



Mark Patterson
Commission Chair

Hon. Ronald Ibarra (ret.)
Commissioner

Christin M. Johnson
Oversight Coordinator

Hon. Michael Town (ret.)
Commissioner

STATE OF HAWAII
HAWAII CORRECTIONAL SYSTEM OVERSIGHT COMMISSION
235 S. Beretania Street, 16th Floor
HONOLULU, HAWAII 96813
(808) 587-4160

Martha Torney
Commissioner

Theodore Sakai
Commissioner

December 30th, 2022

Mr. Tommy Johnson
Director
Department of Public Safety
Keoni Ana Building
1177 Alakea Street
Honolulu, HI 96813

Re: Electronic Medical Record System

Dear Director Johnson,

On August 10th, 2022, the Oversight Coordinator learned that the Electronic Medical Record (EMR) had been down since June 14, 2022, causing staff to rely on a paper/pen-based system with no clear indication of when the EMR would be back up for staff utilization. This issue was immediately addressed with you and the former Director of Public Safety, Max Otani, with clear urgency. The Coordinator explained that this is a crisis for those in custody because:

1. Patient safety and health is at risk without a functioning EMR.
2. EMRs are necessary to ensure consistency in care across multiple providers.
3. EMRs ensure medications are appropriately administered and documented to lessen risk to patient's health and tracking of medication used, especially when being transferred across facilities.
4. From a cost perspective, EMRs reduce time spent on documentation as there are often templates and order sets to improve efficiency.
5. Additionally, this is massive liability for the department.

The Coordinator was assured that the EMR was back up and running by August 24th, 2022, and publicly addressed this matter. However, the Coordinator learned on December 10th, 2022, that the EMR was only working for two weeks before completely failing again. The Department confirmed that they purchased new servers, but they were not successful in fixing the issues as the EMR system is old (purchased in 2008) and outdated. The Coordinator asked if there was any plan for a new EMR, and although the Department is looking into a new system, there is no timeframe of when a new system might be implemented.

The Commission and Coordinator respects that the Department has been working diligently on this issue, however, it is unacceptable to have a non-functioning EMR for six+ months. Medical staff are becoming increasingly burnt out by not having the tools they need to effectively treat patients and give the best care.

If the EMR cannot be fixed, the Commission recommends **immediate** purchase and implementation of a new medical record system. Additionally, the Commission is requesting to be kept up to date and informed on all matters related to the EMR including specific plans and timelines for this issue to be resolved.

Respectfully,



Mark Patterson
Chair
Hawaii Correctional System Oversight Commission