

Ka Leo 'O Ke Aloha Me Ka Leo 'O Ke Ola



“The Voice of Aloha, The Voice of Health”

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OCTOBER 2001 • VOLUME 23 • NUMBER 32 RICHARD BETTINI, EXECUTIVE DIRECTOR

DR. GERARD AKAKA, MEDICAL DIRECTOR

STEVE MACMILLAN, PRESIDENT

Ka'opu'u pua I mohala (A Flower That Began To Unfold. A Baby.)



(Left) Darlene Kaahaaina, from Preventive Health, is sharing information on the dangers of tobacco use. (Right) Teresa Gonsalves, from Perinatal instructs a new resident to our community on how the Health Center can help her obtain health insurance and establish with a primary care provider, while Maurice Kalaau, from Preventive Health, shares information with participants on the importance of getting your mammogram and yearly pap smear.

On September 14, 2001, the Waianae Coast Comprehensive Health Center hosted a women's health day event called *Ka'opu'u pua I mohala*. This event was sponsored by the March of Dimes Chapter of the Pacific and open to all women in the Waianae community. The focus of this event was to provide women an opportunity to learn how to *malama* themselves by integrating Hawaiian concepts, values, practices, and the use of native plants in their daily lives.

Over 40 women participated in this event! The day began with a blessing by Kahu Kamaki Kanahale and continued with educational booths and guest speakers. Booths represented topics and programs such as Perinatal, BabySafe, Ho'olokahi, Family Planning, Breast and Cervical Cancer, Smoking Cessation, and obtaining health insurance. The guest speakers featured

Karen Carroll who spoke on Hawaiian values and Kao Bradford who discussed the importance and value of native plants in caring for self. The wonderful day included a dynamic cooking demonstration by Dr. Stephen Bradley – who prepared uala leaves and chicken, a healthy and big hit with the crowd. The day ended with all participants receiving a native Hawaiian plant and a month's supply of multi-vitamins.



(Above) Leina'ala Schultz, from the BabySAFE program, provides women with information on the dangers of alcohol and substance use, and the services available at the Health Center.



(Left) Dr. Stephen Bradley demonstrates his culinary skills as he teaches us how we can eat healthier.

Quick Updates

www.wcchc.com

Find the latest profile on our doctors, monthly features, articles, photo gallery, upcoming events, description on programs, making appointments, all on our website at www.wcchc.com. No computer? Stop by and use our "Internet Café".

Hawaiian Healing Center

Bids have been received to build the dining pavilion phase of our Hawaiian Healing Center. This project, which should be completed within six months, would house a commercial kitchen and meeting rooms on the upper campus of our main Waianae site.

Fundraising Continues

Employee giving at the Center has now exceeded \$65,000. The Center has received interest from several foundations in its efforts to raise \$3 million and construct a 2 story medical building. Every contribution counts. Want to help? Check out our website or call us at 696-1457.

October Marks 29th Anniversary

A message from staff and management:
"The Waianae Coast Comprehensive Health Center was founded as a community owned organization 29 years ago. As we head for our 30th year celebration we continue to be thankful and appreciative of you, our patients and friends, for making our continued successes possible."

PATIENT SURVEY RESULTS... "POSITIVE"

The Health Center compiled the results of its Patient Survey last month. The results will help the Center focus on improvements most requested by patients.

The survey is completed by patients randomly selected by the Health Center's computer. Fourteen questions are asked, including, "Any comments you would like to share?" Almost 400 individuals completed surveys.

The following scores were obtained with "4" being the perfect score on a 0-4 scoring system:

Out of possible score of 4

1. How easy was it for you to get an appointment for today?	3.67
2. How would you rate your wait after you got here?	3.32
3. How interested is your physician/provider in you and your problem(s)?	3.68
4. How would you rate your physician/provider & the medical care you receive?	3.72
5. How complete was your physician /provider in explaining your condition & treatment options?	3.68
6. How would you rate your nursing staff?	3.68
7. How would you rate our receptionist staff?	3.67
8. How would you rate our clinic & grounds being neat & clean?	3.65
9. How would you rate our billing services?	3.23
Average Score: 3.60	

	Yes	No	
10. Did you have an advance appointment?	290	94	65.5%
11. Would you recommend this physician/provider to family or friends?	379	7	98.2%
12. Overall, were you satisfied with your visit?	374	9	97.6%
13. Would you recommend the Center to a relative/friend?	377	6	98.4%

When asked to write in comments, most patients wrote positive comments often complementing staff.

NEED TO GET BETTER

Despite a positive patient survey, Rich Bettini, Executive Director of the Center, indicated the Center will make a commitment to decrease patient wait time and improve the system for making appointments. "We will do what ever is possible to improve in these areas. We need our patient's help too; please call ahead for an appointment, and if you have an appointment, either keep it or let us know as soon as possible if you cannot show up. That way we can give someone else your appointment and operate as efficiently as possible."