

**THE THIRTIETH LEGISLATURE
APPLICATION FOR GRANTS
CHAPTER 42F, HAWAII REVISED STATUTES**

Type of Grant Request:

Operating Capital

Legal Name of Requesting Organization or Individual: Db:
Wahiawa Center for Community Health Wahiawa Health

Amount of State Funds Requested: \$ 789,930.00

Brief Description of Request (Please attach word document to back of page if extra space is needed):

Wahiawa Health is requesting support to expand remote Telehealth services to address Mental Health issues, Substance Use Disorders, and Chronic Diseases in their service area (Wahiawa, Waialua, Mokuleia, Kunia, Mililani) within District 2. Wahiawa Health is requesting support for start-up costs to establish a 340B Pharmacy to be able to offer discount medications and medication management and delivery to support services such as telehealth expansion.

Amount of Other Funds Available:

State: \$ 0
Federal: \$ 0
County: \$ 0
Private/Other: \$ 0

Total amount of State Grants Received in the Past 5 Fiscal Years:

\$ 1,465,000.00
Unrestricted Assets:
\$ 500,000.00

New Service (Presently Does Not Exist): Existing Service (Presently in Operation):

Type of Business Entity:

501(C)(3) Non Profit Corporation
 Other Non Profit
 Other

Mailing Address:

302 California Avenue, STE 214
City: State: Zip:
Wahiawa HI 96786

Contact Person for Matters Involving this Application

Name: Cynthia Endrizal	Title: Chief Quality Officer
Email: cendrizal@wahiawahealth.org	Phone: 808-622-1618, Ext 421

Federal Tax ID#:

State Tax ID#

Bev Harbin

1/17/2020

Authorized Signature

Name and Title

Date Signed

received
1/17/2020

3:47pm

Applicant Wahawā Center for
Community Health

Application Submittal Checklist

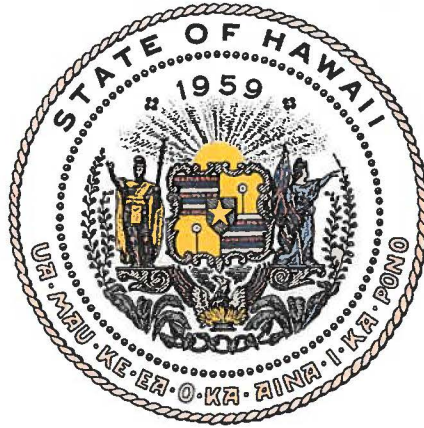
The following items are required for submittal of the grant application. Please verify and check off that the items have been included in the application packet.

- 1) Certificate of Good Standing (If the Applicant is an Organization)
- 2) Declaration Statement
- 3) Verify that grant shall be used for a public purpose
- 4) Background and Summary
- 5) Service Summary and Outcomes
- 6) Budget
 - a) Budget request by source of funds ([Link](#))
 - b) Personnel salaries and wages ([Link](#))
 - c) Equipment and motor vehicles ([Link](#))
 - d) Capital project details ([Link](#))
 - e) Government contracts, grants, and grants in aid ([Link](#))
- 7) Experience and Capability
- 8) Personnel: Project Organization and Staffing


AUTHORIZED SIGNATURE

Bev Harbin CEO
PRINT NAME AND TITLE

June 17, 2020
DATE



Department of Commerce and Consumer Affairs

CERTIFICATE OF GOOD STANDING

I, the undersigned Director of Commerce and Consumer Affairs of the State of Hawaii, do hereby certify that

THE WAHIAWA CENTER FOR COMMUNITY HEALTH

was incorporated under the laws of Hawaii on 01/25/2012 ; that it is an existing nonprofit corporation; and that, as far as the records of this Department reveal, has complied with all of the provisions of the Hawaii Nonprofit Corporations Act, regulating domestic nonprofit corporations.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of the Department of Commerce and Consumer Affairs, at Honolulu, Hawaii.

Dated: January 17, 2020

Director of Commerce and Consumer Affairs



**DECLARATION STATEMENT OF
APPLICANTS FOR GRANTS PURSUANT TO
CHAPTER 42F, HAWAII REVISIED STATUTES**

The undersigned authorized representative of the applicant certifies the following:

- 1) The applicant meets and will comply with all of the following standards for the award of grants pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) 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 is awarded;
 - b) Complies 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;
 - c) Agrees not to use state funds for entertainment or lobbying activities; and
 - d) Allows the state agency to which funds for the grant 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 ensuring the proper expenditure of the grant.

- 2) If the applicant is an organization, the applicant meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is incorporated under the laws of the State; and
 - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant is awarded shall be conducted or provided.

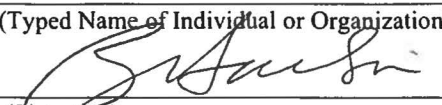
- 3) If the applicant is a non-profit organization, it meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is determined and designated to be a non-profit organization by the Internal Revenue Service; and
 - b) Has a governing board whose members have no material conflict of interest and serve without compensation.

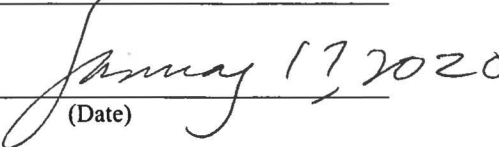
Pursuant to Section 42F-103, Hawaii Revised Statutes, for grants used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant was awarded and disposes of the land in fee simple or by lease, the organization shall negotiate with the expending agency for a lump sum or installment repayment to the State of the amount of the grant used for the acquisition of the land.

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

The Wahiawa Center for Community Health

(Typed Name of Individual or Organization)


(Signature)


(Date)

Bev Harbin
(Typed Name)

Chief Executive Officer
(Title)

Public Purpose

42F-102, Hawaii Revised Statutes: Application for Grants

Requests for grants shall be submitted to the appropriate standing committee of the legislature at the start of each regular session of the legislature. Each request shall state:

- 1) The name of the requesting organization or individual;
- 2) The public purpose for the grant;
- 3) The services to be supported by the grant;
- 4) The target group; and
- 5) The cost of the grant and the budget.

Public Purpose of Grant:

The **requesting organization** is The Wahiawā Center for Community Health (dba. Wahiawā Health), the most recently designated Federally Qualified Health Center (FQHC) in the State of Hawai'i. Out of the 15 FQHCs in the state, Wahiawā Health is the only "Look-a-Like" – meaning Wahiawā Health does not receive HRSA federal funds. In comparison, the other 14 FQHCs receive at least \$650,000 - \$1,000,000/year. And, although Wahiawā Health does not receive federal funds, we are still obligated to maintain the Health Resources and Services Administration (HRSA) requirements which include: (1) being nonprofit, (2) having a community-based board of directors, (3) providing or arranging all the **necessary** services and enabling the services, and (4) providing care regardless of the ability to pay.

The purpose of this request is to provide more comprehensive and otherwise lacking healthcare services in the most medically underserved region on O'ahu, specifically addressing Mental Health issues, Substance Use Disorders, and Chronic Care Management.

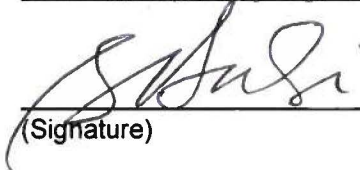
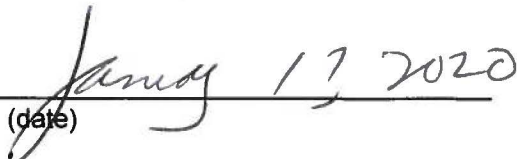
The services to be supported by the grant: Wahiawā Health proposes the expansion of its telehealth services and the establishment of a 340B Discount Pharmacy, in-house. This will provide comprehensive services to address and meet the needs of those suffering from Mental Health/Substance Use Disorders/Chronic Diseases. These services will overcome the current barriers to care, as identified in a most recent needs assessment, including access to a multi-disciplinary team (remotely and/or in-house) and affordable medications.

The target group: The Wahiawā Health service area (Region 2) of Wahiawā, Waialua, Mokolē'ia, Kunia and Mililani.

The cost of the grant and the budget: \$789,930.00

The undersigned authorized representative of the applicant certifies the following: The applicant will utilize a State Grant in Aid granted for FY 2021 for a public purpose pursuant to *Section 42F-102, Hawaii Revised Statutes*.

Name of Requesting Organization: The Wahiawa Center for Community Health (dba. Wahiawa Health)

(Signature) (date)

Bev Harbin CEO

(Typed Name) (Title)

Application for Grants

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

I. Certification – Please attach immediately after cover page

1. Certificate of Good Standing (If the Applicant is an Organization) PREVIOUSLY ATTACHED

If the applicant is an organization, the applicant shall submit one (1) copy of a certificate of good standing from the Director of Commerce and Consumer Affairs that is dated no earlier than December 1, 2019.

2. Declaration Statement – PREVIOUSLY ATTACHED

The applicant shall submit a declaration statement affirming its compliance with Section 42F-103, Hawaii Revised Statutes.

3. Public Purpose – PREVIOUSLY ATTACHED

The applicant shall specify whether the grant will be used for a public purpose pursuant to Section 42F-102, Hawaii Revised Statutes.

- (1) The name of the requesting organization or individual;
- (2) The public purpose for the grant;
- (3) The services to be supported by the grant;
- (4) The target group; and
- (5) The cost of the grant and the budget.

II. 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. Please include the following:

1. A brief description of the applicant's background:

Recognizing the Central O'ahu and North Shore health care needs in 2011, the office of Senator Daniel Inouye approached the Hawai'i Primary Care Association (HPCA) to facilitate the application for a planning grant, to establish a community health center in Wahiawā. The HPCA approached Faith Action Community Equity (FACE), an area non-profit with social justice and health equity as its core organizational vision. In September of 2011, FACE was awarded an \$80,000 grant from the Health Resources and Services Administration (HRSA). Upon receipt of the grant, FACE brought the community of Wahiawā, Waialua,

Mokulē'ia, Kunia and Mililani together, coordinating several meetings, events, and focus groups to tailor a plan of action. A comprehensive community needs assessment was drafted, utilizing results of over 900 anonymous surveys. By **January of 2012**, the Wahiawā Center for Community Health dba Wahiawā Health was incorporated.

By 2016, Wahiawā Health had acquired two established practices and their real estate in the 302 California Avenue building (STE 106 & STE 208), known to the community as the Wahiawā Medical Arts Building. In 2017 a third OB/GYN practice was purchased. Together, these three practices served an approximate 4,700 unique patients, 60% of whom were children. The practices merged and began serving the public as Wahiawā Health in **July of 2017**. Both practices required considerable investment in transitioning to an Electronic Health Record (EHR) and renovating the health center space for service delivery, as maintenance was deferred for many years.

In **December of 2017**, Wahiawā Health was notified that it was to be designated as a Federally Qualified Health Center (FQHC) Look-Alike by HRSA. **Wahiawā Health received its designation on January 1, 2018 to serve the needs of low-income individuals and families and persons experiencing homelessness.**

Since its inception, Wahiawā Health has pursued FQHC grantee (330) status which translates to yearly federal financial support of \$650,000.00 to \$1,000,000.00 to provide healthcare and support services to indigent populations. **Currently, as an FQHC Look-Alike, Wahiawā Health does NOT receive these funds.** As the only unfunded FQHC in the State, Wahiawā Health is expected to continually meet HRSA requirements, as are the other 14 FQHCs in the State. The five essential HRSA requirements that differentiate all FQHCs from other health care providers are:

- They must be in and serve a high need community, i.e. "medically underserved areas" or "medically underserved populations". *Note: Wahiawā Health's Medically Underserved Population (MUP) score of 64.1 is the highest on O'ahu.*
- They must provide comprehensive primary care services as well as supportive services such as translation, transportation services, and care coordination that **promote access to health care.**
- Their services must be available to **ALL residents** of their service areas, with **fees adjusted** upon patients' ability to pay.
- They must be governed by a community board with a majority of members as health center patients.
- They must **meet quality performance and accountability requirements** regarding their administrative, clinical, and financial operations.

Wahiawā Health filed for a New Access Point (NAP) grant in **April 2019** in hopes of becoming an FQHC 330 grantee, scoring an impressive **93 points**.

Nonetheless, Wahiawā Health was not selected.

In **June 2019**, Wahiawā Health had its first HRSA site visit as an FQHC Look-Alike, completing the 3-day intensive evaluation with **"NO FINDINGS"**.

Wahiawā Health is committed to continue to fulfill all HRSA requirements as an FQHC Look-Alike while continuing to apply for NAP grants as they become available in hopes of becoming a fully funded 330 grantee within the next couple of years. In the meantime, funds are desperately needed to support and expand services for the long-time, underserved communities in the Wahiawa Health service region within District 2. Through focus groups, community surveys and outreach efforts the highest needs identified are **1) Remote Telehealth services to address Mental Health, Substance Use Disorders and Chronic Disease Management;** and **2) In-house Pharmacy services to facilitate patient access to affordable medications and medical management for these significantly prevalent and uncontrolled diseases.** By addressing these significant medical problems, Wahiawā Health is committed to the mission of improving the health and having a positive impact on the communities currently experiencing uncontrolled diseases and the secondary chronic problems such as homelessness, domestic violence, uncontrolled pain issues and wound infections.

2. **The goals and objectives related to the request:**

The goal is, as stated in the Wahiawā Health mission statement:

"In the spirit of Aloha and compassion, Wahiawā Health provides access to **affordable, quality** health care and **wellness services** to promote a healthy community".

The objectives address specific services currently not provided and highest needs not met - as identified in our most recent needs assessment (Jan 2019).

Objective 1

Telehealth services will expand to include Mental Health, Substance Use Disorder, and Chronic Disease Management Programs, to include multi-disciplinary management and in-house referrals to appropriate practitioners and related support services.

Objective 2

A Wahiawā Health 340B Pharmacy will open as a new service within Wahiawā Health to provide affordable and accessible medications and management services to address and manage Mental Health issues, Substance Use Disorders and Chronic Diseases.

3. **The public purpose and need to be served:** The public purpose is to address the unmet healthcare needs of the indigent and underserved population of the Wahiawā Health service area - Wahiawā, Waialua, Mokulē'ia, Kunia and Mililani. If not funded, the lack of services specified in this grant application directly and indirectly impacts ALL residents of the service area. For example, in the Jan 2019 needs assessment study, focus groups shared concerns such as "not wanting to meet at McDonald's for coffee because they fear for their security due to homeless and people with mental health issues loitering"; "children not allowed to play at the park for similar security reasons"; "residents that need affordable

medications having to travel 2 hours one-way on a bus into town to hopefully get their medication prescription filled by another health center”.

4. **Describe the target population to be served:** Driving through Wahiawā or Waialua town will give a visitor a snapshot of the result of medically underserved residents. Residents are suffering from mental health issues, substance use disorders and/or chronic diseases (e.g. open wound infections) with little to no access to affordable healthcare nor medications. Because of their challenges these residents are unable to leave their place of residence (“residence” defined as a home, apartment, public housing, doubling up with other families or a homeless encampment site). These challenges include inability to obtain/maintain employment, stay vigilant with their own care, afford adequate food, nor pay bills – resulting in dependency on others, burning their support bridges and living alone on the streets. Many of these residents are seen in the Wahiawā General Hospital ER (reportedly up to 4 times/day), thereby financially impacting a much-needed rural hospital with inappropriate ER visits. The community needs help.

Mental Health and Substance Use Disorders

While Wahiawā Health’s Behavioral Health Program, led by a part-time PhD in Psychology, addresses the need to detect and treat Mental Illness, Substance Use Disorder (SUD) and Mood Disorders, the program is **VERY limited to only two days per week**. Patients must come to the health center on those days for services. **Expanding Mental Health and SUD services remotely via an outreach van with telehealth capabilities, visiting patients in their homes and encampments would increase access to care.**

See the following SUD/Mood Disorder/Anxiety Rates Comparison:

Indicator (per 10k)	Wahiawā	Waialua	Millilani	O’ahu	Hawai’i
SUD	45.8	61.7	26.0	51.2	54.4
Mood Disorder	52.4	59.3	34.2	51.1	53.5
Anxiety Disorder	31.8	35.6	20.4	27.5	27.9

Regarding Substance Use Disorder (SUD), it is important to address the growing opioid epidemic in Hawai’i. In July 2017, Governor Ige tasked the Department of Health with coordinating a statewide Opioid response initiative. This resulted in the “Hawai’i Opioid Action Plan”, published in December 2017. One key need identified in the Executive Summary was “...to **more effectively expand substance use prevention and treatment capacity and integrate with primary care... A more effective and responsive referral and treatment entry system is needed as well.**”

Nationally, rural areas such as Wahiawā, have seen a greater shortage in the availability of Medication Assisted Treatment (MAT) programs and providers. The Substance Abuse and Mental Health Services Administration (**SAMHSA**) lists **only 150 practitioners authorized to treat opioid dependency with buprenorphine in the State on their website (accessed 1/16/2020), with only ONE located within the Wahiawā Health service area that accepts all patients regardless of ability to pay – Dr. Leanne Jones, a Wahiawā Health physician.**

Chronic pain is another significant issue for the residents of the Wahiawā service area which many times results in chronic opioid addiction. There are numerous barriers for Behavioral Health services and, specifically MAT services, including the hesitation of primary care providers to prescribe buprenorphine and the process of induction onto buprenorphine (managing withdrawal symptoms as patients start buprenorphine treatment), reimbursement challenges, concern about medication diversion, and lack of psychosocial and support services for patients.

While Hawai'i's overall opioid related death rate is low compared to other states, there is tremendous variation by ethnicity. For example, drug deaths for the Asian/Pacific Islander (API) population in Hawai'i in 2017 was more than three times higher than the national API population due to adverse social determinants of health.

Eighty-Four percent of Wahiawā Health's active patients are of ethnic minority (38% Asian, 23% Native Hawaiian/Pacific Islander, and 23% more than one race/other than White). It is well documented that high risk populations and those with chronic disease are at higher risk for mood disorder and the potential for mental illness and substance use disorders. Statistically, Native Hawaiian and other ethnic minority groups are overrepresented in studies regarding child maltreatment, SUD, health disparities, and lower health service utilization. According to the State of Hawai'i's Department of Human Services (DHS), Native Hawaiians represented over 40% of cases reported to Child Protective Services in 2012. Native Hawaiians are also more likely to report alcohol abuse, higher rates of substance use than of any other group in Hawai'i and report the lowest health service utilization.

Chronic Diseases - Diabetes

Hawai'i's Diabetes Epidemic: Approximately 142,000 people in Hawai'i, or 12% of the adult population, have diabetes. Of these, an estimated 46,000 have diabetes but don't know it, greatly increasing their health risk. It is not uncommon for residents that have gone without access to affordable health care to not seek care – not only because they have nowhere to do, but, simply because they don't feel sick. Many people go years with diabetes and don't know they have the disease. Additionally, 442,000 people in Hawai'i, 41.5% of the adult population, have prediabetes with blood glucose levels higher than normal but not yet high enough to be diagnosed as diabetes. Every year an estimated 8,000 people in Hawai'i are diagnosed with diabetes.

Type 2 diabetes is the most prevalent form of the disease, occurring in about 90% to 95% of people with diabetes. A person with type 2 diabetes can experience symptoms very gradually, often unnoticed. Between 2000 and 2010, the prevalence of self-reported type 2 diabetes in Hawai'i increased by 60%. Risk factors for type 2 diabetes include being overweight, having low levels of physical activity, and poor diet with little to no access to healthy and affordable food options. Obesity rates are as follows: Wahiawā 28.7%; Mililani 23.6%; Waiialua 18.2% compared to the state average of 22.4%.

5. Describe the geographic coverage:



The Wahiawā Health service area is very much rural with the towns within the service area established to serve the industry of agriculture dating back to when the area was home to two large sugar plantations and the Dole pineapple Plantation. This satellite map shown to the left shows Wahiawā's position. South of Wahiawā, taking Highway 2 (H-2) and outside the view of this map is the City of Honolulu. Mililani lies south of Wahiawā and Waialua lies northwest of Wahiawā. The land between Wahiawā and Waialua is all farmland. Between Wahiawā and Mililani are two military installations: Wheeler Army

Airfield and the Schofield Barracks. These form a semi-circle around Wahiawā's southeast corner and contribute to the perception that it is an urban area.

However, the service area lies between two mountain ranges – Ko'olau to the east and Wai'anae to the west. The land between these ranges is fertile, fed by fresh water, and ideal for agriculture. Many residents of Wahiawā are direct descendants of the agricultural workers tied to the century-old, sugar and pineapple plantations on these historic farmlands. When Hawai'i entered the international market and began competing with countries like China and the Philippines for sugar and pineapple exports, the plantation industry dried up. As the plantations closed, the multigenerational families were left with their lives intrinsically woven and dependent on their rural farm community with traditional values and lifestyles - truly an agricultural paternalistic society.

Wahiawā is known for its rural characteristics and often misconstrued desire for the local people to be left alone in a time-locked rural existence. To get to the surf spots of North Shore, Wahiawā should have been the town to "pass through" to get to the North Shore with its two bridges. However, funds were appropriated specifically for a federal freeway built around Wahiawā. This was a mutual decision of the government and the people of Wahiawā to protect their rural culture. However, because of this value "to leave Wahiawā alone", all other access, such as access to health care, has been denied to this rural area.

Though perceived as urban by HRSA, the Wahiawā Health service area has been designated rural by the Wahiawā Community Based Development Organizations (CBDO) and the United States Department of Agriculture (USDA). The USDA Rural Development (RD) sees the need for health care funding designated for rural areas by investing in the creation of the Wahiawā Health. The USDA has also provided funding for the Wahiawā General Hospital in its time of economic need and renovation. The USDA RD is the care keeper for

Obamacare annual \$2 billion in federal funding specifically for the expansion and development of rural health care of which Wahiawā fits the criteria as rural for access to healthcare.

Wahiawā and its surrounding areas are an example of the idiomatic expression “placing a square peg in a round hole” in that it just does not fit! Everything about Wahiawā, including its lack of access to all things urban, continues to create an unjust system of economic plight, social injustice and health inequity because of its innocent, rural lifestyle and values created by the corporate structure of the plantation corporations who once took care of their plantation workers, now left to fend for themselves in rural O’ahu. The rural lifestyle and values are ingrained in rural Wahiawā and surrounding regions in the historic times of the late 1800’s. These values are highly respected by Wahiawā Health and its staff – many whom live in the service region, themselves. It is within these values that Wahiawā Health aspires to provide culturally respectful and relevant care for all those in need.

Wahiawā (population 17,821) is located 21 miles north of Honolulu and sits in the center of the island, on the plateau or central valley between the two volcanic mountains that compose the island’s surface. Mililani lies just five miles south of Wahiawā, while Waialua lies 9.8 miles northwest of Wahiawā. Lakes and reservoirs are rare in Hawai’i; therefore, Wahiawā is a unique place being that it is surrounded on three sides by Lake Wilson (aka the Wahiawā Reservoir or Kaukonahua). Lake Wilson is the second largest reservoir in the state, spanning 302 acres. The reservoir feeds irrigation for many agricultural fields in the area, including the Dole Pineapple Plantation fields located north of the city. The Wahiawā Public Fishing Area includes a portion of the privately-owned Wahiawā Reservoir (Lake Wilson) in the central portion of O’ahu. The Wahiawā State Freshwater Park is located along the South Fork of the Reservoir and includes a boat launching ramp and vehicle-trailer parking areas.

The O’ahu Metropolitan Planning Organization sums up the geographical isolation of Wahiawā, stating, “while the coastal plains are relatively flat, O’ahu’s interior terrain is divided by two primary mountain ranges that make access between communities difficult. Many of the established communities on the island have only one roadway into and out of the area.” The town can only be accessed by either of two bridges on the Kamehameha Highway across the narrow north and south arms of the Wahiawā reservoir. The Karsten Thot Bridge provides access to the north while the Wilson Bridge provides access to the south. Should these two bridges close, which they often do for construction, homeless encampment sweeps or inclement weather, residents are isolated to the town until the bridge/s can be repaired and reopened.

The **Schofield Barracks** lie west of Wahiawā and house approximately 16,370 service members and their family members. The Wheeler Army Airfield lies south of Wahiawā and the Schofield Barracks East Range – an Army training area – extends into the hills south and east of town, separating Wahiawā from Mililani and Mililani Mauka. Schofield Barracks alone is almost as large as Wahiawā in

population. Many service men and women and their dependent families come to Wahiawā for healthcare services. Wahiawā is also home to the US Navy's Naval Computer and Telecommunications Area Master Station Pacific. This base provides operational direction and management to all Pacific Naval Telecommunication System users of the US Navy.

Mililani town and Mililani Mauka (population 48,668) sits west of H-2, just south of Wahiawā. Mililani is a "bedroom community", developed in the mid-1960s atop an old plantation. Mililani is home to a more affluent population than Wahiawā harbors. There is a distinct difference between Mililani's double-wall construction track housing, shopping malls, American chain restaurants, and a Starbucks; to Wahiawā's single-wall plantation style homes, small mom and pop shops and restaurants and no Starbucks. Many residents of Mililani commute to work in Honolulu or work at Mililani retailers. In 1976, the Interstate H-2 opened, cutting travel time from Mililani to Honolulu in half. In 1986, Mililani was named an All-America City. It is the only community in Hawai'i ever to receive this distinction. Mililani is the third wealthiest zip code (96789) in the state of Hawai'i, according to the 2006 ranking by Pacific Business News. **Note:** *many health statistics reported in the State for Wahiawā include Mililani, thereby skewing these numbers, giving an overall false-positive sense of a "Healthier Wahiawā".*

Waialua (population 3,860), which lies northwest of Wahiawā, is a North Shore community, a former sugar mill town and residential area that is quieter and less frequented by tourists than Hale'iwa, its neighbor town to the east. Like Wahiawā, many families living in Waialua are direct descendants of immigrants brought in to work in the sugarcane plantations. Historically, the lands in the core area around Waialua and Kaiaka Bay are believed to have supported 6,000-8,000 Native Hawaiians prior to Western contact. One important element of the cultural landscape of Waialua is its strong connective force to the traditional understandings of spiritual realms and forces linked to physical tangible sites. The overall concentration of archaeological sites throughout the moku (district) indicate that, Waialua was viewed as an important area to invoke and sustain mana (spiritual force and energy) for purposes of political and social order.

III. Service Summary and Outcomes

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.

The applicant shall:

1. Describe the scope of work, tasks and responsibilities;

For Objective 1 (Expansion of Telehealth services)

Telehealth services will expand to include Mental Health, Substance Use Disorder, and Chronic Disease Management Programs, to include multi-disciplinary management and in-house referrals to appropriate practitioners and related support services.

For Objective 2 (Creation of 340B Pharmacy)

A Wahiawā Health 340B Pharmacy will open as a new service within Wahiawā Health to provide affordable and accessible medications and management services to address and manage Mental Health issues, Substance Use Disorders and Chronic Diseases.

2. Provide a projected annual timeline for accomplishing the results or outcomes of the service;
3. Describe its quality assurance and evaluation plans for the request. Specify how the applicant plans to monitor, evaluate, and improve their results; and
4. 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.

NOTE: To answer Section III. Service Summary and Outcomes, we have created a spreadsheet.

See following pages in excel format.

III. Service Summary and Outcomes

		BH = Behavioral health	CCM = Chronic Care Management	
<i>Timeline Dates</i>	<i>Action items</i>	<i>Action item - person responsible</i>	<i>QA/evaluation plans</i>	<i>Measures reported to the State</i>
Expansion of Telehealth Services via Outreach				
July 2020	Purchase mobile medical equipment and laptop	CCM staff	<i>none</i>	copies of receipts from purchases
July 2020	Design/test screening forms for Mental health, SUD and Chronic Diseases	CCM staff and Representative from BH team	focus group of consented adults to test forms	evidence of testing and revisions to forms
August 2020	Develop Policies and Procedures for newly added services	CCM staff and Representative from BH team	P&P reviewed/approved by Chief Executive Officer and Executive Board	exerpt from Board meeting minutes indicating approval
September 2020	Train all clinical and billing staff on new policies and procedures related to telehealth service expansion	CCM staff and Representative from BH team	attendance sheets - ensure all are trained/questions answered	list of attendance
September 2020	Identify patients in need	all Clinical staff	spot check charts of existing patients for evidence of CCM and BH referrals	
October 2020	Hire full-time LCSW, Psychiatrist, MA-BH	Director of BH	3 month staff evaluation of new hires, and quarterly staff "check-in"s thereafter	
October 2020	Hire full-time CCM staff (RN and RDN)	Chief Quality Officer		
October 2020	Training on telehealth services for new staff	CCM staff and Representative from BH team	attendance sheets - ensure all are trained/questions answered	list of attendance
November 2020 - June 2021	Start telehealth services	All staff	patient satisfaction surveys	CCM: # of patients seen/month
				MH/SUD: # of patients seen/month
November 2020 - June 2021	Sliding Fee Discount Program	All staff, eligibility workers	SFDP evaluation - post service survey to patients	# of pts who qualified for SFDP

Timeline Dates	Action items	Action item person responsible	QA/evaluation plans	Measures reported to the State
340B Pharmacy Start-up				
July 2020	Hire Director of Pharmacy (PharmD)	Senior Leadership team: Chief Medical Officer (CMO), Chief Quality Officer (CQO), Chief Financial Officer (CFO), Chief Executive Officer (CEO)		PharmD hired (HR paperwork)
August 2020	Hire pharmacy technician	PharmD		Pharm Tech hired (HR paperwork)
August 2020	Attend 340B university, online webinars or through live meetings	PharmD and Pharm Tech	post-tests	evidence of training
July-August 2020	Establish policy and procedure manual	PharmD and Pharm Tech	P&P reviewed/approved by Chief Executive Officer and Executive Board	excerpt from Board meeting minutes indicating approval
August 2020	Obtain Board of Pharmacy Permit	PharmD		evidence of permit
August 2020	Register Pharmacy with the HRSA Office of Pharmacy Affairs Information System (OPAIS)	PharmD		evidence of registration
August 2020	Contact wholesaler to ensure that your 340B account is correctly set up to receive best pricing [Public Health Service (PHS)/340B pricing and 340B Prime Vendor Program (PVP) contracts] after becoming active on OPAIS.	PharmD		
August 2020	Check with your internal legal department to ensure that all necessary contracts with Pharmacy Benefit Plans are reviewed and executed prior to starting any operations.	PharmD and CFO		
August 2020	Identify which drug inventory model works best– physical versus virtual versus physician/clinic- administered medications.	PharmD and Pharm Tech		
August 2020	Identify all areas within the health care center where you use 340B medications	PharmD and Pharm Tech		

August 2020	Identify and inform the individuals in your entity who need to be directly involved in your 340B program (e.g., compliance, purchasing, billing).	PharmD and Pharm Tech	discussions with PharmD by CMO, CQO and CFO - checking in periodically, at least every 2 weeks, that action items are being completed in timely manner	statement verifying status of action times on timeline
August 2020	Communicate your use of 340B savings to internal leadership using the Calculating 340B Net Financial Impact and Use of Savings Template.	PharmD and Pharm Tech		
August 2020	Review the 340B Prime Vendor education tools for additional resources.	PharmD and Pharm Tech		
September 2020	Drug Enforcement Administration (DEA) Number	PharmD		
September 2020	National Provider Identifier (NPI) Number	PharmD		
September 2020	National Association of Boards of Pharmacy Number (NABP)	PharmD		
September 2020	Purchase required pharmacy supplies, hardware, software	PharmD and Pharm Tech		
September 2020	Employer Identification Number (EIN)	PharmD		
September 2020	Begin training on pharmacy software	PharmD and Pharm Tech		
September 2020	Begin Advertising	PharmD and Pharm Tech		
October 2020	Continue to advertise	PharmD and Pharm Tech	attendance sheets - ensure all are trained/questions answered	list of attendance/certifications of completion
October 2020	Order Inventory	PharmD and Pharm Tech		
October 2020	Open Pharmacy	PharmD and Pharm Tech		
November 2020	Begin Suboxone Training for entire team- Primary Care Providers, Psychologist, Medical Assistants, Nurse Practitioners, RN, RDN and Licensed Clinical Social Worker	PharmD and Pharm Tech		
				Number of opioid prescriptions dispensed, and the average number of morphine milligram equivalents dispensed per prescription in the

November 2020	MAT and Suboxone Treatment Program Starts	PharmD, Pharm Tech, and Chief Quality Officer	clinical indicators to the right are specific to measuring success of Pharmacy program related to MAT Program	Percentage of opioid prescriptions with a daily morphine equivalent dose greater than 50 Percentage of opioid prescriptions with an overlapping benzodiazepine prescription. Number of naloxone kits distributed, and number of naloxone prescriptions Number of suboxone prescriptions Number of Patients enrolled in Suboxone/MAT Treatment Program
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IV. Financial

Budget

1. The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.
(SEE FOLLOWING PAGES FOR ITEMS a – e)
 - a. Budget request by source of funds;
 - b. Personnel salaries and wages;
 - c. Equipment and motor vehicles;
 - d. Capital project details;
 - e. Government contracts, grants, and grants in aid.

2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2021.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$400,000.00	\$129,977.00	\$129,977.00	\$129,976.00	\$789,930.00

3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2021.
 Not Applicable

4. The applicant shall provide a listing of all state and federal tax credits it has been granted within the prior three years. Additionally, the applicant shall provide a listing of all state and federal tax credits they have applied for or anticipate applying for pertaining to any capital project, if applicable.
 Not Applicable

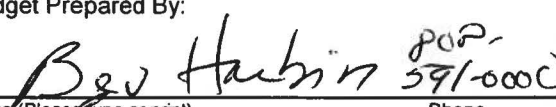
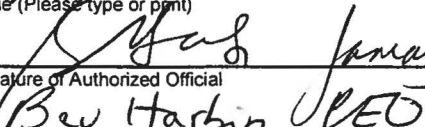
5. The applicant shall provide a listing of all federal, state, and county government contracts, grants, and grants in aid it has been granted within the prior three years and will be receiving for fiscal year 2021 for program funding.
 (See IV.1.e. Government contracts, grants, and grants in aid)

6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2019.
 \$500,000

BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2020 to June 30, 2021

Applicant: The Wahiawa Center for Community Health

BUDGET CATEGORIES	Total State Funds Requested (a)	Total Federal Funds Requested (b)	Total County Funds Requested (c)	Total Private/Other Funds Requested (d)
A. PERSONNEL COST				
1. Salaries	496,000			
2. Payroll Taxes & Assessments	37,200			
3. Fringe Benefits	101,680			
TOTAL PERSONNEL COST	634,880			
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island	N/A			
2. Insurance	15,000			
3. Lease/Rental of Equipment	N/A			
4. Lease/Rental of Space	N/A			
5. Staff Training	12,000			
6. Supplies for Telehealth (mobile med equip)	10,000			
7. Telecommunication for Telehealth	3,200			
8. Utilities/gas for outreach van	3,000			
9. Board of Pharmacy Fees	410			
10. Required Pharmacy Technical equipment	7,740			
11. Other Pharmacy equipment	16,100			
12. Pharmacy Hardware and Software	29,700			
13. Advertising/promotional expenses	4,900			
14. Pharmacy inventory (start-up medications)	53,000			
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TOTAL OTHER CURRENT EXPENSES	155,050			
C. EQUIPMENT PURCHASES				
D. MOTOR VEHICLE PURCHASES	N/A			
E. CAPITAL	N/A			
TOTAL (A+B+C+D+E)	789,930			
SOURCES OF FUNDING		Budget Prepared By:		
(a) Total State Funds Requested	789,930	<div style="display: flex; justify-content: space-between;"> <div style="text-align: center;">  Name (Please type or print) Bev Harbin </div> <div style="text-align: center;"> Phone 808-591-0000 </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="text-align: center;">  Signature of Authorized Official Bev Harbin CEO </div> <div style="text-align: center;"> Date January 13, 2020 </div> </div>		
(b) Total Federal Funds Requested				
(c) Total County Funds Requested				
(d) Total Private/Other Funds Requested				
TOTAL BUDGET	789,930			

Pharmacy Equipment, Hardware and Software Detailed Budget

Technical Equipment (Required by Board to Open)

Class A Prescription Balance	\$1,600.00
Glass or Porcelain Mortar and Pestle	\$30.00
Pharmacy Refrigerator- Two Small or 1 large	\$3,000.00
Graduate Cylinders and other similar measuring devices	\$100.00
Bottles and Vials of Various Sizes	\$1,500.00
Prescription Labels	\$800.00
Online Pharmacy Reference - Facts and Comparisons	\$710.00
Total	\$7,740.00

Hardware and Software Equipment

Computers, Rx Scanner, Cash Register, Credit Card Machine, Printer	\$9,500.00
Fax Machine and Phones	\$1,000.00
Pharmacy Software	\$12,000.00
Pharmacy Software Monthly Fees \$599 x 12 months	\$7,200.00
Total	\$29,700.00

Pharmacy Equipment

Furniture and Pharmacy Fixtures and a Sink	\$10,000.00
Narcotic Safe	\$1,000.00
Office supplies	\$400.00
Liability and Inventory Insurance	\$4,700.00
Total	\$16,100.00

Telemedicine Medical and Diagnostic Equipment Detailed Budget

Vision Screening tool	\$3,300.00
Dental Screening tool	\$3,056.00
Blood sugar machine	\$100.00
Glucose strips	\$1,200.00
Blood pressure machine	\$919.00
Weight Scale	\$100.00
AED	\$1,325.00
Total	\$10,000.00

BUDGET JUSTIFICATION - CAPITAL PROJECT DETAILS

Period: July 1, 2020 to June 30, 2021

Applicant: ___The Wahiawa Center for Comm

FUNDING AMOUNT REQUESTED						
TOTAL PROJECT COST	ALL SOURCES OF FUNDS RECEIVED IN PRIOR YEARS		STATE FUNDS REQUESTED	OF FUNDS REQUESTED	FUNDING REQUIRED IN SUCCEEDING YEARS	
	FY: 2018-2019	FY: 2019-2020	FY:2020-2021	FY:2020-2021	FY:2021-2022	FY:2022-2023
PLANS						
LAND ACQUISITION						
DESIGN						
CONSTRUCTION						
EQUIPMENT						
TOTAL:						
JUSTIFICATION/COMMENTS: <div style="background-color: orange; padding: 5px; display: inline-block; margin-top: 10px;">NOT APPLICABLE</div>						

GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID

Applicant: The Wahiawa Center for Community Health

Contracts Total: \$ 1,465,000.00

	CONTRACT DESCRIPTION	EFFECTIVE DATES	AGENCY	GOVERNMENT ENTITY (U.S. / State / Haw / Hon / Kau / Mau)	CONTRACT VALUE
1	Pilot Telehealth program to deliver mobile medical services in the community; to collect and aggregate verifiable outcome and data for the purposes of developing State-wide reimbursement for Telehealth services; and to provide information on best practices in the development of State policies related to Telehealth.	June 03, 2019 - June 02, 2021	Department of Health	State of Hawaii	\$90,000.00
2	To provide mobile health screenings and education throughout the community via a mobile van. State Grant-in-Aid, Capital Improvement.	October 01, 2018 - March 31, 2020	Department of Community Services	City and County of Honolulu	\$125,000.00
3	Improvement and construction of additional exam rooms in additional medical suites owned and operated by Wahiawa Health. Portion of grant funds also allocated for the planning and development of new building for Wahiawa Health.	Dec 27, 2019 - December 26, 2020	DAGS	State of Hawaii	\$500,000.00
4	State Grant-in-Aid, Capital Improvement. For the construction of additional exam rooms, update of wiring and electrical setup, and othercapital improvements.	Calendar Year 2017	DAGS	State of Hawaii	\$750,000.00
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V. Experience and Capability

1. 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.

For Objective 1

Telehealth services will expand to include Mental Health, Substance Use Disorder, and Chronic Disease Management Programs, to include multi-disciplinary management and in-house referrals to appropriate practitioners and related support services.

Wahiawā Health has already been recognized by the State Legislature; the Hawai'i State Department of Health, Office of Planning, Policy & Program Development, Department of Health; and the Hawai'i Primary Care Association as a leader in telehealth. One of the advantages of being a new health center is the opportunities to create new and different programs. Wahiawā Health is not following the mainstream model of telehealth, where the patient still must come into the health facility and log into a computer to talk to a provider from the mainland. Wahiawā Health is going out into the community into environments where patients feel most comfortable – whether it's their home, community center, church or homeless encampment – bringing remote telehealth services to the patient. Last year, Wahiawā Health was awarded a grant of \$90,000 facilitated by the Hawai'i State Department of Health for a telehealth pilot program. The intent of this award is to examine known potential barriers to telehealth services, assessing comfort levels of providers, examining acceptance by patients, and monitoring billing processes and reimbursement practices. The funds cover telehealth project planning, training, equipment and staffing – a Medical Assistant, Registered Dietitian Nutritionist, and a Behavioral Health Specialist (part-time) tasked with delivering in-home and on-site screenings for oral health, chronic diseases, nutrition, and behavioral health. Target populations include children (ages 2-18), Medicaid recipients, individuals in the top 95th percentile for weight/height, patients preferring home visits, patients that are homebound, persons experiencing homelessness, pregnant women, and the elderly. Wahiawā Health utilizes its mobile outreach van to provide outreach and telehealth services. Periodic reports to the Department of Health include qualitative data on providers' experience with telehealth; experiences shared by patients; and processes related to billing. Wahiawā Health is using these results to examine disparities among patients who benefit from home visits and persons experiencing homelessness.

The outreach van, known as "Ola", was purchased through a C&C GIA 2018 grant. In anticipation of utilizing the van for telehealth services, it has also been equipped with a strong power source, shelving and counter space for additional mobile medical and behavioral health equipment and services.

Wahiawā Health utilizes a certified, cloud-based electronic health record (EHR). Athenahealth is certified by HITRUST (Health Information Trust Alliance) which is a certifiable framework that can be used by health organizations to create, access, store or exchange personal health information. This framework harmonizes the requirements of existing standards and regulations including HIPAA, HITECH, PCI, and COBIT: (see: <http://www.hitrustalliance.net/about/>). This EHR certification includes:

- Information Security Policies
- Laptop Security
- Mobile Media Security
- PHI Transmission Protection
- Wireless Security
- Malware Protection
- Configuration Management
- Vulnerability Management
- Secure Disposal
- External Breach Protection

This EHR certified system allows Wahiawā Health to use their EHR in the field (throughout the community) to register and schedule new patients, access medical charts of existing patients and communicate with inhouse providers and the multi-disciplinary team on the overall plans of care for each patient. This includes a function specially for chronic disease management.

It is the experience of Wahiawā Health that going out into the community through outreach and telehealth, patients become more trusting of the services offered and are more inclined to follow through with care plans and medication management – which draws them closer to our primary care site and programs. The outreach program thus far has proven to provide valuable insight to vulnerable populations, improving trust and utilization of services for patients facing significant barriers to access to care. Wahiawā Health, through the outreach experiences and needs assessment, has found that a significant barrier to care is a distrust from residents regarding our health care system.

For Objective 2

A Wahiawā Health 340B Pharmacy will open as a new service within Wahiawā Health to provide affordable and accessible medications and management services to address and manage Mental Health issues, Substance Use Disorders and Chronic Diseases.

Wahiawā Health is already enrolled in the HRSA “340B Pharmacy Program”. Section 340B(a)(4) of the Public Health Service Act specifies the covered entities eligible to participate in the 340B Drug Program include qualifying hospitals, **Federal grantees from HRSA (including FQHC Look-Alikes)**, the Centers for Disease Control and Prevention (CDC), the Department of Health and Human Services’ Office of Population Affairs, and the Indian Health Service. Although Wahiawā Health has done the work of enrollment into the 340B program, financial constraints have kept Wahiawā Health from establishing the discounted Pharmacy in-house with consideration of start-up costs, salaries, inventory orders. The intent of this application for Objective 2 is to cover start-up and first year costs. Once the Pharmacy is up and running, Wahiawā Health

anticipates, as holds true with other existing 340B Pharmacies in FQHCs around the state, the Wahiawā Health Pharmacy Department will not only break even, it will be a significant revenue generator for the health center.

The 340B discounted drug program, administered by the Health Resources and Services Administration (HRSA), will play a critical role in supporting Wahiawā Health. **Studies have demonstrated that health centers participating in the 340B program are able to expand the type and volume of care to needy communities as a result of access to lower cost medications.** Establishment of a 340B Pharmacy will help stretch limited federal resources by allowing Wahiawā Health to purchase prescription medications for outpatient use at a significant discount. This will result a cost-savings in providing healthcare services that address the needs of the underserved and rural communities of the Wahiawā Health service area.

Mental Health and Substance Use Disorders

One of the most successful types of interventions known for treating opioid addiction is known as medication assisted treatment (MAT). Suboxone, comprised of naloxone and buprenorphine, helps make the recovery process more manageable for the patient. This medication works on the same brain receptors that are triggered when an opioid drug is ingested and helps reduce withdrawal symptoms and the craving of opioids. When patients can take suboxone, it acts as a tool to help them be successful in overcoming opioid addiction. Wahiawā Health Pharmacy would be able to provide this desperately needed medication to patients in the suboxone treatment program.

Patients treated in the suboxone treatment program will be monitored on an ongoing basis by a psychiatrist, pharmacist, licensed social worker, behavioral health medical assistant. Utilizing a multi-disciplinary approach will help to ensure that patients are progressing as they advance through the recovery process.

The physician shortage, statewide, is especially challenging to rural regions such as the Wahiawā Health service area. It is even more difficult to get physicians and nurse practitioners who specialize in behavioral health, who address mental health issues and substance use disorders, to practice in the rural communities in and around Wahiawā.

To address this issue, we propose an integrative approach to serving the needs of the community. This integrated approach will include a clinical pharmacist (PharmD), a licensed clinical social worker (LCSW), behavioral health medical assistant (MA-BH) and chronic care management (CCM) staff to include a Registered Nurse (RN) and Registered Dietitian Nutritionist (RDN). Wahiawā Health already has a fulltime physician who has the capacity to take patients for Medication Assisted Treatment (MAT) – a service to treat and manage opioid addiction problems. This expanded, multi-disciplinary approach will address the mental health need, the growing substance use disorder problem and poorly controlled chronic diseases.

Treatment of substance use disorders requires compliance with regular visits with a team of specialists – an MD who can provide MAT, a psychologist, a social worker – as well as affordable and accessible medication for successful treatment. To address the substance use disorder problem with adults struggling with addiction and the ability to recover from heroin, oxycodone, Percocet and other opiates, we propose to start a MAT program at Wahiawā Health.

Chronic Diseases

Medication non-adherence leads to poor outcomes, increases emergency room visits and hospitalizations which increases overall health care costs. Many mental health illnesses are treated by prescription medications and adherence is key to patient outcomes. Studies have consistently shown that drug therapy monitoring, counseling, and educational services provided by pharmacists contribute to improved health outcomes for patients with chronic conditions such as hypertension, diabetes, asthma, COPD and substance use disorders.

Overall, the establishment of a 340B Pharmacy will not only financially support the health center, but it will also provide clinical pharmacy services to increase medication adherence, reduce inappropriate emergency room visits and frequency of hospitalizations.

Regarding current capacity and experience, Wahiawā Health has already had a clinic-wide training for naloxone, the reversal agent for overdose of opioids. The naloxone is used as an emergency reversal drug to bring someone out of a potential overdose situation. One of Wahiawā Health’s physicians, Dr. Leanne Jones, has completed the MAT Online Waiver Training and has been given a waiver by the DEA to prescribe buprenorphine/suboxone.

With the opening of the Wahiawā Health 340B Pharmacy, Wahiawā Health will have the capacity to start up an MAT program, independently, with the assistance of the in-house pharmacy staff providing 1) Medication Delivery; 2) Medication Education; 3) Discounted medications; and 4) Medication Therapy Management Services. The pharmacy staff would contribute to the multidisciplinary team of specialists for a more comprehensive and sustainable program.

2. 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.

Please refer to following table for site address, type and hours operation.

Site Name	Address	Exam Rooms	Hours of Operation
Wahiawā Health	302 California Ave STE 106, Wahiawā, HI 96786-1841	17	Monday-Friday – 8:00 AM to 5:00 PM Saturday – 8:00 AM to 12:00 PM (49 hours per week)
Wahiawā Health Mobile Outreach Van	302 California Ave STE 106, Wahiawā, HI 96786-1841	N/A	Varies in Scheduled Use -Dependent on needs in community (20 hours per week)
Wahiawā Health Behavioral Health	302 California Ave STE 208, Wahiawā, HI 96786-1841	3	Friday – 7:00 AM to 7:00 PM; Saturday, 7:00 am – 3:00 pm

As the preceding table communicates, Wahiawā Health operates three site locations, two of which are suites in the same permanent/fixed facility, one of which is a mobile outreach unit parked outside the facility housing the two suites. Hours of operation listed are current as of January 15, 2020. These hours are advertised to patients via registration materials, posted on clinic entrances, and communicated on the organization's website and social media platforms.

Suite 106 is on the main floor of the 302 California Avenue complex. The suite occupies 4,753 square feet of space and functions as the organization's main clinic, offering the following in-house services to patients: general primary medical care, screenings, voluntary family planning, immunizations, well child services, gynecological care, prenatal care, postpartum care, case management, eligibility assistance, health education, outreach, translation, nutrition, Diabetes Program, administration, billing, and podiatry.

Suite 106 houses 17 exam rooms: six family medicine rooms, five pediatric rooms, and six women's health rooms. Suite 106 has three entrances, one of which has been dedicated to women's health services with its own receptionist and lobby with 3 separate triage rooms and patient restrooms. The other two entrances open to the main lobby/reception where family medicine and pediatrics are received. The suite also includes three offices, two of which have been purposed for nutrition and one of which has been purposed for the Chief Quality Officer.

Suite 208 is on the second floor of the 302 California Avenue complex, directly above Wahiawā Health's STE 106 location. The suite occupies 792 square feet of space and functions as a satellite to the organization's base of operations in Suite 106. Suite 208 offers the following in-house services to patients: mental health, substance use disorders. Suite 208 houses three exam rooms: two used for psychologists and one used for SUD service delivery.

Mobile Unit

Ola, seen here at a food distribution day at a local church, is a mobile unit, a 2018 Dodge Ram ProMaster purchased through a City and County GIA 2018. The van is decorated with cultural relevance, has a lifted ceiling, and a retractable awning. The van is utilized by Wahiawā Health in the delivery of non-clinical outreach and health screenings including blood

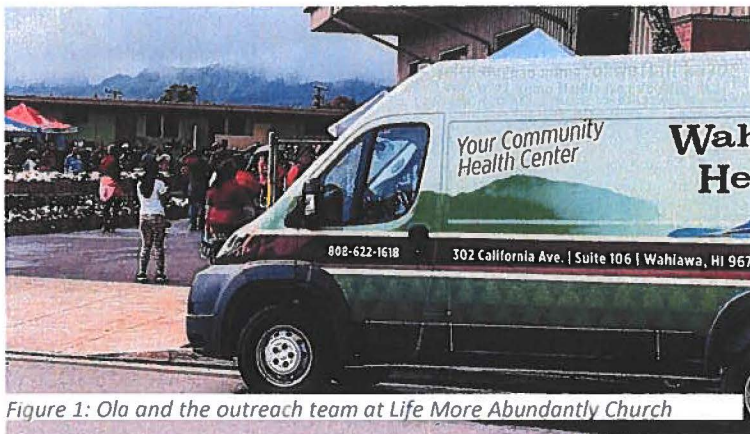


Figure 1: Ola and the outreach team at Life More Abundantly Church

pressure and diabetes; health education including cooking demonstrations; home visits and assessments; and referrals to community resources. The van is stocked with supplies for clinical activities and outreach. The van has been equipped with an inverter power source to power electrical medical equipment, laptop, cell phone, cooking demo kits, and other education tools.

The van has the capacity to be utilized for telehealth services. The outreach team currently uses the van to meet with families in their homes, or at homeless

encampments. Equipped with HIPAA-compliant videoconferencing technology, the outreach team accesses the Wahiawā Health cloud-based electronic medical record, remotely, scheduling appointments and making referrals – in communication with providers at Wahiawā Health.

In 2018, Wahiawā Health was awarded \$500,000 from the Hawai'i State Legislature. These monies were just released from the Governor. **Wahiawā Health will use a portion of the construction purposed money to do renovations in Suite 208 creating additional patient rooms and a conference room for meetings, training and educational classes for interns.**

VI. Personnel: Project Organization and Staffing

1. 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.

All positions included in this grant application are listed on the budget as:

1. Clinical Pharmacist (PharmD)
2. Licensed Clinical Social Worker (LCSW)
3. Chronic Care Management – Registered Nurse (CCM – RN)
4. Chronic Care Management – Registered Dietitian Nutritionist (CCM – RDN)
5. Medical Assistant – Behavioral Health (MA - BH)
6. Pharmacy Technician (Pharm Tech)

All Job descriptions for above positions are included in the FOLLOWING PAGES indicating qualifications, supervision and training required.

In addition, all licensed providers hired at Wahiawā Health go through an initial credentialing and privileging process prior to the start date of employment at the health center. This is to ensure that all licensed providers are fit to practice upon hire. Documentation, per the Credentialing and Privileging policy, is reviewed and presented by the Chief Medical Officer to the Board of Directors. Once the Board of Directors approves the licensed provider for hire, a start date is scheduled. On the first day of hire, the newly credentialed and privileged licensed provider is oriented by the Chief Medical Officer, who then, assigns the new hire to a mentoring provider within the health center. Within the first three months of hire, a check-in is scheduled between the CMO and newly hired provider to review charts and discuss clinical practice thus far. At that point, the CMO deems the newly hired provider as clinically fit and accountable to meet practice expectations set forth, in line with other providers in the health center. Annual performance evaluations are completed by the CMO, starting one year from the 3-month check-in date.



JOB TITLE: DIRECTOR OF PHARMACY

JOB TYPE: FULL TIME

JOB LOCATION: THE WAHIAWA CENTER FOR COMMUNITY HEALTH

REPORTS TO: CHIEF MEDICAL OFFICER

JOB DUTIES: This position serves as the Director of Pharmacy at The Wahiawa Center for Community Health (dba Wahiawa Health). The pharmacy provides safe, timely, efficient, effective, and patient-centered medication use. The position is involved in the performance of professional pharmacy work requiring the special skills, expertise, and experience relevant to such work in the outpatient pharmacy environment. In addition, this position exercises administrative and managerial skills in developing, implementing and directing departmental and institutional policies and procedures involving the acquisition, storage, distribution, use and control of 340-B drugs. The Director must be available 24/7 to address any issues that occur in the outpatient pharmacy or cover the pharmacy in the event that the pharmacy is not adequately staffed. The Pharmacy Director reports to the Chief Medical Officer and works closely with the Chief Quality Officer and Chief Financial Officer.

Advanced Responsibilities of this Position Include:

Pharmacy operations technology and automation, medication safety, quality improvement, compliance, oversight and training of staff pharmacists and pharmacy technician. Medication dispensing and preparation, and education related to all aspects of pharmacy operations.

Develop, lead, implement and manage advanced pharmacy patient care services and practice standards.

Actively participate in the education of the next generation of pharmacists via pharmacy student clerkships, pharmacy internships, and post-graduate residency training programs.

The Director of Pharmacy will be an expert in 340-B pharmacy operations and medication-use systems.

340-B Rules/Guidance Surveillance:

Monitors and assesses 340B guidance and/or rule changes, including, but not limited to:

- Responsible for the day-to-day management, compliance review, and operations of clinic- administered medications in eligible locations and outpatient prescriptions fulfilled by Wahiawa Health 340B pharmacy.
- HRSA/Office of Pharmacy rules and Medicaid changes to ensures that the 340B pharmacy program is continuously compliant with 340B federal regulations.
- Attends regular 340B trainings (live or webinars) and shares lessons and hot topics with staff.
- Routinely monitors industry publications and websites as well as the professional media, literature, and peers to ensure that the institution has the latest information regarding interpretations and rulings
- Develops knowledge and maintains awareness of current regulations, trends, and issues pertaining to the 340B Program.
- Monitors 340B compliance within workflow processes.
- Conducts periodic audits of all 340B-eligible locations to verify adherence with the 340B
- Participates with the Prime Vendor and routinely reviews 340B formulary pricing and potential alternatives.
- Manages and tracks 340B drug inventory, including proper replenishment.
- Tracks, trends, and reports 340B pharmaceutical sales and purchases data to ensure provider/physician and patient eligibility.
- Continuously monitors product min/max levels to effectively balance product availability and cost- efficient inventory control.
- Maintains system databases to reflect changes in the drug formulary or product specifications.
- Ensures compliance with regulations related to 340B purchasing.
- Routinely monitors utilization records and 340B purchasing accounts to ensure that software or tools are working properly.
- Performs thorough quarterly reviews of the new 340B pricing list to search for and quickly address costly changes.

Basic Job Responsibilities

- Serves patients by preparing medications, giving pharmacological information to multidisciplinary health care team, and monitoring patient drug therapies.
- Prepares medications by reviewing and interpreting physician orders and detecting therapeutic incompatibilities.
- Dispenses medications by compounding, packaging, and labeling pharmaceuticals.
- Controls medications by monitoring drug therapies; advising interventions.
- Completes pharmacy operational requirements by organizing and directing technicians' workflow, verifying their preparation and labeling of pharmaceuticals, and verifying order entries, charges, and inspections.
- Provides pharmacological information by answering questions and requests of health care professionals and counseling patients on drug therapies.
- Develops pharmacological knowledge by participating in clinical programs and training pharmacy staff, students, interns, externs, residents, and health care professionals.

- Complies with state and federal drug laws as regulated by the state board of pharmacy, the drug enforcement administration, and the food and drug administration by monitoring nursing unit inspection.
- Maintains records for controlled substances and removes outdated and damaged drugs from the pharmacy inventory.
- Supervises the work results of support personnel.
- Maintains current registration, studies existing and new legislation, anticipates legislation, and advises management on needed actions.
- Protects patients and technicians by adhering to infection-control protocols.
- Maintains safe and clean working environment by complying with procedures, rules, and regulations.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES: Time-management, communication, creativity, vision, teamwork, management, leadership, clinical knowledge base/skills, mentorship, change management, scholarship, and teaching. Strong interest in clinical and operational pharmacy services leadership. Ability to work in a complex team environment and to collaborate with providers and executive management.

EDUCATION: Graduation from an accredited college or university with a Doctor of Pharmacy Degree

EXPERIENCE: Minimum of 5 years of full-time work experience as a licensed pharmacist. Two years in Pharmacy Management is preferred and at least two years practicing as a Clinical Pharmacist.

CERTIFICATION: Board Certified Ambulatory Care Pharmacist or Board- Certified Pharmacotherapy Specialist or other Board of Pharmacy Specialty – in Good Standing.

LICENSE: A valid license with the State of Hawaii as a Pharmacist is required at the time of appointment.

The Wahiawa Center for Community Health

JOB DESCRIPTION

JOB TITLE: Licensed Clinical Social Worker I
REPORTS TO: Behavioral Health Director
CLASSIFICATION: Exempt
DEPARTMENT: Integrated Pain Management Program

POSITION SUMMARY:

This position is responsible for the delivery of psychotherapy to patients of WH's integrated mental health, substance use disorders and pain management behavioral health clinic. This position will provide clinical evaluation and interventions and will participate in the Department's intake and screening services. The Licensed Clinical Social Worker is expected to function as part of a multi-disciplinary team and provided clinical recommendations based on diagnoses. As such, the LCSW is expected to work within the program directives set by funding sources, within the philosophical framework set by the Board of Directors, and within the existing network in the community.

ESSENTIAL FUNCTIONS:

PROGRAM DUTIES:

Responsibilities related to pain management, behavioral health, and substance abuse treatment services in the integrated pain management clinic:

1. Participate as a member of the pain management team
 - a) Attend team meetings
 - b) Implement plan to decrease no show rates, thereby increasing productivity
2. Participate in the Center's quality assurance programs
3. Assist in the planning, coordination, and monitoring of pain management, behavioral health, and substance abuse treatment services provided in the integrated pain management clinic

CLINICAL DUTIES:

1. Provide outpatient psychotherapy to identify patients with behavioral health and/or substance use issues in the integrated pain management clinic. These complicated cases can be expected to present a range of medical, psychosocial, and environmental problems
2. Primarily responsible to maintain and enhance knowledge and skill as a licensed clinical social worker to provide improved services to and clinical outcomes for the patient population. This includes, but is not limited to:
 - a) Enhance competent practices and professional growth
 - b) Integrate didactic knowledge into practice situations in order for the practitioner to attain a level of expertise sufficient to practice within a

- specified level of autonomy. Content may include ethical, legal, and risk management issues related to mental health counseling practice
- c) Develop formally recognized expertise in general clinical practice or in specific practice areas that adheres to state, federal, and discipline specific laws and guidelines
 - d) Adhere to necessary requirements determined by state law and individual health care plans in order to receive third party reimbursement for behavioral health and substance abuse treatment services
 - e) Monitor quality assurance and risk management
3. Provide consultation and education to other health care providers regarding behavioral health issues
 4. Conduct emergency assessments and crisis interventions
 5. Provide intake and screening services
 6. Provide intensive/interim case management services when indicated
 7. Other duties as assigned by the Director

COMMUNITY SERVICES DUTIES:

Maintains liaisons with various health and human service agencies in the Wahiawa community

QUALIFICATIONS:

Education/Experience:

1. Master's Degree in Social Work **required**
2. Two years' experience in a community-based agency **preferred**
3. License as a clinical social worker **required**
4. Credentialing with most major insurance companies in Hawaii **preferred**
5. Specific training in clinical work and substance abuse counseling, including competence in rendering diagnoses based on the DSM-5, billing with current CPT codes, documentation in electronic health record systems (training will be provided in specific EHR upon employment), provision in psychotherapy with a specific theoretical orientation **required**
6. Certification as a Substance Abuse Counselor (CSAC) **required**

Job Knowledge/Skills:

1. Knowledge and possession of skills in the provision of psychotherapy and intensive case management for patients with behavioral health, chronic pain, and substance use issues
2. Clear knowledge and understanding of HIPAA (45 CFR) and Federal Confidentiality laws (42 CFR Part 2), in addition to working understanding of the CSAC ethical code of conduct
3. Demonstrate knowledge/abilities as follows:
 - a) Knowledge of and sensitivity to the cultures and lifestyles of the Wahiawa communities or of similar communities, the ability to interpret problems with a cultural context, and the ability to apply cultural concepts in interventions

- b) Knowledge of pain management, mental health, and substance abuse assessment and treatment
- c) Ability to conduct a risk assessment, triage, and formulate crisis interventions
- d) Knowledge of community resources and an ability to access them
- 4. Must be comfortable working in a managed-care, multi-disciplinary setting
- 5. Ability to comply with OSHA standards and safety precautions.
- 6. Current CPR and first aid certification
- 7. Current valid Hawaii State Driver's License and access to an automobile with car insurance **required**

PHYSICAL AND MENTAL DEMANDS:

- 1. Ability to walk between clinics and other departments periodically throughout the day
- 2. Ability to sit for extended periods of time
- 3. Frequent handling of records and reports
- 4. Ability to carry/lift up to 25 lbs.
- 5. Possess sight/hearing senses or use prosthetic devices that will enable these senses to function adequately to meet the requirements of position.
- 6. Requires hand-eye coordination and dexterity sufficient to operate a computer keyboard and other office equipment
- 7. Ability to communicate in a positive and professional manner.
- 8. Personal qualities: professionalism, dynamism, warmth, acceptance, sound clinical judgment, flexibility, hardworking, personal maturity, and emotional stability
- 9. Ability to cope with stressful situations in a calm and deliberate manner
- 10. Ability to access and effectively utilize supervision
- 11. Openness to learn from colleagues
- 12. Ability to work independently
- 13. Requires regular, predictable attendance and punctuality
- 14. May be required to work flexible hours

APPROVED:

Department Head Signature/Date: _____

HR Director Signature/Date: _____

Wahiawā Health



Job Description

JOB TITLE: Chronic Care Manager/Registered Nurse

REPORT TO: Special Projects Manager/Lead RDN

DIRECT REPORTS: None

JOB SUMMARY: Under the general supervision of the Special Projects Manager/Lead RN and in collaboration with clinician providers and outreach team, acts as a lead in chronic care management for patients with chronic diseases. Provides culturally relevant care within the cultural context of the diverse population served at Wahiawā Health.

Essential Duties and Responsibilities

- Establishes integration of Chronic Care Management (CCM) into Wahiawā Health – via outreach, telehealth and in-house clinical operation.
- Works closely with the CCM Registered Dietitian Nutritionist.
- Builds and works with the existing electronic medical record (EMR), working with EMR representatives, to integrate CCM.
- Collaborates with providers to identify and connect with patients in need of CCM.
- Establishes CCM care plans and communicates with health care team and patients regarding plan of care.
- Meets directly with patients to identify chronic care; provides individual counseling and interventions, utilizes care management tools and resources and makes referrals based on identified needs.
- Identifies ways to improve care of patients and makes recommendations to the Special Projects Manager/Lead RDN.
- Participates in various health center committees.
- Conducts translational research and recommends ways to expand and improve chronic care that is culturally relevant for the patient/client population.
- Fosters relationships with the community, emphasizing interest in working with the community to address chronic disease and nutrition problems of the Wahiawā and surrounding community.
- Under the direction of the Special Projects Manager/Lead RDN, participates in special projects and programs, as assigned.

- Participates in quality improvement program.
- Performs other duties and responsibilities as assigned.

Qualifications

- Experience: Prior patient care experience addressing chronic disease.
- Education:
 - Masters of Science Degree in Nursing or related field is preferred.
 - Must be credentialed and in good standing as a Registered Nurse (RN) with at least 1 year of clinical experience.
 - Certified as a Diabetes Educator is highly desirable.
 - Experience with Chronic Care Management is highly desirable.
- Other skills:
 - Ability to work effectively in a multicultural setting; experience working with highly diverse communities.
 - Ability to demonstrate Native Hawaiian and/or Indigenous knowledge or ways of knowing as they apply in a healthcare setting.
 - Poise and good address for meeting and conferring with others.
 - Leadership experience.
 - Computer skills with experience in electronic medical record development and use.

Physical Demands

- Dietitian must be able to move around the facility between 1/3rd and 2/3rds of the day, as well as sit at a workstation or patient rooms. Using hands occurs over 2/3rds of the day, while reaching with arms occurs less than 1/3rd of the day. Communicating is also required over 2/3rds of the day, while climbing, stooping or crawling is minimal. Lifting up to 10 lbs. occurs about half the time, while up to and above 25 lbs. Occurs only occasionally.
- The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Job Description

JOB TITLE: Chronic Care Manager/Registered Dietitian Nutritionist

REPORT TO: Special Projects Manager/Lead RDN

DIRECT REPORTS: None

JOB SUMMARY: Under the general supervision of the Special Projects Manager/Lead RDN and in collaboration with clinician providers and outreach team, acts as a lead in chronic care management for patients with chronic diseases. Assesses patients' and clients' nutritional and health needs; provides medical nutrition therapy to address acute and chronic medical conditions; provides diagnoses and counsels patients on nutrition related health problems; provides culturally relevant care within the cultural context of the diverse population served at Wahiawā Health.

Essential Duties and Responsibilities

- Establishes integration of Chronic Care Management (CCM) and Nutrition Services into Wahiawā Health – via outreach, telehealth and in-house clinical operation.
- Works closely with the CCM Registered Nurse.
- Builds and works with the existing electronic medical record (EMR), working with EMR representatives, to integrate CCM and nutrition services.
- Collaborates with providers to identify and connect with patients in need of CCM and nutrition services.
- Establishes CCM care plans and communicates with health care team and patients regarding plan of care.
- Meets directly with patients to identify chronic care and nutritional needs; provides individual counseling and interventions, utilizes care management tools and resources and makes referrals based on identified needs.
- Identifies ways to improve care of patients and makes recommendations to the Special Projects Manager/Lead RDN.
- Participates in various health center committees.
- Conducts translational research and recommends ways to expand and improve chronic care and nutrition programs that are culturally relevant for the patient/client population.

- Fosters relationships with the community, emphasizing interest in working with the community to address chronic disease and nutrition problems of the Wahiawā and surrounding community.
- Under the direction of the Special Projects Manager/Lead RDN, participates in special projects and programs, as assigned.
- Participates in quality improvement program.
- Performs other duties and responsibilities as assigned.

Qualifications

- Experience: Prior patient care experience addressing chronic diseases and/or maternity nutrition.
- Education:
 - Masters of Science Degree in Nutrition or related field is preferred.
 - Must be credentialed and in good standing as a Registered Dietitian Nutritionist (RDN) with at least 1 year of clinical experience.
 - Certified as a Diabetes Educator is highly desirable.
 - Experience with Chronic Care Management is highly desirable.
- Other skills:
 - Ability to work effectively in a multicultural setting; experience working with highly diverse communities.
 - Ability to demonstrate Native Hawaiian and/or Indigenous knowledge or ways of knowing as they apply in a healthcare setting.
 - Poise and good address for meeting and conferring with others.
 - Leadership experience.
 - Computer skills with experience in electronic medical record development and use.

Physical Demands

- Dietitian must be able to move around the facility between 1/3rd and 2/3^{rds} of the day, as well as sit at a workstation or patient rooms. Using hands occurs over 2/3^{rds} of the day, while reaching with arms occurs less than 1/3rd of the day. Communicating is also required over 2/3^{rds} of the day, while climbing, stooping or crawling is minimal. Lifting up to 10 lbs. occurs about half the time, while up to and above 25 lbs. Occurs only occasionally.
- The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Job Title:	Medical Assistant – Behavioral Health
Supervisor:	Behavioral Health Director
Exempt Status:	Non-Exempt
Location:	Suite 106, 208, 214

SUMMARY

Under the direction of the Behavioral Health Director and in collaboration with the Medical Providers and clinical team, provides the services of Medical Assistant. Responsible for working with the Medical Provider(s) ensuring that medical care is delivered to all clients in a timely, dignified, and caring manner. This position works in a team and requires a willingness to rotate in performing a broad range of duties, including front office reception, patient referrals and other clerical duties.

- QUALIFICATION REQUIREMENTS**
1. Completion of accredited Medical Assistant program or equivalent training/experience required.
 2. Experience in Family Medicine, Ob/Gyn and Pediatrics is strongly desirable.
 3. Experience with outreach, telehealth and Substance Use Disorders is highly desirable.
 4. Able to communicate effectively with client population.
 5. Skill in taking vital signs; perform phlebotomy; EKG's; procedural equipment setup; perform point of care laboratory procedures; medication administration and injection skills; basic computer/data entry skills; medical terminology; patient/family health education; instrument sterilization techniques.
 6. Understands medical terminology and commonly used medications.

- ESSENTIAL DUTIES AND RESPONSIBILITIES**
1. Obtains and documents: chief complaint, brief history regarding chief complaint, and other measures that include but are not limited to depression and anxiety screening, tobacco and alcohol use.
 2. Documents information such as allergies, medications and dates of screening exams.
 3. Reviews the medical record for completeness, need for medication reconciliation, routine testing and receipt of diagnostic test results and consultation reports.
 4. Obtains test results and reports from outside entities (ER or hospitalization discharge notes) if needed.
 5. Performs and documents in-house labs and testing
 - Urine dipstick
 - Urine HCG
 - Occult blood
 - Visual acuity



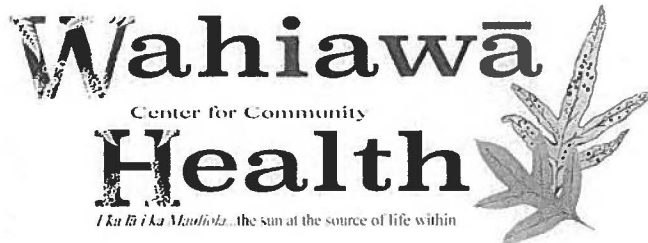
- Hearing
 - Color blindness
6. Reports any emergency situations, abnormal vital signs, or abnormal test results to the provider.
 7. Prepares room and patient for provider's examination.
 8. Assists with procedures as directed.
 9. Administers medications and immunizations as prescribed by clinician
 10. Schedules appointments and completes requisition for diagnostic testing.
 11. Calls in prescription following written orders.
 12. Inform patients of any delays due to schedule back-up, emergencies, etc.
 13. Contacts patients by phone or mail regarding missed appointments and recalls
 14. Assists in answering telephone calls, documents phone messages and ensures follow up by the appropriate persons.
 15. Obtains patient records from Medical Records for incoming labs, diagnostic results, etc.
 16. Files signed reports and miscellaneous papers in the chart.
 17. Completes forms for outside agencies, such as CVRs and EPSDT visits.
 18. Performs quality control checks on lab equipment, such as glucometer and rapid strep.
 19. Keeps all work areas clean and safe, including exam rooms and lab.
 20. Stocks exam rooms with needed supplies.
 21. Replaces all equipment to the appropriate areas.
 22. Participates in self-development.
 23. Actively participates in quality improvement activities.
 24. Demonstrates a cooperative team approach in activities
 25. Continuously promotes and fosters an environment conducive to safety for patients and staff
 26. Other duties and responsibilities as assigned.

EDUCATION and/or EXPERIENCE

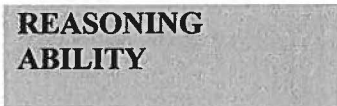
High school graduate or equivalent. Successful completion of a recognized Medical Assisting program required; Registration or Certification as a Medical Assistant preferred. Current CPR certification required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly

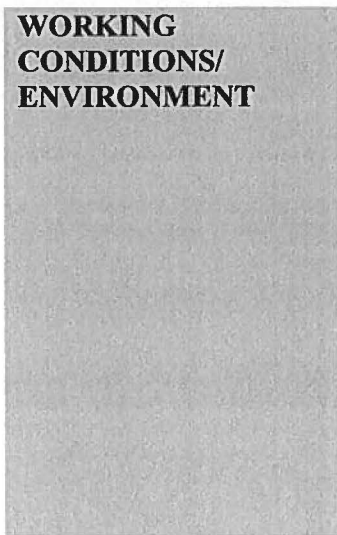


required to talk or hear. The employee frequently is required to stand; walk; sit at desk or chair; use hands to handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch or climb stairs. The employee must occasionally lift and/or move up to 10 pounds.



REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions.



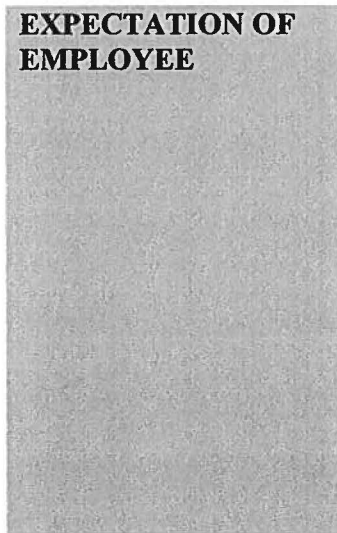
WORKING CONDITIONS/ ENVIRONMENT

Equipment Use: Frequent use of telephone system and office equipment including but not limited to computer, printer, facsimile machine, copier and general office supplies. Good computer skills are required. Exposure to ill patients is anticipated and the position is a Category I for exposure to blood, bodily fluids, and communicable disease.

Work Hours: Days and hours worked vary from week to week but are generally Monday through Saturday between the hours of 7:00AM and 7:00 PM. Overtime may be required.

Mental Demands: Duties require attention to detail, alertness, problem solving, tolerance to stress and exercising sound judgment. Sound stress reduction skills are essential.

Communication Demands: Talking on telephone, training/giving instructions receiving instructions and composing written language (English).



EXPECTATION OF EMPLOYEE

1. Demonstrates work ethic representative of Wahiawā's mission: **"In the spirit of Aloha and compassion, Wahiawā Health provides access to affordable, quality health care and wellness services to promote a healthy community."**
2. Adheres to Wahiawā Health Policy and Procedures
3. Acts as a role model within and outside Wahiawā Health
4. Performs duties as workload necessitates
5. Maintains a positive and respectful attitude
6. Communicates regularly with supervisor about Department issues
7. Demonstrates flexible and efficient time management and ability to prioritize workload
8. Consistently reports to work on time prepared to perform duties of position
9. Meets Department productivity standards



PCMH

Wahiawā Health is committed to ensuring the delivery of quality care through continuous evidence-based improvements. The Patient Centered Medical Home (PCMH) model standards, a nationally recognized evidence-based model for quality improvement and quality care, are used to demonstrate quality at WH. All employees are a part of PCMH and are required to actively participate in quality initiatives, including trainings and evaluation projects. Employees are expected to demonstrate and promote team-based and patient centered interactions with other staff members and patients/members/clients.



JOB TITLE: Pharmacy Technician

JOB TYPE: FULL TIME

JOB LOCATION: THE WAHIAWA CENTER FOR COMMUNITY HEALTH

JOB DUTIES: The Pharmacy Technician at Wahiawa Center for Community Health (dba Wahiawa Health) will report to and assist the pharmacist in reviewing, processing, and preparing medications to patients all in accordance with state and federal regulations. Duties include but are not limited to:

1. Assist the Pharmacist(s) in the processing, preparation and dispensing of prescriptions and medication orders and medical supplies.
2. Receive prescriptions from patients and verify correct spelling of name, birth date, address, zip code, telephone number and insurance information.
3. Enter patient, demographic, allergies, drug insurance and prescription data into the pharmacy computer system.
4. Assist patient/customer in providing required information to process prescriptions.
5. Count or measure out medications and/or medical supplies for dispensing by a Pharmacist.
6. Under the immediate supervision of a registered Pharmacist, assist in generating prescription labels, drug packaging, stocking, delivery, record keeping, pricing, documentation of third-party claims and reimbursements, and preparing, labeling, compounding, storing and providing medications.
7. File prescriptions and maintain prescription records and files on a timely basis and in an orderly manner to comply with record keeping laws and in preparation of audits
8. Respond professionally to inquiries from patients, customers and medical staff regarding procedural aspects of the drug distribution process, pharmacy prices and third-party insurance issues. Direct inquiries to appropriate pharmacy personnel for response of action.
9. Assist in pricing prescriptions, medical supplies and medication orders based upon pharmacy pricing schedules.
10. Process and package or mail-out prescriptions and prepare clinic medication and medical supplies.
11. Develop and maintain a working knowledge of pharmaceutical medical terminology, abbreviations and symbols commonly used in the prescribing, dispensing and medical record keeping.
12. Able to perform simple arithmetic calculations required for the usual dosage determination and medication preparations.

13. Has a thorough knowledge and understanding of the pharmacy technician's duties and responsibilities, including standards of ethics and applicable laws, rules and regulations which govern the practice of pharmacy.
14. Has a working knowledge of routes of administration and dosage forms
15. Has a working knowledge of the procedures and operations relating to the manufacturing, packaging and labeling of drug products.
16. Assist the Pharmacist(s) in the inventory process of maintaining medications, medical supplies and retail merchandise at ideal inventory levels.
17. Complying with Pharmacy policies and procedures
18. Interact with customers and co-workers professionally and appropriately
19. Answering phone calls with patience and appropriate customer service
20. Assist with receiving, stocking and maintaining pharmacy inventory
21. Utilizing pharmacy software to process prescriptions, document notes, and perform any other pharmacy duties
22. Perform duties assigned by the Director of Pharmacy/ or Staff Pharmacist

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES: Must be physically capable of standing and/or sitting for extended periods of time and physically capable of performing all services.

Attention and Focus: The ability to concentrate on a task over a period of time without being distracted

Customer Service Orientation: Actively look for ways to help people, and do so in a friendly manner

Notice and understand customers' reactions, and respond appropriately

Communication Skills: Use and understand verbal and written communication to interact with customers and colleagues

Actively listening: Give full attention to what others are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times

Mathematical Reasoning: The ability to use math to solve a problem, such as calculating day's supply of a prescription

Problem Resolution: Is able to judge when something is wrong or is likely to go wrong; recognizing there is a problem and choosing the best course of action when faced with a complex situation with several available options

EDUCATION: Formal pharmacy technician program (i.e., technical, hospital, or retail-based program)

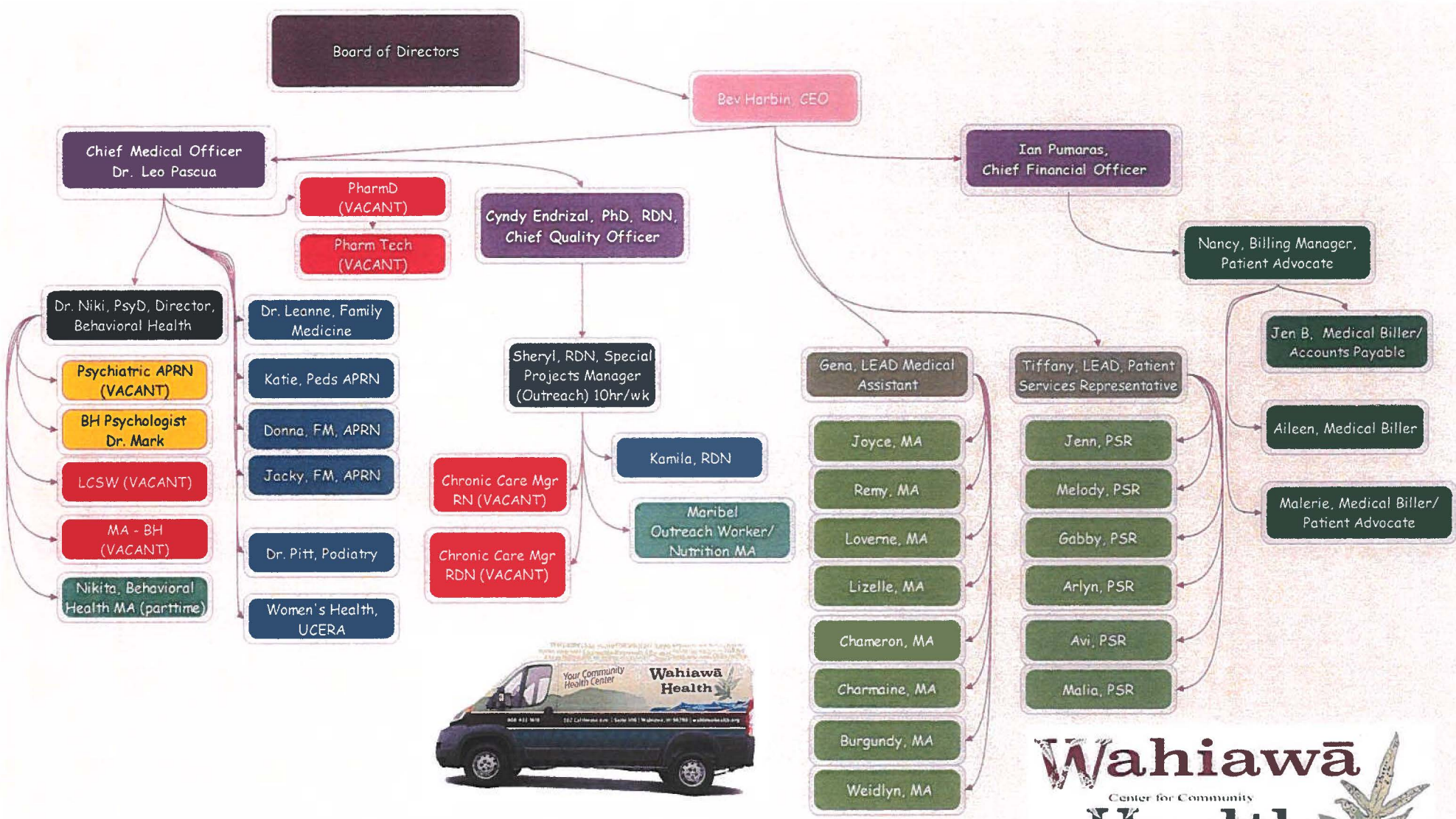
EXPERIENCE: Minimum of 1 years of full-time work experience as a pharmacy technician. May consider new graduates of a formal pharmacy technical program.

CERTIFICATION: Certified by the Pharmacy Technician Certification Board (PTCB) and in Good Standing. Basic Life Support (BLS) hands on course through American Heart Association.

2. 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 organization chart that illustrates the placement of this request.

SEE FOLLOWING PAGE FOR: Organizational Chart



WAHIAWA HEALTH ORGANIZATIONAL CHART - JANUARY 2020

3. Compensation

The applicant shall provide an annual salary range paid by the applicant to the three highest paid officers, directors, or employees of the organization by position title, not employee name.

	Position	FTE	Salary
1	Chief Executive Officer	1.0	\$165,000
2	Chief Medical Officer	1.0	\$144,000
3	Chief Quality Officer	1.0	\$125,000

VII. Other

1. 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.

There are no pending litigations or judgments.

2. Licensure or Accreditation

The applicant shall specify any special qualifications, including but not limited to licensure or accreditation that the applicant possesses relevant to this request.

The Wahiawā Center for Community Health dba Wahiawā Health was designated as a Federally Qualified Health Center (FQHC) Look Alike on January 1, 2018 by Health Resources and Services Administration (HRSA) thereby requiring that Wahiawā Health meets, on a continual basis, all HRSA requirements in the realms of clinical operation, quality health care and financial sustainability.

3. Private Educational Institutions

The applicant shall specify whether the grant will be used to support or benefit a sectarian or non-sectarian private educational institution. Please see [Article X, Section 1, of the State Constitution](#) for the relevance of this question.

For the purposes of this grant, the applicant will not be using the grant to support or benefit any sectarian or non-sectarian private educational institution.

4. Future Sustainability Plan

The applicant shall provide a plan for sustaining after fiscal year 2020-21 the activity funded by the grant if the grant of this application is:

- (a) Received by the applicant for fiscal year 2020-21, but
- (b) Not received by the applicant thereafter.

This grant will provide resources to expand the Wahiawā Health telehealth program to address current unmet needs regarding Mental Health issues, Substance Use Disorders and Chronic Care Management. Given the current outreach team already brings in about 200 new patients/month and the fact that Wahiawā Health heavily relies on patient visits as revenue to sustain the health center, we anticipate an increase in patient visits with the expansion of outreach and telehealth. This grant will also, in tandem, provide start-up costs to establish a 340B Discount Pharmacy, in-house, to offer discounted medications to all eligible patients and residents who use services at Wahiawā Health in existing available space in Suite 106. As stated earlier in this application, once the 340B Pharmacy is established, as historically shown with other FQHCs in the State, the program not only becomes self-sustaining, it is a revenue generator for the health center. **The expansion of the mobile outreach/telehealth program and the ability to offer discounted medications and medication management services (in-house) will close the current significant health care gap in the Wahiawā Health service area.**