

# INTERVIEW

The Ezine for InterHealth Canada TC Staff

ISSUE 04 | MAY/JUNE 2011



Up and away: InterHealth's Holgar Haessler gives away a balloon during the year anniversary celebrations in Provo. See our birthday special starting on page 8.

## WHAT'S Inside



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# The world according to the Matron

## PAT ON THE BACK FOR DIALYSIS STAFF

A big hats off to those unsung heroes and heroines in dialysis.

The whole team does a fantastic job but rarely receive the credit they deserve.

Well today they do, thanks to a patient who I got chatting to recently in the reception area.

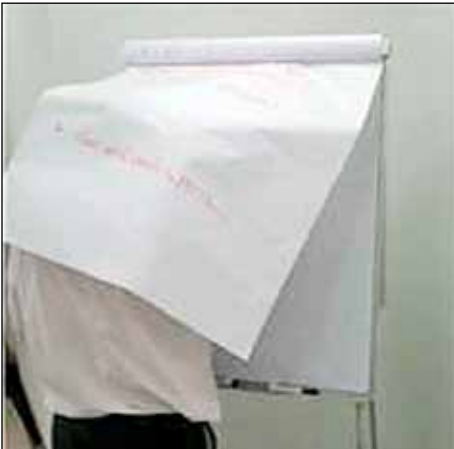
The gentleman dropped some paperwork and so I helped pick it up for him. We started talking and he said he had just finished one of his regular dialysis sessions.

"Man it's a pain coming to the hospital so often", he explained, "but I know it's keeping me alive. And what makes it a little more bearable is all the girls and boys who work in the dialysis department.

"They are so kind and caring and they are now my friends, my family almost. They are wonderful people and I ask God to bless them all."

When I asked the gentleman his name he just laughed and said 'they'll know who I am, I'm the one with the biggest smile'.

So to all the guys in dialysis – well done and keep up the good work!



## A MOUNTAIN OF PAPERWORK

Now I've heard of getting one's self buried in paperwork, but this is ridiculous.

Come on Roger, you have to get yourself more organised.

If this is what happens when Zena goes to lunch, just imagine what it's going to be like when she goes on holiday in the summer!

## A FRUIT AND VEG CASE!

This has nothing to do with the hospitals, but I'm going to mention it nonetheless.

Why is it most supermarkets insist on having fruit and vegetables as the first thing you come to when you go food shopping?

You fill up your trolley with lots of healthy and colourful goodies, only for them to be squashed and ruined by all the other things that go on top. It drives me crazy!

In a bid to buck the trend I decided to go the other way around in IGA the other night. I started down at the drinks section and ended up in fruit and veg. It wasn't easy I have to tell you and I must have crashed my trolley 100 times. But I went home with fresh, unbruised produce so I was happy!



## HAIR TODAY, GONE TOMORROW

They say that working in facilities can be a hair raising experience....just ask Richard.

InterHealth Canada's resident electrician has been contemplating growing his hair ready for his next trip back to the Philippines.

But before he does, he's decided to try out a few colours and styles.

InterView's photographer came across Richard trying on wigs in the staff canteen and I'm sure you'd agree the one featured above probably suits him best.

## ONE IN THE EYE FOR JAMAICAN PATIENT

Remember me telling you that I'd worked all over the world? Well here's another true story I picked up on my travels, this time from when I was in Jamaica.

A Jamaican country doctor running a clinic in Mocho wanted to take a day off work to

go to Kingston, so he called his dispenser to take over.

"Obediah, Ah ha' fi go a Kingston today, Ah want you to keep the clinic open, in case any patients come in. You t'ink you cyan handle it?," he said.

"Yes, sah, yes sah!", answered Obediah, thrilled to be put in charge.

The following day the doctor returned to work. He asked Obediah: "So how t'ings went yesterday?"

"I had was to treat t'ree patients," said Obie proudly.

"De fuss one seh 'im have a bad 'eadache, so mi give 'im two Tylenol.

"De second one seh 'im belly a hut him bad, bad, so mi give him some Maalox."

"Good work, good work", said the doctor, "And de t'ird patient?"

"Well, sah, suddenly dis ooman bust inna de door. And she tear off all she clothes sah!

Me seh, every last piece of she clothes, sah. An' she jump up on the examination table, lie down and den she shout out, 'Help mi! Fi five years now mi never see any man!'"

"Lawd, god man", exclaimed the doctor, "is weh you do?"

"Mi put drops inna her eye dem", replied Obie proudly.

## JAMES AND RICKY PLOT CHART ATTACK

If you thought IT guru, James Hayward, was walking with an extra swagger these days, you'd be right.

Our lovable Scot has been mixing it with the rich and famous.

On a recent flight from Puerto Rico, James traveled with singer, Ricky Martin, whose best-known hit is probably, She Bangs.

The two chatted and exchanged a few ideas for future calibrations.

"It wasn't easy talking", explained James, "as I was upgraded to first class and Ricky was back in economy. However, we managed to lay down a few ideas and we're hoping to do a duet later in the year."

James remained tight-lipped as to what they'd be singing although rumour has it will either be that Scottish classic Donald Where's Your Troosers? or Kraftwerk's: Computer Love."

## NO CHANGE

I was asking one of the doctors how the man who swallowed a \$50 note was doing? "No change", she said!



Face in the crowd: Roger Cheesman poses with pupils from the Holy Family Academy during the birthday celebrations at Cheshire Hall

# The party's over

BY ROGER CHEESMAN

Our first Birthday Party is over and finished and was most enjoyable, with a special event and cake at both Cockburn Town Medical Centre and Cheshire Hall Medical Centre. With performances by the Ona Grinton School and the Clement Howell School, it was a day to remember. A special gift of artwork by the Holy Family Academy School will be a permanent reminder, as the excellent paintings now form a super gallery in the corridor leading to ED.

As we move forward into the last seven months of preparation for Accreditation Canada submission and get ready for the final visit in nine months time, I would like to invite every member of staff to become involved with the project and have input wherever possible. I know that many are committed to the project

but commitment is not involvement. So what is the difference between the two? There is an old business saying about the difference between them, which uses a traditional breakfast of bacon and eggs as an example. The difference is that the chicken is committed to the breakfast and provides the egg but the pig is involved and is part of the breakfast.

I see a group of the same people doing the work on this but accreditation belongs to us all. May I therefore ask you to become involved and provide the bacon for our 'accreditation breakfast?' If you want to know how you can be involved, please speak with Linda Gill.

Let's have Accreditation Canada certification to celebrate at our next birthday.

## Wedding bells ring out

INTERHEALTH Canada CEO, Roger Cheesman, has performed a few important tasks in his time.

But nothing compares to the job he had to do in his Welsh homeland on May 29.

That was the day Roger gave away his

daughter Elizabeth, who married Andrew Beadle at St Donat's Castle, Llantwit Major

Many will remember Elizabeth and Andrew helping set up the staff Christmas party in Provo last year.

Everyone at InterHealth Canada wishes the couple a long and happy life together.

# Book early for ACLS and PALS

ARE you up to date with Advanced Cardiac Life Support (ACLS)?

Do you require ACLS certification or re-certification as part of your job role?

If so then you'll be pleased to hear that John and Mary Bovia will again be visiting the TCI to deliver two separate courses.

One takes place on Tuesday 25 and Wednesday 26 October with the other planned for Thursday 27 and Friday 28 October. Both will be held at Cheshire Hall in room 12.22 between 9am and 5pm.

Head of training, Linda Gill, said: "John and Mary are excellent tutors and we are very lucky to have them returning in October.

"If you want to attend then please agree your place with your line manager and then submit your request for a reservation to me no later than Thursday September 1.

"Please be aware that only in very exceptional circumstances will

late requests be considered and that non attendees will be charged per course place fee."

Meanwhile a Paediatric Advanced Life Support (PALS) course will take place at the same location between 9am and 5pm on Saturday October 29.

Anyone interested in attending should again talk to their line manager and then reserve a place with Linda.

Linda can be contacted by email at lgill@interhealthcanada.tc

## Year one stats

THERE'S been a lot said and written about our first year of operation in the Turks and Caicos Islands, but one thing is for sure – it's been a very busy 12 months as our patient figures set our below demonstrate.

In fact, judging my the number of patients seen, it's been nothing short of phenomenal .

A big thank you to all those departments who helped produce the relevant data, thus allowing us to provide this fascinating statistical record.

	Total for CHMC Contract Year	Total for CTMC Contract Year	Combined Total for Contract Year
<b>Births</b>			
Vaginal Delivery	244	68	312
Emergency C-Section	85	11	96
Elective C-Section	63	1	64
<b>TOTAL</b>	<b>392</b>	<b>80</b>	<b>472</b>

Statistics

	Total for CHMC Contract Year	Total for CTMC Contract Year	Combined Total for Contract Year
<b>OPD Visiting Consultant</b>			
Visiting Paediatric Therapists	50	0	50
Ophthalmology	250	130	380
Neurology	149	8	157
ENT	175	34	209
Plastic Surgery	44	20	64
Urology	20	0	20
Cardiology	11	0	11
Renal Medicine	112	31	143
<b>TOTAL</b>	<b>811</b>	<b>223</b>	<b>1034</b>

Statistics

	Total for CHMC Contract Year	Total for CTMC Contract Year	Combined Total for Contract Year
<b>Emergency Department</b>			
ED 08:00 - 23:00	22933	3562	26495
ED after 23:00 Hrs	2627	509	1136
<b>TOTAL</b>	<b>25560</b>	<b>4071</b>	<b>29631</b>
<b>OPD</b>			
Family Practice - Appointment	6053	2200	8253
Family Practice (Walk-in)	2998	5170	8168
Obstetrics	2341	837	3178
Gynaecology	1461	1275	2736
General Surgery	1799	213	2012
Orthopaedics	1247	210	1457
Paediatrics	707	363	1070
Internal Medicine	2611	561	3172
Cardiology	12	0	12
Pre-Op Clinic	103	2	105
Nurse Clinic	1914	1113	3027
<b>TOTAL</b>	<b>21246</b>	<b>11944</b>	<b>33190</b>

Statistics

	Total for CHMC Contract Year	Total for CTMC Contract Year	Combined Total for Contract Year
<b>SURGERY</b>			
Trauma	55	0	55
Orthopaedic	94	0	94
General Surgery	275	99	374
Gynaecology	256	20	276
Obstetrics	129	13	142
Plastic Surgery	11	4	15
Urology	22	0	22
Ophthalmology	21	0	21
ENT	7	0	7
Neurosurgery	3	0	3
Paediatrics	14	0	14
<b>TOTAL</b>	<b>887</b>	<b>136</b>	<b>1023</b>

Statistics

	Total for CHMC Contract Year	Total for CTMC Contract Year	Combined Total for Contract Year
<b>Admissions</b>			
General Surgery	172	93	265
Orthopaedic Surgery	40	0	40
Gynaecology	165	18	183
Obstetrics	663	155	818
HDU	138	0	138
General Medicine	394	114	508
Paediatrics	68	18	86
SCBU - Neonates	59	0	59
Urology	0	0	0
Plastic Surgery	2	0	2
ENT	0	0	0
Ophthalmology	3	0	3
Other (Psychiatry)	4	0	4
<b>TOTAL</b>	<b>1708</b>	<b>398</b>	<b>2106</b>

Statistics

## Belongers make up more than quarter of hospital staff

AS INTERHEALTH Canada enters its second year of operation in the TCI, the company can look back with pride at its achievements.

From groundbreaking neuro surgery to a 99.5 per cent reduction in overseas referrals, there is a lot to be proud of.

One achievement that out weighs many is the amount of Belongers employed at both the Cheshire Hall and Cockburn Town Medical Centres.

With locals making up round 25 per cent of the TCI's population, Belongers account for more than 25 per cent of InterHealth Canada's workforce.

"It has always been our aim to employ as many Belongers as possible", explained InterHealth Canada TC CEO, Roger Cheesman, "and so reflecting on the first year of operation has been encouraging.

"More than 25 per cent of our staff are local people and that bodes well for the long term future of the hospital."

Belongers hold some of the key positions at the two medical centres including the head of Provo's Emergency Department and the deputy chief of medical services.

And there are also on-going plans to attract qualified Belongers back to the islands from



**In charge: Grand Turk-born, Dr Denise Braithwaite, head of ED, is one of many belongers working for InterHealth Canada**

around the world.

Mr Cheesman added: " We have Belongers in very senior positions at the hospital and we hope to attract more in the near fu-

ture.

"InterHealth is also offering a wide and varied programme of educational support to all Belongers and we are currently investigating Canadian links for training jobs for TCI doctors.

"If we are able to tap into this resource, this could provide us with a whole new generation of Belonger consultants in due course."

Aside from medical posts, TC islanders also occupy a wide range of positions both in support services and administration.

In fact 62 per cent of all staff in these departments are Belongers, something the company is particularly pleased about.

"These are key departments in terms of the every day function of the centres", said Mr Cheesman, "and therefore it's tremendous that so many Belongers are employed. Obviously the long-term plan is for the TCI hospital to be run by TCI people and, as we enter year two, the signs are very encouraging.

"On top of this, we regularly welcome youngsters from local schools who come into the hospital on work experience exercises and I am confident we will see a number of these students back here as members of staff in the not too distant future."

## By Royal appointment!

FIONA McDonnell proved she is the hostess with the mostest on Friday April 29.

While most of the country slept, our facilities queen was busy preparing food and cocktails for a very special party.

Fiona hosted a ladies-only gathering to celebrate the wedding in London of Prince William and Kate Middleton.

The festivities got underway at 4am (9am London time) and most of the girls

were still at it deep into the night.

Fiona said: "It was a lovely party and I'd like to thank all those who got up early to attend. We had a great time and everyone really enjoyed themselves.

"We watched the wedding live and there were more than a few tears in the house. Kate looked stunning while William was so handsome and dashing. They make a lovely couple and there's talk of them visiting TCI soon

which will be great."

One person who didn't appreciate the event was Fiona's husband, Stephen.

"I got woken up at about 3.30am and was told to get out of the house", he moaned. "I wasn't even allowed to take a bacon sandwich with me!"



**Beautiful: The girls are glued to coverage of the Royal Wedding.**



**Tuck in: Guests line up for breakfast**

# Pharmacy news and views

HIGH alert medications - as defined by the Institute for Safe Medications Practice (ISMP)- are drugs that carry a heightened risk of causing significant patient harm when they are used in error.

Mistakes may or may not be more common with these drugs but the consequences of an error are significantly more devastating to the patient.

ISMP developed a list of these drugs (see table 1) based on error reports to the United States ISMP programme, literature review, practitioners and safety experts and is periodically reviewed for relevance and completeness.

The list is grouped according to drug categories with examples and is intended to be a guideline to facilities for use in determining medications that require special safeguards to reduce the risk of errors.

Error reduction and error prevention strategies can then be developed according to the determined risk. Some strategies include improved access to information about the drug, limiting access, use of auxiliary labels, standardizing the ordering, preparation and administration of the products and automated or independent double checks.

Over the next few months we will look at

the high alert drugs available in Cockburn Town and Cheshire Hall Medical Centres and review the policies and error prevention strategies surrounding their use.

In a new monthly column, staff from InterHealth Canada's pharmacies will be passing on important information about medications available in both Cheshire Hall and Cockburn Town Medical Centres. Today, pharmacist MELROSE WRIGHT looks at high alert medications.



## Weight watchers latest

CLINICAL dietitian, Janet Green, has developed a Wellness Programme for staff working at Cheshire Hall and Cockburn Town.

The programme has actually been running for more than a year now and provides private consultations for those with nutritional-related disorders or who want to lose or gain weight.

Anyone who recently signed up to join the hospital Weight Watchers club will be enrolled on the Wellness Programme.

Janet explained: "We are planning to upgrade the programme with the inclusion of planned exercises at a later date."

Anyone interested in the Wellness Programme should contact Janet on 70509.

Classes/Categories of Medications	Specific Medications
adrenergic agonists, IV (e.g., epinephrine, phenylephrine, norepinephrine)	colchicine injection***
adrenergic antagonists, IV (e.g., propranolol, metoprolol, labetalol)	epoprostenol (Flolan), IV
anesthetic agents, general, inhaled and IV (e.g., propofol, ketamine)	insulin, subcutaneous and IV
antiarrhythmics, IV (e.g., lidocaine, amiodarone)	magnesium sulfate injection
antithrombotic agents (anticoagulants), including warfarin, low-molecular-weight heparin, IV unfractionated heparin, Factor Xa inhibitors (fondaparinux), direct thrombin inhibitors (e.g., argatroban, lepirudin, bivalirudin), thrombolytics (e.g., alteplase, reteplase, tenecteplase), and glycoprotein IIb/IIIa inhibitors (e.g., eptifibatide)	methotrexate, oral, non-oncologic use
cardioplegic solutions	opium tincture
chemotherapeutic agents, parenteral and oral	oxytocin, IV
dextrose, hypertonic, 20% or greater	nitroprusside sodium for injection
dialysis solutions, peritoneal and hemodialysis	potassium chloride for injection concentrate
epidural or intrathecal medications	potassium phosphates injection
hypoglycemics, oral	promethazine, IV
inotropic medications, IV (e.g., digoxin, milrinone)	sodium chloride for injection, hypertonic (greater than 0.9% concentration)
liposomal forms of drugs (e.g., liposomal amphotericin B)	sterile water for injection, inhalation, and irrigation (excluding pour bottles) in containers of 100 mL or more
moderate sedation agents, IV (e.g., midazolam)	
moderate sedation agents, oral, for children (e.g., chloral hydrate)	
narcotics/opiates, IV, transdermal, and oral (including liquid concentrates, immediate and sustained-release formulations)	
neuromuscular blocking agents (e.g., succinylcholine, rocuronium, vecuronium)	
radiocontrast agents, IV	
total parenteral nutrition solutions	

\*\*\*Although colchicine injection should no longer be used, it will remain on the list until shipments of unapproved colchicine injection cease in August 2008. For details, please visit: [www.fda.gov/bbs/topics/NEWS/2008/NEW01791.html](http://www.fda.gov/bbs/topics/NEWS/2008/NEW01791.html).

### Background

Based on error reports submitted to the USP-ISMP Medication Errors Reporting Program, reports of harmful errors in the literature, and input from practitioners and safety experts, ISMP created and periodically updates a list of potential high-alert medications. During February-April 2007, 770 practitioners responded to an ISMP survey designed to identify which medications were most frequently considered high-alert drugs by individuals and organizations. Further, to assure relevance and completeness, the clinical staff at ISMP, members of our advisory board, and safety experts throughout the US were asked to review the potential list. This list of drugs and drug categories reflects the collective thinking of all who provided input.



Patrell Jenning



Akela Forbes

## Birthday girls looking great

SOMEONE must have slipped an anti-ageing drug in water in Grand Turk.

Two ladies at Cockburn Town Medical Centre celebrated their birthdays in May, but neither looks a day over 19!

Truth is Akela Forbes (May 1) was 31 while Patrell Jenning (May 18) was 28.

Here's hoping both enjoyed their special days. Now what's your secrets for looking so young?!



## Watch the birdie

WHERE is the best place for an expectant mum to hang out?

At the hospital of course and that's exactly what one young lady is doing right now.

The mum we're referring to is a little dove that has built a nest on the wooden framework in one of the healing gardens at Cheshire Hall.

Ironically its about as close to the maternity department as is physically possible and our feathered friend can be seen sitting on her eggs from the window directly outside the entrance to ReFresh.

**STOP PRESS:** The eggs have now hatched and our feathered friend and her two chicks have now flown the nest.

# Café Corner

BY ANISH THOMAS



There's been plenty of celebrating going on in the ReFresh Restaurants both in Provo and Grand Turk. From Royal Weddings to staff birthdays, we've been doing our bit to ensure the occasions have passed with a bang. And then there was the small matter of the hospital's first birthday, which was celebrated in style.

Other high-profile birthdays included the boss, Fiona McDonnell, and chief of medical services, Dr Robyn Barnes. We hope you both enjoyed your cakes while celebrating your 21sts all over again! If there are any special events, anniversaries or occasions coming up that you feel we should know about, speak to me, Michael, Keron, Barbara or any other member of the ReFresh staff and we'll see what we can do.

who has outstanding accounts, please ensure these are settled at the end of each month.

The facility is there to assist staff, especially when the restaurants are busy or perhaps we don't have enough change in the tills. But please, please, pay up on time otherwise we will have to think about ending this privilege. Thank you.



### CALLING ALL GARDENERS

Do you have green fingers? If so, ReFresh needs you!

Over the coming weeks we are planning to create kitchen gardens at both sites and we are looking for volunteers to help.

The plan is to locate and develop a plot of land, which may also include erecting a greenhouse. We will then set about growing fruit and vegetables that we will use in the restaurants.

The benefits are obvious and so anyone who wishes to get involved, either speak to me in Provo or Michael in Grand Turk.

### SETTLE THOSE BILLS PLEASE

A polite reminder to anyone

### TROLLEY DOLLIES

If you think the stewardesses on British Airways are good, you ain't seen nothing!

InterHealth has two new glamorous trolley dollies who are serving drinks to the patients.

Seamstress Marie Wilson and laundry assistant, Justina Skippings, are delivering tea, coffee and biscuits with beaming smiles.

One male patient said: "These young ladies are wonderful and when they bring the tea around it's the highlight of my day."

Marie and Justina are doing the ward rounds as part of a cross-departmental initiative at Cheshire Hall.

*Happy 1st Birthday*



InterHealthCanadaTC

# HAPPY BIRTHDAY

## to you and you and you....

### CHESHIRE HALL PICTURES BY JESSICA JORDAN

STAFF, wellwishers and dignitaries gathered at the new hospitals on Monday April 11 to celebrate InterHealth Canada's first year of operations.

Youngsters from Provo and Grand Turk marked the special occasion through song, dance and the donation of artwork.

And on hand to cut the celebratory cake at the Cheshire Hall site was Diovanni Fulford, the hospital's first trauma patient who was rushed in hours after the facility opened last year.

The basketball mad youngster defied all the odds by fighting his way back to health after being knocked down by a car.

Creative pupils from the Holy Family Academy Catholic school donated art pieces

they had designed depicting a year in the life of the hospital. Students said they were "honoured and humbled" that their work will be placed on display in the foyer at Cheshire Hall.

Solos by young musicians and songbirds at Clement Howell High School moved the crowd to tears while visitors to Grand Turk's hospital were entertained by the Ona Clinton Primary School Choir.





## Happy 15<sup>th</sup> Birthday



Judith Campbell, permanent secretary for health, praised medical staff at the helm of what she described as a “transformational year” for health care in the TCI.

“Never before has health care been so visible and subject to such public review,” she said.

“On the very first day of operation the life of a major trauma patient was saved. I believe this speaks volumes for the hospitals, Interhealth Canada and the Ministry of Health.

“We can all be justifiably proud of this first year,” she added.

Also offering remarks was John Smith, chairman of the National Health Insurance Board (NHIB), who urged staff to keep up the good work.

Roger Cheesman, CEO of Interhealth Canada TC, also praised employees who have contributed to the hospitals’ success.

And he paid tribute to the “courage and

tenacity” of young Diovanni, who was invited to cut the birthday cake.

At the Cockburn Town Medical Centre in In Grand Turk, special guests were the parents of twins born two months prematurely. The tiny tots’ early arrival in December sparked alarm for mum and dad Juliet Arthur and Derron Thelwell.

Little Derron Jnr and Derronique eventually pulled through thanks to the expertise of medics.



*Happy 1st Birthday*



InterHealthCanadaTC



## Happy 15<sup>th</sup> Birthday



InterHealthCanadaTC



Happy 1st Birthday



InterHealthCanadaTC



## Happy 157 Birthday



Happy 15<sup>th</sup> Birthday



## Happy 15<sup>th</sup> Birthday



# Nurses WEEK



## ‘Dedicated’ nurses get deserved recognition

IT WAS National Nurses Week recently, with the Cockburn Town Medical Centre leading the InterHealth celebrations.

A range of events were held in Grand Turk including social evenings, lunches, a staff charity concert and a special church service.

There was also a nurses lunch at the Cheshire Hall medical Centre and a church service.

National Nurses Week begins each year on May 6. It ends on May 12, which is known as International Nurses Day and is the birthday of the most famous nurse of all, Florence

Nightingale.

Kathleen Bree, chief of clinical services at InterHealth Canada, said: “Nurses Week, especially Nurses Day, although an international celebration, proved an ideal opportunity to give recognition to all the nurses working in the TCI.

“Whether in the hospital, community, public health or private organisations, we thank them for their hard work, professionalism and dedication.

“It is through their continued efforts, teamwork and mutual support that we are able to maintain and develop the delivery of high stan-

dards of nursing care to the community of TCI.

“The nursing staff in TCI come from a wide variety of cultures and nationalities, which brings with it a wonderful opportunity for learning in care and life experience. The potential to grow and develop together is immeasurable.”

She added: “The services and work achieved by the nursing staff in the TCI are to be proud of and this is a wonderful opportunity to recognise their continued efforts to ensure high standards of care and to thank them for all their hard work.”





## Nurses WEEK



# Nurses WEEK



# It's home from home for Liesl

SHE might be a long way from her South African home, but Liesl Roome couldn't be happier.

InterHealth's newest ER doctor is loving life in the TCI, with her three children.

And that will be music to the ears of department head, Dr Denise Braithwaite, with Liesl having proved a big hit with both patients and colleagues since arriving at the end of February.

"I enjoy living life close by the sea", explained Liesl, " and I love the warmth and sunshine. For those reasons TCI is an idyllic place for me to work and live."

Born in South Africa, Liesl trained at Pretoria University. She set up a GP practice in Durban and also started a cosmetic and carboxy therapy clinic in the city, which is still operating.

In her 'spare' time, she also did ER work in the local hospital.

Liesl added: " I have three children – Shani (8), Miki (6), Zack (5) – and they were a big part of the motivation for me to come to the TCI.

"It's proving a great way of offering them the opportunity of an international experience and exposure to a different culture and way of life, and that is something that is priceless."

She added: "The children are loving the beaches and already Sapodilla Bay is a firm favourite. They are also loving life at Provo Primary School and so we couldn't be happier."

In terms of her working life here in the Caribbean, Liesl is equally contented.

She said: "I enjoy diversity and a challenge



Liesl Roome

and I am finding that working for InterHealth at Cheshire Hall is giving me both."

When Liesl is not being a doctor or a mum, her interests include scrapbooking, painting, sewing and hitting the gym.



Getting down: Karen Bredell, hooped top, dances the night away.



Bye, bye: Karen, front second left, says goodbye to her InterHealth colleagues at a party hosted by ER nurse, Kadeisha Fletcher.

# Say hello, wave goodbye

INTERHEALTH Canada extends a warm welcome to five new members of staff.

Raymond Yip (anaesthetist), Francita Ebank (registered nurse), Bettina Katterman (general internist), Sherry Fulford (registered nurse) and Donna Bisuna (medical coder) have all joined the team here in the TCI.

CEO Roger Cheesman said: "We are obviously delighted to welcome our newcomers

who will, I am certain, prove huge assets to the hospital.

"When you're new it can be a little daunting but we're a friendly lot here and so if you have a question, problem or need some information about work or the island, just ask."

Meanwhile we have also had to say goodbye to a number of employees in recent

weeks.

Those departed for pastures new are Karen Bredell (registered nurse), Susan Wilkes (senior registered nurse), Laveena Rodgriguez (registered nurse), Lenka Snajdrova (general practitioner), Janet Akinwale (registered nurse) and Regina Schwartz (anaesthetist).

We thank them all for their hard work and wish them well for the future.

# MDR news

BY SUSAN BORDEN

I thought I'd take this opportunity to give an introduction to the Medical Device Re-processing (MDR) department, which is commonly referred to as CSSD or CS (Central Service).

The term 'central' suggests that services are centralised. The term "service" is the key to what central service is all about.

It occurs when CS personnel help or

assist their patients and others, including healthcare peers. MDR or CS is an integral part of quality patient care.

Proper workflow in the MDR is important. A one-way workflow of materials from dirty to clean to sterile storage is required.

Below is a chart that will help you understand the exact procedures and work flow within MDR. Across the top is the order in which we do things while below each heading is the things that fit into the category.

Decontamination →	Preparation /packaging/sterilization →	Sterile Storage
Soiled items	Clean items	Sterile items
Receiving	Inspection	Staging
Sorting	Assembly	Distribution
Soaking	Packaging	Dispatch
Cleaning	Labeling	
Rinsing	Sterilization	

Each month in the newsletter I will be explaining a different subject and what it actually means, starting with decontami-

nation.

Decontamination: The physical or chemical process that makes an inanimate object



such as a medical device that may be contaminated with harmful microorganism safe for further handling.

And for those of you who like quizzes and testing your knowledge, here's a question for you:

**QUESTION:** How is decontamination achieved?

Answers, and any other enquires and questions about MDR, by email please to [sborden@interhealthcanada.tc](mailto:sborden@interhealthcanada.tc)

## Health screening in paradise

IF SOMEONE offered you a day trip to Parrot Cay, you'd probably jump at the chance.

What could be better than a relaxing few hours surrounded by all that sand, sea and luxury?

Well unfortunately a recent trip to the island didn't turn out that way for three members of InterHealth Canada staff.

Instead, Dr Denise Braithwaite, infection control supervisor, Alison Pyper, and nurse educator, Nicki Mullins, worked flat out, screening more than 56 patients.

Their trip was to celebrate World Health Day in April and is part of an initiative between InterHealth and the Parrot Cay Resort.

Denise explained: "There are more than 300 people who work over there and obviously it would be difficult for them to all visit the Provo or Grand Turk to undergo general health screening.

"So what we have done is formed a partnership with the resort where we go over and screen for things like diabetes and hyperten-

sion. A day out in Parrot Cay sounds ideal but I can assure you it's hard work.

"Nicki and I saw and screened 56 patients

while Alison worked with the management team and staff advising about infection and hygiene. All in all it was a very successful trip."



Testing: Nicki Mullins and Dr Denise Braithwaite hard at work in Parrot Cay

Lifting experience for InterHealth staff

# MIND your backs!

That's a phrase you'll be hearing a lot around the hospitals these days.

A group of InterHealth Canada TC staff from both Grand Turk and Provo, have successfully completed a high level Manual Handling Key Trainer course.

The eight participants, whose roles vary from physiotherapists to engineering assistants, are now fully-qualified to advise colleagues on the correct way to lift, push, pull and carry in the workplace.

Head of education at InterHealth Canada TC, Linda Gill, explained: 'Firstly congratulations to the eight members of staff who took part.

"Being qualified means they are now able to support their colleagues in any given manual handling task.

"This means any job that requires pushing, pulling, carrying or lifting has to be assessed, planned and operated efficiently and effectively, but most of all safely.

"It's an approach that affects every single member of staff throughout the hospital from lifting a ream of photocopying paper or moving a patient from one place to another."

Group tutor was Jan Crawford from Centaur Training, based in the UK.

"Jan is a leading authority when it comes to manual handling and we were very lucky to have her here", added Linda.

"Again it underlines our commitment to provide the very best qualified staff here in



Smile please: The successful candidates show off their certificates

the TCI."

The successful candidates were Kadesha Fletcher, Constance McLaughlin, Pheona

Brown, Onia Jackson, Stephen McDonnell, Natoy Dilworth, Nicki Mullins and Peggy Samuels.

## Cheaper calls to North America

MAKING cell calls in North America has just got a lot cheaper for InterHealth Canada staff.

Employees in Provo and Grand Turk are being offered a special deal when it comes to talking on the phone.

For years, mobile phone roaming charges have been huge for those traveling to the US and Canada.

But thanks to a Provo-based company, inflated telecom bills are now a thing of the past.

Ambiance, the boutique and gift shop located in the foyer of Graceway Gourmet, is offering mobile calls for InterHealth staff at just 49c a minute.

That's on average \$2.50 a minute less than

other providers, according to co-owner, Arlene Jennings.

She said: "For too long now, people visiting North America and other Caribbean countries have had to fork out huge sums of money when it comes to using their mobile phones.

"So much so that the costs have actually put people off doing business, which is very sad.

"But at Ambiance we can now offer a special service where we provide telephone hand sets and SIM cards that can be used abroad for a fraction of the price, and we're delighted to offer this service to InterHealth staff.

"Once in America, Canada or any-

where else in the region, the phones will link into to service providers in that particular country and all calls made are charged at just 49c per minute, anywhere in the world, as opposed to the \$3 most firms charge.

"There's no rental fee, People simply take the handset and SIM card with them and then we charge for the calls made when they return. It's cheap, simple and also a great tool for business."

Having proved such a big hit in the Americas, the service will soon be available to those traveling to Europe and beyond.

For more information about the service, either call into Ambiance or contact 231 1873.

# ACCREDITATION UPDATE

Please forgive me for being unavailable and unable to support you during the planned AC meetings in April.

But I am now back with vengeance and remind everyone that the May support meetings will take place as planned. It is imperative that all team leaders rally their team members into the meetings to ensure steady progress.

## With Linda Gill

We have made a start to the evidence submission through the Quality Performance Roadmap (QPR) but there is still a lot of work to do to ensure that all the criteria, thus Standards, have been fully met.

Time is passing very quickly and we are

approaching nearly the half way point for the Self Assessment Phase. I expect to shortly announce a deadline for submission in respect of the gold and platinum Standards to ensure that we complete on time.

Please do not hesitate to ask for help in any respect of AC. If I can't help, I'm sure to know someone who can. Thank you for all the work to date – keep it going.

## Carol's on the comeback trail

IT'S great to be able to report some good news about Carol Theophanous!

She has not only received confirmation that all went exceptionally well with her surgery back in the UK, but also that the problem was such that she requires neither chemotherapy nor radiotherapy.

Fivos returned to Provo in early May and it's good to see his big smile around the cor-

ridors of Cheshire Hall once more. Hopefully Carol will coming back either at the end of June or beginning of July.

As far as work is concerned Carol will be returning to duties once she is feeling fit and strong again although it's likely to be on a part-time basis to begin with.

Our best wishes go out to Carol and we look forward to seeing you soon.



## Lorena's 'basketball' bounces in

PAEDIATRICIAN Dr Lorena Soler has lost her famous basketball.

But in its place she now has a beautiful bouncing baby boy by the name of Francisco Astesiano.

'My basketball' was how Lorena affectionately referred to her bump throughout her pregnancy.

Lorena said: "My husband Mariano, son Manuel and daughter Emilia would like to extend our heartfelt thanks to the maternity team at Cheshire Hall for the first rate care received before, during and after the birth of our baby boy.

"I have received exceptional care and attention during my stay in hospital. We are so glad we decided to have our new baby in TCI.

"We want to say a big thank you for every-



Picture shows Lorena's children, Manuel and Emilia with little Francisco

thing you all did for us, especially to Dr Perry, Dr Anara, Dr Yip, Dr Dizon, Dr Leonard and all the midwives and nurses.

"Also to all the staff in OR for allowing

Mariano to be by my side for that beautiful moment when Francisco arrived."

Francisco was born at 3pm on Tuesday May 31, weighing in at 6lb 3oz.

## Special delivery for Suzanne and Rick

CONGRATULATIONS to Suzanne and Rick Hatt on the birth of their new grand daughter.

Ella Lucille arrived at 3.15pm on May 9 in hospital in Lethbridge, Alberta , Canada, weighing in at 6lb 3oz.

Daughter-in-law Sarah, son Keane and Ella Lucille are all doing fine.

Suzanne said: "Little Ella Lucille is beautiful and we are so happy and proud. We have



Beautiful: Baby Ella Lucille

six sons and four grand children – all of whom are girls."

Unfortunately nanny and grandad will have to wait a while before meeting the newest member of the Hatt clan.

"We won't see her until we go home in August", added Rick, "and we can't wait. But we've seen her on Skype which was fantastic but it's not the same as holding Ella Lucille in our arms."

## YOUR CHANCE TO RELAX WITH INTERVIEW

IT'S competition time again folks and this month's prize is a cracker.

Up for grabs is a gift certificate entitling the winner to two free massages.

Just imagine it...you've had a hard week going about your business at Cheshire Hall or Cockburn Town Medical Centres and you need to relax.

What better way than taking the weight off your feet and letting someone else pamper you?

Well that's exactly what will be in store for the lucky reader who scoops this prize. And with two massages available, you can take your spouse, partner or a friend with you.

The certificate, which is valid for six months from May 27, is for Spa Sanay, which is located in Grace Bay Court in Provo.

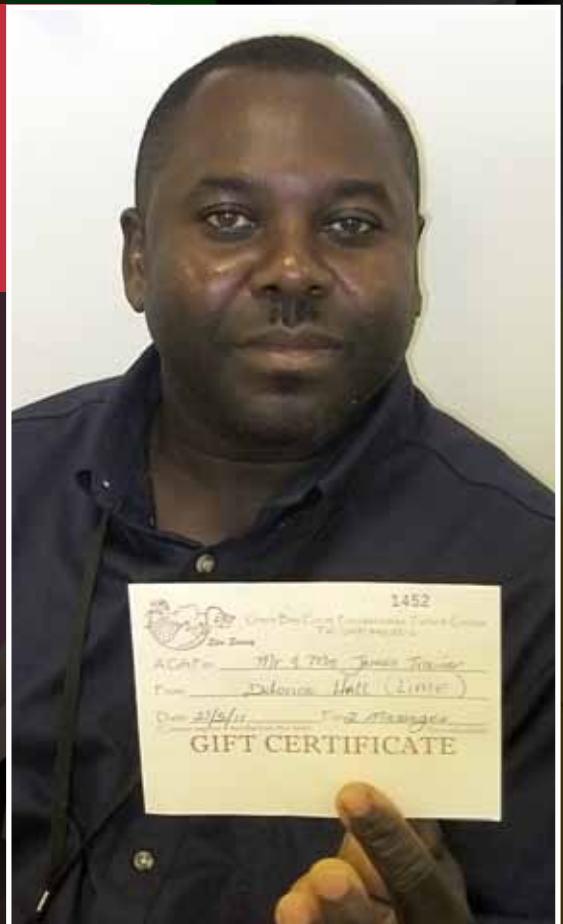
To win, all you have to do is answer the following question. The answer is in the newsletter somewhere.

**Which school donated art to InterHealth Canada depicting a year in the life of the hospital?**

- a) Clement Howell
- b) Ashcroft
- c) Holy Family Academy

### TO ENTER ►

Simply write your answer in an email, along with your name, the department and hospital you work in and a daytime contact number, and send it to paul.baker1066@hotmail.co.uk  
All entries must arrive by June 25, 2011.



UP FOR GRABS: InterHealth's Nikel Valbrum shows off the gift certificate

THE WINNER WILL BE THE FIRST CORRECT ENTRY DRAWN OUT OF A HAT ON JUNE 21!

# RECIPE OF THE MONTH

## Cottage Pie

Serves 4. Oven Temperature  
400°F/200°C/Gas Mark 6



### INGREDIENTS

- 1 lb minced beef
- 2 onions finely chopped
- 1 clove garlic – crushed
- 2 carrots – diced
- 2 tbsp plain flour
- 2 tbsp Worcestershire sauce
- 1tbsp tomato paste
- 2 beef (or chicken) stock cubes made up with ½ pint of water
- 1 ½ lbs potatoes peeled and chopped
- 2 oz butter
- 4 tbsp milk
- Salt and pepper
- 1 oz cheddar cheese grated (optional topping)

### METHOD

- Place mince, onion, garlic and carrot in a frying pan and gently fry with a little butter for 8-10 minutes.
- Blend in the flour and add the Worcester sauce and tomato paste. Slowly stir in the stock, season to taste and simmer for 15-20 minutes.
- Meanwhile boil the potatoes for 20 minutes until soft. Drain then mash them with the remaining butter and milk until smooth. Season to taste.
- Place the mince mixture in an ovenproof dish or foil tray and spread the potato on top.
- Sprinkle with salt or the cheese and cook in the centre of a preheated oven for 25-30 minutes until golden brown.
- Recipe supplied by Kay Vanes



Meet the doctors: Bella and Alex meet Kindergarten students at Provo Primary School

## “What’s the pay like doc?”

YOUNGSTERS at Provo Primary cut straight to the chase when a pair of newly-qualified doctors visited their school in Flamingo Park.

Bella Stewart and Alex Dudley-Cooke spent a month working with InterHealth Canada at the Cheshire Hall Medical Centre after graduating from medical school in England.

As part of their work experience, they went into the community to explain to pupils what it takes to become a doctor.

And despite being bombarded by questions, there was one enquiry that proved more popular than most.

Bella explained: “We had a wonderful time at Provo primary and it was the highlight of our visit to TCI. And the kids there are

already thinking about their futures because they the question we were most asked was ‘how much do doctors get paid’.”

During their visit, Dr Stewart and Dr Dudley-Coake showed students how to tie bandages, check pulses and recognise when an illness or injury requires emergency treatment.

They also demonstrated various gadgets and equipment, including stethoscopes, reflex hammers and ear torches.

“We spent time with children of all ages and they were a pleasure to work with”, added Alex. “We would like to say a big thank you to Provo Primary School and to InterHealth Canada too.”

# INTERVIEW

The Ezine newsletter for the InterHealth Canada TCI Staff

Editor: Paul Baker

Telephone: 431-1066

Email: paul.baker1066@hotmail.co.uk or pr@interhealthcanada.tc

Photographs: Paul Baker and Steve Gill

Submissions, story ideas, letters and comments are welcome and encouraged. This newsletter is for and about the staff of InterHealth Canada TC. Please email the editor, attaching photographs in a jpg format if applicable. Please also include your email address and a day time telephone number.