

## 8/26/20 Community Town Hall Questions

### Topic: Communication

- One of the biggest complaints i hear from those who have family in the hospital is the lack of communication to the family members on the outside and the length of time of being informed of how their family member is doing and what care needs to happen. Is the hospital in the process of improving communication since there are no visitors allowed?
- I know the ER is busy but my brother goes in with the ambulance. 5 hours later we get a call saying there is nothing wrong. We can pick him up on the curb. On the 3rd try the nurse finally hears the question. Says she'll call back. 40 min. later the nurse calls & says "we just realized he can't walk, why was he brought in." then my sister explains. 6 hours later she gets to explain why her husband is in the ER. How can that be changed for the patient. 3 days later he still in the ER because of no open beds available. 3 days he is still in the hospital. Finally able to eat. \*\*We are getting responses not from the hospital but by Bayada.
- Doctors describe the hospital as a “secretive culture” and one of “intimidation and fear” as recently as this week. These are the same things the community was hearing back in April. RNs say things like “Admin should come staff the desk or answer the phones. Even those little things could help.” “The hospital has good plans in place, but they need to listen to us workers. They can use our input to fine tune the plans and make everyone more safe and satisfied.” Staff does not feel heard or supported when so over worked. Why has this not improved in the past 5 months? What steps is the hospital taking to improve the workplace climate?
- Can MHS put up an anonymous concern board that is open to the public so that staff can write in their concerns?
- What about the staff that fears retaliation for speaking up?! Where do they go? Who can they talk to?
- Can you create an anonymous community board so that staff and community can share concerns with MHS more freely?
- Why is staff saying they are afraid to speak out about any concerns?
- You do have a few staff members afraid to work. I've met 2. You should have a care line where employees can talk freely without fear of retaliation. 1 of the staff members is exhibiting PTSD signs.
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- My brother in law was in the hospital about 3 weeks ago. Went ER & 2 days later came home with the same clothes & same diaper. His butt was red & made fofo that was dry and stuck to his skin. He smelled like he wasn't even wiped down. I appreciate all you do but you are losing compassion. I sent in a complaint letter but i haven't gotten a response. What will you do to have more compassion to the elderly?
- Why does admin keep saying our community is against the staff. The community is clearly questioning the competence of the admin, not staff.
- Why not focus unity, but instead make statements about community as if we are criticizing staff?? Many say it is the hospital admin that has underperformed and put their own staff at risk.

- Why is there so much outrage on coconut wireless?
- Is it possible to get weekly updates from Maui Health as to the COVID climate on Maui. Best to hear from the horses mouth.
- Why is the community not informed in real time as to the situation that the hospital is facing as far as capacity goes? What steps can be taken to improve transparency with the public?
- Honolulu gives out information where cases are on island. Can we be more transparent here.

### Communication with Patients' Families

Maui Health is proud of our team including our team of leaders – Directors, Managers and Supervisors. The COVID-19 pandemic has affected every single employee in every department and has created immense change and challenges. Like the rest of the nation and especially the nation's health care organizations, our team is doing our best to keep up with this very new and highly infectious virus, all the new and ever-changing infection control protocols, training and other new requirements. Our caregivers are focused on providing the best patient care possible while keeping themselves and patients safe. But with the new no-visitor policy, communication with patients' families is now more important than ever and there is an increased demand and need for additional support staff to fill this role. We fully acknowledge that this is an area we can and need to improve and are taking steps to address this need. One of our priorities is to identify staff that can focus solely on bridging the gap between nurses and doctors, and patients' families. Thank you for your patience as we find the best way to keep families up to date, while also continuing to ensure that medical teams can still spend enough time on medical care.

### Employee Concerns at Maui Health

The COVID-19 pandemic has affected every single employee in every department and has created immense change and challenges. Our senior leader team is committed to increased rounding through each department to meet and hear from as many employees as possible, during both day and night shifts. With over 1,600 employees, we are not always made aware of every issue but that doesn't mean it isn't important. If any employee is experiencing problems on their unit, and/or with their manager, we urge them to bring it to the attention of another leader or submit their concern to leadership. Employees have access to contact information (email and phone numbers) for any Maui Health senior leaders. If they feel uncomfortable disclosing their personal identity, they can also leave an ***anonymous message on our Maui Health CARE Hotline at 242- 2273 (CARE)***. It is critical that employees take the steps needed to get help, report a problem immediately, and follow up until they have found resolution. Our priority is the safety of our employees, providers and patients and any safety concerns will be prioritized to be addressed immediately. Any action by any employee, including leadership, deemed as retaliation will not be tolerated. We have HR policies in place to protect our employees and we also encourage our staff to explore those protections and benefits. We are dedicated to ensuring our Maui Health 'ohana feels safe and that their voices are extremely important, valued, and heard.

### Patient Complaints

Providing safe, compassionate care is our number one priority at Maui Health. If you are unhappy with an experience at a Maui Health facility, please call our Patient Care Experience Hotline at 242-2266. If you leave a message with your contact info and brief description of

experience or concern, a Patient Care Experience Coordinator will return your call within 24 business hours. Thank you for sharing your experiences as this feedback helps us identify ways, we can improve our service.

### **Community Concerns**

We encourage the community to find ways to support our community hospital, which absolutely includes making us aware of any issues or concerns. As a community hospital, comprised of employees who are valuable community members, it is vital we hear from you. We take concerns from the community seriously but need to hear from you directly in order to address them. We ask that you submit your feedback and questions via our website at [mauihealth.org/contact](http://mauihealth.org/contact), or anonymous hotline at 242-2273 (CARE). We are committed to responding in a timely manner that allows us to continue to prioritize patient care first and thank you for your patience.