25 Years of Gratitude
2021 Report to the Community
Maui Health Foundation
From gratitude come healing.

Maui Health Foundation was created in 1997 with a $1.25 million bequest from the late Richard North, a Kihei resident. Mr. North was so moved by the care he received at Maui Memorial Medical Center that he bequeathed the bulk of his estate to demonstrate his gratitude. This incredible gift planted the seed for the beginning of the Foundation.

Today, Maui Health Foundation is dedicated to the philanthropic support of Maui Memorial Medical Center, Kula Hospital and Lāna‘i Community Hospital. It remains a private, nonprofit 501(c)(3) organization governed by a volunteer board of directors, and 100% of donations made to Maui Health Foundation go to saving lives on Maui and Lāna‘i.

We’re proud of what we’ve achieved and excited about our future goals. These will build the depth and breadth of lifesaving programs and technology to proactively meet the unique needs of our community, and to continue to offer a healing environment for all who walk through our doors.

To help us accomplish this and in order to achieve best industry practices, we integrated the Foundation into Maui Health. The Foundation is still its own independent nonprofit organization, but its president now also sits on the Maui Health board, meaning we literally have a seat at the table to understand the health system’s priorities. This knowledge allows us to strategically align our fundraising to meet Maui Health’s needs, be able to move more quickly to address urgent needs and critical issues, and have a higher level of engagement in setting the strategic direction of both Maui Health and the Foundation.

Over the past 20 years, the Foundation has played a significant role in improving our hospitals. Some of the most notable successes we have been instrumental in achieving are:

- **Heart, Brain, and Vascular care - Today, Maui Memorial is ranked one of the top 100 cardiovascular programs in the U.S. In 2021, Maui Memorial earned the American Heart Association’s Get With The Guidelines – Heart Failure Gold Plus and Target: Heart Failure Honor Roll, Target: Type 2 Diabetes Honor Roll, and Stroke Gold Plus quality achievement awards, meaning those with these life-threatening conditions can receive top-of-the-line care right here on Maui.
- **Neurosurgery - Maui Health Foundation now has a state-of-the-art neurosurgery program with two esteemed neurosurgeons.
- **Emergency Department - Maui Memorial is working towards national certification as an American College of Surgeons (ACS) Level II Trauma Center which includes the recent addition of 24/7 dedicated trauma surgeon coverage in the Emergency Department. This means Maui Memorial is available to all people in need, providing emergency care 24 hours a day, seven days a week, ready to diagnose and treat minor or major illness or injury including cardiac and stroke care.
- **Maui Health Foundation also provided the county’s ambulance system with the equipment necessary to transmit EKGs directly to the Maui Health Emergency Department.

Looking forward, our goal is to be second to none at saving lives as we continue working with Maui Health on its strategic long-term plan, researching and planning for future needs in both facilities and services.

We are so grateful to have a community as invested in us as we are in them.

Mahalo.

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**25 YEARS OF GRATITUDE**
Celebrating 25 Years of Serving Our Community

We grew up next door to Dr. Jiggs McArthur. The original Marcus Welby, M.D. He was tall and soft-spoken, and when someone in the neighborhood wasn’t well, he would arrive with his small black bag. From his thoughtful care, I came to understand how important a relationship built on trust and respect between patient and care provider was to good medicine.

It clearly left an impact, because for 27 years now I’ve served on various boards at Maui Memorial Medical Center. I joined in my late 30s, because it just seemed like the right thing to do—this was our only hospital—and someday I was going to be a consumer. I wanted it to be the best hospital possible for all of us.

I believe we can do more and better. I know what I want: the best healthcare possible for our 165,000 residents and visitors out here in the middle of the Pacific Ocean. I don’t want people to feel like they come to Maui Health because they have to, but because they CHOOSE to. I want them to have that confidence and trust in the quality of care they’ll receive here.

Maui Health has made great strides over the years, and we can and will continue to do better. My brother Alan’s story is not unusual: he went into the hospital with a negative opinion of Maui Health and left with a positive one. He had a great outcome and was treated so well by everyone involved in his care.

So check it out. See if we have what you need before you go elsewhere for your care.

I can’t overemphasize the importance of having a strong, full-service, readily accessible hospital here on Maui, and the more people who step up to support Maui Health’s efforts, the better it can be.

Please join us in our quest, because the road to excellent healthcare is a wide open two-way street.

Tony Takitani

I’ve always lived a life filled with physical activity, so it surprised me when one day I began to have excruciating back pain—so bad I couldn’t walk or even stand.

I was dead-set against going to the hospital, not wanting to run the risk of getting infected with COVID-19, so I spent five days lying on a futon in my living room. My wife did everything she could to help, but on the sixth day, seeing how exhausted she was, I asked her to pack a bag and call an ambulance.

As I was rolled into the Emergency Department at Maui Memorial, all I could think about was getting exposed to COVID-19. But watching the nurses and doctors, I realized within a few minutes that they took their work and the safety of their patients very seriously. I spent two days in the hospital, and that attention to detail in caring for me and preventing the spread of anything was always there. I knew I was in good hands. (And they had the most ono food!)

Because of them, I can walk again.

It is with gratitude I say that our Maui hospital is full of wonderful, caring people committed to protecting the health and improving the lives of all who come through its doors.

Alan Takitani

“IT is with gratitude I say that our Maui hospital is full of wonderful, caring people committed to protecting the health and improving the lives of all who come through its doors.”
I was told that I was a miracle patient, and I believe it. If Maui Memorial wasn’t here, I wouldn’t be here.

I was in a meeting when I felt excruciating chest pain. All I remember from the ambulance ride was the pain in my chest and legs as the EMTs did what was needed to get me safely to the emergency room.

I remember little of the rest of the day except for two encounters. In the operating room, I heard the familiar voice of my anesthesiologist Dr. Bryan Smith who made me feel reassured and calm about the surgery. I also remember speaking with Dr. Shalin Patel and being comforted knowing that my own doctor was there watching out for me.

I recall many after the surgery for their compassion and patience, making my recovery easier. The ICU nurses in particular were incredible, watching over me, helping me with the constant intense pain, always with understanding and care.

I cannot express how grateful I am for George Lam, PA-C, a cardiac physician’s assistant. George’s compassion and ability to clearly explain what had happened, even drawing a picture to explain to my daughter and me that I experienced an aortic dissection and how it was repaired. He assisted me with a recovery plan while in the hospital and is always supportive of follow-up appointments.

I am blessed by those who serve our community at Maui Memorial. It is because of their dedication and commitment that I am here today.

Kyoko Wills

THE PATIENT

THE HEALTHCARE PROVIDERS

An aortic dissection, a tear in the body’s main artery, is one of the toughest cardiac surgery cases we encounter. Seconds can make the difference between life and death with an aortic dissection—even with surgery, the condition carries a high risk for morbidity and mortality.

Kyoko was a 45-minute ambulance ride away.

Thanks to her cardiologist’s foresight, we were able to make up for that lost time, a move that likely saved her life.

If Kyoko had an aortic dissection, her risk increased with every minute, so Dr. Shalin Patel didn’t wait for her arrival; he mobilized every department whose help she’d need—from Emergency to Stenography, Cardiac Surgery to Anesthesiology. They were ready to move her quickly through diagnosis to treatment.

When she arrived, the Emergency Department immediately stabilized Kyoko, and an echocardiogram confirmed the dissection. A CT scan showed that the tear went from her heart to her arms, legs and head, and she had lost blood flow in one leg. She came straight here to Cardiac Surgery, and seven hours later—thanks to the cardiothoracic team, her dissection was repaired. Planning for this scenario while she was en route likely halved the time it took to get her to surgery.

Since then, I’ve seen Kyoko several times. She’s been a model patient, committed to completing her post-surgery therapy, and her recovery has been marvelous.

There were so many whose efforts contributed to Kyoko not only surviving but thriving. Still, we might not have had the chance to even try if it had not been for Dr. Patel.

George Lam, PA-C
Dr. Shalin Patel

THE DONORS

When the Maui Health Foundation’s Hospital Hui group kicked off a half dozen years ago, it was exactly the type of investment we wanted to make here.

We’ve had a home on Maui for more than 20 years and knew several people who were instrumental in the transition to Maui Memorial Medical Center’s current management. As we learned about the goals for Maui Health, its plans to broaden and deepen its services and expertise to better serve our community really made sense to us, so we were ready to offer our support.

We’ve been Hospital Hui members ever since and will continue to do so for the long term. Everyone we’ve met from the hospital is enthusiastic, personable and committed, and we are excited to be a part of something that is of benefit to everyone on Maui.

We’ve always found that giving is contagious, that others are ready to step up when asked. So here is our ask: this is our one and only community hospital, and its continued success and growth rely on all of us. This is something special, well worth your support.

Lou & Jolene Cole

Shalin Patel, M.D. is a board-certified interventional cardiologist with Pacific Permanente Group. He practices at Maui Memorial Medical Center.

George Lam, PA-C is a certified physician assistant with Pacific Permanente Group. He practices in cardiothoracic surgery and practices at Maui Memorial Medical Center.

Lou & Jolene Cole

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THE DONORS

We believe a blessed life is built first on health. That’s why we have been supporters of Maui Memorial Medical Center for years and founding members of the Foundation’s Hospital Hui, which puts the health and well-being of our community first.

We believe contributing to our island’s health goes beyond writing a check, so as founding Compass Real Estate Brokers, we make sure to introduce our network of clients, colleagues, and friends to the caliber of care available at Maui Memorial. We want everyone to know about this amazing medical facility—and to enhance the lives of all on Maui by making their own contribution. And we are very pleased that, when asked to, they do.

When the pandemic struck, it left many in the service sector without work and those in healthcare overwhelmed. Wanting to find a way to help those whose lives had been most disrupted, we reached out to friends to donate funds to purchase food from our local restaurants and grocery stores at a discounted price. Many stepped up and together, we supported our local businesses, individuals, and families hardest hit by the pandemic and our healthcare providers on the frontlines to keep our community safe and well.

We are grateful that our Maui hospital is committed to meeting the health needs of our community through thick and thin—and that the community is committed to Maui Memorial’s health in return. We feel truly blessed to be an integral part of Maui’s legacy.

Dennis & Martha Rush

THE PATIENT

When I learned I needed to see a neurosurgeon, my brother insisted I be treated at the Mayo Clinic. But thanks to Dr. Joel Ulloth and Maui Memorial Medical Center, I didn’t need to leave the island to get that kind of top-level care.

I was suffering from an intense pain that moved from leg to leg. An orthopedist noticed my hands shake while examining me and suggested I see a neurosurgeon, referring me to Dr. Ulloth. MRIs showed a large tumor in my spine that was compressing the nerves, one that would require a delicate, complicated surgery. As a retired lifeguard used to being active, not being able to walk from the pain was hard to accept, so I had no hesitation about surgery or the rehab work after.

All I remember from the morning of my surgery was a kind nurse prepping me. I asked if she would stay with me and be there when I awoke. What I remember after surgery was waking up with the pain completely gone—and my angel nurse there, as she promised.

That surgery literally changed my life. I’m at Kalama Beach Park every day, walking the length of it with my rollator walker and doing laps up and down the stairs. My goal now is to do a 5k. I might have to do it with my rollator, but I’ll do it, thanks to Dr. Ulloth and the staff at Maui Memorial.

Jack Spottswood

THE HEALTHCARE PROVIDER

When I first met Jack Spottswood, he had a tumor in his lumbar spine that filled the spinal canal and compressed the nerves within it, which left him in so much pain he couldn’t walk.

Today at age 77, he’s pain-free and walking again.

A tumor that large is challenging because the nerves begin to adhere to the tumor. In Jack’s case, after we opened the dura, we had to first dissect the nerves from the tumor. Our goal is to avoid damaging the nerves while detaching them or you will leave the patient with pain, numbness, or tingling afterwards. Then we were able to remove the tumor itself. Jack’s surgery was a success: he was pain-free immediately after surgery, and up and moving around soon after.

That said, a major key to success lies with the patient. With a surgery like this, I consider success to be 5% the surgeon’s role and 95% the patient’s role, and Jack was a terrific patient. He was optimistic, receptive to undergoing major surgery, and actively participated in his recovery and rehabilitation.

I’m always grateful to have a patient who is such a willing and active partner in their care, because together, we can do so much more.

Dr. Joel Ulloth
Neurosurgeon

Dr. Ulloth is a board-certified neurosurgeon affiliated with Maui Memorial Medical Center since 2018.
When you talk about high mortality risks, people think stroke, heart disease, and cancer—but infection can be just as deadly, and it’s one of the top reasons people come to the hospital.

Tim came to the ED on a Monday morning after suffering through the weekend. The size and location of the infection left him at risk of spreading to other organs. If not treated in a timely manner, infections can quickly progress to sepsis, shock, and death, so we started him on intravenous antibiotics then admitted him to monitor his response to the medication and for any possible complications. It took a few weeks, but Tim made a full recovery with no organ damage or failure.

Because of the high risks with infection, sepsis care has been a quality initiative at Maui Memorial. We’ve developed policies and best practice procedures that ensure we quickly identify, assess, and treat infections when they arise and prevent them from happening in the first place.

How conditions are treated is critical, but there is also something to be said for how patients are treated. A patient feeling heard and treated as an individual can impact recovery: they are more likely to get the rest, do the physical therapy, or make lifestyle changes they need to get better, just as Tim did.

So it’s vital that we not only offer expert medical care but recognize the human side of healthcare, as well.

Dr. Constantin Novoselsky
Maui Health Director of Hospitalist Program
Electronic Health Record Physician Champion

I hadn’t been in a hospital for 30 years, and mostly knew Maui Memorial from donating some of my sculptures for medical offices and fundraisers. But after spending three weeks as a patient, I came away with a profound appreciation for the people and this place.

It started with a cyst. Usually a hot compress does the trick, but this one swelled to almost the size of a pineapple in less than two days. My doctor took one look at me and sent me straight to the Emergency Department.

I arrived and was soon after admitted. I was in so much pain and distress, but I had a team—including Drs. Novoselsky, Moran, Williams, and Soma, nurses Ellen, Elisa, and Tina, and RN assistant Evangeline—dedicated to untangling the web of symptoms and underlying factors to diagnose and treat me. All throughout, their compassion was a comfort, and they took the time to fully answer every question. If they hadn’t attacked the infection so vigorously, it could have destroyed internal organs, but now, I have the opportunity for a long, healthy life.

In my previous career in the restaurant industry, I dealt with all sorts of people, just as doctors and nurses do, so I’ve always respected their commitment and professionalism. My experience at Maui Memorial, however, left me with an even greater appreciation for all they do.

We on Maui are blessed to have such skilled, knowledgeable people dedicated to our health. It’s something we should never take for granted. I am grateful every day.

Tim Garcia

THE DONORS

Most people don’t think about the medical care available to them until they need it. We didn’t, and it was a lesson we learned the hard way during a personal health crisis. Fortunately, it turned out that excellent care was available right here at Maui Memorial, but it had been frightening to be in crisis mode with no understanding of what our options were.

After that, we knew we needed to be proactive in knowing more about Maui Health and how we can help. That’s why we joined the Hospital Hui. Being a part of the Hui has given us the opportunity to see how Maui Health rises to meet the needs of our community. During the pandemic, Maui Memorial has held its own, and that’s a reflection of the dedication and professionalism of the staff and management here. We also give a lot of credit to the Foundation Board, which works closely with the hospital to identify and meet its needs. It’s clear to us what a difference the Foundation has made in the health and well-being of our community through its efforts.

Community support is vital to keeping our one and only healthcare system ahead of the curve—there’s only so much any hospital can do on its own. We deeply appreciate how community members have really stepped up so that we all can feel good about the care available to us, whenever we may need it.

Roy & Estrella Dunn

“We deeply appreciate how community members have really stepped up so that we all can feel good about the care available to us, whenever we may need it.”
“Your generosity inspires us in our efforts to care for our community in body, mind, and spirit.”
Joel Krause
Director-MMMC Outpatient Clinic

“Thank you for your heartfelt support throughout the years. It is a joy to watch your generosity change the lives of so many women on Maui and Lāna‘i.”
Dennis McKeon
Director-Diagnostic Imaging & Heart, Brain & Vascular Lab

“My heartfelt gratitude goes out to you for providing the equipment which allows us to help patients from every island, even the Mainland. None of that would be possible without you.”
Dr. Christopher Taleghani
Neurosurgeon

“You have allowed us to remove barriers to discharge for indigent patients. I am proud that our community and visitors support Maui Health’s delivery of patient centered healthcare to all.”
Julie LaCroix, RN
Senior Director-Care Management

“We want to express our immense gratitude for the generous donations to assist the Rehab Department. Mahalo nui loa!”
Cynthia M. Tamayo, MA, PT
Director-Rehabilitation Services

“I am honored to be a part of this community and in awe of the continual commitment to make a difference for our health. From my heart, Mahalo.”
Marian Horikawa-Barth
Chief Nursing Executive

“We are grateful for the generosity that seeded and allowed our cardiac intervention program to develop into what it is today. Thanks to you, we’re able to meet the needs of our growing and aging community.”
Barbara Satterfield
Nurse Manager-Heart, Brain & Vascular Center

“Your support has made us feel our work is valued and grounded in purpose—even through the challenges of the last few years. We are so appreciative.”
Jana Malia Joyo-Bui
MSN, RNC, OB, NE-BC
Nurse Manager-Mother, Baby, Labor & Delivery, Newborn Nursery

“We are proud of the level of life-saving care we provide right here on Maui, and grateful to be part of a community that values that.”
Cynthia Hara, RN, CNOR
Director-Perioperative Services
In 2021, both Kula Hospital and Lāna'i Community Hospital achieved the highest rating possible, five stars, from the Centers for Medicare and Medicaid Services (CMS). The rating summarizes a variety of measures across four areas of quality into a star rating for each hospital.

CMS rated over 4,500 hospitals across the U.S., and only 13.5% earned a 5-star rating.

These ratings are based on data on RN and CNA staffing levels and 18 different patient care quality indicators, then state and federal surveyors spend a week annually inspecting each facility in detail. The final star rating is based on all three areas, and then the quality indicators are reviewed continuously every three months to maintain the rating.

“We’re especially proud to have achieved this rating this past year given that we were in the midst of the pandemic,” says Kerry Pitcher, Senior Director of Long-Term Care & Critical Access Hospitals. “It lets our community know there is a rigorous system of quality care in place and that it is actively and regularly validated.”

“All credit goes to our staff at both facilities. We have an interdisciplinary team of RNs, Social Workers, Clinical staff, Hospitalists, Nurse Directors, and Nursing Team Managers who together create the systems needed to ensure quality of care, and our RNs and CNAs put that into best practice. It’s a huge effort that requires everyone embracing and putting into action these best practices every single day.”

We also thank the community, our ‘ohana, for the outpouring of support they showed us during these challenging times. Their kind words and gifts of food boosted morale and were a constant reminder that the reason we do this is for the better good of our loved ones on Maui and Lāna'i.

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Our caregivers once again came together to display true compassion and dedication for our community. Kokua for a Cause, the Foundation’s annual fundraiser benefiting uninsured and underinsured women on Maui and Lāna'i, raised over $80,000 in 2021. Since 2005, the Foundation has provided mammograms and biopsies to women who are in financial need, giving the gift of early detection that can significantly improve outcomes, and in some cases, save lives.

This past year has seen the most engagement from the community and our Maui Health caregivers, who created teams with their departments to raise awareness and much-needed funds to continue this vital program. Maui Health departments from Maui Memorial, Kula Hospital, and Lāna'i Community Hospital shared their mission with friends and family on social media and by word of mouth and hosted walks and other fitness activities to promote health and wellness.

Many have done so in honor or memory of a loved one who was touched by breast cancer. We are so grateful for our Maui Health ‘ohana and our community who have helped us make women’s health a priority for everyone.

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Kokua for a Cause - Making Women’s Health a Priority for Everyone

“In remembrance of all the loved ones who had to put up the fight while still providing hope and support.”

Alison Wolford-Recreation Therapy
Grateful patient Mr. Richard North left the bulk of his estate ($1.25 mil) which was the seed that started Maui Memorial Medical Center Foundation.

2005
The Foundation launches Kokua 4 Kokonuts to raise funds to provide uninsured and underinsured women on Maui with access to mammograms. Relaunched in 2019 as Kokua for a Cause, the Foundation has helped over 1,100 women at a cost of almost $400,000 to date.

2010
The Foundation contributes over $670,000 towards the purchase of state-of-the-art equipment for Maui Memorial’s Heart, Brain & Vascular Center, and the first cardiac interventional case was performed on Maui.

2012
The Foundation successfully completes its $2 million Capital SEED Campaign to support Maui Memorial’s Heart, Brain & Vascular Center.

2019
Maui Memorial Medical Center Foundation changes its name to Maui Health Foundation expanding its support to include Kula Hospital and Lāna‘i Community Hospital.

2020
The Foundation funded a $1 million purchase of a state-of-the-art neurosurgery equipment suite for two newly recruited neurosurgeons bringing many trauma, brain, and spinal surgeries to Maui.

2020
The Foundation funded close to $500,000 in equipment and PPE in preparation for COVID-19 including 10 ventilators.

2020
The Foundation gives over $2.5 million to Maui Health in grants. The most philanthropic support the Foundation has ever been able to give in its history in a single year. The funds allowed the purchase of essential equipment including 3D mammography to be installed and ready for use in 2022.

2021
The Foundation raised nearly $4.7 million, the most support it has ever received in one year. Mahalo!
Partnering in Philanthropy

Mahalo to the organizations who supported our community, our hospitals, and our foundation with grants and participation in our fundraisers. We are grateful for your partnership in improving the healthcare of our community.

Supporting Award-Winning Care

Financial Highlights

Maui Health Foundation’s mission is “To engage our community and visitors in supporting our hospitals in order to ensure Maui Health delivers the highest level of patient-centered healthcare.”

Total Raised in 2021: $4,656,553

In 2021, 100% of your donations went to saving lives on Maui and Lāna‘i.

Audited financial statements are available by request by calling the Foundation office at (808) 242-2630.
TRIBUTE/MEMORIAL GIFTS

Visit www.mauihealth.org/foundation to make a secure, online donation today with a credit or debit card.

ANNUAL GIVING

A substantial gift with a targeted purpose for facility or equipment.

ANNUAL GIVING

A letter of acknowledgment for tax purposes.

Maui Health Foundation gratefully accepts gifts to support Maui Memorial Medical Center, Kula Hospital, and Lāna'i Community Hospital.

Ways to Give

Maui Health Foundation accepts gifts to support Maui Memorial Medical Center, Kula Hospital, and Lāna'i Community Hospital.

No gift is too small, and will be used for the project or program of your choice. Your contributions are tax-deductible, and you will receive a letter of acknowledgment for tax purposes.

ANNUAL GIVING – gifts provided throughout the year.

CAPITAL GIVING – a substantial gift with a targeted purpose for facility or equipment.

GIFTS-IN-KIND – a product or experience used for further fundraising.

MULTI-YEAR PLEDGES – a financial commitment paid over multiple years.

ONLINE GIVING – Visit www.mauihealth.org/foundation to make a secure, online donation today with a credit or debit card.

PLANNED GIVING – gifts through your estate plans, bequests, charitable gift annuity, or charitable remainder trusts.

TRIBUTE/MEMORIAL GIFTS – an honorarium or memorial gift.

The Hospital is a dedicated and caring group of people who love Maui and want to see the highest quality healthcare available to everyone.

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Founded in the spirit of GRATITUDE, grounded in our commitment to serving OUR COMMUNITY by ensuring OUR HOSPITALS are equipped to provide the highest level of patient-centered healthcare, OUR FOUNDATION has worked towards cultivating a culture of philanthropy for 25 YEARS.

We could not have done it without your support. We are so grateful to have a community as invested in us as we are in them.

WE APOLOGIZE for any omissions, misspellings, or misrepresentations in our donor gift lists. Please contact Cassie Chavez at cassie.chavez@kp.org or (808) 242-2630 to notify us of a correction and/or if you would like to opt-out of future Foundation mailings.

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Top: Kula Hospital Team
Bottom: Lā naʻi Community Hospital Team

Page 13 - ʻOkua for a Cause
Maui Health teams: Hale South, Quality, HIM, Maui East/South, Helipad Second Floor

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2010 - Dr. Colin Lee

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