

HBMC NURSING NEWSLETTER

JUNE 2024

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Positive Patient Comments

- **"Hospital staff very friendly and understanding. Mahalo."**
- **"These professionals CONSISTENTLY went BEYOND THE CALL to ensure my safety, care and comfort. Thanks."**
- **"I had the most unique personality caring nurses. So much concern about me being comfortable and okay. They all deserve to be honored for their accomplishments!"**
- **"Hospital and staff all took good care of me. I'm very THANKFUL."**
- **"CNA's were especially good."**
- **"All good I was very impressed with the next generation of all staff - excellent."**
- **"Our community is lucky to have this facility."**
- **"The nurses helped restore my body and my spirit. I loved them—they were kind, compassionate, and oh so smart."**
- **"Their kindness. I will always cherish with great appreciation and respect. I had the BEST TEAM."**

June
National CPR and AED
Awareness Week
June 1-7

National Donut Day
June 7th, 2024

King Kamehameha Day
June 11th, 2024

Father's Day
June 16th, 2024





Awards and Recognition

Joel Tagaca
Tele Tech, PCU

Sunshine Award

As you know, I've been with the acute SPU unit for about 7 years, and in that time between the night shift and day shift, primarily now...

I just wanted to touch on your TELE TECH, Joel. I've worked with Joel quite a bit, but I'd like to acknowledge him for his professionalism and direct contact when we have critical or just a simple battery change. His humbleness is very calming when or if we have a crazy floor going on.

I'm not sure whether or not he is a fan, but it comes into play here. Clearly, Joel is above and beyond in his area and needs to be noted in an accurate, kind, and professional manner with every patient, every time, every day.

It truly is a pleasure to have him assist the team, like Joel and me. We look forward to him every day when we're here.

I hope this brings great feedback and continues to remind us that when we have someone like this...we take a moment to really realize the great team we have at HMC.

-Robert J Farrell, SPU CNA



Denise Rapoza,
RN
OB Unit

DAISY Award

Denise Rapoza RNC is amazing, knowledgeable, thorough, organized, and kind. She always helps everybody because she is the type of person and nurse she is. Over the last 21 years, there have been thousands of times that Denise has clarified, stood beside, and filled in for staff needs, as well as doing her Clinical Coordinator duties. She was the leader before the Clinical Coordinator positions.

One example was the initiation of the Code Crimson protocol.

There was a time when a Code Crimson was called in the C-section room, and Denise and Alisha Alip, RN, were infusing four units of blood as fast as they could. Many times, when all the other nurses needed to go to Labor and Delivery because every room was filled, Denise took care of the whole floor by herself. I have the utmost respect and admiration for her, and I will miss her with all of my heart. She treats all people fairly and with respect and aloha.

She recently started decorating for Christmas (making a board with badge reels and Secret Santa gifts from each of us while pinning them on a decorated board); for Valentine's Day, she made envelopes with hearts and encouraged us to write notes for each other- these were to bring up morale. Morale was brought up as a result of these two things, but Denise has been doing these things and many more for all of the years that I have been there. Denise is courteous, compassionate, attentive, approachable, responsive, respectful, empathetic, and enthusiastic, and she is truly an inspiration to us. My only regret is that I have waited so long to honor her in this way.

-Susanne Payn



Awards and Recognition

Emily Adams, RN House Supervisor

DAISY Nurse Leader Award

Surgical/Peds would like to nominate Emily Adams for the Nurse Leader DAISY Award. When she is the overnight house supervisor, the house-wide patient/bed flow goes smoothly and in a timely manner. When she has any type of bed movement, she will provide an explanation, even though we trust her decision when it comes to admissions. When there is a rapid response, she really gets involved with the situation and will help the nurse place a new IV, place a Foley, make calls to facilitate placing the patient in the appropriate unit, etc. She also lends an ear when there is a difficult situation and provides support and advice in every problem that arises. She is very patient despite all the stress she goes through.

For example, in one of the many crises that Surgical/Peds was in (Emily being the house supervisor), a surgical patient had an arrhythmia and was symptomatic; Emily came to the bedside and started helping with the care of the patient. The patient needed a cardiac medication that only PCU RNs could administer, but there were no beds to transfer the patient onto the PCU. Emily administered the medication to stabilize the patient until we were able to do the transfer. Despite her attempts to move the patient to the appropriate unit, there were no open beds for the transfer. Emily was able to assign a PCU-trained traveler RN to the patient, and the patient was able to stay on the unit for continued care. Emily was able to assist in stabilizing this patient, and we appreciate her assistance.



Ho'okipa Award

Desiree is an integral part of the Transitional Care Unit. Without her- the charge nurses and myself are so lost. Every day, Desiree shows up to work and completes her millions of tasks with a positive attitude. She answers every phone call- literally running to the phone if she is away from her desk. She makes sure we are stocked up with wound, P.P.E., and office supplies. She answers every patient call light with a respectful and courteous approach. She assists with printing and organizing discharge packets. Desiree literally does it all!

Coming from the Medical unit to TCU, she welcomed me with a compassionate and positive attitude. Desiree is one of the many reasons I love being a part of the Transitional Care Unit!

-Shaylyn Wong

Desiree Fiesta TCU Clerk





Hurricane Season

June 1st - November 30th

According to The Weather Channel, this is expected to be the most active hurricane season on record. The nation has already experienced destructive storms recently!

Visit the Hawaii County Civil Defense website to learn how to ensure you and your family are prepared!



Relief Funds for Maui



Our Emergency Department raised **\$1,300** for Maui fire relief. With so many affected by the devastating fires, every dollar raised helps the Maui Ohana!

Mahalo Tiani Toledo, for creating the designs and making this possible!

Shirts are still available for order, sign-up in the ED.



Behavioral Health Unit Renovations



BEFORE



AFTER

Removed persecutory signage which created an institutional and prison like environment that greeted our patients and visitors. The entrance lobby will have artwork, welcome and crisis hotline brochures for family or caregivers to access.



AFTER



BEFORE



AFTER

Entrance corridor has been repainted and awaiting art work that will create a therapeutic environment and welcoming space for patients, visitors, and staff.



BEFORE



**HILO BENIOFF MEDICAL CENTER
HONOKA'A HOSPITAL
KA'U HOSPITAL
Y. OKUTSU STATE VETERANS HOME**

The branding kit for the new Hilo Benioff Medical Center logo and name change is posted at: https://ehrintra--simpplr.vf.force.com/apex/simpplr_app?u=/site/a11Po000004cCfNIAU/dashboard. These branding guidelines ensure consistency and cohesion in how our brand is presented to our family, friends and neighbors. It's not just about logos and colors; it's about the overall experience and perception we want our audience to have. This kit contains core elements that make up our brand identity and how to apply them consistently across the multitude of touchpoints. By adhering to these guidelines, we aim to have a strong, memorable brand that effectively communicates our values and the care we provide. Thank you for taking the time to learn about guidelines and preserving our new branding as the Hilo Benioff Medical Center.

- Logo Timeline and Implementation:
1. New logo will launch as of June 1, 2024
 2. Logo Implementation to occur by July 1, 2024

Hello BABY



The OB unit has devised some creative ways to welcome all the babies born at Hilo Benioff Medical Center.



Years of Service

Brashalle Cahill, CNA
20 Years

Colleen Talich, RN
25 Years

Cindy Fuke, RN
30 Years

