Aloha, and welcome to the June issue of Straub's Physician Enews Brief for medical staff.

This issue will inform medical staff of current news and event listings at our hospital.

Please contact Jonica Caldwell at 522-4050 or jonica.caldwell@straub.net with questions.
Thoughts to Consider

My daughter has been playing basketball for years. She is not a gifted athlete. Even for Hawaii, she’s on the short side. But she is devoted, practices harder than I ever did in high school, and improves with every quarter. The most credible reason for her continued improvement: solid fundamentals.

Players with solid fundamentals are immediately recognizable. And while there are many players with solid fundamentals who do not make it to the championship game, there are few champions who have not mastered the fundamentals through hard work, repetition and sweat.

What are the fundamentals in your practice? I thought I would offer some fundamentals to our medical staff for their consideration.

Patient Interactions
Greeting your patient is fundamental (and some physicians may even know a nickname). Apologize for the wait. Sit with your patient and shelter that moment from the hurry of your clinic. Look them in the eye, particularly if you are typing your note. Ask them how they feel. Invite questions. Be emphatic when it matters, but above all, express your care for your patients, and give them your attention.

Staff Interactions
Greet your staff when you first see them in the morning. Shield them from your irritation at the inanities of modern medicine or demands of patient care. Recognize them if they do something remarkable. Thank them when they do something selfless for your patients or the practice. If there is a snafu, wait until a later and quieter time to discuss how to prevent it from happening again. Say goodbye at the end of the day. Maintain civility, even under the most strenuous conditions.

Colleagues
Start with the assumption that everyone is trying to do the right thing, and that oversight and under-sight account for most disagreements between colleagues. Communicate carefully and thoughtfully. Listen to your colleagues, and if their intent is not clear, clarify it. Return your pages promptly, and when you can’t, explain why when you do speak with them. Answer emails or Epic messages promptly. Avoid brusque introductions: “I’m calling about your patient, Mr. Smith.” Instead, try: “I wonder if you have a minute to help me with a fellow you might remember …”

Epic
Mind your In-Basket promptly and wisely. Complete your progress notes promptly. Add value to the chart by expressing an opinion, and your opinion will be valued. Avoid defensive notes, overly legalistic notes or CYA notes, as they demean you and your profession.

Mastering the fundamentals does not a great physician make, but good fundamentals
mark the starting point for a sound and rewarding clinical practice, and together with raw personal talent achieves a practice that is fulfilling, engaging and sustainable.

Yesterday evening, after finishing her club practice and high school team practice, my daughter went to Manoa Park to shoot 3’s. She may never play college ball, but she is mastering the fundamentals, and that assures me she will thrive in her adult life.

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**Art Gladstone Named New Pali Momi CEO**

The following announcement was made by Hawaii Pacific Health President & CEO Ray Vara on June 24, 2015:

"With Jen Chahanovich's upcoming move to Wilcox Memorial Hospital and Kauai Medical Clinic, Hawaii Pacific Health will be restructuring our senior leadership team.

As part of the restructuring, I am pleased to announce that Art Gladstone will expand his CEO role to include responsibility for both Pali Momi Medical Center and Straub Clinic & Hospital effective July 1, 2015. Given Art’s long history of operational and administrative leadership at both Pali Momi and Straub, he is the ideal executive to oversee both facilities. During his time at Pali Momi, Art held both the vice president operations as well as chief operating officer positions.

In 2004, Art assumed responsibility at Straub as its chief operating officer and was promoted to CEO for Straub in 2013.

Art will also be restructuring his leadership team and will have chief operating officers for Pali Momi and Straub reporting directly to him. He is currently looking at internal candidates for the chief operating officer positions."

Ray Vara
President & CEO

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**Hawaii Pacific Health among Top Organizations in Employee Engagement**

Hawaii Pacific Health has been recognized with the prestigious Gallup Great Workplace Award for the fourth year in a row.

The award recognizes HPH as one of 40 organizations leading the world in employee engagement with winners based in a wide range of countries including Canada, China, India, Indonesia, Netherlands, Singapore, Thailand, the United Arab Emirates, the United Kingdom and the United States.

A team from HPH accepted the award on behalf of our organization earlier this month at the Gallup Workplace Summit in Omaha, Nebraska.
HPH is currently ranked in the 86th percentile when benchmarked to a Gallup database of more than 1.3 million health care employees, and averages nine engaged employees for every one actively disengaged employee, which is five times the rate in the U.S. and more than 16 times the rate for workforces globally.

All of the companies honored with the award are recognized for the business impact achieved by integrating engagement into four areas that Gallup has identified as vital to cultivating a workplace culture of engagement: strategy and leadership, accountability and performance, communication and knowledge management, and development and ongoing learning.

Straub Awarded Advanced Certification for Primary Stroke Center

Straub Clinic & Hospital has earned The Joint Commission’s Gold Seal of Approval® and the American Heart Association/American Stroke Association’s (AHA/ASA) Heart-Check mark for Advanced Certification for Primary Stroke Centers. The Gold Seal of Approval® and the Heart-Check mark represent symbols of quality from their respective organizations.

Straub underwent a rigorous onsite review by Joint Commission experts who evaluated the hospital’s compliance with stroke-related standards and requirements, including program management, the delivery of clinical care and performance improvement.

“Straub Clinic & Hospital is well-known for consistently providing specialized care and access to new technologies and innovative medical practices to the community,” said Straub CEO Art Gladstone. “We are pleased to receive advanced certification from The Joint Commission and the American Heart Association/American Stroke Association and to be recognized for the exceptional stroke care we provide to our patients.”

The Primary Stroke Center certification recognizes centers that follow the best practices for stroke care. Certified primary stroke centers:

- Use a standardized method of delivering care.
- Support patient self-management activities.
- Tailor treatment and intervention to individual needs.
- Promote the flow of patient information across settings and providers, while protecting patient rights, security and privacy.
- Analyze and use standardized performance measure data to continually improve treatment plans.
- Demonstrate their application of and compliance with clinical practice guidelines published by the AHA/ASA or equivalent evidence-based guidelines.

Established in 2003, Advanced Certification for Primary Stroke Centers is awarded for a two-year period to Joint Commission-accredited acute care hospitals. The certification was derived from the Brain Attack Coalition’s “Recommendations for the Establishment of Primary Stroke Centers” (JAMA, 2000) and the “Revised and Updated Recommendations for the Establishment of Primary Stroke Centers” (Stroke, 2011).
Straub Recognized by Healthgrades for Achievements in Patient Safety and Patient Experience

Straub Clinic & Hospital achieved two distinctions of quality excellence from Healthgrades – the Healthgrades 2015 Patient Safety Excellence Award™ and the Healthgrades 2015 Outstanding Patient Experience Award™.

Only 93 out of the 3,558 hospitals evaluated for both patient safety and experience excellence had the superior performance to be recipients of both achievements. This places Straub among the top 2 percent of all hospitals in the nation evaluated for excellent performance in safeguarding patients from serious, potentially preventable complications during their hospital stays, as well as providing a positive experience for patients during their hospital stays.

For the two awards, Healthgrades evaluated patient experience by applying a scoring methodology to 10 patient experience measures data supplied by the HCHAPS survey of patients’ perspectives of their hospital care.

Patient safety was evaluated utilizing claims data from the Centers for Medicaid and Medicare Services, and the application of software and patient safety incidents as defined by the Agency for Healthcare Research and Quality.

Healthgrades is the leading online resource for comprehensive information about physicians and hospitals. For more information about Healthgrades, to download a full copy of the report or to receive information about hospital and physician quality, visit healthgrades.com/quality.

Construction Update

Straub Clinic & Hospital is currently undergoing construction to better improve our health care facility. Scheduled for completion in February 2016, construction will occur in phases and will affect traffic around the facility, particularly along Hotel Street.

The following activities will occur through July 31:

- The parking area by the Straub Emergency Department will be closed.
- Limited access is available only for ambulances and emergency department patient drop-offs.
- Handi-Vans have a designated patient drop-off area on Hotel Street.
- Other vehicles will be diverted to the King Street area entrance. Security staff will be available to assist. Drivers of oversize vehicles should see the valet staff for assistance.

Physicians and employees are advised to take this into account if parking in our parking structure. Patients and visitors are encouraged to arrive early for appointments and to use our valet parking.

Please assist in communicating this information to patients and visitors as you are scheduling appointments. We also are updating our appointment reminder messaging and are actively notifying patients with appointments to provide this information.
We will continue to post updates online on the construction activity and any impact it may have on our operations.

A dedicated construction hotline is available to field questions or concerns from patients and their families. The number is 535-0954.

Thank you for your patience as we work to make improvements to our facility.

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**Healthy Pursuits: A Monthly Patient Enewsletter**

Straub launched a monthly patient enewsletter earlier this year, and we want all employees and physicians to have the opportunity to receive it too.

By subscribing to our patient enewsletter, you will have access to useful health and wellness information to share with your patients. You also can stay informed of the topics patients are interested in learning more about.

You can opt-in via the website link [here](#) to subscribe to receive the enewsletter via your personal email address at home.

We have similar e-newsletters for each HPH hospital that you may also want to receive.

For questions or feedback, please send an email to [straub@healthypursuits.org](mailto:straub@healthypursuits.org).

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**Be Prepared**

Hurricane season began June 1 and will last through November 30.

Please see the 2015 Hurricane Season memos for employees and managers for preparation instructions.

Contact your Safety Officer for questions or more information.

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**Straub Welcomes New Pulmonology Team**

Straub recently hired Dr. Eric Crawley and Dr. Sam Evans to head its new Pulmonary Team.

Their areas of expertise range from the evaluation of common complaints, like chronic cough and shortness of breath, to advanced minimally invasive diagnostic and treatment techniques for lung diseases such as lung cancer, lung infections and severe asthma. Other areas of expertise include the diagnosis and treatment of pulmonary embolism, pulmonary hypertension, interstitial lung disease, bronchiectasis and the assessment of sleep disorders, such as obstruction sleep apnea.

Together, they will work closely with specialists in thoracic medicine.

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Eric A. Crawley, MD, FCCP
surgery, oncology, radiation oncology, cardiology, radiology and other specialties to provide individualized care for each patient.

Crawley and Evans both are board certified in internal medicine, pulmonary medicine and critical care medicine.

Crawley received his Doctor of Medicine degree from Uniformed Services University of the Health Sciences, F. Edward Herbert School of Medicine and completed his internal medicine residency at Tripler Army Medical Center. He completed his pulmonary and critical care medicine fellowship at Walter Reed Army Medical Center.

A member of the Society for Critical Care Medicine and Hawaii Thoracic Society, Crawley also is a fellow of the American College of Chest Physicians.

Evans completed his internal medicine residency and chief residency training at the University of Hawaii, John A. Burns School of Medicine, and completed his fellowship training in pulmonary and critical care medicine at the University of California, Davis.

A fellow of the American College of Chest Physicians and the American College of Physicians, Evans also is a member of the Society for Critical Care Medicine and the American Thoracic Society.

Both physicians have a love for the great outdoors: Crawley enjoys scuba diving, triathlons and waters sports, while Evans is an avid surfer and hiking. They also both share interest in music, especially the guitar.

The Straub Pulmonary Team includes a state-of-the-art Pulmonary Function Laboratory staffed with a team of dedicated and professional respiratory therapists and technicians. Tests available for patients include studies to confirm or exclude asthma, assess for lung inflammation and lung function, and evaluation exercise performance in athletes and patients being considered for lung or heart surgery.

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Exciting News from the JABSOM Primary Care Sports Medicine Fellowship!

*Contributed by Justin Young, MD, Sports Medicine*
Six representatives from JABSOM attended the American Medical Society for Sports Medicine (AMSSM) 2015 annual conference in Hollywood, Florida, this past April.

AMSSM includes members who specialize solely in non-surgical sports medicine and serve as team physicians at the youth level, NCAA, NFL, MLB, NBA, WNBA, MLS and NHL, as well as with Olympic teams.

Highlights from the conference included national speakers, poster presentations and the chance for Hawaii attendees to represent JABSOM in the annual sports medicine fellowship fair.

The following representatives all made the trip to Florida and were active presenters for the conference:

- **Dr. Andrew Nichols**, Sports Medicine Fellowship director
- **Dr. Justin Young**, Sports Medicine faculty, Straub Bone & Joint Clinic
- **Dr. Chris Lynch**, current Sports Medicine Fellow
- **Dr. Linnea Engel**, incoming Sports Medicine Fellow
- **Nikki Castel**, MS3
- **Courtney Kandler**, MS2

In fact, the group from Hawaii had presentations on three of the five days of the conference!

The fellowship fair is an annual display of many different fellowships in the U.S. offering positions for primary care sports medicine.

Dr. Nichols, Dr. Young, Dr. Lynch and Dr. Engel were present to represent JABSOM and the state of Hawaii. There were many interested applicants who visited the booth during the fair.

Thank you to everyone who supported this great academic trip, especially the JABSOM Department of Family Medicine and Community Health, Straub Clinic & Hospital and
Physician Documentation Excellence Award

The Documentation and Coding Team would like to congratulate Dr. Meenakshi Kalathil for receiving the Documentation Excellence Award for April 2015. Dr. Kalathil's documentation in the hospital chart reflects her commitment to providing accurate and clear notes to help tell the patient's "story."

From the Documentation and Coding Team, thank you and congratulations!

Year-to-Date Awardees

- January 2014 – Dr. Steven Glazier
- February 2014 – Dr. Michael Pharaon
- March 2014 – Dr. Mark Grattan
- June 2014 – Dr. Sherry Saito
- September 2014 – Dr. Jeffrey Chung
- January 2015 – Dr. Brian Kim

(Note: Award recognition was changed to quarterly after March 2014)

In The News

Here is a look at some of our physicians and specialists who have been featured in the
news recently:

- **Dr. William Tsushima** – clinical psychologist
  - KITV 4, March 19: Tsushima comments on the incidence of traumatic head injuries in sports, particularly concussions, and the potential effects.
  - See the video – [Hawaii residents talk about head injuries in sports](#)

Straub physicians are also regularly featured in ongoing media spots, including:

- **Dr. Kathy Kozak** – an internist specializing in preventive health, travel medicine, women's health and wellness
  - Hawaii Public Radio, KIPO 89.3. "The Body Show," every Monday at 5 p.m.
    - Listen to it here

- **Straub Physicians**
  - ESPN 1420 AM, "Straub Health & Wellness Radio Show" every Thursday at 1 p.m.

- **Physicians of the Straub Bone & Joint Center**
  - "Timeout for Health" on OC16

All videos can be viewed on our [YouTube channel](#) and cover various topics like proper running techniques, sports injuries, dynamic stretching and more.

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**Upcoming Events**

**CATCH Conference**

Congenital heart disease (CHD) is the most common defect in the United States, occurring in one out of every 110 births.

Currently, there are more than 1 million adults in the U.S. living with congenital heart disease, and this number continues to rise.

To address this growing need, Hawaii Pacific Health will host CATCH: Caring for Adults and Teens with Congenital Heart Disease Aug. 22 at the Hilton Hawaiian Village, Coral Ballroom 1 and 2.

Adolescents and adults with CHD face unique challenges that require a specialized team of clinicians that includes primary care physicians, cardiologists, internists, nurses and other health professionals.

At CATCH, an expert faculty from Hawaii and California will provide a comprehensive overview of research-based, cutting-edge care by medical professionals with special expertise in the complexities of CHD.

By the end of the conference, participants will be able to:

- Identify potential comorbid conditions and complications in adults and teens with CHD.
- Review diagnostic and treatment options for adults and teens with CHD.
HPH is accredited by the Hawaii Medical Association to provide continuing medical education for physicians.

HPH designates this live activity for a maximum of 6.0 AMA PRA Category 1 Credit(s). Physicians should claim only the credit commensurate with the extent of their participation in the activity.

The HPH Continuing Education Department is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation. HPH designates this live activity for a maximum of 6.0 ANNC contact hours.

Early registration by June 30 costs $95 for physicians and $75 other health professionals. Regular registration costs $125 for physicians and $105 other health professionals.

To register, please complete the form found in the brochure here and return to Hawaii Pacific Health Conference Services, or call 522-3469 for more information.

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Welcome New Members and Allied Health Professionals

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<tr>
<th>Name</th>
<th>Specialty</th>
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<td>Mazer R. Ally, MD</td>
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<td>06/09/2015</td>
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<tr>
<td>Fay P. Bagarinoa, MD</td>
<td>Family Medicine</td>
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<td>Elise J. Fulsang, MD</td>
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<td>Donald L. Geil, DO</td>
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<tr>
<td>Kagehito Hayashi, MD</td>
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<td>Ahmar Jafary, DO</td>
<td>Internal Medicine</td>
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<tr>
<td>Arun Pillai, MD</td>
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<td>Michael V. Tubianosa, MD</td>
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<td>Jacqueline A. Woodrum, DO</td>
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<td>Karen C. Yamaguchi, DPM</td>
<td>Podiatry</td>
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Questions? Contact Jonica Caldwell at 522-4050 or jonica.caldwell@straub.net.

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Straub Clinic & Hospital
888 South King St.
Honolulu, HI 96813

The Straub Physician enews brief is produced quarterly to keep the medical staff informed of the latest news at our hospital. This enewsletter replaces the printed version of the Straub Physicians News Bulletin.

Straub is part of the not-for-profit Hawaii Pacific Health network.