

Facing the Pandemic,

CARING FOR OUR COMMUNITY



For Hāna Health and the Hāna community life has not been the same since the COVID-19 pandemic reached our shores. **In response**, Hāna Health immediately sprang into action to **prevent** the spread of the highly contagious disease in our small rural community. Knowing that the Hāna population is at greater risk for COVID-19 complications if infected, health center operations were modified to **protect** the health of community members and our staff.



MEDICAL SERVICES

1,558

Individual patients served

4,082

Total medical visits
Urgent care during regular
clinic hours: **218**

Urgent care after regular
clinic hours: **329**

152

Optometry visits

52

COVID-19 Tests
positive and treated: **2**

40

Total emergency transports
By ground ambulance: **22**
By air: **18**

191

Flu immunizations

DENTAL SERVICES

575

Individual patients served

1,163

Dental visits

50

Community dental screenings
for children under 6 years

BEHAVIORAL HEALTH

87

Individual patients served

228

Behavioral health visits

HĀNA FRESH

30,000

Pounds of fresh fruits and vegetables
produced helping address food security

290

Healthy Snacks for Hāna Youth Center
Youth served: **15**

35

Hāna Elementary School Salad Bars
Students served: **62**

Reorganizing Patient Contact

On day one, Hāna Health reorganized the way patient care would be handled. From screening all patients when scheduling appointments, to interview questions and temperature checks before clinic entry, to the required use of face masks and hand sanitizer when in the clinic, patient and staff safety is and will always be our first priority. Appointments are now required for all but urgent care patients and there no longer is waiting in the reception area. A new pager system is used to notify patients when their provider and exam room are ready for the encounter. Special kupuna hours have been established to minimize their contact with other community members. Many more operational changes have taken place from enhanced sanitation practices to the planned installation of special air purifiers and will continue to take place so long as this public health emergency continues.

Testing and Contact Tracing

Hāna Health provides COVID-19 testing according to CDC and health department guidelines. A COVID-19 Tracking platform was implemented to assure that contact tracing would take place for any positive tests and in support of the health departments efforts.

Telehealth

Hāna Health is working to expand telehealth opportunities that will reduce staff and patient exposure, preserve personal protective equipment (PPE) and minimize the impact of patient surges on the clinic. New methods for serving patients that do not rely on in-person visits are in development. Behavioral health care is now 100% virtual, using computers, cell phones and tablets for



visits with our psychologist. Some primary medical care is now provided by telephone and will also be available using a virtual platform by the end of the year. Plans to add home based monitoring and chronic disease management are in the works and will include patient support and training.

Community Education and Support

Controlling the pandemic requires everyone's participation. To that end, Hāna Health initiated a public information program to educate district residents on a number of COVID-19 topics with a particular emphasis on "stopping the spread". Information has been distributed through Hāna Health's website and Facebook pages, direct mail, farm stand produce bags, signage, and educational pamphlets available in the clinic.

The purchase and distribution of 700 locally made face masks with instructions, hand sanitizer, and education material took place at a drive through event in front of the health center.

Food Security

The pandemic shed a bright light on food insecurity in the islands and Hāna's remote population is particularly vulnerable to a disruption in the supply chain. Food insecurity is associated with poor physical health including diabetes, and hypertension. In an effort to assure that Hāna residents were able to "shelter in place" during the "lock down" and still have access to nutritious meals, food boxes were provided to 300 families on

4 separate occasions and included among other items fresh fruits and vegetables, chicken, beef, rice, cereal and more. Support for this effort came from Honu'apo, Weinberg Foundation, Direct Relief, Sysco and Hāna Ranch.

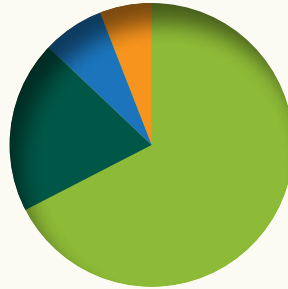
In keeping with our goal of improving health through good nutrition, weekly Kokua Bags filled with Hāna Fresh organic produce are distributed weekly to the most economically vulnerable members of our community. Over 300 Kokua bags have been distributed to 25 Hāna families.

Hāna Fresh Farm stand operations have been modified to provide community access to fresh produce while maintaining a safe environment and responding to the economic challenges facing Hāna's unemployed families. Low-cost produce bags are available for pickup at the farm stand Tuesday and Thursday and include a variety of the fruits and vegetables harvested that week.

Maui County Community Health Centers

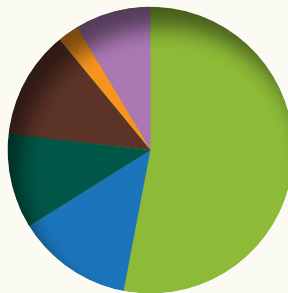
Hāna Health in partnership with Mālama I Ke Ola, Moloka'i Community Health Center and Lana'i Community Health Center have launched a media campaign to inform county residents of services available to them at their community health centers. Maui County Community Health Centers are the cornerstones of the health care system in the County, providing essential services to more than 18,000 vulnerable residents on the islands of Maui, Molokai and Lanai regardless of their insurance status or ability to pay. As the impacts of the pandemic have placed more families at risk due to loss of jobs, income and health insurance, community health centers have stepped up to the challenge to serve more people with greater needs. We are on the front lines of the pandemic, while continuing to provide the full range of primary health care services. We're Here For You.

Statement of Revenues and Expenses



Revenues

Contracts and grants - <i>Operating</i>	\$3,567,769
Third Party/Patient Payments	1,048,341
Hāna Fresh	374,518
Contributions and other sources	318,274
Total Revenue	\$5,308,902



Expenses

Personnel	\$2,548,369
Professional Services	639,061
Facilities/Equipment	507,832
Supplies/Pharmacy	591,011
Insurance	112,871
Other/Depreciation	415,339

Expense	\$4,814,483
Funding Source Program Restrictions	\$294,000
Total Expense	\$5,108,483

NET INCOME	\$200,419
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OUR MISSION IS YOUR HEALTH

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