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Credit where it's due



by Roger Cheesman

It was a long time in the making but we got there in the end – and in fine style. On 4 April the news came through that Interhealth Canada TCI, in the shape of the Cheshire Hall and Cockburn Town medical centres, had been awarded not just accreditation but the highest level possible through the surveying organisation, Accreditation Canada.

This is an incredible achievement, especially given that the centres have only been open for two years and brought together people from many different areas of the world to work as a team.

It must be seen as our commitment to achieving the best we can within the limits of the project and accreditation is the validation of our work to date.

The entire hospital staff has been involved in some way or another with the process, which has been underway for some considerable time. It is a credit to your determination and tenacity to provide excellent service to those who rely on us for care. Long hours have been worked but the entire team has come through it all with this amazing result.

Thank you one and all.

Celebration time Celebration time Celebration time



EAT, DRINK AND BE MERRY: The good times roll at Cheshire Hall and Cockburn Town.



'This is a remarkable and well deserved achievement for the company and at the same time puts the whole Caribbean region firmly on the map for innovative partnerships between public and private sectors in the integrated delivery and operating of healthcare infrastructure. Our hope is that other governments, both regionally and internationally, will now be able to benefit from the knowledge acquired in the Turks and Caicos Islands and will see this as an example of how the aspirations of their citizens to receive world class healthcare can be fulfilled.'

*George
Commander,
President and Chief
Executive,
Interhealth Canada*

This newsletter is edited by Chris Morvan. Any ideas, contributions or queries please contact me on 344 2806 or email chrismorvantci@gmail.com

Celebration time Celebration



Friends who helped us along the way



GUIDING LIGHTS: Donna Hutton and Jane Mealey

I would like to thank each one of you for your outstanding work throughout the accreditation preparation process and the on-site survey. It has been a privilege and pleasure to work with each of you as we prepared for accreditation.

And I am delighted to congratulate you on achieving diamond level. This is a tremendous accomplishment and positions you in a place of strength as you move forward on your journey of continuous improvement in the provision of high quality safe care and service delivery.

I look forward to working with you as you move forward on this journey. Also, thank you for the beautiful photo album and warm messages. I shall always treasure this book and my memories of colleagues and friends in the TCI. Many thanks for your hard work and congratulations on a job well done! I look forward to seeing you all in the near future.

Jane

How lucky I am to have something that makes saying goodbye so hard.

Over the past several months I have been fortunate to have worked with each of you as we pursued our goal of International Accreditation. I have experienced your enthusiasm, shared your concerns and celebrated your successes. I am truly fortunate to have had the opportunity to know each and every one one of you and grateful to Roger and the Senior Management Team for their leadership and confidence.

I would ask only that you continue to work together to always strive to be the best you can be. I look forward to hearing of your progress and achievements as I know there will be many that you will share with your colleagues near and far. Keep in touch. You can reach me at donnahut@telus.net.

As Charlie Brown in the comic strip said: 'Why can't we get all the people together in the world that we really like and then just stay together? I hate good-byes. I know what I need. I need more hellos.'

Take Care,

Donna



HERE, THERE AND EVERYWHERE: Donna and Jane met just about everybody. Here's Donna with surveyor Murielle Provencher and Jane with stores assistant Kirk Reyes

POETRY FROM THE LABORATORY: ACCREDITATION SAGA

by Dionne McGregor

Row, row, rowing the boat gently down the stream, enjoying the ride, and the tide, to the Turks and Caicos Islands.

From the four corners of the earth we hail, holding the rail on the trail to the GT/Provo new hospitals.

We meet, we greet, and set the treats for the forward plan over the two year span.

One aim, one plan to give this land the world-stand, to showcase its beauty, its potential and its versatility.

Each team got busy with all hands on deck, rowing upstream towards the home of accreditation. Team Clinical Labs rowed for a mile, when the tide got rough and threatened the voyage to the homeland.

The captain called for backup to guide our path through the choppy waters of uncharted seas.

From the land down under, on his high powered steamer, the consultant arrived. "Hi I'm Peter", you need my help? He latched his steamer to the boat and selecting high gear, he sped off to challenge the railing tide. The course is set, we will have no regrets.

The team stared at the steamer in amazement as he jetted off into the deep blue sea, carrying us along with him. "Follow me and you will see" he assured. "Don't take no for an answer, there is a way around this" "You have a good framework, you can make it", he reminded us.

"I don't know", sighed one of the rowers, "Are we up to scratch?" "Have we done what we are supposed to do?" echoed another.

"I have good news" interrupted Peter. "I have a chant that can help us through. The name of the song is SOP! SOP! Have I done my SOP? As you chant this song, row hard all in the same direction. I am not going to take any scrap - you can do it! Push! Push! Sing that song! Gold, Platinum, and even Diamond are awaiting you all in the home of accreditation. These procedures will ensure that you get there safely. Make sure everyone is rowing in the same direction," the consultant bellowed above the wailing seas.

"I think I'm getting a fever!" One of the members moaned, "It feels like dengue but the symptoms are weird. I don't know what it is, but it is a fever for sure!

"I know what it is," another team member interjected, "It's accreditation fever - a new world thing, but it is curable. Don't worry! Keep on rowing and by the time we get there, the fever will be gone."

"I can't believe it! I see land up ahead! Look, everyone! It's beautiful! It's exciting. Oh my!" sighed another member. "I knew we could do it. It's easy once you know what to do."

"I am so proud of you all" comforted Peter, you guys have done a great job, give yourself a pat on the shoulder."

In unison, the team shouted, "you did a great job, Peter! Thanks for coming and helping us to reach accreditation home safely. We could not have done it without you. We thank you! We thank you! We thank you! You are inspirational!"

As Peter unlatched his steamer from our boat, he cautioned us to remember the chant that carried us along: maintain the procedures and work together to keep the beautiful home beautiful.

"I enjoyed the ride," chuckled Peter. "I have been there before, so I knew you could do it. So long guys and if you ever need my help, don't hesitate to get me at Peter.com."

Healthcare: the next generation

In early March, Denise Braithwaite organised a visit to Cockburn Town Medical Centre by children from Newman's Preparatory School.

School Principal Tracy-Ann Rowe-Blythe brought nine students aged between eight and eleven, and they thoroughly enjoyed their tour of the hospital.

The tour took the children from the reception area through departments including the laboratory, surgical suite, radiography, physiotherapy and the emergency room.

Along the way they met key staff members, each of whom said a few words about their job and what happens in their department, telling their young audience basically what is involved in the work and what they would need to concentrate on at school if they wanted to have a career in that particular area.

'The idea was to show them that there are many more roles in a hospital in addition to doctors and nurses,' Dr Braithwaite said. 'For instance, we have a lot of equipment, from medical hardware to computers, so we need engineers and IT Specialists to operate and maintain it. We emphasised that there's a lot more to a hospital than meets the eye.'

The visit took place on Career Day, part of Education Week, which encourages youngsters to think about what they want to do with their lives, and judging by the response among this group, there is considerable interest in healthcare.

One young lad came along in a white doctor's coat with a stethoscope that dangled down to his knees, while one of the older girls caught the eye in a bright pink nurse's uniform.



AMBITIOUS: Noel Benjamin with Dr Henry Blythe

One of the highlights of the tour was a demonstration by Emergency Medical Technicians of the ambulance and its functions, and how one becomes an EMT.

Two volunteers experienced being secured on a stretcher and loaded into an ambulance, to the envy of their friends.

The event finished in the ReFresh canteen, where Executive Chef Michael Williams emphasised the importance of a healthy diet and showed how the food served at the hospital takes this into account.

It was informative, entertaining and the children all went away with a healthy snack and a smile.

Students in Grand Turk get a glimpse of what could be their future (contd.)



WELCOME: Denise Braithwaite sets the scene for the tour of the hospital.



MAYBE ONE DAY: Shamaya Butterfield will need to tone down the uniform to be like Dian Tucker.



CONFINED SPACE: Students experience working in an ambulance with Blaine Lettice.

'The idea was to show them that there are many more roles in a hospital in addition to doctors and nurses'



VITAL KIT: Radiographer Joseph Semanda explains the technology.



STAIRS THAT LEAD NOWHERE: The strange world of physiotherapist Camille Marshall



NO LAUGHING MATTER: The lucky winner of the load-me-into-an-ambulance competition.



The light-headed page

As the world invents ever more terms to describe things, we're abbreviating them as acronyms and running out of letters. The effect on acronyms is simple: it means duplication, as I found when reading a submission to this newsletter and coming across a medical abbreviation, **SOB**.

Son of a bitch? No, a nice girl like the writer of that piece wouldn't use such language, even disguised in an abbreviation. So I looked it up and this is what I found.

South of the border: a dismissive geographical description favoured by Scottish people who will take any opportunity to insult the English.

Smelling of booze: a general gossipy putdown used by tittle-tattlers in any English-speaking country - TCI equivalent: BBB (Bambarra breath)

Sick of Bush: (former political slogan in the US)

Silly old b*er:** almost-affectionate UK description of person whose mistakes etc. may or may not be due to the aging process.

Silly old b**ard: Australian equivalent.**

But no, in this case it was none of the above, and all you health professionals will probably have got there 10 minutes ago: **shortness of breath**.

However, it does illustrate the danger of assuming other people know what we're talking about when we use what to us is a perfectly simple technical term.

There are people out there who don't know MRI from KFC, so if you're going to use medical terminology without explaining it, don't be surprised if you find someone expecting their scan to come with fries and a Coke.

The world's smallest hospital was built by a spiritual organization, Dera Sacha Sauda, located in Haryana, India. The hospital is mobile. Initially, it was built in a Tata 407 van but was later upgraded to a Trax Cruiser (about the size of a large Land Rover) because the Tata was slow.

The size of the hospital was deliberate, so that it can be easily taken into any of the remote areas of India, including small villages that have narrow mud roads. It claims to have almost all the modern facilities that are available in big hospitals and the doctors can allegedly perform any type of operation or surgery with the equipment that it has. It has an operating theatre, labor room, medical store and intensive care unit. It was named Nanha Farishta (in Hindi, 'small angel').

COMPETITION

Win a \$250 car rental/service voucher

Here is your chance to win \$250-worth of car rental or service kindly donated by Grace Bay Car Rentals and Sales. To enter, just answer these questions:

What is the capital of Canada?

What is the capital of the USA?

What is the capital of the Turks & Caicos Islands?

Send you answers by email to chrismorvantci@gmail.com. Entries must be received by 5pm on Friday 27 April. All correct answers will be collected and a winner drawn at random.

Prepare for the worst hope for the best



WAKE UP AT THE BACK: Dr Denise Braithwaite-Tennant’s lively presentation ensured the message got across

While a group of islands such as the Turks & Caicos might justifiably be considered a great place to live – and in countries like the UK and USA the word ‘paradise’ is bandied about whenever the Caribbean is mentioned – they are not immune to trouble. It could be natural (a hurricane, a tsunami) or man-made – a terrorist attack shook the idyllic island of Bali in 2002. Whatever form

it takes, disaster can strike anywhere, and when it does, who is in the front line, picking up the pieces? The hospitals and the emergency services. So it makes sense to prepare for bad scenarios, and a recent seminar did just that. The ‘Introduction to Mass Casualty Management’ event was held at the Airport Hotel in Providenciales and among the speakers was our own Dr Denise Braithwaite-Tennant. Introduced and coordinated by Nurse Charlene Higgs, undersecretary of the

Ministry of Health and Human Services, the event looked at potential calamities from hurricanes, earthquakes and tsunamis to bioterrorism and, far from being the sit-back-and-listen/snooze that such things can be, actively involved the medics, police officers and firefighters who attended. Among the other speakers were Ministry of Health Disaster Coordinator Mary Forbes and Health Educator Imterniza McCartney.

Dialysis patients at Cockburn Town Medical Centre received a welcome treat when representatives of the charity Rotaract arrived, bearing gifts of fruit. A catering trolley laden with presentation fruit baskets provided delicious extra nutrition for several days, while the day’s immediate needs were met by containers of fresh chilled fruit. The presentation was made at the dialysis unit by Rotaract President Deandra Mills and member Shanna Ebanks. The organisation is the youth wing of Rotary, with members aged from 18 to 30. The Grand Turk branch has 24 members. Ms Mills made a short speech before she and Ms Ebanks presented the fruit to the patients. ‘We are very grateful to Rotaract for this kind gesture,’ said Meleck Cummings, Nurse Manager at the hospital. ‘Diet is extremely important in healthcare and although our patients are very well looked after by the hospital catering department, encouraging people to eat more fruit can only be a good thing.’

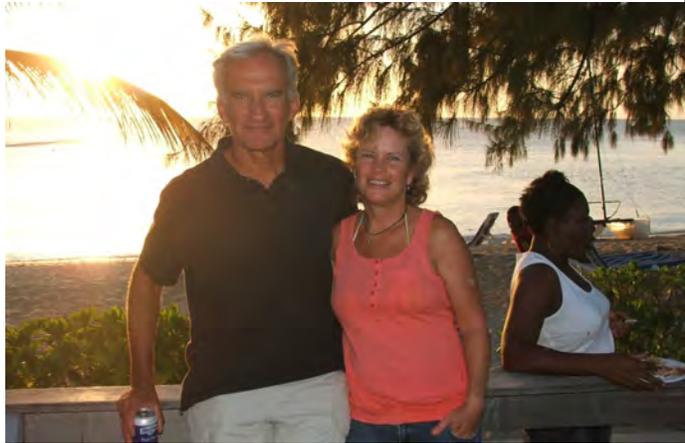
Fruity day in Dialysis



VITAMIN BONUS: With the patients in the picture are (from left) Dialysis Nurse Julie Togi, Deandra Mills, Dialysis Nurse Babatumbi Ajimoti, Shanna Ebanks

Comings & Goings

The Bohio restaurant was the setting for a farewell party for two popular doctors who left us in March. Gideon 'Deon' Human and his wife Stephanie had become fixtures in the local community, Deon carrying out his duties at Cockburn Town Medical Centre with great professionalism and an easy charm, while animal-lover Stephanie devoted herself to the welfare of the many creatures that roam Grand Turk, vulnerable and fending for themselves. The couple have returned to Canada, where they will live on Vancouver Island. Meanwhile, Obstetrician/gynaecologist Luis Guillen was last seen loading a container with guitars, drums and paintings by his wife Carmen. It's back to Puerto Rico for the Guillens.



INTO THE SUNSET: Deon and Stephanie Human and (below) Luis Guillen enjoy that Grand Turk feeling one last time



A woman in the late stages of pregnancy was involved in a bad car accident and was in a coma for several weeks, during which time she gave birth to twins.

When she came out of the coma she asked the doctor how it had gone. 'Oh, fine,' he said. 'Caesarian section, pretty straightforward and we didn't even have to give you an anaesthetic. It's a boy and a girl. But I hope you don't mind – because we didn't know if you would survive, I took the

liberty of asking your brother to give the children names.'

'My brother!' the woman gasped. 'Of all people! He's a bit simple. What did he call them?'

The doctor smiled and said, 'He called the little girl Denise.'

The woman beamed. 'Perfect,' she said. 'I might have chosen that myself. And what did he call the little boy?'

The doctor took a deep breath and said, 'Your son is called Denephew.'

From Cheshire UK to Cheshire Hall



A familiar figure around Cheshire Hall has gone from temporary to permanent. Kay Vanes, P.A. to Dr Robyn Barnes, first made an appearance here in February 2010 as a temp covering for Carol Theophanous. Now that Carol has decided to retire, Kay was able to hit the ground running. A native of Cheshire, UK, Kay first came to

Providenciales in 2008 to work in the catering/entertainment world, before returning to her professional roots with Interhealth Canada. Now firmly ensconced in the TCI, last year she married Kennedy, a local man born and bred in Provo, and the two enjoyed a beautiful wedding day that turned out differently from what they were expecting.

It was going to be just the two of them and a couple of friends in a simple ceremony on the beach at Grace Bay, but the two friends turned into a crowd and the table for four at Nix was hastily expanded into an area for 32. The bride and groom made the trip to the restaurant in the unusual confines of a stretch golf cart.

Omar Sterling is the new acting head of IMT. Omar has spent over 11 years in the IT industry, seven in management/consulting posts. He has a solid background in project management as well as technology consulting /technology infrastructure systems. Omar has been in the TCI since April 2007 and



previously worked at The Computer Guy (Four Leaf Solutions), Ambergris Cay, Hunter Development and Computer Telephony. He came to InterHealth Canada TCI in December 1, 2009 as a systems

engineer. Slowly rising through the ranks, he was recently promoted to acting IMT manager. Omar's leisure interests include (you might want to sit down while you read this) squash (former national representative for Jamaica), tennis, badminton, diving, volleyball, basketball, flying, computing & technology and spending time with his family.

So it's farewell to Susan Borden, MDR manager, who bowed out during accreditation week, bound for a new chapter in the Middle East. Susan sent an email around, expressing her feelings on leaving TCI, and for anyone who missed it, here it is:



'As you all know we will be busy with the accreditation survey all next week so I would like to take this time to bid you all a fond farewell. I am off to the other side of the world (Dubai UAE) to take a new and challenging position, which I am very grateful to have been offered. It has been an interesting, sometimes challenging time for me here on island but it has been a sincere pleasure meeting and working with all of you. I am especially proud of the MDR team, David Banton, Inderia Harris and Bridget Williams. They worked exceptionally hard and put up with many demands from me but have achieved so much within these two years; achieving two international levels of certification not to mention a well run department and a professional attitude. It is with pride and confidence I leave them in charge and can ensure you all they will continue to provide you and our patients with quality services adhering to best practice. (I did tell them don't let me

have to come back because they got slack! LOL)
Thank you InterHealth Canada for inviting me to be part of this project. I wish each and every one of you good health, success and a positive life. My personal email is haligonians@yahoo.com or sueb38@hotmail.com if you wish to be in touch.'

And just to add the personal touch, Susan leaves us with the recipe for her signature dish.

TRIPLE LAYER BARS

Ingredients:

Graham wafers

¼ to ½ cup butter (melted)

1 can sweetened condensed milk (additional half if large pan)

1 bag flaked coconut (large if large pan)

1 bag chocolate chips (additional half bag if large pan)

¼ cup crunchy peanut butter (1/2 cup if large pan)

Crush wafers and mix with melted butter. Spread on bottom of lightly greased pan (9x13)

Sprinkle coconut over base (large bag for big pan).

Pour can of condensed milk over coconut (one can plus half can for large pan)

Bake at 350 deg for about 20 min or until edges are lightly brown and milk has set.

Melt choc chips (one bag and a half for large pan) with peanut butter and pour this over top of base.

Let cool then set in fridge to set.

He leaves and he returns

James Hayward (below, left) left his post as IMT Manager recently to return to the UK. However, he will soon be back on a temporary contract, as interim head of IM&T and to take charge of a special project.



A life on the ocean wave

You can't turn an old sea dog into a landlubber, and so it is with a sense of inevitability that we wave goodbye to Tim Callaghan (above, right) after two years with us as a GP and head of family practice.

A life on the ocean wave clearly has its attractions and Tim has taken up a new post as Senior Ship's Physician. We wish him well.

And it's bye bye Beatrice...

Beatrice Gardiner left Refresh Grand Turk in April after two years of service.



You can't rest on your laurels in the world of healthcare these days. Continuous professional development (CPD) is the name of the game and that is where our new Education Manager, Janette Vaughan, comes in.

'I oversee the educational needs of the staff,' Jan said when we grabbed her just a week after her arrival. 'I will source and commission specific training.' This can involve either bringing experts here or arranging for staff to travel to centres of excellence.

The Turks and Caicos Islands might be very different from her native Yorkshire, but Jan is well used to adapting to new environments and cultures. Married to Alan, a military man, she has lived in the Gambia and Cyprus as well as Germany and various parts of the UK, including Hampshire and Edinburgh. The couple have two adult daughters, both married and having long-since flown the nest, so Jan had the flexibility to consider the TCI.

As befits someone in her job, Jan has qualifications coming out of her ears: two first degrees in Social Policy and Community Nursing and a master's in Health Sciences.

CAFÉ CORNER

WITH ANISH THOMAS



As usual, the world's leading hospital caterers, Refresh (branches in New York, London, Paris, Cheshire Hall and Cockburn Town) marked special dates with carefully-chosen menus.

They included Valentine's Day and St. Patrick's Day.

Good news for shellfish lovers is that the Turks & Caicos Lobster Season has been extended until April 30th. Lobster is very



Anguilla lunch

popular, particularly in Grand Turk, where the CEO of the government, Patrick Boyle, lives, and he visited Refresh for a special Lobster Lunch. The Chief Minister of Anguilla visited both hospitals and can't fail to have been impressed by the catering. Accreditation success saw parties in both islands with sumptuous food and drink.

And okay, Easter has gone for this year, but here is a recipe for a cake that happens to bear the name but is equally delicious at any time.

Easter Bun

- **Prep Time:** 15 mins
- **Total Time:** 1 hrs 15 mins
- **Serves:** 6-8, **Yield:** 1.0 loaf

Ingredients

- o 3 cups flour
- o 3 teaspoons baking powder
- o 3/4 cup brown sugar
- o 2 eggs, beaten
- o 1 tablespoon browning sauce
- o 1/2 pint milk
- o 2 tablespoons melted margarine
- o raisins (approx 1 cup or amount to your taste)
- o mixed peel (approx 6oz or amount to your taste)
- o 1 tablespoon mixed spice
- o 1 tablespoon cinnamon
- 1 tablespoon nutmeg
-

Directions

1. Measure all ingredients in a bowl and mix well.
2. Pour into bun shaped baking pans (long loaf pan), and bake in a moderate 350 degree oven until well done.
3. Glaze with sugar and water or pancake syrup and serve.