



WAIMĀNALO
HEALTH CENTER



ANNUAL REPORT 2014

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BOARD OF DIRECTORS: President - Kathy Conner | Vice President - Keoni Aylett | 2nd Vice President - Noe Galea'i | Secretary - Deborah Smith | Treasurer - Jim Wood | Directors - Kahikino Noa Dettweiler-Pavia, Andrew Jamila, Jr., Renee Kama, Justin Lam, Sandra Maenani McAulton, Elizabeth Martinez, Pamela Menter, Kawai Miller, Hamid Pourjalali, Catherine Sato

EXECUTIVE LEADERSHIP: Chief Executive Officer - Mary Frances Oneha, APRN, PhD | Chief Financial Officer - Kathleen Kravish, MT, MBA, CMPE | Chief Medical Officer - Christina Kealoha Lee, MD | Chief Performance & Compliance Officer - Teresa Gonsalves, LSW, CHC

MISSION STATEMENT: Waimānalo Health Center (WHC) is committed to providing the highest level of primary and preventive health services, with special attention to the needs of Native Hawaiians and the medically underserved, and improving the health and wellness of individuals and their `ohana regardless of their ability to pay.

ʻŌLELO NOʻEAU: Ola i ka wai a ka `ōpua, which means *there is life in the water from the clouds*. Rain gives life.

COVER PHOTO COURTESY OF KAI MARKELL

BOARD PRESIDENT & CEO MESSAGE



Dear patients, community members, and friends, aloha mai kākou! 2014 was an exciting year for the Waimānalo Health Center. We were blessed to be nationally recognized in 2013 as a top-tier patient centered health care home. 2014 was our year to thank you – our patients, our `ohana – for helping us achieve this milestone.

The year began with an opportunity to touch base and catch up with our community. We reviewed and released results from our most recent Community Needs Assessment Survey. Your feedback is very important and we take all survey answers into serious consideration as we improve existing programs and services, and plan for the future.

We updated our website to provide easier access to health center updates and useful communication tools, we expanded Keiki Smiles, our elementary school dental outreach program, refocused on prenatal and breastfeeding support services, and so much more.

2014 is also the year we embarked on a significant journey, our first capital campaign. Waimānalo Health Center's \$13 million Ola I Ka Wai Capital Campaign is the first of its kind in our 20 years of serving the community. Waimānalo deserves a space and place they can come to for high quality and accessible health care that aligns with culture, and has the capacity to serve its needs. We are building far more than a structure. We are building hope, optimism, resources, and positive change to sustain your healthcare home and the community. We are grateful for our strong group of committed community-minded leaders, dedicated staff, and patients and community members full of aloha to help us reach our goal. Mahalo nui loa for your continued support.

Mary Frances Oneha
Chief Executive Office

Kathy Conner
Board of Directors President

FINANCIAL OVERVIEW

REVENUE

INDICATOR	2014	2013
Total Revenue	\$5,906,507	\$5,743,166
State & Other Grants	\$1,679,475 (28%)	\$1,868,338 (32.5%)
Federal Grants	\$1,203,457 (20%)	\$1,078,482 (19%)
Patient Revenue	\$2,698,048 (46%)	\$2,465,411 (43%)
Cash Donations	\$30,123 (1%)	\$17,646 (0.25%)
Contributed Goods & Services	\$263,713 (4%)	\$297,533 (5%)
Interest & Other Revenue	\$31,691 (1%)	\$15,706 (0.25%)

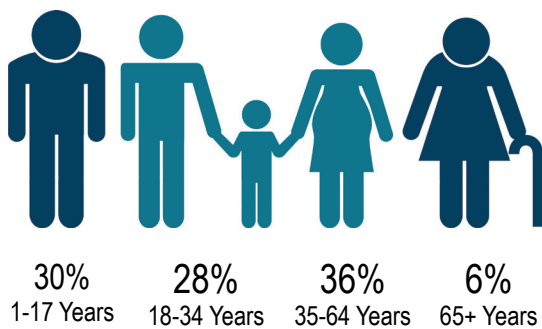
EXPENSES

INDICATOR	2014	2013
Total Expenses	\$6,398,115	\$5,523,982
Medical Services	\$3,742,683 (58%)	\$3,138,047 (57%)
Dental Services	\$930,609 (15%)	\$807,413 (15%)
Administrative	\$761,711 (12%)	\$759,043 (14%)
Community Services	\$808,709 (13%)	\$682,511 (12%)
Fundraising	\$154,403 (2%)	\$136,968 (2%)

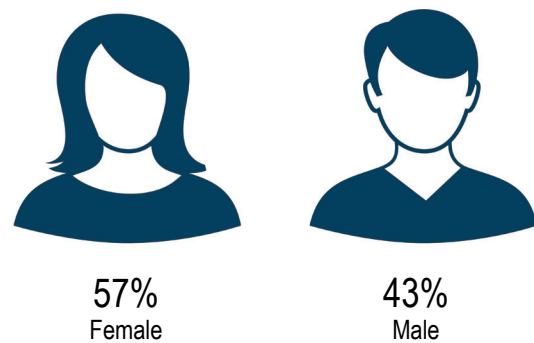
PATIENT DEMOGRAPHICS

Waimānalo Health Center served 4,511 patients through 27,429 clinic visits in 2014

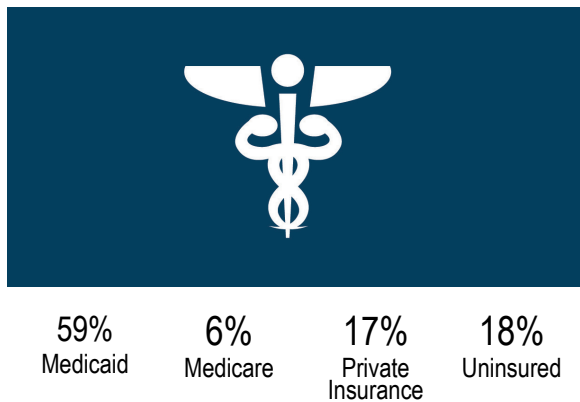
PATIENT AGE



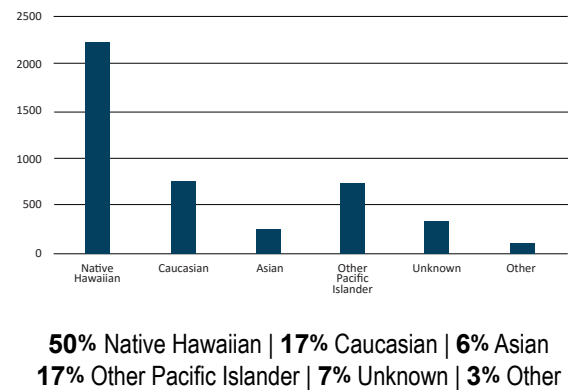
PATIENT GENDER



PATIENT HEALTH INSURANCE



PATIENT ETHNICITIES



OTHER NOTEABLE DEMOGRAPHICS

65%
of patients at 100% and below
federal poverty level

54%
of patients
live in Waimānalo

28%
of patients
live in Kailua & Kāneʻohe

2014 PROGRAM HIGHLIGHTS



Artist rendering of the new Waimānalo Health Center building

WHC LAUNCHES \$13 MILLION CAPITAL CAMPAIGN

The health center embarked on its \$13 million capital campaign in Spring 2014. The campaign is titled Ola I Ka Wai, inspired by the organization's `ōlelo no`eau - Ola i ka wai a ka`ōpua, which means "There is life in the water from the clouds." Each raindrop is a blessing of nourishment to the life of the land and its people. Collectively, these sustaining waters can transform a community. Similarly, the Ola I Ka Wai campaign offers an opportunity to invigorate new life and uplift our community through a gathering of blessings.

The health center celebrated its 20th anniversary in 2014. Programs and services have grown to meet the needs of the community during those 20 years but the facilities remained the same. Existing medical facilities are nearly

50 years old, inefficiently configured, and inadequately sized to accommodate the care provided to patients today. Waimānalo Health Center leaders, its Board of Directors, and community leaders devised a plan for the future of the health center.

Ola I Ka Wai began with an internal campaign. Health center staff and Board of Directors encouraged each other to invest in the health center. The response was overwhelming with 100 percent pledging toward the \$13 million goal. The health center raised more than \$100,000 by July 2014 and ended the year with a monumental \$2 million gift from the Harold K.L. Castle Foundation.

'PATIENT-CENTERED HEALTH CARE HOME' MODEL OF CARE REFLECTED IN HEALTH CENTER'S LOGO AND WEBSITE

Waimānalo Health Center's rebranding efforts achieved a benchmark when the organization's new website was revealed in early 2014. The new website was designed with the Patient-Centered Health Care Home (PCHCH) model of healthcare as its focus, featuring numerous patient success stories and download-ready patient resources like new patient registration packets, the patient handbook, health/wellness class schedule and flyers, recent research publications, and more.

Increased visibility of Patient Portal, the health center's electronic medical records system, makes it easy for patients to review their health care records at their convenience on any internet-enabled computer or mobile device from anywhere in the world. Patient Portal's messaging feature allows patients to privately and securely communicate with their health care team without the confines of office hours.

The health center's rebranding efforts began in 2012 when the organization's logo was refreshed to reflect the mission, vision, and values of the health center and community. The new logo is an adaptation of the old logo and 'ōlelo no'eau (Hawaiian proverb), Ola i ka wai a ka'ōpua, which means "There is life in the water from the clouds." The logo illustrates rain cascading down the peaks of the Ko'olau Mountains and forming a hand symbolizing care and outreach to the community. The shape of the logo as well as the shape created by the hand alludes to a rain drop, signifying life and health.

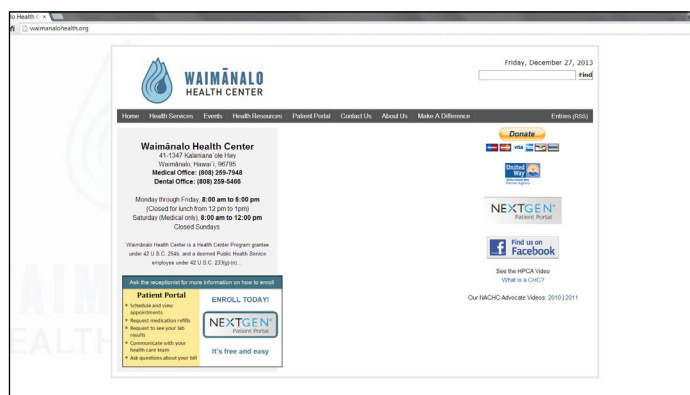
Since Waimānalo Health Center's last branding efforts, the organization has grown to be a nationally recognized health organization and looks forward to serving the community with a refreshed enthusiasm and outlook on health and wellness for the community and our patients, our 'ohana.



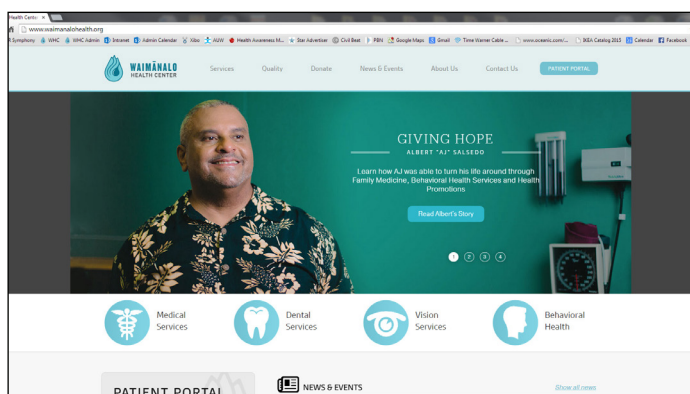
Old logo



New logo



Website before rebranding (2005-2014)



New website

2014 PROGRAM HIGHLIGHTS



HEALTH CENTER FOR THE COMMUNITY BY THE COMMUNITY - PROGRAM & SERVICE IMPROVEMENTS BASED ON SURVEY RESULTS

Results from a Community Needs Assessment were released in February 2014. The goal of the assessment was to engage community members on what the community's needs were. A total of 303 people participated in the survey. More than 50 percent were patients of the health center and/or residents of the Waimānalo community, and 60 percent were Native Hawaiian. Thirteen percent were youth and 24 percent were 60 years and older. Information was gathered through group sessions, interviews and written surveys.

The results were sorted into three major categories – health promotion and prevention services, youth services, and treatment services. Themes within these categories

include access to healthy food, exercise and fitness activities, cultural activities, providing a safe haven for haumāna, an after school program, providing substance treatment services, integrating traditional Native Hawaiian healing services into existing service, and providing access to legal services to ensure access to justice.

The Community Needs Assessment has helped Waimānalo Health Center leaders map out a plan for the future of the organization and community with the overall premise to provide these services within the cultural context of the community. Waimānalo Health Center is committed to continuously improving the health and wellness of the community - our patients, our `ohana.



Dr. Ivan Irie and Dr. Noelani Perreira

BEHAVIORAL HEALTH INTEGRATION TO IMPROVE HEALTH AND WELLNESS FOR ALL

Waimānalo Health Center welcomed Dr. Noelani Perreira and Dr. Ivan Irie to its behavioral health team in 2014. Dr. Perreira and Dr. Irie were integral team members as the health center enhanced its integrated behavioral health initiative. With offices within the primary medical clinics, Dr. Perreira and Dr. Irie work closely with doctors and nurses to identify patients who might benefit from services.

“Mental health is a vital component of wellness for everyone,” says Dr. Irie, “It’s not reserved for people experiencing anxiety, depression, or any other symptoms. The resulting thoughts, feelings, and behaviors from health concerns are related to your overall physical and spiritual well-being. Accepting and applying this idea to health care is integrated health.”

Waimānalo Health Center embarked on its behavioral health integration initiative as a response to the Community Needs Assessment Survey results, released in early 2014. The assessment illustrated a need for treatment services in the Waimānalo community. The health center strongly believes integrated behavioral health will increase understanding, acceptance and access to treatment services.

“Overall health – physical, emotional, spiritual – is our goal,” says Dr. Irie, “Some patients are not ready to include mental health in their care plan right now and that’s okay. Change takes time. We’re here to help.”

WHC DONORS

Annual Giving

INDIVIDUALS & FAMILIES

The Waimanalo Health Center would like to acknowledge the following individuals and families who have provided monetary donations to support the Waimanalo Health Center's mission and vision. Highlighted in blue are Waimanalo Health Center staff, who in 2014, went beyond their roles as employees and supported the Waimanalo Health Center as donors.

* Waimanalo Health Center Board of Directors

Kokī'o (\$1,000 - \$2,499)

Cultural Surveys Hawaii, Inc.
Lorraine Honda
[Mary Oneha](#)
Sanford & Catherine Sato*

Palapalai (\$500 - \$999)

Anonymous
[Anthony Kim](#)
[Pi'ilani Kai](#)

Kupukupu (\$100 - \$499)

Anonymous
Anonymous
Anonymous
Pamela Anderson
[Amy Bauchens](#)
In Memory of K. Brogdon
Robert Chong
Kahikino Noa Dettweiler-Pavia*
Cheryl Enoka
Cara-Lynne Fernandez
Noe Galeai*
Billie Nohea George
Holly Inn
Joseph Kaaihue Jr.
Elzedia Kaonohi
[Isaac Ka`ōpua](#)
[Christina Lee](#)
Elizabeth Martinez*
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[Candice McMullan-Vogel](#)
Pamela Menter*
[Andrea Merriam](#)
Lenore Morse
[Grace North](#)
Charlene Ono
Hamid Pourjalali*
Stephen & Janice Shoultz
Deborah Smith*
[Anela Tamashiro](#)
[Ann Tanigawa](#)
Kim Lan Tasaka
[Veronica Tomooka](#)
James B. Wood*

`Akulikuli (\$1 - \$99)

Anonymous
Anonymous
Anonymous
Anonymous
Anonymous
Kanoeluhua Ahakuelo-Kepa
[Melissa Ahlo](#)
Marbeth Aquino
[Germaine Arakawa](#)
Brooke Carlomb
[Sheri Mae Chang](#)
Kathy Conner*
[Cherry DeLeon](#)
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Jeffrey Mertens
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[Kimberly Souza](#)
Margaret Takahama
Lon Tanigawa
Glenn Teraoka
[Karen Tominaga](#)
Shane Valdez

ORGANIZATIONS, TRUSTS AND FOUNDATIONS

The following companies, organizations and foundations generously support Waimanalo Health Center's mission whether through specific programs or services or general support.

Koa (\$10,000 and up)

Aloha United Way
AlohaCare

Association of Asian Pacific Community Health Organizations
Atherton Family Foundation
FirstVitals Health and Wellness, Inc
Harold K. L. Castle Foundation
Hawaii Health Connector
Hawaii Primary Care Association
Robert Emens Black Fund of the Hawaii Community Foundation
Susan G. Komen for the Cure
`Ōhi`a (\$5,000 - \$9,999)
Friends of Hawaii Charities
Kokī'o (\$1,000 - \$2,499)
Aloha Foundation, Inc.
Cultural Surveys Hawaii, Inc.
Jhamandas Watumull Fund
NFL Charities

IN-KIND GIFTS

Donations of goods and services help the Waimanalo Health Center care for the community.

Amy Arfmann
Brooke Carlomb
Henry Schein
Hu-Friedy
Mutual Publishing
Robert Rhodes
Harold Sylvester

PUBLIC SUPPORT

Support from public agencies makes many of our programs and services possible. Public support for Waimanalo Health Center's work comes from all levels of government.

Federal

Department of Health and Human Services-Health Resources and Services
Administration-Bureau of Primary Health Care

State of Hawai`i

Department of Health-Substance Abuse Prevention Services
Department of Health-Breast and Cervical Cancer Screening Program
Department of Health-Comprehensive Primary Care Services
Department of Health-Family Planning and Reproductive Health Services
Department of Health-Special Supplemental Nutrition Program for Women, Infants and Children
Department of Human Services-Med-QUEST Division
Office of Hawaiian Affairs

Ola I Ka Wai Capital Campaign

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INDIVIDUALS & FAMILIES

Laulima (\$25,000 - \$49,999)

Mary Oneha

Lōkahi (\$10,000 - \$24,999)

Charman J. Akina MD
Drs. Anthony & Ha Kim
Nathan & Christina Lee
Sanford & Catherine Sato
James & Shannon Wood

Maika`i (\$5,000 - \$9,999)

Melissa Ahlo
Louana Kassebeer
Kahikino Noa Dettweiler-Pavia
Drs. Christy & Andrew Jun
Pi`ilani Kai
Linda Lani
Pamela Menter & Family
Maria Moreno-Chow
Malia Parana
Lon & Ann Tanigawa
Anonymous
Karen M. Tominaga, RDH
Veronica Tomooka & Family

`Olu`olu (\$1,000 - \$4,999)

Gerrie Arakawa
Anonymous
John & Cyndy Aylett
Amy Bauchens
Juvy Cariaga
Christie Carvalho
Emelia Dasargo
Aquino-deLeon `Ohana
Neverly Esperon
Shannon & Noe Galeai
Hermosura Family
Heu `Ohana
Anthony Ho
Ho`okano `Ohana
Bryce & Charlee Kaonohi
Andrew Jamila Jr.
The Jenness Clan
Christine Jones
Anonymous
Nawai Kalai
Tasha Kamisato
Lehua Katayama
Badiyo Ohana
Mr. & Mrs. Kravish
Justin Lam
Anonymous
Mavis Lee
Patricia Liang-Tong
Anonymous
Elizabeth Martinez
Angela Mendonca
Andy Merriam
Jennifer Molnar
Anonymous
Veronica Perreira
Mehri & Abolfazl Pourjalali
Kayzn & Kruz Ramseyer-Ho
Rhodes Family
Carol Salcedo
Rob Slike
Deborah L. Smith & Family
Randi Song
Karen Soriano
Kamalei Souza
Stephens `Ohana
Anela Tamashiro
The Valente `Ohana
Briana Vasconcellos
Thanh Young
Anonymous

Kōkua (\$500 - \$999)

The Bayani `Ohana
Kathy Conner & Family
Daniel Glassman-Vinci
Anonymous
Ashlen Kaleiupu
Clare Kaleleiki
Kanani Kaniaupio
Maenani McAulton
Keahiolalo `Ohana
Stephanie Nault
Anonymous

Ho`okipa (\$0.01 - \$499)

The Kama-Kamai `Ohana
Mento `Ohana
Anonymous
Kim Weston
Anonymous

ORGANIZATIONS, FOUNDATIONS AND TRUSTS

`Ohana (\$2,000,000 - \$2,999,999)

Harold K.L. Castle Foundation

EMPLOYEE GIVING

Waimānalo Health Center is proud to acknowledge that 100% of its employees and Board of Directors have given to the Ola I Ka Wai Capital Campaign. A special mahalo to all who went beyond their roles as staff and donated.

We appreciate our supporters and make every effort to ensure accuracy in donor listings. If you notice an error or omission, please contact our Development Department at development@waimanalohealth.org or (808) 259-7948.

On behalf of the Board of Directors and staff at Waimānalo Health Center, thank you for reading and for your ongoing support. We are happy to be your health care home.



WAIMĀNALO
HEALTH CENTER

2014 ANNUAL REPORT

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