

YOUR HEALTH CARE HOME

In 2020, Waimānalo Health Center surpassed state & national benchmarks on 83% of the metrics!



Access to care has contributed to our patients improving their health. Waimānalo Health Center has exceeded national standards in the following quality measures:

QUALITY MEASURE	WAIMĀNALO HEALTH CENTER	NATIONAL
Colorectal Cancer Screening	48%	40%
Controlling High Blood Pressure	76%	58%
Depression Screening & Follow-up	82%	64%
First Trimester Prenatal Care	92%	73%
Child & Adolescent Weight Assessment & Counseling for Nutrition & Physical Activity	74%	65%

Able to get appointments

94%

responded positively

I get called back quickly

77%

responded positively

Phone calls get through easily

86%

responded positively

Health Center hours work for me

93%

responded positively



It is a privilege and honor to be your health care home. Making sure you have access to our services is very important. Be it day or night, we are here to serve you. Contact your health care provider at 808-259-7948 or via Patient Portal. Or if you need us after hours, call Doctor's Answering Service Hawai'i (DASH) at 808-988-2188. At the Waimānalo Health Center, you are not just a patient; you are at the heart of the care team - part of the 'ohana.

Importance of Colorectal Cancer Screenings

According to the American Cancer Society, colorectal cancer is the third leading cause of cancer-related deaths in men and women, and the second most common cause of cancer deaths when men and women are combined. It's expected to cause 52,980 deaths during 2021.

<https://www.cancer.org/cancer/colon-rectal-cancer/about/key-statistics.html>

FACT:

**60% of colorectal
cancer deaths could
be prevented with
screening**

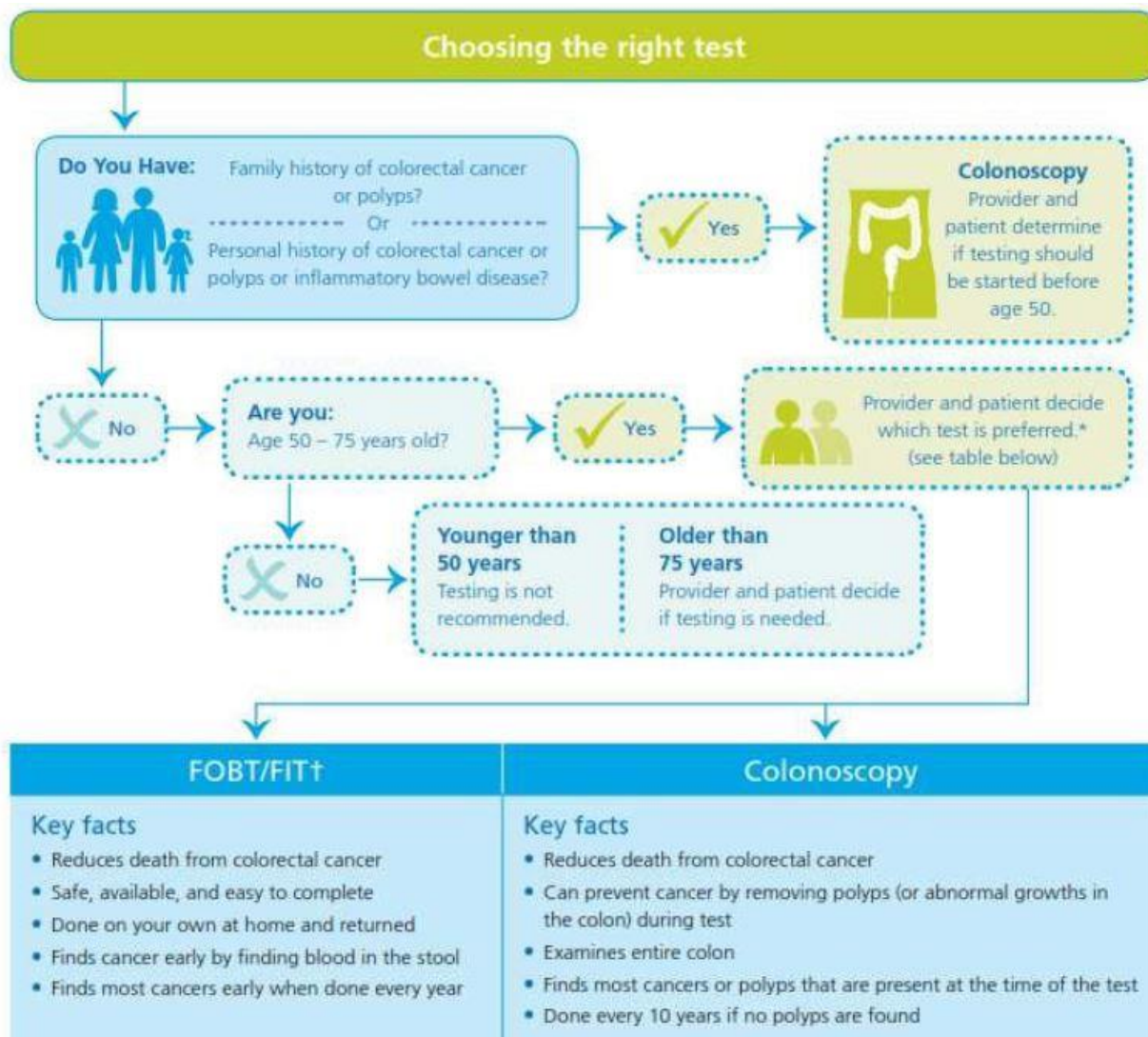


Waimānalo Health Center is proactive in reducing the risks of colon cancer.

Our Medical Policy & Procedure 18 - Standing Orders for Nursing standardizes nursing interventions to improve the health outcomes of our patients. Our support staff can independently offer Immunochemical Fecal Occult Blood Testing (iFOBT) in the past year, flexible sigmoidoscopy in the past 5 years, or colonoscopy in the past 10 years. Alternatively, patients may be offered colonoscopy for colon cancer screening. Referrals are made to the Provider or Team Lead if patients would like to discuss all available options for colon cancer screening.

In addition, our Medical Policy & Procedure 88 - Population-Based Healthcare Management, sets the precedence to improve patient care and health outcomes and to screen for disease that can be prevented, stabilized, or treated early. Colorectal cancer screening (CRCS) will be in accordance with the U.S. Preventive Services Task Force (USPSTF) current recommendations for CRCS and CMS 130. Patients \geq 50 to 74 years of age shall have a Fecal Occult Blood Testing (FOBT) once a year or colonoscopy every 10 years.

Waimānalo Health Center runs colorectal cancer screening recalls in January and July each year. Patients shall be recalled if they have not had an FOBT in the past year, or a colonoscopy in the past 10 years.



Returning Calls

Waimānalo Health Center staff aim to provide the best quality care possible, including returning calls promptly. To assist us in doing so, please use these tips when leaving a voicemail.

- Speak in a clear and audible voice
- Provide your full name
- State your phone number slowly twice
- Provide your reason for calling. Please keep it simple and direct.
- Share when is best to call you back.

Mahalo.

<https://www.waimanalohealth.org/contact-us>