

*Stories of Inspiration from REHAB Hospital*

# REACH



ISSUE 1 · 2024

## Veni, Vidi, Vici – She Came, Saw and Conquered

**A**t 68, Cindy Hunter was in better shape than many half her age. A marine biology professor at the University of Hawai'i Mānoa, she loved spending time in the ocean, and her mornings were often spent swimming with friends. During the pandemic, she picked up pickleball, and it became a passion. "On the first day they told me the "number one rule of pickleball is don't run backward," Cindy laughs. "Then, guess what I did?" It was during a match at Kailua District Park, not far from her Kāne'ohe neighborhood, where she fell hard, breaking her left femur.

Cindy calls the weeks that followed "surreal." She was used to being independent, but now simple things like changing clothes, taking a shower and getting out of bed were impossible without help. She arrived at REHAB in a wheelchair with a broken leg, which had been stabilized with a titanium rod and two pins, yet still radiated waves

of pain. "For the first time in my life, I felt elderly," she says. "But I wanted to work hard and get better quickly. So, they sent me to REHAB." Her goal: Get back into the ocean and to teaching.

Cindy's two-week inpatient stay was intense—about five sessions per day—and exactly what she was looking for. Her therapists listened, then encouraged and challenged her. It made all the difference. "When you're there, you have their full attention," she says. "I gave them 110%, and they gave me 200% back. They always gave me exactly what I needed." She's proud to share that she's back to her normal active and independent life.

At REHAB, each patient's success story is a victory for us all. Each patient who completes their rehab leaves the door with a certificate of achievement signed by their therapists. Cindy still has hers. It's a little memento, she says, reminding her of how far she's come.

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## TO OUR REHAB OHANA

### Resolutions of Hope

It's that time of the year, when we think about resolutions, new beginnings and fresh starts. Some of us make resolutions to lose 10 pounds, reduce our alcohol consumption, volunteer more, do yoga once a week, etc. For our patients, they are setting goals that they never expected to make. They may strive to take their first steps after having a stroke or to maneuver independently in a wheelchair after a spinal cord injury. Perhaps they are focused on returning home to their families. Our patients are likely approaching the New Year with trepidation and cautious "resolutions" for the future, vs. excitement for what 2024 will bring to them and their families.



Stanford Carr



Stephanie Nadolny

At REHAB, our patients receive expert care from a talented interdisciplinary team of professionals. But, they also receive something in addition to our staff's expertise...something less obvious. Our team gives patients hope and the support needed to create goals and resolutions that will motivate them to keep moving forward during their rehabilitation. 2024 will be a challenging time for most of our patients, but with the encouragement of TEAM REHAB, they can achieve their goals.

Mahalo to each of you for your ongoing support of REHAB.

*Stanford Carr* *Stephanie Nadolny*

Stanford Carr  
Board Chair

Stephanie Nadolny  
Chief Executive Officer

## Moments of Comfort

For those who knew him, Paul Jones was a light of joy that brightened the lives of those around him. A born-and-raised O'ahu boy, he had spent his childhood in Kuli'ou'ou, growing up among his many aunts, uncles and cousins. Family was one of his greatest treasures, says Ann Jones, his wife of 58 years before he passed away late last year.

Paul first became a REHAB patient in 2019, following several knee surgeries, including a total knee replacement that led to an infection. "He spent over half of 2019 either at the hospital or at REHAB," Ann says. The infection cleared, but left Paul with a chronic disease known as lymphedema, which occurs when the lymph system is damaged or blocked, causing a buildup of fluid in the body's soft tissues. For Paul, this disruption of flow caused painful swelling, especially in his legs.

In 2020, Paul started working with Cheri Teranishi, one of REHAB's physical therapists, once a week for lymph therapy, consisting of a gentle massage that helps move fluid through the body to reduce swelling. Paul looked forward to those relaxing one-hour sessions, Ann says with a laugh: "He would get there, lie on the bed and fall asleep as soon as she started working on his legs." Part of the reason REHAB was such a blessing was because there are so few lymphedema massage therapists on O'ahu. "It's a service, a treatment that's vital. And Cheri is one of only three I know of who do it," Ann says.



Paul's therapy continued until his passing in October. Those weekly rituals she had with her late husband—"together times" as Ann calls them—have become treasured memories. She can't thank Cheri enough for the comfort and relief she gave Paul. "As busy as she was, in addition to being one of the only therapists in Hawai'i who specialize in the treatment of lymphedema, she was also the head of REHAB's Therapy Department. Yet, she never rushed through her sessions with Paul. "She was a gift to us," Ann says.

## Pulmonary Recovery Circuit Program

### Come & Join PRCP!

Respiratory illnesses like chronic obstructive pulmonary disease (COPD) and COVID-19 can cause long-term lung damage that makes it difficult to breathe, exercise, and perform daily activities. REHAB's Pulmonary Recovery Circuit Program (PRCP) is a wellness and rehabilitation program that helps participants improve their breathing, stamina, and fitness to maximize their recovery and support their overall health. The PRCP is one of the first of its kind in the state

and helps to address a growing need for respiratory illness care in Hawaii's communities.

In this program, participants will work with licensed physical therapists and exercise specialists to learn how to conserve energy, control shortness of breath through progressive muscle relaxation techniques, and do breathing and rehabilitation exercises. They'll also receive a customized home exercise program.

Classes are held twice a week in the Wellness Gym located at our Nuuanu campus and can also be scheduled as needed. 10 to 12 sessions are recommended

## New EHR Cerner Go Live!

REHAB has partnered with Oracle Cerner to build and implement a new Electronic Health Record (EHR) and Revenue Cycle system. This journey began over two years ago and the system is now fully operational!

Oracle Cerner is a well-established and respected EHR in the healthcare industry. They have the resources to provide support and



continued product development for the present and into the future. It allows the functionality needed to ensure patient safety, standards of care, compliance, and operational efficiency. Our diverse project team consisted of individuals from many departments at REHAB, including IT staff and subject matter experts and super users from both clinical and non-clinical areas.

Our new EHR was created and implemented with our patients in mind. It will allow us to communicate more effectively and efficiently with our community health partners and referring providers, resulting in improved continuity of care. It also enhances our ability to gather, analyze, and report data to improve the quality of patient care. Our new patient portal, HealthLife, provides added accessibility and efficiency for our patients. They can now directly access their medical information, confirm or change appointments, and manage payments securely online.



for maximum results. The PRCP has a monthly fee of \$100, to be paid by the first working day of each month. Classes can also be paid for a la carte at \$15 per class. A pre- and post-evaluation fee may apply.

## H.E.A.R.T OF SERVICE AWARD

# Employee Recognition & Appreciation

### Go Team REHAB!

At the start of October 2023, REHAB launched its monthly H.E.A.R.T. of Service Awards in recognition and appreciation of its employees. H.E.A.R.T. represents REHAB's core values of honesty, engagement, aloha, resilience and teamwork. The purpose of the award is to show appreciation for an employee's efforts and to motivate all employees to continue their commitment to REHAB's team, patients, visitors, and the community. "We ask leaders and staff to nominate employees who have gone 'Above and Beyond' the call of duty to provide exemplary customer service, demonstrated our H.E.A.R.T. values and made a significant contribution to the REHAB TEAM or greater community," says Lyan Bonn, HR Business Partner and leader of this initiative.



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A team of managers and non-management employees reviews nominations each month and selects a winner. The winner of the H.E.A.R.T. of Service Award is presented with an award by the executive leadership team along with a celebratory treat to share with their fellow team members!

For the month of November, **Peter Gampon** won the H.E.A.R.T. of Service Award for being instrumental in the development, implementation, and transition of the hospital's new Electronic Health Record system! He has worked countless hours outside of his work schedule to help train users and superusers. REHAB recognizes and appreciates Peter for his attentiveness, enthusiasm, and unwavering professionalism towards his fellow staff members!







*Dedicated to Rebuilding Lives*

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