

THE INTERVIEW



TCI Hospital Turns on the Lights

To start out the holidays, Cockburn Town and Cheshire Hall hosted their annual Christmas Tree Lighting Ceremonies on Thursday 11th December and Friday 12th December respectively. The staff event featured musical performances and culminated with the lighting of the Christmas tree and the opportunity for the children to take their picture with Santa. "We have people that work so hard at both sites. So anytime that we can show any kind of support for them and their children, I think it's a wonderful thing for our them and their families", says Martin Dawtry, General Manager. The lights at CTMC were switched on by the oldest resident on the Island of Grand Turk Mrs. Eudora Williams, while the guest of Honor at the CHMC was the first local Doctor, Mrs. Hamilton. See highlights on Page 8.

Mission

To provide the community and its visitors with high quality healthcare.

Vision

To improve the nation's health through the development of a substantial and accessible health care system

Values

We value ethical and respectful behaviour, honesty, accountability and excellence in all we do.



MESSAGE FROM THE CEO



My message this December is to wish all of you the many blessings of this wonderful holiday season. This year I am reminded of the story of the three Magi, as described in the Gospel of Matthew in the Christian tradition. These three Kings came from all over the world – Melchior from Persia, Caspar from India and Balthazar from Arabia – to bring their gifts of gold, frankincense and myrrh to the baby Jesus, as a gesture of their consummate honour and respect. So, too, the staff of the Turks and Caicos Islands Hospital have come from all over the world, to bring their

many gifts to the patients we serve: their gifts of compassion and sensitivity, their gifts of warmth and tenderness, their gifts of skill and competence, their gifts of warm hands and gentle hearts in the dark of night. On behalf of the entire Senior Management Team, we thank you all for your gifts of service in 2014 and we wish you all the very happiest and healthiest of New Years in 2015. Let's all keep our fingers crossed for a special gift after our March accreditation survey – the gift of DIAMONDS! Very best regards.

Jill Magri CEO

GREETINGS FROM DR. BRAITHWAITE

Happy Holidays TCI Hospital Team. My continued prayer for you is peace, health and happiness. Thank you for your service and commitment. Your hard work does not go unnoticed and I am proud to be a part of the TCI Hospital team. Together we have faced challenges and successes. Let us continue to work together and always look for the good in life and in what we do. Not everyone says thanks, but your service adds much value. Let us continue to strive for excellence and be proud of the work we have done and continue to do for the community. There would be no TCI Hospital without your contribution. I wish you and your families all the very best for the New Year and I am thoroughly excited for the achievements to come - DIAMOND. Happy Holidays and God bless you.

GREETINGS FROM JOHN HYLAND

A very Happy Christmas to everyone and couple that with the earnest hope that 2015 will be a year when the company's operation in the TCI goes from strength to strength and that each of you and your families, whether they be large or small, enjoy good health and the prosperity for which all of you have worked so hard. Our overall success depends upon the work of everybody throughout the organisation. A very large "thank you" to each and every one of you for the support and friendship which you showed to me during my stay in the TCI this year – I know that at times it must have seemed as though I had nothing better to do than ask questions, prod and prompt, but it was well meant and all in a good cause – and certainly you made my stay not just bearable, but actually very enjoyable. All the best for 2015.

TRAINING INITIATIVES TO BE ROLLED OUT IN JANUARY

According to Training and Education Manager Jacqueline Moe-Cox, in the first quarter of 2015 TCI Hospital's Education Department will roll out a number of Personal Development initiatives. These have been specifically designed in response to our recently concluded training needs analysis across the Hospital and include subject matter that falls in line with the Accreditation standards for learning and development. The learning objectives for each session are designed to ensure information transfer and will stimulate the participants to consciously examine their current personal development and commit to improving performance. Most of the sessions will be delivered by in-house facilitators so that the subject matter in each session is relevant and transferable to our day to day functions.

These CPE sessions will include:

- Customer Service in Health Care/ Quality Framework
- Building Effective Interpersonal Relationships- A practical approach to Supervisory Management
- Budgeting for Department Heads
- Organisational Ethics
- Medical Coding
- Inter-Office Communication Protocol/ Report Writing

The Education Department is also working with the IT Department to develop training sessions in Microsoft Word, Excel and Power Point. We are hoping to deliver these in Basic, Intermediate and Advanced levels. All Heads of Departments are asked to ensure that the required team members attend the sessions when they are scheduled. Some mandatory sessions will be run on a monthly basis to accommodate the full complement of staff.

MANDATORY TRAINING:

We are also in the process of revising the current structure of the Mandatory Training and you will be informed of any changes early in the New Year.

The Department of Education extends a Merry Christmas to you all and the hope of a purposeful and prosperous 2015 for you and your families!





Combatting Antimicrobial Resistance in the Caribbean



Medical Technologist Lessonjulle Lyons-Dobney Reports on Antimicrobial Resistance Conference

Globally, antimicrobial resistance (AMR) has been recognized as a significant threat to population health as bacteria, fungi, viruses and parasites will no longer respond to standard treatment making common infections harder to control. Poor control could lead to increased spread of infections, longer period of illness, longer hospital stays, increased economic and social costs and increase risk of death (WHO, 2014). According to the World Health Organization (WHO, 2014), antimicrobial resistance threatens the achievement of modern medicine and could easily propel the world into “a post-antibiotic era in which common infections and minor injuries can kill”.

The WHO (2014) investigation revealed that:

- Common bacteria that cause health-care associated and community-acquired infections such as urinary tract infections, wound infections, bloodstream infection and pneumonia has shown very high rates of resistance in all WHO regions.
- There are significant gaps in antimicrobial resistance surveillance, and a lack of standards for methodology, data sharing and coordination.

Caribbean Public Health Agency (CARPHA) in partnership with Public Health England hosted the “Commonwealth Laboratory Twinning Workshop: Combating Antimicrobial Resistance in the Caribbean” on December 9-10, 2014 in Port of Spain, Trinidad.

Eighteen Caribbean countries, including TCI, were represented at the workshop that sought to:

1. Raise awareness of AMR and strengthen liaison and coordination with key stakeholders in the Caribbean
2. Determine opportunities to build and strengthen networks
3. Build a shared understanding of the AMR situation in the Caribbean
4. To strengthen public health microbiology laboratories, lab based quality, surveillance capacity, epidemiological expertise, prevention and control of health care associated infections and antimicrobial stewardship
5. To develop a practical roadmap for implementation and coordination of activities to combat AMR in the Caribbean.

It was recognized that contributors to AMR in the Caribbean are multifactorial and as such requires collaborative effort among policymakers, technical and tactical teams and society as a whole to successfully address the problem. TCI Hospital, as the lead health care team in the Turks and Caicos, is able to contribute to the reduction of antimicrobial resistance through multiple pathways which will be discussed in addition to the findings of this workshop and an analysis of antibiotic resistance in the Turks and Caicos Islands at a CME will be announced.

5th year Anniversary Announcement

TCI Hospital is turning 5 next April!!! To commemorate this achievement, the celebrations will run for the entire month of May 2015 following accreditation. Those who have volunteered to sit on our anniversary planning committee, the first meeting will convene the second week of January; a time and date to be announced.

JOURNEY TO DIAMOND – 4 Months to Go!



The Accreditation Canada Survey date is rapidly approaching (23rd – 27th March 2015) and things are heating up!

I appreciate that you're all extremely busy but if you get a free moment please take a look through the content of the Quality site on the intranet (from the "home" page, click on "Departments" and select "Quality"). Particularly important is that you read through the "key organisational documentation" section.

I have saved the profiles of the Surveyors into the folder entitled "Survey Preparation" so that you can get to know them before they even arrive at the hospital! You will also find in there the survey schedule, to enable you to see when they will be visiting your area of work.

Please do get in touch if you have any questions or concerns regarding Accreditation preparation.

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ACCREDITATION CERTIFICATE FEATURE

Accreditation Canada International has recently concluded a three part educational series for TCI Hospital managers and doctors. In session one- 'Health Care leaders of Tomorrow', managers were introduced to the leadership attributes required to perform in an organization delivering quality and safe care. Participants were guided through interactive exercises enabling them to directly experience and reflect on their practice of self-leadership, interpersonal leadership and strategic leadership. The second session was primarily for physicians, under the topic 'Physician Engagement for Quality Improvement'. This two day workshop explored many ideas on the quality improvement efforts in health organizations. 'Advancing

Quality through Measurement' was the topic of discussion for session three. Participants discussed in detail, quality from a systems perspective, quality as a framework, defining quality from TCI Hospital's perspective and data collection and sampling. Chief of Clinical Service Anne Males said, "The training delivered was logical and relevant and allowed the team to see ways to make an immediate difference in our work practices. It dovetailed with the knowledge base available and the further in house training that has been arranged".



TCI HOSPITAL MOURNS THE DEATH OF NURSE SHIRLEY WALKIN



The TCI Hospital community is still trying to cope with the death of Nurse Shirley Walkin on Thursday December 18th 2014. “We are extremely saddened to hear about the death of one of our beloved nurses. May her star continue to shine brighter than it did when she was still with us, may her spirit continue to be with us at the Cheshire Hall Medical Centre as we move the organization forward. May her soul rest in peace”, says Jill Magri CEO- TCI Hospital.

How to Make a Turkey – the Simplest Method



Directions

Mix the smoked paprika, garlic powder, onion powder, cayenne pepper, dried thyme, 1 tablespoon salt and 1-1/2 teaspoons black pepper in a bowl. Sprinkle some of the spice rub inside the cavity of the turkey. Separate the skin from the breast meat with your fingers, starting at the top of the breast and sliding to the right and left, then working down. Massage some of the rub onto the meat under the skin. Sprinkle the remaining rub on the turkey's skin. Place the turkey on a sheet tray and cover with plastic wrap. Refrigerate overnight or up to 24 hours so the flavors can marry.

Set a rack at the lowest position in the oven and preheat to 325 degrees F. Remove the turkey from the refrigerator to bring to room temperature. Tie the legs together and tuck the wing tips under. Place the turkey in a roasting pan. Drizzle the outside of the turkey with a few tablespoons of olive oil and sprinkle with salt and pepper. Roast the turkey about 3 hours, or until a thermometer inserted into the thickest part of the thigh registers 165 degrees F. Transfer the turkey to a platter, cover loosely with foil and let rest 30 minutes before carving.

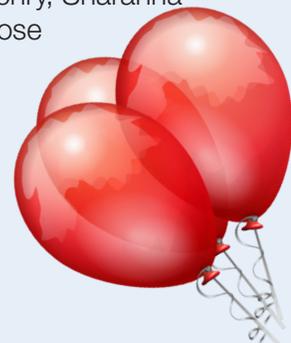
Recipe courtesy Pat Neely for Food Network Magazine

Ingredients

- 1 tablespoon smoked paprika
- 1-1/2 teaspoons garlic powder
- 1-1/2 teaspoons onion powder
- 1 teaspoon cayenne pepper
- 1 teaspoon dried thyme
- Kosher salt and freshly ground black pepper
- One 14 -pound turkey, giblets removed, washed and dried
- Extra-virgin olive oil, for drizzling
- Fresh thyme, for garnish

HAPPY BIRTHDAY TO OUR DECEMBER BABIES

Anne Males, Jacqueline Moe-Cox, Yashmah Adams, Glenroy Dick, Manuela Cundangan, Valerie Outten, Jervis Mclean, Dorcen Adley, Jaxon Charles, Darrett Lynch, Marie Joseph, Debbie Williams, Theresa Hall, Shirley Walkin, Karen Abril, Antionette Davis-Trail, Kadesha Fletcher, Ferdinand Gaspar, Haydee Dayupay, Doris Nsanta, Brenda Adolph, Detorrie Tennant, Nalthia Norman, William Henry, Sharanna Simmons, Karen Rose



TCI Hospital Turns on the Lights



HEALTH TIPS OF THE MONTH

'Tis the season to be jolly--and to gain weight. Here are a few tips to maintain your healthy diet and stay active through this time of temptation.

- Most holidays are associated with certain foods. Christmas at your house might not be the same without your mum's special dish, but that doesn't mean food has to be the main focus. Instead, throw yourself into the other rituals a holiday brings, whether it's caroling or taking a drive to see the Christmas lights.
- Skip the store-bought cookies at Christmas, but do save some calories in your 'budget' to sample treats that are homemade and special to your family. Training yourself what to indulge in and what to skip is much like budgeting your money.
- The habit: staying physically active during the holidays. The result: gaining less weight over the years.
- Everyone's overly busy during the holidays, and most of us want to spend our time shopping, decorating, or seeing friends and family, which leaves less time to cook healthy meals. Take defensive action several weeks ahead of time by cooking meals intended specifically for the freezer. You'll be thankful later.
- You may not be able to control what's being served at a holiday meal, but you can make the turkey, roast beef, and even mashed potatoes and stuffing much healthier by foregoing the sauce or gravy or spooning on just a small amount.
- Take the focus off food and drinks this holiday season by embracing a project that will have lasting meaning: organizing clutter. Dispensing of clutter will be stress relief in itself.
- Toast the New Year with just one glass of bubbly. You may be celebrating, but that doesn't mean that that you should send your meal plan (and your judgment) on holiday. 89 calories per glass of white wine or champagne, 55 calories in a shot of vodka, and 170 calories in a pint of stout beer.

NURSE SHIRLEY WALKIN- GONE TOO SOON

As a tribute to your nursing
All the care that you bestow
High above this earthly planet
Now hangs a Nurse Rainbow

We don't want to say goodbye
don't want you to see us cry
But in the end, that sweet by and by
We will meet again.

- *The General Ward*

A TRIBUTE TO NURSE SHIRLEY WALKIN

Let me dedicate my life today to the
care of those who come my way.

Let me touch each one with healing
hand and the gentle art for which I
stand.

And then tonight when day is done,
O let me rest in peace if I have
helped just one.

