

HOSPICE  HAWAII
is now



Navian

HAWAII

care for every life journey

Impact Report
2019



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40 
Years of Hope

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President's Message

Navian Hawaii Sets Sail

Author and former prime minister Winston Churchill once said, *"To improve is to change; to be perfect is to change often."*

The year 2019 was a pivotal year for our organization, as we announced our name change to Navian Hawaii. What began as a community-driven, volunteer effort by a group of visionaries to provide quality end-of-life care for the people of Hawaii has grown over the past 40 years, and as we expanded our scope of services to further our mission, we recognized our organization's evolution with a new name.

Over the decades, we've seen many people living with a serious but treatable illness who aren't ready for hospice care yet but require support services to help improve their quality of life. Our new name of Navian Hawaii and two lines of service—Navian Hospice Hawaii and Navian Integrated Care Hawaii—allows us to care for more patients in need.

Although Hospice Hawaii was a name the community knew and loved, it was also a frightening name for those who weren't ready for hospice just yet. Because of this, we knew that along with our expanded services, our name also needed to evolve to help prevent people from turning away from a service they deserved.

Formed from the words **"Navigator"** and **"Guardian,"** Navian perfectly describes our team and the supportive, guiding light they provide to illuminate the journeys of our patients and their

families. Like navigators of a voyaging canoe, we help people navigate out of the storms of uncertainty and to calmer, brighter seas. As guardians, we protect the personal wishes and values of everyone in our care.

Rest assured—our core remains the same! Who we are as an organization has not changed. Just as before we announced our new name, we continue to offer support to people of all ages. We cared for pediatric patients like Grayson Gouveia and honored him as our Hall of Heroes at our 2019 fundraising gala, Na Hoa Malama. We continue to offer grief and bereavement support services for families, and provide complementary therapies to aid in comfort and healing for patients. We are still the same non-profit organization started by the community and for the community, with the same mission, beliefs and values as we did when we were Hospice Hawaii.

So thank you for your ongoing support as we transition to Navian Hawaii and expand our services to provide care for every life journey. In this new year, we look forward to the voyage ahead with our patients and their families, helping them raise their sails high for their own personal journeys.



A stylized, handwritten signature in black ink, appearing to read 'TAC'.

President & CEO
Tori Abe Carapelho



Hospice Compare Report

Patient Care & Family Satisfaction

For the past 40 years, we have worked diligently to support our patients' choices, preserve their dignity, and allow them to live life as fully as possible. Our work pays tribute to the goals of our founders who, in 1979, created Hospice Hawaii so that the end of every journey would be just as beautiful as the beginning. By caring for people with life-threatening illnesses, we've had the privilege of serving patients and their families during their final journey together, providing relief from suffering, unwavering emotional support, and unshakable hope.

As Navian Hawaii, we continue to evolve to enhance the quality of life for our patients. We are dedicated to making each patient's end-of-life experience as meaningful as possible, while helping family members cope with the loss of their loved one. The most recent Hospice Compare report reflected positive outcomes for our organization, where family caregivers rated Navian Hawaii #1 in all experience of care measures. We take pride in these results, which echo our high standard of quality care that we provide to every patient and their families that we have the privilege of serving.

	Navian Hawaii	<i>Bristol Hospice</i>	<i>Islands Hospice</i>	<i>St. Francis Hospice</i>	<i>National Average</i>
Always communicated well with the family	82%	75%	78%	77%	81%
Always provided timely help	79%	69%	76%	73%	78%
Always treated the patient with respect	92%	87%	88%	87%	91%
Provided the right amount of emotional and spiritual support	92%	89%	89%	91%	90%
Always provided help for pain and symptoms	76%	72%	73%	71%	75%
Provided the training needed to care for patient	79%	68%	76%	74%	75%
Would rate this hospice a "9" or "10" out of 10	83%	75%	77%	81%	81%
Would definitely recommend this hospice to friends and family	87%	78%	81%	85%	84%

November 2019, Independent survey conducted by the Consumer Assessment of Healthcare Professional Systems (CAHPS®)

Hospice Compare provides information about hospice programs across the nation, allowing patients, family members, and healthcare providers to obtain a snapshot of the quality of the program. Ranking categories include the thoroughness of each hospice's assessment of patients and the extent to which the hospice makes a comprehensive assessment of a patient's treatment preferences.



Did You Know?

In 2019, we were named a Hospice Honors recipient by HEALTHCAREfirst, a prestigious national program that recognizes hospices providing the highest level of quality as measured from the caregivers' points of view.



NEW

Integrated Care Program



In 2019, we announced the launch of our new pillar of service: Integrated Care. Our new Integrated Care Program is designed to alleviate the pain and challenges patients face, both physical and emotional, when living with a serious but treatable medical condition. Serving all of Oahu, this program is separate from hospice care, and allows patients to receive specialized support while guiding them on their path to recovery.

Also known as a form of palliative care, our Integrated Care Program is the solution to a vicious cycle of unmet care needs. For many seriously ill patients, the challenge of living alone with limited resources and caregiver support makes it difficult for them to navigate the complexities of the healthcare system. When a medical crisis occurs, patients must call 911, enter the ER, be admitted to the hospital, and eventually move to a post-acute care facility—all of which

costs money. When they finally do return home, the cycle may inevitably continue. The purpose of our Integrated Care Program is to stop this cycle before it starts.

Our Integrated Care Program provides advance care planning, goals-of-care discussions, disease process education, emotional and physical relief, and a variety of additional services to support patients who don't know where to turn for help. Integrated Care has proven to increase a patient's quality of life by relieving pain, nausea, sleeplessness and other symptoms.



Did You Know?

All of our patients who received Integrated Care services experience an improvement in their quality of life.



Providing Hope and Healing For Grieving Families



Navian Hawaii is committed to supporting our bereaved families and others in the community who have experienced the loss of a loved one. Our bereavement care team understands the many difficulties that individuals and families face after losing a loved one, and are readily available to provide care and guidance through their challenging journeys ahead. Our numerous and diverse community support initiatives offer those dealing with grief the chance to connect with others in ways that cater directly to their unique needs.

One such example is A Night to Remember, an annual evening filled with memories, inspiration and hope that touches the lives of about 100 individuals who have lost their loved ones through a special candlelit vigil and memorial service. Some highlights of our annual A Night to Remember event held on Oahu in October 2019 included a moving candlelit vigil and special remarks by Gabby Gouveia, the mother of our pediatric patient, Grayson, who was honored as one of our 2019 Hall of Heroes. Gabby shared her personal journey in dealing with grief after losing her beloved son and how Navian Hawaii helped to support her

and her family during an unfathomably difficult time. Similar lantern ceremonies were also held on Lanai in May 2019 and Molokai in November 2019, bringing these communities together to offer a special time of hope and healing.

At Navian Hawaii, we understand how losing a loved one can have a profound impact on families, especially those with young children. Through our Family Night events, grieving families with keiki come together and connect with other families who have experienced the loss of a loved one, sharing uplifting stories and participating in hands-on activities that allow them to learn about different ways to cope with grieving.

Throughout the year, we also hold bereavement workshops and support groups that invite families and the community to participate in ongoing grief education while connecting with others to find healing when they need it most.

Whether they're surrounded by a large support group or honoring and reflecting on the people whom they hold dear, our patients' loved ones truly benefit from this added layer of care. These community events help to bring people and families together, foster an environment that enables them to share their grief journeys, and aid in the healing process.



Did You Know?
About **250** people on Molokai and **100** people on Lanai united together for special floating lantern memorial events designed to foster hope and healing amongst grieving communities.

Pediatric Care Program

The Calm Within

When Ziden arrived in the world, he did it with style. He was born with a cute mohawk. *"It was super adorable,"* says Ashley, and that was how she kept his hair for the first several months.

It is a cool morning near the top of Makakilo. Ashley is sitting on a sofa in her living room. She has a calm way about her, a patience she learned from caring for Ziden. *"He was such a happy baby,"* says Ashley.

Ziden was just 5 months old when he was diagnosed with a degenerative neurological condition. For a loving mom who saw so much promise in her young son, it was heartbreaking news. *"To realize your child will never get better – accepting that was hard to do."*

For the next 8 years, Ashley and her husband Rockson, diligently cared for Ziden, giving him all the love and support he needed. Providing round-the-clock care while raising Ziden's three younger sisters, was an act of pure perseverance. But as Ziden's condition progressed, his medical demands grew more complex.

Ziden's doctor referred Ashley and Rockson to Navian Hawaii. He knew their specialized Pediatric Hospice Care team could improve Ziden's life and provide much needed relief. Soon, a hospital bed was delivered so Ziden could sleep more comfortably, medications eased his symptoms and an oxygen machine helped him breathe easier.

Navian Hawaii's pediatric team quickly rallied around Ziden and his family.



A nurse case manager and pediatric physician stabilized Ziden's condition, massage therapists gave Ziden soothing rubs and social workers provided guidance and support through the emotional ups and downs.

After 4 years of pediatric hospice care, Ziden passed away at the age of 11. *"Ziden taught us patience and understanding,"* says Ashley. *"We were happy to have him, we don't regret anything."*

As Ashley is talking about Ziden, Ziden's younger sister Zylie climbs into her mother's lap. Zylie is too young to understand what has happened, but in her mother's arms she finds calm. It is the gift her brother Ziden gave to his mom.



Did You Know?

Established in 2011 our Pediatric Hospice Care Program is the **only program of its kind** in our state, offering comprehensive care and support to children facing a life-limiting illness and their families.



2019

Community Impact



More Than **770** Patients Received Hospice & Supportive Care In 2019



Over 1,600 individuals received **Bereavement Support**

We helped families and individuals in the community deal with grief and the loss of their loved ones



Provided over **\$180,000** in **Uncompensated Care**

We offered charity care to patients to provide non-insured and non-reimbursable services.



Received over **\$1,240,000** in **Community Contributions**

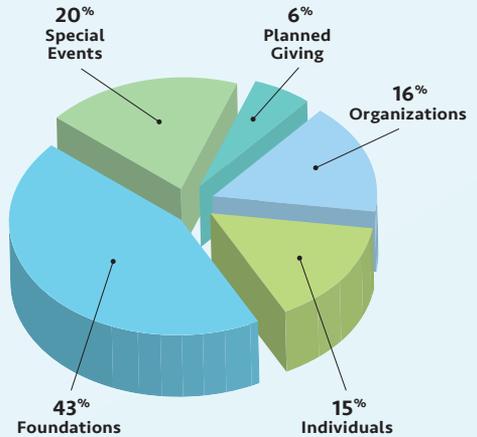
Community support enables us to serve our patients and help navigate them along their journey in living life to the fullest.



Served 3 islands - **Oahu, Molokai, and Lanai**

Provided patient care and family support in these communities - whether in the patient's home or other chosen setting, wherever they call home.

Sources Of Funds

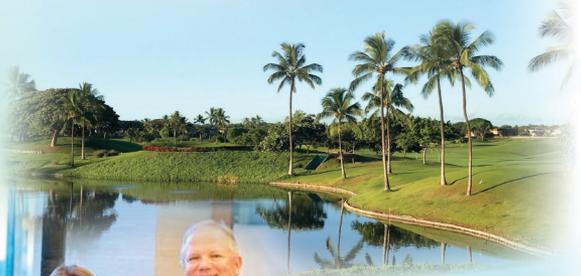


Approximately

87%

of all our expenses were used to support program services

Teeing Up For A Good Cause With Par Hawaii



Mahalo to Par Hawaii for selecting Navian Hawaii as a beneficiary of its Annual Golf Tournament held on September 27, 2019 at Kapolei Golf Club. Their generous contribution of \$10,000 helps to ensure that our patients and their families receive the highest quality care possible. More than 25 staff and volunteers gathered at the golf tournament providing countless hours of event support and cheerful hearts to promote team

spirit at designated holes.

It is a privilege for Navian Hawaii to be chosen as a beneficiary of this golf tournament, and we are grateful for their support.

For many years, Par Hawaii has been Navian Hawaii's Mission Partner, sharing in our vision for the community. They have been one of our most trusted partner and strong supporter of our annual fundraising events

– Hot Pursuit and Na Hoa Malama. As we mark 40 years of serving the community, we take a moment to recognize this valuable partnership. We look forward to working together for many years to come.

Mahalo
to our community supporters, like Par Hawaii, for helping us further our mission – to bring home, reduce fears, and impact lives.



Navian Hawaii Legacy Circle

The Legacy Circle recognizes those individuals who have made a commitment to support Navian Hawaii through a bequest in a will or trust, life income plan such as a charitable gift annuity, retirement plan or IRA, trust or other planned gift.

Navian Hawaii Legacy Circle

Allan Seiden
Anonymous (6)
Beryl Young
Bobby Lou Yeackel
Donna Luzon
Dorothy M. Tamura
Gladys Mosley
Harvey and Miwako Ouchi
Hisako Koga
Joan and Perry White
Karen Sumida
Kathleen T.Y. Nagai
Leslie A. Hayashi
Lief and Charlotte Koyanagi
Marvin and Rae Alice Hall
Patricia S. Hays
Peter and Lee Carson
Ralph Daniels Klous
Yukie H. Ichikawa

" I am pleased that the gift in my will can provide future support to an organization that is dear to my heart. You were there for both my father, Richard Yamanaka, and my husband, Kenneth. Thank you for standing by our side when we needed you most. "

-Kathleen Nagai

In Memoriam

Amy E. Uyemura
Ann M. James
Anonymous (2)
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Barbara M. Killam
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NavianHawaii.org

Leave a Lasting Legacy by including Navian Hawaii in your Estate Plan.
Please contact us at **808.791.8084** or
email development@NavianHawaii.org for more information.



Navian Hawaii

The Caring Hearts Circle

The Caring Hearts Circle acknowledges all gifts including memorials and tributes totaling \$1,000 or more in 2019.

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Tracy Takano
Victoria K. Sakai
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We greatly appreciate each gift given in support of Navian Hawaii, and we have made every effort to ensure the accuracy of this listing. Please contact us at 808-924-9255 or email development@NavianHawaii.org to report any inaccuracies or omissions.

