

HOSPICE HAWAII

FACT SHEET

DESCRIPTION: Since 1979, Hospice Hawaii has provided care and support to terminally ill patients and their families. The comprehensive, interdisciplinary program is designed to support the choices of patients, as well as preserve their dignity and allow them the opportunity to live the remainder of their life as fully as possible in the comfort of their home or chosen setting.

Hospice Hawaii is a local non-profit 501(c)3 organization. In 2010, Hospice Hawaii absorbed over \$205,000 of charity care in direct patient care costs, and we continue to serve the community by continuing to care for all patients eligible for hospice care regardless of their ability to pay.

MISSION: To Bring Hope, Reduce Fears, and Impact Lives

VISION: Create a community in which excellence in end of life care is recognized through our transdisciplinary approach for patients and families.

PHILOSOPHY: Hospice Hawaii's philosophy, *Na Hoa Malama* (the caring friends), reflects a team approach dedicated to excellence. They focus on the patient's physical, psychosocial, emotional and spiritual well-being.

Hospice Hawaii believes that the patient and their loved ones deserve the opportunity to experience a meaningful end of life journey, an enhanced sense of belonging, and a sense of purpose and hope.

YEAR FOUNDED: 1979

KEY EXECUTIVES:
Kenneth L. Zeri, RN, MS, NHA, President & CPO
Tori Abe, Director of Marketing & Development
Aggie Pigao-Cadiz, RN, Director of Clinical Operations
Geoff Galbraith MD, Medical Director
Kim Hanson, Controller
Clarence Liu, Director of Family Services

CORPORATE OFFICE: 860 Iwilei Road
Honolulu, HI 96817

WEBSITE: HospiceHawaii.org



HOSPICE HAWAII

Hospice Hawaii Aina Haina Home

Summary

For 32 years, Hospice Hawaii has been an integral part of this community, reaching out to the terminally ill and their families at a time of the most intense need and guiding them through what otherwise would be a fearful time. With a focus on understanding each unique person's perspective, the Hospice Hawaii staff and volunteers have assisted thousands of people every year.

While we have leased property to operate two hospice facilities, the Kailua Home opening in 1995 and the Palolo Home in 2007, we now have the opportunity to purchase property on the east side of the island and operate an eight-bed facility.

The Hospice Hawaii Aina Haina Home will become a Medicare Certified Hospice Inpatient Facility staffed around the clock by a Registered Nurse and Nurse Aides.

Hospice Hawaii has obtained a transfer of the original Certificate of Need and zoning clearance from the City & County Zoning Office. The purchase will be financed through the Bank of Hawaii, and repayment will occur within one year through a generous gift from a beneficiary of our care.

Hospice Hawaii has selected an architectural firm and builder and anticipates breaking ground in December, 2011. The target opening date is April 2012.

Background

In 1995, responding to a community need for a place for the terminally ill who either had no home or whose family was unable to care for them at their own home, Hospice Hawaii opened a hospice residential facility in Kailua. Nestled in the Enchanted Lakes area, the Hospice Hawaii Kailua Home has cared for hundreds of persons over the year.

In addition to caring for patients and their families, Hospice Hawaii has worked hard at being a good neighbor. A fence around the front of the Kailua Home lends privacy when needed, and we have kept the home in good repair.

In 2005 the Palolo Chinese Home, then under the leadership of Leigh Wai Doo, had obtained a Housing and Urban Development grant to purchase the home at 2449 10th Ave., next door the main Palolo Chinese Home (PCH) campus. As a part of their long range plan, PCH asked Hospice Hawaii to help by leasing that property and opening another hospice facility. After renovations Hospice Hawaii admitted the first patients in February 2007. Now, with the opportunity to purchase our own facility, Hospice Hawaii will not renew the lease. Further we will increase the bed capacity from 5 beds to a maximum of 8 beds.

FAQ's

HOSPICE HAWAII

FREQUENTLY ASKED QUESTIONS

WHAT IS A HOSPICE HOME?

A hospice home is a care facility with a home-like feel. It is not at all like a hospital or medical facility.

HOW WILL THE HOSPICE HOME DIFFER FROM AN ADULT RESIDENTIAL CARE HOME?

An adult residential care home is a long term placement option that families may consider. The Hospice Hawaii home is just for short-term use to help patients with critical needs or to offer caregiver respite.

WHAT KIND OF SERVICES WILL YOU PROVIDE?

There will be 24-hour care provided by a registered nurse and nurses aides, as well as support from a hospice physician, social workers and volunteers when needed.

DO YOU NEED A PERMIT TO OPEN A HOSPICE HOME IN A RESIDENTIAL NEIGHBORHOOD?

No special permits are needed to open a hospice home in a residential neighborhood. We have already filed the necessary paperwork for our home with the City & County Zoning Department, state Department of Health and State Health Planning & Development Agency (SHPDA).

HOW MANY OTHER HOMES DOES HOPSICE HAWAII OPERERATE? WHERE ARE THEY LOCATED?

We have a hospice home in Enchanted Lake in Kailua that we have operated since 1995. In 2007, we began admitting patients to our home in upper Palolo Valley. We will transfer our Palolo patients to the Aina Haina home. Over the years, we have cared for hundreds of patients and families in our homes.

HOSPICE HAWAII

FREQUENTLY ASKED QUESTIONS

WILL THERE BE AN INCREASE IN STREET TRAFFIC?

Our hospice home will not cause any increase in street traffic. We plan on providing ample parking on our property and are currently working with our architect to maximize off-street parking.

HOW MANY EMPLOYEES WILL WORK AT THE HOME?

During the day, we will have four staff members on duty. At night, there will be three.

WHAT ARE THE VISITING HOURS?

Our visiting hours are flexible. Most families visit loved ones during the day and early evening.

WILL THERE BE ONSITE SECURITY?

In our experience, we have not found the need for additional onsite security.

HOW MANY VISITORS DOES A PATIENT USUALLY HAVE A DAY?

The number of visitors vary. Typically at any given time there are one or two visitors at the house

WILL THERE BE AN INCREASE IN VISITORS ON THE WEEKENDS OR ON HOLIDAYS?

Like any residence, there can be a bit more activity on weekends and holidays. It's likely that around the holiday season, families will spend more time with their loved ones. Often times they recognize that this is the last special holiday that they will have with them.

HOSPICE HAWAII

FREQUENTLY ASKED QUESTIONS

WILL THERE BE AN INCREASE IN NOISE?

NO! We have found that both our Kailua and Palolo homes are quiet. We have never received noise complaints from our neighbors. There are no teenagers practicing with their rock bands, there are no loud televisions or parties going on. We are also insulating the house to ensure that our neighbors will not be disturbed.

HOW OFTEN WILL AMBULANCES VISIT THE HOME?

Ambulances should not be visiting the home. Patients are usually transported to the home by family members in private vehicles or by a transport van. Critical to our philosophy of care is our ability to care for our patients, avoiding the need to return to the hospital. (Emergencies rarely occur at hospice homes.)

WHAT KIND OF ACTIVITIES WILL TAKE PLACE AT THE HOUSE?

Just like any home, once in a while people will come in for a special occasion. However, our predominant activity will be to quietly care for patients.

WHY DID YOU CHOOSE TO MOVE TO EAST HONOLULU?

One of our goals is to develop small, community-based hospice homes, and we know that there hasn't been the capacity to provide this kind of service on the east side. Hospice Hawaii serves many patients in East Honolulu and having a hospice home in the area enables them to be closer to loved ones.

WHAT CHANGES WILL YOU BE MAKING TO THE HOME?

Our house will look like any other residential home; it will look no different than it does right now. We will be renovating and adding additional bedrooms to offer patients privacy in the back of the house. We will also add life saving equipment such as a full, in-home sprinkler system.

HOSPICE HAWAII

FREQUENTLY ASKED QUESTIONS

WILL THERE BE A SIGN IN FRONT OF THE HOUSE?

No. We want the house to look like any other home in the neighborhood. We don't want it to look like a facility.

WHEN WILL YOU BE MOVING IN?

We hope to begin construction in November with renovations scheduled to be complete by April. We plan to move in shortly thereafter.

WHAT OTHER CHANGES WILL YOU BE MAKING TO THE HOUSE?

We plan on removing the satellite dishes, painting the driveway, and may make changes to the front of the house to allow for more off-street parking.

ARE YOU PLANNING ON EXPANDING THE HOUSE IN THE FUTURE?

No. Once we have completed the renovations, we will be done.

WILL YOU BE BUYING MORE HOMES IN THE AREA?

At this point, we have no additional plans to purchase more homes in the East Honolulu area.

WILL YOU BE HOLDING AN OPEN HOUSE FOR NEIGHBORS?

Yes, we will host an open house for the neighbors once construction is complete. And we invite our neighbors to call or stop by at anytime.

WHO SHOULD I CONTACT IF I HAVE QUESTIONS ABOUT THE HOME?

You are always welcome to contact either:

Kenneth L. Zeri, President & CPO

Tori Abe, Director of Marketing & Development

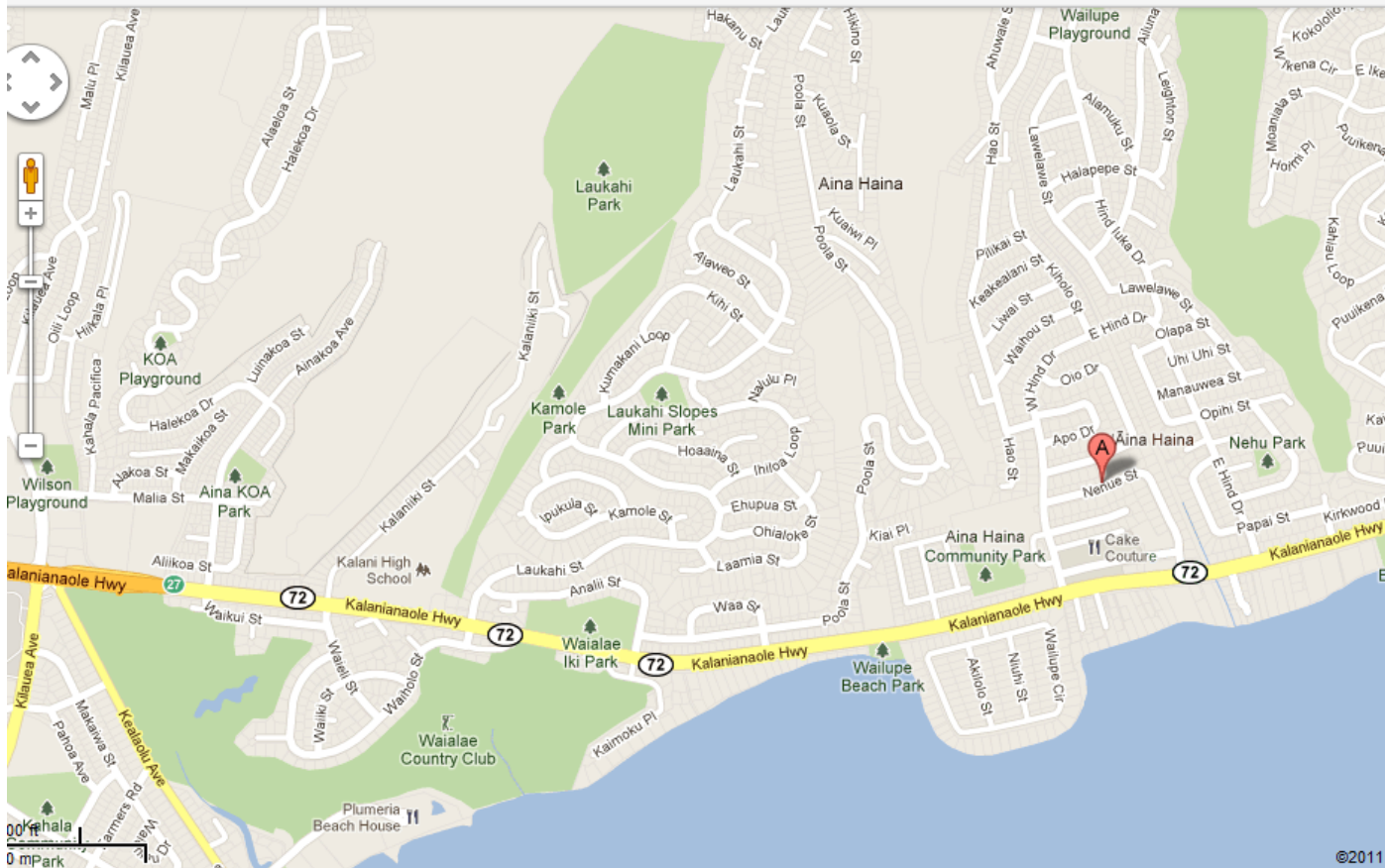
(808) 924-9255.

Home Location & Details

HOSPICE HAWAII

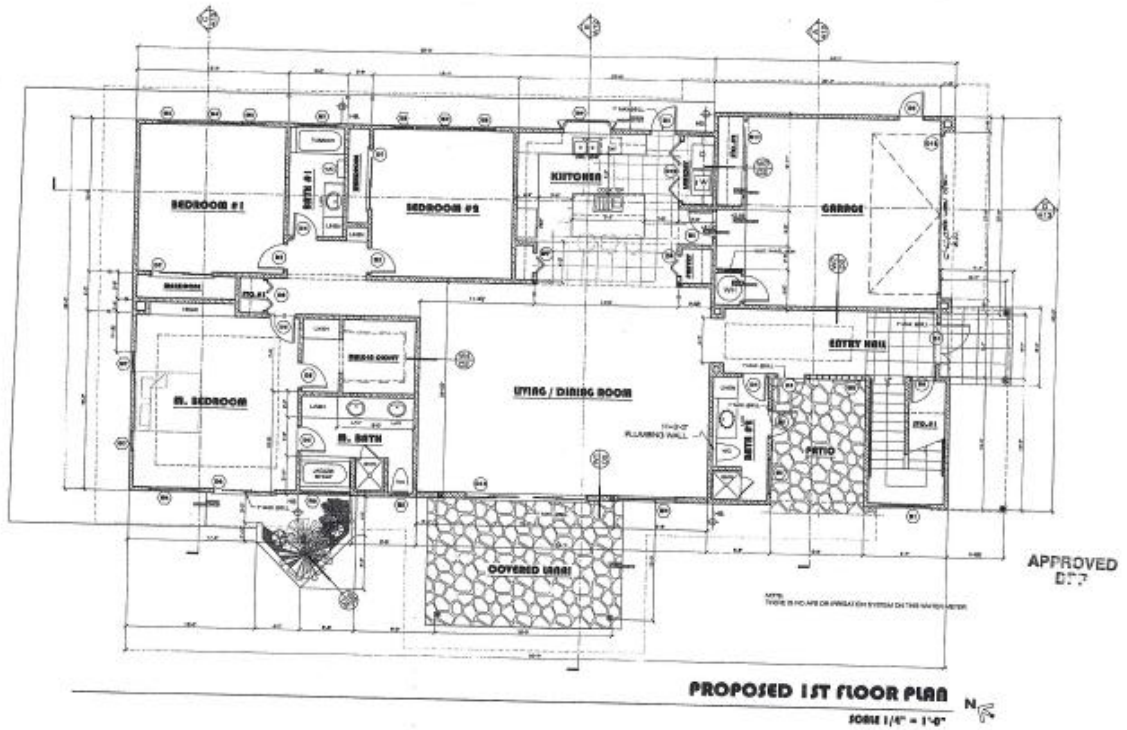
Google maps

249 nenu street



249 Nenu Street
Aina Haina, East Oahu

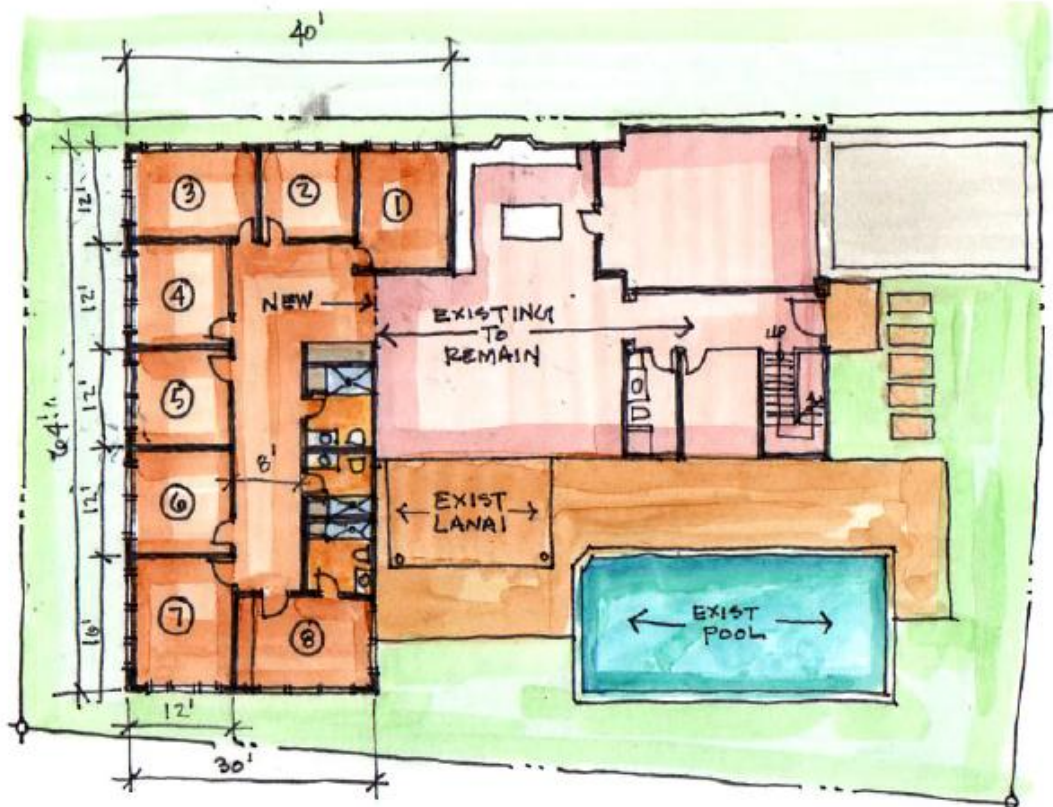
HOSPICE HAWAII



Existing Floor Plan

HOSPICE HAWAII

Additional staff parking to be added 'tandem' along side house



lower level floor plan

Renovation to Include:

- Build out eight patient rooms (converting three large existing bedrooms, and extending into side yard)
- Adding tandem parking along the right side of the house for staff, in addition to the four existing parking stalls
- Moving front entrance to side of the house for fenced in privacy

HOSPICE HAWAII



Hospice Hawaii House:

- Home-Like Setting
- Blends into Neighborhood
- Quiet & Tranquil
- Relaxed Atmosphere
- Responsible Staff

• In 2010 Hospice Hawaii provided over \$205,000 in Charity Care – the bulk in our Kailua & Palolo homes.



Reference Letters

September 19, 2011

To whom it may concern,

My name is Larry Camp and I live at 2445 10th Avenue, right next door to the Hospice Hawaii Palolo House. When I first got word that a hospice would be moving in five years ago, I was not happy at all. I imagined increased traffic congestion, more on-street parking (on an already busy street), and noise from visitors, ambulances, and staff members. I also was not comfortable with the idea of having a facility like that in my neighborhood.

Over the years I have come to enjoy having them around. I realized that my fear was caused mostly from the uncertainty about what to expect. Once I understood what hospice was, and how important this vital service can be to patients and families, it put me at ease. I see now that it is critical that patients at their end-of-life have the option to live in a home like setting, surrounded by family and friends vs. in a cold, lonely hospital bed.

Furthermore, there has been little to no disruption to the neighborhood. In fact, the Hospice Hawaii staff have been more than accommodating, always willing to work with us on any concerns that may arise. As far as I am concerned, they have been good neighbors.

I ask that you keep an open mind as they enter into your neighborhood, and talk to them about any concerns you may have; as I'm sure they will be as willing to work with you in your neighborhood as they have in Palolo Valley.

Sincerely,

A handwritten signature in black ink, appearing to read "Larry H. Camp". The signature is fluid and cursive, with the first name "Larry" being more prominent than the last name "Camp".

Larry H. Camp
2445 10th Avenue
Honolulu, HI 96816

Hospice Hawaii Palolo House Neighbor



ENCOMPASS

PROFESSIONAL SERVICES

September 17, 2011

SUBJECT: HOSPICE HAWAII RESIDENTIAL EXPERIENCE

To All Interest and Concern,

My name is Kirk Hovious and I was a neighbor to the Hospice Hawaii Kailua Residence for over a decade (1996-2008). It was truly a pleasure living directly across the street from these concerned and caring individuals. Even though I now live in town I still consider many of the staff as close friends. Hospice Hawaii provides an essential and compassionate service to our community – End of life care!

At some point we will all, either individually or via family and friends, be in need of the services available through Hospice. For this reason, I strongly encourage every community to directly and actively promote and embrace hospice services. Even consider becoming involved as a volunteer to assist in achieving the mission of Hospice... "To bring hope, Reduce Fears and Impact Lives."

Hospice Hawaii also provided my family with the opportunity to get involved in community service. My two older daughters became volunteers during their High School years and would often read to and visit with the residents. It was an invaluable learning experience that gave them a greater appreciation for life!

During my entire time as a neighbor to Hospice there was **never** an occasion of excessive noise, sirens, traffic /parking congestion or any negative impact upon the neighborhood. In fact, having Hospice on our street provided me the reassurance of having responsible individuals nearby on a 24 hour basis. Further, I feel the presence of Hospice actually decreased the potential for any crime since they were concerned and conscientious neighbors.

I sincerely appreciate this opportunity to share my Hospice experience and hope this will provide a real-world view of how beneficial it can be to have Hospice Hawaii as a neighbor! Feel free to contact me directly should you have any questions.

Aloha

Kirk N. Hovious
808-330-1339
85B Dowsett Ave
Honolulu, HI 96817

Hospice Hawaii Kailua House Neighbor



September 19, 2011

Mr. Kenneth Zeri, President & CPO

Hospice Hawaii

860 Iwilei Road,

Honolulu, Hawaii 96817

Dear Mr. Zeri,

It is my pleasure to add my letter of support to what is to, no doubt, a growing list of admirers.

As a current user – inasmuch as my Mother-in-Law, Poni Watson, has been in your Enchanted Lakes facility for months – and as a neighbor - inasmuch as I live not far away in Kailua, I can authentically speak to the abilities and receptivity of Hospice Hawaii here.

There is no doubt whatsoever about the wonderful staff and the facilities there being first rate. And as for the receptivity by the neighbors and the community as a whole, I can't even imagine a single dissenter. Hospice Hawaii in Enchanted Lakes is a model care home. Poni receives professional care 24/7, and we've never had a single concern for her safety and well-being.

If you need additional information, please feel free to contact me anytime on my cell phone: 256-7263.

Best Regards to you and your great staff,

Ken Sanders

Kailua Neighbor & Hospice Hawaii Supporter

Nancy E. Pace, MD, MSPH
4615 Aukai Avenue
Honolulu, HI 96816

September 27, 2011

To Whom It May Concern

Writing to support the plans of Hospice Hawaii to create an 8-bed hospice home in the Aina Haina community, located on Nenuue Street.

Hospice Hawaii has a proven track record of being good neighbors and operating small hospice residential units in the Kailua and Palolo Valley neighborhoods.

Since 1995, Hospice Hawaii has operated a 5-bed hospice home in the Enchanted Lakes area. It is staffed around the clock by licensed nurses and nurse aides. In 2006, Hospice Hawaii leased a small home in the Palolo Valley and that serves as a 5-bed Hospice Inpatient Facility.

Both the Kailua and Palolo homes retain their home-like appearance, including a kitchen and living room just like a normal home. In the summer of 2009, the Rotary Club of Honolulu volunteered two weekends and donated hundreds of dollars to remove old carpeting and lay down new flooring, giving that home a well needed face-lift. With more than 30 Rotary members spending hours on their knees laying flooring, the home was transformed into an even more warm and welcoming place. In addition to flooring, the entire interior was completely repainted. In 2010 several more Rotary members donated new kitchen cabinets and assisted in the installation.

Members of the Rotary Club of Honolulu have seen the value of this service in our local communities, and have dedicated their own sweat equity in support of it.

The Rotary Club of Honolulu knows firsthand that Hospice Hawaii is a good neighbor and we are confident that they will continue to be so in the Aina Haina community.

Sincerely,



Nancy E. Pace

President of the Rotary Club of Honolulu

Aloha United Way

200 N. Vineyard Blvd., Suite 700
Honolulu, Hawaii 96817-3938
Telephone (808) 536-1951
Fax (808) 543-2222
auw.org



September 26, 2011

To Whom It May Concern:

I am writing in support of Hospice Hawaii's plans to create an 8-bed hospice home in the Aiea Haina community, located on Nenua Street.

Hospice Hawaii has a proven track record of being good neighbors and operating small hospice residential units in the Kailua and Palolo Valley neighborhoods.

Since 1995, Hospice Hawaii has operated a 5-bed hospice home in the Enchanted Lakes area. It is staffed around the clock by licensed nurses and nurse aides. In 2006, Hospice Hawaii also leased a small home in the Palolo Valley and that serves as a 5-bed Hospice Inpatient Facility.

Now Hospice Hawaii has the opportunity to purchase property and create the same home-like feel serving the East side of Oahu. The hospice home will retain all the feel of a home while caring for those in need during the last days or weeks of life.

Hospice Hawaii has been an Aloha United Way Partner Organization for 27 years and has proven to be a dedicated community member offering critical services in a time of need. We highly value the compassion Hospice Hawaii provides to our most vulnerable members of our community.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kim Gennaula". The signature is fluid and cursive.

Kim Gennaula, President and CPO
Aloha United Way

President of Aloha United Way