

GM537

Board of Physical Therapy

Joanne Zazzera PT, DPT

(1) Why do you wish to be a member of the Board of Physical Therapy?

I wish to be a part of the Board to become more knowledgeable and well versed about current Physical Therapy practice. Additionally, as physical therapy practice changes over time, the Board of Physical Therapy will play a critical role in representing the consumer and providing guidance to the physical therapists of Hawaii on “how” to serve our patients through the rules and regulation. I want to ensure that we continue to approve high quality continuing education courses, and help shape the policy and procedures to ensure that licensees continue to demonstrate competency to care for Hawaii’s patients.

(2) What do you perceive are the roles and responsibilities of a member of the Board of Physical Therapy?

The most important role and responsibilities of a member of the Board of Physical Therapy is to promote safety and competence of the consumer or patients. It is our duty to provide accurate information to the public and give recommendations based on the State Practice Act Chapter 461J, Administrative Rules, as well as aligned perspectives with the Federation of State Board of Physical Therapy.

(3) Given your understanding of the roles and responsibilities of a Board of Physical Therapy member, why do you believe that you are qualified for the position? Please include a brief statement of your skills, expertise and knowledge that would aid you as a member of the Board.

I believe that I am qualified for the position as I have been involved in numerous committees within my hospital organization, and my professional association and feel that I can adapt those skillsets. I have attended previous public board meetings, witnessed the Board testify at the legislature, and have an understanding of what is required of me.

(4) What do you hope to accomplish during your term of service?

I’d like to improve the process for licensure in the state of Hawaii. My understanding is that there are recent technological advances with the Federation of State Board of Physical Therapy in a new 2021 interface portal that will help to improve access for necessary board actions such as the approval for authorization to test or file disciplinary action reports. I’d like to help with this transition in order to reduce administrative burden and improve the efficiency in the licensure process.

(5) Name three qualities that best describe you and how these qualities will benefit the Board of Physical Therapy.

Collaborative- Very open to different ideas and open conversations to arrive at the best outcomes.

Dedicated- Willing to commit to the time to research information and make sure that my duties are fulfilled.

Organized planner- Will help to coordinate necessary steps to make sure that tasks are completed in a timely manner.

(6) Name a previous experience you've had that will be beneficial as a Board of Physical Therapy member.

I have a good understanding of the legislative process from working at the legislature previously as a committee clerk/legislative aid, and was a legislative chair for 5 years with the American Physical Therapy Association Hawaii Chapter. During that time I was awarded the State Leadership Award by the

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Board of Physical Therapy

Joanne Zazzera PT, DPT

American Physical Therapy Association in 2017, which I believe was largely related to the fact that I enjoy collaboration and find value with everyone's perspective. I will try to bring that same collaborative effort to the Board of Physical Therapy.

(7) Can you foresee any possible conflicts of interest that could arise during your service on the Board of Physical Therapy? How would you overcome conflicts of interest?

I do not foresee any possible conflicts of interest that could arise during my service on the Board of Physical Therapy. I fully understand that my role is to protect the consumer and believe there are always sufficient objective information or research that would overcome any personal bias, options, or interest.



DAVID Y. IGE  
GOVERNOR

JOSH GREEN  
LT. GOVERNOR

**STATE OF HAWAII  
OFFICE OF THE DIRECTOR  
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS**

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CATHERINE P. AWAKUNI COLÓN  
DIRECTOR

JO ANN M. UCHIDA TAKEUCHI  
DEPUTY DIRECTOR

**Testimony of the Department of Commerce and Consumer Affairs**

**Before the  
Senate Committee on Commerce and Consumer Protection  
Wednesday, March 10, 2021  
9:30 a.m.  
Via Videoconference**

**On the following measure:  
G.M. 537, SUBMITTING FOR CONSIDERATION AND CONFIRMATION  
TO THE BOARD OF PHYSICAL THERAPY,  
GUBERNATORIAL NOMINEE, JOANNE ZAZZERA,  
FOR A TERM TO EXPIRE 06-30-2024**

Chair Baker and Members of the Committee:

My name is Catherine Awakuni Colón, and I am the Director of the Department of Commerce and Consumer Affairs (Department). The Department supports the appointment of Ms. Joanne Zazzera to the Board of Physical Therapy (Board) as a licensee member. She was first appointed to the Board on an interim basis on January 11, 2021.

Ms. Zazzera has been licensed as a physical therapist in Hawaii since July 30, 2014, and her license is current, valid, and in good standing. Since 2014, Ms. Zazzera has worked as a physical therapist for outpatient women's health at Queens Medical Center. She previously worked as a physical therapist in the outpatient orthopedic clinic at Jaco Rehab. Her employment in these settings have allowed her to provide physical therapy services for a diverse population of patients. In addition, Ms. Zazzera served as

Testimony of DCCA

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the legislative chair for the Hawaii chapter of the American Physical Therapy Association.

Ms. Zazzera's professional experience will offer a meaningful perspective to the Board. In addition, her desire to serve on the Board and commitment to actively participate in board meetings will greatly enhance the Board's effectiveness in helping consumers and licensees.

Thank you for the opportunity to testify on this measure.



## THE QUEEN'S HEALTH SYSTEMS

March 10, 2021

The Honorable Rosalyn H. Baker, Chair  
The Honorable Stanley Chang, Vice Chair  
Members, Senate Committee on Commerce and Consumer Protection

Re: Support of GM 537, Consideration and confirmation as the Board of Physical Therapy, Gubernatorial Nominee, Joanne Zazzera, for a term to expire at noon on 06-30-2024.

Dear Chair Baker, Vice Chair Chang, and Committee Members:

The Queen's Health Systems (Queen's) is a nonprofit corporation that provides expanded health care capabilities to the people of Hawai'i and the Pacific Basin. Since the founding of the first Queen's hospital in 1859 by Queen Emma and King Kamehameha IV, it has been our mission to provide quality health care services in perpetuity for Native Hawaiians and all of the people of Hawai'i. Over the years, the organization has grown to four hospitals, and more than 1,500 affiliated physicians and providers statewide. As the preeminent health care system in Hawai'i, Queen's strives to provide superior patient care that is constantly advancing through education and research.

On behalf of Queen's, mahalo for the opportunity to submit testimony in strong support for the nomination of Joanne Zazzera to the Board of Physical Therapy.

I have had the pleasure of working with Joanne Zazzera since 2014, when she came to Queen's to work in our Women's Health Center. She is known to champion excellence in women's health care. Joanne has experience in the legislative process and is well versed in the evolution of the physical therapy profession on a national and state level. She is a thoughtful and dedicated professional who advocates for patient care and is committed to ensuring that physical therapy consumers have access to safe, effective and efficient care by Hawaii's physical therapists.

I am very supportive of Joanne's bid to become a member of the Board of Physical Therapy and would ask that your committee support her confirmation for this position. I believe that she will support the mission of the DCCA by ensuring that consumers of physical therapy are protected. Mahalo for your time and consideration.

Sincerely,

Lucy Lessard  
Director, Rehabilitation Services  
The Queen's Health Systems

*The mission of The Queen's Health Systems is to fulfill the intent of Queen Emma and King Kamehameha IV to provide in perpetuity quality health care services to improve the well-being of Native Hawaiians and all of the people of Hawai'i.*



**KAUAI REGION**  
**WEST KAUAI MEDICAL CENTER**  
(DBA KAUAI VETERANS MEMORIAL HOSPITAL)  
**MAHELONA MEDICAL CENTER**  
(DBA SAMUEL MAHELONA MEMORIAL HOSPITAL)  
**WEST KAUAI CLINICS – WAIMEA, PORT ALLEN, KALAHEO, THE CLINIC AT POIPU**

*HAWAII HEALTH SYSTEMS CORPORATION*

*Lance Segawa*  
*Regional CEO - Kauai*

3/2/21

Re: GM537

Aloha PT Board of Hawaii,

I would like to introduce myself and my knowledge of Joanne Zazzera DPT. As President of the Hawaii Chapter of the American Physical Therapy Association for 2015 through 2020, I worked extensively and closely with Joanne on a wide variety of projects. My work position is HHSC Kauai Region Rehab Director for two hospitals: Kauai Veterans Memorial Hospital and Samuel Mahelona Memorial Hospital. My wife is a pelvic health physical therapist so I also recognize Joanne as part of a small group of elite pelvic health PTs here in Hawaii. I also know Joanne's husband Bennett who is a DPT and Program Director at Kapiolani Community College PT Assistant Program. I have known Joanne since 2013.

In 2013, I met Joanne through volunteering with APTA Hawaii. Joanne helped coordinate Oahu's part in our informative events across all the islands and always took a strong role in PT Day of Service projects, which I appreciated as Public Relations Chair. I learned then that Joanne was a Legislative Aide for a Hawaii Legislator in her recent past also. From 2014-2019 Joanne served as APTA Hawaii's Legislative Chair. I took on the President role in 2015, so our contact was critical and involved high priority issues. Joanne's pleasant and mature presence put me at ease during high pressure testimony timeframes, while she coordinated testimonies from members on quickly changing legislative content. Her role as Legislative Chair included extensive work, as the Hawaii committee is small, to do Legislative strategic planning meetings, bill filtering, attending PT Board of Hawaii meetings, coordinating testimonies of members, and showing up at hearings to give her own in person testimony. Joanne led an amazing 2018 Physical Therapy Legislative Day at the Capitol. Quiet, organized, thoughtful and friendly describe her demeanor, with good ohana vibes. Articulate, concise, and powerful describe her presentation, with professionalism. She has great experience from working closely with APTA HI Lobbyist Joy Gold for many years, and was a strong part of APTA HI Dry Needling Task Force. Topics within Joanne's legislative experience include concussion healthcare, telehealth, dry needling, work comp fee schedule, healthy aging and kupuna care, health promotion and wellness, HI PT Practice Act revisions, direct access, opioid alternative treatments, PT programs in HI, and many more. Driving APTA HI's advocacy from opening day of the leg, to making legislative courtesy visits, and many scheduled strategic visits with key legislators on active bills, Joanne has accumulated expansive and successful experiences.

In 2018, on the Con Ed Committee, Joanne lead course selection and logistics for APTA HI's Spring Conference with a NOI Pain Science course on Kauai. She also organized a fundraiser and gave over \$1000 to Malama Kauai for flood relief. Joanne is innovative with technology and provides

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healthcare equitably to all populations. She values high quality education, and went beyond her DPT to become a Board Certified Women's Health Clinical Specialist through APTA's American Board of Physical Therapy Specialties and practices as a pelvic health certified specialist showing dedication and responsibility to her community. With her spouse, Bennett, they have inspired many PTs and PTAs in their professional development as well.

Joanne Zazzera embodies her role as a PT and, with Bennett, is raising a family. She will continue her professional progress and provide excellent PT care to the people of Hawaii. Joanne recognizes that we need culturally competent, diverse, highly skilled PT providers to meet the movement needs of the healthcare and the diverse populations we serve. Her goal of attaining a PT Board of Hawaii position aligns with her strong initiative and I admire her focus and determination. Joanne will serve with excellence in this position. I highly recommend Joanne Zazzera, PT, DPT for this PT Board of Hawaii position. Please do not hesitate to contact me with any question or discussion.

Thank you.

A handwritten signature in black ink that reads "Gregg Pacilio PT". The signature is written in a cursive, flowing style.

Gregg Pacilio PT  
Rehab Director, Kauai Region, HHSC  
President, Hawaii Chapter, APTA from 2016-2020  
Cell (808)346-5972  
[gpacilio@hhsc.org](mailto:gpacilio@hhsc.org)

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To whom it may concern,

This is a letter of recommendation for Joanne Zazzera, PT to be appointed to the Hawaii State PT Licensing Board. Joanne is a bright therapist that has a passion for legislative and regulatory issues related to the field. She has been under my supervision as a staff therapist for the past 3 years and has demonstrated a strong work ethic and desire to achieve.

Thank you for your consideration,

Jeremy Angaran

Manager, Queen's Health Systems OP Rehab



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# HERBERT YEE, PT, LLC

Date: March 3, 2021

To: Whom it may concern,

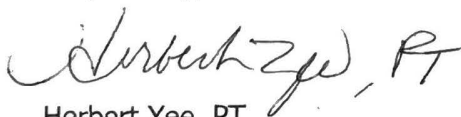
I am honored to contribute testimony for Joanne Zazzera for a position on the Board of Physical Therapy.

I have known Joanne for more than a decade. We first met when she worked as an aide in the then state representative David Ige's office. We reconnected when she returned to Hawaii as a physical therapist and joined our Hawaii Physical Therapy Association's legislative committee which she assumed chairpersonship from 2014 to 2019. She worked tirelessly and was dedicated to this position during her tenure.

Joanne has insight of the legislative process as well as many of the regulatory issues impacting the physical therapy profession. She is well versed in the Physical Therapy Practice Act. With these attributes and accomplishments, she would be an asset to the Board.

Please contact me at any of the below means with questions.

Respectfully,

  
Herbert Yee, PT

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