

# How Are We Doing?

**For the past few years, we posted the following 10 goals on our Vision Trail. Below is an update report to our community:**

- 1. Build, expand and improve 24-hour Emergency Department services including integration of behavioral health**
  - Our new Emergency Medical Services building is under construction and will be completed in late 2017.
- 2. Improve expanded satellite clinic and specialty services**
  - Opened school-based health centers at Wai'anae High and Intermediate Schools
  - Opened KWIC (walk-in) clinic at Wai'anae Mall
  - Added cardiology, ophthalmology and nephrology specialty services
- 3. Increase use of health information technology**
  - Expanded medical record content to include additional useful information
  - Our new patient portal is available on our website at [www.wcchc.com/MyPortal](http://www.wcchc.com/MyPortal)
- 4. Address parking issues at the Health Center's main campus**
  - We have expanded parking on our mid-campus and begun the design process for a new multi-story parking garage
- 5. Provide childcare services for both patients and employees**
  - Researching various possibilities that will allow us to meet this goal
- 6. Improve customer service**
  - We have hired an independent survey agency to assess patient perceptions of our customer service and will be posting results on our website at [www.wcchc.com](http://www.wcchc.com)
- 7. Emphasize early intervention for the health problems on the Leeward coast**
  - In addition to our school-based health centers, thousands of people in our community enjoy our Mākeke (farmers' markets), Wai'anae Eat Local Challenge and Ka Holo Ho'olaulea 5K run/walk
- 8. Make it easier for patients to access services at the Health Center**
  - Expanded the number of open appointments in each provider's schedule
  - Opened KWIC (walk-in) clinics at Wai'anae Mall and at our Kapolei Health Care Center
- 9. Improve awareness of our Health Center in our communities and beyond**
  - Increased our communications efforts which has resulted in more local media coverage
  - Expanded our trails and information kiosks as a fun way for our community to learn more about us
- 10. Address preventable costs in health care**
  - Expanded our use of care coordinators and care facilitators
  - Expanded our Preventive Health and Health Promotion programs, especially those addressing diabetes