

# MISSION, VISION, AND VALUES

## **KULEANA (MISSION)**

Our mission is to improve the quality of life for Hāna residents through initiatives that address health, social and economic needs of the community.

## **KA HIHI'O NO KA WĀ E HIKI MAI ANA (VISION)**

We envision the Moku (district) of Hāna as a restorative community where wellness thrives and people live long, healthy, purposeful lives—a place where the 'ohana (family) can grow and prosper.

## **NĀ KOINA (VALUES)**

To live Aloha, with grace, kindness, respect, love and charity as we interact with our 'ohana—patients, their families, our coworkers and the larger community.

We will strive to be Pono and always do the right thing with integrity.

Mālama (care for) the resources we have been given and accountable to those we serve.

Ho'omau (persevere) in our efforts to serve our community and achieve our vision.



### Happy Patients

SurveyVitals works with Hāna Health to determine how satisfied patients are with the services received in the health center. Patients are contacted by phone, email or text after their visit, and are asked to respond to a series of satisfaction questions. Patients ranked their overall satisfaction with Hāna Health at 4.73 out of a possible 5.0 points, slightly higher than the national average of 4.70. They were especially satisfied with the care they received from our MD, PA and dentist. Providing the best patient experience possible is always Hāna Health's primary goal.



### 2019 Community Needs Assessment

Every two years Hāna Health conducts a needs assessment to determine the health care needs of Hāna district residents and identify any barriers to access. Conducted by Anthology Marketing Group Research, this year's assessment included 201 random phone interviews with full-time Hāna residents between January 25 and February 5, 2019. Highlights of the findings;

- Almost One-fourth (23%) of respondents identified Physical Therapy as the most needed service not currently available in the community. Chiropractic care was mentioned by 11% of respondents. Other service needs were identified by less than 10% of the population.
- Overall satisfaction with care provided by Hāna Health was rated higher than care obtained from other sources.
- Improved access to traditional foods like taro, poi, coconut, ulu, sweet potato was identified by half of Native Hawaiian respondents.

- Prevalent health conditions among Hāna households include hypertension (41%), overweight (25%), diabetes and asthma (22% each).
- It was also found that thirty three percent (33%) of respondents were not aware of Hāna Health's sliding fee policy and 16% did not know that urgent care is available 24/7.

### Restoring Health - A partnership with HMSA and Honu'apo

Thanks to HMSA's community grant program, and support from Honu'apo, a Native Hawaiian Organization, our healthy lifestyle programs continue to address the prevention and management of Hāna's prevalent chronic health conditions. To date:

- 34 individuals and their families have participated in the Chronic Disease Management Program. Overall, participants are very positive about the program with most learning something about the importance of good nutrition for overall wellness. All enjoyed the prepared meals and group interaction. This program will continue as the "Living Pono" program focusing on education and peer support, the two areas participants found most valuable.



- 30 families participated in the Mai e' Ai Program, enjoying weekly evening meals and guest speakers who addressed the cultural aspects of wellness as well as the elements of healthy living. Meal boxes and recipes were provided to participants, encouraging the preparation of healthy dinners at home with all family members sitting down to eat and talk together. Participants reported changes to their families eating habits and most want the program to continue in some format so that they can continue to make progress on their wellness journey.
- 107 elementary and middle school students participated in the twice weekly Hāna School Salad Bar provided by Hāna Health during the 2018-2019 school year. Recognizing that good nutrition habits start early, Hāna Fresh has partnered with Hāna High and Elementary School to support "five a day" servings of fruit and vegetables to lower the risk of developing serious health problems in adulthood.

- In partnership with the Hāna Youth Center, Hāna Health provided 1,500 "good" snacks for distribution through the youth center concession. On average 10 children participate in the "Healthy Options" program daily. The goal of the project is to improve youth decision-making when selecting snacks, eventually learning to select and enjoy healthy alternatives to sugary options.

### **AlohaCare Partners with Hāna Health To Improve Access To Mental Health Services**

Good mental health is important to our physical health and overall wellbeing. Our mental health determines how we handle stress, relate to others and make choices and is important at every stage of life. From childhood and adolescence through adulthood - feeling happy, healthy, socially connected, and purposeful contributes to our longevity.

Over the past year, with the support of AlohaCare, a non-profit health plan founded in 1994 by Hawaii's Community Health Centers, there has been a significant expansion of mental health and substance abuse services to the Hāna district through several initiatives:

- Lifespan is a screening tool currently used within the clinic setting to identify patients who may be struggling with behavioral health issues. Performed on an individual, confidential electronic tablet, the system also provides immediate online support when problems are identified. Follow-up referrals are offered when requested by the patient.
- TalkSpace is an online therapy system using a smart phone, tablet or computer to connect individuals to behavioral health providers located outside of the Hāna district. Patients and students 14 years of age and older are matched to Hawaii licensed providers based on their particular needs. Service vouchers are available from Hāna Health and Hāna High and Elementary School and are good for three months of unlimited counseling services at no charge to the user.





- Hāna Health has developed a network of Hawaii licensed behavioral health specialists who are servicing Hana patients through telemedicine technology. Therapy is provided using telecommunication technology and allows long distance, face to face patient/provider interaction. Services are available through Hāna Health and will be available at the school by the end of 2019.
- On-site behavioral health specialists provide a wide range of counseling and support services for Hāna Health patients and currently include a psychologist and licensed clinical social worker. Services are also provided for the Hāna High and Elementary School community on a scheduled basis.

## OPERATIONAL SITE VISIT CERTIFICATION

The Health Resources and Services Administration (HRSA ) conducts regular operational site visits to assess operations of federally qualified health centers and verify compliance with the statutory and regulatory requirements of the Health Center Program. Hāna Health underwent this review in February 2019 and was found to be 100% compliant with all 94 federal requirements, a significant accomplishment and one we are very proud to report.



## REHABILITATION AND SUPPORT CENTER UPDATE

The Hāna Health Rehabilitation and Support Center is a, multi-purpose facility that will be built behind the existing health center and include space for physical therapy, chiropractic care, cardiac rehabilitation, cultural healing practices, mental health care and specialty services using the latest telemedicine technology. Administrative offices will also be relocated from outside trailers to the new building.

Design work has recently been completed and construction documents are in development. Fundraising is continuing with a Capital Campaign Goal of \$5,530,00. We are 25% of the way there and hope to break ground by 2021.



# RESULTS BY THE NUMBERS

## MEDICAL SERVICES

**1,720**  
individual patients served

**4,798**  
medical visits

**583**  
urgent care  
during clinic hours: **206**  
after clinic hours: **377**

**104**  
optometry visits

## DENTAL SERVICES

**558**  
individual patients served

**1,219**  
dental visits

## BEHAVIORAL HEALTH SERVICES

**39**  
individual patients served

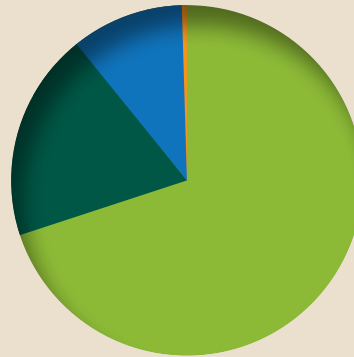
**165**  
behavioral health visits

## HĀNA FRESH

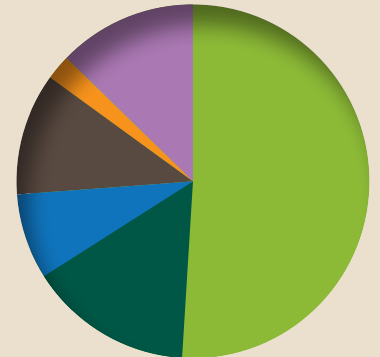
**41,000+**  
More than 41,000 pounds of fresh fruits and vegetables produced helping address the districts food sustainability



## STATEMENT OF REVENUES AND EXPENSES



REVENUES



EXPENSES

### Revenues

Contracts and Grants - Operating	\$4,044,478
Third Party/Patient Payments	1,115,463
Hāna Fresh	598,716
Contributions & Other Sources	22,692
<b>Total Revenue</b>	<b>\$5,781,349</b>

### Expenses

Personnel	\$2,448,230
Professional Services	719,728
Facilities/Equipment	369,853
Supplies/Pharmacy	524,041
Insurance	115,692
Other/Depreciation	605,175
<b>Expense</b>	<b>\$4,782,719</b>
Funding Source Program Restrictions	\$762,000
<b>Total Expense</b>	<b>\$5,544,719</b>

### NET INCOME

**\$236,630**



**Hāna Health**

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