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COVER: Alan Nakamura of Alan's Kaimukī Auto Repair. Read about his family and two other family businesses on page 10. Story by Craig DeSilva. Photo by Earl Yoshii.

up front

aloha members,



On average, we spend about onethird of our lives at work. That's 90,000 hours in a lifetime!

It's no surprise that given this investment, our workplace has a profound impact on our health, our happiness, and the quality of our lives.

For that reason, we truly appreciate employers who go the extra mile to make sure that we feel welcome and cared for as we do our jobs. Any consideration that makes a day at work special, regardless of how big or small, adds value to our lives.

Employers and workers are the backbone of Hawai'i's health care ecosystem and we deliver our products and service for them. The impact of COVID-19 on Hawai'i called out how special our local employers are to our community and our state. In a place that suffered the greatest amount of economic disruption in the country, local businesses did their best to keep employees on their payrolls. At HMSA, we saw struggling business after struggling business request premium payment deferrals so that they could make sure that they had their workers' backs when it came to their health.

Employers and workers are the backbone of Hawai'i's health care ecosystem and we deliver our products and service for them. We did our part, and will always do our part, to support employers in their ongoing efforts to support their employees.

In this issue, we celebrate the value of employers and all they do to make sure that Hawai'i is a wonderful place to live, work, and flourish like we've always known it to be. The Hawai'i that we want our children to experience.

Sincerely,

Mark M. Mugiishi, M.D., F.A.C.S. President and Chief Executive Officer



Your better-days plan

As we push forward together, it's important that you get the most from your HMSA plan.

With HMSA, you can:

- Find a health plan that fits your lifestyle and needs.
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publisher's note

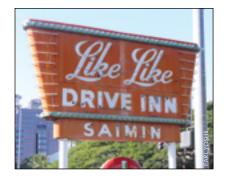
dear friends,

Welcome to our spring issue focused on Hawai'i's employers. Employers are one of HMSA's critical partners and we're excited to share some of their stories. Most of you get your HMSA plan through your employer, either as a current employee or a retiree.

Like many of you, I had typical jobs as a teenager and young adult, working at Cindy's Bakery in 'Àina Haina, in a pediatrician's office, at the University of Hawai'i at Mānoa while going to school, and for a local running magazine, *Runner's Life*, among others.

At UH, I majored in journalism and minored in American studies. I remember my first day in a journalism class, happy to be with others who could write but were less enamored with math and science.

And two weeks after graduation, I started working in HMSA's Community Relations department. I had no idea that HMSA would become my second home. While the youngsters in today's workforce may have 12 to 15 jobs in their lifetime, this summer I'll mark 37 years at HMSA.



I enjoy the work, it's a solid company, we do good work in the community, and our employees are truly amazing. With many of us working from home due to the COVID-19 pandemic, it's more challenging to work together, have a laugh, and check on each other, but we find ways.

And as we all continue to feel the effects of the pandemic, please remember to support local businesses. We assume they'll be around forever and we're so sad when they close their doors (aloha, Like Like Drive Inn and Fresh Ahi Off the Boat!). They need our help to get through the hard times, which may be with us for a bit longer.

I hope you enjoy this issue. Take care of each other ... and remember to appreciate your company and all the great companies in Hawai'i.

Love,

Lisa Maneki Baxa Publisher and Editor

around the 808

kaua'i



Vivian Kyono, M.D.

A doctor inspired by the Kaua'i community

Kuhio Medical Center in Līhu'e welcomes Vivian Kyono, M.D., a graduate of Kaiser High School and the University of Hawai'i John A. Burns School of Medicine (JABSOM).

Dr. Kyono says she fell in love with Kaua'i and the people she met there while completing her clinical rotations during her third year at JABSOM. "I discovered my passion for primary care in a smaller, rural setting," she says. "The great relationships that I built with patients and their families really stuck with me. I'm so honored and excited to be returning to help care for the community that inspired me to pursue this path." Dr. Kyono is accepting new patients.

Dr. Kyono's husband, Shawn, is from Kaua'i and has family there. "We have a very energetic 2-year-old son," she says. "We look forward to being able to watch him grow up around his cousins and family."

big island

Take a walk in the country

Put on your walking shoes and join Queen's North Hawai'i Community Hospital and the Native Hawaiian Health Program for a 40-minute walk every Tuesday at 8:30 a.m., rain or shine. The walk starts at the corner of Pukalani Road and Ala 'Ōhi'a near Pukalani Stables.

No sign-up is needed but check with your doctor if you have any health concerns. COVID-19 precautions will be followed. Questions? Call 881-4607 on the Big Island or email byee@queens.org.



HI's on the prize

Two women with ties to the Big Island are Nobel Prize winners. Jennifer A. Doudna won the prize in chemistry for creating a geneediting tool called CRISPR. (Gene editing is of great interest in preventing and treating diseases.)

Doudna grew up in Hilo and credits her "curiosity about the living world" to her time there, particularly the hours spent in



UH Hilo biology professor emeritus Don Hemmes' lab. "I was quickly convinced Jennifer was destined for great things when she spent a summer in my research lab," says Hemmes.

Andrea Ghez won the prize in physics for discovering a supermassive black hole at the center of the Milky Way. She's been studying the galactic center for 25 years at the W.M. Keck Observatory, where she made this discovery.

maui, moloka'i, and lāna'i

Always in fashion

Agnes Terao-Guiala has worn many hats throughout her life, so it's fitting that she wrote a book on fashions from the first Hawaiians to 21st century designers. She spent much of her career at Maui High School where she taught British literature, led the English and Language Arts department, and served as debate coach, academic decathlon team adviser, and National Honor Society club adviser.

After retiring, Terao-Guiala kept busy dancing hula, gardening, doing feather work, and researching Hawaiian women's fashions. "I've always been interested in fashion. When I took my first sewing class in seventh grade, I started drawing pictures of long mu'umu'u, which are actually called holokū if they have longer sleeves."

Terao-Guiala's book, Hawaiian Women's Fashion: Kapa, Cotton, and Silk, explores Hawai'i's fashions through the ages, from the traditional kapa pa'u, or the wrapped skirt, to modern day designs seen on runways in New York, Paris, and Milan. The book is available at Na Mea Hawai'i, Basically Books in Hilo, the Kaua'i Museum, and directly from the author.





Hawaiian Electric - Maui County volunteers

They're electric

About 25 years ago, employees at Hawaiian Electric – Maui County approached their employer with the desire to give back to their community. So began the employees' – and the company's – commitment to the state's Adopt-A-Highway program.

To support'their crew, Hawaiian Electric – Maui County provided transportation, safety vests, gloves, and other equipment. Four times a year, 20 to 70 employees and their family and friends would descend on a 2-mile stretch of Pu'unēnē Avenue in Kahului to pick up litter. Although cleanup activities were halted last year because of the pandemic, the Hawai'i Department of Transportation recognized the company for their dedication to the program.

Hawaiian Electric – Maui County volunteers are eager to return to their highway to clean it up. Shaka when you see them.

Have a great story, place, or event that makes your Neighbor Island community special? Share it with us at feedback@islandscene.com or call 948-6839 on O'ahu.

Agnes Terao-Guiala



working families

No matter how much we love them, our family can drive us crazy sometimes. Whether it's the bossy sister, strict mom, wacky uncle, or older brother who gets all the attention. But what if your parent is also your boss or your child is also your employee?

We profile three longtime multi-generational family businesses to find out how they work and play well together. They talk about their ups and downs and what they must do to keep their business – and family – together.

family treasures

Leighton Lam Designs

Kaily Lam had no intention of ever moving back home. After graduating from Punahou School, she attended Stanford University, where she got a degree in international relations. She was on a corporate track with a career in advertising at Google in Atlanta. But after getting married, she realized that Hawai'i would be ideal to raise a family.

With her extensive education and professional experience, she could have landed a job at a big local firm. Instead, she joined her dad's jewelry business. "It's more than just a job," she says. "This work is close to my heart. It's a unique opportunity to be part of a family legacy."

It was a difficult transition at first. She had to learn to take direction from her parents again. But compared with the corporate world, being part of a small business gives her the opportunity to be more entrepreneurial and the freedom to raise her new family. "There are days when I still feel like the child," she admits. "But for the most part, we all respect each other's role in making the business successful."

Left photo: Kaily Lam returned home to work at her dad's jewelry business.

Dad Leighton couldn't be happier having his daughter on board. His business and family mean the world to him. Kaily's corporate experience has helped him concentrate on the creative part of the business, which he started in 1979. He went from making earrings out of resin to having a jewelry line of gold, silver, pearls, and gemstones that's now sold in 250 stores throughout Hawai'i and the world. His wife, Lani, handles the finances and operations. "My business wouldn't have been possible without my family's support," he says.

Although sales have been down due to the pandemic, they've come up with ways to survive, including expanding online sales and creating a line of face mask jewelry chains.

Leighton would like his son, Lucas, to also return to Hawai'i to join the family business. "I started as a small momand-pop operation," he says. "It's up to the next generation to take it to a higher level."



Jewelry designer Leighton Lam started his business 42 years ago.

Gold standard: Leighton (center) with his daughter, Kaily (left), and wife, Lani.





Well-oiled business: Alan Nakamura (left) and head mechanic Robert Minei.

switching gears

Alan's Kaimukī Auto Repair

For Alan Nakamura, dreams do come true.

When he was attending Kaimukī High School, he'd tell his friends that his dream was to one day take over his dad's auto shop and marry his high school sweetheart. When his dad died in 1985, Alan carried on the family business on the corner of Wai'alae and 8th avenues. Alan worked on the cars. His high school sweetheart and now wife, Gwynne, balanced the books. Now 67, Alan has his dream set on having his daughter, Laurie, carry on the family business.

"It's a blessing having her here," he says. "At my age, I'm trying to slow down." For Alan, slowing down means working eight hours a day instead of his usual 12. He's the first to arrive and the last to leave.

"Even though this is a small business, it's a big operation," says Laurie, 36, who helps manage the business with her sister, Kris. "Work is what he loves, but we'd like him to enjoy life more and take more vacations."

Known as the "mayor of Kaimukī" by people in the community, Alan takes the time to explain to customers about their car problems and give honest advice. "My customers are like my family," he says.



It takes a family to run a business. Alan and his wife, Gwynne (both in white), daughter Kris (in black), daughter Laurie (far right), and grandkids.

Sometimes old school clashes with new ways of doing business. The daughters would like to do more social media advertising and switch to an electronic record-keeping system. "I'm used to being the boss, but now I'm learning from them. I must admit, they're right most of the time. Just don't tell them I said that," he says with a laugh and smile.

Alan doesn't plan on retiring anytime soon. He points to his Japanese *daruma* dolls on the shelf in the front office with their blank eyes. "You paint the eyes. When you paint the last eye, it's symbolic that you've come full circle. That's the time for them to take over. I may paint the eye soon, but I think I'll wait a little longer," he says with a wink.



Jo-Ann Wong has been serving local favorites to generations of Kaua'i families.

wong's does it right

Wong's Chinese Restaurant & Bakery

Sick in his hospital bed, Jackie Wong's dad would tell her, "You're the one. You're the only one who can take over." "I'd tell him, 'No, Dad, don't talk like that. You'll make it,'" she remembers.

Wong's dad died two years later, leaving her and her mom to continue the family restaurant in Hanapēpē on Kaua'i. Wong and her three siblings worked at the restaurant when they were kids. But her dad would give her most of the work.

After Wong graduated from high school, her dad told her to either go to college or move out of the house. With nowhere to go and no job lined up, she enrolled in the culinary program at Kaua'i Community College, where she learned to create new dishes to add to her dad's Cantonese menu. "I used to wonder why he was so hard on me," she says. "I didn't realize until later that he was training me to one day take over."

Keeping the restaurant going has been a labor of love, especially during the pandemic. There are fewer weddings, birthdays, and funerals to cater. And tour groups don't drop off busloads of tourists like before.



Three generations of Wongs: From left, mom Jo-Ann, granddaughter Kehaulani, and daughter Jackie.

Her siblings have left Kaua'i to start their own restaurants and they try to convince her to do the same. But Wong can't imagine working anywhere else. She's built longtime relationships with generations of customers who look forward to ordering their famous roast pork and liliko'i chiffon pie. "My heart is here," she says. "Plus, you can't beat being your own boss."

Wong hopes the next generation can one day take over and bring new energy into reviving the business. "I just want to carry on my dad's legacy," she says. (b)



hawaiian airlines: aloha inbound

words Michelle Regan photos courtesy of Hawaiian Airlines

Hawaiian Airlines has been in the news a lot in the past year. Yes, visitor demand evaporated. Revenue dropped dramatically. There were heartbreaking furloughs and layoffs. All that news is true.

What you probably haven't heard is how in a time of tremendous loss, the company used what they had to help the community. They saw the COVID-19 pandemic as an opportunity to mālama (care for) each other. It's one of their core values.

"It's a special moment for us to come together during this time of turbulence and, frankly, social isolation," says Robin Kobayashi, senior vice president of human resources. "I'm just so grateful that we were able to start this work before the shutdown."

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Hundreds of Hawaiian Airlines employees have volunteered in the carrier's Kōkua Our Schools program, which has assisted Hawai'i Department of Education campuses statewide with various maintenance-related jobs during the pandemic.

Grounded

Visitors decreased 99.5% once Hawai'i's 14-day quarantine was put in place, according to the Hawai'i Visitor Statistics Report. Hawaiian Airlines temporarily canceled almost all trans-Pacific flights and many interisland ones. It was obvious business would suffer, but when they saw the pandemic's impact on their employees and Hawai'i's communities, they knew they had to help. They may have been grounded, but they didn't have to sit still. Their work with Hawaii Foodbank started with preparing dry goods and produce in the warehouse. Then employees volunteered to help with large distributions in Waipi'o and at Aloha Stadium, where they were stunned by the sheer volume of need, and smaller ones in communities like Waimānalo, where they got to know residents on a first-name basis.

"It gave us an opportunity to focus on something that was positive when the

world outside was so uncertain and scary. For this short amount of time, we would come together as employees and help another organization that was serving our community on a far larger scale," says Debbie Nakanelua-Richards, director of community and cultural relations. "The need was so great. The experience was so eyeopening. The idea of people not having food was really overwhelming."

"It gave us an opportunity to focus on something that was positive when the world outside was so uncertain and scary."

: Debbie Nakanelua-Richards



Hawaiian Airlines assisted Every1ne Hawai'i in transporting a large supply of face masks to Hawai'i. In this photo, about 1.6 million masks are being loaded on to a flight from Shenzhen, China, to Honolulu.



Nakanelua-Richards (top) has worked alongside about 1,500 employees who volunteered over 6,500 hours in 2020 through the carrier's Team Kōkua giving program.

Taking flight

Visitor trips were minimal, but Hawaiian Airlines was still flying for critical cargo and passenger service. They used their resources to fly medical supplies, masks, and personal protective equipment to Hawai'i from the Mainland and China. They offered complimentary flights to local health care providers and volunteers and provided travel assistance to returning students. As for all their unused cabin items, they donated more than 10,000 blankets, 169,000 pillowcases, 2,000 pairs of slippers, 2,000 mattress pads, and 2,700 amenity kits to local nonprofits to help community members in need.

Nakanelua-Richards is overwhelmed when she thinks of all the employees, some furloughed, who have been helping others when they need help themselves. But that, says Kobayashi, is the Hawaiian Airlines way. "Taking care of each other the way we take care of our guests is the most special part about Hawaiian. Our mission is to connect people with aloha."



in it for the long haul

words Courtney Takabayashi photo Romeo Collado

Gone are the days of

workplace longevity, where employees took a job with a company and stayed there until retirement. Today, it's more common for workers to job hop as opportunities arise. According to a LinkedIn survey, millennials job hop more than any other generation. This isn't the case for 25-year-old Jayson Tambaoan. He's been at his company, Servco Toyota Honolulu, for nearly eight years. What's his secret? "Work for a great company."

Follow your interests, do your research

For as long as he can remember, Tambaoan was interested in cars. "Especially Japanese import cars like Toyota," he says. "They run well and look good." With this in mind, he looked for a company that was known for treating employees well. When he saw that Servco was hiring, he took a chance and applied. "I knew I'd fit right in," Tambaoan says. He was right.

Play to your strengths

Tambaoan is friendly, outgoing, and likes helping others. These qualities combined with his knowledge and genuine passion for cars makes him a perfect fit as a sales consultant at the Servco dealership.

Instead of focusing on selling cars to meet a quota or make money, Tambaoan sees his job as supporting customers through their vehicle-purchasing journey. "My goal is to help customers explore their options and find the right vehicle," Tambaoan says. Plus, his job is never boring. "I'm able to meet new people every day, which keeps my job entertaining. It's more than selling cars. It's about building new relationships."

Get support

For Tambaoan, one of the best parts of his workplace is that it cares about its employees. "Servco has always made the health and well-being of our team members a priority," he says. The company has a wellness center that offers weekly workout classes. Tambaoan also participates in friendly competitions between departments such as the Step Challenge to keep active.

And in light of the pandemic, Servco launched a disaster relief program for employees who encountered financial hardships. "During the tough times," Tambaoan says, "the company has continued to provide ongoing resources to support us physically, emotionally, and financially."

Adjust accordingly

As the world changed due to the COVID-19 pandemic, so did Servco, making adjustments to ensure the safety of customers, employees, and the community. "All team members have to complete a daily wellness screening, which includes a temperature check and questionnaire, before each work shift," Tambaoan says.

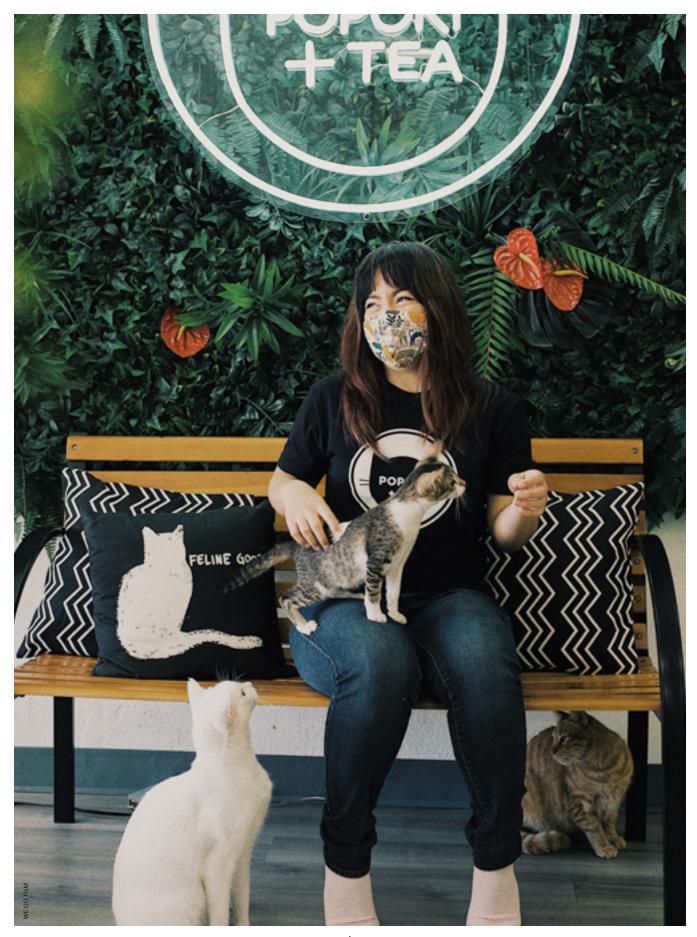
To help keep customers safe, Servco asks that anyone interested in visiting the dealership make an appointment and take the wellness screening. Groups are limited to a maximum of four guests. "Our dealerships are physically spaced out to allow for social distancing," says Tambaoan. "We also sanitize our vehicles before and after a customer goes into them."

To minimize in-person browsing, customers can visit Servco's Express Car Buying websites. "They can buy a vehicle without having to physically visit the dealership," Tambaoan says. And anyone bringing in their vehicle for servicing need not worry. "We use disposable wheel, seat, gear shift, and floor covers," Tambaoan says. "Our customers' health and safety are definitely our priorities.

Look ahead and plan accordingly

Even though he's only in his mid-20s, Tambaoan is already thinking about the future. "My goals include marrying my fiancée, buying a home, and starting a family." He's able to work toward achieving these goals thanks to a job he loves at a company that values all he has to offer. "I hope to continually learn and grow, advance my career at Servco, and stay with the company until I'm ready to retire."

In the journey of life, Tambaoan is making excellent progress and enjoying every minute. (3)





a cat-preneur's journey

I run a cat café in Kaimukī, Popoki + Tea, where we foster up to 15 cats or kittens at a time and sell milk tea, iced tea, and coffee. We celebrated our 100th adoption in November 2020 and our first anniversary in February 2021.

If you had asked me five years ago if I had any plans to open a business, I would have said, "no way." I thought I'd spend the rest of my life in media production, which I pursued since I was 13. I came up through the multimedia program at Wai'anae High School, Searider Productions. After high school, I worked in tech retail and website development before landing a dream job as a writer at PBS Hawai'i. I was there for nine years in production and leadership roles before starting my cat café.

I picked up skills along the way that help me as a business owner today. I built and maintain a website. I do my own marketing, including social media, email newsletters, and videos. I set and manage budgets. And I manage an employee.

While I was working at a startup, our manager organized a volunteer project for us at an animal shelter. I had never been around cats before and I fell in love with them. From then on, I knew I wanted others to feel the same way I did while saving the lives of more cats. Since O'ahu has a major cat overpopulation issue, the need is there.

I also thought the cat café model was brilliant. Cat cafés originated in Asia, where densely populated cities make it hard to own pets. When the concept reached the U.S., it evolved into an adoption vehicle for abandoned and homeless cats while continuing to serve people who can't have pets.

I knew I'd face a long list of hurdles: finding a location, overseeing renovations, securing suppliers and collaborators, hiring and training team members, and building a following. Navigating a global pandemic was not on my radar.

We opened in February 2020, and like many businesses, temporarily closed at the end of March, not knowing how the pandemic would play out. We pivoted by making appointments for pre-approved adopters. Since our reopening in June, we've been operating at half-capacity with up to four guests at a time. During the pandemic, people are turning to pets for momentary therapy and lifelong adoption. We've managed to weather this storm, though not without difficulties.

The most challenging part of being an employer is knowing that your decisions will affect those who work for you. Six months after we opened, I had the most difficult conversation with my team: letting both of my employees go. We had received a Paycheck Protection Program loan, but after that funding ran dry in the summer and with the uncertainty of a second lockdown looming, the need to downsize became clear. Fortunately, things turned around for us and I was able to rehire one employee.

The best part of being an employer is having people who share my vision and help make it a reality.

If you're thinking about starting a business, examine your motivations. Why is this important to you? You'll be faced with so many challenges and you'll need to overcome every obstacle. For me, it's about saving cats and enriching people's lives. Seeing our guests light up when they're with our cats and witnessing every adoption are constant reminders of why I'm doing this. (B)



when helping hurts

Something's wrong. You're not sure

what, exactly. You've been working hard at your dream job. After a long day, you find yourself picking fights with your partner and falling asleep before the sun sets. You're up before dawn checking email but somehow, you're still late for your morning meeting. You took this job because you wanted to help others, but you can't seem to focus or empathize.

This is compassion fatigue.

People in professions like nursing or social work usually choose their jobs because they want to help others. Many have experienced the trauma they're treating. What they don't realize is the toll continual giving and sustained exposure to trauma can take.

Compassion fatigue is a form of burnout that results from extreme chronic stress. It manifests as mental, physical, and spiritual exhaustion. Without help, it's hard to reverse. But professional givers can prevent it with proactive support.

It's easy to imagine how nurses and social workers can burn out on giving. But what about animal welfare workers? Leaders at Hawaiian Humane Society have taken a proactive approach to preventing compassion fatigue in employees who face the difficult reality of animal abuse and neglect daily.

More than puppies and kittens

You probably know Hawaiian Humane as O'ahu's largest animal shelter. If you visit, you'll be greeted with lots of smiling furry faces and a few excited barks. But if you talk to someone who works there, they'll tell you there's much more to their work, from improving animal welfare legislation to responding to animal emergencies to helping pet owners in need.

"As much as we would love to say it's all about puppies and kittens, it's not," says Anna Neubauer, president and CEO. Neubauer joined Hawaiian Humane in 2019, but she's been working with animals since she first cleaned kennels at a veterinary hospital at age 14. It's been her calling ever since.

words Michelle Regan art Garry Ono photos courtesy of Hawaiian Humane Society



"Compassion fatigue can impact us emotionally and be devastating and, in some cases, can lead people to need professional help."

: Anna Neubauer

Running an animal welfare nonprofit means that while puppy breaks are abundant, so are the difficult realities of animal hoarding, cruelty, and neglect. Neubauer knows that over time these experiences weigh on the employees exposed to them.

"Compassion fatigue can impact us emotionally and be devastating and, in some cases, can lead people to need professional help," says Neubauer. "If there are some early interventions that we can do to help support our team members, hopefully we can prevent that from happening."

Support pack

Here's a question you may not expect at your next job interview: What do you do for self-care? But at Hawaiian Humane, preventing compassion fatigue starts before employees are even hired. Self-care practices like getting plenty of sleep, exercising, and spending time off doing whatever brings you joy are the first line of defense against burnout.

Hawaiian Humane does something important that many service organizations overlook. They don't just promote





self-care, they dedicate work hours and budget to it.

When employees start, they cross-train with other departments so they know their colleagues and the work they do. Communication is open and transparent. Managers meet with employees regularly, looking for signs of distress like chronic lateness, detachment, or sudden mood changes.

There are self-care discussions at team and all-staff meetings. They also offer acupuncture, chiropractic care, and massage benefits as part of their employee health plan.

"We can't do better for the animals until we do better for ourselves," says Daniel Roselle, director of community relations. It's something he hasn't always been great at. Roselle admits his work-life balance was lacking in the past, but he's seen the benefit of changes he's made since he joined Hawaiian Humane. Above, top left: Bonita was rescued from the side of the road, where she and another dog were left in a rusted bird cage. They were abandoned in the hot sun with no food or water.

Top right: Bonita made a full recovery after medical treatment and found a loving home. Bottom: Hawaiian Humane employees provide animals with food, enrichment, and companionship.

Roselle says it's essential to extend comprehensive training to all employees and not just front-line staff like humane officers and vets. Last year, Hawaiian Humane invited a series of speakers to talk with employees about compassion fatigue and other difficult topics like how to create a fear-free shelter environment and an honest discussion of euthanasia.

As for Neubauer, her goal is creating a safe and healthy environment where O'ahu's animals in need get dedicated care from employees who are flourishing. "I want people to be excited, comfortable, and feel safe coming to work," says Neubauer. "Building that culture of compassion and support is what we've been focusing on."

To learn about self-care, visit **islandscene.com/more.**

- 🗆 ---

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not all work

For help improving your health and well-being, you may not think to turn to your workplace first. But smart employers know that workplace wellness programs can help keep employees happy and healthy.

Adventist Health Castle

As a physical therapist at Adventist Health Castle for 13 years, Wendell Pidot is committed to helping others improve their health and get the most out of life. However, in 2016, Pidot was diagnosed with type 2 diabetes and realized that he, too, had to take that commitment to heart.

"Since becoming diabetic, I'm more aware of what I eat and try to exercise more," says Pidot. "The classes at Castle's Wellness Center have helped me a lot." In 2019, HMSA partnered with Castle on a custom diabetes program especially for hospital employees. The program was inspired by a desire to help participants, like Pidot, make healthy lifestyle changes and take the medications they need to optimize their well-being. "I'm charting my daily nutrition intake, taking my daily blood sugar readings, taking my medications, exercising more, and trying to get more sleep. I would definitely recommend this program to other employees," Pidot says.

According to Tracie Ann Tam Tjapkes, director of Wellness & Lifestyle Medicine for Castle, 41% of employees with diabetes and an HMSA plan opted to enroll in diabetes education services. "Some participants previously received education and wanted to refresh what they know. For others, diabetes education was a new experience," she says.

In addition to the diabetes program, Castle hosts online fitness classes for employees, their families, and the community to improve strength, flexibility, and cardiovascular health. "Especially during the pandemic, we want to help people build resilience across entire households as we continue to physically distance and follow stay-at-home orders," Tjapkes says.

Castle approaches well-being from the standpoint of building skills and confidence so that employees can

words Craig DeSilva and Alana Folen photos Rae Huo

sustain healthy behaviors and lifestyles across their lifespan. Other Castle workplace wellness initiatives include support carts with coffee, energy bars, fruit, hand sanitizers, and more; "refresh" areas where employees can take a breather when needed; a Rapid Response Fund program to assist employees in need during these unprecedented times; and an Adventist Health resiliency program that offers virtual counseling services and chaplaincy support for the entire family.

"Living a healthy lifestyle is a process where a positive thought can lead to a healthy action and, with repetition, a healthy behavior," Tjapkes says. "We continue to work on building the resilience of our employees because we're concerned about their wellbeing. In turn, as our associates are more resilient, they are best able to fulfill our mission to live God's love to inspire health, wholeness, and hope."

Castle is committed to its employees' health and well-being. According to a recent Gallup Engagement report, out of 26 hospitals, Castle was named the top employer who cares about the well-being of its employees. The Lown Institute Hospital Index also named Castle the top hospital in the state and the 25th hospital nationwide. Lown ranks hospitals in civic leadership based on their commitment to diversity, inclusion, and community health.



Melia Abreu (left) walks with Manu Hoapili at Kapi'olani Park.

HMSA

Melia Abreu knows about work. It's the play part that she has trouble with. "Sometimes I lose myself in my work and continue into the night," says Abreu, manager of HMSA's Organizational Development department.

When HMSA launched the Move More Challenge for its employees, Abreu didn't think she'd have time to participate. The program encouraged HMSA employees to do a physical activity every day. Employees were divided into small teams and received points for completing each activity.

A consummate team player, Abreu didn't want to let her co-workers down. She started walking about 5 miles a day. To vary her routine, she'd walk in different locations – Kapi'olani Park, Magic Island, the Pearl Harbor bike path, and her Pearl City neighborhood – and listened to audio books to keep her entertained. Throughout the challenge, team members used email and a group chat to encourage each other to stay on track.

At the end of the four-week challenge, Abreu was 18 pounds lighter. That motivated her to continue her walking routine into the new year, which helped her lose 8 more pounds.

"Doing activities that are different from work has given me a more positive outlook in my work and at home," says the 46-year-old single mother.

Although Abreu was athletic growing up, her priorities shifted to raising her family and building her career. The Move More Challenge was the push she needed to reconnect with her health. "It's been positively infectious," she says. "Having a workplace



"Doing activities that are different from work has given me a more positive outlook in my work and at home"

: Melia Abreu

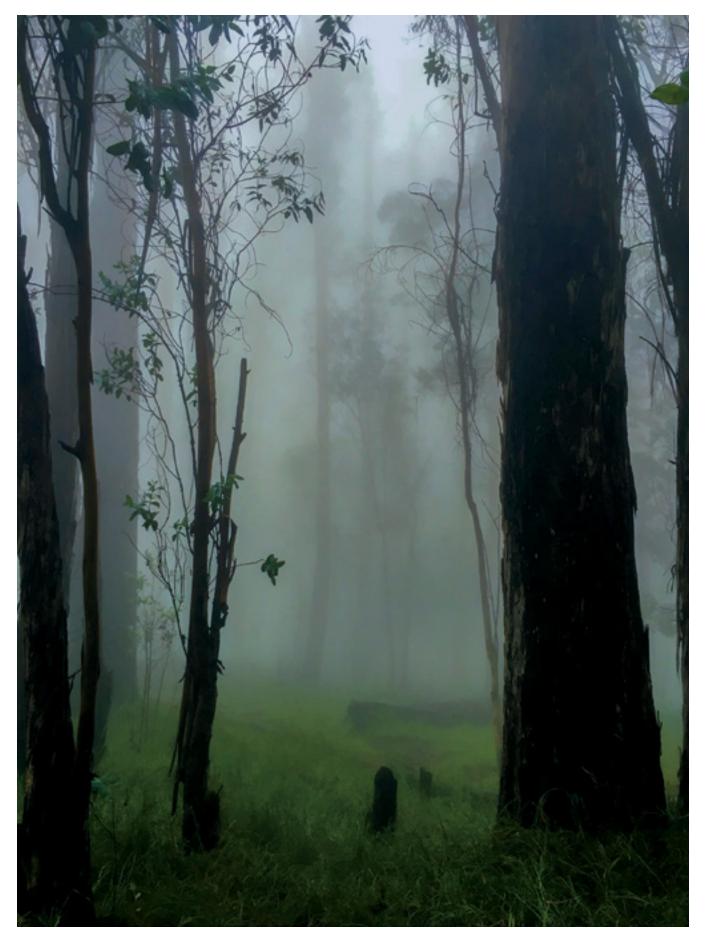
that supports my health makes all the difference. I feel like we have each other's back."

Abreu is one of the many employees who has benefited from Mālama Ola, HMSA's employee health and well-being program. The program encourages employees to move more, eat better, lower stress, and focus on self-care, such as reminders to visit their primary care provider for annual checkups and recommended preventive screenings. HMSA created the program in 2011.

"Over the last 10 years, we've learned that our workplace plays an important role in helping our employees care for their physical and mental health," says Maricel Blackwell, HMSA's manager of well-being programs. "For us to care for the health and well-being of Hawai'i, we must first start with our employees." With most employees working from home during the past year because of the pandemic, keeping their physical and mental health top of mind has become more important than ever. "It's easy to fall into a slippery slope of not taking care of ourselves," she says. "Our program keeps us connected while we're physically apart."

The program this year includes new, fun ways to encourage employees to know and understand their numbers, such as weight, blood pressure, and blood sugar to prevent or manage diabetes, heart disease, and other chronic health conditions.

"We understand our employees are in different places of their health and well-being journeys," says Blackwell. "Our goal is to support and encourage them to live their best lives and provide them with the tools and resources to do so."



finding art in covid-19

When he was 13, Connor Slavens picked up his mom's old camera and started taking pictures. "Ever since I was little, I always loved creating things," says Slavens. "Photography was my first love. I always thought that I wanted to do that for the rest of my life."

It started with a few photos taken on family trips. Before long, Slavens was traveling around O'ahu honing his craft. Within a few years, he was taking photos for his high school yearbook at Kamehameha Schools Kapālama, which won him his first national photography award.

At 18, his family took a trip to Mount Rainier in Washington. "That was the turning point for me in photography as far as my skill level," he says. "From there, I could see myself growing. I really want to take this seriously."

Photography became much more than a creative outlet; it became his career. He started his business, Connor Slavens Design, that year while he was still in high school.

Taking creativity for a spin

Photography may have been his first love, but Slavens has dabbled in jewelry making, upcycling clothes, and making music. Suddenly homebound after the onset of COVID-19 in Hawai'i, Slavens needed a new creative project. He bought some paint at the hardware store and tried a technique you may remember: spin art.

"I was always artistic, but I wanted to do something different," he says. "I came up with the idea to get a potter's wheel and find a way to attach canvases to it. I started doing spin art. The second I started doing it, I fell in love with it." He got creative, experimenting with different speeds, paints, and techniques. He's spent hundreds of hours turning his creative experiment into pieces of art that have garnered international interest.

words Michelle Regan photos courtesy of Connor Slavens



Like many others, Slavens struggled when COVID-19 hit. He decided to clean out his family's shipping container and build an art studio. "Having the painting and having my own studio really helped me to be able to channel my emotions, whether it was the hunger to create or to do something artistic. Or if I was if I was feeling sad, happy. Having an outlet to channel that energy in a positive way is great."

The art of reprieve

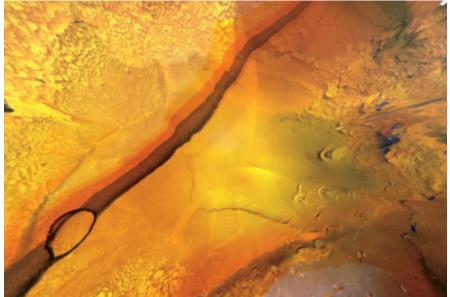
The mental health benefits of art are well-documented. It reduces stress and can help people understand and express difficult emotions, skills that are especially useful during a pandemic. Many people are interested



in art but think they're not talented or creative. Slavens says that simply doesn't matter.

"I think at a certain point in everyone's life they go through struggling times," he says. "Having an outlet to do something positive, to do something that's good for them, is really important." He encourages everyone to find their creative outlet without fear or hesitation. "If you want to create and if you want to do something artistic, go out and do it."





trending now

healthier and still-comfy favorites

words Lisa Maneki Baxa

Seating, unhealthy choices, and added pounds. But they don't have to.

During the pandemic, many turned to comfort foods, those family dishes from our childhood that make us feel warm and fuzzy. Think beef stew and rice, mac and cheese, Grandma's chocolate chip cookies.

Cooped up at home, with mouths to feed all day and looking for kid-friendly activities, people have more time to spend in the kitchen and are in search of ... well, comfort. Some are trying to maintain a healthy diet and avoid stress eating.

Your favorite comfort food recipe can be a little healthier. Here are some tips and healthy substitutions from Mayo Clinic:

- Try healthier versions of canned goods, milk, cream cheese, etc. Look for options with less fat and sodium.
- Choose whole grains for breads, tortillas, and pasta. Be sure to read the labels. When baking, replace half the all-purpose flour with whole-wheat flour. Choose brown rice over white.
- When making casseroles, soups, and stews, replace half the meat with vegetables. Instead of regular ground beef, try lean or extra-lean ground beef, ground chicken breast, or ground turkey breast.



Instead of	Try
Eggs	Two egg whites or ¼ cup egg substitute for each whole egg
Cream	Fat-free half-and-half or evaporated skim milk
Sour cream	Plain fat-free or low-fat yogurt
Butter, margarine, or oil	Baking: Applesauce for half the amount. To prevent sticking: Cooking spray
Breadcrumbs	Rolled oats or crushed bran cereal

You don't need to switch to nonfat, no-carb, sugar-free everything. Keep the comfort and the flavor while trying healthier substitutions. See what you and your family like and keep experimenting ... even after the pandemic. (3)



banking on blood donors

words Craig DeSilva photos courtesy of Blood Bank Hawaii



About 200 blood donors are needed every day in Hawai'i. So when blood donations fell 80% at the start of the pandemic last year, Blood Bank of Hawaii reached a critical shortage. But after a communitywide plea, donors stepped up to the plate.

"I'm happy to report that no life was lost because of the limited blood supply," says Kim-Anh Nguyen, M.D., Ph.D., president and CEO of Blood Bank of Hawaii. "But the pandemic shows the importance of having an adequate blood supply for Hawai'i's patients, especially during a crisis."



Dr. Nguyen, who's been at Blood Bank of Hawaii since 2013, has led medical facilities on the Mainland. Nowhere has she seen such a quick response from the c o m m u n i t y. "Hawai'i's donors truly are our lifeblood," she says.

"But the need continues for people to roll up their sleeves."

Although donations haven't recovered to pre-pandemic levels, they're slowly picking up. This critical time comes as Blood Bank of Hawaii celebrates its 80th anniversary this year.

The future will depend on continued community support. With blood drives at workplaces, schools, and churches canceled, donations have primarily come from its donation centers on Young Street and Dillingham Boulevard in Honolulu and mobile buses throughout O'ahu. New safety measures include donations by appointment only to allow for physical distancing. And while some vaccines contain live viruses that prohibit blood donations, Dr. Nguyen says that the COVID-19 vaccines are safe and allow people to continue donating.

"It's the best blues buster for the pandemic," she says. "When we're feeling powerless due to restrictions, donating blood is a powerful choice you can make. It's satisfying to know that you're leaving something behind that could save lives." **Be a donor** Contact the Blood Bank of Hawaii: Visit bbh.org Call 848-4745 on O'ahu



Andy Ancheta started donating at campus blood drives while a student at St. Louis High School. "At first the needle was intimidating," he says. "But as

an athlete, you learn to man up. Now, donating has become routine and is something I look forward to doing at least every month."

A manager for American Medical Response, a private ambulance service, Ancheta has firsthand experience with the importance of blood donations. "After seeing trauma and cancer patients, I feel it's my way of giving back," he says.



Audrey Alessi, a realtor, started donating after the deadly country music concert shooting in Las Vegas in 2017. "I had this overwhelm-

ing feeling of how crazy this world can get. And now we're in another crazy, hectic time with this pandemic. Donating is one actionable thing I can do to make a difference. During those 30 minutes I'm giving blood, I could be saving three lives."

For a Q&A with Blood Bank of Hawaii's Dr. Kim-Anh Nguyen, visit **hmsa.com/more.** I TRIED MAKING MY FAMOUS LAU LAU RECIPE, BUT CONFUSED THE STEPS.

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A Public Service Announcement

for real?

coming clean

words Michelle Regan

When it comes to cleaning house, folklore and old wives' tales abound. Which of these are for real?

True or false? Bleach cleans everything.

False. Actually, it doesn't clean anything. Bleach is a disinfectant, which is great for removing stains and bacteria, but it won't remove dirt and grime. Always clean surfaces with soap and warm water before disinfecting with bleach.

Fact or fiction? Pet fur is impossible to remove.

Fiction. This ever-present reminder of your best friend is also a big mess. Use a damp rubber glove to remove pet fur from upholstery. Remove it from carpet by gently dragging a pumice stone across the surface. Keep your baseboards clean (and repel future fur!) with the swipe of a dryer sheet.

Agree or disagree? Vodka removes odors.

Agree. Can't get the stink out of your favorite running tee? Steal this cleaning hack from Broadway stars who can't dry clean their sweaty costumes nightly. Pour a bit of undiluted vodka into a spray bottle and spritz the offending fabric to get it smelling fresh.

Real or unreal? Your kitchen sponge is full of bacteria.

Real. There are 82 billion bacteria per square inch living in a typical kitchen sponge. A 2017 study by microbiologist Markus Egert, Ph.D., and his team at the University of Furtwangen in Germany found that while killing bacteria by microwaving sponges or putting them in the dishwasher is common, it won't remove the most harmful bacteria. Instead, change your sponge weekly or when it starts to smell. Better yet, use a sponge alternative that dries out quickly to help prevent bacteria buildup. (**b**

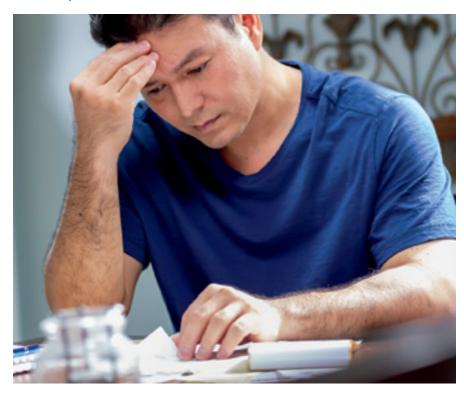


For expert spring-cleaning tips, visit **islandscene.com/more**.

health matters

A Friend in Need

The number of Asset Limited, Income Constrained, Employed (ALICE) residents in Hawai'i hasn't decreased in the past decade. These individuals are working hard, sometimes with more than one job, but 42% are still unable to make ends meet. Paying for essentials like housing, child care, food, transportation, and health care in Hawai'i is near-impossible for the ALICE population, which has an average household budget of \$31,056 a year for individuals or \$90,828 a year for a family of four.



Aloha United Way (AUW) established the ALICE fund to help counter the systemic causes of financial instability. There are many reasons families struggle financially, many of which are out of their control. In fact, AUW's 2020 ALICE report estimates that an additional 35,000 households could fall to ALICE income level or below due to the impact of the COVID-19 pandemic. AUW is working hard to connect ALICE residents with services through their large network of nonprofit partners.

If you or someone you know is an ALICE resident who needs help, call 211 or visit auw.org.

You're Getting Sleepy



You probably know about common causes of fatigue like lack of sleep and stress, but did you know your everyday habits can influence how tired you feel? Here are a few lesser-known ways to fight fatigue:

Don't skip your sweat sesh. It may be tempting to skip your morning run when you want to sleep in, but regular exercise can help you feel energized.

But first, water. Turning to an extra cuppa Joe when you're tired could disrupt your sleep-wake cycle. Instead, stay hydrated with water and avoid caffeine late in the day.

Find your chill. Block off some time in your calendar to do absolutely nothing and stick to it. To recharge, make space for the things you love.

Take Five

Here's a quick exercise you can do 👙 anytime, anywhere to bust anxiety.

Count:

- Five things you see.
- Four things you feel.
- Three things you hear.
- Two things you smell.
- One thing you taste.

Connecting to your senses interrupts harmful thought patterns and redirects your brain to the present moment.





Itching for Mango

Spring is a little sweeter for Hawai'i residents with mango trees. But for some, this sweet fruit causes allergic reactions ranging from mild oral and skin irritation to anaphylaxis. That's because mango skin contains urushiol, the same compound found in poison ivy and poison oak. About 60% of people have a mild allergy to urushiol and 20% have a severe reaction.

The good news is there's much less urushiol in mangoes than in the oils of other plants like poison ivy. Most people who experience an allergic reaction get it from touching mango leaves, skin, or the fruit just inside the skin. That's why some people have a reaction to peeling and cutting mangoes but not to eating them. If you've had an allergic reaction to poison ivy or poison oak, you may be more likely to have a reaction to mangoes. Like any allergy, repeated exposure could increase your sensitivity over time.



paying it forward

words Alana Folen photos courtesy of Circle of Caring



Glimmers of hope can be

found in acts of giving and outpours of compassion, even during a global pandemic. There are empathetic people, organizations, and programs ready and willing to make a positive difference.

HMSA's Circle of Caring program is one example. This volunteer program is composed of 350 HMSA employees from all islands. They're dedicated to giving back to their communities and helping others.

According to HMSA community engagement specialist Vicky DeMercer, the goal of Circle of Caring is to provide HMSA employees with volunteer opportunities that help create a Hawai'i where communities can enjoy everhealthier lives. "Through their volunteerism, employees can meet people from other departments within HMSA, connect with and enrich their community, and learn new skills," DeMercer says. "We work with community partners to see how HMSA can address their need for volunteers."

Circle of Caring volunteers log over 1,500 work hours each year, participating in events like Mango Jam, Kauai County Farm Bureau Fair, Maui County Fair, and the Big Island Substance Abuse Council's annual Ohana Day. Holiday bell ringing and school supply drives have also spurred a lot of volunteers.

Facing page: Volunteers harvesting olena at Ho'oula Aina.

Above, from left: Coordinating one of the many food drives the volunteers participate in; bell ringing for donations for the Salvation Army.





From top: Volunteer Shirley Yee at the Hawaii Book & Festival fundraiser; volunteer Sally Chow at a mask-making event.

Shirley Yee, a systems analyst, has been lending a hand to Circle of Caring since 1989 and has volunteered at more than a thousand events. She's previously been recognized as a Circle of Caring volunteer of the year.

"I like meeting our members and caring for their well-being. It gives me a chance to give back to our community," Yee says.

Yee has special affection for Hawaii Foodbank. "It's absolutely rewarding to partner with the Foodbank. There's such a high demand for nutritious foods. We need to help the community learn to eat more fruits and vegetables and to move more," she says.

"I'm so blessed that I can help others and our community. We can share our aloha by giving back, and that's so important, especially during the pandemic," adds Sally Chow, a project manager. Chow is also a longtime Circle of Caring volunteer and started years ago helping with Chinese language translation.

Having coordinated volunteers for different organizations over the years, DeMercer says that Circle of Caring volunteers are one of a kind. They'll show up ready to help no matter how large or small the task.

For the volunteers, their work goes beyond their day-to-day job responsibilities. And although the pandemic may have changed life as it once was, Circle of Caring has adapted and thrived during these challenging times. DeMercer encourages virtual volunteering and advises her team on how to determine if it's safe for them to volunteer. They also include safety protocols for each organization.

"We are in constant awe of the generosity and compassion shown by our volunteers," DeMercer says. "They are the face, hands, and heart of HMSA. As the face, they take HMSA from being a large organization to being someone the community knows and trusts. As the hands, they do the tasks needed to support our communities and build relationships. As the heart of HMSA, our volunteers remind us all why we're here. We're here for Hawai'i and it's our privilege to serve." 🚯



For more photos of HMSA's Circle of Caring in the community, visit islandscene.com/more.

Here are your newest choices for quality care

For a complete list of providers, contact information, and plans accepted, visit Find a Doctor on hmsa.com. These providers joined HMSA's network between Sept. 21 and Dec. 20, 2020.



Hawaii

William T. Carter Darrett W.Y. Choy Sheareen Gedayloo Elizabeth Han Amy A. Hanapi Eric T. Lee Cherryl A. Menapace Arun Rajagopal Mililani K. Trask-Batti

Kauai

Ronald Y. Fujimoto Kahanaaloha P. Kuikahi-Duncan Aries Kuo

Maui

Kelly L. Albrecht Janel Branson Molly K. Brown Ian H. Carter William T. Carter Cecilia V. Harrington Eric T. Lee Hannah P. Litt Casey B. Schanz Lane C. Thaut Abigail G. Timmerman

Molokai

Stephanie K. Glick

Oahu

FIND OUT

A DOCTO

HO'S THAT

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WHEN YOU

Stacy C. Brown Briana A. Brownhill Marvam K. Butler Hannah D. Cagle William T. Carter Kaitlyn H. Collette Angela J. Crawford Christa E. Degrazia Daniela T. Downs Aaron Erez Fav Gao Gabrielle G. Garcia Lisa A. Garcia Timothy H. Hagino Chloe B. Hasegawa Nicholas Heath Ronald I. Hirokawa Marina E. Hitosugi-Levesque Alyssa A.K. Honda Erin L. Hunt Koii S. lizuka Jane Jamison Rajeana K. Johnson George T. Kato Victoria K. Kelleher Yusuke Kobayashi Dan K.K. Kwok Bradford W. Lee Lana M. Lipe Stanley S. Mackey III Justin N.R. Magsanoc

Kelen C. Moana Isaiah-Matthew Moreno Jennifer Y. Nakamatsu Paul C. O'Hara Kyle K. Ohisa Landon K. Opunui Gavin H. Park Taryn M. Park Kanoelehua E.C. Perry Jennifer L.Posey Shauna M.C. Raboteau Alamelu Ramamurthi Ethan T. Routt Christian G. Salinas Alyssa J. Schoenfeld Phillip E. Schrager Stacey A. Schrager Aly M. St. Ours Chung-Huan J. Sun Aileen Yu Tanaka Christine W. Tumilowicz



Telehealth is a safe, convenient way to get medical care or emotional support. And you don't even need to leave home.

Ask your doctor if they have telehealth options such as video visits or email check-ins.

If you don't have a doctor, get care on demand with HMSA's Online Care[®] using a smartphone, tablet, or computer. Amwell, the company that provides hosting and software services for Online Care, was recently ranked the highest in telehealth satisfaction by J.D. Powers. Simply download the free mobile app or visit hmsaonlinecare.com.

You may be charged a copayment for telehealth visits. Check your health plan benefits.

App Store

ore Google Play



Available for most Apple and Android devices and tablets. You must be in Hawaii to use Online Care. Depending on your health plan, you may be charged a copayment.

Amwell® is an independent company providing hosting and software services for HMSA's Online Care platform on behalf of HMSA.

telehealth: overcoming the concerns





Andrew Perry, M.D.

The last 12 months saw a boom in the use of telehealth, allowing people to continue to see a doctor despite the pandemic and limited access to in-person care.

Telehealth is a valuable option to help members see a doctor on a computer, tablet, or smartphone without taking time off from work to go to the doctor's office and dealing with traffic, parking, and other inconveniences.

Some people, however, may be reluctant to try this new technology. Andrew Perry, M.D., HMSA senior medical director, has some advice for anyone in this category.

"It can be intimidating," he says, but if an in-person visit is nearly impossible, "the doctor whom you've come to know and trust is available through telehealth."

"The best thing you can do is plan ahead for your first telehealth appointment," Dr. Perry says, including downloading the app or testing the software or web connection that your provider uses and learning how to use it well before your appointment. "When I talk to my fellow physicians who are doing telehealth, a lot of the patients haven't looked at the instructions or asked for help, meaning that valuable time for care can be lost." Other patients hesitate to use telehealth because they're concerned about how effective this type of doctor visit can actually be.

"Very effective," Dr. Perry says. Typically, many issues can be handled without a patient leaving home, such as taking certain measurements to help them manage a chronic disease.

"If you're having trouble getting your blood pressure under control, ask your doctor whether using an automated blood pressure cuff at home and sending in the readings via secure email or an online patient portal makes sense for your care," Dr. Perry says.

Telehealth appointments can also help doctors determine if an in-person appointment is needed.

"It's become a really good way for doctors to identify if tests are needed or if they need to see you in person," says Dr. Perry. "Whatever you need, they'll do what's best for you."

words David Frickman

for your benefit

program for rare conditions expands

Managing a rare and complex health condition can be challenging for members and their caregivers. Sometimes, more support is needed.

About a year ago, HMSA began its partnership with AccordantCare[™] to offer personalized care for members with rheumatoid arthritis and hemophilia. Starting this year, AccordantCare has expanded its services to help members who have any of 19 additional conditions.

Accordant's care management services include teams of registered nurses with specialized clinical training in these conditions. The Accordant nursing team develops close relationships with patients, assesses individual risks, and delivers interventions that support their doctor's care plan. Nurses can facilitate communication and connection between patients, physicians, specialists, and HMSA.

This service is offered at no additional cost to most HMSA members. Please check your specific plan benefits.

AccordantCare offers personalized care for members with these rare and complex conditions:

- Amyotrophic lateral sclerosis (ALS)
- Chronic inflammatory demyelinating polyradiculoneuropathy (CIDP)
- Crohn's disease
- Cystic fibrosis
- Dermatomyositis
- Epilepsy
- Gaucher disease
- Hemophilia
- Hereditary angioedema

- Human immunodeficiency virus (HIV)
- Multiple sclerosis
- Myasthenia gravis
- Parkinson's disease
- Polymyositis
- Rheumatoid arthritis
- Scleroderma
- Sickle cell disease
- Systemic lupus erythematosus (SLE) or lupus
- Ulcerative colitis

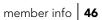
For more information about participating in the AccordantCare program, please contact HMSA Health and Well-being Support Monday-Friday, 8 a.m.-5 p.m., at 1 (855) 329-5461, option 1, toll-free.

Accordant is an independent company providing nurse care management services on behalf of HMSA. Accordant Health Services LLC is a CVS Caremark® company.

 $\mathsf{CVS}\xspace$ caremark* is an independent company providing pharmacy benefit management services on behalf of HMSA.





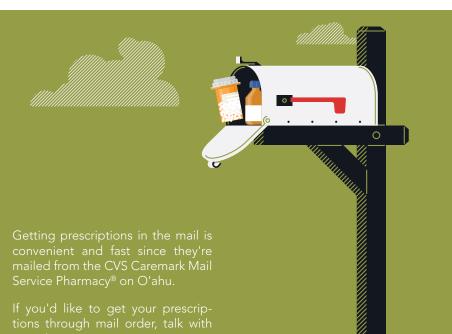




get prescriptions mailed to your home

The COVID-19 pandemic is a reminder that we need to be safe and minimize errands as much as possible, even for important tasks, such as picking up prescription medications from the pharmacy.

Mail order is an option for many members to receive their 90-day prescription orders for maintenance medications. There's no delivery charge and medications are sent to an address of your choice.





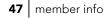
HMSA365 discounts

With HMSA365, you can save money on health and well-being products and services statewide. To get a discount, just show your HMSA membership card at participating businesses. There's no paperwork to do or claims to file.

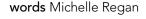
Check out these discounts:

- Aloha Family Chiropractic: HMSA members receive a 20% discount on services not covered by insurance.
- Gorilla Strong Fitness: Apply the HMSA10 code when you check out to receive a 10% discount.
- Hawaii Discount Nutrition: Free \$10 in-store credit (one per member per month). Supplement purchases are only for members 18 years of age or older.
- Michael Zanani Acupuncture: 15% discount on services not covered by health insurance. 10% off herbal supplements.

Go to hmsa.com/hmsa365 and browse for more discounts by island or categories. If you have questions, call 1 (855) 329-5461 toll-free.



domestic violence in hawai'i





NOOM HOOK

Nanci Kreidman

Domestic violence isn't a family issue. It's not a women's issue. It's not a self-defense issue.

Domestic violence is a crime.

In Hawai'i, 12% of the population reports experiencing physical violence, intimidation, verbal abuse, sexual assault, and other forms of intimate partner violence in their lifetime. Asian and Native Hawaiian communities experience a higher incidence and are often more likely to keep their struggle private.

See something, say something

Leaving an abusive situation at home isn't simple. "Try to understand why they stay," says Nanci Kreidman, CEO of the Domestic Violence Action Center (DVAC). "There's a lot of really good reasons. There are so many barriers to leaving."Those reasons are complex and interwoven, from parents' and communities' expectations to the security of the children to an inability to provide for themselves. And, of course, prior threats of abuse and violence.

The burden of finding support shouldn't rest with victims. "If you've ever had concerns about somebody, reach out to them," she says. "Let them know that you're there to be supportive and that you have some concerns about their safety and guide them to resources. It's a conversation that most people try not to have, but we really want to encourage people to have it." Kreidman says there's a role for everyone to play, from health care workers doing universal screenings to educators talking with parents to Human Resources staff getting domestic violence training. Even neighbors and passersby who witness abuse in public can help by calling 911.

Getting help

Every victim's situation is unique and pathways to escape may vary depending on cultural norms and values. That's why DVAC use culturally responsive support teams. They have Filipino, Japanese, Korean, Mashallese, Native Hawaiian, and LGBTQ+ advocates who work with victims in their language of choice.

On-site court teams accompany victims to court, help them file restraining orders, and create safety plans. "A safety plan is a blueprint for what to do should you be in danger, which is very hard to figure out when you're in crisis," says Kreidman. "But if you thought it through and you figured out what you should do and who you might call and what you might need, it's easier to execute."

If you're experiencing domestic violence, help is available. Call 531-3771 on O'ahu or 1 (800) 690-6200 toll-free. If you can't make a call, send a message to the DVAC text line at 1 (605) 956-5680 or chat with an advocate at thehotline.org. Survivor support groups are also available.

Visit domesticviolenceactioncenter. org for more information.



aloha. hello. konnichiwa. ni hao. hola. anyoung. kumusta.

At HMSA, we believe that getting great care should be easy.

That's why we provide resources like language, translation, and text relay services. Our members are our neighbors and 'ohana and we don't discriminate when it comes to your care. Call us with questions, requests, and complaints. We're here to help.

Federal law requires HMSA to provide you with this notice.

HMSA complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. HMSA does not exclude people or treat them differently because of things like race, color, national origin, age, disability, or sex.

Services that HMSA provides

Provides aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters.
- Written information in other formats (large print, audio, accessible electronic formats, other formats).

Provides language services to people whose primary language is not English, such as:

- Qualified interpreters.
- Information written in other languages.
- If you need these services, please call 1 (800) 776-4672 toll-free; TTY 711.

How to file a discriminationrelated grievance or complaint

If you believe that we've failed to provide these services or discriminated

against you in some way, you can file a grievance in any of the following ways:

- Phone: 1 (800) 776-4672 toll-free
- TTY: 711
- Email:
 - Compliance_Ethics@hmsa.com
- Fax: (808) 948-6414 on O'ahu
- Mail: 818 Ke'eaumoku St., Honolulu, HI 96814

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, in any of the following ways:

- Online:
 - ocrportal.hhs.gov/ocr/portal/lobby.jsf
- Phone: 1 (800) 368-1019 toll-free; TDD users, call 1 (800) 537-7697 toll-free
- Mail: U.S. Department of Health and Human Services, 200 Independence Ave. S.W., Room 509F, HHH Building, Washington, DC 20201

For complaint forms, please go to hhs.gov/ocr/office/file/index.html.

Hawaiian: E NĀNĀ MAI: Inā hoʻopuka 'oe i ka 'Ōlelo Hawai'i, loa'a ke kōkua manuahi iā 'oe. E kelepona iā 1 (800) 776-4672. TTY 711.

Bisaya: ATENSYON: Kung nagsulti ka og Cebuano, aduna kay magamit nga mga serbisyo sa tabang sa lengguwahe, nga walay bayad. Tawag sa 1 (800) 776-4672 nga walay toll. TTY 711.

Chinese: 注意: 如果您使用繁體 中文, 您可以免費獲得語言援助 服務。請致電1(800)776-4672。 TTY 711。

Ilocano: PAKDAAR: Nu saritaem ti Ilocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti 1 (800) 776-4672 toll-free. TTY 711.

Japanese: 注意事項:日本語を話 される場合、無料の言語支援を ご利用いただけます。 1 (800) 776-4672 をご利用ください。 TTY 711。まで、お電話にて ご連絡ください。 Korean: 주의: 한국어를사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1 (800) 776-4672번으로 연락해 주시기 바랍 니다. TTY 711 번으로 전화해 주십시오.

Laotian: ກະລຸນາສັງເກດ: ຖ້າທ່ານເວົ້າ ພາສາລາວ, ການຊ່ວຍເຫຼືອດ້ານພາສາ, ບໍ່ມີຄ່າໃຊ້ຈ່າຍ, ແມ່ນມີໃຫ້ທ່ານ. ໂທ 1 (800) 776-4672 ຟຣີ. TTY 711.

Marshallese: LALE: Ñe kwōj kōnono Kajin Majōļ, kwomaroñ bōk jerbal in jipañ ilo kajin ne am ejjeļok wōnāān. Kaalok 1 (800) 776-4672 tollfree, enaj ejjelok wonaan. TTY 711.

Pohnpeian: Ma ke kin lokaian Pohnpei, ke kak ale sawas in sohte pweine. Kahlda nempe wet 1 (800) 776-4672. Me sohte kak rong call TTY 711.

Samoan: MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoan, e fai fua e leai se totogi, mo oe, Telefoni mai: 1 (800) 776-4672 e leai se totogi o lenei 'au'aunaga. TTY 711.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1 (800) 776-4672. TTY 711.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1 (800) 776-4672 toll-free. TTY 711.

Tongan: FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1 (800) 776-4672. TTY 711.

Trukese: MEI AUCHEA: Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni omw kopwe angei aninisin chiakku, ese kamo. Kori 1 (800) 776-4672, ese kamo. TTY 711.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1 (800) 776-4672. TTY 711.

Click to connect, learn, and grow

Learn about health and well-being from the comfort and safety of your home. Here are the HMSA health education workshops available this spring.



Stress Bucket: Coronavirus Edition April 20, 5-6 p.m. April 22, noon-1 p.m. With new stressors and challenges during the COVID-19 pandemic, don't let stress get the best of you. Knowing how to manage your stress is crucial in preventing high blood pressure, anxiety, depression, and other health conditions. Join us to learn simple and enjoyable ways to lower the stress in your bucket.



Sweet Dreams: The Benefits of Sleep

May 5, noon-1 p.m. May 13, 5-6 p.m. Do you struggle to fall asleep and stay asleep? Do you wake up feeling like you hardly slept at all? Sleep deprivation has been linked to weight gain and other health problems. Find out how much sleep you need, why you need it, and how to get quality sleep.



Well-being 101 June 8, 5-6 p.m. June 17, noon-1 p.m. Making lifestyle changes to improve your health can be easier said than done. Learn how to use the stages of change model to make achievable, lasting improvements to your health and well-being, including exercising more, eating healthier, and relieving stress.

There's no cost to attend online workshops. Please note that workshop dates and times are subject to change. To learn more or to register, visit hmsa.com/HealthEducation or call 1 (855) 329-5461 toll-free, Monday-Friday, 8 a.m.-5 p.m.



let's talk

It meant a lot to me that I was able to have someone to talk to, to reassure me and teach me and prepare me, so that I could enjoy being a mother for the first time.

Jeni Miyahira Mom to Mattingly, age 9 months, and lifelong HMSA member

Questions? The HMSA Pregnancy and Postpartum Support Program can help you get the resources you need for a healthy pregnancy.

Enroll as soon as your pregnancy is confirmed. Call 1 (855) 329-5461 toll-free, Monday through Friday, 8 a.m. to 5 p.m., or go to hmsa.com/pregnancysupport.



by the book

words on work

words Michelle Regan photos courtesy of Mary Claire Hutchinson

What if you could enjoy your work and get more done? These books, recommended by Mary Claire Hutchinson, the Business, Science, Technology librarian at the Hawai'i State Library, can help. Learn how to design your work life, use upstream thinking to solve problems, up your workfrom-home game, and more.





Mary Claire Hutchinson

Designing your Work Life: How to Thrive and Change and Find Happiness at Work

By Bill Burnett and Dave Evans

Stanford Design Lab's Burnett and Evans penned a follow-up to their best-seller, *Designing Your Life. Designing Your Work Life* is an introduction to work-life balance. This highly readable book offers insights on reframing perspectives so you can design your work to be more meaningful and engaging.

How to Lead: Wisdom from the World's Greatest CEOs, Founders, and Game Changers By David M. Rubenstein

An entertaining, motivational book containing wisdom gleaned from influential leaders interviewed on *The David Rubenstein Show* on PBS. Rubenstein shares insights from 30 leaders including Oprah Winfrey, Ruth Bader Ginsburg, Warren Buffett, Bill Gates, Bill Clinton, Phil Knight, Jeff Bezos, Richard Branson, Jack Nicklaus, Yo-Yo Ma, and David Petraeus.

The Robots are Coming!: The Future of Jobs in the Age of Automation

By Andrés Oppenheimer

Oppenheimer, an award-winning journalist, investigates job automation. Oppenheimer's keen assessment is billed as thrilling and frightening. He travels to several major world innovation centers and presents both sides of the argument in his findings from "futurologists" who believe careers will not evaporate and "techno-pessimists" who believe otherwise, allowing readers to form their own opinions.

Upstream: The Quest to Solve Problems Before They Happen By Dan Heath

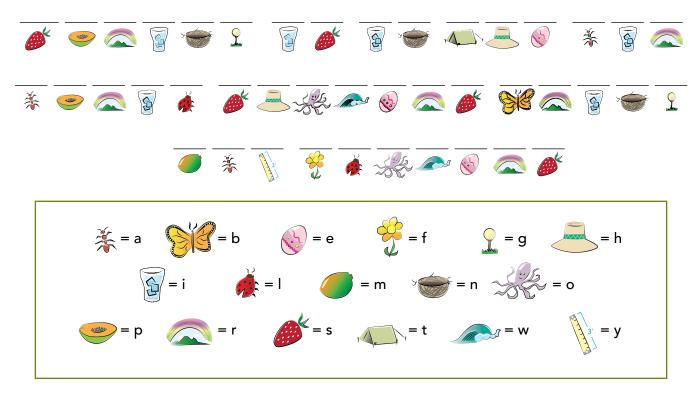
Dan Heath's first solo title is an inspirational book that promotes preventive problem solving by looking "upstream" for the source of the problem. Upstream thinking principles guide better decision-making and ingenious, positive results. Dan coauthored several popular titles with his brother, Chip Heath, such as *Switch, Made to Stick, Decisive, and The Power of Moments.* Work-From-Home Hacks: 500+ Easy Ways to Get Organized, Stay Productive, and Maintain a Work-Life Balance While Working from Home! By Aja Frost

Working from home has both perks and challenges. This sure-to-be popular book provides tips and hacks for minimizing distractions while maintaining productivity. Frost works for Hubspot and has published articles on remote working and productivity for Fast Company, Business Insider, Entrepreneur, Tech Crunch, and The Muse.

keiki corner

Decode the message

Fill in the blanks with the letter that matches the picture to decode the secret messages.



Brain teasers

Q: Why did one bee tease the other bee?

A: Because he was acting like a bay-bee.





A: A fun-gi.

Q: What do you call it when worms take over the world?

A: Global worming.

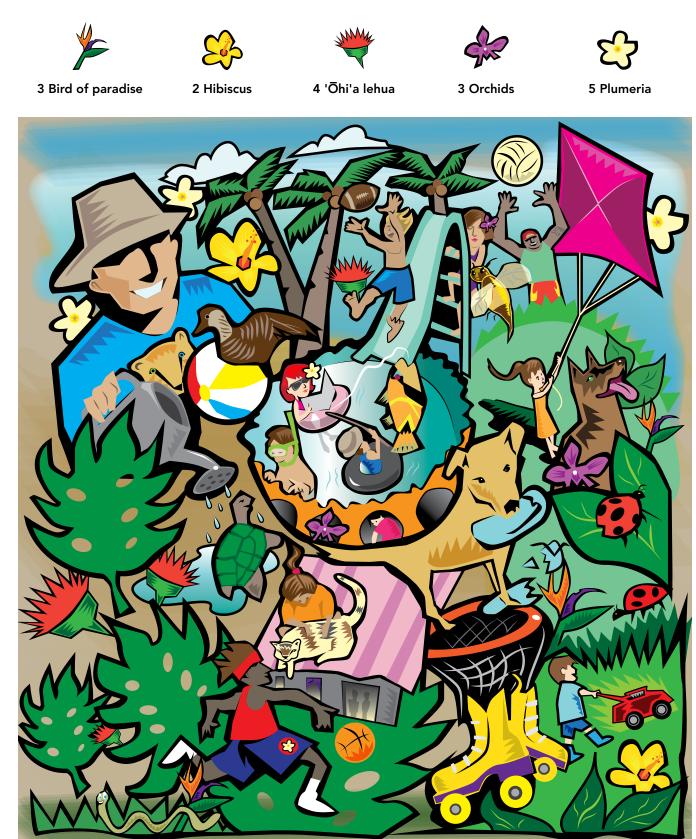


Answers: Spring is in the air. April showers bring May flowers.

family matters 54

Springtime search

Spring has arrived! See if you can find the flowers below.



company comestibles

words Marlene Nakamoto photos Lew Harrington food styling Marjie Beaton It's common knowledge that Hawai'i is one of the healthiest states in the nation. Much of the credit for that, we believe, goes to employers. Whether they have one employee or a thousand, many employers consider them a part of their extended family.

That's why in addition to paying employees for working, many employers take care of their health and well-being with workplace programs or other ways to encourage them to be active and eat well.

We reached out to some longtime Hawai'i companies that have a reputation for investing in their employees' health and asked them to share a favorite recipe. Check these out.

Quinoa Breakfast Bowl

At First Hawaiian Bank's KIC Lunchroom, Chef Duke Figueroa creates nutritious, delicious fare for employees. Here's one way he serves up quinoa.

¾ cup water, divided
¼ cup tricolor quinoa, rinsed
¼ cup dried cranberries
½ banana
¼ cup unsweetened almond milk
1 Tbsp. maple syrup
Pinch of cinnamon
¼ tsp. vanilla extract
¼ cup blueberries
2 strawberries, sliced
1 Tbsp. sliced almonds

In a small saucepan, bring 1/2 cup of the water to a boil. Add quinoa. Reduce heat; cover and simmer until liquid is absorbed, 12-15 minutes. Remove from heat and fluff with a fork. Set aside. Meanwhile, soak dried cranberries in remaining 1/4 cup water for 10 minutes; drain. Halve banana crosswise. Slice one half and set aside. Mash the other half in a small bowl.

Mix quinoa with mashed banana, almond milk, maple syrup, cinnamon, and vanilla. Transfer to an individual bowl and top with blueberries, strawberries, cranberries, and banana slices. Garnish with almonds. Makes 1 serving.

Per serving: Calories 450, protein 9 g, carbohydrates 95 g, total fat 5 g, sodium 50 mg, fiber 10 g, total sugar 45 g

Kakimochi Chocolate Chip Cookies

From our friends at Foodland comes chocolate chip cookies "localized" with kakimochi and furikake. Just a quick stroll through any of their stores and you'll see that their commitment to local foods and products is real. And when it comes to including cookies in a healthy diet, moderation is the key.

1½ cups all-purpose flour
1 tsp. baking soda
¼ tsp. salt
½ cup unsalted butter, softened
½ cup sugar
½ cup packed light brown sugar
1 egg
1 tsp. vanilla extract
2 cups kakimochi
1 cup chocolate chips
Kakimochi and furikake for toppings

Combine flour, baking soda, and salt in a medium bowl. Set aside. Cream butter and sugar until light and fluffy. Beat in egg and vanilla. Add flour mixture and mix well. Stir in kakimochi and chocolate chips. Cover and refrigerate 1 hour or overnight.

Preheat oven to 350 degrees. Form dough into 1-inch balls and place on cookie sheet lined with parchment paper. Press a kakimochi on top or flatten slightly and sprinkle with furikake. Bake about 12 minutes or until lightly browned. Makes about 3 dozen.

Per serving (1 cookie): Calories 100, protein 1 g, carbohydrates 15 g, total fat 4 g, saturated fat 2 g, cholesterol 10 mg, sodium 80 mg, fiber 1 g, total sugar 7 g



Vegan Alfredo Pasta

For decades, Hawaiian Electric has been a reliable source of energy and recipes. Here's their recipe for a flavorful vegan pasta dish.

8 oz. gluten-free linguine or spaghetti

- 15 oz. can white cannellini beans, drained and rinsed
- 2 cups cooked cauliflower florets
- 1 cup unsweetened nondairy milk (e.g., macadamia, almond, or soy cooking cream)
- 2 Tbsp. vegan butter
- 1/4 cup nutritional yeast

1 tsp. lemon juice

- 1 garlic clove, minced
- 1 tsp. onion powder
- 1 tsp. black pepper
- 1⁄2 tsp salt
- 1/2 tsp. red pepper flakes
- 2 Tbsp. gluten-free flour mixed with 2 Tbsp. water to make a slurry (if needed)

Cook pasta according to package directions. Set aside.

In a food processor, pulse remaining ingredients until smooth. If the sauce is too thick, add a little more milk. Transfer mixture into a saucepan over medium-low heat and stir constantly until heated through. If sauce is too thin, add slurry and cook and stir until mixture thickens.

Serve sauce over pasta. Makes 4 servings.

Variations: Add chopped cooked broccoli or chicken, fresh baby spinach, or thawed frozen peas to saucepan. Heat through.

Per serving (without slurry): Calories 390, protein 15 g, carbohydrates 63 g, total fat 9 g, saturated fat 2 g, sodium 550 mg, fiber 10 g, total sugar 3 g

For more recipes and recipe videos, go to **islandscene.com/food**.

words Andrea Wright Agustin photos Rae Huo food styling Cedric Fujita



let's get crackin'

Perhaps the most versatile of all foods is the egg. It can be eaten on its own, as a side dish, or as an enhancement to a main dish. As an essential baking ingredient, eggs are a staple in many homes. Breakfast, lunch, dinner, or brunch — it's almost guaranteed that eggs are on the menu.

What do you make when you want to serve your family a filling, nutritious meal that's ready in minutes? Eggs. What do you eat when money is tight and you can barely toast bread without burning down the kitchen? How about some eggs? What's on your fancy brunch menu when you're trying to impress a group of friends? Eggs are always the answer. The harder decision is how to prepare them.

Serve them up hot, cold, plain, with endless mix-ins, scrambled in seconds, or slow-rising in the oven. You really can't go wrong with this egg-ceptional superfood. Hatch a plan and get creative!

You can, of course, find eggs in any grocery store, but the taste and quality of fresh local eggs are undeniable. Check your farmers market or befriend a neighbor who's raising chickens.

Bok Choy Frittata

9 eggs

- 1⁄4 cup reduced-fat (2%) milk
- Salt and pepper to taste
- 1 Tbsp. olive oil
- 2 garlic cloves, minced
- 2 tsp. minced ginger
- 1 small head bok choy, thinly sliced
- 1 small red bell pepper, thinly sliced
- 1/4 cup chopped green onion

Preheat oven to 350 degrees. In a medium bowl, whisk together eggs, milk, salt, and pepper. Set aside.

Heat olive oil in a cast iron or ovensafe skillet over medium heat. Add garlic and ginger and cook 30 seconds, stirring frequently. Add bok choy and cook 3 minutes, stirring frequently. Add bell pepper and cook an additional 3 to 5 minutes until peppers have softened.

Reduce heat to low and spread vegetables evenly in skillet. Sprinkle with green onions. Pour egg mixture over vegetables and cook 3 minutes without stirring. Transfer to oven and bake until firm, about 12 minutes. Makes 6 servings.

Per serving: Calories 150, protein 10 g, carbohydrates 3 g, total fat 10 g, saturated fat 3 g, cholesterol 275 mg, sodium 220 mg, fiber 1 g, total sugar 1 g

For more recipes and recipe videos, visit **islandscene.com**.

Custard-style Pancakes

large overripe banana
 eggs
 tsp. baking powder
 tsp. cinnamon
 Tbsp. vegetable oil, divided
 Toppings such as maple syrup, jam, powdered sugar, berries

Mash banana in a medium bowl with a fork. Whisk in eggs, baking powder, and cinnamon.

Heat 1 teaspoon of the oil in a nonstick skillet over medium heat. Drop 2 tablespoons batter into skillet for each small pancake, cooking three at a time. Flip carefully after bottom begins to brown, about 2 minutes. Cook an additional 2 minutes. Repeat with remaining oil and batter. Makes 2 servings.

Per serving: Calories 190, protein 7 g, carbohydrates 14 g, total fat 12 g, saturated fat 2 g, cholesterol 185 mg, sodium 120 mg, fiber 2 g, total sugar 7 g

Baked Eggs with Sweet Potato Hash

1½ Tbsp. olive oil

- 2 large Okinawan sweet potatoes, peeled and diced in ½-inch cubes
- 1/2 yellow onion, thinly sliced
- Salt and pepper to taste
- 3 garlic cloves, minced
- 6 lup cheong (Chinese sweet pork sausage), thinly sliced crosswise

6 eggs

Ketchup or Sriracha

Preheat oven to 400 degrees. Heat oil in a large nonstick skillet over medium heat. Add potatoes, onion, salt, and pepper. Cook 15 minutes, stirring often. Add garlic and sausage and cook an additional 5 minutes.

Spread mixture in a large baking dish and make six wells with the back of a spoon. Crack an egg into each well and sprinkle eggs with salt and pepper. Bake until egg whites are set but yolks are slightly runny, about 12 to 14 minutes. Serve with ketchup or Sriracha. Makes 6 servings.

Per serving (without ketchup or Sriracha): Calories 420 , protein 29 g, carbohydrates 37 g, total fat 22 g, saturated fat 5 g, cholesterol 185 mg, sodium 950 mg, fiber 4 g, total sugar 8 g





good egg, bad egg

Are eggs a healthy food? It's complicated. The American Heart Association suggests that one egg a day is OK as part of a healthy diet. But if you're at risk for heart disease or have diabetes, you may need to further limit the amount of eggs and other foods that contain cholesterol. And that may depend on your diet as a whole.

> Check with a dietitian or your doctor before changing your diet. In the meantime, check out some egg info.



63 eat well

hi notes



#myislandscene

Whether you're working for the weekend or working on your passion project, it's important to make time for the things you love. Mahalo for sharing your favorite pastimes with us.

Want to share your HI Notes? Post your photos on Instagram or Facebook using the hashtag #myislandscene for a chance to be featured in *Island Scene*.

Find us on 🔞 askhmsa or F myhmsa.



Ash Tsuji is passionate about Zumba! He loves streaming free classes so people can keep active anytime, anywhere.



Each week, Jennifer Lieu takes time to connect with nature. It brings her joy to give back to a place that gives so much.



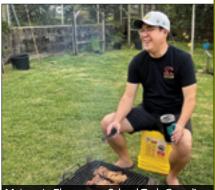
Keila (left), Kiralee (center), and Kiana (right) are passionate about boxing.



Keoni Vaughn has been in animal welfare for the last 20 years. He loves caring for over 650 cats at the Lanai Cat Sanctuary.



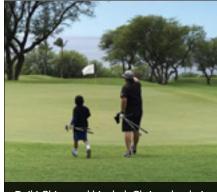
Chris Slavens' (right) passion is Relson Gracie Brazilian Jiu Jitsu, which he says is like human chess, good for your body, mind, and spirit.



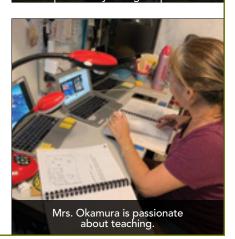
Ma'ema'e Elementary School Tech Coordina-tor Jason Chin is passionate about cooking. It's kept him busy during the pandemic.



The Sato fa<mark>mily is passionate about</mark> family and squishies.



Daiki Ching and his dad, Chris, take their passion for golfing seriously.



in every issue 64



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In times of change, you need a health plan you can count on. With HMSA, your health and the health of your family are covered.

With HMSA, you can:

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- Choose from high-quality doctors across Hawaii.
- See a doctor online from the safety and comfort of home.

HMSA is here with you. For the good times. For the tough times. For lifetimes.



hmsa.com