

A Weekly Publication of the People of The Queen's Health System

The Queen's Medical Center • The Queen's Medical Center – West O'ahu • Molokai General Hospital • Queen's North Hawai'i Community Hospital

# All Love Mikey Who Loves All

FOUR-YEAR OLD MIKEY walks through downtown Honolulu to and from work at Queen's every weekday. Don't panic, no child labor laws have been broken. Mikey is a big, friendly, yellow Labrador retriever who works on QET 7, but doesn't limit his love to just one floor. He lives with Drs. Rick and Michiko Bruno, and Rick accompanies Mikey on those morning and evening treks to the office.

Mikey was born in California during the early stages of the COVID-19 pandemic and was initially intended to become a guide dog for the blind.

The pandemic delayed his placement but allowed his personality to emerge. He was so personable that it was deemed his skills would best be realized in a larger setting where he could impact more people. His training began in Bainbridge, Washington and when travel opened up, he moved, to Maui for further training by Assistance Dogs of Hawai'i.

Rick says he's always been a dog lover and strong supporter of the Queen's facility dog program. He took on oversight of the program after founder VP Paula Yoshioka retired. When Mikey became available to Queen's, Rick cheerfully volunteered to accept Mikey as part of his family.

"I think animals bring joy. They are always happy to see you," Rick said. "When you're hospitalized and unable to see your own animals, it's especially dif-



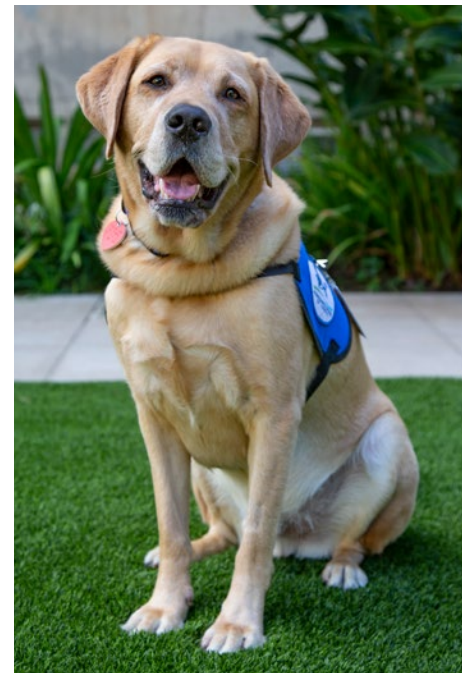
Karla Ihara, Michelle Motas, and Cheryl Afuso-Sumimoto

ficult and Mikey really helps. He's a force multiplier of joy for all who meet him." He cited cases of Queen's patients being more amenable to treatments such as infusion while Mikey is at their side and mentioned scientific studies proving their value as service providers.

"And of course, the staff love him, too," added Dale Naholowa'a, Rick's admin assistant, as she stroked Mikey's luxurious coat. "He's just a good old boy," she murmured affectionately.

Rick points out that though he is Mikey's forever family, at work, nurses Karla Ihara, Cheryl Afuso-Sumimoto, and Michelle Motas are his handlers.

"He brightens everyone's day," Karla commented. Karla went to Maui with Rick for a week-long training session before Mikey moved to O'ahu and Queen's. "Patients who love dogs request him for



Dr. Rick Bruno with Mikey

multiple visits and he just brings down the stress level wherever he goes."

Cheryl and Michelle received their training after Mikey arrived. Both are admitted dog lovers. "I said yes before I even knew what it really entailed," con-

(Continued on page 2.)

# Love Lines



My Dear John,  
For all the Valentine's Days we  
shared, I hope you know  
the Love gets stronger  
each day. Always your  
Valentine, Nadine

I ko'u 'ohana e hana nei ma  
lalo o ka malu o 'Emalani a me Liholi-  
ho, OLA OLA OLA!

To my Dear COBE (aka Bob),  
Happy Valentine's Day to the  
GREATEST son in the WORLD!  
You make me so proud every day!  
I love you so much!!!! Love, Momma

Sending Love to QEC Physicians and Staff  
for your Spirit of Aloha each and every day.  
Happy Valentine's Day!

Dear QPS team!  
Thank you for all the love and support you give! It's  
a blessing to be surrounded by such an intelligent,  
kind-hearted, and beautiful team.  
♥ - Julie

Thank you to my West EVS Team for your outstanding  
work and dedication you provide to our community.  
Happy Valentine's Day as all of you are special in  
my heart! From: Lylla Lyles, West EVS

Thank you, Queen's, for your expression of grati-  
tude through the year. The gifts, especially food,  
ALWAYS makes me happier! 😊  
Love and positive energy back to you!  
Love 2 Eat

Happy Heart Day to the Stroke Navi Team!  
Lei and Christine, I'm so blessed that we work on  
the same team. XO, CMS

Daddy Shark,  
It's easy swimming through rough and choppy  
waters with you by my side. "Bia" and Emi shark are  
so very lucky to have you as their father.  
Love, Mommy Shark

To the NHH/DEIJCW 'ohana - you are all so amaz-  
ing and dedicated to the mission of our hospital  
and the legacy of our Founders.  
Aloha au ia oukou a pau!!!

@ejunkochan  
When I tell you I love you I don't say it out of habit.  
I say it to remind you that you are the best thing  
that ever happened to me.  
I would choose you again and again....  
@drewberd

To my best friend Madelyn,  
Wishing you a beautiful day filled with all the love  
and happiness you deserve!  
Love, Ella

To the Team who provides managerial training.  
Thank you for making a difference.  
Grat E. Ful

Dr. Ing and Jennifer,  
Good offices do not necessarily provide good  
friendships, but ours are exceptional!  
Happy Valentine's Day!

You give our Queen's all of yourself, with every task  
cleared from the shelf.  
The laundry list just grows and grows, the endless  
work that no one knows.  
But I see you and all you do, and you should know  
this much is true.  
Without your friendship and support, this post of  
mine I would abort.  
So, from one branch upon this tree, to other  
branches that I see,  
You all should know you are a part of Willow team  
that has my heart.

LLT: My BFF since 1/25/58  
Thanks for always being the wind beneath my wings.  
Love, Sarah's sister

To KM:  
Thank you for more than half a century of sunrises!!  
Love, AM

Maggie May:  
Thank you for being my momma and loving me for  
67 years. I am thankful for you every day. Remem-  
ber the first time you looked at me...  
Love, button eyes

To the Mexican ER tech  
who sends me into cardiac arrest,  
Happy Valentine's Day-MT

To the Manager & PSRs for Queens' Heart:  
"Home is where the heart is" is what some people say  
And while I have a home that I love  
A piece of my heart belongs to a beautiful team  
Sent from God above!  
Mahalo, Fran Arline

To my sweetheart LB, I look forward to the future  
we will share. I love our family and the life we've  
built around God's blessings. Let's keep living one  
day at a time, together, forever. Your valentine, BB

To: littlewalter,  
Happy Valentine's Day!  
You will always have my heart.  
Lova Ya!  
Your Wife, Queen, Boss 😊, LOL

To: Christie Nemoto, QCIPN  
Happy Valentine's Week, work wifey! Thank you for  
being such an amazing part of my life!! Here's to  
many more holiday (cards) to come! Xoxo  
From: Lily Van, QCIPN

To my amazing IPC team,  
thank you for all that you do every day  
for our organization  
- Anonymous

## All Love Mikey Who Loves All

(Continued from page 1.)

fessed Michelle. "I just wanted to spend  
time with him. Now I see the emotional  
connection he has with people; the re-  
sponse is amazing. And after we have a  
code, the staff really need him, and he is  
there, happily."

Cheryl says she sees how sensitive  
Mikey is and they are quick to acknowl-  
edge when he's tired and needs a break.  
She also mentioned the remarkable dif-  
ference Mikey made to one patient who  
at first wouldn't even smile and wanted  
to skip her treatments. After a few visits  
from Mikey, she became more open and  
willing to cooperate. "My husband always  
wanted a big dog," Cheryl admitted. "I was  
always hesitant, but knowing Mikey has  
me feeling more open to the idea now."

"He's a bright light who lifts us all up,"  
Karla says.

"And no outfit is complete without a  
little dog fur on it," laughed Michelle.

To the Geriatrics Team that's so amazing and  
lovely! Kathy Miles, Brita Aramaki, Rebekah  
Massie, and Candido Mendiola, I'm especially  
lucky to work with all of you!

Roses are Red, Violets are Blue and so are  
our patients when we don't have you!!!  
Love you Pua, thank you for all you do!

To: Marlana, Da, Shellyne, Zay, Janelle, Lei, Reyna,  
Kathy, Hiro, Wendy & QMC-PB GI Docs...  
Let's continue to Aloha each other so we can con-  
tinue to give Aloha to our patients!  
I Aloha You Guys! Happy Valentine's Day 2023!  
Me Ke Aloha, Kanani

Hi Mom, Happy V-Day! Love you!  
♥, Can

We BE-LUNG together ♥

Karla Ihara:  
You are an amazing manager and I am always  
impressed by how much you give. Thank you for  
always having my back.

To my ER Nurse Team:  
Blood is Red,  
Cyanosis is Blue.  
I get tachycardia when I think of you.  
You are an inspiration and will always have my  
heart. XO

Dear CareResource Hawaii Intake Department -  
Natasha, Marita, Holly, Aga, Julie, Annabelle,  
Anna, Raquel, Violet, and Jerbelynn,  
Happy Valentine's Day! With love, Jacque Dardeen

(Continued on page 3.)



# Wearing Red to Raise Awareness



Queen's staff took part in National Wear Red Day for American Heart Month to raise awareness about the risk factors of heart disease and living a healthy lifestyle.



QMC - West O'ahu



QMC - West O'ahu



Heart Institute, QMC



Heart Institute, QMC

## LoveLines

(Continued from page 2.)

Happy Valentine's Day Kylie and Laura!  
Love, Can

Sending Valentine's Day wishes to my CC partner Irene Wong. So grateful to work with you for all these years. <3 CMS

Every day is a beautiful day when surrounded by Beautiful people ... Happy Valentine's Day!!! ... mama

To Pauahi 5: I am grateful to be a part of a team that takes the Queen Emma Way and transforms it to not only show love to the patients, but also each other.

Mililani and Haleiwa staff, Your passion, perseverance, teamwork, and dedication are the reason for our success. Keep up the awesome work and may your Valentine's Day be as sweet as you!

-Tiff

B♥,

You are my whole world. I love you more and more every single day.  
Love, Chan.

To: The QUMG Orthopedic Spine Center, Rose, Cori, Kaley, Caelon, Bailey, Kim, Helwa, Keely  
Roses are red  
Roses are red  
Violets are blue  
Our department is amazing because of ALL OF YOU!  
XOXO Chris, Dr. Mits, Dr. Kyle & Dr. Lance

Hi my histology peeps! Happy Valentine's Day!  
♥, Can

Michele Hadano:  
Wishing you the love you give to your team to be returned to you 100x over!

Daddy, Happy Valentine's Day and Happy Birthday. Love you.  
Jacqueline Sadural Dardeen

Mikey!  
Thank you for all that you do for me/us.  
Love you forever!!!  
♥D

To my Twinsie!  
I appreciate your friendship. You make work less "worky" 😊  
Hearts, Twinsie

Happy Valentine's Day to my amazing CC partner Sylvia Lee! I'm so grateful for you! Hugs, CMS

Dear Jeremy,  
Roses are red, sunflowers are yellow.  
I am so glad to call you my fellow :)  
Thx for keeping us safe!  
Love, Kamalani

To My Awesome Imaging Staff  
(QET1, WHC, POB2, POB3, and Cyclotron!!)  
All my aloha for all that you do and continue to do for our patients and our department! Proud to lead such a dedicated and hardworking team!!  
Mahalo Nui Loa—Summer

Happy Galentine's Day to my CVD Fellowship Admin sisters—Vanessa and Fiona  
Thank you for all of your support and friendship!  
"Tequila is cheaper than therapy"  
Love, Shauna

Borahae, CMP! AAE

Dear C & J,  
You are smart. You are kind. You are beautiful. I'm so grateful to have met you! Let's pau hana soon!!!  
\*heart emojis\* Jules

Happy Valentine's Day! ♥ Beep, beep! :)





HEALING THROUGH ART, the Queen's Cancer Center's art program for cancer survivors and caregivers, celebrates its 10th anniversary with an exhibit at the Downtown Art Center, 1041 Nu'uanu Avenue, 2nd floor, Courtyard Room, opening on Wednesday, February 15. The show runs through Saturday, April 8. Gallery hours are Tuesday – Sunday, from 11:00 am – 6:00 pm. For more information visit [www.downtownarthi.org](http://www.downtownarthi.org).

REMINDER: You have until March 15, 2023 to submit claims for FSA-eligible expenses incurred from January 1, 2022 – December 31, 2022. If you still have money left in your FSA account:

- Visit the FSA Store to browse health care spending account eligible items for purchase online or locally.
- The QHS FSA plan allows a grace period to incur additional expenses between January 1 and March 15, 2023 using your 2022 remaining balance. However, you must submit your claims NO LATER THAN June 14, 2023.

If you have any unused Plan Year 2022 balance by March 15, 2023, it will be forfeited per IRS regulation. Please review your balance today to avoid forfeiture. For more information, email Sterling Administration Monday – Friday, 8:00 am to 6:00 pm Pacific time at [benefits@sterlingadministration.com](mailto:benefits@sterlingadministration.com) or call 1-800-617-4729. Also find more information at [www.sterlingadministration.com](http://www.sterlingadministration.com).



THE QUEEN'S HEALTH SYSTEM

# PeopleSoft

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**Complete your Training Via eLearning in MyInfo by Friday, February 24**



## Engagement Pulse Survey

FEB. 1 – 15

**Take the Engagement Pulse**  
[www.queens.org/standout/index.html](http://www.queens.org/standout/index.html)

If you didn't see your invitations to the survey, please check your junk mail folder.

YOUR VOICE IS KEY TO CREATING A GREAT PLACE TO WORK AND PRACTICE



## SCORE™ Survey

FEB. 1 – 22

**Take the Score Survey**  
[surveys.us.safelandreliablecare.com/s/queens](http://surveys.us.safelandreliablecare.com/s/queens)

If you didn't see your invitations to the survey, please check your junk mail folder.

A BLOOD DRIVE will be held at QMC on Wednesday, February 22 from 7:00 am – 1:00 pm. By appointment only at [rb.gyl/nrtwkn](http://rb.gyl/nrtwkn) or by calling 808-848-4770.

"A WHOLE HEALTH APPROACH to Hip and Knee Arthritis," a free Speaking of Health virtual health and wellness event, is on Thursday, February 16, 12:00 – 1:00 pm. QMC-WO orthopedic trauma surgeon Michael J. Chen, MD, will discuss getting the best out of your treatment in a primary care setting, lifestyle changes, physical therapy, alternative treatments, medications and injections, and surgical options. Register online at [queens.org/events](http://queens.org/events) or by phone at 808-691-7117.

NOMINATE outstanding nurses throughout QHS for a 2023 Nursing Excellence Award. Individual nurse award categories include: MGH Nurse of the Year; APRN of the Year (QHS award); QNHCH Mentorship and Professional Development; and New Knowledge, Innovations & Improvements. QMC/QMC-WO/QUMG/QHS awards include Exemplary Professional Practice; Mentorship and Professional Development; New Knowledge, Innovations & Improvements (individual or team); Transformational Leadership; Rising Star; I Ulu No Ka Lālā I Ke Kumu ("the branches grow because of the trunk") – Creating a Healing Environment; Nurse Consultant of the Year; APRN of the Year (QHS award); and Queen Emma Nursing Leadership Award. Nomination forms are available on the Queen's intranet at [www.queens.org/nursingawards/awards.html](http://www.queens.org/nursingawards/awards.html). The nomination deadline is Wednesday, March 15.

SAVE THE DATE, Friday, April 7, for the virtual Queen's Conference on Geriatric

Medicine, "Shedding Light on Dementia Care Practices." The conference covers the physiologic risks of caregiver stress; Teepa Snow's Positive Approach to Care; use of psychotropic medications; and resources that improve dementia care for the patient and minimize caregiver stress in both home and institutional settings. The live webinar will be held from 8:00 am – 12:30 pm. Registration is at [cmetracker.net/QUEENS/doSelectForm](http://cmetracker.net/QUEENS/doSelectForm).



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