

THE INTERVIEW

TCICC & TCI Hospital Signing Ceremony



The Turks and Caicos Islands Hospital and the Turks and Caicos Islands Community College (TCICC) have signed an affiliation agreement November 12th, 2014, aimed at creating synergistic opportunities for Turks and Caicos Islanders, through the development of instructional programs to support a variety of health care careers for local students. The agreement, the first of its kind for TCI Hospital, will also garner opportunities for students in fields of study such as business and engineering, in addition to programs in nursing and medical sciences.

“This is a win-win situation”

Jill Magri

This is a win-win situation, says TCI Hospital CEO, Jill Magri. “Hospital staff will have the opportunity to

impress upon young, bright minds that TCI Hospital is a great place to practice, while the Country will benefit from having more Turks and Caicos Islanders employed at both of our facilities.” She added, “These programs will also develop nursing candidates that can support the Ministry of Health’s clinics, in addition to private community provider clinics”.

Mr. Lee Ingham, President of the TCICC, is extremely pleased with the affiliation agreement which formalizes the College’s relationship with TCI Hospital. “Through this agreement with TCI Hospital, we can offer our students an even wider range of learning opportunities. The Turks and Caicos Islands Community College has been committed to building partnerships with community providers; the TCI Hospital is a welcomed partner. Their physicians

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.

and health care practitioners and other professionals will be excellent mentors for our students.”

Also bringing remarks was the Minister of Education, Youth, Sports, Culture and Library Services, Hon. Akierra Missick. She said, “There is more than doctors and nurses that make up the core staff of a Hospital; this will now open the eyes of our students of the other career aspects in the medical field. We’re looking forward to all residents who are interested in any sort of employment that can benefit from this agreement take advantage of it”.

The next phase will see the developing of a committee comprising members from both organizations.

MESSAGE FROM THE CEO



- For our two beautiful hospitals that exist to maximize the health and well-being of the people of the Turks and Caicos Islands and its visitors, all of whom we are here to serve;
- For the visionary leadership of the InterHealth Canada Board of Directors, who dreamed dreams big enough to allow the Turks and Caicos Islands Hospital to one day become a reality.

Last, but not least, I'm thankful for Accreditation Canada International, a global organization which has provided hospitals world-wide with a critically-important roadmap ("standards") for how to best serve our patients and one another. With each mile we travel, we get closer and closer to our goals: achievement of the very highest quality of care possible for everyone who walks through our doors, whether they are patients, their friends and loved ones or our own valued staff. We are a Diamond-level accredited Hospital giving Diamond-level care – let's continue to keep that diamond well-polished! Ask your manager today how YOU can help support our re-accreditation efforts. Happy Thanksgiving to all of you!!!

Jill Magri CEO

As we approach the upcoming Thanksgiving holiday, I am reminded of the abundance of life's blessings that are bestowed on each of us. This holiday, I am overwhelmingly thankful:

- For my two wonderful children, Michele and Nicholas, who regularly send the warmth of their love from sunny California, several thousand miles and another ocean away;
- I am thankful for every single staff member at Cockburn Town and Cheshire Hall Medical Centres, for each of you is vital to and are helping us fulfill our Mission: "To provide the community and its visitors with high quality healthcare";
- For our many patients, young and old, who have entrusted their lives and spirits to our caring hands;



WHAT'S HAPPENING

December 11th – Christmas tree lighting CTMC

December 12th- Christmas tree lighting CHMC

December 16th- Staff Appreciation Party CHMC

December 20th – Staff Appreciation Party CTMC

PREPARATIONS FOR EBOLA

TCI Hospital is developing and implementing Ebola treatment and training protocols. The strategies are related to early recognition and identification of a suspected patient, patient isolation, strict adherence to infection control protocols, appropriate donning and doffing of PPEs (Personal Protective Equipment) and supportive medical care.

The protocols for management are based on Center for Disease Control (CDC), World Health Organization (WHO) and the Pan American Health Organization (PAHO) guidelines. Recently, the TCI Hospital was visited by consultants from PAHO who reviewed the protocols and inspected the facilities at both sites. They expressed confidence with the hospitals preparedness efforts and pledged ongoing technical support through the Ministry of Health and Human Services.

TCI Hospital is demonstrating significant and proactive leadership to help our country prepare for and effectively manage any outbreak of Ebola within its many borders says CEO Jill Magri. She added, "We are working closely with national and global agencies to develop evidence-based international treatment and case management protocols. We have already placed orders for the required supplies and materials to protect our patients and our care providers and a training plan for all staff has been developed."



Planning is key according to our Chief of Medical Services, Dr. Denise Braithwaite-Tennant. She added "We have to plan so we can be prepared and mitigate the risk of our health care workers becoming infected and avoid transmission of the disease within the community by isolating and effectively treating suspected cases. Part of our training program involves the identification of a rapid

response team that can be activated to care for suspected patients. We continue to revise protocols as new updates are published by the CDC, PAHO and WHO."

TCI Hospital "Ready!" Program in Full Swing



TCI Hospital's "Ready!" Program is successfully moving ahead. The program is in conjunction with the Ministry of Education and faculty in the Science and Business Studies Departments and the Guidance Counselors in all TCI schools and aims to educate students about the complexities of a healthcare delivery system. Most recently teams have visited the Clement Howell High School and TCIPS, while the Raymond Gardiner High school visited the Cheshire Hall Medical Centre November 20th.



Education and Training Manager Mrs. Jacqueline Moe-Cox said, "The students are the future of health care in the Turks and Caicos Islands. We plan to touch every high school in the Country. In phase two students will participate in an intensive mentorship, coaching and practical application experience involving senior level staff at the Hospital." She added, "A special thank you to all are playing a key role in this project"



JOURNEY TO DIAMOND – 4 Months to Go!

The Accreditation Canada survey date is confirmed for 23-27 March 2015 so we will provide you with regular updates on progress and preparation suggestions.

So far, nine of the 15 Accreditation Teams have completed at least five self-assessment questionnaires. This is excellent progress as it is an increase of eight since the end of October. Thank you to all who made this possible.

The following are ways to prepare yourself for your part in retaining Diamond Accreditation:

1. Have your manager review with you the list of potential questions specific to your area of work that the Surveyors could ask you;
2. Familiarise yourselves with the content of the “Quality” site on the hospital intranet (click on “Departments” and then select “Quality” from the drop-down list);
3. Record any quality improvement initiatives in which you have been involved in the past 12 months or have plans to implement on the “Quality Improvement Charter” (also found on the Quality site);
4. Invite me to deliver a session on Accreditation and/or implementation of Quality Improvement initiatives;
5. Know the answers to the following questions which the Surveyors will potentially ask you:

-  How would you report an incident?
-  What would be your role if there was a major disaster on the island that resulted in 50 casualties being transferred to the hospital?
-  What outcomes do you measure to determine whether you are doing a good job?
-  How do you ensure that you are competent to undertake your role?
-  How does your team communicate changes?
-  What would you consider to be the most significant quality improvement initiative in your area of work in the last 12 months and why?

6. If you don't know the answers to all of the above questions, get together with your colleagues to agree responses / come up with ways to address any issues.



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

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NOVEMBER BIRTHDAY CORNER

Happy Birthday to Voneric Forbes, Shevaughn Annikkie, Shawna-Kay Hewitt, Whitney Jeanty, Straudy Jackson, Girum Mussie, Oluwayemisi Olugbanmu, Lenroy Bryan, Babatunde Ajimoti, Elizabeth Mckenzie, Orlane Jolly, Leila Lawrence, Wayne Anderson, Dionne Mcgregor, David Banton, Sharon Orie, Sabrina Pedican, Ranji Ebanks, Camille Marshall, Bridget Williams, Lesly Jean-Baptiste, Schiler St. Juste, and Dian Tucker!!!



Nurse Manager Mikette Been announces Ward Nurse of the Month



Congratulations to our Nurse of the month for November 2014. The nursing profession provides us nurses with the unique opportunity to help others at times when they most need our help, according to Nurse Sylvain of the General Ward. Trained in Georgetown, Guyana, Nurse Sylvain's professional qualifications include Registered Nurse, Registered Midwife (obstetric nurse) and Registered Nurse

Anaesthetist. In October he celebrated 36 years as a nurse. He was a part of the TCI Hospital team involved in the inception in 2010, transferring from the Myrtle Rigby Clinic where he worked for two years. "My greatest satisfaction is seeing patients get well and knowing they are satisfied. I am blessed in having a lovely wife and two beautiful daughters", says Nurse Sylvain.



She has over 40 years experience as a Registered Nurse/ Midwife in the Nursing profession; Nurse Clarke was trained in George Town Guyana and worked at the University Hospital of Jamaica for three years, prior to coming to the Turks & Caicos Islands. "I have enjoyed the nursing profession and if I had to do it all over again, I would not change it for any other profession", say Nurse Clarke. The mother of two

and a grandmother of four, said she enjoys working in the Maternity unit. She added, "It gives me great joy to see the smiles on the mother's face when she holds her new born. It was a privilege to serve as supervisor and share my knowledge with colleagues. Nurse Clarke worked at Myrtle Rigby health Complex before joining the TCI Hospital Team. Congratulations Nurse Clarke.

ST. Kitts Prime Minister and Team to visit TCI Hospital



It was indeed an honour for TCI Hospital to host Prime Minister of St. Kitts and Nevis the Rt. Hon. Dr. Denzil Douglas, his Minister of Health and other government officials. The tour was led by our Chief of Medical Service Dr. Denise Braithwaite, along with InterHealth Canada CEO Dr. Zahid Al Sabti, TCI Hospital CEO, Jill Magri and Chief of Clinical Services Ann Males. The St. Kitts and Nevis delegation expressed appreciation for the opportunity to tour our state of the art facility; the group was quite impressed. St. Kitts is presently considering a project with InterHealth Canada. Thanks to all staff who made this day possible.



SMALLEST BABY BORN AT TCI HOSPITAL



A tiny baby girl born on October 22nd 2014, at 5:14 am, became the smallest baby born at TCI Hospital and she is doing well. Proud mother Suzellie Joseph is amazed at her daughter's dramatic and surprise entrance into this world, with the baby weighing in at an astonishing 700 grams at the time birth. Baby Shekina is now 37 days old, is stable and she is breathing on her own. Thanks to the team who pulled together and carried out this extraordinary delivery. A special thank you to Dr. Soler, the staff on maternity ward, and the pharmacy team. This precious angel is growing and getting better every day!

The Medical Device Reprocessing (MDR) department recently celebrated MDR International Week, under the theme "The Team That Gets It Clean." To kick off the event, students of the Clement Howell High School attended a grand exposition. There were presentations, educational interactions by the MDR team, displays, games and prizes for the students. It was a complete success according to David Banton, MDR Manager. He added, "This annual event provides interactive learning opportunities for students and creatively gives a deeper look into one of the lesser-known careers in the health sector. It was a pleasure presenting our department to the public, staff and also students of the Clement Howell High School, who were the highlight of the day. This was yet another opportunity for TCI Hospital to show students that there is more to health care than just becoming a nurse or a doctor".

MDR WEEK



CONGRATULATIONS TO OUR IM&T MANAGER



Congrats to our IM&T Manager, Ryan Smith. He's a new dad!!! We are delighted to know that you have become the proud father of a baby boy, named Carter. Please accept this heartiest congratulation. May god bless your son with good health and a king-size fortune! Please convey our congratulations to your family from the IM&T crew and the entire TCI Hospital staff.



The first Annual TCI Hospital Fitness challenge encourages staff to pursue a healthier and more active lifestyle. The Games provides the opportunity for anyone, regardless of their sporting ability, to get fit and remain active. Human Resources Manager Edwin Taylor said, "It is important to promote wellness and encourage employees to maintain a healthy lifestyle. This will also boost morale; build teamwork, and company pride among employees. Congratulations to everyone for taking the first step, which is to start, and like the saying goes , 'Now the real work begins.' We promise this journey will be very rewarding."

The program began 16th October and is expected to wrap up on 11th December. Activities include weekly boot camp, training at the national stadium, and access to Graceway sports centre. The countdown is on and good luck to all competing in the fitness challenge!

NEWS FROM ELSEWHERE – InterHealth Canada's Latest Project

The InterHealth Canada office in Riyadh, Saudi Arabia has recently completed its latest project, master planning for the Prince Mohammed Medical City (PMMC) in Al Jouf, KSA, with an anticipated start date in the first quarter 2015. PMMC is one of five medical cities planned as part of the Royal Mandate plan to establish 5100 tertiary care medical cities throughout the Kingdom of Saudi Arabia. The hospital located in Al Jouf will provide tertiary care services for Al Jouf and the Northern borders. The hospital will consist of three hospitals contained on a single site and is expected to employ over 9,500 staff.

COMMUNITY HEALTH AND GIVING



The Turks and Caicos Islands Hospital appreciates the importance of corporate giving, by assisting organizations who are directly involved in health and wellness. Over the past few months we have played a key role in providing much needed funds to a number of charities. It is our aim to collaborate with most, if not all local health and human service organizations and also the government to make our community even healthier, not only through monetary donations but also by being a key player in bringing awareness to health matters. Our most recent community beneficiaries include the following:

- National Cancer Society – Cancer awareness month
- Nutrition and Demand
- SNAP Centre (Special Needs)- Footsteps4Good in TCI
- Turks and Caicos Aids Awareness Foundation
- Crime Stoppers (a safe community is a healthy community!)

DID YOU KNOW- HEALTH TIP OF THE MONTH

Stay healthy for Christmas, Wash your hands often! Wash your hands when preparing that good holiday food and wash them frequently if anyone in the household has not been feeling well. Wash your hands well after going shopping – don't let illness be the "gift that keeps on giving"! Many succumb to flu and stomach bugs over the holiday season, so keeping your hands clean is the best defense. We wish you good health this holiday season! From the Infection Control Department

