THE QUEEN’S Medical Center is the first hospital in Hawai‘i to work with MD Anderson Cancer Network®, a program of MD Anderson Cancer Center, to bring world-renowned cancer expertise to cancer patients across the Pacific Basin. The affiliation will give Queen’s health professionals access to best clinical practices, innovative treatment plans, and evidence-based guidelines developed by the country’s No. 1 cancer center, as ranked in the “Best Hospitals” survey published by U.S. News & World Report. The goal is for cancer patients to be cared for by certified Queen’s physicians and be able to stay at home in Hawai‘i with the care teams they know and the support of family and friends.

“MD Anderson Cancer Network has found in The Queen’s Medical Center a member hospital that shares a vision for elevating the standard of quality patient care and advancing innovative medicine,” said Thomas Burke, MD, Executive Vice President, MD Anderson Cancer Network. “This is our first reach into the Pacific Rim, and we are pleased that it is through Queen’s, a distinguished part of Hawai‘i’s culture and history.”

MD Anderson Cancer Network was created to advance MD Anderson’s mission to eliminate cancer by collaborating with community hospitals and health systems nationwide on quality improvement and best practices. Queen’s is one of 12 certified members in the network that reaches across 11 states.

“While exceptional cancer care has always been provided at the Queen’s Cancer Center, this new collaboration with MD Anderson Cancer Network helps to elevate cancer care in our community by providing patients with the benefits of international expertise previously only available out of state,” said QMC President Art Ushijima.

“The Queen’s Medical Center is com-
Queen’s-MD Anderson Affiliation

(Continued from page 1.)

mitted to being the leader in the fight against cancer,” said Darlena Chadwick, RN, Vice President of Patient Care. “By providing the best cancer care services locally and enhancing it with the expertise and innovative guidelines of MD Anderson, we are advancing the level of cancer care delivered in Hawai‘i. With this ground-breaking collaboration, Queen’s extends and expands on its own nationally recognized cancer program.”

According to the American Cancer Society, more than 6,700 Hawai‘i residents will be diagnosed with cancer, and more than 2,400 people will lose their lives to cancer in Hawai‘i this year.

“The peer-to-peer program makes it easier than ever for Queen’s physicians to collaborate on patient care with MD Anderson experts, some of the nation’s top cancer care physicians,” said Paul Morris, MD, Chairman of the Queen’s Cancer Committee and Co-Principal Investigator of the National Cancer Institute’s Community Oncology Research Project (NCORP) for Hawai‘i. “Access to evidence-based, disease-specific guidelines for cancer treatment, prevention, early detection, and follow-up care developed by national leaders in cancer care puts our patients first. This national access, matched with our established excellence in cancer care, serves to further improve the likelihood of positive outcomes for our cancer patients, right here at home.”

“Oncology is such a dynamic disease; changes occur all the time. With these changes, you need institutions that are on the cutting edge of progress,” said Clayton Chong, MD, QMC Chief of Oncology. “In order to deliver that kind of care, we have to be willing to learn from the leading experts in cancer care and be able to apply that harmoniously to the unique way that the people of Hawai‘i approach medicine. This collaboration increases the competency of all involved in care delivery, and is a quality and safety improvement for our institution and patients.”

The Queen’s Cancer Center, which opened in the fall of 2007, is a comprehensive, multidisciplinary cancer treatment and research center in Hawai‘i. It is the state’s premier cancer treatment facility, ranking among the best of its kind in the nation. It is designed to provide the highest quality cancer care available in the world, right here in Hawai‘i. The Queen’s Cancer Center recently received the Outstanding Achievement Award from the Commission on Cancer of the American College of Surgeons, which recognizes the exceptional level of cancer care provided to the community. Queen’s is one of a select group of 75 currently accredited and newly accredited cancer programs across the U.S., and the only hospital in Hawai‘i to receive this honor.

Art Ushijima; Clayton Chong, MD; Melanie Wong, VP of Strategy & Business Development, MD Anderson Physicians Network; Tom Burke, MD, EVP, MD Anderson Cancer Network; and Darlena Chadwick, VP of Patient Care.

Everyone attending one of the announcements was invited to sign the banner.

Paul Morris, MD

Clayton Chong, MD

#endcancer

MD ANDERSON CANCER NETWORK CERTIFIED PHYSICIANS

Medical Oncology
Jared Acoba, MD
Michael Castro, MD
Clayton Chong, MD
Jon Fukumoto, MD
Carl Higuchi, MD
Kaye Kawahara, MD
William Loui, MD
Michelle Miyashiro, MD
Ryon Nakasone, MD
Melvin Palalay, MD
Kenneth Sumida, MD
David Tamura, MD

Radiation Oncology
P-Chu Christina Liu, MD
Gene Liu, MD
Scott Moon, MD
Stuart Tsoi, MD

Surgical Oncology
Kathleen Mah, MD
George Lisehora, MD
Paul Morris, MD
David Wei, MD

Gynecologic Oncology
Robert Kim, MD
Gordon Nakano, MD
Keith Terada, MD
"THE PATIENTS FIRST PLEDGE supports the mission," said QHS/QMC President Art Ushijima at the inaugural promise rally held at QMC-Punchbowl on Friday, September 11. Soon, rallies will come to every QHS company so everyone has the opportunity to renew their commitment to patient safety. "We’re saying that we’re united—it’s how we translate the mission in a personal way everyday," Art urged.

Erick Itoman, MD, shared a harrowing tale of experiencing shallow water blackout while free diving off of O‘ahu’s North Shore. “It is an absolute miracle that I am alive today, and that I have no brain damage. I was literally dead. But I am here today because everyone along the way made the right decision. It’s a choice to do the right thing, and we need everyone to dive in, to make the right choice every day. It made all the difference for me.”

Leslie Chun, MD, Queen’s Chief Quality Officer, recalled when he was a young doctor on the mainland and found it difficult to speak up and question a patient’s medication. A program like this might have given him more confidence. “We all have stories; I believe they are powerful and that it’s important for us to share them,” he said.

Everyone then officially took the Patients First Pledge, received an enameled pin or badge pull, and signed the commitment boards. When doctors, nurses, staff, and patients put their hands together to say the Pledge, they promised to patients that they will:

1. Treat them as if they’re a member of my ‘ohana, my family.
2. Work together as one team. This means using words that build each other up; listening and learning; speaking up when things don’t seem right, even if it feels uncomfortable.

3. Hold myself and each other accountable to provide the best care possible. It’s our kuleana, our responsibility.

This happened over and over, with cheering, high fives, and hugging. As of this writing, over 2,000 people at QMC Punchbowl have signed the Pledge, with events across QHS still to follow. Others have asked for department pledge sessions. Pledges were also taken during lunch in the Harkness Kiosk on Monday and Tuesday, September 14 and 15. Departments should email Kim Holliday at kholliday@queens.org to schedule a time to take the pledge together.

Taking the Patients First Pledge is systemwide, and similar pledge events will be held soon at all QHS companies (see box).
Final Preparation for ICD-10

THE QUEEN’S Health Systems (QHS) is making final preparations for the transition from the ninth revision of International Classification of Diseases (ICD-9) to the tenth revision (ICD-10), federally mandated to be implemented on October 1, 2015. ICD-10 is a code set that defines diseases, signs, symptoms, abnormal findings, complaints, social circumstances, and external causes of injuries and diseases. With less than two weeks from the go-live date, the QHS ICD-10 project team has provided the tools below to help providers and staff with the transition.

**ICD-10 Resources**

**Available ICD-10 Electronic Health Record (EHR) demos and webinars:**

**E-Clinical Demo**
9/8 demo completed. To schedule a future demo, contact Denis Salle at denis@ec3hawaii.com.

**ProVation**
Complete the following instructions to view the webinar:
- Visit the ProVation Portal at https://www.provationmedical.com/customers.
- Create an account, which will be approved within two business days.
- Once access has been granted to the portal, click on ProVation MD and MultiCaregiver in the menu on the left side of the page.
- Select Training Videos.
- Under ProVation MD Tutorials, select ICD-10 Coding.

**Centricity**
Email Tania Morimoto at tteruya@queens.org for more information.

**Allscripts**
- Visit the Allscripts portal: https://ceplive.allscripts.com/adfs/ls/.
- Create an account to access the ICD-10 Allscripts quick guide.

**ICD-10 Portal**
The QHS ICD-10 portal can be accessed from the Queen’s Intranet or through EPIC weblinks. The portal contains links to payer ICD-10 webinars by specialty, clinical documentation improvement (CDI) slides, link to ICD-10 code mappers, and much more. The ICD-10 portal is a one-stop shop for information and resources.

**ICD-10 Education**
ICD-10 education has been provided throughout the organization and community. Education typically covers 15 minutes of ICD-10 resources and 15-30 minutes of clinical documentation improvement (CDI); however, education can be specifically tailored to a department's workflow. To request ICD-10 education, please email Tania Morimoto at tteruya@queens.org. You can also request a list of education that has been completed.

**ICD-10 Command Center**
The ICD-10 Command Center will be available to help with the transition. All staff and providers can log issues directly related to ICD-10 implementation through three different avenues:

1. **Call the HELP DESK at 691-4357.**
2. **ICD10@queens.org:** Issues will be logged and triaged in the order they are received. Please provide a print screen of the issue you are encountering.
3. **Visit the physical ICD-10 Command Center (Nalani I Command Center) or call the Command Center hotline at 691-8850.** For emergencies, call the Help Desk at 691-4357.

The physical ICD-10 Command Center will be available on October 1-2, 5-9, and 13-16 from 7:30 am – 5:00 pm. Hours are subject to change without notice in the case of an emergency, in which case, the ICD-10 Command Center must be broken down and all physical materials removed immediately. On 10/19/15, the ICD-10 Command Center will become 100% virtual and all issues must be logged via the Help Desk or via email at ICD10@queens.org.

For emergency situations, please call the HELP DESK (ext. 4357; offshore 691-4357). After hours and weekend ICD-10 issues must also be logged through the HELP DESK or by emailing ICD10@queens.org. Issues will be logged and triaged in the order they are received.

**By the Way**

CORRECTION: The caption on page 2 should read Christopher Klem, MD, Whitney Limm, and Daniel Alam, MD. Our sincere apologies for the error.

NANCY KIM, RN, an icon of the Queen’s ‘ohana and a friend to all who has passed away. Nancy has touched the lives of countless people over 60 years in health care, from her days at The Queen’s Hospital School of Nursing, to nearly 50 years as a Queen’s nurse, and almost 12 years as a Queen’s volunteer. She will be greatly missed. Services will be held on Monday, September 28 at Hosoi Garden Mortuary at 30 N. Kuakini Street. Visitation will begin at 5:00 pm with the service to follow at 6:00 pm.

THE KAMEHAMEHA LOUNGE will not be available for reservations through December 31, 2015. Employees displaced due to recent flooding will be using the space until their offices can be repaired. If you have an existing reservation, please call Harvey Mendoza (x5115) or Erin Tanaka (x5114) and they will assist you in relocating your meeting. We sincerely apologize for this inconvenience.

A NEW ERA in the Fight Against Cancer, a free Speaking of Health community lecture, will be held on Wednesday, September 30, from 6:00 - 7:00 pm at the Queen’s Conference Center. Join Paul Morris, MD, Clayton Chong, MD, and Melvin Paul Palalay, MD, as they explain Queen’s exciting new affiliation with the MD Anderson Cancer Network, and how best practices, national expertise, and treatment guidelines will benefit those impacted by cancer. Register online at www.queensmedialcenter.org/health-lectures or call the Queen’s Referral Line at 691-7117.

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The Queen’s Health Systems consists of The Queen’s Medical Center, The Queen’s Medical Center – West O‘ahu, The Queen’s Health Care Centers, Queen Emma Land Company, Queen’s Development Corporation, Queen’s Insurance Exchange, Inc., Molokai General Hospital and North Hawai‘i Community Hospital, and has ownership interests in CareResource Hawai‘i, Hamamatsu/Queen’s PET Imaging Center, and Diagnostic Laboratory Services, Inc.