

GM736: Diana Riggs

(1) Why do you wish to be a member of the State Board of Nursing?

As a member of the Maui Community for twenty-five years, I have been looking for the opportunity to serve the people of this state. I believe with my knowledge, experience, and commitment to supporting the community, I am able to give back to the practice of nursing.

(2) What do you perceive are the roles and responsibilities of a member of the State Board of Nursing?

As a member of the State Board of Nursing my role and responsibility will include, but not limited to, hearing public testimony, reviewing individuals applying for licensure in the State of Hawaii, setting standards for safe care, and handling disciplinary actions for practice violations. I also feel that a board member needs to be engaged, participate, and dependable.

(3) Given your understanding of the roles and responsibilities of a State Board of Nursing member, why do you believe that you are qualified for the position?

Please include a brief statement of your skills, expertise and knowledge that would aid you as a member of the Board. I feel that my expertise as a frontline nurse and administrator allow me to see various viewpoints and provide fair resolution. Throughout my years as a registered nurse providing bedside care to patients and with management and administration provide me with the qualifications to serve on the Board, but also enhance the effectiveness of the Board.

(4) What do you hope to accomplish during your term of service?

I hope to learn more on how the system works, become more familiar with government agencies, and become a more well rounded RN.

(5) Name three qualities that best describe you and how these qualities will benefit the State Board of Nursing.

1) Integrity – I believe being honest and having strong moral principles is a quality that will help drive decisions but also eliminate any conflicts of interest. 2) Respectfulness – I encourage and allow others to express their points of view even if I may not agree. This allows for collaboration and conversation amongst the Board. 3) Accountable – I take ownership of my actions and know that my actions can affect team. This is important as a member of the Board so that quorum can be met and decisions can be made in a timely manner.

(6) Name a previous experience you've had that will be beneficial as a State Board of Nursing member.

I would say that working in the healthcare industry for the last two years has made us all more resilient, myself included. Going out into the community to deliver vaccines has made me even more passionate about providing services to the entire Maui community, and that standard of care should not vary based on your zip code.

(7) Can you foresee any possible conflicts of interest that could arise during your service on the State Board of Nursing? How would you overcome conflicts of interest?

Maui County is a small community, so yes, I do foresee that there could be an instance when I may know someone or work with someone who is being presented for a potential practice violation. At that time I would recuse myself.



DAVID Y. IGE
GOVERNOR

JOSH GREEN
LT. GOVERNOR

**STATE OF HAWAII
OFFICE OF THE DIRECTOR
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS**

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CATHERINE P. AWAKUNI COLÓN
DIRECTOR

JO ANN M. UCHIDA TAKEUCHI
DEPUTY DIRECTOR

Testimony of the Department of Commerce and Consumer Affairs

**Before the
Senate Committee on Commerce and Consumer Protection
Friday, April 8, 2022
9:30 a.m.
Conference Room 229 and Via Videoconference**

**On the following measure:
G.M. 736, SUBMITTING FOR CONSIDERATION AND CONFIRMATION
TO THE STATE BOARD OF NURSING,
GUBERNATORIAL NOMINEE, DIANA RIGGS,
FOR A TERM TO EXPIRE 06-30-2026**

Chair Baker and Members of the Committee:

My name is Catherine Awakuni Colón, and I am the Director of the Department of Commerce and Consumer Affairs (Department). The Department supports the appointment of Ms. Diana Riggs to the State Board of Nursing (Board) as a licensee member.

Ms. Riggs has over 16 years of experience in the field of nursing. She currently serves as director of clinic operations and lead administrative operations at Kaiser Permanente Hawaii. She also serves as the Wailuku Ambulatory Surgical Center administrator. Ms. Riggs started her nursing career at the Maui Memorial Medical Center in 2006 working in the emergency department as charge nurse. She has worked with Kaiser Permanente since 2011, starting as a primary care and specialty care charge nurse and has worked her way up to a senior clinic manager.

Testimony of DCCA

G.M. 736

Page 2 of 2

Ms. Riggs has extensive experience participating in various councils and committees including the Hawaii Ambulatory Nursing Council, Regional Nurse Leadership Committee, and the Emergency Management Committee.

The Department believes that Ms. Riggs experience and her accomplishments in the field of nursing offers a welcomed perspective to the Board. In addition, her commitment to actively participate in board meetings will greatly enhance the Board's effectiveness.

Thank you for the opportunity to testify on this measure.

Hearing: Tuesday, April 5, 2022, ____ a.m. or p.m., via Videoconference.

The Honorable Rosalyn H. Baker
Chair, Senate Committee on Commerce and Consumer Protection
Hawaii State Capitol
Honolulu, Hawaii, 96813

RE: In SUPPORT of GM 736 for Diana Riggs, RN, MSN
State Board of Nursing to expire June 30, 2026

Aloha Senator Baker,

It's an honor to recommend (Jill) Diana Riggs, RN, MSN for appointment to the Hawaii State Board of Nursing.

I was fortunate to be on the receiving end of her expertise and quick thinking in 2007 when I entered the ER for an atrial fibrillation where she served at Maui Memorial Medical Center emergency room. Even back then, her decisiveness left me self assured and confident of a positive outcome. Jill knows how to speak with people.

Since that time, I've been a family friend and have learned that Jill is an organized planner. Throughout the recent covid crisis she constantly kept others and me in our community up to date on where and when. Jill knows how to communicate with people to give them the information they need to have confidence in their health decisions. Her experience is obvious. Jill is a well liked in our Maui community and conveys trust and good-will. I believe she will be a significant asset to Hawaii State Board of Nursing and hope the Senate will confirm the appointment of Diana "Jill" Riggs.

Mahalo, William E. Boyum

Hearing: Tuesday, April 5, 2022 - Time TBD
Conference Room 229 and via videoconference

The Honorable Rosalyn H. Baker
Chair, Senate Committee on Commerce and Consumer Protection
Hawai'i State Capitol
Honolulu, Hawai'i, 96813

RE: In support of GM 736 for Diana Riggs, RN, MSN
State Board of Nursing to expire June 30, 2026

Aloha e Senator Baker,

I am writing to strongly recommend Diana "Jill" Riggs for appointment to the Hawaii State Board of Nursing.

I have had the pleasure of working with Jill for the past decade and have watched her grow and develop over the course of her career. I first met Jill in the Emergency Department at Maui Memorial Medical Center a decade ago. She was a stand-out 10 years ago, and to this day she was one of the best nurses I have worked with. I always knew my patients would get excellent care and that nothing would be missed.

Jill then moved to the Kaiser Permanente Wailuku Clinic where she was a staff nurse. Because of her exceptional patient care, leadership skills, and patient advocacy, she quickly moved up the leadership ranks to the position that she is in today, Director of Clinic Operations for Maui. In this role, Jill oversees care delivery across primary care and specialty care for 65,000 KP patients on Maui. I have had the pleasure of working in partnership with Jill as the Assistant Area Medical Director for Hawaii Permanente Medical Group on Maui. Jill is an exceptional partner. She is an advocate for her nursing staff and is viewed by her staff as a trusted leader. By forging these relationships and keeping patient care as her "true north," she has tangibly improved clinic operations and patient care across our clinics.

During the COVID-19 pandemic, Jill was able to plan and execute COVID-19 testing and vaccinations, not just for Kaiser Permanente patients, but for the entire Maui Community, including vaccine clinics targeting the Native Hawaiian community. In addition, when staffing was limited during the pandemic, Jill was on the front lines doing whatever it took to meet the needs of the community. For Jill, her position is not simply a job, but a commitment to the people of Maui to improve care.

I cannot give a higher recommendation for Jill. She is an outstanding nurse, with experience in both hospital and clinic settings. She is a highly effective leader, respected by her nurses and colleagues. And most importantly, she is a respected voice in our community who is dedicated to improving care on Maui.

Thank you for your consideration.



Chris Martin, MD
Assistant Area Medical Director, Maui
Hawaii Permanente Medical Group



Hearing: Tuesday, April 5, 2022
Conference Room 229 and via videoconference

The Honorable Rosalyn H. Baker
Chair, Senate Committee on Commerce and Consumer Protection
Hawai'i State Capitol
Honolulu, Hawai'i, 96813

RE: In support of GM 736 for Diana Riggs, RN, MSN
State Board of Nursing to expire June 30, 2026

Good Morning Senator Baker, Vice Chair Chang, and Committee Members-

Thank you for the opportunity to provide this written testimony in strong support Diana "Jill" Riggs for the Hawaii State Board of Nursing, for a term to expire June 30, 2026.

Jill and I have known each other for seven years, where she has served as Kaiser Permanente's Director of Clinic Operations for the island of Maui. In this role, she oversees daily operations at Kaiser Permanente's Kihei, Lahaina, Maui Lani Elua, and Wailuku clinics, as well as the Maui Lani Medical Office. In this role, Jill has been instrumental in improving access to quality healthcare for Maui's 65,000 Kaiser Permanente members.

Furthermore, Jill has been a tremendous leader in the Maui medical community for more than a decade now, and her leadership through the Covid-19 pandemic shows her commitment to our patients and our profession. I respect immensely people who run to a crisis, not from it. Jill did just that. Over the past 24 months, she has responded to the COVID-19 crisis with good judgement, quick-thinking and incredible determination. With her leadership, we partnered with the Department of Health to set up the first COVID-19 testing sites on the island of Maui. Testing, Monoclonal Antibody treatments, vaccines, Jill helped lead all of this work for her community. She is also a strong communicator who is personable and driven.

For these reasons, I strongly support Diana "Jill" Riggs' nomination to the State of Hawaii – Board of Nursing.

Sincerely,

Andrew Giles, MBA, FACHE
Chief Operating Officer
Kaiser Permanente – Hawaii Market
Moanalua Medical Center



Hearing: Friday, April 8, 2022, 9:30 a.m., Conference Room 229 & Videoconference

The Honorable Rosalyn H. Baker
Chair, Senate Committee on Commerce and Consumer Protection
Hawai'i State Capitol
Honolulu, Hawai'i, 96813

RE: In **SUPPORT** of GM 736 – For consideration and confirmation to the State Board of Nursing, Gubernatorial Nominee, DIANA RIGGS, RN, MSN for a term to expire June 30, 2026

Aloha Senator Baker,

It is with pleasure that I recommend Diana “Jill” Riggs, RN, MSN for appointment to the Hawai'i State Board of Nursing. Jill currently is the director of clinic operations at Kaiser Permanente Hawai'i, overseeing Maui clinics and is the administrator for the Wailuku Ambulatory Center since 2019.

In her role as Kaiser's director of clinical operations on Maui, she works collaboratively with physician and other groups in both short- and long-term planning, provides strategic leadership and manages other designated patient care functions and services on Maui. Prior to overseeing all clinic operations on Maui, Jill served as a charge nurse and clinic manager for Wailuku Clinic. Prior to joining Kaiser Permanente in 2011, Jill began her nursing career at Maui Memorial Medical Center serving as the emergency room charge nurse, leading a team of physicians and providers for a 24-bed emergency department, which is a Level III trauma center. Jill holds an associate degree in nursing from University of Hawai'i Maui College and a Masters of Science in Nursing from Gonzaga University.

Jill brings with her experience from a variety of health care settings, particular issues facing rural healthcare providers, that help to inform her decisions and recommendations as a member of the Board of Nursing. Her years of experience both at patient's bedside, as well as leadership roles as a charge nurse and overseeing several clinics and offices have provided Jill with the full perspective of issues facing the nursing profession, including recent challenges from COVID-19. Therefore, I believe Jill will be a valuable asset to Hawai'i State Board of Nursing.

Accordingly, I urge the committee and the Senate to confirm the appointment of Diana “Jill” Riggs for the Hawai'i State Board of Nursing.

Thank you for your consideration.

A handwritten signature in black ink, appearing to read "Jonathan L. Ching". The signature is fluid and cursive, with a large loop at the end.

Jonathan L. Ching
Government Relations Director



Hearing: Friday, April 8, 2022 9:30 a.m.
Conference Room 229 and via videoconference

The Honorable Rosalyn H. Baker
Chair, Senate Committee on Commerce and Consumer Protection
Hawaii State Capitol
Honolulu, Hawaii, 96813

RE: In support of GM 736 for Diana Riggs, RN, MSN
Hawaii State Board of Nursing to expire June 30, 2026

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Thank you for your consideration.

A handwritten signature in cursive script that reads "Chris Martin".

Chris Martin, MD
Assistant Area Medical Director for Maui
Hawaii Permanente Medical Group