

Kapi'olani Medical Center for Women & Children



Pali Momi Medical Center



Straub Medical Center

Wilcox Medical Center

Nurses comfort. Nurses care. Nurses go above and beyond.

Mahalo to all of Hawai'i Pacific Health's nurses this Nurses Week for helping to create a healthier Hawai'i. Your hard work and dedication inspire us each and every day.

**HAWAI'I
PACIFIC
HEALTH** | KAPI'OLANI
PALI MOMI
STRAUB
WILCOX

CREATING A HEALTHIER HAWAI'I

Caring and Guiding PATIENTS OF ALL AGES

Queen Kapiolani established the Kapiolani Maternity Home in 1890 to ensure the women and children of Hawaii had access to proper, quality health care. More than 130 years later, her vision still inspires and motivates Kapiolani Medical Center for Women & Children's nurses every day.

"Many consider nursing a noble calling; it is also very personal," says Joan Kanemori, vice president of patient services and chief nurse executive. "Our purpose to take care of women and children in Hawaii and the Pacific is what we take pride in and is what we do best."

Donna Yiu is one of Kapiolani's nurses who exemplifies that commitment. She has been with the medical center for more than 30 years. During the pandemic, she was one of the first to volunteer at Kapiolani's COVID-19 drive-thru testing site. She soon became the caring person many asked for by name. When the site opened on March 13, 2020, little was known about COVID-19. As part of Kapiolani's Carter Unit, which cares for children with infectious diseases, Yiu had the expertise and compassionate touch frightened patients needed most. She, along with Marie Francisco and the

other nurses, tested thousands of people ranging in ages from 4 days old to 103 years old. They guided each patient through the process, alleviating anxiety all along the way.

"In the beginning, there was so much anxiety and unknowns about this virus. Donna and Marie knew how to approach families and children to ensure they were as comfortable as they could be during a difficult time," Kanemori says. "With their guidance, we soon had nurses who do not normally work in pediatrics offering to help. They worked outside through humidity, rain and the hot sun dressed

in their full personal protective equipment to serve our community for the past two years."

On March 31, Kapiolani closed its testing and vaccination clinics.

The medical center's staff looks forward to new births, providing exceptional care to more patients and more milestones, including the opening of

the state's first Pediatric Heart Center later this year.

"Nurses want to make a difference in people's lives and are committed to each other and their team to make this happen," Kanemori says.

"This pandemic challenged us to rise to the occasion and I am very proud of the nurses here at Kapiolani."



DONNA YIU, RN

Carter Unit, pediatrics

▶ **How long have you been a nurse?**

33 years

▶ **Why did you become a nurse?**

As I reflect on my career, I realize I didn't choose nursing — nursing chose me. I love to listen and encourage my patients and their families through difficult times. It feels so good to make a difference in someone's life. It's also so wonderful to work alongside my very hardworking fellow nurses who make me want to be the best nurse I can for others.

Erlinda T. Ferrer

*Kapiolani Medical Center for Women & Children
Registered nurse for 40 years*

I became a nurse because I was asked by my aunt, who paid for my schooling, to take up nursing to be able to come to the U.S. Upon graduation from nursing school, I moved to New York on a working visa and worked at Mount Sinai Hospital. After two years, I relocated to Hawaii and have lived here ever since.



PART OF OUR FAMILIES

76%

About 76% of Pali Momi's 358 registered nurses have been there for at least five years.



Mohammad Khalil
Pali Momi ICU
Nurse since 2013

► **Why did you become a nurse?**

I was considering a career as a nurse or a doctor, but ultimately I chose nursing for its flexibility and the ability to be at a patient's bedside. Being there for them, and being able to positively affect their outcomes through skills and critical thinking, compassion and caring has had a tremendous impact on how I view my responsibilities as a nurse.

When families in Central and West Oahu need help, Pali Momi Medical Center's seasoned health care team is there for them. The center's legacy of care began when young physician Dr. Joseph "Joe" Nishimoto opened his practice in Pearl City in 1957. He envisioned a state-of-the-art hospital where people could seek the care they needed close to home. Since Pali Momi opened its doors in 1989, nurses have been an integral part of the patient experience.

"Nurses are the cornerstone of our team at Pali Momi Medical Center," says Robyn Kalahiki, vice president of patient services and chief nurse executive

at Pali Momi. "I am humbled by the dedication of our nurses who show up each and every day to serve the needs of our community."

At Pali Momi, nurses are truly part of the family and many have chosen to call the medical center home for years. About 76% of the center's 358 registered nurses have been there for at least five years. More than 200 — about 58% — have treated, assisted, listened to, cheered on and cared for fathers, mothers, grandparents and children at the community-focused facility for 10 years or more.

Their commitment is reflected in the many accolades given to Pali Momi. In March, the

medical center was recognized with the Certified Perioperative Nurse Strong Designation. This national honor is awarded only when more than half of a hospital's eligible nurses achieve the certified perioperative nurse credentials, acknowledging exceptional patient safety and knowledge of current standards before, during and after surgery — essentially from the moment a person steps into Pali Momi until the day they are discharged to go home.

"Our nursing staff continues to provide award-winning care at every touch point with the patient and the patient's family," Kalahiki says.

Every day, the team efficiently

and empathetically assists people through their medical journeys, many times through services and programs that can only be found in Central and West Oahu at Pali Momi. This includes the region's only Interventional Cardiac Catheterization Unit, as well as comprehensive cancer care and women's centers.

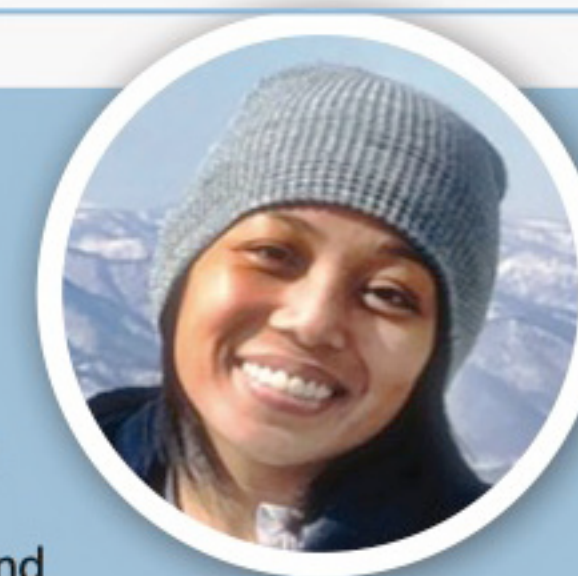
It's these connections they make with people throughout Pali Momi that resonates the most with those who meet them.

"I see our Pali Momi nurses as true heroes for all that they do by demonstrating resiliency, strength and compassion for our patients, community and each other," Kalahiki says.



Jenny Hanish
Pali Momi Medical Center's
emergency department
Emergency nurse for 12 years

I became a nurse because I liked science. Medical school was too long and my dad told me I'd be poor forever if I did graphic design, but also because I liked science and people and my mom was a nurse. She's a warm bowl of sunshine, always sweet and good and always helping and putting others before herself. I think this made me equate being a nurse to being a good person when I was younger.



Joray Witt
Pali Momi Medical Center's
emergency department
Registered nurse for 11 years

When I was a kid, my dad fell off a ladder and sustained an arm laceration. I was automatically hooked to the emergent and fast-paced flow of the emergency room. From that moment, I knew I always wanted to be an ER RN.

A Century of COMPASSIONATE CARE

Straub Medical Center has been setting the standard for medical care in Hawaii since 1921. That is when renowned physician Dr. George F. Straub opened “The Clinic” with a vision to provide top-quality, convenient, patient-centered and specialized care for the whole family under one roof.

Today, that patient-centered care means our primary care physicians, specialists, clinic and hospital nurses, clinicians and staff work together to ensure patients receive the right care at the right time, in the

right place. From the beginning, nurses have been a key part of upholding Straub’s legacy of outstanding patient care and serving the community. Their commitment resonates through the deep relationships with patients in the 159-bed medical center and those who visit Straub’s network of neighborhood clinics throughout the islands.

“In addition to providing exceptional care, nurses make the most personal connections with patients and their families,” says Andrew Moats, vice president of patient services and

chief nurse executive. “We are so proud of the Straub team every time we hear feedback that our nurses consistently go above and beyond to help patients understand their health care, ease their anxieties and make every moment as comfortable as possible.”

Their dedication is reflected in Straub’s recent national awards. In 2022, the medical center was named one of America’s 250 Best Hospitals, placing it in the top 5% of nearly 4,500 hospitals assessed by Healthgrades. This is the third year in a row that Straub is the

TOP 5%

only medical center in Hawaii to earn this distinction.

Healthgrades has also recognized Straub with the Outstanding Patient Experience Award for 13 years in a row. Additional accolades for the medical center include Healthgrades America’s 100 Best Hospitals for Gastrointestinal Care for the past three years, and excellence in cranial neurosurgery, stroke care and pulmonary care.

“Our nurses are dedicated to giving each patient top-quality



Tiffanie Hipa
Straub Medical Center ICU
Nurse since 2006

► **Why did you become a nurse?**

It came naturally to me. I’ve taken care of my grandparents and I always wanted to take care of others.

ity care — from personalized touches, such as celebrating their birthday in the hospital, to making sure they have all the supplies and medication they need to take care of themselves at home,” Moats says. “Our team is innovative, collaborative and compassionate.”

CARING FOR OUR ISLAND COMMUNITY

George Norton Wilcox and Dora Isenberg created a hospital for a plantation town in 1938. Now, their vision that began in a T-shaped, two-story building has grown into Wilcox Health, comprised of Wilcox Medical Center and Kauai Medical Clinic.

The not-for-profit organization offers state-of-the-art facilities for families across the island, but the mission remains the same as it was more than 80 years ago — to provide excellent care for its community.

Wilcox is the largest medical

center on Kauai with a full suite of services offering more than 30 specialties and programs. Its 18-bed emergency department serves as the island's primary stroke center. Wilcox is the only Level III trauma center on Kauai and the first neighbor island medical center to earn that designation.

Kauai Medical Clinic is the island's largest multispecialty medical group, offering primary and specialty care at clinics in Eleele, Kapaa, Koloa and Lihue, as well as an urgent care clinic in Lihue.

In every location, patients receive accessible, quality health care with a personal touch through its nurses.

"Wilcox Health has such an incredible team of nurses and I am so blessed to work along-



side them," says Darla Sabry, vice president of patient services and chief nurse executive for Wilcox.

Sabry began her career as a nurse in the intensive care units

of various hospitals and knows the challenges and joys that come with the job.

"Kauai is a close-knit community where everyone treats and cares for each other like family,

and we take this same approach to patient care," Sabry says. "Our nurses at Wilcox Medical Center and Kauai Medical Clinic represent each and every little pocket

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Glenda Fernandez, RN
Kauai Medical Clinic
16 years as a nurse

When I was younger, I was diagnosed with lupus and was medevaced to Oahu. I felt scared and helpless. The nurses made such a difference in my life and I wanted to do the same. I love caring for people and helping others.

CARING FOR OUR ISLAND COMMUNITY

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of Kauai. They are dedicated, innovative and resilient in finding ways to provide exceptional care every day for patients and each other.”

That passion for people can be felt throughout the system, from those working in Wilcox’s emergency department to those who help welcome new babies in the medical center’s four birthing suites.

“Our nurses get to know their patients and everything about them. They hold their hands, act as sounding boards through difficult times, teach them and their families, and encourage and cheer them throughout their health care journey. They are partners all along the way to creating a healthier Hawaii.”





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