

House District 5

Senate District 2

**THE TWENTY-FOURTH LEGISLATURE  
HAWAI'I STATE LEGISLATURE  
APPLICATION FOR GRANTS & SUBSIDIES  
CHAPTER 42F, HAWAI'I REVISED STATUTES**

Log No: 233-C

For Legislature's Use Only

Type of Grant or Subsidy Request:

GRANT REQUEST -- OPERATING

GRANT REQUEST -- CAPITAL

SUBSIDY REQUEST

"Grant" means an award of state funds by the legislature, by an appropriation to a specified recipient, to support the activities of the recipient and permit the community to benefit from those activities.

"Subsidy" means an award of state funds by the legislature, by an appropriation to a recipient specified in the appropriation, to reduce the costs incurred by the organization or individual in providing a service available to some or all members of the public.

"Recipient" means any organization or person receiving a grant or subsidy.

STATE DEPARTMENT OR AGENCY RELATED TO THIS REQUEST (LEAVE BLANK IF UNKNOWN): \_\_\_\_\_

STATE PROGRAM I.D. NO. (LEAVE BLANK IF UNKNOWN): \_\_\_\_\_

**1. APPLICANT INFORMATION:**

Legal Name of Requesting Organization or Individual:  
Volcano Health Collaborative

Dba: \_\_\_\_\_

Street Address: 19-3975 Laukapu St., Volcano, HI 96785

Mailing Address: PO Box 183, Volcano, HI 96785

**2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:**

Name Richard Behenna/Robin Coonen

Title President/VP

Phone # 808-985-7408/808-985-7059

Fax # 866-756-1062

e-mail info@volcanohealth.org

**3. TYPE OF BUSINESS ENTITY:**

- NON PROFIT CORPORATION
- FOR PROFIT CORPORATION
- LIMITED LIABILITY COMPANY
- SOLE PROPRIETORSHIP/INDIVIDUAL

**4. FEDERAL TAX ID:** \_\_\_\_\_

**5. STATE TAX ID #:** \_\_\_\_\_

**6. SSN (IF AN INDIVIDUAL):** \_\_\_\_\_

**7. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:**

Capital Funding for a Greater Volcano Health Center

*(Maximum 300 Characters)*

**8. FISCAL YEARS AND AMOUNT OF STATE FUNDS REQUESTED:**

FY 2008-2009 \$ 250,000

**9. STATUS OF SERVICE DESCRIBED IN THIS REQUEST:**

- NEW SERVICE (PRESENTLY DOES NOT EXIST)
- EXISTING SERVICE (PRESENTLY IN OPERATION)

SPECIFY THE AMOUNT BY SOURCES OF FUNDS AVAILABLE AT THE TIME OF THIS REQUEST:

STATE \$ \_\_\_\_\_

FEDERAL \$ \_\_\_\_\_

COUNTY \$ \_\_\_\_\_

PRIVATE/OTHER \$ \_\_\_\_\_

TYPE NAME & TITLE OF AUTHORIZED REPRESENTATIVE:

\_\_\_\_\_  
AUTHORIZED SIGNATURE

RICHARD BEHENNA, PRESIDENT  
NAME & TITLE

11/20/08  
DATE SIGNED

# Application for Grants and Subsidies

*If any item is not applicable to the request, the applicant should enter "not applicable".*

## I. Background and Summary

This section shall clearly and concisely summarize and highlight the contents of the request in such a way as to provide the State Legislature with a broad understanding of the request. Include the following:

1. A BRIEF description of the applicant's background;

The Volcano Health Collaborative is an all-volunteer organization incorporated in January 2005 to improve the health status of residents of the Greater Volcano area by increasing access to quality, affordable medical, dental and associated health care. The organization is an independent, federal and state recognized 501(c)(3) non-profit. The Volcano Health Collaborative's mission is broad in order to address the diverse and changing needs of the community. Funding is sought for specific projects that improve health care for the Greater Volcano community.<sup>1</sup>

Our current activities focus on:

- Community awareness and health education
  - Establishing "Health Sunday" with blood pressure screening on the last Sunday of each month at the Volcano Farmers' Market
  - Organizing health briefings for the community
  - Establishing a website with local, regional and national health information at [www.volcanohealth.org](http://www.volcanohealth.org).
- Disaster preparedness
  - Collaborating with the County of Hawai'i and [REDACTED] RT training – first class graduating December 2007
- Creation of a permanent health care facility in Greater Volcano to serve the upper Puna and northern Kau Districts – The Greater Volcano Health Center. Over 550 hours of in-kind volunteer effort were delivered in 2007 at a value in excess of \$19,000.
  - Community Needs Assessment completed - 2006<sup>2</sup>
  - Findings and Recommendations completed – 2007<sup>3</sup>
    - Criteria for Site Evaluation
    - Structure and Mode of Service Delivery

<sup>1</sup> Includes Puna-Mauka and a small portion of Ka'u districts of the Big Island

<sup>2</sup> Available at [www.volcanohealth.org](http://www.volcanohealth.org)

<sup>3</sup> Available at [www.volcanohealth.org](http://www.volcanohealth.org)

o Business Plan development and implementation - ongoing

2. The goals and objectives related to the request;

Goal: To establish a high quality, accessible, health center in the Greater Volcano area to provide primary medical, dental and related care to the approximately 5,000 residents.

Objective 1: Identify and secure a suitable location for health center

Objective 2: Conduct architectural and engineering work leading to viable construction plans for health center

Objective 3: Contingent on available funding, after Objectives 1 and 2 are complete, conduct site preparation for health center<sup>4</sup>

3. State the public purpose and need to be served;

During the past five years, the population of Volcano Village on the island of Hawai'i and its several surrounding subdivisions, such as Cymbidium Acres, the Golf Course, 'Ohia Estates, Royal Hawaiian Estates, Fern Forest, Eden Roc and Hawaiian Orchid Island Estates, have experienced explosive growth from a total population of about 2,800 persons in the year 2000, to almost double that now. The subdivisions, while having prestigious names, have minimal infrastructure and do not have public water and sewer. Some do not have electricity or paved roads.

Presently, the closest medical emergency care is located at Hilo Hospital, 26 miles and 4,000 feet downhill in one direction or about the same distance in the other direction to small, rural Pahala Hospital. The closest primary medical care is located at Bay Clinic in Kea'au, 20 miles away. Recent newspaper accounts indicate that there is no family practice in East Hawai'i that is currently accepting new patients and that we are close to a time when the present physician base will significantly decrease, due to retirements.<sup>5</sup>

Dental care, when available, is provided by private dentists in Hilo. However, the entire island is a federally designated dental shortage area. Bay Clinic's dental services are at full capacity and new patients are generally not being accepted. There are no laboratory or pharmacy facilities in the vicinity. Thus, people needing medical or dental care, or who simply need to get a prescription filled or blood drawn for a laboratory test, must go to Hilo.<sup>6</sup>

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<sup>4</sup> A subsequent set of objectives will include the actual construction and operation of a health center. These objectives are not included in this Grant-In-Aid application.

<sup>5</sup> Aging physician population in East Hawai'i – Lynda M. Dolan MD, Chief of Staff, Hilo Medical Center "Access to Healthcare in East Hawaii – Patient Care Crisis", 2006 and "All family practices are closed to new patients in the Hilo area." Dr. Christopher Linden as quoted in the Honolulu Star Bulletin, September 27, 2006.

<sup>6</sup> Recently, a pharmacy has opened in Kea'au.

The public purpose and need are also addressed by the Hawai'i Health Performance Plan. This request, its method of development and its goals and objectives are strongly supported by that plan, excerpts of which are included in the Appendix.

4. Describe the target population to be served; and

Greater Volcano is a small, but growing, rural community 26 miles from East Hawai'i's main commercial city of Hilo. Limited bus service runs from Greater Volcano communities to Hilo. Both physical distance and limited transportation options create isolation from services common in urban areas.

The current population is approximately 5,000 and expected to continue the rapid growth seen over the last five years. The 2000 Census reports that there were 3,162 residents living in Greater Volcano (Census Defined Places Volcano, Fern Forest, Eden Roc) at that time. Studies indicate that the population had increased to about 4,500 in 2007 and will grow to almost 8,000 by 2030.<sup>7</sup>

Distance to services increases barriers to care for all of our residents. Additional challenges are faced by our low income, elderly and disabled residents who have greater difficulty overcoming distance barriers. According to the 2000 Census, data for the three Census Defined Places which make up the Greater Volcano area show that 51% of households are "low or moderate" income<sup>8</sup>. Census data also shows 17% of our residents are disabled and 12% are over 62 years of age. These statistics support what we hear from the community and indicate that a significant number of our residents face greater barriers to care.

Through our needs assessment we found some common themes. Residents struggle to keep existing doctors and find new ones. Transportation to get to services is a considerable burden and adds to the already substantial cost of health care. Some residents are not overcoming these obstacles and are not receiving adequate care. Emergency services are used for non-emergency situations when appointments and transportation seem out of reach. Overall, we heard that the community has an existing and increasing need for high quality, accessible health services.

Some key themes we heard from the community in our needs assessment were:

- ❖ Long-time residents are losing care as their doctors retire or leave the community. Newer residents are struggling to find primary care providers. This is a problem even for those seeking care in Hilo. As the Hawai'i Medical Association President stated, "In Hilo, you can't get a primary care doctor. Everyone there is booked and not taking new patients."<sup>9</sup> We heard that people

<sup>7</sup> Hawai'i County Puna Circulation Plan, November 2005.

<sup>8</sup> As defined by County of Hawai'i Office of Housing and Community Development and Housing and Urban Development (HUD).

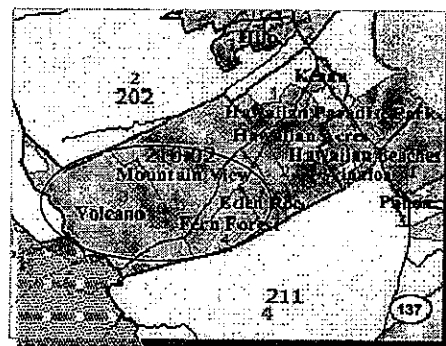
<sup>9</sup> Helen Altonn. (2007 June 17). Doctor shortage belies top ranking. *Honolulu Star Bulletin*. Retrieved July 24, 2007 from [www.starbulletin.com](http://www.starbulletin.com)

have called the full list of HMSA family practice physicians only to hear that none of them are taking new patients.

- ❖ There is a desire for both family and urgent care with improved access to prescriptions. Respondents to our survey indicated difficulty in getting prescriptions and laboratory tests they needed, as well as getting appointments with both physicians and dentists.
- ❖ Arranging transportation to Hilo for health services is a significant burden. This can be particularly difficult for those without transportation, who work in Greater Volcano, and who are elderly or disabled. We talked to elderly residents who said they are not fit to drive such a distance safely, but continue to make the drive to Hilo for simple services like blood pressure testing, laboratory work or prescription updates. The drive puts them and other community members at risk, but the only existing alternative is to avoid the care they need. Limited public transportation and the lack of alternative routes mean that travel times will continue to lengthen as population increases cause higher levels of traffic congestion.
- ❖ The increasing cost of driving adds to the financial burden of health care for those with available transportation and hinders access for those without.
- ❖ Calling 9-1-1 for non-emergency issues is an appealing option, given the time to reach services, challenges of transportation, and shortage of doctors. Nine percent of respondents to our survey indicated that they used emergency services as their primary medical care. This expensive option significantly contributes to increasing health care costs for everyone.
- ❖ There is concern that some residents are not receiving adequate care because of the distance to services. This is a problem in both emergency situations, where time is of the essence, and for primary care, when residents may avoid or postpone treatment because of the difficulties in reaching their health care provider.

5. Describe the geographic coverage.

The primary patient service area for the health clinic will come from the communities of Greater Volcano. Located on Hawai'i Island and encompassing portions of both Puna and Ka'u districts, Greater Volcano is approximately 26 miles and 4,000 feet upslope from Hilo, the main commercial city of East Hawai'i. More specifically, this area is defined as the area from Hirano store in Glenwood through the Volcano Golf Course community encompassing Census Defined Places Volcano, Fern Forest and Eden Roc. Both physical distance and limited transportation options create isolation from services common in urban areas.





The Service Summary shall include a detailed discussion of the applicant’s approach to the request. The applicant shall clearly and concisely specify the results, outcomes, and measures of effectiveness from this request.

1. Describe the scope of work, tasks and responsibilities;  
 The scope of this request is for capital funding for a health center in Greater Volcano. The capital phase will start with securing a specific property and contracting of an architect to develop the technical drawings for the facility. Concurrent with this, we will bring on an experienced construction manager to oversee the overall building project and obtain needed zoning or special use permissions. Site preparation including tasks such as grading for building and parking areas, septic preparation, and appropriate road access, will follow, as funding permits. Construction of the health clinic facility will be completed by appropriately licensed tradespeople.
2. The applicant shall provide a projected annual timeline for accomplishing the results or outcomes of the service;

	FY08	FY09	FY10
Finalize community design input	X		
Secure site	X		
Address zoning issues as appropriate	X	X	
Develop technical drawings, permitting		X	
Site preparation		X	
Construction		X	X
Equipment procurement			X
Staffing			X
Begin operations			X

3. The applicant shall describe its quality assurance and evaluation plans for the request. Specify how the applicant plans to monitor, evaluate, and improve their results; and

This is a capital funding request. Quality will be assured through the design of structures that meet all applicable zoning and land use requirements of the County of Hawai‘i. The project will be overseen by the Board of Directors who have significant experience in fiscal accountability and project management.

4. The applicant shall list the measure(s) of effectiveness that will be reported to the State agency through which grant funds are appropriated (the expending agency). The measure(s) will provide a standard and objective way for the State to assess the program’s achievement or accomplishment. Please note that if the level of appropriation differs from the amount included in this application that the measure(s) of effectiveness will need to be updated and transmitted to the expending agency.

Effectiveness shall be measured by the successful identification, securing and completion of design specifications for the Greater Volcano Health Center.

### III. Financial

#### Budget

1. The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.
2. The applicant shall provide its anticipated quarterly funding requirements for the fiscal year 2008-2009.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$0	\$0	\$200,000	\$50,000	\$250,000

### IV. Experience and Capability

#### A. Necessary Skills and Experience

The applicant shall demonstrate that it has the necessary skills, abilities, knowledge of, and experience relating to the request. State your experience and appropriateness for providing the service proposed in this application. The applicant shall also provide a listing of verifiable experience of related projects or contracts for the most recent three years that are pertinent to the request.

The Volcano Health Collaborative is an all-volunteer organization. If this Grant-in-Aid request for capital funding is approved, it will use qualified and licensed architects, engineers and other professionals to accomplish the task of designing a health center.

#### B. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the request. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable.

This application is to fund the early stages of building a health center that is based on the needs voiced by the Greater Volcano community. Funds will be used for acquisition, engineering and design, and site preparation. Any remaining funds will be applied to construction costs.



The location of the facility will be based on criteria reflecting the priorities of the community. Criteria include:

- Ease of access to the residents of Greater Volcano;
- Maintains traffic flow primarily on artery streets;
- Has minimal intrusion into densely residential areas;
- Is able to consider environmental impact in development;
- Generally has positive community perception;
- Has potential for co-location or close proximity to a future senior living facility;
- Has current or potential zoning for health services; and,
- Is eligible for needed funding.

The health center will provide primary medical and dental care as well as periodic specialist care. The planned facility will include the following:

- A full-time family care physician and supporting staff;
- A full-time dentist and supporting staff;
- Contractual services as required for Physical/Occupational Therapy, Chiropractic services, Alternative Health Care, and other specialists;
- Blood drawing services and lab pickup;
- Radiological services, including initial reading by on-site physician and subsequent reading by certified radiologists.
- Telemedicine capability with a preferred Medical Center, including radiological readings;
- Telepharmacy capability. Commonly prescribed medicines could be kept on hand plus additional prescription medications ordered via a telepharmacy network and delivered to the medical clinic or to the patient's home; and,
- Space for health and patient education programs
- A referral network for in-home caregiver services and Certified Nurse Assistants.

The facility will meet relevant building standards, including ADA accessibility requirements. If feasible, we would also like it to meet standards for an emergency shelter, as the nearest certified shelter is in Mountain View, about a fifteen mile drive along a highway that could well be closed due to fallen trees in the case of a major storm.

**V. Personnel: Project Organization and Staffing**

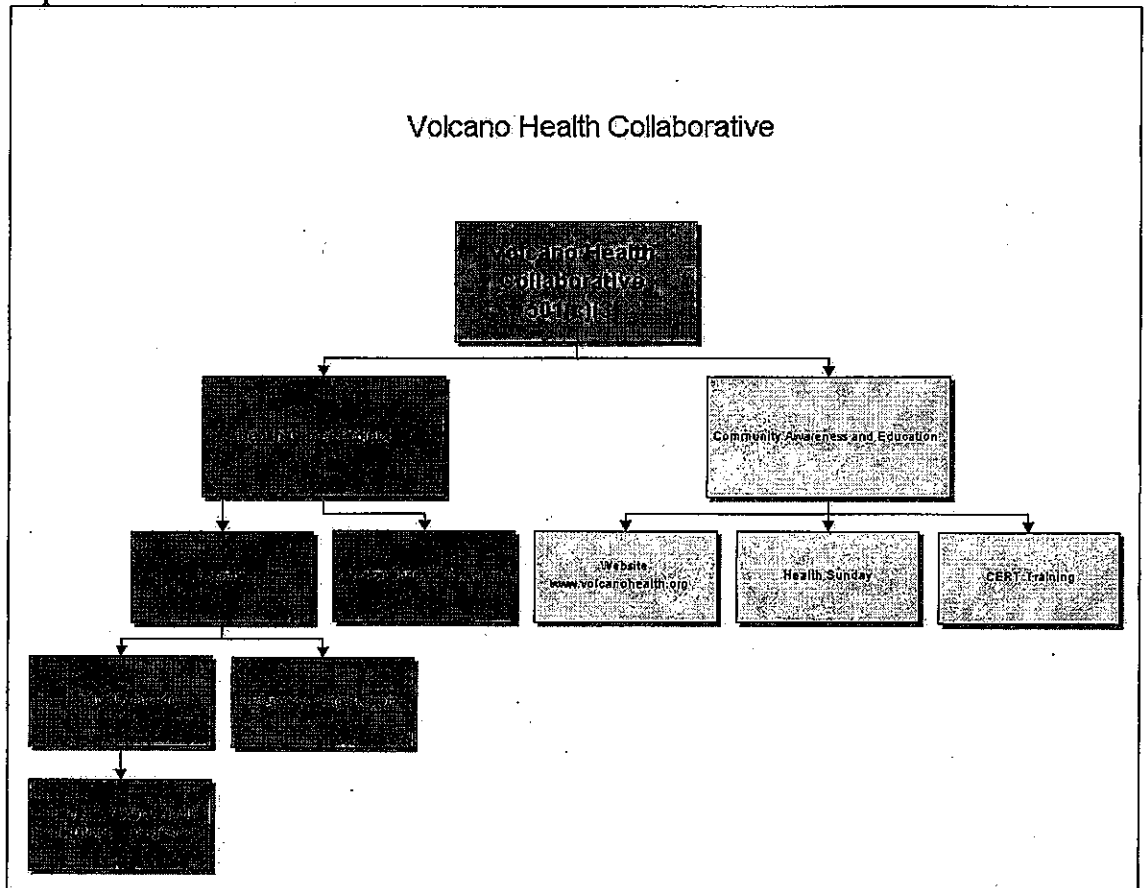
**A. Proposed Staffing, Staff Qualifications, Supervision and Training**

The applicant shall describe the proposed staffing pattern and proposed service capacity appropriate for the viability of the request. The applicant shall provide the qualifications and experience of personnel for the request and shall describe its ability to supervise, train and provide administrative direction relative to the request.

Not applicable for this capital funding request. Staffing will be addressed in subsequent plans.

**B. Organization Chart**

The applicant shall illustrate the position of each staff and line of responsibility/supervision. If the request is part of a large, multi-purpose organization, include an organizational chart that illustrates the placement of this request.



**VI. Other**

**A. Litigation**

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgement. If applicable, please explain.

Not Applicable

**B. Licensure or Accreditation**

Specify any special qualifications, including but not limited to licensure or accreditation that applicant possesses relevant to this request.

Not Applicable



**BUDGET REQUEST BY SOURCE OF FUNDS**  
(Period: July 1, 2008 to June 30, 2009)

Applicant: Volcano Health Collaborative

BUDGET CATEGORIES	Total State Funds Requested (a)	Trusts & Foundations (b)	Local Fundraising (c)	Federal Funds Requested (d)
A. PERSONNEL COST				
1. Salaries				
2. Payroll Taxes & Assessments				
3. Fringe Benefits				
TOTAL PERSONNEL COST				
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island				
2. Insurance				
3. Lease/Rental of Equipment				
4. Lease/Rental of Space				
5. Staff Training				
6. Supplies				
7. Telecommunication				
8. Utilities				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
TOTAL OTHER CURRENT EXPENSES				
C. EQUIPMENT PURCHASES				
D. MOTOR VEHICLE PURCHASES				
E. CAPITAL	250,000	50,000	50,000	200,000
<b>TOTAL (A+B+C+D+E)</b>	<b>250,000</b>	<b>50,000</b>	<b>50,000</b>	<b>200,000</b>
<b>SOURCES OF FUNDING</b>		Budget Prepared By:		
(a) Total State Funds Requested	250,000	David Goodman 888-983-8893		
(b) Trusts & Foundations	50,000	Name (Please type or print) Phone		
(c) Local Fundraising	50,000	[Redacted Signature] 1/20/08		
(d) Federal Funds Requested	200,000	Signature of Authorized Official Date		
<b>TOTAL REVENUE</b>	<b>550,000</b>	Richard Behanna, President		
		Name and Title (Please type or print)		

Applicant: Volcano Health Collaborative

Period: July 1, 2008 to June 30, 2009

FUNDING AMOUNT REQUESTED						
TOTAL PROJECT COST	ANY OTHER SOURCE OF FUNDS RECEIVED IN PRIOR YEARS		STATE FUNDS REQUESTED		FUNDING REQUIRED IN SUCCEEDING YEARS	
	FY: 2005-2006	FY: 2006-2007	FY: 2007-2008	FY: 2008-2009	FY: 2009-2010	FY: 2010-2011
PLANS						
LAND ACQUISITION				200,000		
DESIGN				50,000		
CONSTRUCTION					250,000	
EQUIPMENT					100,000	50,000
<b>TOTAL:</b>				<b>250,000</b>	<b>350,000</b>	<b>50,000</b>
<b>JUSTIFICATION COMMITMENTS:</b>						
Funding commitments are state funds only. The amount requested for FY 2008-2009 is the amount listed in column (a) on page 4 - "Budget Request by Source of Funds".						

Note: Other financial forms not applicable as this is a capital grant application.

**DECLARATION STATEMENT  
APPLICANTS FOR GRANTS AND SUBSIDIES  
CHAPTER 42F, HAWAII REVISED STATUTES**

The undersigned authorized representative of the applicant acknowledges that said applicant meets and will comply with all of the following standards for the award of grants and subsidies pursuant to section 42F-103, Hawaii Revised Statutes:

- (1) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant or subsidy is awarded;
- (2) Comply with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
- (3) Agree not to use state funds for entertainment or lobbying activities; and
- (4) Allow the state agency to which funds for the grant or subsidy were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and assuring the proper expenditure of the grant or subsidy.

In addition, a grant or subsidy may be made to an organization only if the organization:


- (1) Is incorporated under the laws of the State; and
- (2) Has bylaws or policies that describe the manner in which the activities or services for which a grant or subsidy is awarded shall be conducted or provided.

Further, a grant or subsidy may be awarded to a non-profit organization only if the organization:

- (1) Has been determined and designated to be a non-profit organization by the Internal Revenue Service; and
- (2) Has a governing board whose members have no material conflict of interest and serve without compensation.

Further, the undersigned authorized representative certifies that this statement is true and correct to the best of the applicant's knowledge.

Volcano Health Collaborative

\_\_\_\_\_  
(Typed Name of Individual or Organization)  
  
\_\_\_\_\_  
(Signature)  
Richard Behenna  
\_\_\_\_\_  
(Typed Name)

11/20/08  
\_\_\_\_\_  
(Date)  
President  
\_\_\_\_\_  
(Title)

## APPENDIX I

### EXTRACT: Hawai'i Health Performance Plan

The focus for a community's wellness is education and prevention, access to primary care, sharing secondary and tertiary care, and access to chronic disease management. Primary health care is basic general health care. Primary health care should be the first priority, and should be available with reasonable access for all communities.<sup>13</sup>

#### **F. What are the critical elements of a health care delivery system?**

Well-functioning health care delivery addresses: access to care, continuity of care, constituent participation, resource management, cost-containment, and quality management. The following are the key critical elements that keep health care delivery responsive to community needs and industry standards:

- 1. Access.** Access to appropriate, culturally sensitive care—from preventive and primary care to tertiary care and disease management—in the most comprehensive practical model possible, given the population's size, needs, and resources, is a high priority. Equitable, effective and efficient access is achieved through an adequate availability of quality health care that is reasonable in cost, with priority given to those services that benefit the majority of the residents and that are cost-effective.
- 2. Quality Management.** Health care providers and organizations are committed to high standards of quality and professional ethics and to the principle that patients come first. The use of clinical benchmarks (best practices) and patient satisfaction surveys along with contributions towards improving the community's health status as seen via the performance outcome measures in the following chapters are indicators of a community's health delivery system's quality management.
- 3. Cost-Effectiveness.** Our limited health care resources are allocated for the most cost-effective and necessary services. Cost-effectiveness incorporates the assurance that good quality of care standards will be maintained. Where feasible, resources should be directed to programs and services that prevent illness and intervene in the early stages of disease. Determination of effectiveness is based in part on the principal health status indicators contained in the following chapters. It also encourages the appropriate use of outpatient treatment modalities, community-based services, mid-level practitioners and midwives, contemporary reimbursement programs, and conversion of underutilized existing facilities to uses that can serve a demonstrated need in the greater majority of the population.
- 4. Continuity of Care.** Seamless continuity of care (the right care, at the right time, in the right setting) is promoted and facilitated via the integration of care providers in the community. This means that each individual health care facility and/or practitioner acknowledges that they are just one member of the larger continuum of health services available in the community and thereby works in concert with other care providers to improve the overall health status of the community.
- 5. Constituent Participation.** Communities—composed of consumers and care providers—work together in defining, assessing and evaluating health care services, health care development, and community health education initiatives in their geo-graphic area.<sup>14</sup>

#### **H. Hawai'i County Subarea Values and Priorities**

**1. Values.** The selected values that are considered essential to the design of a comprehensive, responsive, accessible, and cost-effective quality health care system for the Hawai'i County Subarea Health Planning Region include the following:

##### **Community Participation**

<sup>13</sup> State Health Planning and Development Agency, *Hawai'i Health Performance Plan pII-2 Vision and Guiding Principles: What are the basic principles for a health care delivery system?* <http://www.state.hi.us/health/shpda/shvision.pdf>

<sup>14</sup> State Health Planning and Development Agency, *Hawai'i Health Performance Plan pII-3,4 Vision and Guiding Principles* <http://www.state.hi.us/health/shpda/shvision.pdf>

Input from all stakeholders to produce a system which is truly community based.

**Accessible/Affordable/Timely**

Accessible in every way, financially affordable, with primary care and emergency services available in every geographic area and community on a timely basis.

**Quality of Care**

As measured by medically valid outcomes of care delivered, ethical practices, and professional standards of care.

**Needs-based**

As determined by stakeholder input.

**Cost-effective outcomes**

Cost-effective outcomes drive the system, which is characterized by responsible patient care management of financially viable organizations.

**Competent, safe**

Derives from technical expertise across all areas including specialty services from the provider, and from patient responsibility on the part of the consumer.

**A collaborative approach**

Includes a partnership between provider and patient as well as among providers to produce integration of unduplicated services.

**A healing environment**

Supportive of patient choices through a holistic approach which is friendly, caring, spiritually sensitive, and culturally and geographically appropriate.

**Consumer education** Focused on prevention and healthy life-style.

**Prevention services** Supported by insurance reimbursement.

**2. Priorities.** The recommended regional priorities for modifying or adding to the health care delivery system for the Hawaii County Subarea Health Planning region include:

**a. Most Critical Need areas overall.** Quality care, and adequate transportation.

**b. Most Urgent Chapter area.** Mental Health/Substance Abuse (Behavioral Health)

**c. A Corollary of "a" above.** Increased primary care services, and emergency response services in remote areas.

**d. Position Statement.** The summary of the January 20, 1998 planning meeting (see Gaps/Critical Services/Plans below) should be considered a position statement on Big Island health needs.

**e. High Priority.** Hawaii County SAC places a high priority on collaborative planning activities which will lead to improved rural access to health care.

**3. Perceived Gaps in Services:3. Perceived Gaps in Services:**

**a. Transportation.** Lack of public transportation and a good road system to serve populations scattered over wide distances.

**b. Health Care Financing.** Lack of funding for health services in general, and broader insurance coverage, and better institutional management of available funds.

**c. Specialist services.** Including neurosurgery, pediatrics, psychiatry, dental, invasive cardiology, oncology, and allied support services such as dietary, pharmacy, occupational and physical therapy, and social work.

**d. Outreach Programs.** Should be community-based and island-wide in scope, providing services for Elderly, including home health, nutrition, dental, respite care, and assisted living facilities and residences to prevent institutionalization.

Family, including support for all victims of domestic violence, family planning, and services for pregnant teens and young mothers, all behavioral health needs, and School Health programs for mental health, substance abuse and teen pregnancy.

**e. Behavioral Health.** Including treatment beds for adolescents island-wide, stepdown services, drug treatment services including detox, especially in rural areas, crisis intervention and residential psychiatric services for both children and adults.

**f. Health Education and Promotion.** Including prevention services for children, young mothers, adolescents and the elderly, affordable training opportunities for health professionals, and general public



information to dispel misconceptions and advertise available services.

**g. Integration of services.** Island-wide, including:

Collaboration/communication between systems, and between providers regarding priority-setting and decision-making;

Adequate consumer involvement in health care planning;

Consistency within and between programs and systems, both public and private;

Less dominance by State services, more competition from the private sector, and

Equitable geographic distribution of services.

**4. Critical and Essential Services.** These services must be accessible and affordable to all:

**a. Transportation.** Adequate, timely access from all areas providing door-to-door service.

**b. Adequate Acute Care.** Beds available in Kona, Waimea, Hilo.

**c. Level I Trauma.** Emergency care, emergency response.

**d. Diagnostic Services.** Radiology/imaging, laboratory, telemedicine.

**e. Specialty Care.** Cardiology, urology, pediatrics, OB/GYN, neurology/neurosurgery, psychiatry.

**f. Ancillary Care.** Dental (fluoridate drinking water), eye and hearing services, nutrition services, rehabilitation—OT and PT, native and alternative approaches to healing.

**g. Elder Care.** (community) adequate facilities for long term care, home care, assisted living, day care, and affordable respite care.

**h. Behavioral Health.** Mental health, substance abuse, island-wide inpatient psychiatric crisis beds for children, adolescents and adults; transportation to/from treatment; strong case management and coordination of care.

**i. Public Health Services.** Maintain/improve infrastructure including water, sewer and vector control; monitor environmental health including air, water and land; public health nursing services.

**j. Adolescent health.** Family planning, birth control; suicide prevention; substance abuse; centralized services for children and families.

**k. Health Insurance.** Catastrophic coverage for "gap" group; broader coverage for low-income groups.

**l. Telecommunications.** Available to all communities.

**m. Other.** Services for the homeless and disabled; hospice; preventive and educational information programs; social health, involving job/economy, education, community.

**APPENDIX II: LETTERS OF SUPPORT**



HOUSE OF REPRESENTATIVES

STATE OF HAWAII  
STATE CAPITOL  
HONOLULU, HAWAII 96813

January 15, 2008

Chair Marcus Oshiro  
House Committee on Finance  
Chair Rosalyn Baker  
Senate Ways and Means Committee  
State of Hawaii  
State Capitol  
Honolulu, HI 96813

Dear Chairs Baker & Oshiro,

I am writing this letter in support of the \$250,000 Grant-in-Aid application by the Volcano Health Collaborative for funding for a health center in the Greater Volcano area. The goal of this center is to provide primary medical, dental and other related care to the community. Presently the closest emergency medical care is 26 miles away. The closest primary care is 20 miles away and many doctors there are no longer accepting new patients.

The Greater Volcano area has a population of approximately 5,000 residents and this is expected to increase to almost 8,000 by 2030. Fifty-one percent of the households are considered "low or moderate" income. A significant portion of the residents are either disabled or over 62 years or age. Not only does this population require additional medical care, but they also face greater challenges with transportation to travel the distance to receive the needed services.

The award of this Grant-in-Aid will enable Volcano Health Collaborative to procure the facility site and set the groundwork for its design and construction. With the increasing shortage of doctors in the area, this facility is essential for the health and welfare of the Greater Volcano community.

Please do not hesitate to contact me should you need further assistance.

Sincerely,

  
Robert Herkes

Representative Robert N. Herkes, District 5

*(Mountain View, Glenwood, Volcano, Pahala, Punaluu, Ocean View, Ninole, Honuapo, Naalehu, Kahuku, Milolii, Hookena, Kealia, Honaunau, Captain Cook, Kealahou, portion of Kainaliu)*

Hawaii State Capitol, Room 320 / Honolulu, Hawaii 96813

Phone: (808) 586-8400 / Fax: (808) 586-8404 / E-mail: repherkes@capitol.hawaii.gov



# Volcano Community Association

PO Box 600, Volcano, HI 96785 • [www.VolcanoCommunity.org](http://www.VolcanoCommunity.org) • [vca@VolcanoCommunity.org](mailto:vca@VolcanoCommunity.org)

January 18<sup>th</sup>, 2008

Volcano Health Collaborative  
P.O. Box 183  
Volcano, HI 96785

To Whom It May Concern-

This letter is in response to the Volcano Health Collaborative's (VHC) request for support for a capital funds State Grant-in-Aid application at the January 8<sup>th</sup>, 2008 monthly meeting of the VCA Board of Directors. A unanimous vote of support was made for the VHC at that meeting.

The Volcano Community Association (VCA) would like to communicate their enthusiastic support for the work of the Volcano Health Collaborative (VHC) and, specifically, for the \$250,000 Grant-in-Aid to fund a permanent health center in Volcano. They have been in frequent contact with us over the past two years as part of a strong community network in Volcano Village. We can attest to their intensive efforts to document and understand both the unique demography of the Volcano region and its citizen's health care needs.

We are well aware of the dedication and steadfastness with which this organization's volunteers have pursued the goal of a primary care center in the Volcano Village. In fact, achieving health care options locally is a priority of our membership, reflected in the VCA's Long Range Plan. In addition, our board has lobbied for the inclusion of health care considerations in the Puna Community Development Plan (PCDP).

Given the explosive population growth here combined with the needs of a significant senior/elderly population, we hope that the efforts of the Collaborative will bear fruit in the near future. We feel the need for health related facilities and services in Volcano is an urgent priority. Please contact us if there is anything else we can do to facilitate their worthy goals.

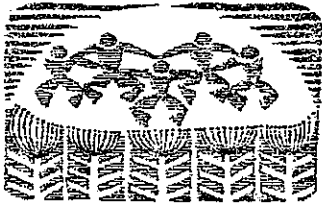
Sincerely,

  
Jeffrey Mermel, VCA President

*Building community since 1980*



nō ka 'oi



**Volcano School of Arts and Sciences**

Dr. David Rizor, Education Director

PO Box 845

Volcano, Hawaii 96785

(808) 985-9800

January 10, 2008

To Whom It May Concern:


I am writing in support of the full \$250,000 Grant-in-aid request submitted by the Volcano Health Collaborative. As you know, Hawaii and especially Hawaii County has a health care crisis and even in the best of situations, the Volcano community is 26 miles from the nearest health care facility. This trip is a hardship for many of the local elderly and low-income residents, severely restricting their access to health care services.


The students at Volcano School of Arts and Sciences would benefit from access to health care in the community for ongoing health needs as well as acute care or minor accidents. As a small school, Volcano School of Arts and Science cannot afford a full-time nurse. When the Volcano health facility becomes operational, care beyond basic first aid for students in case of acute illness or accident will be available.

It is also my hope that this facility will have the capability of providing low-level mental health and family counseling services which is a definite community health care need.

The creation of a health care center in Volcano is a positive advance for the community, the island and the State of Hawaii. I offer my full support to this project and I hope you will, too.

Sincerely,

  
Dr. David Rizor, PhD  
Education Director





**STATE OF HAWAII**  
DEPARTMENT OF EDUCATION  
**MOUNTAIN VIEW ELEMENTARY SCHOOL**  
P.O. BOX 9  
MOUNTAIN VIEW, HAWAII 96771

Keakealani Outdoor Education Program Haunani Road Volcano, HI 96785

January 19, 2008


Volcano Health Collaborative  
P.O. Box 183  
Volcano, HI 96785

Aloha,

Keakealani Outdoor Education Center of Volcano Village provides an overnight environmental education experience for more than 1500 students, teachers and parents annually. This program has operated for over 27 years and during that time we've had our share of injuries and illnesses. As the Center's program coordinator, I've had concerns about the 30 mile distance to the nearest medical treatment facility. Parents voice reservations about having their children take part in this educational program for similar reasons.

A full-time health care center located in Volcano would significantly improve primary medical services for our community. It would certainly allow me to assure parents and teachers that their children will be in a safe environment. As an educator working with large groups of children on a 24 hour basis, I enthusiastically support the establishment of a permanent health care center in Volcano. It would be a wise decision on the part of the Hawaii State Legislature to appropriate a \$250,000 capital funds Grant-in-Aid requested by the Volcano Health Collaborative to further this essential addition to our growing community.

Sincerely,

  
Julia Williams  
Science Resource Teacher/ Program Coordinator  
Keakealani Outdoor Education Center

## COOPER CENTER COUNCIL

P.O. Box 1000

Volcano, Hawaii 96785

January 18, 2008

Volcano Health Collaborative  
P.O. Box 183  
Volcano, Hawaii 96785

To Whom It May Concern:

As the President of Cooper Center, our Volcano Community Center, I have seen how hard you have been working to get the much needed health facilities to within a reasonable distance to the many residents of the greater Volcano area.

In our community there are many in great need of additional health facilities, and I know this from personal experience. Our one Nurse Practitioner is now reached maximum patients, and people are always approaching me to ask if I know of any doctors that may be taking new patients. It has reach critical mass in this area.

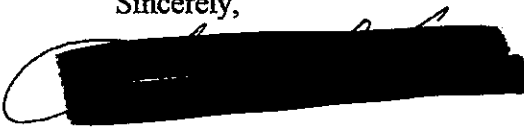
The Health Collaborative has worked so hard, just to get all the statistics lined up, and know really does need additional funding via the Grant-in-Aid program, which I strongly support.

At a meeting last night with some community leaders with a prospective Mayoral candidate, Health facilities were listed as one of the top 3 concerns for this area.

Clinic, lab, dental, there are so many needs, and Cooper Center Council would like to be of assistance in any way we can.

Thank you again for all your hard work and good luck in the future.

Sincerely,

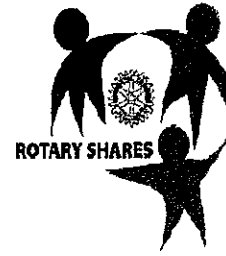


Linda L. Ugalde  
President  
Cooper Center Council

/llu



ROTARY CLUB OF VOLCANO  
P.O. Box 647  
Volcano, Hawaii 96785



**Letter of Support for Volcano Health Collaborative**

We of Volcano Rotary Club have been involved and made aware of the efforts of the Volcano Health Collaborative and we support their efforts and feasibility studies.

As you must be aware Volcano is approximately 52 miles round trip from any form of health care and as traffic volume increases that distance becomes more time consuming. The residents of Volcano would benefit greatly from a local health center. Please consider the Volcano Health Collaborative for the Grant-in-Aid.

Mahalo for your consideration.

*Donald W. Hughes*

Dr. Donald W. Hughes  
Rotary President  
2007-2008

[Type text]



Florence M Mitchell  
PO Box 298  
Volcano Hi 96785  
Phone 967 7209

January 17, 2008

To Whom it May Concern:

I am writing in support of the full \$250,000 Grant-in-aid request submitted by the Volcano Health Collaborative. Our community is greatly in need of a permanent medical and dental primary care center because the one way 45 minute drive to the nearest hospital or health care services is a great hardship on our elderly residents. Many of them are no longer driving and public transportation is minimal.

My husband and I retired to Volcano close to 30 years ago and found it to be, for the most part, a community of residents of retirement age between 55 and 90. Since then, changes have been taking place with many new families are moving in and increasing our school age attendance. This of course definitely increases our need for a permanent medical and dental primary care center close at hand.

Many of us are now in our eighties and nineties and are finding it very difficult to drive to Hilo. A health center in Volcano is greatly needed and I support the efforts to obtain the Grant-in aid.

Sincerely,

  
Florence M. Mitchell  
Vice President, Cooper Center Council



# BILAC

Big Island Liturgy and Arts Center  
P.O. Box 706, Volcano, Hawai'i 96785  
(808)967-7788

1/7/2008

Volcano Health Collaborative  
p.o. Box 183  
Volcano, Hawaii 96785

Aloha,


Thank you for giving me information about your efforts to establish a permanent health center here in Volcano. Being a retired person myself, and having contact with several other retired persons here in Volcano, I definitely want to support your efforts for a permanent health center.

Speaking to people here in Volcano, I have mentioned that we must be about 4,000 in number by now. Then I read your statistic of 5,000. My guess was rather short! All the more reason for some sort of permanent health center.

I am aware of the fact that the entire East side of our island is dreadfully short of medical care, especially with the shortage of doctors. Having a health center in Volcano would lessen the need for our people to run down to Hilo, which is already over-taxed for medical care for people in and around Hilo.

If a Grant-in-Aid will help toward the establishment of a center here in Volcano, then I support the efforts to obtain this Grant-in-Aid.

Sincerely,

  
Rev. George DeCosta  
President of the Board  
of Big Island Liturgy & Arts Center  
38-48 Old Volcano Road  
or  
P.O. Box 706  
Volcano, Hawaii 96785

I support the efforts of the Volcano Health Collaborative to secure a Grant-In-Aid to fund the Greater Volcano Health Center.

Signature	Address
Florence M. Betsy Mitchell	Box 298 Volcano HI 96785
Sharron Faff	Box 326 Volcano, HI 96785
Mike Fuhrmann	P.O. Box 336 Volcano HI 96785
Eric Wold	PO Box 891 Volcano HI 96785
Thomas Rapp	P.O. 371 Volcano 96785
Robin Cooney	PO Box 1201 Volcano 96785
Kaulea Muehler	P.O. Box 740 Captain Cook 96704
<del>CEOs</del>	PO Box 768 Mt View 96771
William Hardy	Box 1051 Volcano 96785
Kama Almasi	POB 143 Yachats OR 97498
Lisa Parr	PO Box 1522 Hilo HI 96721
Peter Sarafin	Box 649 Volcano
<del>John</del>	PO Box 1084 Volcano 96785
John Wakashima	P.O. Box 613 Volcano
Kim L. Miller	PO Box 194 Volcano, HI 96785
<del>NONI SANFORD</del>	P.O. Box 484 - Volcano, HI 96785
Carolyn Iwie	Box 650 Volcano 96785
John Kelly	P.O. Box 705 Volcano 96785
Thomas A. Hughes	P.O. Box 2078 KEAAU 96749
Doreen Warrick	PO/Box 543 Volcano, HI 96785
Ingrid Skyrman	Box 62, HAVO, HI 96718
Sharon Katcher	Box 62, HAVO, HI 96718
Lorraine Ellison	17-512 Ipuaiwaha St Keau 96749
Randal Fiske	Box 220 HAWAII NAT. PK HI 96718
Dan O'Connor	Box 434 Paipai Kou HI 96781
Tom Jones	Box 1175, Volcano HI 96785
Ed Dale Gormley	PO Box 1193 Volcano HI 96785
SI	P.O. Box 869 Volcano HI
DANIEL LEPINE	P.O. Box 581 Volcano HI
<del>John</del>	P.O. Box 474 Volcano
Helene Burtma	P.O. Box 41 Volcano, HI

I support the efforts of the Volcano Health Collaborative to secure a Grant-In-Aid to fund the Greater Volcano Health Center.

Signature	Address
Mayorie Sumner	PO Box 17 Volcano, HI 96785
LENA R. WHITE	PO Box 36 Hawaii Nat'l Park, HI 96718
Marka M. Lips	PO Box 867 Volcano HI 96785
Shirley White	PO Box 55 Volcano HI 96785
Margaret Drake	PO Box 821 Volcano, HI 96785
Robert Hunt	PO Box 893 Volcano, HI 96785
Jeff Lyall	P.O. Box 93 Volcano HI 96785
W. Dwyer	P.O. Box 907 Volcano HI 96785
Bill [unclear]	P.O. Box 325 Volcano 96785
Eric Sigmund	200 Kamehameha #103-315 96720
Margaret Smith	P.O. Box 57 Hawaii Nat. PK 96718
Paul Lyle	Box 180324 HNP HI 96718
Sam Hostel	PO Box 1092 Naelehu HI 96772
Diana Butler	PO Box 85 HNP, HI 96718
Theresa Todd	200 Kamehameha ave <sup>313</sup> Hilo HI 96720
George Deloite	P.O. Box 706 Volcano HI 96785
William Stephens	P.O. Box 605 Volcano HI 96785
John Moore	" 847 " " "
Tennys Spurr	PO Box 1198 Volcano HI 96785
Dr. Chang	PO Box 1198 " " "
Bob [unclear]	Box 362 "
David Sigmund	200 Kamehameha Ave. Hilo HI 96720
Ann Barton	PO Box 1025, Volcano, HI 96785
Raymond Herman	PO Box 146 Volcano HI 96785
Stuart G. [unclear]	P.O. Box 1091 Volcano HI 96785
Kevin Kung	Box 740 Capt Cook HI 96704
Ku'uleva Killiona	PO Box 844 Volcano HI 96785
Susan Medeiros	PO Box 987, Mt. View HI 96771
Helene Martinez	PO Box 92 Keaan HI 96749
Nancy Sanchez	P.O. Box 955 Volcano, HI 96785

I support the efforts of the Volcano Health Collaborative to secure a Grant-In-Aid to fund the Greater Volcano Health Center.

Signature	Address
<i>Raige Campbell</i>	Box 400, Volcano
<i>Michael...</i>	Box 432 VOLCANO
<i>Ken...</i>	P.O. Box 563 Volcano
<i>Sandra...</i>	PO Box 1049 Volcano
<i>Machiko...</i>	PO BOX 1175 Volcano
<i>Eleanor McCartney</i>	PO BOX 276 Volcano
<b>BEN BLAKEMORE</b>	PO box 181 VOLCANO
<i>Jan...</i>	PO box 71133, Mt View
<i>Gloria...</i>	PO Box 2035 Kaneohe 96742
<i>Dr. S. ... MD</i>	General Delivery, Keolu HI 96749
<i>Floria C. Boyard</i>	PO BOX Volcano, HI 96785
<i>John...</i>	POB 2035 Kaneohe HI 96743
<i>Chris...</i>	PO BOX 72 Volcano HI 96785
<i>Ann...</i>	PO BOX 72 Volcano HI 96785
<i>Ma...</i>	PO Box 112 Volcano "
<i>Randi...</i>	PO Box 1005 Volcano HI
<i>William...</i>	General Deliv Volcano 96785
<i>Mike...</i>	" " "
<i>Paul...</i>	P.O. Box 444 Volcano HI 96785
<i>Dan Gates</i>	PO box 1092 Volcano 96785
<i>Imma...</i>	General Delivery Volcano 96785
<i>Ann...</i>	PO BOX 511 Volcano, HI 96785
<i>MSM...</i>	Box 1201 Volcano, HI 96785
<i>Julia Williams</i>	P.O. BOX 569 Volcano, HI 96785
<i>John...</i>	PO BOX 670 Volcano HI 96785
<i>Arline...</i>	P.O. BOX 854 Volcano, HI 96785
<i>William...</i>	194131 Wright Rd Volcano, HI 96785

