

# MEMBER NEWSLETTER

3rd Quarter 2019

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## Finding Joy in Practicing Today's Medicine – A Physician's Perspective

Quality metrics, e-consults, and self-educated patients, engaging your patient in the self-care and management of their health – being a physician today has expanded beyond a patient visit and diagnosis. The physician's role in a changing health care system involves understanding new concepts, evolving physician collegiality, and coordinated care teams. Social determinants of health, appropriate care and operating in interprofessional teams...the changes in medicine aren't going away. How does a physician continue to find joy in medicine in an industry that constantly redefines how they practice today's medicine?



**Dr. Lois Saruwatari,**  
Internal Medicine,  
Independent PCP

I started practicing as a Primary Care Physician (PCP) for Straub in 1991. When I think back then and to what I loved about being a Primary Care Physician; I've seen so many changes in technology in terms of electronic health records (EHRs), physician-patient and physician-hospital relationships. There's also more administrative tasks now in the area of quality measures.

How I practice medicine has changed a lot since I first started. What hasn't is how I view my patients. In my weekly meetings,

my staff and I remind one another what a privilege it is to take care of our patients. They trust us with their most valued asset, their health. With this in mind, I have realized I need to adopt the concepts and practices that help me deliver great care of my patients. For example, EHRs like Epic have really helped me. Epic is such a big help to me in keeping track of my patients health and their health goals. It makes it easy for me document my visits, order labs and imaging to treat my patients and communicate directly with them and my staff as needed.

*“ How I practice medicine has changed a lot since I first started. What hasn't is how I view my patients. ”*

My care approach is to treat the patient as a whole person with unique needs. I focus on preventative medicine and looking at other determinants of health. If a patient walks in with a cold I'm going to ask how they're sleeping, their diet, and usual exercise routine. My staff is as engaged as I am in the care of our patients. We work together to meet quality measures. We're all responsible, with each member of the team having a measure they look after.

*continued*

# Finding Joy continued

We all get so happy when the performance measure in Coreo turns green. Team engagement is what makes us successful.

Part of the team effort is relying on my fellow HHP specialists and I love that I can call them directly; helping me with patient access or a curbside consult prior to the patient's visit. I appreciate their time and collaboration. Especially with Epic, I enjoy getting a note back from specialists with their thoughts on the care of a patient. I'm always checking in with patients on how they feel about the care they are receiving. It's a part of my team care approach.

There are always new challenges, processes, and technology. While I embrace the evolution of medicine, not every new concept or process may fit our style of practice. I look for what will help my team and I improve together; and help our patients to be healthy.

As an independent PCP, it's a comfort to know I have this organization behind me, helping me. I'm focused on my patients and their health; and contributing to my success is having help in keeping track of the new CMS/Medicare rules, HMSA rules and other quality measures. I appreciate having support from HHP; to have someone else looking out for my needs as a physician.

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## You're Invited! The 6th Annual Hawai'i Health Partners Membership Meeting

The 6th Annual Hawai'i Health Partners (HHP) Membership Meeting will be held on Saturday, September 28, 2019, from 9:00 a.m. to 4:00 p.m. in Honolulu, Hawai'i; at the Hawaiian Village Waikiki Beach Resort, Coral Ballrooms. This year's meeting is the biggest physician meeting across the HPH system – bringing together our network of over 800 members and 122 medical specialties across three islands.

### What's New?

Hawai'i Health Partners continues to grow, and with it, your appetite for more practical information and resources, more collaboration and especially more networking. This was consistently shared in the results from the 2018 HHP Member Satisfaction Survey. We also invited a panel of your colleagues from various specialties, both employed and independent, to engage in preliminary annual meeting research and analysis. You spoke, we listened.

The result is a program organized around much more networking (think competitive play!) and practical guidance on how to succeed in a value-based care model. The interactive sessions will include panel presentations from a variety of HHP member medical specialties and clinical workgroups, breakout sessions for the Obstetrics

& Gynecology and Pediatric departments, and brief presentations from members of the Hawai'i Pacific Health executive leadership team.

[Click here](#) to see the current program.<sup>1</sup>

### How to Attend

Invitations have been sent to your email address and via direct mail to the information you provided during your credentialing process. If your contact information has changed, please notify us at [Info@hawaiihealthpartners.org](mailto:Info@hawaiihealthpartners.org) or (808) 522-3744.

You can also RSVP directly here: [cvent.com/d/v6q6qb/4W](https://cvent.com/d/v6q6qb/4W).

Registration is from 8:30 a.m. – 9:30 a.m. An exception will be made for those providers with late attendance or absence due to unavoidable clinical duties. Notification to [Info@Hawaiihealthpartners.org](mailto:Info@Hawaiihealthpartners.org) is required for late or absence due to unavoidable clinical duties. Scheduled viewings will be made available at a future date for those providers who were absent due to an unavoidable clinical duties. Available dates and times of the scheduled viewings will be sent those who provide notification. Points will be awarded upon attendance of the scheduled viewing.

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<sup>1</sup> Hawai'i Health Partners reserves the right to change, modify, add, or remove portions of the program at any time.

# New & Noteworthy

## NIA and Prior Authorization – A New Approach

Hawai'i Health Partners (HHP) is pleased to announce an improvement for its provider members in ordering advanced imaging prior authorization. Over the past year, HHP has been the driving force behind a new arrangement with NIA of Magellan Health, Stanson Health, and HMSA, to address the inefficiency of prior authorization (PA) protocols and its effect on patient experience and provider workflow.

The new approach streamlines ordering by folding in real-time, automated decision support so that once complete, an automatic PA code is generated for the order at the point of care. The decision support is built into Epic and automatically searches the chart for clinical data to support the appropriateness of the diagnostic imaging (DI) order. Once found, the PA is generated. If not found, there is an opportunity to provide needed clinical information.

Ultimately, your use of this system and our goal is to enable all HHP members to obtain a NIA/Magellan 'Fast Pass' for all HHP patients (individuals can still earn their own personal 'Fast Pass'). Earning this 'Fast Pass' would automate prior authorizations and eliminate peer-to-peer conversations. This opportunity is unique to HHP in Hawai'i.

### How do I get a 'Fast Pass'?

Our current DI order percentage appropriateness is 93 percent. For all HHP provider members to earn the 'Fast Pass' as a group, the collective group of HHP providers (PCPs & Specialists) need to achieve a 95 percent appropriateness in high intensity diagnostic imaging (DI)

orders<sup>2</sup> during a six-month measurement period. Recognizing that not all practices have the same volume of activity for advanced imaging orders, providers averaging 25 or more advanced imaging orders are eligible to earn a personal 'Fast Pass' by achieving 95 percent appropriateness for their submitted high intensity DI orders. The six-month measurement period starts this November.

### Dual Opportunities – Medicare's Protecting Access to Medicare Act (PAMA)

Starting January 1, 2020 the Protecting Access to Medicare Act (PAMA) will require ordering providers to consult appropriate use criteria (AUC) at the time of ordering for Medicare fee-for-service patients with advanced imaging orders. This decision support software will help you to satisfy the new Medicare requirements for DI orders. More updates to come.

### What's Next?

Starting September, HHP will be rolling out an educational campaign designed to prepare provider members for the six-month measurement period. This campaign will include a series of 'how-to' educational materials covering everything you need to know to succeed. This year's annual membership meeting also features a session on the 'Fast Pass,' NIA and PA process.

Stay on top of the latest updates, and look out for emails from [Info@hawaiihealthpartners.org](mailto:Info@hawaiihealthpartners.org) or visit the 'Physician Login' area at [hawaiihealthpartners.org](http://hawaiihealthpartners.org).

<sup>2</sup> Advanced imaging guidelines accounting for 85% of all prior authorization requests

### TOP 20 ADVANCED IMAGING TESTS

1. MRI Brain*	8. CT Head/Brain*	15. MRI Pelvis
2. CT Abdomen and Pelvis	9. Maxillofacial/Sinus CT	16. MR Angiography Head/Brain*
3. MRI Lumbar Spine*	10. MRI Thoracic Spine*	17. CT Lower Extremity (Ankle, Foot, Hip or Knee) *
4. CT Chest*	11. MRI Abdomen	18. CT Lumbar Spine*
5. MRI Knee	12. CT Abdomen	19. MRI Orbit
6. MRI Cervical Spine*	13. PET Imaging for CT Attenuation (Whole Body)	20. MRI Lower Extremity (Ankle, Foot, Hip, Leg) *
7. MRI Upper Extremity*	14. CT Soft Tissue Neck	

\*Overlap with PAMA guidelines



## Hawai'i Health Partners Achieves High Marks in Payment Transformation

This year HMSA introduced two new engagement measures: PCP Experience, as it relates to physician "burnout," and Member Experience, to determine if the patient had a positive experience while receiving care from their Primary Care Provider (PCP). It is with great pleasure that we announce Hawai'i Health Partners has achieved high scores in HMSA's quarterly Provider Organization (PO) Report.

### PCP Experience

Identifying and addressing physician burnout is a high priority for HHP. With supportive data from HPH our efforts to understand and address physician satisfaction resulted in the surprising find that after-hours EHR use did not correlate with physician burnout. Burnout correlated with observed task delegation to staff. These findings support the impression that physician satisfaction is multifactorial, varying greatly from individual to individual, and is likely a combination of actual time spent on administrative tasks and the emotional experience of completing those tasks (e.g., frustration).

Since physician satisfaction is multifactorial, many interventions are needed. In our system, there are interventions for personal finance, physical health, mindfulness and stress management, social activities, Epic

optimization, team-based care and others. Included in the contributing factors is the burden of administrative tasks. HHP is actively working to reduce administrative burden by removing and redefining administrative tasks arising from our insurer contracts. We'll be sharing those improvements in our next newsletter.

### Member Experience

HMSA administered a survey to a sample of members attributed to HHP Primary Care Providers (PCPs). The survey included questions about Patient Engagement, access to care and evidence of coordination between specialists and PCPs.

Hawai'i Health Partners PCPs scored high in the area of patient engagement and access to care. Patients felt engaged in their own care, and didn't perceive any access issues to tests or treatment. Although still scoring well in coordination with specialists, there is always room for improvement. This result is in line with the data and comments from the annual member satisfaction survey, where provider members expressed their eagerness for more networking and collaborative opportunities – available at our expanded annual membership meeting. Another way to improve coordination is by greater use of eConsults, referral guidelines – also topics at the annual meeting.

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## New! PRN Bulletins

Introducing **PRN Bulletins**, a new-style report; designed to be short and focused on specific issues relevant to your practice specialty. **PRN Bulletins** can be standalone or part of a series, but always with a concise, informative purpose. Different from our quarterly newsletter, which is distributed to all HHP members, **PRN Bulletins** are delivered only to provider members to whom the information applies, as needed, when needed.

As an example, Hawai'i Health Partners (HHP) recently distributed a **PRN Bulletin** for members eligible to

receive points in the Quality Performance Program – to pathologists and oncologists for the Oncology Staging Measures, - to anesthesiologists and surgeons for the Perioperative Surgical Home Measures.

**PRN Bulletins** are distributed via email address to the information you provided during your credentialing process. If your contact information has changed, please notify us at [Info@hawaiihealthpartners.org](mailto:Info@hawaiihealthpartners.org) or (808) 522-3744.

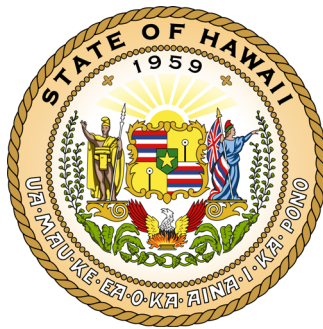
## Changing Hawai'i's Vaccination Standards

Our state has the opportunity to change the current requirements for immunization and examination for Hawai'i's patients and bring it in line with the current immunization recommendations from the Centers for Disease Control and Prevention's (CDC) Advisory Committee on Immunization Practices (ACIP).

Hawai'i's Department of Health is currently proposing to change the immunization and examination requirements for school, post-secondary school and child care facilities<sup>3</sup>. If approved and signed by the Governor, the updated immunization requirements for schools are expected to go into effect in the 2020-21 school year.

There are dissenting voices who do not want this change to happen. The voice of medical professionals is needed now for the benefit of public health.

On July 1st we called all HHP provider members to action by asking for their signature and submission of a letter template addressed to the Governor. There is still time to speak up in favor of HAR 11-157.



### Submission Options

1. Mailed for You
  - Fax to (808) 522-4717
  - Digital: Scan and email the completed letters to [Info@hawaiihealthpartners.org](mailto:Info@hawaiihealthpartners.org)
  - Hard copy: Mail your letter to 1100 Ward Avenue, Suite 670, Honolulu, HI 96814
2. Mail them Personally
  - Office of the Governor  
The Honorable David Y. Ige  
Governor, State of Hawaii  
Executive Chambers  
State Capitol  
Honolulu, Hawaii 96813

### 2019 National Conference for Immunization Coalitions and Partnerships

The Hawaii Immunization Coalition and the Hawaii Public Health Institute are co-hosting this conference. Hawai'i Pacific Health designates this for a maximum of 16.5 AMA PRA Category 1 Credits for physicians.

November 13 - 15, 2019  
Ala Moana Hotel  
410 Atkinson Drive • Honolulu, HI 96814

For more information: [2019ncicp.org](http://2019ncicp.org)

<sup>3</sup> Updates to the Hawaii Administrative Rules (HAR) Title 11, Chapter 157, "Examination and Immunization"

# HHP At-A-Glance

## 2019 HHP Member Satisfaction Survey

The annual member satisfaction survey ran from April 2nd to April 30th of this year. This year we reached a new benchmark in the number of survey participants. The feedback was specific and clear: it's obvious, after four years, the relationship between Hawai'i Health Partners and you, our provider members, has evolved into something more. There's a communal identity, and an expansion in how you view our role and purpose.

Collectively you believe change in the health care industry is necessary, and agree with the areas of focus (i.e. appropriate, quality, team-based care...etc.). You also believe our methods will bring about that change and you view HHP as the mechanism helping bring order out of potential chaos. This was aptly expressed in a comment by a respondent, "HHP can make things happen."

There were calls and suggestions for a greater HHP presence, more connectivity, and increased collaboration. In the end, your feedback and comments could be placed into two buckets:

### 1. More How-To Information

You want to succeed in value-based care and want increased communication on specific information in your specialty – translated, more resources and tools that help with the 'how' of succeeding in your specialty as a member of HHP. More specifically there were requests for more updates on the HHP programs and initiatives that directly affect your practice (e.g., QPP/SSP measures, HMSA and Epic updates, efficient referrals, cost transparency, care coordination...etc.).

Survey results indicate you overwhelmingly prefer online outreach via webinars, emails via [Info@hawaiihealthpartners.org](mailto:Info@hawaiihealthpartners.org) and our quarterly, digital newsletter. We are happy to introduce our PRN Bulletins beginning this month, designed to provide you with specific information for your specialty, "as needed".

### 2. More Engagement Opportunities

Great provider engagement fosters stable relationships between health care providers, health systems, and third-party payers. We had double the number of respondents of the 2017 survey; more than 40 percent of you participated. The survey results are direct reflection of your desire to be more involved and for HHP to facilitate opportunities to do so.



**867 SURVEYED**

**43%**  
Response

**50%**  
Independent PCPs

**90%**  
Employed PCPs

**16%**  
Independent Specialists

**47%**  
Employed Specialists

*continued*

# At-A-Glance continued

You see HHP as the key connector in creating ways for you to practice coordinated care, to collaborate with your colleagues, and to be directly involved in the improvement of health care and the processes that affect your day-to-day care delivery.

To help create more engagement opportunity, our annual meeting has been expanded to a full day of relevant, interactive sessions and several networking events. We are also continuing our invitations to webinars (i.e. January's 'Momentum Rising' webinar, and ongoing small group meetings lead by our medical director, Dr. Andy Lee. We will continue to actively reach out to you to start or be a part of an HHP clinical workgroup. Be on the lookout for emails from [Info@hawaiihealthpartners.org](mailto:Info@hawaiihealthpartners.org) and our quarterly newsletter for invitations to these exciting opportunities.

Survey results are a roadmap forward. Our plan is to integrate these changes and build upon many of the items and services you already find helpful and that we are pleased to provide.

We would like to thank everyone who took part in the annual member satisfaction survey. At Hawai'i Health Partners we strive to understand your needs as members and to improve our services and measures, while also expanding our initiatives on a continuous basis. We are always interested in your feedback. We make note of every single response that we receive.

To review the 2018 Member Satisfaction Survey results, [click here](#).



Your satisfaction is important to us. In 2018 we started to include the Net Promoter Score® (NPS)® question to measure your provider experience and overall satisfaction. Our score of 11 in 2018 prompted us to take a closer look at the areas where you asked for more support, such as performance measure validity and quality program directional information. This year, we're proud to report a 2019 NPS® score of 25. We've shown great improvement and will remain active in our efforts to expand and improve the depth and breadth of our services and initiatives. Look out for more information on our expanded services via [Info@hawaiihealthpartners.org](mailto:Info@hawaiihealthpartners.org).

## 2019 HHP Board of Managers Election Results

Thank you to everyone who voted in the 2019 Board of Managers Election. In casting your vote you made your voice heard about who you want to represent you, your practice and the issues that are important to you. The members of the HHP Board of Managers election are persons whose leadership and voice will help guide HHPs' strategic direction and work towards our mission for a healthier Hawai'i.

Congratulations to the following three candidates who began their three year term of service in June and will serve on the board for the 2019 – 2022 terms.

Physician Name	Specialty	Practice Location
Andras Bratincsak, MD	Pediatric Cardiology	Kapi'olani Medical Center for Women and Children
Wade Kyono, MD	Pediatric Hematology/Oncology	Kapi'olani Medical Center for Women and Children
Todd Miller, MD (Reelected)	Urology	Straub Medical Center

In addition, we thank our outgoing Board of Managers: David Cho, MD and Ashley Ono, MD for the contributions they have made through their leadership with Hawai'i Health Partners.



## HHP Department Highlight: Neurology

We are best able to deliver appropriate, quality care to our HHP attributed patients when they stay within our network. To do so, provider members need to be able to do two things: 1) identify HHP patients and 2) identify who and what specialties are available for their patients. The HHP department highlight features a different department every issue, and serves to expand awareness of the various specialties and providers within the HHP network.

### Additional Resources:

- How to identify HHP providers: The HHP Network Resource list available in Epic "Links," or download the file from the 'Physician Login' area at [hawaiihealthpartners.org](http://hawaiihealthpartners.org) (updated monthly).
- How to identify HHP patients: The HHP 'green ID bubble' functionality in Epic, available in the Provider (home and schedule view), PSR (appointment desk and report view).



#### Brandon Hirota, MD

Office Location: Straub Medical Center (888 South King St.) | Tel 808-522-4476, option # 1 / Fax 808-522-4437

*Special Interests:* General Neurology with an interest in EMG/Nerve conduction studies and Neuromuscular diseases (e.g., Neuropathy, Radiculopathy, Myopathy, Myasthenia gravis).



#### James Pearce, MD

Office Location: Straub Medical Center (888 South King St.) | Tel 808-522-4476, option # 1 / Fax 808-522-4437

*Special Interests:* Sleep disorders (e.g., sleep apnea, insomnia, narcolepsy, restless leg syndrome) and Psychosomatic Disorders (e.g. somatization disorders, conversion disorders, hypochondriasis).



#### Beau Nakamoto, MD

Office Location: Straub Medical Center (888 South King St.) | Tel 808-522-4476, option # 1 / Fax 808-522-4437

*Special Interests:* General Neurology



#### Martha Cruz, MD

Office Location: Pali Momi Medical Center (98-1079 Moanalua Rd.)  
Tel 808-485-4250 / Fax 808-485-3880

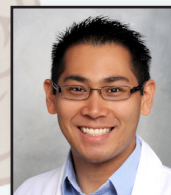
*Special Interests:* Headache, Seizures



#### Sada Okumura, MD

Office Location: Straub Medical Center (888 South King St.) | Tel 808-522-4476, option # 1 / Fax 808-522-4437

*Special Interests:* Pediatric Neurology



#### Michael Lui, MD

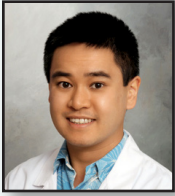
Office Location: Pali Momi Medical Center (98-1079 Moanalua Rd.)  
Tel 808-485-4250 / Fax 808-485-3880

*Special Interests:* EMG/Nerve conduction studies and Neuromuscular diseases (e.g., Neuropathy, Radiculopathy, Myopathy, Myasthenia gravis).

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# At-A-Glance continued



## David Nguyen, MD

Office Location: Pali Momi Medical Center (98-1079 Moanalua Rd.)  
Tel 808-485-4250 / Fax 808-485-3880  
*Special Interests:* Headache, Stroke



## Huidy Shu, MD

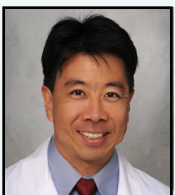
Office Location: Pali Momi Medical Center (98-1079 Moanalua Rd.)  
Tel 808-485-4250 / Fax 808-485-3880  
*Special Interests:* Dementia



## Irisa Devine, MD

Office Location: Kapi'olani Medical Center for Women & Children (1401 S. Beretania St.)  
Tel Tel 808-983-6676 / Fax 808-373-7577

Board certified in child neurology, clinical neurophysiology, and electrodiagnostic medicine.  
*Special Interests:* General pediatric neurology, particularly in pediatric EMG/nerve conduction studies and neuromuscular diseases.



## Keith Abe, MD

Office Location: Kapi'olani Medical Center for Women & Children (1401 S. Beretania St.)  
Tel Tel 808-983-6676 / Fax 808-373-7577

Board certified in child neurology, epilepsy, and general pediatrics.  
*Special Interests:* General pediatric neurology, particularly in epilepsy and seizures, autoimmune neurologic disorders, neurocutaneous disorders, and neurogenetics.



## Nicole Hodgeboom, NP

Office Location: Kapi'olani Medical Center for Women & Children (1401 S. Beretania St.)  
Tel Tel 808-983-6676 / Fax 808-373-7577  
Board certified pediatric nurse practitioner.

*Special Interests:* General pediatric neurology, particularly in epilepsy, headache, and palliative care.



## Allison Przekop, DO

Office Location: Kapi'olani Medical Center for Women & Children (1401 S. Beretania St.)  
Tel Tel 808-983-6676 / Fax 808-373-7577

Board certified in child neurology.  
*Special Interests:* General pediatric neurology, particularly in pediatric movement disorders and use of botulinum toxin and deep brain stimulation for the management of movement disorders.



## Surendra Rao, MD

Office Location: Kapi'olani Medical Center for Women & Children (1401 S. Beretania St.)  
Tel Tel 808-983-6676 / Fax 808-373-7577

*Special Interests:* Headaches, neuropathies, radiculopathies, botox for spasticity, hemifacial spasm, and blepharospasm, and nerve blocks for cervicogenic headaches and neuralgias.



## Gregory Yim, MD

Office Location: Kapi'olani Medical Center for Women & Children (1401 S. Beretania St.)  
Tel Tel 808-983-6676 / Fax 808-373-7577

Board certified in child neurology and general pediatrics.

# New Updates from HHP Clinical Workgroups: Accelerated Ambulatory Pathways and Quality & Process Improvement Workgroups

Hawai'i Health Partners clinical workgroups provide a great opportunity to connect and collaborate with your colleagues. Their work is part of the solution to develop more efficient processes and expand best practices that lead to better patient outcomes. These workgroups are where conversations on how to improve quality, effectiveness, and appropriateness of patient care occur. This is where you transform your innovative ideas into actionable items.

## Accelerated Ambulatory Pathway Projects

Accelerated Ambulatory Pathways improve quality and appropriateness of patient care by providing an efficient, effective alternative to hospitalization. These workgroups collaborated to create condition specific algorithms/ pathways for the referral of low-risk patients to specialty departments for timely follow up post ED discharge.

Coordination with cardiology, endoscopy, gastroenterology, and OBGYN was critical to the success of implementation for each of the pathways. In this way, HHP workgroups and our providers positively influence and impact the total cost of care (TCOC) for the HHP population we serve by providing optimal care at the appropriate location.

*Currently there are 8 accelerated ambulatory pathways and related workgroups at our HHP facilities.*

Accelerated Ambulatory Pathways					
Facility /Pathway Status	Straub	Pali Momi	Kapi'olani	Wilcox	TOTAL
<b>Atrial Fibrillation</b>					
Live & Running	√	√	√	√	<b>4</b>
<b>Chest Pain</b>					
Live & Running	√		√		<b>2</b>
Planning		√			<b>1</b>
<b>GI Bleed</b>					
Live & Running	√	√	√		<b>3</b>
<b>Preeclampsia</b>					
Planning			√		<b>1</b>
<b>Preterm Labor</b>					
Live & Running			√		<b>1</b>
<b>Pulmonary Embolism</b>					
Planning		√			<b>1</b>
<b>Renal Stone (Nephrolithiasis)</b>					
Planning		√			<b>1</b>
<b>TIA</b>					
Planning		√			<b>1</b>
<b>TOTAL</b>	<b>3</b>	<b>6</b>	<b>5</b>	<b>1</b>	

- Atrial Fibrillation** – live at SMC, PMMC, KMCWC, WMC
- Chest Pain** – live at SMC and KMCWC
- GI Bleed** – live at SMC, PMMC, KMCWC
- Preeclampsia** – in planning stage at KMCWC
- Preterm Labor** – live at KMCWC
- Pulmonary Embolism** – in planning stage at SMC
- Renal Stone (Nephrolithiasis)** – in planning stage at PMMC
- TIA** – in planning stage at PMMC

*continued*

# New Updates continued

## Quality & Process Improvement Projects

Hawai'i Health Partners has also initiated Quality & Process Improvement focused workgroups. These workgroups offer a creative and innovative approach to population management tailored to specific areas of clinical practice such as diabetes and support best practices with reduction in practice variation.

Workgroup	Running	Planning
HHP Surgical Measures	√	
Kapi'olani Respiratory Viral Panel Testing	√	
Pediatric Splinting	√	
Straub Diabetes	√	
Straub Hypertension		√
Straub Ophthalmology pre-op procedures		√
Straub Viscosupplementation	√	
<b>TOTAL</b>	<b>5</b>	<b>2</b>

Key accomplishments of workgroups with the potential to positively impact quality, utilization and costs include:

- Alternative/group visits and medication management via a dedicated pharmacist for diabetic patients.
- Oncology staging to optimize timely diagnosis and cancer care.
- Anesthesiologist oversight and/or intervention via the peri-operative surgical home.
- Transition of care improvements following ED visit and/or hospitalization.
- Epic optimization through the development of smart phrases and best practice alerts (BPAs).

Note: Majority of HHP Clinical Workgroups are HHP-chartered clinical workgroups (with the exception of the GI bleed pathway workgroups, the Afib pathway workgroup at Wilcox, and the Preeclampsia & Preterm Labor workgroups at Kapi'olani.)

## How to Get Started

If you are interested in chartering a clinical project or participating in one of the many innovative workgroups, please contact Sally Belles, Clinical Project Manager | [sally.belles@hawaiihealthpartners.org](mailto:sally.belles@hawaiihealthpartners.org)



# HHP Welcomes New Members

Hawai'i Health Partners would like to welcome the following individuals who were recently appointed by the HHP Board of Managers as new members to the organization:

Member	Specialty	Locations	Clinic Location	Contact No.
Jordan Arakawa, M.D.	Pediatrics	O'ahu, Honolulu	Kaipi'olani Medical Center for Women & Children 1319 Punahou Street	(808) 983-6000
Nathaniel Arnone, M.D.	Emergency Medicine	O'ahu, Honolulu	Straub Clinic & Hospital 888 South King Street	(808) 522-3781
James Best, M.D.	Family Medicine	O'ahu, Mililani	Straub Mililani Clinic- Urgent Access 95-1249 Meheula Parkway Unit 187	(808) 625-6444
Lisa Bhagan, M.D.	Obstetrics & Gynecology	O'ahu, Honolulu	Straub Hawai'i Kai Clinic 7192 Kalaniana'ole Highway Suite A200	(808) 396-6321
Shannon Bianchi, M.D.	Anesthesiology	Kaua'i, Lihue	Kaua'i Medical Clinic 3-3420 Kuhio Highway	(808) 245-1020
Eric Boorman, M.D.	Anesthesiology	O'ahu, Honolulu	Kaipi'olani Medical Center for Women & Children 1319 Punahou Street	(808) 983-6000
Jimmy Chen, M.D.	Family Medicine	O'ahu, Honolulu	Straub Ward Village Clinic & Urgent Care 1001 Queen Street, Suite 102	(808) 462-5200
Kathryn B. Cherefko, D.O.	Emergency Medicine	O'ahu, Aiea	Pali Momi Medical Center 98-1079 Moanalua Road	(808) 486-6000
Brian Ching, D.O.	Diagnostic Radiology	O'ahu, Honolulu	Kaipi'olani Medical Center for Women & Children 1319 Punahou Street	(808) 983-6000
Melissa M. Ching, M.D.	Obstetrics & Gynecology	Kaua'i, Lihue	Kaua'i Medical Clinic 3-3420 Kuhio Highway	(808) 245-1511
Shaylin Chock, M.D.	Child Adolescent/ Psych	O'ahu, Honolulu	Kapi'olani Behavioral Health Services 1401 South Beretania Street	(808) 983-6100
Susie Chun, M.D.	Emergency Medicine	O'ahu, Honolulu	Straub Clinic & Hospital Walk-In Clinic 888 South King Street	(808) 522-4511
Rachel Coel, M.D.	Pediatric Sports Medicine	O'ahu, Honolulu	Kaipi'olani Medical Center for Women & Children 1319 Punahou Street Suite 630	(808) 945-3766
Bridget Collins, M.D.	Family Medicine	Kaua'i, Lihue	3175 Elua Street Suite C	(808) 313-9867
Jennifer Concepcion, M.D.	Pediatric Endocrinology	O'ahu, Honolulu	1401 South Beretania Street Suite 850	(808) 313-9867

# New Members continued

Member	Specialty	Locations	Clinic Location	Contact No.
Irisa Devine, M.D.	Pediatric Neurology	O'ahu, Honolulu	Pediatric Neurology Clinic 1401 South Beretania Street Suite 950	(808) 983-6676
Amr El-Sergany, M.D.	Vascular Surger	O'ahu, Aiea	Pali Momi Medical Center 98-1079 Moanalua Road Suite 620	(808) 486-7775
Elizabeth Finigan, M.D.	Family Medicine	O'ahu, Kapolei	Straub Clinic Ka Makana Alii 91-5431 Kapolei Parkway Suite 1706	(808) 426-9300
Colleen Finnegan, M.D.	Hospitalist-Pediatrics	O'ahu, Honolulu	Kaipiolani Medical Center for Women & Children 1319 Punahou Street DHT, 3rd Floor MDC	(808) 983-8500
Suzanna L.L. Grima, M.D.	Dermatology	O'ahu, Honolulu & Mililani	Straub Clinic & Hospital 888 South King Street & Straub Mililani Clinic 95-1249 Meheula Parkway, Unit 187	(808) 522-4360  (808) 625-6444
Chari Hart, M.D.	Cardiology	O'ahu, Honolulu	Straub Clinic & Hospital 888 South King Street	(808) 522-4222
Anthony Herrera, M.D.	Interventional Radiology	O'ahu, Honolulu	Kaipiolani Medical Center for Women & Children 1319 Punahou Street	(808) 983-8626
Nataliya Holmes, M.D.	Family Medicine	O'ahu, Mililani	Straub Clinic Mililani 95-1249 Meheula Parkway, Unit 187	(808) 625-6444
Micheal Johnson, D.O.	Diagnostic Radiology	Kaua'i, Lihue	3175 Elua Street	(808) 245-1293
Brandon Kai, M.D.	Cardiology	O'ahu, Honolulu	Straub Clinic & Hospital 888 South King Street	(808) 522-4222
Jean Kim, M.D.	Pediatrics	O'ahu, Honolulu	Kapi'olani Medical Center for Women & Children 1319 Punahou Street	(808) 983-8673
Richard Kline, M.D.	Family Medicine	O'ahu, Honolulu	Straub Clinic and Hospital 888 S. King Street	(808) 522-3862
Emmanuel Kling, M.D.	Neonatology	O'ahu, Honolulu	Kapi'olani Medical Center for Women & Children 1319 Punahou Street	(808) 983-8670
David S. Kwon, M.D.	Diagnostic Radiology	O'ahu, Honolulu	Straub Clinic & Hospital 888 South Beretania Street	(808) 522-4000
Jason Lam, M.D.	Family Medicine	O'ahu, Honolulu & Wahiawa	Wahiawa Family Practice Clinic 302 California Avenue Suite 103 & 1408 Liliha Street, Suite 103	(808) 621-7733  (808) 531-0448



# New Members continued

Member	Specialty	Locations	Clinic Location	Contact No.
Franklin Lee, M.D.	Urology	O'ahu, Aiea	Pali Momi Medical Center 98-1079 Moanalua Road	(808) 488-3400
Susan Lin, M.D.	Anesthesiology	O'ahu, Honolulu	Straub Clinic & Hospital 888 South King Street	(808) 522-4622
Elizabeth LoGalbo, M.D.	Family Medicine	Lana'i, Lana'i City	Straub Clinic Lana'i 624-B Seventh Street	(808) 565-6423
Cristian Madar, M.D.	Pulmonary Disease	O'ahu, Honolulu	Straub Clinic & Hospital 888 South King Street	(808) 522-4321
Sami Nasrallah, M. D.	Endocrinology	O'ahu, Honolulu	Straub Clinic & Hospital 888 South King Street	(808) 522-4344
Vinh-Truyen Quoc Nguyen, M.D.	Internal Medicine	Kaua'i, Lihue	Kaua'i Medical Clinic 3-3420 Kuhio Avenue	(808) 245-1100
Jared Oyama, M.D.	Cardiology	O'ahu, Honolulu	Straub Clinic & Hospital 888 S. King Street	(808) 522-4222
Robert Pantell, M.D.	Pediatrics	O'ahu, Honolulu	Kapi'olani Medical Center for Women & Children 1319 Punahou Street	(808) 983-6662
James Pitts, M.D.	Ophthalmology	O'ahu, Waipahu & Wahiawa	Hawaiian Eye Center 606 Kilani Avenue & Hawaiian Eye Center 94-673 Kupuohi Street Suite C203	(808) 621-3129  (808) 678-0622
Allison Przekop, M.D.	Pediatric Neurology	O'ahu, Honolulu	Pediatric Neurology Clinic 1401 South Beretania Street	(808) 983-6676
Gregory Randolph, M.D.	Pediatrics	O'ahu, Honolulu	Kapi'olani Medical Center for Women & Children 1319 Punahou Street	(808) 983-8641
Bradley Reber, M.D.	Anesthesiology	O'ahu, Honolulu	Straub Clinic & Hospital 888 S. King Street	(808) 522-4622
Malia Rasa, M.D.	Pediatrics	O'ahu, Honolulu	Kapi'olani Medical Center for Women & Children 1319 Punahou Street	(808) 983-8641
Steven Rhee, M.D.	Ophthalmology	O'ahu, Waipahu & Wahiawa	Hawaiian Eye Center 606 Kilani Avenue & Hawaiian Eye Center 94-673 Kupuohi Street Suite C203	(808) 621-3129  (808) 678-0622
Alexander Schermer, M.D.	Emergency Medicine	Kaua'i, Lihue	Kaua'i Medical Clinic 3-3420 Kuhio Highway	(808) 245-1100
Janee Sells, M.D.	Family Medicine	O'ahu, Kapolei	Straub Medical Center Kapolei Clinic & Urgent Care 91-5131 Kapolei Parkway	(808) 426-9308



# New Members continued

Member	Specialty	Locations	Clinic Location	Contact No.
Barry E. Shibuya, M.D.	Rheumatology	O'ahu, Mililani	Straub Mililani Clinic 95-1249 Meheula Parkway, Unit 187	(808) 625-6444
Jonathan Sladky, M.D.	Pediatrics	O'ahu, Honolulu	Kapi'olani Medical Center for Women & Children 1319 Punahou Street	(808) 983-8641
Michale Sofer, M.D.	Anesthesiology	O'ahu, Honolulu	Kapi'olani Medical Center for Women & Children 1319 Punahou Street	(808) 983-6000
James Spieler, M.D.	Internal Medicine	Kaua'i, Lihue	Kaua'i Medical Clinic 3-3420 Kuhio Highway	(808) 245-1100
Kevin Stange, M.D.	General Surgery	Kaua'i, Lihue	Kaua'i Medical Clinic 3-3420 Kuhio Highway	(808) 245-1100
Carl Tadaki, M.D.	General Surgery	O'ahu, Honolulu	Straub Clinic & Hospital 888 S. King Street	(808) 522-4234
Bruce Tamura, M.D.	Geriatric Medicine	O'ahu, Honolulu	Straub Clinic & Hospital 846 South Hotel Street	(808) 532-3159
Christopher Tortora, M.D.	Ophthalmology	O'ahu, Waipahu & Wahiawa	Hawaiian Eye Center 606 Kilani Avenue & Hawaiian Eye Center 94-673 Kupuohi Street Suite C203	(808) 621-3129  (808) 678-0622
Cecelia Wang, M.D.	General Surgery	Kaua'i, Lihue	Kaua'i Medical Clinic 3-3420 Kuhio Highway	(808) 245-1505
Charles Zahalka, M.D.	Anesthesiology	O'ahu, Honolulu	Pali Momi Medical Center 98-1079 Moanalua Road	(808) 792-9884

For more information on our new members or the credentialing process, please contact Jeruzel Gonzales, Network Coordinator | [Jeruzel.Gonzales@hawaiihealthpartners.org](mailto:Jeruzel.Gonzales@hawaiihealthpartners.org)

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