

8/26/20 Community Town Hall Questions

Topic: Administration

- We are seeing complaints online about how there is mismanagement at hospital. Please address this.
- Can there be more oversight of supervisors who are making continuously poor decisions?
- Aloha I'm very concerned as I was told by a Dr today that the hospital in a very bad way. Moral by staff is down and that in 4 weeks we will be in critical shape here. We all see the complaints online about how things are being handled. Possible staff firings and miss management. Please address this so we can be safe on Maui. Thank you
- Is it true that Maui Health is closing the Kaiser Kihei clinic? If so, this is a great inconvenience and could impact Maui Memorial.
- Are elective procedures still discontinued?
- When will the hospital allow elective surgeries again? (I was scheduled for spinal surgery last week and have been postponed) I understand this is all for the best but wondering if there is a metric in place to determine when these will start back up again.

Elective Procedures

Because of the current COVID-19 surge on Maui, the Department of Health has recommended postponing elective procedures. At this time (as of 8/27/20), we are not scheduling elective procedures or surgeries through September 4, 2020. Urgent cases will proceed with review by each department. We are monitoring positive cases on Maui and evaluating plans to resume these non-urgent procedures when it is safe, and under the recommendation of the DOH, each week. We will update the community as soon as more information is available.

Kaiser Clinics and Testing

Although affiliated with Kaiser Permanente (KP), Maui Health hospitals and clinics are not KP facilities. Maui Health also does not manage KP facilities or operations including the Kaiser Clinic in Kihei, or any drive through or walk up testing operated by KP clinics. For more information on the clinics and hospitals operated by Maui Health, visit [MauiHealth.org/locations](https://mauihealth.org/locations).

Management at Maui Health

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. Like our frontline employees, our managers and other leaders care deeply about the people on their team. 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 and all 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 issues resolved, report a problem immediately, and follow up until they have found resolution. 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. Our priority is the safety of our employees, providers and patients and we will work to ensure our Maui Health 'ohana is taken care of in every way possible.