

Windward

Adventist Health
Castle

HEALTH

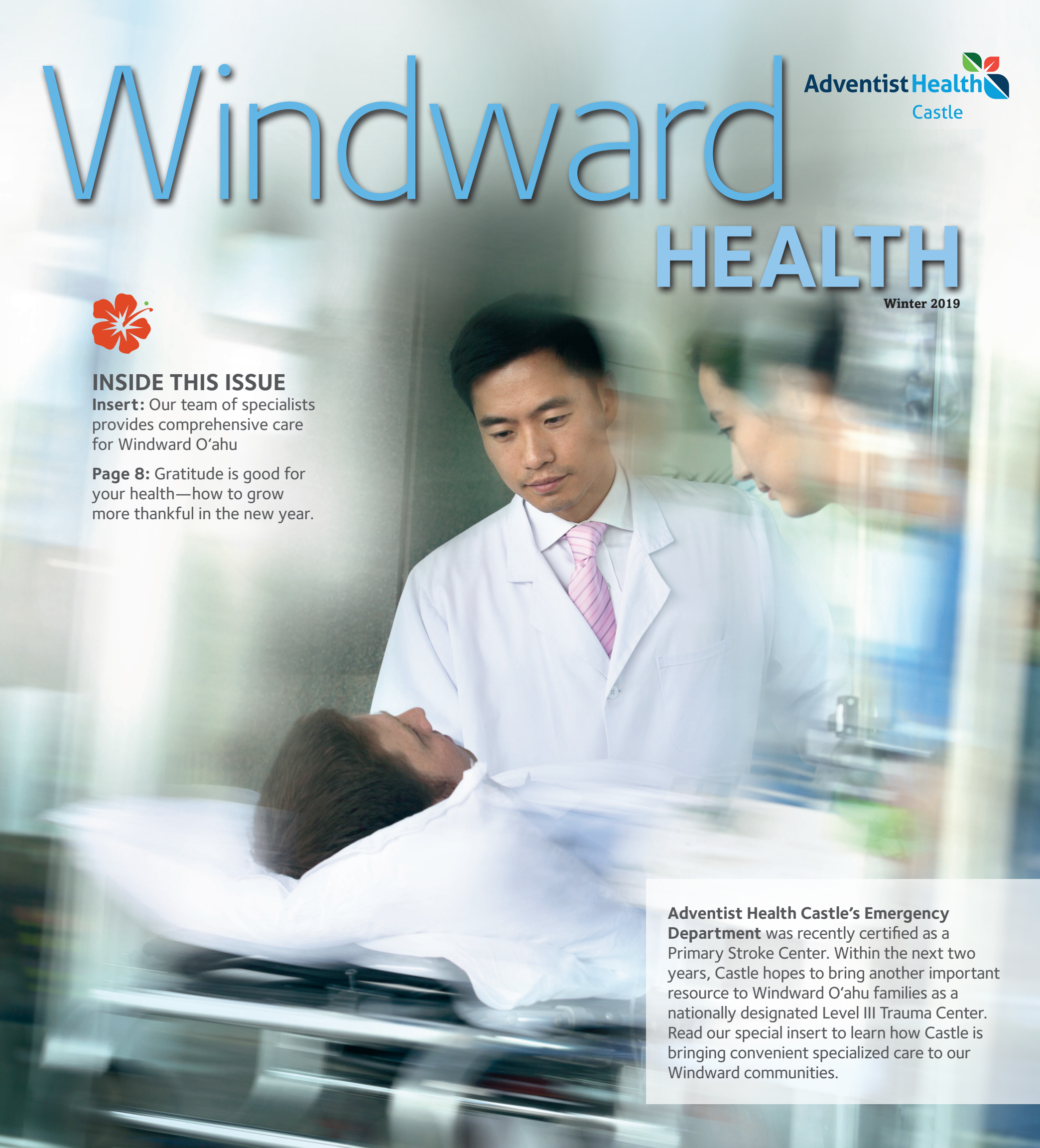
Winter 2019



INSIDE THIS ISSUE

Insert: Our team of specialists provides comprehensive care for Windward O'ahu

Page 8: Gratitude is good for your health—how to grow more thankful in the new year.

A photograph of a male doctor in a white lab coat and a pink striped tie, looking down at a patient lying on a gurney. A female medical professional is partially visible in the background, also looking at the patient. The setting is a hospital emergency department.

Adventist Health Castle's Emergency Department was recently certified as a Primary Stroke Center. Within the next two years, Castle hopes to bring another important resource to Windward O'ahu families as a nationally designated Level III Trauma Center. Read our special insert to learn how Castle is bringing convenient specialized care to our Windward communities.

Community connections

2018 I Love Kailua Town Party
Adventist Health Castle presented a Health and Wellness Fair at the annual I Love Kailua Town Party on April 29 in Kailua town. The I Love Kailua Town Party benefits the Lani-Kailua Outdoor Circle's beautification projects and is the largest street fair on Windward O'ahu. Castle's Health and Wellness Fair included an "Ask A Doctor" booth and interactive educational booths featuring the medical center's specialists and services.



72nd Kailua Independence Day Parade

More than 60 associates and their families and friends were part of Castle's entry in the 72nd Kailua Independence Day Parade. Castle's float was themed around its 2017 Malcom Baldrige National Quality Award. The crowd especially enjoyed the giveaways handed out by our parade volunteers.

2018 RIMPAC exercise

On July 12, Castle participated in the biennial Rim of the Pacific exercise that most O'ahu hospitals participate in. Hospitals receive "casualties" to

practice military integration with civil organizations. Castle received a record 37 "casualties," 25 arriving from Ford Island.

Over the course of about 40 minutes, all the "injured" were brought to the hospital to overload the system and test our response. The setup was smooth, initial briefings were well-organized, and the strategies were cleanly executed. Castle received the most "casualties" in the state.

Outdoor Circle 2018 Beautification Award

The Lani-Kailua Outdoor Circle presented Adventist Health Castle with its 2018 Beautification Award for landscaping, in particular the Hau trellis over the walkway to the medical center's front entrance. The award was presented at this year's I Love Kailua Town Party by Outdoor Circle President Steve Mechler (far left) to AH Castle's Heidar Thordarson, finance executive; Joel Pedrina, facilities supervisor; and Richard Kirchner, facilities director.



Achievements

AH Castle awarded Studer Group Excellence in Patient Care Award for Physician Engagement

Adventist Health Castle has been awarded a 2018 Excellence in Patient Care Award by Studer Group, a Huron solution. Specifically, AH Castle was recognized for achieving high physician engagement scores or significant rates of improvement in 2017. Excellence in Patient Care Awards are presented annually to a select group of organizations from Huron and Studer Group's partner base. To be eligible for an award, an organization must demonstrate outstanding performance and achievement in areas such as patient care and employee and physician engagement.



Roger Palmer, MD, accepts Castle's Award for Excellence in Physician Engagement from Debbie Ritchie, president of Studer Group.



35th Annual Healthcare Advertising Awards

AH Castle recently received six awards in the 35th annual Healthcare Advertising Awards.

Gold awards were given to 360 entries, silver awards to 317 entries and bronze awards to 280 entries. Castle won:

- Two Silver Awards for: Castle MD Fall 2017 Internal Publication and Community Tree Lighting (Event).
- Bronze Award/Advertisement Online: Together Inspired Banner.
- Three Awards of Merit for: *Windward Health* Winter 2018 (External Communications); 2017 Annual Giving Report (Annual Report); and Adventist Health Brand Launch (Event).

2018 Aster Awards

AH Castle was honored with five national Aster Awards. All



entries compete against health care organizations across the country and are judged on creativity, layout, design, typography, production, knowledge transfer and overall quality. Castle received:

- Gold Award: Together Inspired Banner (Photo/Illustration-Single).
- Three Silver Awards: Hospital Week and Rebranding Recap (Special Video Production); December 2017 *Ulupono Magazine* (Newsletter/Internal); and *Windward Health* 2018 (Newsletter/External-Series).
- Bronze Award: 2017 Malcom Baldrige Winner (TV/Video Advertising-Single).



2018 eHealthcare Leadership Awards

The eHealthcare Leadership Award program recognizes the very best websites and digital communications of health care organizations (both large and small), online health companies, pharmaceutical/medical equipment firms, agencies/suppliers, and business improvement initiatives. AH Castle received:

- Platinum Award: Patient Orientation Video (Best Rich Media).
- Silver Award: Castle 'Ohana Video (Best Rich Media).

Emergency care

CLOSE TO HOME

Brandee Black, MD, orthopaedic surgery and sports medicine, and Darin Wright, MD, otolaryngology and pediatric otolaryngology, are two of the newest specialists at Adventist Health Castle. Meet more of our many specialized physicians inside the insert.

Emergency care

CLOSE TO HOME

BY MELE POCHEREVA

THE EMERGENCY DEPARTMENT

at Adventist Health Castle receives more than 33,000 patient visits each year. That number's rising steadily as Windward O'ahu's population swells.

Better care is built in

To better serve this vital and growing community need, Castle completed an extensive \$7.5 million renovation of the Emergency Department (ED) in 2016. We increased capacity by 50 percent and reconfigured the expanded space to allow for more efficient workflow and technology upgrades. The number of emergency beds grew from 18 to 25. New beds include specialty rooms for cardiac, OB-GYN and eye emergencies; a

dedicated trauma bay; and a stand-alone behavioral health area with three rooms—all of which are equipped with state-of-the-art medical technology. And the ED's negative pressure room allows patients with contagious respiratory infections or contamination by dangerous substances to be safely isolated and treated.

At the heart of the department is a team of board-certified emergency physicians who provide 24-hour coverage and a highly qualified nursing staff, whose minimum professional requirements include certifications in stroke care, advanced life support and pediatric advanced life support. With specialty physicians on call, Windward residents are in good

hands when they arrive at Castle's ED.

The pursuit of excellence is one of Castle's core values, along with respect, integrity and compassion.

Dianna Motley, RN, BSN, MHRM, manager of Castle's Emergency Department, has more than 14 years of experience working in emergency departments and trauma centers but has never seen any other hospital put quality at the forefront of care like Castle does.

"We are constantly working on improvements," Motley says. "Even though our department exceeds national standards and benchmarks in so many areas, we always strive to do better. That's what I love about Castle!"

Fast care

A significant part of a patient's ED experience is the time it takes to receive care. In 2017, Castle's ED had shorter wait times in two out of three categories, compared to national averages. The department also prides



itself on having the best "door-to-doctor" time in the state, and an overall patient satisfaction ranking in the nation's top quartile.

Filling a need for trauma care

WITHIN THE NEXT TWO YEARS,

Adventist Health Castle hopes to bring an important resource to Windward O'ahu families as a nationally designated Level III Trauma Center.

With the growing number of trauma patients arriving at the Emergency Department in recent years, such a designation enables Castle to add personnel and facilities to care for more such patients, explains Sarah Janoian, BSN, RN, CNOR, Castle's new trauma program coordinator.

"Rather than having to transport critically injured patients to a trauma facility in town, such a facility in Windward O'ahu would enable us to provide patients a

higher level of care within their own community—and hopefully benefit patient outcomes—while relieving some of the trauma patient overload at other hospitals," says Janoian. "It also will be more convenient for patients' families to be involved in the care, closer to home."

Castle began a feasibility study with the state of Hawai'i over a year ago, working with a consultant who helps hospitals become trauma-designated facilities.

"There are many people helping in this endeavor, and many more will join in the month ahead," Janoian says. From physicians and nursing staff to quality assurance, facilities and financial management, all are working toward the common goal to deliver safe, evidence-based, quality care to Windward O'ahu trauma patients.

Meet Martti, a multilingual master

Communication between a patient and his or her medical team is an important part of patient care and positive outcomes. In an emergency, when time is of the essence, bridging a language gap takes on additional urgency.

Hawai'i's multiethnic culture and growing immigrant population with limited English language proficiency make Martti an essential resource for Adventist Health Castle and its patients. Martti—My Accessible Real-Time Trusted Interpreter—is a two-way interpretation service designed for the health care industry. At the push of a button, patients have on-demand access to a network of certified medical interpreters and more than 250 languages, including American sign language, to assist them.

That means patients can be seen and treated without additional wait times due to language barriers. And they can be more at ease knowing their medical needs are understood.



O'AHU'S NEWEST PRIMARY STROKE CENTER

When every minute matters

TIME IS CRUCIAL for stroke patients, who risk severe disability if not treated promptly. Adventist Health Castle's response measures for stroke patients are in the top decile in the country.

"The moment a patient with stroke or stroke-like symptoms arrives at the Emergency Department, one of our physicians makes an immediate assessment before the patient is taken for a CT scan to determine what type of stroke has occurred," Dianna Motley, RN, BSN, MHRM, manager of Castle's Emergency Department (ED), explains. "The goal is to get patients in for a scan within the first 15 minutes of arrival, but we usually have it done within five minutes. Time means brain tissue in a stroke patient, so we count every minute."

All of the department's nursing staff are NIHSS-certified,

meaning they are trained to assess patients' symptoms—and track any changes—according to the National Institutes of Health Stroke Scale.



Measurable excellence

The ED's recent certification as a Primary Stroke Center is a significant accomplishment for Castle and a testament to the high standard of care that stroke patients receive.

Certification requires a thorough assessment by The Joint

Commission, the national health care accreditation organization that examines policies, procedures and outcomes—a rigorous process that takes place over several days.

"Typically, certification isn't earned on the first try," Motley notes. "You can imagine how proud we were to be certified after one visit from The Joint Commission's representative. She told us that she has never had such a good first-time survey."

While Castle's proven excellence in stroke care is a valuable community resource, Motley underlines the important role of patients and their families in taking action at the first sign of a stroke, even if the symptoms are mild.

"The biggest error is waiting to seek treatment," she says. Lost time can mean lost brain tissue, so it's important to call an ambulance right away so that appropriate treatment isn't delayed. Patients often can have 100 percent resolution, even after a devastating stroke."

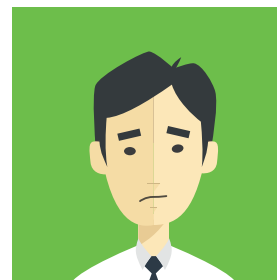
FAST—a useful 4-letter word

If you are going to receive a clot-dissolving drug or other therapy, you must get to a hospital quickly so a doctor can treat you within a few hours after symptoms begin.

Adventist Health Castle's emergency staff can administer tests to diagnose the stroke or other medical problem that caused your symptoms.

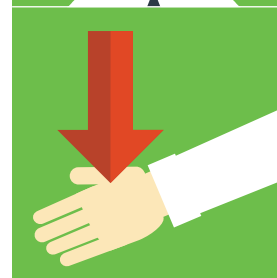
FACE

Does one side of the face droop? Is it numb? Can you smile? Is the smile uneven?



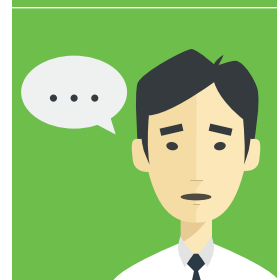
ARM

Is one arm weak or numb? Try to raise both arms. Does one arm drift downward?



SPEECH

Can you correctly repeat a simple sentence? Is it slurred or hard to understand?



TIME

Call 911 immediately, even if the signs go away. Note the time when the first signs appeared. It will help with treatment options.



Other stroke signs

Sudden numbness or weakness of a leg.

Sudden confusion or trouble understanding.

Sudden trouble seeing in one or both eyes.

Sudden trouble walking, dizziness, or loss of balance or coordination.

Sudden severe headache with no known cause.

If you think you or someone else is having a stroke, it's essential to call 911.

Source: American Stroke Association



SPECIALTY CARE

Comprehensive care for Windward O'ahu

Cardiology/cardiovascular disease

Thanks to Adventist Health's multimillion-dollar investment in cardiopulmonary diagnostic and treatment facilities, Windward O'ahu residents can rest easier knowing that comprehensive heart care is available close to home, 24/7, 365 days a year.

"From our state-of-the-art hybrid cath lab to advanced procedures that include open-heart surgery, Castle is on par with every other health care facility in the Islands," notes Sonny Wong, MD, FACC, who chairs Castle's Cardiovascular Section.

In addition, every member of Castle's ICU team completes the specialized training required for complex

heart surgery and postoperative care, according to Annette Patellos, director of Cardiovascular Services.

The board-certified physicians on Castle's cardiovascular team provide a comprehensive scope of medical services. They are backed by highly skilled nurses and technicians who are as passionate about patient care as the doctors.

Otolaryngology

The otolaryngology specialists at Castle diagnose and treat a broad range of ear, nose and throat (ENT) conditions in both adults and children.

They also work with other clinicians, like speech pathologists and audiologists, to ensure a complete continuum of care.

Orthopedic specialists

The highly trained surgeons of Castle's Joint and Spine Center complement Castle's well-established joint replacement services. This year, the medical center was the first in Hawai'i to introduce NAVIO, the next generation of robotics-assisted systems for knee replacement.

"Health care technology advances quite rapidly, so we are always looking at innovation and how we can best serve our patients," says Suzanne Asaro, MPT, MBA, the director of Castle's Joint and Spine Center.

Minimally invasive spine surgery

With the addition of neurosurgeon William Beringer, DO, Castle now offers the most comprehensive minimally

invasive spine surgery program in the state. The technique reduces unnecessary injury to surrounding bone, ligaments, skin and nervous tissue so patients can rehabilitate faster with less pain.

We can treat degenerative disk disease, disk herniation, spinal stenosis, spondylosis and spinal compression fractures. Dr. Beringer also provides neurosurgical treatment options for bleeding in the brain, brain tumors and Parkinson's disease (deep brain stimulation).

Heart care specialists



Albert Ing, MD

Cardiology, cardiovascular disease
46-001 Kamehameha Highway, Suite 202,
Kaneohe
200-7044



Henry W. Louie, MD

Cardiothoracic surgery, cardiac surgery,
thoracic surgery
642 Ulukahiki St., Suite 211, Kailua
531-3311



Maria A. Markarian, DO

Interventional cardiology, cardiology
25 Maluniu Ave., Suite 201, Kailua
439-8450



Sonny J.H. Wong, MD

Cardiology, cardiovascular and vascular
disease
25 Maluniu Ave., Suite. 202, Kailua
261-2441



Michael Yick Tim Yee, MD

Interventional cardiology, cardiology
642 Ulukahiki St., Suite 205, Kailua
261-0765

Otolaryngology specialists



Linda D. Chiu, MD

Otolaryngology, pediatric otolaryngology,
facial plastic surgery
407 Uluniu St., Suite 212, Kailua
261-1758



Raymond Fodor, MD

Otolaryngology
970 N. Kalaheo Ave., Suite A323, Kailua
254-3011



Darin L. Wright, MD

Otolaryngology, Pediatric Otolaryngology
642 Ulukahiki St., Suite 103, Kailua
263-5174

Joint and Spine Center specialists



Brandee Black, MD

Orthopaedic surgery, sports medicine
30 Aulike St., Suite 201, Kailua
261-4658



Thomas Christian Keller, MD

Orthopaedic sports medicine, orthopaedic
surgery, orthopaedics
30 Aulike St., Suite 201, Kailua
261-4658



Christian K. Kikuchi, MD

Orthopaedic surgery, foot and ankle
orthopaedics
Orthopedic Associates of Hawai'i
642 Ulukahiki St., Suite 103, Kailua
263-5174



Robert Medoff, MD

Orthopaedics
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261-4658



Linda J. Rasmussen, MD

Orthopaedic surgery, orthopaedics
30 Aulike St., Suite 201, Kailua
261-4658



Sara Mari Sakamoto, MD

Orthopaedic surgery, orthopaedics,
hand surgery
30 Aulike St., Suite 201, Kailua
261-4658

Spine specialist



William Beringer, DO

Neurological surgery, orthopaedic spine
surgery, spinal cord injury medicine
642 Ulukahiki St., Suite 317, Kailua
261-4476



TAKE TIME FOR YOUR HEALTH events calendar



Take time for yourself with Adventist Health Castle's health programs. We invite you to register for a health-promoting class or seminar or call for a physician referral. Call **263-5400**, or visit our website at adventisthealthcastle.org and click on "Classes and Events."

Facebook: [castlewellnesshawaii](https://www.facebook.com/castlewellnesshawaii)

Twitter: [@808wellness](https://twitter.com/@808wellness)

sign up online

adventisthealthcastle.org

Instagram: [@castlewellnesshawaii](https://www.instagram.com/castlewellnesshawaii)

FAMILY

Take a tour of the birth center, or sign up for classes:

- Giving Birth at Castle. • Lamaze.
- The Bradley Method. • Infant Safety.
- General Newborn Care.
- Breastfeeding. • Car Seat Safety.
- Healthy Pregnancy.

Visit adventisthealthcastle.org or call **263-5400** for dates and registration.



MASSAGE

Relax and rejuvenate! Standard rate: \$15 per 15 minutes or \$30 per 30 minutes. Punch card: 75-minute massages for \$68. Gift Certificates available.

To schedule your massage, please call the Wellness Center at **263-5050**. Castle Wellness Center is equipped with two licensed massage therapists, Violet and Carolyn. Massages are available during the day Monday through Thursday, and every other Friday.



EAT WELL FOR LIFE

Fourth Thursday of each month, 6 to 7:15 p.m.

\$12/class per person

AH Castle Wellness & Lifestyle Medicine Center Auditorium

All classes are vegan and are demonstration-style. Generous samples and written recipes are provided. *This is a group food demonstration and food allergies are not accommodated.*

Registration one week prior to class and prepayment are required. No refunds. Maximum capacity is 40 participants. Call **263-5050** to register.

**Jan. 24
Indian Tikka Masala**
Chef Edgar Edge

This dish is served with a slightly spicy cilantro chutney, garlic naan that you can make at home and light basmati rice. Chef Edgar Edge is the director of Retail Food Services at Castle.



**Feb. 28
Asian Fusion Fun**
Lynette Lo Tom

Lynette Lo Tom, food writer for the Honolulu Star-Advertiser, demonstrates four delicious recipes from her two cookbooks *A Chinese Kitchen* and *Back in the Day*.



**March 28
Eating Sustainably:
Wonderful Dishes
With Ulu**

Chef Hannah Vernon
Experience how to cook ulu (breadfruit) to make delicious Parmesan, pizza dough, poke and more. Enjoy the wonders of ulu, gluten free and vegan, plus wellness tips. Hannah Vernon is the founder and head chef of Homecooked with Love, LLC, a sustainable catering and weekly meal prep business on O'ahu.



SUPPORT GROUPS

Free and open to the public. Call **263-5050** or visit adventisthealthcastle.org for details:

- Alzheimer's Caregivers. • Hospice Hawai'i.
- Mama Hui. • NAMI. • Parkinson's Disease.
- Pulmonary Fibrosis. • Aloha Kidney.

WEIGHT LOSS

Weight-Loss Surgery Seminars

Sessions are held in the Castle Wellness Center Auditorium unless otherwise noted.

- Wednesday, Jan. 16, 6:30 to 8 p.m.
- Wednesday, Feb. 13, 6:30 to 8 p.m.
- Wednesday, March 20, 6:30 to 8 p.m.

Learn about AH Castle's Comprehensive Metabolic and Bariatric Surgery Program from our bariatric surgeon, Steven Fowler, MD, and other bariatric team members. Registration required. Call **263-5400**.

JOINT AND SPINE SEMINARS

Wellness Center, 6 to 7 p.m.

- Jan. 17: Overuse Injuries and Treatments: Brandee Black, MD
- Jan. 31: Minimally Invasive Spine Surgery: Will Beringer, DO
- Feb. 7: Hip and Knee Replacements. Featuring NAVIO Robotics: Linda Rasmussen, MD
- March 7: Shoulder Pain and Treatment Options: Thomas Keller, MD

Learn from orthopaedic surgeons Linda Rasmussen, MD, Thomas Keller, MD, and Brandee Black, MD, about treatments to manage knee, hip and shoulder pain, including surgical and nonsurgical options. Learn treatment options for neck and back pain, including minimally invasive surgical options, from neurosurgeon Will Beringer, DO. To register, call **263-5220**.



FITNESS

Call **263-5050** or visit adventisthealthcastle.org for information on all fitness classes.

Exercise Classes

Registration and fitness assessment are required. (Medical clearance may be necessary.)

- Balance Training. • Core Conditioning.
- Functional Fitness. • Interval Training.
- Longer Life. • Lunch Crunch. • Stretch & Roll.

TOBACCO TREATMENT

Free counseling by appointment

Thinking about cutting back on tobacco or e-cigarette use? Contact our certified tobacco treatment specialists (CTTS) for one-on-one coaching and expert guidance and to learn about nicotine patches, gums and lozenges—available to eligible participants. Call **263-5050** to schedule an appointment.



Adventist Health Castle associates visited five stations at the 2018 biometrics screening, which included the opportunity to add notes to the Gratitude Board about what they were thankful for.

Castle Medical Center

Now known as:
Adventist Health
Castle

640 Ulukahiki St.
Kailua, HI 96734

Nonprofit Org.
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Honolulu, HI
Permit No. 985

Greatness of gratitude

BY TRACIE ANN TJAPKES, DIRECTOR OF WELLNESS & LIFESTYLE MEDICINE

THE NEW YEAR is a great time to mark the events and bright spots of the past year that fill us with happiness, hope and, especially, gratitude.

These short snippets of gratitude came from our clients:

- “I am grateful for being able to get up every morning and seize the day with a smile on my face.”
- “I am grateful for camaraderie and the friends made here while exercising.”
- “I am grateful for being able to live in Hawai‘i.”
- “I am grateful for 63 years of marriage.”
- “I am grateful that I am celebrating 90 years of life with three daughters, including one who turns 60 this year.”

Many clients were grateful for the friendships made with classmates at the Wellness Center, which extended outside of class. They mentioned the special atmosphere; friendly people; and our warm, knowledgeable instructors, Cindy Carvalho and Chaz DeGuzman.

Our associates also shared what they were grateful for. Their answers ranged from having humor to God’s faithfulness.

Practice gratitude

According to the University of California Berkeley’s Greater Good Science Center (GGSC), the benefits of gratitude include improved sleep and heart health, interest in exercise, higher resiliency, hope and optimism. Gratitude raises levels of dopamine in the brain, the “natural high,” and this creates a loop of our wanting to continue to do good for others.

GGSC has identified seven evidence-based gratitude practices worth doing:

- 1. Savoring Walk:** Walk for 20 minutes once a week.
- 2. Caregiving with Intention:** If you are a caregiver, take three minutes before and after patient visits to be present and fully engaged.
- 3. Gratitude Wall:** Take three minutes to write down what you’re grateful for.

4. Heart and Soul of the Month:

Recognize a person for his or her actions that spread positivity.

5. Invite Patient Gratitude: If you are a caregiver, invite patients to share what they are grateful for.

6. Grateful Letter: Take 15 minutes to write a thank-you note and 30 minutes to deliver and read the letter in person.

7. Grateful Journal: Jot down gratitude notes twice a week for 15 minutes for two weeks.

At Adventist Health Castle, I’ve been fortunate to be a part of four of the seven recommended gratitude practices above.

Perhaps you already practice some of these gratitude behaviors, or maybe you read about one you’d like to start. If you’re interested in pouring gratitude into your life, register for the GGSC’s 10 or 21 online challenge called thnx4.org. When the challenge is done, you receive a gratitude profile. Ideally, gratitude is a part of the culture we live and work in. I hope you’ll take some time to enjoy the greatness of gratitude.

In Sickness & In Health

Second Thursday of each month, 6 to 7 p.m., Adventist Health Castle Wellness & Lifestyle Medicine Center Auditorium

These free monthly seminars provide expert health and wellness education from leading health care professionals. Healthy refreshments will be served.



Jan. 10
Optimizing Brain Health with Simple Lifestyle Changes
Pat Borman, MD

Mental decline is one of the most feared consequences of aging. But cognitive impairment is not inevitable. Learn how to enhance your overall mental function.



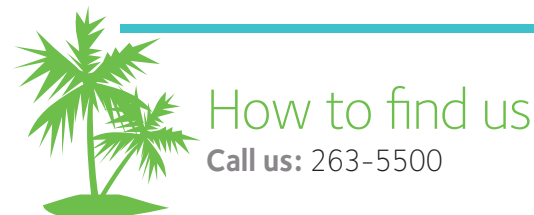
Feb. 7
Bone Health and What It Means to You
Lori Okuda, RT(R)(M)(MR)(CT)
New location: Hospital

Auditorium. Learn about the importance of bone health, having a scan and making healthy lifestyle choices.



March 13
Sleep Apnea: Patient-oriented Discussion
Michael Slattery, MD

Sleep apnea is a common condition that is potentially dangerous but treatable. Come and find out more about this condition.

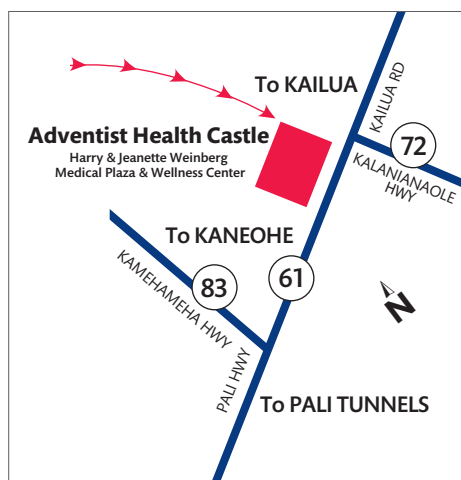


Visit us at adventisthealthcastle.org

Email us: Visit adventisthealthcastle.org, and click on “Contact Us.” We’d be happy to hear from you!

- Send us a comment.
- Request an AH Castle brochure.
- Request a physician directory.

Write or visit us: Adventist Health Castle, 640 Ulukahiki St., Kailua, HI 96734-4498



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