Nurses Bring Excellence, Human Touch to Bedside

Many waited with bated breath as the Nursing Awards and Queen Emma Nursing Leadership Award ceremony began. Although only one nurse would be chosen for each category, the words and sentiment of QHS/QMC president Art Ushijima reflected highly on all nurses. “[There have been] changes in health care, [and now] we have amazing technology,” he said, “but through all these years I’ve seen technology change, there is one constant—it’s the people, especially the nurses.” Art went on to tout the importance of the human touch, and that it is what people depend on when they are hurting. “As technology improves, we want to maintain that human element.” Peter Halford, MD, Queen’s chief of staff, added that nurses are the backbone of this organization. “They are the heart and soul, eyes and ears—and,” he added with a smile, “often the brains when the doctors aren’t here.”

Without further adieu, the awardees are as follows:

**Clinical Practice Award**
Dana Yoshikane, RN
Queen Emma Tower 4C SICU

Dana is known for his excellent assessment skills and his ability to pick up on the slightest changes in a patient’s status, often preventing adverse escalation of their condition. He quickly addresses many needs simultaneously, while anticipating and preparing for future needs. Dana is always willing and eager to share knowledge with colleagues, acting as a resource to all. His qualities inspire others.

Dana has assisted the University of Hawai‘i School of Nursing and Dental Hygiene with their critical care course. He continues to volunteer time to student nurses by moderating simulated medical emergencies in their simulation lab.

**Education Award**
Maryline Dolor, RN
Queen Emma Tower 8DH, Ortho

Maryline is a Clinical Ladder IV nurse who regularly precepts new graduate nurses, COOP, and SNI nursing students from the University of Hawai‘i and Kapi‘olani Community College. She has been recognized for outstanding patient care, education, and documentation of complex elective and traumatic surgical patients. Physicians have also noted her leadership and expert care when rounding collaboratively with their patients.

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Nursing Excellence
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As part of Maryline’s ongoing commitment to patient education, she actively participates in providing education to pre-op joint replacement patients and their family members. She is the study coordinator for the IRB-approved nursing research project “A retrospective, descriptive study of total knee replacement surgical site infections at QMC.”

Research/Evidence-Based Practice Award
STEVEN HOBBS, RN, PhD
EMERGENCY DEPARTMENT
Steve pursues and supports nursing research; has been a member of the Nursing Research Council; and is currently the principle investigator on the “Avelox-associated Hypotension” IRB study in the ED. A PhD-prepared RN, he is currently adjunct faculty at Kapi‘olani Community College. Steve mentors ED staff nurses and Clinical Ladder staff with their PI and research projects, and is a great resource to all nurses.

Leadership Award
FLORENCE AGOS, RN, CN IV
QUEEN EMMA TOWER 8DH
Florence always puts the patient first. She is known for her professionalism, accountability, and ability to see the big-picture. Florence is articulate, caring, and very approachable, to name just a few of her many attributes. As a relief charge nurse, Florence exhibits her excellent communication skills. She has been involved in the Failure to Rescue Prevention Committee to decrease medical errors, and promotes patient safety initiatives. Florence provides outstanding leadership and participated in the Evidenced-Based Project, “Peri-operative Hyperglycemia Monitoring and Management as a Preventive Measure to Reduce Surgical Site Infection for Elective Joint Replacement Surgeries.”

Performance Improvement Award
DUSAN STOJINOV, RN, CN IV
OPERATING ROOM
A Queen’s nurse for about six years, Dusan has achieved CN IV status. He is always seeking ways to improve patient safety. One of his big projects was hand-off communication between the OR and the ED, which improved communication and “through-put.” Dusan has also been a member of the hospital-wide Retention Committee, and is currently a member of the CAUTI Team, which is working to standardize the use of Foley catheters and eliminate infections.

Dusan is passionate about making QMC a safer place for patients and families. His positive and easygoing manner lends itself to motivating staff and physicians to participate in improving quality.

Queen Emma Nursing Leadership Award
RENEE LATIMER, RN, Director
QUEEN EMMA NURSING INSTITUTE
This is the 13th annual Queen Emma Nursing Leadership Award, for which the physicians select a nurse leader for their special contributions to Queen’s. Renee has been a great mentor and coach who promotes nursing research to deliver evidence-based nursing practice to patients. She goes above and beyond to help any nurse who would like to conduct performance improvement projects and nursing research. Through the Nursing Research Fellowship, Renee helps QMC nurses become “nurse scientists” who make significant impacts on knowledge development to benefit patients, nurses, and other disciplines. Her contribution to Queen’s shone especially bright during Magnet preparations. Renee provides nurses with encouragement, inspiration, and motivates nurses to want to do better.
Healing Touch Turns 20 at Queen’s

by Hob Osterlund, APRN, MS
Producer/President Health, Humor & Hospitals, Inc.

Healing Touch at The Queen’s Medical Center recently celebrated its twentieth anniversary, leading many folks to wonder just how it all began. Healing Touch is a noninvasive treatment that works with an individual’s own energy field to assist in balancing physical, mental, emotional, and spiritual well being. In 1991, Janet Mentgen, RN, came to Queen’s to teach Hawai’i’s first Level One Healing Touch course. The class filled quickly without any attempt at marketing and before anyone had the advantage of websites or email. Many attendees were QMC nurses, some of whom began integrating their new skills into daily patient care.

Before long, patients and their loved ones began requesting the intervention. At the time, however, there was no centralized number to call and no staff officially assigned to offer Healing Touch (HT). In 1993, a small group of retired nurses from the hospital-based Queen’s School of Nursing Alumni Association suggested that they become official volunteers with the sole focus of providing HT. Thanks to their initial enthusiasm and impact, the volunteer program was launched successfully. It continues today as a key intervention for patients who need pain or anxiety relief or for patients who want pre-op and post-op treatments. There is also a special HT clinic for Queen’s employees, held every Monday and Friday in the QET 7 Ewa conference room with appointments at 3:15, 3:45, and 4:15 pm. (To reserve a session, email HTouch@GroupWise and provide your name, date and time preferred and your contact phone number.)

Healing Touch practitioners operate under the authority of the Pain & Palliative Care Department, much as they have done since the onset. Although some of the key volunteers are nurses, a range of other professionals, including real estate brokers, restaurant owners, Broadway pianists, accountants, architects, teachers, dental hygienists, massage therapists, and even a vice squad cop, have offered years of service. Since the onset, more than 100,000 treatments have been provided to inpatients at Queen’s, free of charge. Outpatients who present for radiation therapy or chemotherapy have also been a key focus of specific practitioners.

In 2008, Queen’s opened the program to include Reiki. Currently, QMC has 20 volunteers in the program, 17 HT providers, two cross-trained in both HT and Reiki, and one who is solely a Reiki practitioner. Some of the practitioners have logged thousands of hours and more than a decade of service. The feeling of being of genuine service, of seeing immediate results with so many of their patients, and of being a central part of a professional clinical team keeps them coming back. Healing Touch is recommended as an intervention virtually every day in Pain & Palliative Care’s morning rounds. Soon after rounds, the practitioners arrive, get their patient list (and their hugs), then hit the nursing units. We are all better off because of them, and offer immense gratitude for their steadfast, flexible, and high-hearted service. We could not have done without them.

Service Awards

May 2011

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 Year Awards

Kathleen Anzelon
Richard Baoas
Rami Braginsky
Irene Castaneda
Jody Diaz
Cherry Gascon
Kari-Lyn Hayashi
Janis Kushimi
Pauline Lum, QDC
Ceslie-Ann Ma’afala
Mertis Manisela
Pomsun Simmons
Roberta Ulibas
Andrea Wilburn
Annette Wong
Malia Young

10 Year Awards

Melanie Albano
Honorata Balinowski
Karen Clarke
Joseph Cortez
Andrew Cuniberti
Marizel Gatioan
Julie Ito
Wendy Johnston
Alexander Nuesca
Judy Seson
Jane Loo
Alice Polendey-Vibangco
Kin Shing Wong

20 Year Awards

Donato Agustin, Jr.
Theresa Baginski
Suzanne Beauvallet
Brad Bransford
Corlis Okimoto
Amy Reg
Lori Ringor, QHS
Herminia Sabado
Susanne Talbot
Jan Akamine
Karen Kumakura-Nishida, QHS
Michael Minuto
Glenn Perry

30 Year Awards

Cindy Kamikawa
Susan Tomimoto

35 Year Awards

Rose Mary Acosta

40 Year Awards

Francine Matsunaga
HERITAGE DAY 2011 will be celebrated on Friday, July 15. This year's commemorative T-shirts will feature a silhouette of the venerable kapok tree from the QMC front lawn. Look for presale fliers in all departments and on GroupWise soon. Prices are $12 presale, $15 at the kiosk.

IT'S NATIONAL BIOMEDICAL/CLINICAL Engineering Appreciation Week. Kevin Kwan, Certified Biomed Equipment Technician (CBET), has been selected as an Extraordinary BMET by AAMI News, the official newsletter of the Association for the Advancement of Medical Instrumentation. Kevin is featured in this month’s issue. AAMI is an alliance of the health care professions that provide essential information on the development and use of medical instrumentation and technology. AAMI News has a mailing list of 6,500 members worldwide. Check it out at www.aami.org/tmcconnect/promoting.html. Kevin is one of a number of CBETs at Queen’s who tested for AAMI certification through the International Certification Commission.

A BLOOD DRIVE will be held on Thursday, May 26, from 7:00 am to 4:00 pm. The Bloodmobile will be parked in the old ER turnaround. Make an appointment by calling 848-4721. Please be sure to bring a current photo ID with your birth date.

GERALD HIATT, MD, passed away suddenly on April 29 at the age of 70. He was an attending physician at Queen’s for 35 years and chief of the Gastroenterology Division from 1997 to 2000. He had great compassion for his family, friends, medicine, and his patients. A celebration of his life will be held at Olivet Baptist Church, 1775 S. Beretania St. on Friday, May 27. The viewing is at 5:00 pm with a service to follow at 6:00 pm.

COMPLIANCE WEEK DAILY prize winners were Elizabeth Tuitele, Patient Service Coordinator, Women’s Health Center; Joseph Cohen, Security Officer; Sandra Jordan, Medical Transcriptionist, Radiology; Kimo Blaisdell, Director, Investments; Toni Gray, Social Work Associate, Kekela Allied Health. Each won a KQHS folding chair, KQHS limited edition T-shirt, and 2-liter bottle of Dr. Pepper. The randomly selected grand prize winner from correct entries for all five days was Heidi Ishii, Social Worker, Queen Emma Clinics, who won a KQHS Folding Chair, KQHS Limited Edition T-shirt, a case of Dr. Pepper, and an Igloo Cooler full of goodies.

THE PRIVACY WEEK contest winners were: Jennifer Takeshita, Imaging Scheduling; Brian Tsuruda, Finance; Kanani Young, GI Services; Ruby Castaneda, Kekela; Robert Green, Information Services. Each winner was awarded a $50 gift card to the Harkness Dining Room.

CORRECTION: The credit for spearheading the QET 10 Certified Lactation Counselor program goes to Silvia Jager-Lo RNC, IBCLC, who organized and planned it.