queen's Cancer Center team on line at www.KomenHawaii.org. Early registration ends September 6. For more information, call Jenny at 691-7757 or Darlene at 691-8984.

TEMPORARY FOSTER CARE families are needed. Hui Ho'omalua works with the Hawai'i's Department of Human Services to recruit resource families for children in foster care. For more information, call 441-1117 or visit www.pdf.org.

CORRECTION: THE HEALTH Education Body Shaping classes are held on UH Tower, 6th floor, room 618, not at the Women's Health Center.



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- QHS/QMC President **Art Ushijima**
- Publisher **Roy Cameron**
- Editor/Writer **Jason Kimura**
- Assist. Ed./Writer **Glee Stormont**



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