



STATE OF HAWAII  
DEPARTMENT OF HEALTH  
KA 'OIHANA OLAKINO  
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In reply, please refer to:  
File:

December 27, 2022

The Honorable Ronald D. Kouchi,  
President and Members of the Senate  
Thirty-second State Legislature  
State Capitol, Room 409  
Honolulu, Hawaii 96813

The Honorable Scott K. Saiki, Speaker  
and Members of the House of  
Representatives  
Thirty-second State Legislature  
State Capitol, Room 431  
Honolulu, Hawaii 96813

Dear President Kouchi, Speaker Saiki, and Members of the Legislature:

For your information and consideration, I am transmitting a copy of the "Annual Report to the Legislature on Initiatives and Improvements in Kalaupapa Settlement and to Track Patient and Non-Patient Costs Separately, whenever appropriate and Possible;" pursuant to Section 326-25.5, Hawaii Revised Statutes (HRS). In accordance with Section 93-16, HRS, I am also informing you that the report may be viewed electronically at:

<https://health.hawaii.gov/opppd/department-of-health-reports-to-2023-legislature/>

Sincerely,

Elizabeth A. Char, M.D.  
Director of Health

Enclosures

- c: Legislative Reference Bureau
- Hawaii State Library System (2)
- Hamilton Library

REPORT TO THE THIRTY-SECOND LEGISLATURE  
STATE OF HAWAII  
2023

PURSUANT TO SECTION 326-25.5, HAWAII REVISED STATUTES, REQUIRING THE  
DEPARTMENT OF HEALTH TO SUBMIT AN ANNUAL REPORT TO THE  
LEGISLATURE ON INITIATIVES AND IMPROVEMENTS IN KALAUPAPA  
SETTLEMENT AND TO TRACK PATIENT AND NON-PATIENT COSTS  
SEPARATELY, WHENEVER APPROPRIATE AND POSSIBLE

PREPARED BY:

STATE OF HAWAII  
DEPARTMENT OF HEALTH  
DECEMBER 2022

## EXECUTIVE SUMMARY

In accordance with Section 326-25.5, Hawaii Revised Statutes, the Hawaii Department of Health (DOH) is submitting a report to the 2023 Legislature on initiatives and improvements in the Kalaupapa Settlement and patient and non-patient costs, whenever appropriate and possible. The initiatives and improvements are to address deficiencies identified by an audit (Auditor's Report No. 03-15, Audit of Kalaupapa Settlement Operations and Expenditures) conducted during the summer of 2003.

All six audit recommendations for the DOH identified in the 2003 Audit of Kalaupapa Settlement Operations and Expenditures have been addressed and corrected. Nine areas of concern were identified in Act 232, Session Laws of Hawaii, 2004, in which the DOH was asked to report to the Legislature regarding our remediation and improvements in these areas. All nine areas have been addressed, corrected, and are delineated in the DOH's previous report to the Twenty-Third Legislature, 2005 and updated in subsequent annual reports. The DOH's Report to the Thirty-second Legislature, 2023 is an update to previously addressed issues.

Nine (9) patients remain of those individuals that chose to stay as residents in Kalaupapa after the repeal of Hawaii's isolation law in 1969. Now ranging in age from 81 to 98 years, these individuals continue to suffer some disabilities related to Hansen's disease, but also deal with chronic diseases and conditions commonly associated with aging.

By law, the DOH administers the County of Kalawao specifically for the care and treatment of persons affected with Hansen's disease. In fulfillment of the State's commitment to provide lifetime care and to maintain Kalaupapa residency for these patients, the DOH operates care homes in Kalaupapa and Honolulu, that provide a variety of inpatient and outpatient services to cover the spectrum of patient care needs. Patients, when able to, freely walk and ride about in the Settlement.

The patients' advanced age and significant medical comorbidities placed them at exceedingly high risk for dying or severe illness with long-term sequelae if they become infected with COVID-19. Consequently, multilayered measures to prevent and control transmission of SARS CoV-2 were first implemented in 2020 – including the cessation of public tours and the enforcement of strict travel regulations that applied to all individuals arriving in Kalaupapa.

Visitor access within both Kalaupapa and Hale Mohalu Care Homes was closely monitored throughout the COVID-19 pandemic based on guidance provided by the U.S. Center for Disease Control and Prevention and other reputable federal and state authorities, vaccination status of the visitor, community transmission rates, and other relevant variables.

Travel restrictions that began in Summer 2020 were imposed to prevent the spread of the COVID-19 virus. Under the pandemic rules and regulations, approved travelers (only patients, employees and contractors providing essential services) were subject to quarantine requirements upon their arrival into Kalaupapa. These quarantine

requirements affected employees' decisions regarding personal travel outside the Settlement and required both employees and supervisors to consider and manage the impacts of the quarantine requirements on the Settlement's staffing needs.

As vaccinations increased and COVID-19 case counts dropped in Fall 2021, the Department was able to provide Hansen's Disease patients with a brief window in which they could sponsor family members and friends to visit during the 2021 end of year holiday season.

By March 2022, with a high vaccination rate for Kalawao County residents, decreasing statewide COVID-19 case counts, hospitalizations, and deaths, the Department was able to institute temporary modifications of Kalaupapa's Visitor Rules and Regulations that allowed both patients and employees to begin sponsoring a limited number of visitors into the Settlement. The temporary modifications represented the Department's first step toward a return to pre-pandemic visitor guidelines and were intended to provide some initial social relief for patients and employees after a long period of restrictive COVID-19 rules. As of October 2022, the temporary modifications remain in effect and the Department has advised that they may become more or less restrictive depending on future COVID-19 conditions.

In the future, when the DOH's responsibility for providing patient care at Kalaupapa ends, ownership will transfer to the Hawaii Department of Hawaiian Home Lands (DHHL). It is anticipated at this time that most infrastructure and non-health care responsibilities in the Settlement will transition to the United States National Park Service (NPS), a process that began decades ago and is subject to funding constraints at the NPS. DOH continues to help facilitate quarterly meetings that involve all other government agencies with responsibilities in Kalaupapa to coordinate ongoing activities. In addition to DOH and NPS staff, this group includes representatives from DHHL, Department of Land and Natural Resources (DLNR), Department of Transportation (DOT), and the U.S. Department of the Interior's Office of Native Hawaiian Relations. Maui County, while not directly responsible for Kalawao County (which is under jurisdiction of the DOH), continues to participate in these meetings and provide critical support for police, fire, and other emergency response situations in Kalawao County through a Mutual Aid Agreement. This year, the inter-agency group met in October 2021, and January, May, and August 2022 to assure regular communication, to coordinate current operational activities, and to facilitate meeting future needs.

Mokulele Airlines continues to provide Essential Air Service (EAS) at Kalaupapa for the period from April 22, 2021, through April 30, 2025. The EAS subsidy from the United States Department of Transportation provides critical support for regular flights that can be accessed by patients and employees. During the EAS award period, Mokulele will provide a schedule of regular nonstop round trips between Kalaupapa and Daniel K. Inouye International Airport (HNL) and Molokai Airport (MKK). Patients and staff regularly provide feedback to the Kalaupapa Administrator on their air travel experiences and Mokulele Airlines continues to be very open and responsive to all concerns. This year, Mokulele Airlines provided a replacement wheelchair passenger ramp at Kalaupapa Airport. The transport and installation of the new ramp was accomplished through the

coordinated efforts of staff from Hawaii DOT, Mokulele Airlines, and Windward Aviation. DOT staff will assist in maintaining the unit in Kalaupapa.

The DOH continues efforts to complete the closures of existing landfills at Kalaupapa. With a provisional closure certification for the Municipal Solid Waste (MSW) landfill in October 2016, DOH staff are required to check and report the condition of the landfill's soil and vegetative cover, and to monitor for any leachate or gas discharges. Quarterly monitoring reports are submitted to the DOH Solid & Hazardous Waste Branch (SHWB), which is responsible for the regulation of landfill closures. This year, AECOM Technical Services, Inc. (AECOM) finalized their work on a design for final closure of the Settlement's Construction & Demolition (C&D) landfill. The Legislature provided Capital Improvement Project funds that will support the construction activities and procedures that are now outlined in this final closure design. The Department's Capital Improvement Coordinator will work closely with Department of Accounting and General Services (DAGS) in the coming year to assure that this important work begins.

As has become routine in previous years, Kalaupapa's aging phone system continued to suffer equipment malfunctions and occasional system outages. The repair and maintenance of the phone system is an ongoing problem for staff at the Settlement and regular maintenance work and system outages are, once again, anticipated on a regular basis during the coming year. DOH will continue to work closely with Hawaiian Telcom to coordinate needed diagnostic and repair work in the coming year.

Emergency preparedness continues to be an important issue in this remote community and one key to effective action is our ability to coordinate communications during emergency situations. DOH and the DOT continued to employ radio talk groups established in the previous year that allow direct communication between the Settlement Administration, NPS rangers and DOT staff at Kalaupapa Airport. Further assistance has been provided by DOT's Maui County Airports Division to help the Settlement obtain access to the Hawaii Wireless Interoperability Network (HIWIN) - a statewide land mobile radio network which supports State government first responders and state agencies. With leadership and special coordination provided by Hawaii DOT, several medevac exercises have been conducted at the Kalaupapa airport in recent years. The exercises simulated the evacuation of a critically injured person at night or in low-visibility situations and were the first demonstration of newly available technologies (helicopter autopilot and night-vision goggles for crew) that will make such evacuations possible at Kalaupapa. The exercises engaged all parties that need to be involved for a medical evacuation at Kalaupapa - including DOH, NPS, DOT, United States Coast Guard (USCG), including two private companies - REACH Air Medical Services and American Medical Response - that provide Maui County's EMS/911 ambulance services.

During the 2022 hurricane season Kalaupapa residents have again been spared any significant impacts associated with hurricanes or tropical storms and no storm-related evacuations were required. Coordinated emergency planning efforts continued throughout the year to ensure readiness for effective emergency communication, evacuation, and patient care procedures.

The annual barge for Kalaupapa arrived on August 20, 2022. NPS manages contracting for the annual barge service and both DOH and NPS each pay for half of the costs. Young Brothers sub-contracts with American Marine Corporation who delivers the supplies and equipment to Kalaupapa.

The decision to supply residents with major household appliances has been in effect since 2004 and the program continues to provide important support for patients that choose to and can remain in their homes. This year, one patient received both a replacement washer and a clothes dryer, and another patient received a replacement clothes dryer.

In November 2019, an automated alarm first indicated a loss of fuel in one of the underground tanks that stores fuel at the Kalaupapa Gas Station. Although the alarm system was repaired and no further alarms have been detected since, the event was classified as a Confirmed Release by the DOH's Solid & Hazardous Waste Branch (SHWB) Underground Storage Tank (UST) Section. The suspect tank was *permanently* emptied in August 2020 and the Settlement continues to operate at a reduced fuel capacity this year because of the closure. In 2020, as required by the SHWB UST Section, a contractor completed a soil vapor assessment at the site and found "no definitive indication that a release has occurred." The contractor's final report was submitted to the SHWB UST Section for review and HD Branch awaits final guidance regarding any further requirements to comply with all state and federal laws.

This year, the Legislature approved funding for several Capital Improvement Projects (CIPs) requested by the Department. Funding was approved this year to re-roof the Kalaupapa care home and warehouse, to close the Settlement's construction and demolition landfill, to assess the underground storage tanks at the Kalaupapa gas station and to support a variety of other general repairs.

The Department's Capital Improvement Coordinator will be working closely with Department of Accounting and General Services in the coming year to assure that a contract is awarded and initial assessments and planning for all CIP projects begins. The work conducted to assess the USTs at the gas station will result in a plan for future improvements or removal work necessary to comply with all rules and laws. The Department, therefore, will need to submit a future CIP request that would cover the construction costs associated with any required retrofitting or removal of the tanks. DOH efforts at the gas station will be coordinated with NPS's stated plans to build a replacement above-ground fuel farm. This coordination will help to assure a continuous supply of fuel for federal and state services in Kalawao County.

## **REPORT TO THE LEGISLATURE**

### **IN COMPLIANCE WITH SECTION 326-25.5, HRS**

The Department of Health (DOH) is submitting this annual report to the Legislature on initiatives and improvements in the Kalaupapa Settlement, tracking patient and non-patient costs separately, whenever appropriate and possible. The initiatives and improvements address deficiencies identified by an audit (Auditor's Report No. 03-15, Audit of Kalaupapa Settlement Operations and Expenditures) conducted during the summer of 2003.

The annual report is broken down into nine topic areas consisting of:

1. The Department's provision of medical and basic living needs of the patients;
2. The Department's progress toward defining and addressing the non-medical needs of patients;
3. The Department's progress toward promoting a positive living environment;
4. The Department's management of State resources, including benefits given to employees that are not statutorily defined;
5. The Department's progress toward establishing written policies and procedures for the Kalaupapa store;
6. The Department's progress toward establishing and maintaining a complaint file and adequately addressing complaints;
7. The performance of the Administrator, including compliance with job duties;
8. The Department's progress toward adequate accountability of State property; and
9. Details and justification of approved employee air travel requests and trail pay.

An additional section will address what the Department has done to track patient and non-patient costs separately.

The DOH welcomes the opportunity to report to the Legislature on the progress it has made to address issues identified in the audit. All the problems identified in the auditor's report from December 2004 were addressed and corrected. They were described in the

2005 Annual Report to the Legislature. This 2022 report details the DOH's ongoing efforts to improve patient relations and community operations.

### **The Department's provision of medical and basic living needs of the patients**

The DOH is mandated under Chapter 326, Hawaii Revised Statutes (Section 326-40, HRS), to provide adequate health care and other services to the Kalaupapa patient residents for the remainder of their lives and those desiring to remain at the facility (Kalaupapa) shall be permitted to do so for as long as that patient may choose. There are nine (9) remaining Hansen's disease patients on the Kalaupapa registry. The remaining patients range in age from 81 to 98 years with a median age of 89 years.

All remaining Kalaupapa patients have disabilities related to Hansen's disease and many continue to encounter long-term foot ulcers related to nerve damage and the associated loss of sensation. In addition, chronic diseases such as diabetes, congestive heart failure, renal failure, hypertension, cognitive impairment, and various types of malignancies afflict this geriatric population.

Pursuant to Section 326-1.3, HRS that ensures that Kalaupapa patient residents "are treated with dignity, respect, courtesy and sensitivity," the DOH's goal has been to keep patients as independent as possible, appropriate to their capacity and capabilities. To achieve this, the Hansen's Disease Branch (HDB) developed several programs to promote independence and maximum functional capacity and provides various levels of patient care. The HDB runs a meals-on-wheels program for patients who are no longer able to cook for themselves, enabling patients to stay in their homes as long as possible. A contracted dietician is available to provide consultation to the care homes and Kalaupapa kitchen staff to ensure patients' nutritional needs are met.

Those patients that choose to continue living in their own homes will typically visit the Kalaupapa Care Home (KCH) for medications, wound care, meals, and socialization with staff and other residents. Medically fragile patients who choose to remain in their homes are issued a medical emergency alert signaler that is worn to alert KCH staff when they get into any situation that might require assistance. To further support the patients who live independently at Kalaupapa, a home chore worker program is available to provide house cleaning, help with chores, and provide light cooking services.

As a patient's care needs increase, they often choose to gradually spend more nights in the KCH with closer staff monitoring and support. To date, this approach has proven to be a very effective option when patients require a transition to more dependent care.

The KCH has five (5) licensed beds and provides care for patients requiring long term, intermediate, and skilled nursing supervision. Currently, four (4) residents reside at KCH, and two (2) residents receive regular outpatient care and meals daily at the care home. While physician visits to KCH were typically scheduled weekly, DOH, in response to concerns regarding the spread of COVID-19, scaled back the frequency of visits to twice per month. Should patient concerns require physician consultation between these



regularly scheduled visits, staff will make special arrangements for additional physician visits, as needed. When needed, KCH staff also schedule telehealth consults via DOH's Zoom and Microsoft Teams accounts. Telehealth subspecialty consultation and follow up have become standard at the Kalaupapa Care Home.

New equipment was purchased this year to support patient care, safety, and comfort at KCH, including two wheelchairs, one vital sign machine, one Hoyer lift and one electric fan. In addition, the Order of St. Lazarus generously donated one electric bed and one sofa to improve patient quality of life.

We provide patient care utilizing the medical home model, using a collaborative interdisciplinary team that consists of internists, a family practitioner, geriatrician, psychiatrist, dietician, social worker, pharmacist, and the care home nursing supervisor. PharMerica's consultant pharmacist provides quarterly medication regimen reviews. We have an ongoing contract for these medical services with University Clinical, Education & Research Associates, dba University Health Partners of Hawaii.

Patients requiring higher levels of care are usually transferred to the 14-bed Hale Mohalu Care Home (HMCH) in Honolulu for access to subspecialty care providers or ready access to hospital inpatient care, when needed. HMCH is licensed as an Expanded – Adult Residential Care Home, Type II facility and frequently accommodates patients at the end stages of life, those recovering from complex medical procedures performed at community hospitals or medical centers, or those receiving ongoing medical treatments or rehabilitation in Honolulu medical facilities. Four patients resided at the HMCH facility on a long-term basis during this past year.

New equipment was purchased to support patient care, safety, and comfort at Hale Mohalu, including a lift tram – a device that assists with patient gait training, sit-to-stand transfers, and seated transfers – and a small wheelchair, referred to as an “aisle chair,” that helps transport patients from their own wheelchair to a seat on an airplane. In addition, the Order of St. Lazarus generously donated drawer chests for individual patient rooms and a cordless leaf blower that is used by a patient who created and maintains an outdoor garden area adjacent to the care home that is regularly used by patients and their visitors. Students of the 'Imi Ho'ōla Post-Baccalaureate Program at University of Hawaii's John A. Burns School of Medicine donated various stuffed animals, games as well as a hose and reel for the patient garden area.

Patients with acute medical conditions may require air ambulance evacuation due to the geographic isolation of the Settlement and long periods between scheduled commercial flights. The DOH pays for this cost and, as with all medical services for Kalaupapa patients, is the payer of last resort. Three patient medical evacuations were required from Kalaupapa during the past year. With leadership and special coordination provided by Hawaii Department of Transportation (DOT), several Medevac Exercises have been conducted at Kalaupapa Airport in recent years to simulate the evacuation of a critically injured person at night or in low-visibility situations. These exercises included the demonstration of newly available technologies (helicopter autopilot and night-vision

goggles for crew) that will make nighttime evacuations possible at Kalaupapa. The goal of these exercises is to assure coordination among all parties that could potentially be involved with a medical evacuation at Kalaupapa, including DOH, NPS, DOT, United States Coast Guard, and two private companies - REACH Air Medical Services and American Medical Response - that provide Maui County's EMS/911 ambulance services.

As part of preventive health measures, all inpatient and outpatient residents at KCH were fully vaccinated for COVID-19 last year and have received all booster shots that were recommended, and for which they were eligible during the current year. All Kalaupapa patients also received their annual influenza immunizations and annual tuberculosis screenings were completed for all residents and care home employees in 2022.

The HDB Social Worker continues to meet regularly with patients to: (1) discuss and assist with their Physician Orders for Life Sustaining Treatment (POLST), and other legal documents such as durable power of attorney forms, advanced healthcare directives, wills, a variety of banking tasks (transferring investment accounts, adding beneficiaries, obtaining a signature guarantee, signature card), and health insurance issues/billing; (2) provide support for patient medical appointments and attend meetings with doctors, as needed; (3) coordinate care and work with patient families; and (4) purchase equipment and supplies for the facility or the patient's personal use. This year, the Social Worker began working with several patients to complete the process of applying for and obtaining identification documents that will be required in the near future for all air travel. Beginning May 2, 2023, Phase 4 of the federal REAL ID Act will require all passengers who plan to board a federally regulated commercial aircraft to present a REAL ID with a gold star or a valid passport.

In addition to medical services described above, all Kalaupapa patients are provided with ancillary services, such as transportation, and medical devices. These include wound care supplies, hearing aids, dental services, eyeglasses or contact lenses, prostheses, orthotics, shoes, oxygen concentrators and wheelchairs.

Most of the patients' basic living needs are provided by the DOH. Care and residence at KCH or HMCH are provided to all patients free of charge. Water in Kalaupapa is provided by NPS and electricity is provided by DOH. All patient residents of Kalaupapa receive a \$45.00 per week food credit to purchase goods from the Kalaupapa store. All patients also receive a \$30.00 cash allowance quarterly and a \$70.00 clothing allowance semiannually. For those patients without any third-party medical insurance, DOH pays their Medicare Part A and Part B premiums to save on medical costs, and Medicare Part D premiums to save on drug costs, co-pays, and other extraneous medical costs.

This year, the Legislature approved funding for several Capital Improvement Projects (CIPs) requested by the Department. Funding was approved this year to re-roof the care home and warehouse, to close the Settlement's construction and demolition landfill, to begin planning for the removal of the underground storage tanks at the Kalaupapa gas station and to support a variety of other general repairs. On a smaller scale, DOH staff

completed a variety of regular building maintenance projects (e.g., painting, minor structural repairs, repairs of equipment and general upkeep) at KCH this year.

Patient homes in Kalaupapa are remodeled or repaired as needed to accommodate any limited mobility or diminished physical functioning of the residents. This year, no patient homes in Kalaupapa required major remodeling, however, as with KCH, a variety of regular maintenance and repair work was required for doors, door locks, windows, screens, lights, cabinets, a garage roof, and sidewalks. Throughout the year, staff performed regular yard maintenance, assisted with pest control issues (e.g., ants, bees, wasps) and occasionally helped patients by moving furniture or other bulky household goods.

HDB continues efforts to develop a Memorandum of Understanding (MOU) with the DLNR's State Historic Preservation Division (SHPD). Once finalized, the MOU will outline architectural and archaeological guidelines that will facilitate the timely review of repair and construction projects for historic buildings in Kalaupapa. DOH submitted a draft MOU for SHPD review and is awaiting further guidance with the goal of finalizing an agreement in the coming year.

#### **The Department's progress toward defining and addressing the non-medical needs of patients**

DOH has long provided a formal venue for two-way communication with patients and community members by conducting regular community meetings. During the pandemic, however, these large group community meetings were necessarily scaled back and conducted on an "as-needed" basis to help reduce the risk of COVID-19 spread in the Settlement. This year, DOH and NPS continued their efforts to coordinate actions and to communicate regularly with all Settlement employees about important community issues through written policies and virtual meetings. DOH dedicated two community bulletin boards, located at the Settlement Administration Office and the Kalaupapa Store to ensure maximum public exposure and access, and to provide the latest information about COVID-19 issues in Kalaupapa.

Due to COVID-19 prevention measures, the Settlement's usual "in-person" monthly community meetings were temporarily cancelled during Fall 2021-Spring 2022. As statewide COVID-19 case counts, hospitalizations, and deaths decreased in Spring 2022, the DOH was able to schedule these face-to-face opportunities for residents to gather with their neighbors, to learn more about and publicly discuss important community issues, and to provide feedback to DOH, NPS and other organizations involved at Kalaupapa. The Department continues to use e-mail, community bulletin boards, and traditional word-of-mouth techniques to assure that residents receive announcements of any activities scheduled to occur within the Settlement, to introduce new staff to the patient community, and to address community issues.

In addition to the community meetings, regular meetings of the Kalaupapa Patient Advisory Council (KPAC) have been held within the Settlement since June 2003. As with

the community meetings discussed above, these formal KPAC meetings have been scaled back and conducted on an “as-needed” basis to reduce the risk of spreading COVID-19. When available, these group meetings have been held in a vacant room at KCH to promote greater convenience for patients. The Kalaupapa Administrator continues to maintain an “open door policy” and to conduct regular outreach to all Kalaupapa patients, prioritizing monthly visits to discuss and address individual concerns.

Kalaupapa is a “closed” community by State law, enacted to protect the privacy of the patient residents. Since March 2020, the Department restricted Settlement access indefinitely, suspending approvals for any public tours and invited personal visitors to reduce risks that the COVID-19 virus might be introduced into the Kalaupapa community. The patients advanced age and significant medical comorbidities placed them at exceedingly high risk for dying or severe illness with long-term sequelae if they became infected.

The DOH travel restrictions specified quarantine requirements for individuals arriving in Kalaupapa. The quarantine requirements affected employees’ decisions regarding personal travel outside the Settlement and required both employees and supervisors to consider and manage the impacts on the Settlement’s staffing needs.

As vaccinations increased and COVID-19 case counts dropped in Fall 2021, the Department was able to provide Hansen’s Disease patients with a brief window in which they could sponsor family members and friends to visit during the holiday season.

By March 2022, pandemic conditions had improved enough that the Department was able to institute temporary modifications of Kalaupapa’s Visitor Rules and Regulations that allowed both patients and employees to begin sponsoring a limited number of visitors into the Settlement. With a high vaccination rate for Kalawao County residents and decreasing statewide counts of COVID-19 cases, hospitalizations, and deaths, the temporary modifications provided some initial social relief for patients and employees after a long period of restrictive COVID-19 travel guidelines. These temporary modifications of the Visitor Rules and Regulations represented the Department’s first step toward a return to pre-pandemic visitor guidelines. As of October 2022, the temporary modifications remain in effect and the Department has advised that they may become more restrictive or less restrictive depending on future COVID-19 conditions.

During the 2022 hurricane season, Kalaupapa residents were spared any significant damage associated with hurricanes or tropical storms. No storm-related evacuations were required this year. Coordinated emergency planning efforts continued throughout the year to ensure readiness for effective emergency communication, evacuation, and patient care procedures.

The Kalaupapa Emergency Program Committee continues to focus on: 1) addressing the comfort of patients and patient mobility issues, 2) providing adequate water and food supplies, and 3) providing emergency communication. DOH and DOT established radio talk groups that allow direct communication between the Settlement Administration, NPS

rangers and DOT staff at Kalaupapa Airport. Further assistance is being provided by DOT's Maui County Airports Division to help the Settlement obtain access to the Hawaii Wireless Interoperability Network (HIWIN) - a statewide Land Mobile Radio network that supports State government first responders and state agencies.

The Kalaupapa phone system experienced regular system outages this year. The repair and maintenance of the phone system is an ongoing problem for staff at the Settlement and regular maintenance work is expected in the coming year.

The potential for power outages continues to be a concern in this isolated Settlement. This year, the NPS received further approvals to begin the design and construction for a major renovation and upgrade to the electrical system at Kalaupapa. To support the system upgrade, DOH is involved in clarifying state ownership of the system, which will allow the DOH to request utility easements that will be necessary in the future when the DOH no longer administers Kalawao County and Kalaupapa Settlement. DOH will continue to be involved in discussions with NPS and Hawaiian Electric regarding an eventual transfer of the system to the most appropriate entity for future service and maintenance when DOH no longer has administrative responsibility for the system.

The planning and design phases of three (3) major Capital Improvement Projects (CIPs) continued this year. The first project is working toward the future closure of Kalaupapa's construction and demolition (C&D) landfill, which stopped accepting waste loads on December 31, 2018. In August 2022, AECOM Technical Services, Inc. (AECOM) presented a landfill closure plan for review and approval by the DOH's Solid and Hazardous Waste Branch (SHWB). Once the final closure plan is completed and approved by SHWB, Department of Accounting and General Services (DAGS) will use the plan to solicit bids and award a contract for the required construction work. The second project involves planning and design for a variety of improvements to Kalaupapa Settlement's care home and warehouse structures to maintain their functional capacity. The third project will involve the assessment of the three Underground Storage Tanks (USTs) that are used to store gasoline at the Kalaupapa Gas Station. New Hawaii Administrative Rules - *Section 11-280.1-41(a)(1)(B), tanks and 41(b)(2), piping* - will require that these USTs either have "interstitial monitoring" verified/installed or be closed by 2028. In addition, a new State law (§342L-4.5) prohibits the operation of any underground storage tanks within 100 yards of the shoreline after January 2045. The Department's Capital Improvement Coordinator will work closely with Department of Accounting and General Services in the coming year to assure that contracts can be awarded and that work begins on all three projects.

Mokulele Airlines continues to provide Essential Air Service (EAS) at Kalaupapa for the period from April 22, 2021, through April 30, 2025. The EAS subsidy from the United States Department of Transportation provides critical support for regular flights that can be accessed by patients and employees. During the EAS award period, Mokulele will provide a schedule of regular nonstop round trips between Kalaupapa and Daniel K. Inouye International Airport (HNL) and Molokai Airport (MKK). Patients and staff regularly provide feedback to the Kalaupapa Administrator on their air travel experiences and

Mokulele Airlines continues to be very open and responsive to all patient and employee concerns. This year, a replacement wheelchair ramp was provided by Mokulele Airlines, transported from Honolulu, and installed at Kalaupapa Airport. This task was accomplished through the coordinated efforts of staff from Hawaii DOT, Mokulele Airlines, and Windward Aviation. DOT staff will assist in maintaining the unit in Kalaupapa. To reduce impacts for Kalaupapa patients, Mokulele coordinates with DOH to help facilitate all patient arrivals/departures.

In 2004, a patient household appliance replacement program was initiated to address this audit-identified issue. This year, one patient received both a replacement washer and a clothes dryer, and another patient received a replacement clothes dryer.

### **The Department's progress toward promoting a positive living environment**

After several cancellations and re-scheduled dates in Summer 2022 due to unsafe ocean conditions, the annual Kalaupapa barge arrived on August 20, 2022. DOH and NPS staff coordinated, unloaded, inventoried, and stored food, supplies, equipment, and other items. Due to policies and procedures implemented to prevent the introduction of the COVID-19 virus into Kalaupapa, this year's "Barge Day" activities did not include the traditional celebratory gatherings. Tight restrictions were again enforced on the movements of both residents and barge contractors throughout the day.

NPS is the lead party in negotiating the barge contract. A Memorandum of Agreement was executed between the DOH and the NPS to split the cost of the barge. In the past, the Kalaupapa National Historical Park Superintendent oversaw the negotiation, but all contract responsibilities are now handled by the contracting office at Hawaii Volcanoes National Park.

After receiving provisional closure certification of the Municipal Solid Waste (MSW) Landfill in October 2016, the HDB continues efforts to establish and maintain the required cover for this landfill, and to conduct quarterly leachate and gas monitoring inspections that are reported to the DOH SHWB. Landfill statutes require closed landfills to be maintained and monitored for 30 years post-closure. DOH will need to adhere to a post-closure maintenance plan prescribed by SHWB to fulfill the post-closure requirements which will require some level of DOH participation even after the last patient passes. The annual cost of this work is estimated at \$20,000. In the years since the provisional closure certification, DOH has struggled to establish the required vegetative cover for this particular landfill due to poor soil, lack of water, and intense grazing activity by axis deer and pigs. To address this problem, DOH plans to request approval for additional future CIP funding that could be used to install an acceptable synthetic cover on the MSW landfill.

In January 2021, the HD Branch submitted the final report of a Soil Vapor Assessment that was conducted by a contractor at the Kalaupapa gas station site. The assessment was required by the DOH's Solid & Hazardous Waste Branch (SHWB) Underground Storage Tank (UST) Section after an automated alarm system indicated a loss of fuel in one of the underground tanks in November 2019. Although the alarm system was

repaired and no further alarms have been detected since, the event was classified as a “confirmed release” by the UST Section. As a precautionary measure, HDB drained and permanently closed the suspected tank in August 2020 which has required that the Settlement operate at a reduced fuel capacity. The Soil Vapor Assessment conducted at the site found “no definitive indication that a release has occurred.” The contractor’s final report was submitted to the SHWB UST Section for their review in January 2021 and HD Branch awaits final guidance regarding any further requirements to comply with all state and federal laws.

This year, the DOH’s Capital Improvement Coordinator will be working closely with Department of Accounting and General Services to assure that recently approved CIP funding will be used to assess all of the gas station’s underground storage tanks and to develop a plan for the ultimate removal of the tanks to assure compliance with new State law and EPA rules. Once the plan is developed, DOH will need to submit a future CIP request for any construction costs needed to either install appropriate monitoring systems or to remove the tanks. All DOH efforts regarding the USTs at the Kalaupapa Gas Station will be coordinated with NPS plans to build a replacement above-ground fuel farm to assure that a continuous supply of fuel is available to meet federal and state needs in Kalawao County.

DOH continues to help facilitate quarterly meetings that involve all other government agencies with responsibilities in Kalawao County. In addition to DOH and NPS staff, this group includes representatives from the DHHL, Department of Land and Natural Resources (DLNR), DOT, and the U.S. Department of the Interior’s Office of Native Hawaiian Relations. Maui County, while not directly responsible for Kalawao County, provides critical support for police, fire, and other emergency response situations in Kalawao County through a Mutual Aid Agreement and participates in these meetings. This year, the intergovernmental-agency group met in October 2021, and January, May, and August 2022 to assure regular communication, to coordinate current operational activities, and to discuss future planning needs.

DOH and Maui County developed a revised mutual aid agreement for emergency services (police, fire, medical emergencies) that would allow for the addition of NPS as a partner. The agreement is subject to review by the Deputy Attorney General and is expected to be completed in the coming year.

DOH has been active in promoting and providing a positive living environment in Kalaupapa. The following extracts, previously included in quarterly reports to the Legislature, provide a chronology of DOH-supported activities and events for the period October 2021 through September 2022.

### **October 2021**

Kalaupapa Branch, Settlement Administration and Care Home staff coordinated efforts to assist with all arrangements required after the passing of a Kalaupapa patient who had been receiving care on Oahu.

Problems with telephone landline service continued settlement-wide. Hawaiian Telcom continued diagnostic and repair efforts, but once again, residents suffered periodic settlement-wide phone outages.

DOH staff participated in the quarterly Inter-Agency Working Group that coordinates the efforts of various government agencies with responsibilities at Kalaupapa so that critical operational issues can be addressed. Moderna COVID-19 vaccine boosters were administered to all patients that elected to receive the booster at Hale Mohalu Care Home.

To reduce opportunities for the transmission of COVID-19 to Kalaupapa patients, visitor access to Hale Mohalu and Kalaupapa Care Homes was restricted. Entry has been restricted to patients, care home staff, and essential authorized support staff (janitors, dietary, etc.), with all staff required to wear masks indoors and to screen for COVID-19 symptoms before entering the facilities.

Staff assisted patients with a variety of home/yard maintenance tasks and car repairs in Kalaupapa.

Daily health care and meal service were provided for the remaining Kalaupapa patient/residents at Kalaupapa Care Home.

### **November 2021**

Kalaupapa Branch and Settlement Administration staff participated in an inaugural Safety Meeting organized by the Hawaii Department of Transportation to discuss safety issues at Kalaupapa Airport.

Kalaupapa Branch and Settlement Administration staff participated in an introductory meeting with the National Park Service's new Superintendent of Kalaupapa National Historical Park. Both DOH and NPS agreed to meet monthly to coordinate regular communication about operational issues in Kalaupapa.

Problems with telephone landline service continued Settlement-wide.

Settlement staff assisted with the medical evacuation of a patient to Honolulu. The medevac was necessitated due to the absence of a ramp at the airport that would have allowed patient loading to a commercial flight (Mokulele Airlines).

To further reduce opportunities for the transmission of COVID-19 to Kalaupapa patients, Chronic Disease and Public Health Nursing Division (CDPHND) Chief, two Public Health Nurses and HD Branch contracted physician flew to Kalaupapa to administer COVID-19 vaccine boosters for all eligible and interested employees and community members in the Settlement.

In recognition of special visitation challenges that Kalaupapa Hansen's Disease registry patients and their families have faced under the extended COVID-19 pandemic travel restrictions, and to address the important role that family members can play in promoting a patient's quality of life, Kalaupapa Administration began drafting temporary



modifications of Kalaupapa's Visitor Rules and Regulations that would allow only patients to sponsor a limited number of visitors for some time during the winter holiday season.

Staff assisted patients with a variety of home/yard maintenance tasks and car repairs.

Daily health care and meal service were provided for the remaining Kalaupapa patient/residents at Kalaupapa Care Home.

A contracted physician traveled to Kalaupapa to conduct regular monthly in-person physician visits with patients at the Kalaupapa Care Home.

### **December 2021**

The entire Settlement suffered intermittent power outages for a few days due to bad weather. In addition, a small group of employees was unable to report to work for one day when access was not possible by either plane or trail.

Kalaupapa Branch and Settlement Administration staff participated in a regularly scheduled monthly meeting with the National Park Service's new Superintendent of Kalaupapa National Historical Park to coordinate regular communication about operational issues.

Problems with telephone landline service continued settlement-wide.

Kalaupapa Administration instituted the planned temporary modifications of Kalaupapa's Visitor Rules and Regulations. The new modifications allow only patients to sponsor a limited number of visitors into the Settlement.

To reduce opportunities for the transmission of COVID-19 to Kalaupapa patients as Hawaii faced growing caseloads during the holiday season, Kalaupapa Administration provided special instructions to employees who planned to leave the Settlement for the New Year's weekend. The new instructions provided more detailed guidance for returning employees that might 1) have a positive COVID-19 test, 2) begin to experience COVID-19 symptoms, or 3) have a known close contact with a confirmed COVID-19 case during their time away from the Settlement.

Staff assisted patients with a variety of home/yard maintenance tasks and car repairs.

Daily health care and meal service were provided for the remaining Kalaupapa patient/residents at Kalaupapa Care Home.

A contracted physician traveled to Kalaupapa to conduct regular monthly in-person physician visits with patients at the Kalaupapa Care Home.

### **January 2022**

Kalaupapa Branch and Settlement Administration staff participated in a regularly scheduled monthly meeting with the National Park Service's Superintendent of

Kalaupapa National Historical Park. These monthly meetings are conducted to coordinate regular communication about operational issues in Kalaupapa.

DOH staff participated in the quarterly Inter-Agency Working Group that coordinates the efforts of various government agencies with responsibilities at Kalaupapa so that critical operational issues can be addressed.

Problems with telephone landline service continued settlement-wide. Hawaiian Telcom continued diagnostic and repair efforts, but once again, residents suffered periodic settlement-wide phone outages.

Staff assisted patients with a variety of home/yard maintenance tasks and car repairs in Kalaupapa.

Daily health care and meal service were provided for the remaining Kalaupapa patients at Kalaupapa Care Home.

A contracted physician traveled to Kalaupapa to conduct regular monthly in-person physician visits with patients at the Kalaupapa Care Home.

### **February 2022**

HDB and settlement administration staff participated in a regularly scheduled monthly meeting with the National Park Service's Superintendent of Kalaupapa National Historical Park.

Problems with telephone landline service continued settlement-wide. Staff assisted patients with a variety of home/yard maintenance tasks and car repairs.

Daily health care and meal service were provided for the remaining Kalaupapa patient/residents at Kalaupapa Care Home.

A contracted physician traveled to Kalaupapa to conduct regular monthly in-person physician visits with patients at the Kalaupapa Care Home.

### **March 2022**

HDB and settlement administration staff participated in a regularly scheduled monthly meeting with the National Park Service's Superintendent of Kalaupapa National Historical Park.

Problems with telephone landline service continued settlement-wide. The Department instituted temporary modifications of Kalaupapa's Visitor Rules and Regulations to allow patients and employees to begin sponsoring a limited number of visitors into the Settlement. The temporary modifications provided some initial relief for patients and employees after a long period of restrictive COVID-19 travel guidelines and are viewed as the Department's first step toward a return to pre-pandemic guidelines. These temporary modifications will remain in effect until modified in writing by the Department

of Health and may become more restrictive or less restrictive depending on future COVID-19 conditions.

Staff assisted patients with a variety of home/yard maintenance tasks and car repairs.

Daily health care and meal service were provided for the remaining Kalaupapa patient/residents at Kalaupapa Care Home.

A contracted physician traveled to Kalaupapa to conduct regular monthly in-person physician visits with patients at the Kalaupapa Care Home.

### **April 2022**

Hansen's Disease Branch (HDB) Chief and Social Worker attended the Patient Advisory Council and Kalaupapa Community Meetings in Kalaupapa Settlement.

HDB and Settlement administration staff participated in a regularly scheduled monthly meeting with the National Park Service's Superintendent of Kalaupapa National Historical Park. These monthly meetings are conducted to coordinate regular communication about operational issues in Kalaupapa.

Problems with telephone landline service continued settlement-wide. Hawaiian Telcom continued diagnostic and repair efforts, but once again, residents suffered periodic Settlement-wide phone outages. Contracted physical therapy services were provided for a patient in Kalaupapa Settlement.

To assure a safe and reliable means for patients to enter and leave aircraft when they travel, a replacement wheelchair ramp was provided by Mokulele Airlines, transported from Honolulu, and installed at Kalaupapa Airport. The task was accomplished through the coordinated efforts of staff from Hawaii DOT, Mokulele Airlines, and Windward Aviation. DOT staff will assist in maintaining the unit.

Staff assisted patients with a variety of home/yard maintenance tasks and car repairs in Kalaupapa.

Daily health care and meal service were provided for the remaining Kalaupapa patient/residents at Kalaupapa Care Home.

### **May 2022**

Hansen's Disease Branch (HDB) Chief, Administrative Officer, and Social Worker attended the Patient Advisory Council and Kalaupapa Community Meetings in Kalaupapa Settlement.

HDB and Settlement administration staff participated in a regularly scheduled monthly meeting with the National Park Service's Superintendent of Kalaupapa National Historical Park.

HDB and Settlement administration staff participated in a meeting to assist with the planning of an Emergency Evacuation exercise at Kalaupapa Airport under direction of the NPS. The exercise was planned for August 2022 to involve DOH, DOT, NPS and the USCG.

HDB and Settlement administration staff participated in the quarterly Inter-Agency Working Group that coordinates the efforts of various government agencies with responsibilities at Kalaupapa so that critical operational issues can be addressed. This year, in addition to a session dedicated to regularly scheduled agency updates, several other sessions were held to allow participants to discuss handling wastes and hazardous materials, responsibilities for facilities management/maintenance, and management of a variety of planned projects at Kalaupapa.

Problems with telephone landline service continued settlement-wide. Contracted physical therapy services were provided for a patient in Kalaupapa Settlement.

Staff met with a potential contractor to explore potential design requirements and estimated costs for installation of a new wireless patient call station at the nurse's station in the Kalaupapa Care Home.

Staff assisted patients with a variety of home/yard maintenance tasks and car repairs.

Daily health care and meal service were provided for the remaining Kalaupapa patient/residents at Kalaupapa Care Home.

A contracted physician traveled to Kalaupapa to conduct monthly in-person physician visits with patients at the Kalaupapa Care Home.

### **June 2022**

HDB and Settlement Administration staff participated in a regularly scheduled monthly meeting with the NPS Superintendent of Kalaupapa National Historical Park. A meeting has been proposed for representatives of HDB, NPS and Department of Hawaiian Home Lands (DHHL) to meet in Summer 2022 to review and update issues and needs related to facilities in Kalaupapa Settlement.

Hawaiian Telcom replaced equipment that is expected to repair the problems that caused regular phone outages in the Settlement throughout the past year.

HDB Chief flew to Kalaupapa to attend the Patient Advisory Council and Kalaupapa Community Meeting in Kalaupapa Settlement. Unfortunately, due to poor weather conditions, the flight was forced to return to Honolulu.

A contracted physician traveled to Kalaupapa to conduct monthly in-person physician visits with patients at the Kalaupapa Care Home.

## July 2022

CDPHND Chief and HDB's Administrative Officer and Planner attended both the Patient Advisory Council meeting and the Kalaupapa Community Meeting in Kalaupapa Settlement. CDPHND Chief and Public Health Nurses traveled to Kalaupapa to provide the second COVID-19 booster to patients and community members. In addition, CDPHND Chief explained the topside bovine TB situation and answered questions at the Kalaupapa Community Meeting.

Settlement staff prepared old vehicles and consolidated hazardous materials waste for removal on the upcoming barge.

HDB and Settlement administration staff participated in a regularly scheduled monthly meeting with the National Park Service's Superintendent of Kalaupapa National Historical Park.

A trespasser was identified at the Settlement's black sand beach. The Kalaupapa Administrator explained visitor entry requirements to the individual, informed the individual that they had to leave, and then worked with NPS rangers to issue citations and remove the individual.

A pipe broke under the visitor quarters bathroom. DOH staff notified NPS and assisted with the repair and informing guests of the repair status until completion.

The annual barge, originally scheduled for a July arrival, was first rescheduled to August 6 and finally to August 20 due to unfavorable sea conditions.

The Department provided the Governor's office with background information about current Kalaupapa travel rules in response to a request from the Lieutenant Governor.

A new wheelchair van was purchased for Hale Mohalu Care Home to provide greater capacity to handle the increased transportation needs of Kalaupapa patients associated with their more frequent and longer stays in Honolulu as they receive essential medical care and recover from procedures.

Kalaupapa Administrator assisted with special arrangements for transport of patient medications.

HDB Social Worker began working with several patients to complete the process of applying for and obtaining identification documents that will be required soon for all air travel. Beginning May 2, 2023, Phase 4 of the federal REAL ID Act will require all passengers who plan to board a federally regulated commercial aircraft to present a REAL ID with a gold star or a valid passport.

Contracted physical therapy services were provided for a patient in Kalaupapa Settlement.

Staff assisted patients with a variety of home/yard maintenance tasks and car repairs in Kalaupapa.

Daily health care and meal service were provided for the remaining Kalaupapa patients at Kalaupapa Care Home.

Starting in July 2022, contracted physicians began traveling to Kalaupapa twice a month to conduct in-person physician visits with patients at the Kalaupapa Care Home.

### **August 2022**

HDB is working to re-establish previously eliminated staff positions that were approved by the Legislature during the 2022 Session. The positions are to be re-established at Kalaupapa Care Home, Kalaupapa Administration and Hale Mohalu Care Home, and are anticipated to provide important improvements to Kalaupapa patient care and daily living supports.

HDB Chief responded to inquiry from Sen. DeCoite's office regarding status of State Historic Preservation Division's (SHPD's) clearance for repairs to patient homes. It was explained that no repairs of patient residences have been delayed by the SHPD review process and that HDB has been working closely with NPS to assure that timely repairs can be made in compliance with historic preservations needs.

HDB Chief, HD Administrative Officer and HD Planner attended both the Patient Advisory Council meeting and the Kalaupapa Community Meeting in Kalaupapa Settlement. In addition, they met with Kalaupapa Administrator and Kalaupapa Care Home Nursing Director to organize staffing and transportation options to best accommodate anticipated arrivals of patients returning to the Settlement.

Governor David Ige, DOH Director Char and three DOH Deputy Directors visited Kalaupapa to meet with patients and to get an overview of Settlement operations and plans for upcoming Capital Improvement Projects (CIPs). These projects include landfill closure, care home/warehouse roofing improvements and planning for removal of Underground Storage Tanks at the Kalaupapa gas station. All three CIPs were recently funded by the Legislature during the 2022 Session.

The DOH and NPS staff coordinated, unloaded, inventoried, and stored food, supplies, equipment, and other items shipped on this year's annual barge.

HDB Chief, Administrative Officer and the Kalaupapa Administrator attended a two-day Kalaupapa National Historical Park Building Use Workshop in Kalaupapa. Coordinated by NPS, the workshop included NPS regional and park staff, representatives from DHHL and DOH, and Historic Hawaii Foundation. The gathering provided an opportunity for the group to coordinate efforts to maintain historic structures in the Settlement.

An electrical upgrade was completed at the Kalaupapa Administration Office Building.

An electrical line leading to the Kalaupapa Administration building was damaged and caused several high-power lines to tangle and cause short circuits that affected the Administration Building, the Care Home, and the Store. Designated generators were able to provide temporary power until the electrical service could be restored by NPS and electrical contractors.

HDB and Settlement administration staff participated in the quarterly Inter-agency Working Group that coordinates the efforts of various government agencies with responsibilities at Kalaupapa so that critical operational issues can be addressed.

Problems with telephone landline service continued settlement-wide. Although Hawaiian Tel technicians have been regularly engaged in diagnosis and repairs, the system relies on a variety of older technologies that will need to be replaced at some point to assure improved service and reliability.

Contracted physical therapy services were provided for patients in Kalaupapa Settlement.

Staff assisted patients with a variety of home/yard maintenance tasks and car repairs.

Daily health care and meal service were provided for the remaining Kalaupapa patients at Kalaupapa Care Home.

Contracted physicians traveled to Kalaupapa to conduct regular semi-monthly in-person physician visits with patients at the Kalaupapa Care Home.

### **September 2022**

HDB continued efforts to re-establish previously eliminated staff positions that were approved by the Legislature during the 2022 Session.

HDB Administrative Officer and Hale Mohalu Care Home's Office Assistant traveled to Kalaupapa to provide inventory training for Kalaupapa administrative staff.

One patient required an emergency medical evacuation from Kalaupapa Settlement to receive vital medical care in Honolulu. KCH staff, contracted physicians and HDB staff worked together to plan for a successful patient medical evacuation by Hawaii Life Flight.

Staff assisted patients with a variety of home/yard maintenance tasks and car repairs.

Daily health care and meal service were provided for the remaining Kalaupapa patients at Kalaupapa Care Home.

Contracted physicians traveled to Kalaupapa to conduct regular, semi-monthly, in-person physician visits with patients at the Kalaupapa Care Home.

**The Department's management of State resources, including benefits given to employees that are not statutorily defined.**

No new benefits that are not statutorily defined have been given to Kalaupapa employees during FY 2022.

DOH continues to manage State resources according to the State's policies and procedures for purchasing goods and services, expending goods, and disposing of expired durable goods, as originally described in the 2005 Legislative Report.

**The Department's progress toward establishing written policies and procedures for the Kalaupapa store.**

The Kalaupapa store has effectively utilized the policies and procedures developed in January 2004 to dispose of inventory that expired or was deemed unsellable. The audit identified the lack of written policies and procedures for the disposal of inventory at the Kalaupapa store as contributing to an appearance of potential abuse. This was addressed in the first report to the Legislature in 2005.

The inventory management policy that has been in place since 2004 assures "first in, first out" utilization of inventory. Quarterly inventory counts reconcile the actual inventory on hand with the database, determining annual purchase projections for each store item. Accurate annual usage data facilitates precise ordering and decreased overages for any given item.

For the period from October 2021 to September 2022, annual store purchases totaled \$152,527 with \$826 worth of store goods disposed of due to spoilage or expired sell dates. All disposals are requested by the store Office Assistant, authorized by the Kalaupapa Administrator, and witnessed and signed off by at least one other employee, one of whom was the Store Manager at the time of actual disposal.

**The Department's progress toward establishing and maintaining a complaint file and adequately addressing complaints**

Both the HDB Administration and the Kalaupapa Administration Office set up a formal complaint process as of January 2004. It was designed using the complaint process utilized by the Office of the Director of Health. All complaints are logged with the date received, how the complaint was received (e.g., email, phone call, letter), nature of the complaint, what actions were taken, and when the actions were taken. All complaints are followed up with an email, written response or a phone call to the person filing the complaint. Over the course of the year, the on-site Kalaupapa Administration Office documented and addressed a variety of concerns and complaints from the community. Concerns included potential introduction of the SARS-CoV-2 virus to the Settlement, home/yard/auto maintenance, staffing in the Settlement, adequacy of food and food services, adequacy of health care services and equipment, impact of NPS rules and regulations on patient lives, the air carrier that serves Kalaupapa Airport, etc. In all cases where a concern or complaint was filed, staff contacted the individual(s) directly to clarify



the concern, explain any relevant regulations and operational practices that applied to the concern, and work toward resolving the concern.

### **The performance of the Administrator, including compliance with job duties**

The current Kalaupapa Administrator has been on the job since May 2016. He has performed capably under severe budgetary constraints as well as significant staff shortages experienced throughout his service. Patients continue to comment favorably on his performance, and he has developed and maintained a positive relationship with the NPS and their Superintendent. This year was again especially challenging due to the restrictions imposed on travel into Kalaupapa to help prevent the introduction of COVID-19 into the community. The implementation, monitoring, and enforcement of the travel restrictions was extremely challenging for the Administrator, who continually provided stability while dealing with a stressed workforce. The strict travel restrictions, as well as the implementation of mandatory face masking, physical distancing, and handwashing guidelines, helped to make Kalawao County (i.e., Kalaupapa) the last county in the U.S. to report a case of COVID-19. No community transmission resulted from any cases due to the strict controls imposed by the Department and the Administrator's ability to work with the entire community to assure compliance with appropriate responses when cases were identified.

### **The Department's progress toward adequate accountability of State property**

Inventory control policies that were developed and implemented in June 2004 have been utilized effectively for the annual barge visits. All new State property brought in on the barge are affixed with a decal. The State employee delivering the item must report the item/description, decal number, and location delivered to the Administration Office while the receiving party must sign for the item to acknowledge receipt. All State property shipped out on the barge for disposal must have a State-approved Disposal Application Form and logged in the Kalaupapa Administration Office's Outgoing Barge Form to facilitate inventory control.

Equipment of \$1,000 or greater is required to be reported on the Department of Accounting and General Services (DAGS) inventory system. Many purchased items for Kalaupapa no longer reach this threshold for inventory reporting. The program instituted an inventory log to keep track of high-cost items that do not necessarily meet the inventory threshold. Items such as chain saws, power tools, and appliances have been added to the internal program log.

### **Details and justification of approved employee air travel requests and trail pay**

Each bargaining unit contract contains a specific article that allows a Kalaupapa employee whose permanent residence is on "topside" Molokai, and who is provided quarters in Kalaupapa as a matter of convenience be granted either three roundtrips by air per month, or two hours of travel pay for walking up and down the trail once a week to topside. Under the terms of the contract agreements, employees whose permanent

residence is in Kalaupapa are granted either one monthly roundtrip by air to topside, or one inter-island round trip per quarter.

Employee air travel procedures that were modified, implemented, and reported in the 2005 Legislative Report continued to be followed. All employee requests for air travel reimbursement were substantiated by a valid airline receipt. In addition to submitting the receipt, the employee also completed and signed a reimbursement application at the end of each month for that month’s travel. These reimbursement requests were sent to the HDB Office for review and approval by the Administrative Officer. The paperwork was forwarded through the CDPHND Office and DOH’s Administrative Services Office for submission to DAGS to generate the reimbursement check.

For the period October 2021 through September 2022, the DOH expended \$15,703 for employee authorized trail pay and air travel.

**PATIENT AND NON-PATIENT COSTS**

Act 232, SLH 2004, amended Section 326-13, HRS on expenses at Kalaupapa, to include a new subsection (b) in which “expenses related to patients shall be tracked separately from non-patient costs, whenever appropriate and possible.” There were several costs that could be tracked separately, but most of the costs for Kalaupapa could not be separated.

The following is a summary of expenses that were tracked or that could be readily calculated.

Patient Expenses for the period October 1, 2021 through September 30, 2022:

	<u>COST (\$)</u>
Home Care Staff Salaries	131,412
Home Care Staff Overtime	2,656
Medications	22,216
Miscellaneous Medical Supplies	50,819
Medical & Ancillary Services	49,286
Medical Insurance Premiums (Medicare, etc.)	9,780
Medicare Reimbursement	5,356
Nursing Facility Staff Salaries	774,121
Nursing Facility Staff OT	94,700
Patient Employee Program Salaries	6,174
Physician Services	50,335
Travel Cost for Medical Care	2,199
Dietary & Nutrition Services	3,999
Physical Therapy Services	10,070
Cash Food Allowance	2,343
Food Rations (\$45 per patient per week drawn at the store)	10,755
Meals (3,804 @ \$5.00 ea.)	19,020
Clothing Allowance (\$70 per patient per 6 months)	1,260
Cash Allowance (\$30 per patient per quarter)	1,080

Patient Employee Program Pensions	27,730
Appliances (washers, refrigerators, and stoves)	1,308
Stamped Envelopes (10 per patient per month)	108

Non-Patient/Employee Expenses for the period October 1, 2021 through September 30, 2022:

Trail Pay/Air Travel	15,703
Employee Meal Stipends	32,400
Salaries (Admin, Food Services and Const. & Maintenance)	943,393
Overtime (Admin, Food Services and Const. & Maintenance)	6,056
Standby Pay	9,990
Employee Safety Equipment Cost	521
(steel toe shoes, gloves, goggles, respirators, scaffolds/harness, etc.)	
Store Disposals	826

Expenses that would be difficult to track as either patient or non-patient include:

- Administrative/clerical Services: labor cost, supplies, facility maintenance, and utilities
- Housekeeping Services: labor cost, supplies, facility maintenance, utilities, and equipment
- Food Services: labor cost, supplies, facility maintenance, equipment cost and maintenance, and utilities
- Kalaupapa Store: labor cost, supplies, facility maintenance, utilities, shipping, and spoilage
- General Construction and Maintenance Services: labor cost, supplies, facility maintenance, utilities, equipment cost and maintenance
- Electricity Cost: (State buildings are not metered, and one bill is generated)
- Trash Pickup and Landfill Operations
- Upkeep of Common Areas

In all the above examples, the DOH staff provided services for patients, staff, visitors, and in some cases, the NPS. It is difficult to separate most costs in Kalaupapa and even if possible, would be at great cost in time, energy, and staffing with questionable accuracy. As an example, the Housekeeping Unit provides janitorial and housekeeping services for the nursing facility, State offices, community buildings, and all the Visitors' Quarters. The community building and Visitors' Quarters are used by patients and non-patients daily. Assigning costs for supplies used, cost of utilities, facility or building maintenance, and equipment purchased or used would be very difficult.

The General Construction and Building Maintenance Units provided general construction and maintenance services and were responsible for repair and maintenance of all buildings within the Settlement. Painting, carpentry, common area yard maintenance, vehicle repair and maintenance, garbage pickup, and landfill operations were subunits under the two units. As in the previous example above, all subunits would have to be

evaluated making assignment to either a patient or non-patient category difficult. In order to separate patient and non-patient cost, each activity would have to be evaluated separately to assign a cost estimate rather than actual costs in most cases.

DOH is greatly appreciative for the opportunity to share with the Hawaii Legislature all the actions it has taken to address the auditor's report and improve the quality of life for the patients of the Kalaupapa Settlement.