



Health Information and Technology Professional (HITPro) *Training Certification Program*

The HITPro training program trained 13 of WCCHC's very own IT Professionals. The RCHN-Ho'opulapula Project sponsored this very important training for our staff. The training is used to enhance their already existing positions.



Medical Reimbursement Specialist (MRS) *Training Program*

How fortunate are we to have such a profound program for 13 very special community members! Each person from the MRS training program received their training and certification within 10 weeks! Congratulations to each of them!

MAHALO (Thank You) Senator Inouye!



On Thursday, August 9, 2012, WCCHC's Waianae Health Academy held its annual graduation ceremony celebrating ALL students who have participated in its programmatic offerings for the year! With this celebration, came the Honorable Senator Inouye to show his support and Aloha for the achievements of ALL students. We are truly honored by his presence and his love for our community. Above, is a photo of our beloved senator and 3 of the 5 veterans from the Medical Reimbursement Specialist cohort whose tuition is sponsored by the RCHN-Ho'opulapula Project. Mahalo to the RCHN Community Health Foundation, Inc. for this amazing opportunity.

Medical Reimbursement Specialist



Students hard at work, studying and taking their certification exams



Customer Service: Internal / External Communication

This amazing customer service training program for staff trained 16 WCCHC employees. This, was a start of many more customer service training opportunities to come....great job everyone!



Financial Literacy Training

Being financially healthy is an important component to the health of an individual. WCCHC employees and their families are no exception. With the help of Hawaiian Community Assets, financial education is attainable!

Education is key to financial success!



Microsoft Word and Excel 2007 Training



COHORT I



COHORT II



COHORT III

Practice, practice, practice MS Students!





Troubleshoot IT Help Desk

As part of the RCHN-Ho'opulapula Project's initiatives, this workshop is exclusive to the Kulana Po'okela, the "go-to" people from each department and clinic to serve as a super-user to troubleshoot IT Help Desk related issues.



Infusing Cultural Concepts: Kapa Making

A unique way to integrate Hawaiian cultural values into the workplace and instill the holistic value of 'Aloha' in our daily functions. This training was designed to give WCCHC employees an enrichment opportunity, focused primarily on rare and fine Hawaiian art.

Kapa Making: A Hawaiian Art Form





Phone and Email Etiquette *Training*

The training is not only tailored to the needs of WCCHC departments and clinics, but also provides specific techniques employees can use in their professional and personal lives. Over 100 participants were a part of this training exercise.



Patient-Centered Engagement *Training*

Patient-centered engagement is another training series for the designated Kulana Po'okela. Training centered around cultural competency and cultural sensitivity is vitally important to the success of the health center and its ability to comply with HIPAA regulations.



Customer Service with Aloha *Training*

Customer service with Aloha is another training opportunity for the Kulana Po'okela. Serving from the heart, a continuous reminder of each of us can truly serve our patients and customers from the goodness of our hearts. This will be a great reminder as we continue our daily functions in the workplace.



MAHALO!

Thank you RCHN Community Health Foundation Inc. for the opportunity to continue to grow our own healers by this workforce initiative program. Our staff are immensely grateful for this project and hope that other community health centers throughout the nation are able to benefit from this amazing program too! Again, in Hawaiian we say 'Mahalo' Thank You!