



**Testimony Presented Before the  
Senate Committee on Higher Education  
Thursday, July 2, 2020 at 3:00 PM**

**by  
Laura Reichhardt, MS, APRN, AGNP-C  
Director, Hawai'i State Center for Nursing  
University of Hawai'i at Mānoa**

**WRITTEN TESTIMONY IN SUPPORT OF GM 841**

Dear Chair Kim, Vice Chair Kidani, and Members of the Senate Committee on Higher Education:

It is with great humility that I write this letter of support for Doreen Nakamura, DNP, NEA-BC, CCM, Director of Clinical Care at UHA Health Insurance, for confirmation to the Advisory Board of the Hawai'i State Center for Nursing.

Dr. Nakamura has expertise in care management, health services utilization, patient-centered care coordination, and regulatory guidelines, to name a few. This expertise and her leadership will be critical in guiding and advising the Hawai'i State Center for Nursing in achieving our short-term strategic priorities: supporting advanced practice nursing transition to practice and addressing the needs of community-based health care management teams. In addition, as we near 50% of nursing roles located outside of the hospital, it is critical that nursing and health care leaders knowledgeable about insurance, regulation, and community-based care guide the Center for Nursing in setting and achieving goals relative to our changing environment with the ultimate vision of ensuring Hawai'i has the right nurses in the right settings of care and geographies, so that all people of Hawai'i may receive high quality care when and where they need it.

Dr. Nakamura is an established leader at UHA Health Insurance, with 35 years in hospital, community and health insurance and over 10 years leading evidence-based practice, mentorship and team development. She excels in developing nurses into leaders and patient advocates, engaging community partners, and improving quality of care through utilization of research-based best practices. As an organizational leader and a nurse leader, Dr. Nakamura exudes the key characteristics that will enable the Center for Nursing to continue growing in the direction that both our nurses and our state need.

Thank you for your consideration of Dr. Nakamura for the Hawai'i State Center for Nursing Advisory Board position.

Warmly,

Laura Reichhardt, MS, APRN, AGNP-C  
Director, Hawai'i State Center for Nursing



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Patrick Uyemoto, Pharm.D.  
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Aloha Sir or Madam,

It is with tremendous admiration that I recommend Doreen Nakamura as a candidate for the Hawaii State Center for Nursing Advisory Board. I have had the great pleasure of getting to know her and have collaborated with her on a number of projects and programs. As a leader in her respective field, she has always shown a passion and determination for doing the right thing for patients and improving the health and quality of life for people in Hawaii.

Doreen has been an invaluable partner in recognizing and addressing the challenges facing healthcare in Hawaii. Most notable is the physician shortage but little known is the fact that pharmacists are not recognized as providers in our state and so it is very difficult to be reimbursed for providing clinical services. With Doreen's help and support, we are now able to provide medication therapy management and disease state education to our communities and get reimbursed. Very few people come to mind who can say they are creating opportunities for healthcare providers, bridging interdisciplinary gaps, and providing much needed healthcare services for the community. Doreen is forward thinking and innovative and I have no doubt that she will bring an immense value to your organization. With her numerous years of service, accomplishments in various nursing positions, and passion for advancing the nursing profession, she embodies the vision and mission of the Hawaii State Center for Nursing.

In closing, I would like to restate my strong support for Doreen Nakamura as a candidate for the Hawaii State Center for Nursing Advisory Board. She is one of the most ardent nursing advocates I know and with her on your board I am confident the future of nursing will be in good hands. Please feel free to contact me at (808) 675-8755 or [patricku@times-supermarket.com](mailto:patricku@times-supermarket.com) should you have any further questions. I would be more than happy to expand on my recommendation. Thank you for your time.

Mahalo,

A handwritten signature in blue ink, appearing to read "Patrick Uyemoto", with a long horizontal flourish extending to the right.

Patrick Uyemoto, Pharm.D.  
Director of Pharmacy  
Times Pharmacy



June 29, 2020

State of Hawaii  
Boards and Commissions  
Executive Chambers  
415 S. Beretania Street  
Honolulu, HI 96813

To the State of Hawaii Office of Boards and Commissions,

I highly recommend Ms. Doreen Nakamura for the Hawaii State Center for Nursing (HSCN) Advisory Board. I believe that Doreen's exemplifies the attributes to be an outstanding board member and champion for HSCN.

Doreen is a pure example of someone who embodies "kaizen" - the Japanese business philosophy of continuous improvement of working practices and personal efficiency. She has shown this through her education and professionally at work. She not only has her Bachelor of Science in Nursing - she also achieved her Master's in Business Administration (MBA). While most people stop there, she went above and beyond and achieved her Doctorate in Nursing Practice as well. While Doreen was earning her MBA, I spent some time with her to discuss the accounting portions of the program. I was able to witness first-hand Doreen's patience and attentiveness towards learning something unfamiliar to her. She is a life-long learner and is always looking for ways further her education, so that she can pass that knowledge on to others.

I have had the privilege of working with Doreen for five and a half years now at UHA Health Insurance (UHA). As the Director of Clinical Care, she provides nursing leadership to direct, plan and implement clinical care activities and projects. She also coordinates our Health Care Services clinical care activities, workflow processes and resources to promote safe, timely, efficient, cost effective, equitable and patient centered care. Throughout my time working at UHA Health Insurance, I have observed her service to our members and peers with such grace, care and diligence. She is well-liked and highly-respected by her colleagues.

Doreen's heart really shined through an experience I had in November 2018. I was driving on the H-1 freeway west bound, and unfortunately got into a four-car accident, in which I was car number three. My car was totaled and while no one was seriously injured; I was alone, scared, and shook up. Doreen happened to be passing by that morning and immediately pulled over to see if I was okay and stayed with me until my family came. She also followed up with me a couple hours later to make sure I was okay and recommended that I go to the hospital to get checked out just to be safe. This is just one example of many which shows Doreen's excellent character which not only makes her a great nurse, but a compassionate human being.

My enthusiastic endorsement for Doreen's selection for the Hawaii State Center for Nursing Advisory Board comes from working closely with her as a professional colleague and friend. I hope you will agree

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*Page 2 – Doreen Nakamura Letter of Recommendation*

with my assessment of her extraordinary accomplishments and excellent nursing skills and potential to be an exemplary member of the HSCN Advisory Board.

Aloha,

A handwritten signature in black ink, appearing to read 'Del Mochizuki', with a horizontal line extending to the right.

Del Mochizuki  
Controller  
UHA Health Insurance

Ph: 808-532-2019  
Email: [dmochizuki@uhahealth.com](mailto:dmochizuki@uhahealth.com)

June 29, 2020

To Whom It May Concern:

This is strong recommendation for Doreen Nakamura to be a member on the Hawaii State Center for Nursing Advisory Board. I have known Doreen for over twenty years as a friend and followed closely her career and her education journey to receive her MBA and doctorate in Nurse Care Management. She is an amazing individual for the following reasons. She is levelheaded and always acts professionally and think through her advice and actions. I also find her to try very hard to ensure she is up to date on technology and communication. Most importantly, she is a people friendly person and encourages us to work as a team to arrive at decisions that benefit all.

With my experience to have served/serving on two boards: ERS and UHPA, she is a perfect candidate to be on the Nursing Advisory Board. Her work experience and the recent education achievements in business and nurse care management, she is well qualified. She will be an asset to the board.

Let me know if you have any questions.

Aloha,



Catherine Chan PhD  
580 Lunalilo Home Rd, 3403  
Honolulu, HI 96825

**GM-841**

Submitted on: 6/29/2020 11:02:13 PM

Testimony for HRE on 7/2/2020 3:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
Lori Nagakura	Individual	Support	No

Comments:

Dear Senator Mercado Kim:

I am honored to support Dr. Doreen Nakamura for consideration to the Center for Nursing Advisory Board. I have had the privilege of knowing Doreen for over a decade, and compassion, intelligence, and doing the right thing, are just a few of the many qualities she will bring to the advisory board.

I have often sought Doreen's expertise on senior health and care, as my parents now reside in an adult care community in Honolulu. Doreen continues to provided our family with insight and support us as we transition our parents from home to community living.

Her expertise transcends medical texts and journals, she brings her personal and professional experiences to problem solving, calmly and systematically. Doreen's willingness and ease in working with others is commendable, she is warm, friendly, and simply a good person.

It is my pleasure to provide Doreen with my full support and know that she will be a strong and positive addition to the Center for Nursing Advisory Board.

Sincerely yours,

Lori Nagakura

**GM-841**

Submitted on: 6/29/2020 11:05:38 PM

Testimony for HRE on 7/2/2020 3:00:00 PM

Submitted By	Organization	Testifier Position	Present at Hearing
kathleen kozak	Individual	Support	No

## Comments:

For the consideration of Doreen Nakamura for confirmation to the Center for Nursing Advisory Board:

I have known Doreen for the past 3.5 years as a nurse and clinical care expert at UHA Health Insurance. During that time she has been instrumental in the training of the nurses under her leadership to provide top quality care for our members in all areas. She has furthered her education and received a doctorate of nursing practice while also working full time and mentoring the administrative staff, one of whom is now in nursing school herself.

She has demonstrated excellent managerial skills, along with establishing a cooperative work environment with the clinical and administrative staff, and has proven her skills as a facilitator in addition to her abilities as a nurse specialist in the insurance industry.

She would be an asset to the Center for Nursing Advisory Board as she is very experienced in public health and has the leadership skills necessary to help educate the next generation of nursing students as our future caregivers and experts of tomorrow.

I wholeheartedly recommend her for this position without reservation and know that she would be an asset to this team as she continues to be in ours.

Sincerely,

Dr. Kathleen Kozak

Medical Director

UHA Health Insurance

**From:** [Joyce Nariyoshi](#)  
**To:** [Nancy Bernal](#)  
**Subject:** Doreen Nakamura  
**Date:** Tuesday, June 30, 2020 8:57:04 AM

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I have known Doreen for over 15 years. I can personally vouch that she is an extremely hard worker with the highest ethical and moral standards. She will be a great asset to the nursing board.

Please contact me at the above email address if you have any questions or need more information.

Joyce Nariyoshi

Sent from my iPhone



**From:** [Cynthia Nakashima](#)  
**To:** [Nancy Bernal](#)  
**Subject:** Doreen Nakamura: Appointment to the Nursing Advisory Board  
**Date:** Tuesday, June 30, 2020 1:45:03 PM

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To Whom It May Concern:

I met Doreen 7 years ago in a group exercise class and since then we have been in a number of classes together. Through exercise we are part of a small group of women with diverse backgrounds and careers and we meet socially from time to time (even more frequently through Zoom during this Covid season).

Doreen is focused and goal oriented with sound judgment and reasoning skills. She listens attentively, gathers factual information and makes decisions considering all thoughts and opinions of her associates/peers. She is responsible and very diligent in all endeavors whether in work or in play.

With these traits, as an appointed member of the Hawaii State Center of Nursing Advisory Board, I believe Doreen will serve the State of Hawaii with the utmost standards for nurses in all areas and capacities.

Respectfully Submitted,  
Cynthia Nakashima

Sent from my iPhone

July 1, 2020

Dear Senator Donna Mercado Kim,

I'm honored to provide this letter of support on behalf of my colleague Doreen Nakamura who has applied as a candidate for appointment to the advisory board of the Hawaii State Center for Nursing (HSCN).

I've had the privilege to work closely with Doreen over my past five years as UHA Health Insurance's marketing services manager.

In this time, I've found Doreen to be a thoughtful and supportive leader with a commitment to personal growth, professional impact, and constant improvement. Being that we're both country girls (she from Wahiawa and I from Wai'anae), we quickly fostered a mutual respect for one another. I've come to admire her ability to get things done with pragmatism, humility and aloha.

With those distinctive traits, Doreen has led several successful quality improvement projects for UHA's health care services initiatives including expansion of our smoking cessation programs and promotion of colorectal cancer screenings. In one of our first projects together, Doreen served as UHA's media spokesperson for colorectal cancer awareness where she collaborated to promote an out-of-the-box campaign that partnered UHA with American Cancer Society Hawai'i Pacific and local high school videography students. Her message affected a non-traditional audience that helped us enlist the support of younger influencers to reach our population of older adults.

Last year, Doreen attained additional credentials and graduate degrees all while growing and developing our team of nurse care managers. We worked together on multi-media recruitment efforts that have succeeded in attracting a diverse group of nurses to UHA while also supporting UHA's strategic branding efforts.

On a personal note, I find inspiration in Doreen's accomplishments and her commitment to be



a life-long learner. Her willingness to share her knowledge and expertise has been invaluable to me and my organization in informing how we communicate and help our members better understand, access and navigate their benefits and the complexities of the health care system.

Doreen contributes greatly to ensuring that our company decisions remain patient-centered. She does this by advocating for improved internal processes and sharing patient stories and experiences throughout our company. In doing so, Doreen helps us all remember that behind every claim there is a vulnerable human being who's in need of our care and support.

I hope my letter has helped you better understand Doreen's character and why she would be a valuable contributor to the HSCN Advisory Board and a positive force for improving the health and well-being of the people of Hawai'i.

Respectfully yours,

*Suzanne B. Eugenio*

Suzanne Eugenio  
Marketing Services Manager, UHA Health Insurance  
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