

BONNIE K. CASTONGUAY

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**DEGREES and CERTIFICATIONS**

REGISTERED NURSE  
State of Hawaii

Certified Care Manager  
National Association of Certified Care Managers

MBA GRADUATE  
University of Phoenix, Honolulu, Hawaii

UNDERGRADUATE  
University of Hawaii-Manoa, Honolulu, Hawaii  
Bachelors of Science in Nursing

**PROFESSIONAL EXPERIENCE**

**September 1, 2006- Present**

**Co-Founder and President**

**Ho'okele Health Innovations, LLC**

Co-Founder and President of Ho'okele Health Innovations, iHH, a professional service powered with technology to provide individuals with navigation services, care coordination and private home care services. The suite of services include elder care coordination and in home services, complex care coordination for complex chronic diseases. The services are provided both in the home or alternative living facilities, includes services for clients in the hospital or community facilities, accompanying individuals to MD visits, electronic home care documentation, complex care coordination and health coaching powered with self management tools. Care coordination service to maximize community resources and health care services, compiling evidence based information on treatment options and alternatives.

**June 2004-May 2006**

**Vice President**

**Patient Safety and Quality Services/Center for Health Outcomes**

Directed and lead the integration of quality management and performance improvement functions with risk management and patient relations across all

HPH entities. Planned the system-wide launch and implementation of Alapono, HPH's critical major initiative to improve patient safety, customer satisfaction, and clinical outcomes. Direction and oversight of the operations of Center for Health Outcomes, Quality reengineering specialist and hospital quality and patient safety operations for four acute care facilities. The hospital operations included quality management program, encompassing hospital wide performance improvement, regulatory, and accreditation standard compliance and infection control.

**July 2002-June 2004**

**Executive Director**

**Patient Safety and Quality Services/Center for Health Outcomes**

Directed the operations of the Patient Safety and Quality Programs of the HPH medical centers and the Center for Health Outcomes. The Center provided administrative and biostatistical support for physician led outcome research projects for the medical centers in the Kapi`olani system. The quality-reengineering department provided support for rapid design improvement projects and a continuous review of the quality of clinical documentation for the hospitals and outpatient clinics.

**April 1989-June 2002**

**Director of Quality Management**

**Kapi`olani Medical Center at Pali Momi**

**Kapi`olani Medical Center for Women and Children**

Directed and managed the hospital's integrated quality management program for two medical centers. The program encompasses hospital wide performance improvement, case management that includes the functions of utilization review, discharge planning and social services, and infection control. Implemented the case management model to address length of stay, wait listing, and quality initiatives of the medical centers.

**HIGHLIGHTS:**

1. Designed and implemented the Center for Health Outcomes which support physician led outcome and improvement projects. Over its four-year history over 50 projects have been implemented with savings of over \$800K in completed projects. Several of these projects have been either published or presented at national conferences.
2. Designed and implemented the Quality Reengineering Department. Over its three-year history over 40 projects have been initiated with major redesigns of workflows to improve safety and efficiencies in imaging,

medication distribution safety, mammography and the Pediatric Ambulatory Units.

3. Graduate of the Intermountain Healthcare Mini Advanced Training Program; a nationally renowned training program in quality improvement.
4. Designed case management strategies with an interdisciplinary team to manage average length of stay and waitlisted status to meet strategic targets.
5. Designed and implemented care maps and clinical protocols for targeted DRGs with interdisciplinary teams of physicians and hospital staff.
6. Designed a customer service tactical plan for the system with an interdisciplinary team that included a system wide training program, celebration, and reinforcement activities
7. Assisted in the coordination and program development for a Medically Fragile Summit, which included community agencies, legislative representatives, physicians, and parents of medically fragile children. The outcome was a proposal to the legislature to create a central case management structure for these children.
8. Co-Facilitator of a team of physicians researching the feasibility of implementing a health service research institute to address medical management/outcomes management.
9. Co-Founder of service and technology company to promote aging in place for elders, improve an individual's ability to manage chronic illnesses and self management.

*1987-1989*

Director of Patient Services and Quality Assurance; Island Care/Best Care- A Not for Profit HMO

*1984-1987*

Director of Prospective Payment System and Utilization Management; Saint Frances Medical Center, Liliha

*1979-1982*

Senior Review Coordinator; Pacific PSRO

*1974-1979*

Staff Registered Nurse; St. Francis Hospital; General nursing, ICU, Home Care

## **COMMITTEES/ASSOCIATIONS**

Hawaii Association of Case Managers-President 2009-2012  
Hawaii State Quality Award Examiner- 2009-2011  
Rotary Club of Kahala Sunrise – President 2014-2015  
Case Management Association of America–Board Member 2009-current,  
President elect 2018-2019  
Aging Life Care Association- Active member since 2016, Board member of the  
Western Region- 2013-2018.  
Chamber of Commerce Public Health Committee- member 2014-current  
Alzheimers Association-Advisory Board member since 2016 and Oahu Walk  
Co-Chair 2017 and 2018.

### **Publication**

Shim, Walton, MD, Shaha, S. H., Castonguay, Bonnie, RN et.al. (2004).  
*Problem solving in health care: The Center for Health Outcomes.*  
Hawaii Medical Journal, December 2004, Vol. 63, No.12

### **Presentations/Posters**

Ashton, M., MD, Shaha, S. H., Castonguay, Bonnie, RN et. al. (2003).  
*Newborn Readmissions: Physician-led, outcomes-focused evaluation.*  
NACHRI National Quality Conference, Orlando.

Ashton, M., MD, Shaha, S. H., Castonguay, Bonnie, RN et. al. (2003).  
*Optimizing Procedural Sedation and Related Services: A Physician-  
Driven, Data-Rich Redesign Initiative.* Institute for Healthcare  
Improvement. December 2003, New Orleans.

Smedegaard, E., MD, Shaha, S. H., Castonguay, Bonnie, RN et. al. (2003).  
*Ventilator Sedation Management: A Physician-Driven Improvement and  
Organization-transforming Initiative.* Institute for Healthcare  
Improvement. December 2003, New Orleans and Critical Care Nursing  
Conference May 2004.

Vanderford, P., MD, Shaha, S. H., Castonguay, Bonnie, RN et.al (2003).  
*PICU Medication Error Project.* Queen's Patient Safety Conference  
February 2003

Nakamura, K., MD, Mavoori, H., Castonguay, B. RN, Shaha, S. et.al (2004).  
*Enhancement of NSCU Outcomes via Nutritional Management,* Institute  
for Healthcare Improvement, Scientific Symposium. December 2005,  
Orlando, Florida.

Nitta, R., MD, McKale, B., Shaha, S., Castonguay, B., et.al (2004). *Falls  
Prevention: Significant Reductions through a Data-Rich, Physician- Led  
Approach,* Institute for Healthcare Improvement, Scientific  
Symposium. December 2005, Orlando, Florida.

Presentations:

Preparing for the Aging Tsunami: Hawaii and Pacific Rim Perspectives-  
Presentation-The Role of Technology For Elder Care, PERs, Fall detection,  
Medication and Vital Signs Monitoring. October 19, 2010  
NAHC Private Home Care Leadership Summit and Exposition  
Presentation- Complex Care Coordination –A New Business Line of Business,  
March 19, 2013  
IAGG World Congress on Gerontology and Geriatrics,  
Presentation-Seniors with Chronic Disease can benefit from technology tools  
to enhance self-management skills and improved health. June 25, 2013

Research support:

Kapiolani Medical Center for Women and Children's 2009-2010

Managing Gestational Diabetes using Cellphone Technology

- The goal of the study was to evaluate the effectiveness of cellphone technology for self-management and comparing patient compliance and satisfaction between the current method of phone and fax and cellphone technology.

**Awards**

Vanderford, P., MD, Shaha, S. Castonguay, B. et.al (2003) *PICU Medication Error Project*. HMSA HQSR 2003 Statewide Quality Award- First Place November 2003

Chang, S., MD, Ashton, M., MD, Shaha, S., Castonguay, B. et.al (2004). *Optimizing Obstetrical Care*, HMSA HQSR 2005 Statewide Quality Award-Third Place, January 2005

Castonguay, Bonnie, Hawaii Professional Geriatrics Society award for Geriatric Care in Hawaii –Business category, October 2014.