

CARI UESUGI



WORK EXPERIENCE

10/12 – Present MAUI MEMORIAL MEDICAL CENTER (MMMC)
 QUALITY MANAGEMENT/PATIENT RELATIONS
 Wailuku, Hawaii
Patient Relations Advocate

Established Patient Relations Program which contributes to quality patient care by providing a communication link between patients, families, and the hospital. Developed a data base to track patient complaint and grievance information, increasing the number of complaints collected monthly. Facilitates facility wide in-services and new employee orientation on customer service, Patient Relations, conflict resolution, and language access services. Revised Language Access Policy and Procedures. Initiated and implemented Title VI and Language Access Plan. Collaborates with government agencies and community organizations to create and support a professional medical interpreters' training program with University of Hawaii/Maui College. Working with Hawaii Health System (HHSC) to develop a comprehensive interpreter and translation services program. Initiated medical interpreting training for bilingual staff. Improving the patient experience by initiating a Patient and Family Centered Care Advisory Council.

07/06 – 10/12 QUEEN'S MEDICAL CENTER
 PATIENT RELATIONS DEPARTMENT
 Honolulu, Hawaii
Patient Relations Advocate

Identified and assessed patients' concerns, from which interventions will result in reduced patient complaints and risks. Maintained records and prepared statistical information regarding patient satisfaction for presentation to administration, physicians, department managers, and research centers. Coordinated interpreter program, assisting patients in understanding the medical services offered by the Medical Center. Provided education for staff and administration regarding accessing national and community interpreting resources: including telephonic, face to face, and video remote. Provided in-services for departments relating to Patient Relations and customer services. Participated in Daily Safety Brief with hospital wide unit/department managers.

01/06 – 07/06 CHILD AND FAMILY SERVICES
 INTENSIVE LEARNING CENTER
 Honolulu, Hawaii
Staff Supervisor/Therapist

Provided oversight and coordination of the Center, servicing culturally diverse adolescents with variety of challenges, such as ADD, Learning Disabilities, ODD, Substance Use, and Explosive Anger Disorders. Provided weekly individual and group therapy for the students and their families. Supervised and trained program aides, teacher, and clerical staff in program and organizational policies and procedure. Collaborated and facilitated meetings with the Department of Education, non-profit agencies, and community resources to assist students in reaching their program goals.

07/03 - 12/05 CITY AND COUNTY OF HONOLULU
 CITY COUNCIL
 Honolulu, Hawaii
Legislative aide for Councilmember Barbara Marshall

Directly addressed concerns and inquiries from constituents who reside in Windward area. Attended and actively participated in Community, Neighborhood Board, and Interagency Meetings. Daily statistical reporting of constituents' concerns. Communicated daily with governmental agencies, community organizations, and businesses to assist in meeting the needs of the constituents.

