



## New EMR System Improves Delivery of Care in Many Ways

Call them COWs – Computers On Wheels, or WOWs – Workstations On Wheels. Whichever acronym you choose, they are the most visible components of Palolo Chinese Home’s new Electronic Medical Records (EMR) system. As nursing staff wheel them from room to room these portable, wireless workstations provide up-to-date information on treatments, medications and special instructions for each resident and the ability to complete records of each visit while still with the resident – generally not the case with manual records.



From left: Lisa Agcaoili, CNA, RNA; Maria Villanueva, Clinical Clerk; Ivy Pama, Activities Aide; Maya Keene, Registered Dietician; Jeff Viernes, RN; Mikko Tagaca, CNA; Rodelio Robles, CNA; Yves Campos, RN.

Electronic Medical Records (EMR) are essentially computerized versions of the traditional paper chart. EMR systems replace hard copy health documents with digital formats, which can lead to improvements in quality, safety, efficiency, coordination and disparities of care.

EMR are quickly becoming the norm in the healthcare industry and already mandated for hospitals. Believing it only a matter of time before the mandate is extended to long-term facilities, PCH undertook a study of EMR and determined that it can vastly improve resident care. In keeping with the Home’s traditional focus of resources and efforts on patient centered initiatives, PCH made the decision to convert from manual to electronic medical recordkeeping last year, ahead of federal requirement.

EMR increases the efficiency of nurses, medication safety and accessibility of health care information. The EMR system allows nurses to reduce the amount of paperwork and time required to complete documentations. Since EMR implementation, PCH nurses have experienced an average of 1.5 more hours per shift to spend with residents on personalized assessments and treatments or simply getting to know the residents and their families better. Also, PCH saw 100% elimination of problems associated with hard-to-read hand written orders and chart documentation.

The EMR system also provides for medication alerts, reminders, follow-up and special treatment settings to be automatically programmed for each patient. Nurses can seamlessly prepare medications on the go while keeping track of all the necessary precautions.

The EMR system allows for immediate access to historical resident records and data for visiting physicians, dentists, pharmacists, laboratory clinicians and State surveyors who often need fast and efficient ways of obtaining critical data to evaluate and adjust care.

The PCH EMR system has already affected improvements in the overall care of residents, and this is only the beginning. PCH looks forward to further capabilities, opportunities and benefits in EMR technology as we continue to strive to be the preferred provider of elder care in Hawaii.

### What PCH Nurses Say About the EMR Computer on Wheels (COW)

*“It has been so much easier to give medications and care for residents at the same time...and so efficient that I now have more time to spend with residents and address their concerns. It’s also easier to obtain information on a resident because everything’s in one place.”*

Mylene Ignacio, ADON RN

*“When I have a restless resident, I can now document while providing the necessary one-to-one care.”*

Christina Chan, RN

## Thank You to the See Dai Doo Society for its Generous Gift



From left, PCH Board Chair & President Gordon Au and COO Darlene Nakayama accept a \$25,000 capital campaign donation from See Dai Doo President Robert Ching and Vice President Wesley Fong at the SDD Annual Spring Banquet. Wesley Fong is a Director Emeritus of PCH.



2014 BOARD  
OF DIRECTORS

Gordon S. K. Au  
*Chair/President*

Theodore G. Jung  
*1st Vice President*

Roger K. S. Liu, CPA  
*2nd Vice President*

Patricia L. Blanchette, MD, MPH, CMD  
*Secretary*

Eric K. Watanabe, CPA  
*Treasurer*

Frances H. Goo  
*Imm. Past Chair/President*

*Directors*

Beverly C. Ament  
Peter Backus  
Patricia A. Boeckmann, MHA  
Russell J. Lau  
Gladys K. Lee  
Theodore C. T. Li  
J. P. Schmidt, Esq.  
Douglas C. Smith  
Dana Takushi  
Lawrence K. W. Tseu, DDS  
Blossom Y. Tyau  
Gulab Watumull

*Directors Emeritus*

Carolyn Y. K. Ballou  
Clinton K. L. Ching  
Henry B. Clark, Jr.  
Bernard W. K. Fong, MD  
Wesley F. Fong, Esq.  
George T. Y. Lum  
Chew Nung Lum  
Albert Q. Y. Tom

Darryl N. Ing  
*Chief Executive Officer*

Darlene H. Nakayama, NHA  
*Chief Operating Officer*

*Palolo Chinese Home is a private, 501(c)(3) non-profit charitable organization. From its origins over a hundred years ago PCH has been open to all regardless of race, religion, nationality, or ethnic origin. Palolo Chinese Home's mission is "To assist and care for elders and their families by providing a continuum of care which is professional and interdisciplinary, in a culturally sensitive family setting."*

*Palolo Chinese Home's newsletter is published for families and friends of PCH. Send comments, inquiries, ideas, address corrections to:*

Development Office, PCH  
2459 10th Avenue • Honolulu, HI 96816  
Fax: 808.735.1754  
Email: [info@palolobome.org](mailto:info@palolobome.org)  
Call 808.739.6033.

## Chief Operating Officer's Report



Darlene H. Nakayama, RN, NHA  
*Chief Operating Officer*

Aloha! Summer's here and it promises to be an exciting time for our residents and families.

We will be welcoming the summer with our annual 4th of July celebration with the Small World Harmonica Band playing "Good Ole American" music. The Palolo Chinese Home's Women's Auxiliary sponsors this patriotic adventure for us and livens up Farm Hall with "Red White and Blue" lei, flags and pompoms. We get a chance to sing, dance and march to songs like "It's a Small World." The Women's Auxiliary has been sponsoring this event for soon to be 15 years.

According to Gladys Lee, President of the PCH Women's Auxiliary, "The Small World Harmonica Band has been in existence for quite a few years. They have been coming to PCH since the Year 2000. The leader and director of the band is Mr. Robert Omura. The Band plays a variety of songs, but we have requested patriotic and marching songs. I happened to know one of the harmonica players and asked if the band would come to PCH. And the rest is history. Then about 8 or 9 years ago, Myrtle Choan, a long time auxiliary member asked Territorial Savings Bank to donate red, white and blue lei for the residents to wear and they have done so ever since." The Palolo Chinese Home staff and management have a great time and also participate in the festivities and march together with the residents and families.

The 4th of July celebration then concludes with an All-American lunch of BBQ hot dogs, hamburgers, cole slaw and watermelon prepared by our very talented cooks and kitchen crew.

Congratulations and thanks again to President Gladys Lee and the Palolo Chinese Home Women's Auxiliary for their 50th Year Anniversary. Here's wishing them a grand anniversary celebration, which is being planned for some time in early August 2014.

If you would like more information on any of the programs and services at Palolo Chinese Home, please do not hesitate to call me at 732-0488. Mahalo!



## "Caring For Generations" Dinner to Honor Eddie Flores, Jr. on October 17

Eddie Flores, Jr., president and chief executive officer of the L&L Hawaiian Barbecue restaurant chain, has distinguished himself as a successful entrepreneur and community activist. He will be honored at PCH's "Caring for Generations" Dinner on October 17, 2014.

Born in Hong Kong, Eddie immigrated with his family to Hawaii at the age of 16. His parents instilled in their children the importance of higher learning, and while school wasn't easy for Eddie, he worked his way through college as a janitor and dishwasher with a goal to become an entrepreneur "from Day One."

In 1976, Eddie came across a small restaurant for sale on Liliha Street named L&L Drive Inn, and for \$22,000 he purchased it as a gift for his mother. So that she could run the restaurant during day hours and be home nights, Eddie offered half interest in the restaurant to Johnson Kam, marking the beginning of a long and successful partnership.

Today there are close to 200 L&L restaurants around the world. Ninety-percent of the restaurants are employee-owned, due to the generous way Eddie runs the business – by providing loans, credits and lease guaranties for his employees so they may share in the American Dream.

In 1998, Eddie received the State of Hawaii Small Business Administration - Small Business Person of the Year - which epitomized his success in business. For many years, Eddie has served as the chairperson of the Small Business Assistance Program for the Filipino Chamber of Commerce of Hawaii, which awarded him the Entrepreneur of the Year. Eddie was also awarded the University of Hawai'i Distinguished Alumni Award, Presidential Citation for Filipino Individuals & Organizations Overseas, Junior Achievement Hall of Fame, Best in Business: Business Leadership Hawaii, Sales and Marketing of the Year, and Ernst and

Continued on page 4





## PCH Director Douglas C. Smith

While new to the PCH Board of Directors, lawyer Douglas C. Smith has been working with Palolo Chinese Home for two decades, having been introduced to the Home by his law partner, Clinton Ching, a Director Emeritus of PCH.

Educated at the University of California at Santa Barbara (B.A. Philosophy and Economics) and the University of Hawai'i, William S. Richardson School of Law (J.D.), Doug Smith is today an attorney and director of Damon Key Leong Kupchak Hastert. His practice emphasizes taxation, estate planning and business planning.

Of his association with PCH over 20 years and now as a board member, Doug says, "I have seen much growth and many changes over this period of time. I have been involved in giving advice about planning, corporate structure, contracting and charitable giving and expect to contribute in these areas. Caring for our growing senior population will become more and more important for our society to continue to function well. Caring for our seniors is about giving back."

Doug volunteers his time, efforts and expertise to numerous charitable organizations. His choice of law as a profession can be attributed to his family and upbringing. Community service and helping others was and continues to be important to his parents, who passed this interest on to him. Doug finds that a law career provides many opportunities to assist others and he tries to take advantage of these opportunities as much as possible.

"In my job, I work a great deal in the estate planning area, and I have seen through my clients over time the importance of having excellent senior care options. Senior care affects entire families, from the very young to the very old. Not having good care has a negative affect through this whole spectrum of family members, not just for seniors. Good care, on the other hand, has a beneficial effect on the entire family. So it is an important issue for everyone."

Outside of work and volunteerism Doug enjoys spending time with family, playing tennis, surfing, paddling and "trying to keep my garden in shape."



PALOLO CHINESE HOME

## Dynasty Invitational

GOLF TOURNAMENT

Palolo Chinese Home extends its sincere appreciation to the 194 golfers, Pyramid Insurance, Island Insurance, Servco Pacific and all of our wonderful sponsors who played a part in making this year's tournament a great success!

*Mahalo to...*

Honorary Chair, Steve Uyehara of KGMB/KHNL/KFVE TV Hawaii News Now for taking the time from your very busy schedule to add your sparkling personality and endorsement to our golf tournament;

Kapiolani Community College Culinary Institute for the outstanding venue, food, staff and VIP service;

Barry Jay and the Ebb Tides for the classic tunes and relaxing music;

Kimo Kahoano and Leilani Kupahu-Marino for enhancing the night's entertainment with humor and grace; and last, but not least,

The PCH Women's Auxiliary for enthusiastic support of all our events.

*We are truly grateful for your loyal support!*



From left: PCH Board President, Gordon Au, Honorary Chair Steve Uyehara of Hawaii News Now, and PCH CEO, Darryl Ing.



Wendell Koy won the Grand Prize: airfare, hotel accommodations & golf in Hong Kong.



Above (l-r): Marshall Miyoshi, Keith Woo, Jason Kim, Shawna Schiller, Justin Nishimoto and Aurelio Supapo. Photo courtesy of Midweek photographer, Anthony Consillio.



Joel Kumabe, Bob Lee, Wayne Omori, Chaplin Bill Crockett, Steven Higashiya and Robert Gardner. Photo courtesy of Midweek photographer, Anthony Consillio.



Dennis Ikeda, Scott Gardner, Benton Welsb, Bob Farrell, Mark Yoshida and Gordon Okumura.

## Palolo Chinese Home

2459 10th Avenue • Honolulu, Hawaii 96816-3051

Telephone: (808) 737-2555 • Fax: (808) 735-1754

E-Mail: [info@palolohome.org](mailto:info@palolohome.org) • Visit: [www.palolohome.org](http://www.palolohome.org)

Federal Tax ID# 99-0073521

NON PROFIT ORG.  
US POSTAGE  
PAID  
PERMIT NO. 928  
HONOLULU, HI

### RETURN SERVICE REQUESTED



The blessing of "long life" is universally celebrated.

At Palolo Chinese Home, the Chinese character for longevity (shou) has long been used as a symbol.

The artist, by adding two brush strokes, has incorporated the Chinese character for people or mankind (ren), and the result is an image of a roof embracing long life - our wish for you. The unbroken circle signifies our mission of continuous care and respect for our kupuna (elders). Logo designed for Palolo Chinese Home by Clarence Lee.

### Aloha United Way



Palolo Chinese Home  
Donor Choice #96410

Designate your donation.

*Caring for Generations Dinner* continued from page 1

Young Entrepreneur of the Year for Food and Beverage. Eddie is the president-elect of the Chinese Chamber of Commerce of Hawaii.

Most important, Eddie does not forget his roots. He established the Filipino Fiesta and Parade in Hawaii, serving as its chairman for over a decade and raising funds for the festivities each year. Eddie was the prime mover in building and raising \$14.2 million for the Filipino Community Center, the largest Filipino community center outside of the Philippines. He has given his time to numerous community organizations as a board member and officer, including Chaminade University, Chinese Chamber of Commerce, Hogan Entrepreneurs Program, and the Honolulu Police Commission.

Of his involvement and support of community, Eddie says, "We have to help the community; without the community there is no L&L. I love to do it and I will continue to offer my services to the community. You have to give back – there is no other way. And what you give, you get ten times back in return."

The "Caring for Generations" Award recognizes an outstanding citizen dedicated to improving our community and is presented to an individual who has exhibited selfless commitment to our community through efforts that make a difference in the lives of others. Please join us on October 17 at the Hilton Hawaiian Village, Tapa Tower, when PCH will present the Caring for Generations Award to Eddie Flores, Jr. For more information, please call Palolo Chinese Home at 739-6033.

From September 1-30, 2014  
**GIVE ALOHA at Foodland, Sack N  
Save & Foodland Farms to Support  
Palolo Chinese Home**



**give aloha**

Foodland's Annual Community Matching Gifts Program

Donate to PCH through Foodland's Give Aloha Campaign  
during the month of September

**Our five-digit registration code is #77670**

By giving up to \$249 (per organization) and using your Maika'i card, you ensure that we also receive a donation from Foodland and the Western Union Foundation. Donor names will not be released to the recipient organizations, so if you would like us to know of your donation, please contact PCH directly so we may properly acknowledge your gift. Contributions are tax-deductible so be sure to save your store receipts for tax purposes! MAHALO!