

straight from the

Dish

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VOLUME 1 ISSUE 1

 DIAGNOSTIC
LABORATORY
SERVICES, INC.

DLS FACTS

DLS is a wonderful mixture of people from all different backgrounds. It's one of the strengths of the company. Take a look at these interesting demographics. DLS has:

394 females
171 males

17 African-American
2 American Indian
1 Burmese
102 Caucasian - *not broken down by ethnicity background*
51 Chinese
198 Filipino
5 Guamanian & Chamorro
33 Hawaiian
10 Hispanic
2 Indian
119 Japanese
3 Korean
6 Samoan
4 Vietnamese

Source: DLS Human Resources Department

DLS ON FOREFRONT

WE'RE HAWAII'S FIRST LAB SITE ON THE INTERNET

Ed Hope, vice president, Marketing, together with the IS staff, recently launched Hawaii's first testing laboratory site on the Internet: www.DLSLAB.com.

The site offers secure information about lab results, historical results, cumulative lab reporting, Technical Lab bulletins, useful medical links and patient and consumer information – all secure, confidential, and accessible 24x7! DLS expects that in addition to bringing superior service to our clients, the site will ultimately cut expenses.

Hope also put together groundbreaking co-marketing partners, TeamPraxis and Pacific Software, to generate interest and use of DLSLAB.com. These two companies have been in the lead in bringing computer-

based tools to medical practices for practice management and will help DLS market the website.

The site was launched "softly" with seminars for physicians hosted by DLS and its comarketing partners. So far, says, Hope, response has been "outstanding!"

DLS is at the forefront of this technological revolution in Hawaii, and will continue to evolve this site as new developments occur. That's what it takes to be competitive, and DLS is on top of it.



Ed Hope

DLS HAS NEW BOARD



Mark Yamakawa

In future issues, *Straight from the Dish*, will take a closer look at our board members with personal interviews. In this issue, we want to welcome our new board members:

Mark Yamakawa, DLS' new chairman of the board, is currently president & CEO of the Queen's Development Corporation. He holds a BS in Industrial Engineering and Operations Research from the University of California at Berkeley, and obtained his MBA in

Finance/Decision Sciences from the University of Hawaii at Manoa. His background is diversified, having worked as an Industrial Engineer for Proctor & Gamble, as well as working in that capacity at Pearl Harbor Naval Shipyard prior to joining the Queen's Health System in October of 1985. In the past 16 years he has risen through the ranks from senior management engineer to manager, director, VP and ultimately president & CEO. An Iolani graduate, he also speaks fluent Japanese.

Edward L. Bourke, MD, is presently engaged in the private practice of gastroenterology. He obtained his BA from the University of Hawaii, Manoa, and his MD from University of California School of Medicine at Los Angeles. He is an associate clinical professor of medicine at the University of Hawaii, Manoa.

Stanley W. Hong is president & CEO of The Chamber of Commerce of Hawaii. In this capacity Hong is responsible for leading the direction and goals of the Chamber. He currently serves on several boards and in 1993 he was the recipient of the

HVCB's prestigious Maile Award for his outstanding leadership and contributions to tourism and to Hawaii.

Gary Kazuto Kajiwara is the president & CEO of Kuakini Health System. Kajiwara holds a BA, MBA and MPH from the University of Hawaii. He is an associate clinical professor at the University of Hawaii, School of Public Health. This busy man sits on several boards, is a member of several civic organizations, including being the chairman of the board of directors for Pacific Health Care. For diversion he is also an assistant instructor, holding 2nd degree black belt ranking, Hawaii Yubi-Ka-Ju Club (a Kung-fu self defense club).

Glenn Miyataki, PhD, is president of the Japan-America Institute of Management Science (JAIMS), where he is responsible for the overall direction, policy development, and implementation of academic programs and activities of the Institute. Miyataki serves as a planning and management consultant to businesses and non-profit organizations. He holds a BA in mathematics from the University of Hawaii at Manoa; MBA in management science and PhD in business administration from the University of Colorado at Boulder.

Gary A. Okamoto, MD, is president of Queen's Health System. Okamoto holds a BA in political science from the University of Hawaii and received his MD from Washington University of Medicine, St. Louis, Missouri. Voted Physician of the Year, Queen's Medical Center in 1994, he currently has a clinical practice of psychiatry (rehabilitative medicine). A man of many accomplishments and accolades, Okamoto has extensive experience both professionally and as dedicated community volunteer.

LUI NAMED MEDICAL DIRECTOR

Alfred F.K. Lui, MD, has been named the medical director at Diagnostic Laboratory Services, Inc.

"We are extremely pleased to have Dr. Lui join us. The experience he brings to our lab will help us move forward as we continue to find ways to provide high quality and low cost service to our clients,"

said Dr. John Edwards, president of DLS.

Born in Honolulu, Dr. Lui has vast experience running both clinical and pathological laboratories, most recently having served as president of Bio-Diagnostic Laboratories, Inc. in Torrance, California. Dr. Lui's first official visit here was February 21-23 and he is

expecting to transition into his responsibilities at DLS as he also clears those at BDL.

Dr. Lui is employed by Hawaii Pathologists Laboratory (HPL) and has been assigned by contract to assume the responsibilities of medical director at DLS. This work situation is similar to the arrangement under which Dr. Lui's predecessor,

Dr. Keith Tonaki, fulfilled his duties as medical director.

DLS DEVOTED TO PROVIDING STAFF PERSONAL AND PROFESSIONAL GROWTH

Jackie Barnes, Jodie Kawamoto, Chadel Kou, and Charmain Mayeda in the Education & Development Department have a mission at DLS: To support and inspire personal and professional growth of staff and the communities DLS serves.

"We believe in developing our own staff for several reasons," notes Dr. John W. Edwards, DLS CEO. "First, we want to keep our staff working for DLS – they know the company and our

standards. Secondly, we want our staff to grow, to become even better at what they do and thirdly, we want to help people manage better, help them understand the move from peer to boss and help them move towards other positions if they want. Education and professional development is key to us in retaining staff."

Here's how the Education & Development (E&D) Department works:

COORDINATION AND COVERAGE FOR RESIDENTS
Residents, Medical Technologists, and Medical Laboratory Technicians
DLS has been affiliated with the University of Hawaii School of Medicine and Kapiolani Community College since 1990, E&D assists in clinical training for pathology residents, medical technology students and interns and medical laboratory technician students by coordinating their rotations and providing coverage in the various departments in which they train.

COORDINATION, TRACKING, CONTINUING EDUCATION
Coordination of Clinical Conferences
E&D coordinates speakers for monthly Clinical Conferences activities. For technical staff, updating technical knowledge is an important factor in maintaining licensure – for individuals as well as DLS as a company. They also track their participation in these conferences.

Registration for Teleconferences
On the same note, E&D handles registration for and tracking participation in teleconferences.

Coordination and Tracking of Outside Training Paid for by ETF
ETF, the state Employment Training Fund, pays for many types of courses that support the development of Hawaii's workforce. E&D coordinates registration for DLS staff in a variety of courses in the community through the ETF.

Crossword Puzzles
E&D publishes "Crosswords To Continuing Education" for the DLS Hilytes and tracks the results for Continuing Education Credits (CECs).

Coordinate Other Orientation Courses for Phlebotomists
E&D coordinates phlebotomists' participation in the monthly and quarterly orientation sessions that are held by other departments. If anyone has any requests, concerns or questions, please let the E&D staff know.

SOPs
Assistance in Standard Operating Procedures Maintenance and Revision
The department is also involved with revision and maintenance of DLS standard operating procedures in Collection, Accessioning, Specimen Handling and Clinical Support Services.

COURSES
Orientation
E&D takes turns presenting the monthly Customer Service Orientation for new employees.

Phlebotomy Classes
The department teaches a monthly 20-hour phlebotomy orientation course for new or otherwise interested employees, which helps prepare them for employment in DLS satellites, hospital and nursing home sites.

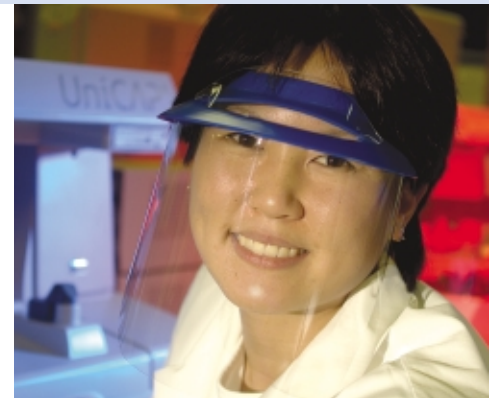
Antrim Classes
The department also teaches a monthly 10.5 to 14-hour Antrim class to new or otherwise interested employees.

Management Development Training Series
The second go round of this highly acclaimed series began Feb. 8 and will run through May 31, at total of seventeen 3-5 hours sessions. Topics range from leadership to conflict resolution to health and safety to interviewing through employee exit. Approximately 55 of DLS managers, from seniors to executives, attended each session in the first Series. Approximately 30 are attending the second series.

Train the Trainer
So far, 88 people have completed the series. Topics include: the Basics of Training, Structuring A Great Training, Communication Skills, and the Difficult Learner. The purpose of this course is to build training capacity throughout the company.

A New Training in the Making – The Transition Zone from Peer to Boss
To assist in the transition from peer to boss, E&D is offering seniors a series called the "Transition Zone" from March 2 through March 30, 1 to 4 p.m. at Central Laboratory in the Board Room. Topics include Making the Transition, Engaging Your Staff, Communication Skills, and Career Development.

Facilitator Training
Quality Facilitator candidates, selected by their managers, will participate in the Quality Facilitator Training, presented by John Marsh, beginning March 23rd. The purpose of this course is to build capacity



among DLS staff to use the Quality Tools and Techniques to continuously improve our products and services.

Linda Watanabe

PEOPLESOFT TRACKING TRAINING
A major initiative this year is to implement the PeopleSoft Training Tracking software package. This tracking software will allow us to report on training to our monitors, such as CAP, and to help us track the training and career development of staff. E&D will begin by learning how to use the software in March and hope to implement by the end of 2001. As with other implementations, E&D will roll it out through pilot departments, supporting them with training and encouragement.

MEDICAL PRIVACY LAW STALLED

DLS' VP for Compliance and Government Affairs, Skip Keane, says the law that would protect the privacy of medical records is probably dead for a good long time. As a member of the Hawaii Privacy Taskforce, Keane has become quite an expert on the ins and outs of this issue.

"DLS can live with just about any kind of privacy law that would be passed," says Keane, "but we needed to stay on top of this issue to make sure that new rules would be easily assimilated in our processes."

The privacy issues came up when the national Health Insurance Portability and Accountability Act (HIPAA) was passed in 1996. The act mandated that US Congress develop laws to protect privacy.

The laws were to balance the needs of consumers who want their medical records private and the needs of health care providers to access those records. Since Congress did not act on those laws, the US Department of Health and Human Services was tasked with coming up with rules and regulations. And it

did. The problem is that the new rules are complicated, didn't jibe with the proposed industry rules and now companies have only two years to implement. It's also possible that Congress or the Bush administration may change the rules

Hawaii was one of the first states to enact its own privacy law, but now with the new federal rules, several health-related industries are worried they cannot comply with both new federal and state rules. In addition, many thought the Hawaii law was faulty as well. So it looks as if the Hawaii law (Act 87/HRS323C) may be repealed entirely or put on hold for the next three years by the current legislature to allow time to see what happens with HIPAA.

