

KAUHI AHANA

GOV. MSG. NO. 580

Summary

Hardworking and motivated management professional with 11-year record of success in healthcare and solid history balancing team performance, customer service targets and business objectives. Dedicated to working closely with front-line employees to maximize productivity and optimize procedures. Decisive leader with good planning and organizational skills.

Skills

- Verbal and written communication
- Staff training/development
- Employee scheduling
- Coaching and mentoring
- Relationship building
- Staff management
- Negotiation
- Organization and planning
- Culturally sensitive
- Problem resolution ability

Experience

- Manager** **01/2019 to Current**
Kapi'olani Medical Center for Women & Children **Honolulu, HI**
Co-manager for Adult Intensive Care Unit (AICU) handling day to day business regarding staffing, payroll and daily non-clinical responsibilities
- Manager** **04/2011 to Current**
Kapi'olani Medical Center for Women & Children **Honolulu, HI**
 - Manage Resource Team, in addition to Staffing Resource Office with day to day operations of staffing, payroll and non-clinical responsibilities.
 - Communicate with staff about policies and procedures set forth by Hawai'i Pacific Health and Kapi'olani Medical Center to ensure staff, patients and families are cared for with the utmost professionalism.
- Manager** **11/2008 to Current**
Kapi'olani Medical Center for Women & Children **Honolulu, HI**
 - Manage day to day operations of Staffing Resource Officers consisting of staffing and payroll for various departments throughout the hospital.
 - Work directly with management teams of nursing units to provide staffing and payroll assistance to ensure that accuracy and detailed reports are submitted.
 - Maintain updated records of staff profiles for staffing and payroll.
- Staffing Resource Officer (SRO)** **06/2003 to 11/2008**
Kapi'olani Medical Center for Women & Children **Honolulu, HI**
 - Staffing and Payroll responsibilities of clinical units within the hospital.
 - Proficiency with Onestaff (Scheduling System) and TACS (Time Attendance Calculating System) now referred to as KRONOS to provide day to day assistance to managers and staff for accurate unit staffing and pay.
 - Knowledge of multiple CBA (Collective Bargaining Agreement) which cover all staff currently working at Kapi'olani.
- Patient Registrar** **02/1996 to 06/2003**
Kapi'olani Medical Center for Women & Children **Honolulu, HI**
 - Coordinated with nursing staff to process and direct patients to the appropriate departments.

- Verified important patient information such as personal information, insurance information and medical history for entry into the patient management system.
- Collected and processed co-payments and out-of-pocket charges.
- Facilitated timely check-in by greeting visitors and establishing the purpose of visits.

Education and Training

Bachelor of Arts: Art

University of Hawaii at Manoa

Honolulu, HI

High School Diploma

Kamehameha Schools

Kapalama, HI

Additional Information

- Member, Kapi'olani Medical Center Negotiation Team
- 2nd VP, Kamehameha Schools Alumni Association