

# HAWAII SBDC SUCCESS STORY - O'AHU CENTER



## Waianae Coast Comprehensive Health Center – New Clinic in Nanakuli

The Waianae Coast Comprehensive Health Center (WCCHC) is a designated Federally Qualified Health Center under Section 330 of the Public Health Service Act serving a Medically Underserved Area (MUA) comprised of a primarily Native Hawaiian population.

WCCHC had a critical need to build and operate a new health care center in Nanakuli on the western side of O'ahu, to replace the existing facility, which was small and could not be expanded, would not be able to meet the medical care needs of the growing population, and was frequently closed due to serious maintenance issues.

WCCHC pursued a loan through the USDA Rural Development Community Facilities Program. The USDA requested that the WCCHC complete the requisite Financial Feasibility study for the project. Joseph Burns, Director of the Hawaii Small Business Development Center, O'ahu, was tasked with creating the study, and led a team consisting of Richard Kebo, PhD, Senior Business Advisor, Hawaii SBDC; Robert Saito, Intern; and Sarah Shell, Business Advisor Volunteer.

The study examined, among other areas, the Service Delivery Area (SDA) population, existing health care facilities and services, management, staffing, financial feasibility and the community's need for health care services. There were only a few weeks between the day the study was requested and the end of the federal fiscal year, but the team rose to the challenge and delivered a high quality, thoroughly researched, comprehensive study. It was accepted by the USDA, and the project was subsequently funded in the amount of \$4,680,000 just prior to the close of the federal fiscal year.

"Going with the Hawaii SBDC is one of the best decisions I have ever made. They are great at setting expectations up front about what is included in the scope and when they can deliver the product. They consistently reach out, even at the Director level, to ascertain both the progress on the project and our satisfaction with the product. The whole experience has just been great for us", said James Z. Chen, Chief Financial Officer, Waianae Coast Comprehensive Health Center.