

# THE INTERVIEW



## FM HONORS STAFF

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### 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.



## Mr. Milney's Walk

– a story from a former colleague

"One night, six years ago, I arrived at the hospital to work an overnight shift. I made my rounds, checking in with each patient before beginning the other responsibilities of my shift. Mr. Milney, a kind, elderly gentleman, was one of my assigned patients. When I entered his room, I introduced myself and asked if there was anything I could get for him before I got busy with other duties. "No", he told me, "but there's one thing I'd like for you to do for me."

"No problem", I said, "What is it?"

"Well, sometime tonight while you're here, I'd like for you to come get me up out of this bed and I want to take a walk around the place. You know, just get up and move for awhile."

I assured him that could be done. As soon as I got things rolling and found a lull in the schedule I would come take him for a walk. I promised

# MESSAGE FROM THE CEO

him, a promise I would soon come to almost regret. The further I got into my shift, the more chaotic things got and one thing after another sprang up to demand my attention. The constant nuisances were interrupted by Mr. Milney's call button. As I arrived, he asked if I had found a little time for that walk yet. Looking at my watch, I realized two hours had flown by. I talked with him briefly and reassured him we'd get to it, there were just a few more details to clear up, and then I was off in a flash.

An hour later, a nurse's aide came and said she'd answered another call from Mr. Milney and he was asking for me. I sent back the message I would be there soon. It seemed the only thing better than his persistence was his patience. No complaints, just continued requests. An hour later another came, and finally, before 5:00 a.m. I answered his fifth call of the night. When I entered his room he was serious, but pleasant. "Could we please go on that walk now?" he pleaded. I began to apologize and tried to explain how busy the night had been and all the things that had happened. "That's fine, not a problem," he cut me off politely. "It's just that the walk is really important to me and I'd like for you to help me. Could we do it right now?" The tone in his voice and look in his eyes said something I didn't understand.

"Mr. Milney, what is it?" I asked. "You see", he started, "I'm going in for surgery this morning in about an hour. They are going to amputate both of my legs just above the knee and I'd like to take a nice walk on them one last time. It would really mean a lot to me."

**MESSAGE:** Let's not get so caught up in the tasks and the business of care-giving that we forget those people in our care. Our patients come to us for guidance, support, encouragement, counseling, nurturing, compassion and care. They put their trust in us and depend on us to ease their pain and promote their growth. Sometimes we need reminding of who we are, whose we are, and what our purpose here really is. When all is said and done, all that really matters is how we treat each other. February is "Heart Month". Let's focus on giving our hearts to others.

**Jill Magri CEO**

## NEWS FROM ELSEWHERE- InterHealth Canada to construct medical facility in Kazakhstan

InterHealth Canada Global is planning to build hospitals in the south of Kazakhstan. The size of funding and construction start date has yet to be announced. The construction of the facilities is planned in the framework of public-private partnerships. According to a Press Release, the parties also discussed a possibility of giving existing hospitals to investors' trust management teams on condition of keeping the entire scope of free medical care. Foreign managers intend to share the knowledge and experience and improve the quality of health care services.

# Healing garden and Quiet Contemplation Room

The quiet contemplation rooms at the Turks and Caicos Islands Hospital meet spiritual and religious needs of patients, relatives and staff of all faiths.

The Quiet Contemplation room at Cheshire Hall Medical Centre is adjacent to the lab, on the ground floor. It is open 24 hours, and has washing facilities.

The healing gardens at both facilities are also an option for space to support spiritual thought.

## TCI HOSPITAL STAFF RECEIVES TRAINING FROM THE AMERICAN HEART ASSOCIATION

The American Heart Association recently facilitated a three-day training session at the Cheshire Hall Medical Centre on January 27<sup>th</sup>, 2015. The three day course provided staff with refresher instructor training and student instructors teaching staff through Nurse Meleck Cummings, Dr. Denise Braithwaite-Tennant, Dr Dionne Lightbourne, Dr. Vancelee Forbes, Nurse Carl Lewis, Nurse Michael Williams, and Nurse Mikette Been.

Chief of Medical Services, Dr. Denise Braithwaite-Tennant said, "We need to ensure that we in the community

too, know how to save lives." Dr. Braithwaite-Tennant added, "By becoming certified as American Heart Association Instructors, and then in the long-term becoming a training centre, we want to extend this program to the community as there is a wide scope of persons who can benefit from the program of CPR".

Some of the benefits for this training are the possibility of increasing the local capacity of American Heart Association Certified instructors, providing a resource for training both within TCI Hospital, the Ministry of

Health and Human Services and the community, and to save lives - facilitating frequent training and competence maintenance among health care providers locally.

"It is not only important to practice the skills, and to conduct the drills as we are doing here, but also to train future instructors that are able to serve their community's needs and cater to the hospital's needs on a regular basis", says Gustavo Flores, Regional Instructor- American Heart Association.

# FM HONORS STAFF

Congratulations to Facilities Management staff who were honored at their annual award ceremony held in January at the Cockburn Town and Cheshire Hall Medical Centres. General Manager Martin Dawtry expressed appreciation to all hard working staff. The categories included employee of the year award for outstanding contribution, employee of the month awards, Above and Beyond the call of Duty award, Personal Growth and Development awards, and Customer Perception award. Congratulations to Linvel Seymour who received the employee of the year award. Employee of the month awards went to Dorothy Bean of CTMC and

Rosette Voltaire, CHMC. Good job and congratulations to the above and Beyond the call of Duty awards, Clyde Jalosjos of CTMC and Hillary Jules of CHMC. The Personal Growth and Development awards went to Tamara Johnson of CTMC and Donique Pinnock of the CHMC, while the Customer Perception award went to Dicke Kumar. FM Staff also received their certificates for Manual Handling Training, Health and Safety, Train the Trainer and the catering department received their food Hygiene certificates. See highlights below.



**KEEP CALM**  
it's our  
**5 YEAR ANNIVERSARY**

We are gearing up for the celebration of the year! TCI Hospital is turning 5! To mark the special day, staff will invited to a number of activities where they will be thanked and celebrated. This year, TCI Hospital celebrates five years of serving the community with high-quality care. Over the past five years, we've seen incredible growth in the expertise and education of our staff, and the expansion of our specialty services. Thanks to all of you who have made this happen. A Calender of events will be published soon.



# JOURNEY TO DIAMOND

The Accreditation Canada Survey date is rapidly approaching (23<sup>rd</sup> – 27<sup>th</sup> 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 arrive at the hospital! You will also find there the survey schedule so you can see when they will visit your area of work.

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

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## HOSPITAL GARDENING CLUB

The FM team will be launching a Gardening Club for InterHealth employees to develop a piece of land at the rear of the hospital.

Once the area is established, our aim is to develop this space into a community garden and open it to the public. Interested Club members will have the opportunity to be the organizers and educators for the project. This is a new and exciting project, and we are looking for volunteers prepared to give their time of two hours or more each week .

This should appeal both to people who are either interested in a few hours of gardening and also those who would like to participate in a more involved project. The aim is to develop our area from its humble

beginnings all the way through to full launch to the community!

The club is free, and offers the following benefits:

- Opportunity to be either part of the group responsible for planning and shaping the project..... or simply to garden in your spare time
- Regular exercise without a trip to the Gym
- A chance to meet new people and start a new hobby
- To learn about native plants and cultivation of crops
- Gain gardening skills that you will keep for life
- Networking with others interested in gardening
- Seed and cutting share scheme
- Access to expertise from DEMA representatives
- Involvement in up and coming projects including keeping chickens and beekeeping

If you are interested please contact Karen at 232-4017 for more details



# *Special Delivery* at CTMC





Congratulations to Nurse Rosheda Malcolm affectionately known as Nurse Neat, on the birth of her twin daughters. Prior to the delivery of her beautiful babies, the team at the Cockburn Town treated nurse Neat to a surprise baby shower.



“Nurse Neat is a valuable member of our team and a wonderful team player. We were happy to be able to show her appreciation as she ventures further into the world of parenting. We bid her love, success and God’s continuous blessings on her journey of motherhood” CTMC



## BIRTHDAY CORNER

Happy Birthday to Jose Abaya, Henry Blythe, Philip Burgess, Gary Fine, Melanie Gibson, Devon Grant, Dionne Lightbourne, Moira Scott, Tesha Thompson, Inette Webster-Brown, Monique Williams, and Lorlean Wilson!



# HUMAN RESOURCE MANAGEMENT



The Human Resource Department has been given the responsibility to support the drafting of the standards of behavior for the organization. In order to accomplish this, a cross section staff was selected to be part of a committee. The members are Yasmah Adams, Natoy Dilworth, Valerie Outten, Carol Robinson, Gururaja Basavaraj, Percy Joseph, Inette Webster-Brown, Andrea McIntyre and Nerissa Lewis. Please review the draft standards of behavior and provide feedback to members of the committee. These standards will be the benchmark for the services and behavior expected at Turks and Caicos Islands Hospital.

## 1. Attitude:

- a. We treat every person who walks through our doors as if he/she is the most important person in our work place, because we understand that our behavior and attitude plays a significant role in our patient's experience.
- b. We treat people as they would like to be treated. We attend to our customers' needs with the knowledge this may be their worst day ever. We make everyone feel welcome and comfortable. We are kind to our customers and their families, we are kind to our coworkers, and we are kind to ourselves. We make each interaction an opportunity to assist.
  - Welcome everyone with a eye contact, a smile and a friendly introduction
  - Use open body language and a handshake
  - Address everyone by his/her name
  - Listen with care and empathy, avoid interrupting and confirm what we have heard
  - If someone looks confused we will ask how we can help.
  - If someone is lost or needs directions, we will take them where they need to go.
  - If someone requires an escort to their vehicle, we will assist with a willing attitude.

## 2. Respect: Respect yourself, your surroundings, the organization, our mission, and let that respect be seen every day. We strive to respect customers' confidentiality and privacy in all situations. We will:

- Wear neat, appropriate clothing, jewelry and tastefully applied scents, following the organization's dress code.
- Treat everyone with fairness, honesty and compassion.
- Use good personal hygiene.
- Knock and announce ourselves before entering a patient's room, close doors and pull curtains to respect privacy.

- Work to ensure that our work areas and meeting rooms are clean, clutter-free and safe.
  - Keep patient, physician and proprietary organizational information private.
3. Teamwork: As a team our purpose is to serve and we demonstrate TEAMWORK by being receptive to one another and embracing our differences as a means to achieving greatness. We treat others the way in which they wish to be treated, every time. We will:
- Respect all individuals' personal and cultural beliefs and ideas.
  - Look beyond our assigned tasks, assist co-workers when possible or find resources when necessary.
  - Resolve conflicts respectfully, directly and promptly with the individuals involved and strive never to chastise or embarrass.
  - Be tasteful and appropriate in all interactions.
  - Be accountable for our actions, comments and demeanor. We will be equally accountable to all members of our team. We accept responsibility for the team's actions. We will hold our teammates accountable through constructive feedback.
  - Ensure that all team members feel safe to express opinions without fear of recourse.
4. Customer Service: We demonstrate kindness and respect through our behaviors and interactions with our customers, their families, and one another. We put our customers first by empathizing wholly with those we serve. We will:
- Pledge to always provide exceptional care by exceeding the expectations of our customers, patients and co-workers.
  - Promote an inclusive environment in which clients are treated with acceptance and respect.
  - Work to identify patient needs and demonstrate respect, sensitivity and care throughout their experience.
  - Keep patients and families informed about time delays, and if possible, offer the opportunity to reschedule appointments if needed.
  - Promise to acknowledge any wait time, thank the patient for waiting and apologize for excessive delays.
5. Continuous Improvement: Turks and Caicos Islands Hospital works to ensure all staff has the opportunity to grow professionally while employed with our organization. We encourage professional development and we are aware that this will only improve the efficiency and effectiveness of the organization. We will:

- Ensure each staff is given a development plan with clear results-oriented performance expectations.
  - Monitor all training and development exercises to ensure our staff maintains the level of competence needed to perform well on the job.
  - Develop coaches and mentors that will share knowledge that will help others be successful.
  - Create development action plans that will guide employees and provide opportunity for improvement.
5. Confidentiality: We will ensure we keep the information of our patients, visitors and employees private and confidential. We will be sensitive to the personal nature of their information and do everything in our power to gain and maintain their trust. \_
- We will not use or disclose confidential records of friends, relatives, staff members, volunteers or any other person unless authorized to do so.
  - We will never share access codes or passwords or leave our computers unattended.
  - We will always be discreet in telephone conversations with or about patients and with their personal information.
  - We will never discuss confidential information involving patients or staff in public areas.
  - We will never share computer or telephone passwords or codes or leave computers unattended.
6. Accountability: We are accountable for our actions, comments and demeanor. We will be equally accountable to all members of our team. We accept responsibility for the team's actions. We hold our teammates accountable through constructive feedback. We will:
1. Ensure requests are responded to in a timely manner.
  2. Ensure outcomes agreed upon are achieved.
  3. Follow through and deliver on what was promised, by holding each other accountable for results.
  4. Ensure deadlines are met.
  5. Always look for opportunities to improve the quality, service and efficiency of the organization.
7. Recognition: We will express gratitude and appreciation to all of our colleagues by celebrating their accomplishments and hard work, which allows the organization to maintain high standards of its services and care. We will:
- Recognize and celebrate each other's accomplishments.
  - Recognize those who go above and beyond the call of duty.
  - Openly acknowledge those who uphold and exemplify the service standards of the organization.
  - Recognize those who consistently meet expectations.

# FROM THE EDUCATION DEPARTMENT TO YOU!

## Training Initiatives Continue at TCI Hospital

The Education Department of the Turks and Caicos Islands Hospital has launched a series of training initiatives for staff. Mandatory Training in Building Effective Interpersonal Relationships – A practical approach To Supervisory Management and Customer Service in Healthcare continues into the month of March. In the Customer Service Sessions, participants focused on the Four Pillars of Customer Service, Effective Methods of Communicating with Difficult Customers, Using Key Words at Key Times, Effective Listening. The Supervisory Management Sessions covered Emotional Intelligence, Effective Interpersonal Skills, Effective Communication Skills, Delegation, Feedback, and Conflict Management.

The discussion covered a lot of ground work. The way Mrs. Moe Cox approaches customer-service training was the best I'd seen because it was tailored to the task environment," says Leticia Hall. "There were specific guidelines and scenarios about what customer service means in the work people do day to day," she says.

All staff are encouraged to register for these highly interactive sessions. We use role play and case studies to make the sessions relevant and practical to our team environment. Email [JCox@interhealthcanada.tc](mailto:JCox@interhealthcanada.tc).

### EDUCATION DEPARTMENT QUOTE OF THE MONTH:

Even though you have communicated a great deal by your professional appearance and body language, it is important to complete your most effective communications skills by selecting the right words to say, and saying them in the right tone of voice.



*"10% of conflicts are due to difference in opinion -90% are due to the wrong tone of voice!"*



# HEALTH TIP OF THE MONTH

**B**reakfast is the BEST way to start your day. How about making a plan with a friend to eat breakfast every day! Ideas include:

- Whole wheat toast + peanut butter + banana
- Cereal + 1% milk + your favorite fruit
- A breakfast sandwich

Eating breakfast can help you achieve a healthy weight. Some people skip meals to lose weight, but it's not a smart choice and can actually cause you to gain more weight. Start your day the right way? Have some breakfast today!



## Being Fit

Being “fit” is a way of saying a person eats well, gets lots of physical activity, and has a healthy body weight. If your fit, your body works well, feels good, and can do all the things you want to do. Get FIT by:

1. Get your body moving 60 minutes every day
2. Limit the sugar and fat and try more fruits and vegetables for snacks
3. Eat just enough to “feel full”, not stuffed

Being FIT means more than exercising and eating right, it also means getting enough sleep. Set a goal to get 9 to 11 hours of sleep each night. [www.balancemindbodysoul.com](http://www.balancemindbodysoul.com)