

INTERVIEW

The Ezine for InterHealth Canada TC Staff

ISSUE 05 | AUGUST/SEPTEMBER 2011

Splice the mainbrace!



The Gills set sail for home

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WHAT'S Inside



**BYE BYE
KATHLEEN**

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**AND BYE,
BYE LAUREN**

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**AND BYE, BYE
BEN AND ALICE**

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The world according to the Matron

BLOWING IN THE WIND

Here's a tale that will make even the most prudent of you look nothing short of a spend thrift.

Being a Scot, our facilities guru, Donald Wilson, is renowned for his economical ways and can boast owning the same wooden golf tee he brought with him to the island two years ago!

But during wife Marie's visit to the UK recently, Donald went further than anyone thought possible, allegedly.

Looking out of the office window and noticing a stiff breeze blowing, he, according to an unnamed colleague, shot up out of his chair and announced he was just popping home.

When asked why, his reply was priceless.

He said, it is alleged: "Aye I have a machine full of washing at home and this breeze will save me a fortune in tumble dryer bills, so it will."

A dollar to the person brave enough to tell him it cost him more in gas to go home than it did a few spins of the tumble dryer!!



Climbing high: Stephen McDonnell gets to work on the new office

MEN AT WORK

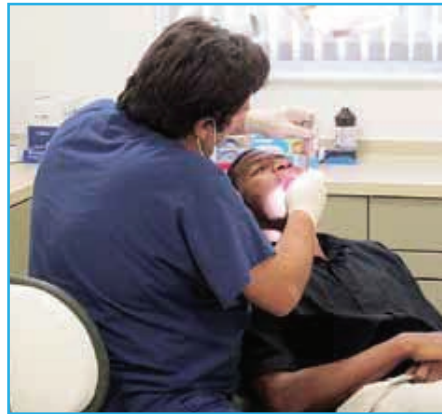
The new office that has sprung up on the administration floor at Cheshire Hall has caused plenty of interest and excitement.

It was made possible by reclaiming some of the very large staff canteen, but not everybody realised the room was to be used as an office.

One member of staff who strolled in to the canteen with her lunch under her arm saw the new office and said: "Thank goodness for that, the canteen's been split in two. Now I don't have to listen to you lot chattering on

when I'm trying to eat my lunch."

With that, she disappeared into the empty shell, not to be seen again for exactly 30 minutes!!!!



Open wide: Our dashing dentist Giuseppe gets to work on another problem tooth.

NURSE BITE!

I attended a lecture the other day given by InterHealth's dashing dentist, Giuseppe.

He was telling the audience all about the foods and drinks that cause most damage to our teeth, such as sodas and candy.

In a bid for interaction, Giuseppe asked delegates: "Now, is anyone here able to tell me what food it is that causes the most grief and suffering for years after eating it?"

One of our more mature nurses sitting in the front row stood up and said: "Wedding cake!"

LINDA'S RESIGNATION LETTER

I'm not normally one for reading other people's private emails but I couldn't help but notice some correspondence between Linda Gill and Roger Cheesman on Linda's computer screen when I was in her office recently.

She had emailed Roger her resignation saying she wanted to retire because she was getting old. Roger had replied asking how she knew she was getting old.

Here was Linda's reply:

1. When your friends compliment you on your new alligator shoes and you're bare-foot.
2. When your doctor doesn't give you x-rays anymore but just holds you up to the light.
3. When a young man catches your fancy and your pacemaker opens the garage door nearest you.
4. When you remember when the Dead Sea

was only sick.

5. When your husband says, "Let's go upstairs and have some fun" and you answer, "honey, I can't do both!"
6. Going bra-less pulls all the wrinkles out of your face.
7. When you don't care where your spouse goes, just as long as you don't have to go along.
8. You and your teeth don't sleep together.
9. Your back goes out, but you stay home.
10. It takes two tries to get up from the couch.
11. Your idea of a night out is sitting on the patio.
12. Happy hour is a nap.
13. Your idea of weight lifting is standing up
14. It takes longer to rest than it did to get tired.
15. Your memory is shorter and your complaining is longer.
16. The pharmacist has become your new best friend.
17. It takes twice as long to look half as good.
18. The twinkle in your eye is only the reflection of the sun on your bifocals.
19. You look for your glasses for a half an hour, and then find that they were on your head all the time.
20. You give up all your bad habits and you still don't feel good.
21. You sit in a rocking chair and can't get it going.
22. You don't know real embarrassment until your hip sets off a metal detector.
23. Let's face it, traveling just isn't as much fun when all the historical sites are younger than you are.
24. Every time you suck in your gut, your ankles swell.
25. Your investment in health insurance is finally beginning to pay off.

TURN THAT PHONE OFF!

Patients and their mobile phones.....don't you just love 'em?

I was watching a woman being treated in the emergency department the other day and all of a sudden her telephone started to ring.

Instead of ignoring it, the patient reached down into her handbag and answered it.

When the call had ended the nurse politely, and quite rightly, asked the lady to turn it off.

After much huffing and puffing she reluctantly agreed. The nurse then asked her: "Can you not live without your Blackberry?"

The lady looked her straight in the eye and replied: "I'd rather live without one of my legs than without my Blackberry!"

Irene keeps us on our toes

BY ROGER CHEESMAN
CEO, INTERHEALTH CANADA TC

Windstorms: We are in the middle of the hurricane season and after Emily fizzled out over Haiti, Irene hit us with a vengeance. We got through two days and nights of truly bad weather with teams stuck in hospital but, despite weariness, kept standards high and morale higher. Thanks to all who stayed in as well as those at home who were waiting to come to work and relieve but were well and truly stuck because of the storm conditions. There have been a number of lessons to learn from the passage of Irene but, overall, things went very well. A special thanks to the engineering teams on both islands who braved the worst of the storm to work outdoors to get the chillers working again. I am sure that all of you who were stranded at work will also wish to offer thanks to the catering team who kept up a supply of food and hot drinks throughout.

I hope that, at home, not too many of us suffer too badly but I know that a number of people have had damaged / flooded homes, some of you quite severely. That you returned to work and continued to look after the hospital and its patients despite problems at your homes means that, as the UK politician, Lord Nigel Jones said, healthcare people are special. The people of the Turks & Caicos Islands are indeed fortunate to have such wonderful teams looking after them.

I hope that we get through the remainder of the year without any further issues but the

senior management team and the disaster coordinators work hard whenever there is a depression forming in the Atlantic and follow it several times a day. When the depression becomes a tropical storm we watch the potential track and if necessary begin our preparations for both high winds and heavy rains.

If the storm looks like reaching the Turks & Caicos Islands then we step up our preparations a notch, particularly if it looks like strengthening. The team meet regularly in the 72 hours before possible impact, often twice a day and with e-mails in between to keep the members updated. In the last day before a storm is due to hit, one of our members attends a Disaster Meeting with the Ministry of Health and others and we advise them of our preparedness. Staff are advised as and when we implement the storm actions and arrangements are made to ensure that those who need our service most are cared for.

After the event we also meet with the Disaster team from the Ministry of Health and debrief before fully stepping down.

I hope that this season spares us all again but I urge you all to be prepared at home for every eventuality: Stay safe – the country needs you all, especially at critical times like storms / hurricanes.

James Trainor:

You will have all received the news that Jim has been diagnosed with multiple myeloma. I can tell you that he has been most pleased with the flood of enquiries about his health. He thanks everybody for their kind thoughts and actions.

I am extremely happy to be able to say that he appears well and is still the happy Jim that we all know. He is still joking and smiling despite many therapies he is undergoing to return him to good health. Jim has said that he is looking forward to being back in TCI and at work again. His major complaint is that he is bored and so he is working from home in the UK, where he tells me it is cold and wet!

I am sure that the message we all send him is, GET WELL SOON, JIM.

Accreditation Canada:

We've had the second round of education and all seems to have gone well. We have also been exceedingly fortunate to have been able to obtain Jane Mealey's input into the process: Her recent visit to us was invaluable.

Jane is an Accreditation Canada surveyor and so her comments to the teams are of great assistance in guiding them forward. She is visiting and working with us on a regular basis throughout late fall and winter and she will be conducting a mock survey in early 2012 to alert us to any areas where we need to take additional action. Dr Eric Parsons will probably join her in that process, as he too is an Accreditation Canada surveyor.

With such help I am sure we will acquit ourselves well and gain the accredited status we covet. However, that won't come without everybody in the hospital being 'on team' and working with the teams that are tasked with ensuring that what needs to be done is done. Keep up the good work.

Pharmacy duo gain qualifications

INTERHEALTH'S commitment to employing the very best qualified staff has been further enhanced by the pharmacy department.

Natasha Moffett and Ranji Ebanks have both successfully obtained qualifications in a number of specialist fields, including IV admixtures/sterile preparation, extemporaneous compounding and chemotherapy.

The pharmacy technicians have worked super hard to achieve their goals and are delighted to have graduated with flying colours.

Natasha said: "Ranji and I are indeed ecstatic to have been given the opportunity to further our knowledge in the field of pharmacy.

"As the evolution of IHC continues,



Qualified: Natasha Moffett (right) shows off her certificates while Ranji Ebanks is hard at work during one of his exams.



rest assured that this life changing experience will play a vital part in taking us to the next level, by ensuring that the essential balance between the technical and professional skills within the department is established and

maintained.

"Hats off to our management team for recognising this need, and supplying the necessary resources/assistance for it to be met."

Grand Turk doctor turns full circle

ONE of Grand Turk's most popular daughters is returning to her roots.

Dr Denise Braithwaite-Tennant will head back to her homeland next month to run the island's hospital.

For the past 18 months she has been in charge of InterHealth Canada's emergency departments based at the Cheshire Hall Medical Centre.

And it's a role Dr Braithwaite-Tennant will now combine with her new administrative post at the Cockburn Town Medical Centre.

The consultant physician has turned full circle after gaining the Governor's Scholarship for Academic Excellence as a teenager.

She explained: "I was born in Grand Turk and grew up in the West Road area. I have a passion for the people of the TCI and everyone who calls this beautiful country their home.

"I left Grand Turk to pursue a career in the field of medicine after successfully winning the Governor's Scholarship and I'm delighted to be going back."

After studying for a Bachelor of Science in biology in the United States, Dr Braithwaite-Tennant gained a degree in general medicine from the University of the West Indies in Trinidad and a Specialty in emergency medicine from the University of the West Indies in Jamaica.

Her career has seen her work at hospitals in Barbados, Connecticut and every level one facility in Jamaica.

The trauma expert, who is currently studying for a Masters in health systems management at the University of Liverpool, said she is looking forward to further improving the healthcare service in Grand Turk.

"This country has made significant strides in the improvement of healthcare with the establishment of the NHIP and the InterHealth Canada hospital", she added.

"I am extremely happy that InterHealth has given me the opportunity to serve in this capacity. My dedication to the improvement of the secondary health care sector is going to be the impetus that drives me to fulfill this role to the best of my ability.

"I am dedicated to working with all stakeholders create quality services to all who access services at the Cockburn Town Medical Centre and the TCI hospitals as a whole."

Meanwhile InterHealth Canada's CEO, Roger Cheesman, described Dr Braithwaite-



Tennant's move as 'Provo's loss and Grand Turk's gain'.

He said: "It is with mixed feelings that we all see Denise move from the Cheshire Hall Medical Centre to Cockburn Town Medical Centre. However, fortunately this highly popular, talented and inspirational young lady will be spending time with us on Provo on a regular basis as part of her role as head of the emergency department.

"We have all witnessed her expertise in the emergency department and now we are sure to see those skills come to the fore once more.

"Her new post in Grand Turk will be challenging, balancing life as a mum and wife as well as running ED services, undertaking administrative duties at Cockburn Town Medical Centre and, to cap it all off, working towards an advanced management degree.

"Our best wishes go with Denise and we look forward to working with her in this new position."

Dr Braithwaite-Tennant is seen as both an inspirational figure and a role model to youngsters in Grand Turk.

Teenager, Kenya Jones, who is studying medicine in the UK and recently spent time on work experience with InterHealth Canada, said: "Dr Braithwaite-Tennant is a huge inspiration to us all.

"Like me, she is from Grand Turk and I too want to study to be a doctor and come back and serve my people in the same way she has."



Praise: Yvernard Camberne has been described as a credit to InterHealth Canada

High praise for Yve and co

A MEMBER of the InterHealth Canada cleaning staff has received some high praise indeed.

And the pat on the back has come from the best source possible – a satisfied patient.

The woman, who did not want to be named, recently spent time on the general ward at Cheshire Hall, recovering from surgery. After being discharged, she took time to seek out the editor of this publication.

She asked if an article could be included congratulating all the InterHealth cleaning team, although there was one member who came in for some very special praise.

"I have had a pleasant stay in the hospital, if there is such a thing", she explained. "The medical staff were fantastic and the facilities excellent too.

"Also I was very impressed by the cleanliness throughout the building and the hard work put in to make it so by all the cleaning team. In particular a lady called Yvernard Camberne who every time I saw here was working hard, polishing and cleaning and making the place beautiful.

"Her work and personality were a real credit to her and I'd like to take this opportunity to thank and congratulate her. I'm sure InterHealth is very proud of its team."

More island hopping for Kathleen the adventurer

INTERHEALTH Canada is bidding a fond farewell to one of its longest serving employees in TCI.

Chief of clinical services, Kathleen Bree, is heading back to her Scottish roots in September after two years in the Caribbean.

Kathleen joined InterHealth in September 2009 as an early member of the commissioning team, prior to the hospital openings in April last year.

"Hailing from Orkney Islands in Scotland", explained CEO, Roger Cheesman, "Kathleen came to the Turks and Caicos Islands having made detours into New Zealand and The Falklands on the way, as well as a number of other places in the UK.

"She brought with her strengths in planning and public health, and has been at the forefront of these two areas whilst at the Cheshire Hall and Cockburn Town Medical Centres.

"Having been the executive responsible for healthcare in the Falklands, Kathleen tired of penguins and sheep, decided that a 'wee bit of sun' and some scuba diving would do the trick and so she set off for TCI via Orkney, which is, of course, not the most direct route, but Kathleen is nothing if not an intrepid traveller.

"As she heads for pastures new via her home islands, we all wish her a fond farewell



Moving on: From Christmas in the Caribbean to Christmas who knows where? Another adventure is surely just around the corner for Kathleen Bree.

and good luck, wherever her travels may take her."

Everyone at InterHealth Canada echoes

Roger's best wishes and we look forward to seeing Kathleen when she comes back to do a spot of diving in the future.

Lauren's Homeward Bound

SEPTEMBER seems to be a month of departures for managers at the hospital.

Rather unexpectedly we say farewell to Lauren O'Hanlon at the end of September as pressing matters in Boston make it necessary for her to return home.

Lauren has been with us since the early days at Caribbean Place and has been the lynchpin in ensuring all our finances are straight.

CEO, Roger Cheesman, said: "There have been many issues to deal with, planning to do to develop systems and all the problems of implementation.

"This has meant many late nights for Lauren, making some of us feel guilty that she was sending e-mails at 1am while most of us are asleep.

"Lauren has taken it all in her stride and without a grumble at the many extra hours."

He added: "I am sure we will all miss Lauren and wish her well for her future in Boston.



Moving on: Lauren O'Hanlon, centre, with her trusted sidekicks, Faith, left, and Maria.

"However, she will not desert us entirely as she will be a regular visitor to Provo to see

husband Tim who is staying on at a local law firm for a while longer."

Ben and Alice bid farewell to TCI

ONE of TCI's most iconic sights during June and July was that of a pair of young medical students pedaling like mad around the island on a bicycle made for two.

Cambridge University duo Ben Peirce and Alice Brice spent more than six weeks on work experience at both Cheshire Hall and Cockburn Town Medical Centres.

The resourceful scholars used a tandem as their preferred mode of transport and they even got the chance to show off their counting, teaching and photographic skills during their visit.

Here, Ben and Alice, who are tutored at Cambridge by Parag Gajendragkar, son of InterHealth's Dr Ravindra Gajendragkar, relive their time in paradise.

ON A BICYCLE MADE FOR TWO

IT WAS late May when we arrived in the Turks and Caicos.

We did so very excited about the turquoise sea and white sand we had spotted from the plane window.

But otherwise we were clueless as to what to expect of the next two months on these little islands.

The following day we ventured to the hospital - having melted somewhat during our first taste of the heat and humidity - to meet with Dr Robyn Barnes and be shown around for the first time.

We were blown away, firstly by the beautiful new hospital, and then by the immediate kindness of everyone working at InterHealth Canada TC.

The welcome we received was amazing, as was all the support we were so fortunate to be afforded also.

Kay Vanes and Linda Gill helped us to settle in straight away and had Kay not have kindly lent us her infamous tandem, we would never have been able to enjoy so much of the island.

During our time at Cheshire Hall we made our way to the ED and theatres where the doctors were brilliant at getting us involved and sharing their wisdom.

We particularly enjoyed our physiology lessons with Ray during many operations.

Paul Baker added some breadth and colour to our experiences by sending us off to teach at a local primary school which was great fun and a real privilege.

He also got us in all the newspapers and on the television, as well as facilitating Ben's first job as an international sports photogra-



pher at the TCI v Bahamas World Cup football match!

Dr Lorena Sola took us under her wing ensuring we had all the learning opportunities we could want and pointed us towards a project in hyperbaric medicine, as well as being a great support outside of the hospital.

Other than developing skills for our future medical careers we have also acquired a wealth of skills in inventory taking!

A few fun days, including Alice's birthday, spent in the storerooms demonstrated our stock taking talent sufficiently to get us promoted to helping on Grand Turk.

We enjoyed a few days staying on the beautiful sleepy island, making the most of

the Bohio and Sand Bar in our time off.

We will never forget our first experience of a man playing a saw so tunefully!

During our time in TCI we felt totally at home although it has to be said that we never did quite get to fully understand the deli menu in ReFresh!

Thank you to Roger Cheesman for allowing us to join the InterHealth Canada team and to everyone who helped make ours such a brilliant experience.

But particular gratitude to Robyn for organising and overseeing our placement.

Take care everyone and we will see you again soon.

BEN PEIRCE AND ALICE BRICE

Café Corner

By Anish Thomas



Tasty: Roast beef served up during British day at ReFresh

INTERNATIONAL DAYS

Our international days continue to prove a big hit with diners at ReFresh.

And July was no exception with the special British-themed lunch we prepared going down a treat.

On the menu was roast beef, cottage pie and, of course, fish and chips. Judging by the lack of left overs, everyone really enjoyed their meals.

Another popular menu was the one we did for Jamaica's Independence Day on August 6.

The big seller on that occasion was chef Keron's jerk pork and he has kindly shared his secret recipe on the page 14 of this newsletter.

Remember, if you have any theme day ideas or other occasions we can celebrate at ReFresh, come and talk to myself, Keron or chef Michael Williams in Grand Turk

FIGHTING FIT

Talking of Michael Williams, it's great to see him back on his feet over at the Cockburn Town Medical Centre.

Michael was treated for some health issues recently but we're all delighted to have him back where he belongs – in the ReFresh kitchen.

NEW PRODUCTS

You will have noticed some new products in the restaurants such as apple turnovers and

strawberry twists.

Both have gone down well with you, the customers, and if there is anything else you'd like to see us stocking then why not let me know.

If it's possible and practical then we will do it.

RETURN OF THE LOBSTER

Probably the most popular dish we have ever produced at ReFresh is lobster.

Every time it was on the menu it was a sell out with people coming from all over the islands to enjoy it.

Well the good news is that September sees the start of the new lobster season and so it will be back on the menu very soon.

CREDIT

As you all know we offer credit facilities at ReFresh.

This we do to assist staff especially those who are in a hurry or who may not be carrying cash about their person while working.

Unfortunately some people are not up to date with their payments and so we are now considering withdrawing this facility.

I would urge all staff members who have outstanding ReFresh accounts to pay them ASAP.

COMMENT CARDS

At ReFresh we are always trying to improve our service and your feedback is essential.

Customer comment cards are available on all tables and I would be grateful if you can spare a few minutes to fill one in.

Your views and opinions count and we can only put things right or change things if we know they are not right or need changing in

the first place.

WELL DONE GRAND TURK

Can I congratulate the Grand Turk team on receiving more kind comments about their food and service.

This time the satisfied customer was the new head of NHIP, Zaneta Adderley-Burton.

After dining at ReFresh recently, she described the experience as 'wonderful'.

Well done Michael and the team.

TEAM WORK

When the going gets tough, the tough get going.

And that's exactly how it was in Grand Turk during the recent hurricane.

After being on duty for more than 48 hours the brilliant ReFresh staff at the Cockburn Town Medical Centre were obviously on their knees and so were allowed to go home for some well-earned rest.

That unfortunately left chef Michael short of staff, although he needn't have worried.

Workers from other departments rallied round to help prepare and serve meals to patients, including physiotherapists, nurses and IT staff.

What a truly fabulous gesture and one that was appreciated both by InterHealth Canada and the people of Grand Turk as a whole. Congratulations to all of you - you are a credit to yourselves and the hospital.

And a huge pat on the back also for all the ReFresh staff at Cheshire Hall who too just kept on going to ensure hospital employees, patients and visitors were fed and refreshed throughout the storm. Thanks to each and every one of you.



Quality in medical device reprocessing department

Healthcare consumers expect nothing less than the best for themselves and their loved ones.

Medical Device Reprocessing (MDR) personnel must establish appropriate quality levels for the products and services they produce to assure these levels are consistently attained. MDR is an integral part of quality service throughout the healthcare industry.

Quality defined in the context of MDR operations is; "The consistent delivery of products and services according to established standards. The concept of quality relates to the degree or grade of excellence of a product or service"

Why MDR quality control indicators? To determine how well the department is meeting its goals.

How does MDR identify quality? Products and services have to do what they should do. For example: equipment such as a washer disinfectant- when a wash cycle is complete, are the instruments clean and lubricated? In other words has the washer performed the way the MFG says it will? Consistent and safe equipment operation is essential.

MDR QA indicators are administrative, customer satisfaction and technical indicators.

- Management of the dept-all managers, supervisors and lead technicians must be thoroughly trained and competent

in modern MDR principles. Policies and procedures are the first steps in controlling work tasks and assignments.

- Quality control checks should be performed
 - Communication is key
 - Customer service- was a STAT request for an urgent medical item provided in a set time? Conduct customer surveys. Acknowledge and address customer and/or staff complaints.
 - Documentation- incident reports, count sheets to accompany surgical sets.
 - MDR technical indicators-mechanical, chemical and biological (equipment print outs, charts and/or graphs, chemical and biological indicators in regards to special indicators designed for internal, external packs, instruments or medical devices and equipment monitoring)
- Remember quality is the responsibility of every employee and every employee must be involved, motivated and knowledgeable if the MDR or other departments are to produce consistent quality products and services.

For the purpose of the newsletter this is a very short and condensed version of quality in the MDR. I have prepared a power point presentation I'll share in the near future for those that are interested.

**SUSAN BORDEN
MANAGER MDR**



WINNER: Donneka celebrates her good fortune

Lucky Donneka takes it easy

HAVE you noticed how relaxed Donneka Hall's looking these days?

Well it's not surprising the Cheshire Hall-based human resources assistant is the picture of health and beauty.

Donneka was the lucky winner in our competition in the last edition of InterView.

Up for grabs was a gift certificate entitling the holder to two free massages at Spa Sanay in Provo.

We asked which school had donated the series of paintings on display in the corridor between reception and the x-ray and emergency departments.

The answer of course was the Holy Family Academy and we received lots of correct entries with Donneka's being the first drawn out of the hat.

Tyler is Nana MJ's pride and joy

CONGRATULATIONS to Mary-Jo (MJ) Bryant who has become a grand parent for the very first time.

I know what you're all thinking – InterHealth Canada's purchasing manager doesn't look old enough to be a granny!

Well, believe it or not, she is!

On June 30 at 1.16am, MJ's daughter Jessica Bryant-Earle gave birth to Tyler Elizabeth Blake, who weighed in a healthy 7lbs 3oz.

Born at St Joseph's Hospital in Toronto, Canada, both mum, baby and dad, Craig Earle are all doing just fine.

MJ, who flew home to spend time with



her family following the birth, said: "This is my first grand child and a first great grand children for Betty and Jake Bryant of Kingston, Ontario and we are all so pleased and proud.

"There are no words to describe the joy

of being a grandparent, and I'm looking forward to having more wonderful experiences to share with her."

MJ, who will be known as Nana, thanked all her colleagues at InterHealth Canada for their kind messages following Tyler's arrival.

High alert medications

PART TWO

BY MELROSE WRIGHT-OTUONYE

The terms double verification, restricted access and independent double check were identified in my previous article as error prevention and risk reduction strategies surrounding the use and management of high alert medications.

But what exactly is meant by double verification, restricted access and independent double check?

INDEPENDENT DOUBLE CHECK

The Institute for Safe Medication Practices (ISMP) defines an independent double check of a high-alert medication as a procedure in which two clinicians separately check - alone and apart from each other, then compare results - each component of prescribing, dispensing, and verifying the high-alert medication before administering it to the patient. The procedure serves two purposes: To prevent a serious error from reaching a patient and to bring attention to the systems that allow the introduction of human error.

Guiding questions when conducting an independent double check include

- 1 Is this the prescribed drug?
- 2 Is this the prescribed dose/strength/route and rate of administration?
- 3 Is this the right patient? (use two patient identifiers not the room number)
- 4 Is this the prescribed frequency/time for drug administration?
- 5 Does the drug's indication correspond to the patient's diagnosis?
- 6 Is this the right drug formulation?
- 7 Is the dose calculated correctly?
- 8 Is the formula used to arrive at the final dose correct?
- 9 Is the prescribed dose/timing/frequency appropriate for the patient?
- 10 Is the route of administration safe and proper for the patient?

RESTRICTED ACCESS DRUGS

Restricted access drugs are those with a limitation of a specific type imposed on their use or distribution. This limitation can be imposed and regulated by law or by an institution in response to concerns relating to abuse potential, serious adverse effects such as teratogenicity, and a desire to ensure appropriate prescribing.

Institutional restriction of certain high cost or last resort medications can be done by limiting prescribing through clinical protocols



Melrose Wright-Otuonye

that require demonstration of clinical indication and through consultant only prescribing. Distribution restriction can be done by restricting use to certain specified population of

patients, for instance erythropoietin to renal dialysis patients only.

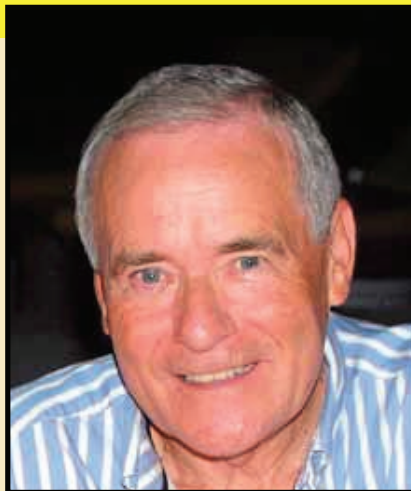
Popular drugs that fall into this category include opioids, methadone, erythropoietin Alpha (procrit) and buprenorphine. A regulated restricted access program is run by the US food and drug administration (FDA) and a list of the drugs classified in this program can be found on their website.

DOUBLE VERIFICATION

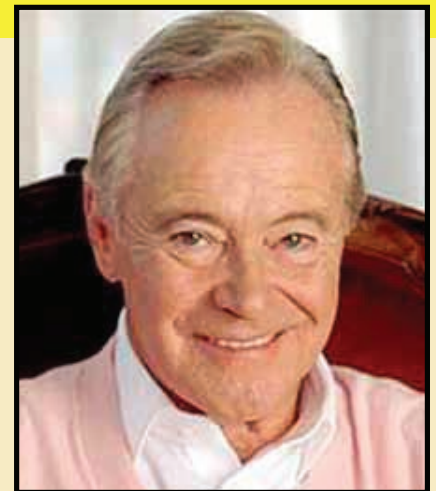
Certain drugs require by law that a second person witnesses their preparation and administration. The process is referred to as double verification (also called a double check) and occurs when a second clinician checks and documents - usually by physical or electronic signature - the preparation and administration of the drug. Controlled drugs usually fall into this category.

Part three of this issue will look at specific drugs and hospital specific error prevention strategies.

Separated at Birth!



Jack Lemon



Stephen Gill

By popular demand we begin a new feature in this edition of the newsletter called Separated at Birth. We're looking for people within InterHealth Canada who have a famous lookalike. So if you know anyone who often gets mistaken for a film star, sports person or politician, be sure to let us know here at InterView! We begin with our departing engineer Stephen Gill who has spent a lifetime being mistaken for famous actor, Jack Lemon. **But which one is which???**

‘Mother hen’ prepares to fly the nest

THEY say that all good things must come to an end and that’s sadly true here at InterHealth Canada.

It’s with heavy hearts that we are having to wave goodbye to two of the hospital’s most popular characters.

Apart from their huge contribution work wise here in the TCI, Linda and Stephen Gill have become many things to many people over the past couple of years.

Friends, surrogate parents, grand parents – you name it, they’ve been it!

To describe Linda as the life and soul of the party is a huge understatement and her infectious lust for life is going to be sorely missed. As for Stephen, well he’s the sensible one of the two and his father-like calm and patience has proved such a comfort to so many.

The pair are heading back to the UK for

a well-earned retirement although something tells us the globe-trotting duo will be for Wednesday night ribs at the Tikki Hut in the not too distant future.

CEO and friend, Roger Cheesman, said: “Linda and Stephen joined us in the early days of commissioning back in September of 2009 and whilst Stephen worked from the hospital site, Linda moved in with the team at Caribbean Place.

“Linda was no stranger to InterHealth Canada, having set up and managed the continuing education system at our orthopaedic centre in England. With a background in nursing and qualifications in teaching, Linda has more than shown her abilities in clinical education. Stephen was an engineer who had moved into the academic arena and taught engineering for many years at a col-

lege in Liverpool.

“Having induced Linda to come and work in Paradise, we also decided that we would drag Stephen out of retirement (well, these academics do retire so very early) and get him doing some real work again.”

Roger added: “Both of them have integrated well into the social life of the Centre and are often seen in the middle of any ‘fun’ that we have, such as the Christmas Party. Linda is ‘famous’ for her bonhomie and is always there for a smile, a giggle and, where needed the support of ‘Mother Hen’.

“Both have contributed greatly to the success of the hospital and it is with great sadness that we see them moving back to sunny Run-corn and well-earned retirement.

“We will miss them and wish them both the very best and I can assure them we will be thinking of them when we read of snow-storms in the UK.”

And so say all of us!





Snapper Stephen's a hard act to follow

AS WELL as being a very good engineer, Stephen Gill has another hidden talent.

He's a mad keen photographer and an extremely accomplished one at that.

In fact anywhere Stephen goes, his trusty camera goes with him, including the many InterHealth events, both official and unofficial.

We're all going to miss him, especially us

here at InterView.

Over the past year, Stephen has acted as this publication's 'official' photographer, and we are grateful for his efforts.

As this stunning picture of Dr Robyn Barnes' daughters, Tegan and Alex, clearly demonstrates, he's going to be a hard act to follow.



In a brand new column entitled 'On The Streets of Grand Turk', dialysis nurse Gaynor Johnson brings us all the news and gossip from the Cockburn Town Medical Centre in Grand Turk. If there's a subject you'd like Gaynor to tackle in future issues then contact her at gjohnson@interhealthcanada.tc

I had the pleasure of speaking informally to a few clients of ours here in Grand Turk about their feelings regarding the new hospital versus the old one. These are some of the things they said.

They all agreed that the ambience and the aesthetic of the hospital are great in comparison to the old hospital. Most of the staff are friendly and knowledgeable, especially the nurses whom they agreed was the same at the old. They also all agreed that ReFresh was doing an excellent job in food preparation and service and they also liked that if they don't like something that was provided it would be exchanged immediately with no problems.

The pharmacy department got excellent reviews from the dialysis clientele regarding the prompt dispensing of their medications. They also thought their nurses were fantastic and regarded them as a part of their extended family.

On the other side of the coin however they

POEM

Life's reflections

By Gaynor Johnson

Life isn't fair but it's still good
 Life is too sweet to waste time hating anyone, so forgive everyone everything.
 What other people think of you is none of your business.
 You don't have to win every argument, agree to disagree.
 Don't compare your life to others you have no idea what their journey is about.
 When it comes to going after what you want in life, take NO for an answer.
 And remember no one is in charge of your happiness, YOU ARE!!!!!!

still totally disagree that they should be paying for healthcare and stated that on rare occasions the wait is too long to see the doctor. They were also of the assumption that more specialised service would be here so they don't have to be travelling as often as before. The dialysis crowd also said they are disappointed that they are not being reviewed as often as before which was every week at the old hospital while here they are only seen when they have a need and sometimes after their monthly labs are done.

Well what can I say, the institution is new and all the ingredients to make the pot yummy is not all in yet as was explained to them however we have to take our praise and our criticism as a way of improving the current situation and to also see if suggestions made can be implemented.

Well that's all we have from the streets for now. Ciao from Grand Turk.

Joke

A very influential pastor get the terrible news he was dying.

Tearfully he said: "I need to see my two friends before I go"

"Who would that be Pastor?" his companions asked.

"The Prime Minister and the Minister of Finance" he answered.

Within a few hours they came to their friend's bedside.

"What can we do for you old friend?" they asked.

"Come closer, I want to go just like my saviour Jesus did, with two thieves on either side."



Professor John Oxford

Meet our Infection Control in Paradise Keynote speaker

John Oxford is professor of Virology at St Bartholomew's and the Royal London Hospital, Queen Mary's School of Medicine and Dentistry. He is president and scientific director of Retroscreen Virology Ltd.

He has co-authored two standard texts: 'Influenza, the Viruses and the Disease' with Sir Charles Stuart-Harris and G.C. Schild and most recently 'Human Virology, a Text for Students of Medicine, Dentistry and Microbiology' now in its fourth edition, published by Oxford University Press.

Professor Oxford has also published 250 scientific papers. His research interest is the pathogenicity of influenza, in particular the 1918 Spanish Influenza strain, which he combines with conducting clinical trials using new influenza vaccines and antiviral drugs. This research has been featured on science TV programmes recently in the UK, USA, Germany and Holland.

He was awarded communicator for the year for the flu pandemic by the Society of Applied Microbiology and top communicator by the Society of Journalists.

He has recently been awarded a D.Sc for his research work on virology and as a science communicator.

TCI to host groundbreaking infection control conference

TURKS and Caicos Islands is preparing to host its biggest ever medical conference.

Delegates from around the globe will flock to Provo later this year for Infection Control In Paradise.

The two-day event, organised by InterHealth Canada (TCI), takes place on November 18 and 19 at Brayton Hall.

The conference is being sponsored by a host of organizations including Lime, Masters, American Hospital Supply, Steris and AESCU-LAP.

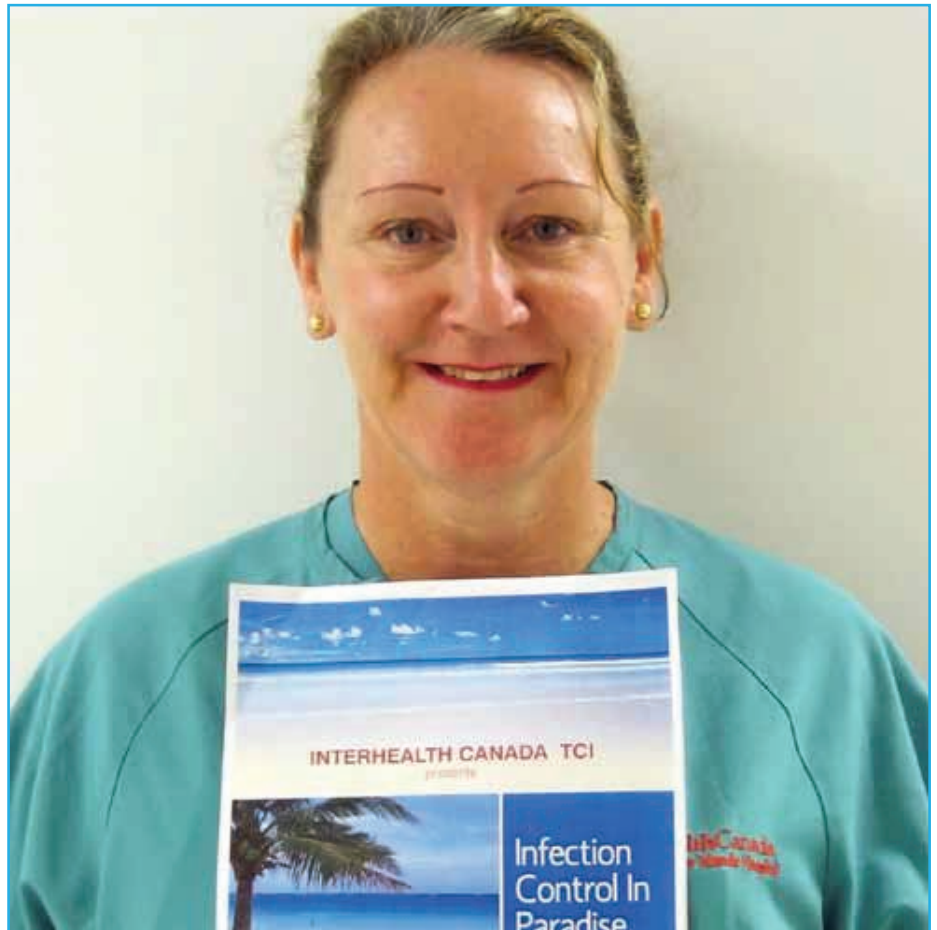
Infection control is one medicine's current hot topics, especially in the Caribbean where diseases such as cholera and dengue fever are widespread.

Conference organisers have attracted some of the world's leading authorities on the subject, including keynote speakers Professor John Oxford from the Royal London Hospital, and former Global Health Leadership award winner, Dr Terese Maitland.

"This is a wonderful opportunity for the TCI and it's medical professionals", explained InterHealth Canada medical device reprocessing manager, Susan Borden.

"Infection control is a huge topic right now and InterHealth Canada is very pleased and proud to be hosting such an important conference here in Provo."

Anyone wishing to register or wanting more information should contact Susan Borden on 9412800 or 2469337. Alternatively you visit www.interhealthcanada.tc/index.html



Infection control: Susan Borden shows off the conference agenda

I do says Sue

YOUNG love....there's nothing quite like it.

And if ever proof were needed, just have a good look at this photograph that has mead it's way to the InterView inbox.

Recognise that lovely lady dressed in white? Of course you do, it's Susan Wilkes.

Susan, who hails from the north of England, departed the Cheshire Hall Medical Centre, where she worked as a nurse supervisor, back

in April.

She left to go and live in America with her fiance, Jack Sullivan, who she met in a resort lobby here in the TCI.

Well, as you can see, lucky Jack is no longer Susan's fiance, he's now her husband.

The loving couple tied the knot back in the summer and everyone at InterHealth Canada wishes them a long and happy life together.



RECIPE OF THE MONTH

KERON'S Jerk pork recipe



INGREDIENTS

- You will need the following ingredients to prepare enough jerk pork for 6 people:-
- 3 lb. of boneless pork loin
- 6 peppers (jalapenos may be used if scotch bonnet peppers are unavailable)
- 2 Tbsp. thyme
- 2 Tbsp. ground
- 1 Bulb of garlic, finely chopped
- 3 Medium onions, finely chopped
- 2 Tbsp. sugar
- 2 Tbsp. salt
- 2 Tsp. ground black pepper
- 1/2 cup olive oil
- 1/2 cup soy sauce
- Juice of one lime
- 1 cup orange juice
- 1 cup white vinegar
- 1 to 2 Tsp of the following (to taste)
- -ground cinnamon
- -nutmeg
- -ginger

PREPARATION

- Chop the onions, garlic and peppers. These do not need to be chopped too fine as they will be liquidised by the blender.
- Blend all of the ingredients (excluding the pork) in a blender to make the jerk sauce.
- Cut the pork up in to smaller pieces.
- Use a fork to poke some holes in the pork pieces.
- Rub the sauce in to the meat, saving some for basting and dipping later
- Leave the pork in the fridge to marinade overnight.

COOKING

- Grill the meat slowly until cooked, turning regularly. Baste with some of the remaining marinade whilst cooking. For best results, cook over a charcoal barbeque (ideally over a rack of pimento wood).

SERVING

- Serve with salad and the jerk sauce left over for dipping.

HISTORY

Jerk pork is believed to have been conceived when the Maroons introduced African meat cooking techniques to Jamaica which were combined with native Jamaican ingredients and seasonings used by the Arawak. The method of smoking meat for a long period of time served two practical purposes, keeping insects away from the raw meat and preserving it for longer once it has been cooked. This process also introduces a strong smoky flavour to the meat.

There are two commonly held theories regarding how the name "Jerk" came to be used. One is that it originates from the Spanish word "Charqui", used to describe dried meat. Over time this term evolved from "Charqui" to "Jerky" to "Jerk". Another theory is that the name derives from the practice of jerking (poking) holes in the meat to fill with spices prior to cooking. Nowadays, the word "Jerk" is used as a noun to describe the seasoning applied to jerked food and as a verb to describe the process of cooking used.

Say hello, wave goodbye

PLENTY of hellos and goodbyes since the last newsletter with some high-profile departures on the horizon.

Among those leaving for pastures new are Stephen and Linda Gill, Kathleen Bree and Lauren O'Hanlon .

We wish them and all those departing the very best of luck and welcome all our new members of staff to InterHealth Canada.

Starters

NOEMIA ULISSES

- registered nurse/midwife, Provo
- MAGDALENA WALDNER**
- operating registered nurse, Grand Turk

SHARON ORIE

- nurse supervisor, Provo

WILLEM BASTIAAN

- senior radiographer, Provo

SHERRY FULFORD

- registered nurse, Provo

RICARDO MCINTOSH

- patient services associated, Provo

TAMAS REGOCZI

- general surgeon, Grand Turk

Leavers

BETTINA KATTERMAN

- general internist, Provo

ALVIN GARLAND

- patient services associated, Provo

CHRISTOPHER MARSH

- porter, Grand Turk

ICYLENE MORRIS

- registered nurse, Grand Turk

SANDERA MOTIELAL

- Registered Nurse, Grand Turk

LINDA GILL

- head of training

STEPHEN GILL

- engineering supervisor, Provo

BASTIAAN DIJKMAN

- senior radiographer, Provo

KATHLEEN BREE

- chief of clinical services

LAUREN O'HANLON

- head of finance

INTERHEALTH CANADA **IN**FOCUS



The Cheshire Hall Medical Centre recently played host to two groups of students from the British West Indies Collegiate School in Provo. All the youngsters have expressed an interest in working in medicine and it was a pleasure to have them with us. Nurse educator, Nicki Mullins, said: "The students were full of enthusiasm and they put a lot into their visits. Hopefully they'll be back in the future as full time hospital employees."



Chiropractor, Kathy Sims, took time out of her busy schedule to lecture InterHealth staff on the do's and don'ts of back and neck care. Kathy, who is based at the Menzies Clinic in Provo, said it had been a 'pleasure' to work with members of the hospital team.



Cefor Lewis has paid tribute to the doctors and nurses at InterHealth who helped save his life recently after he was attacked by a shark while fishing near French Cay. Cefor, who is pictured with his brother, Joeslyn-Pierre, said: "They are special people and I thank them from deep in my heart. God bless them all."

High praise for Cockburn Town



Impressed: Zaneta Adderley-Burton liked what she saw at Grand Turk hospital.

Grand Turk hospital has received some high level praise.

The Cockburn Town Medical Centre was described as 'extremely impressive' by new NHIP boss, Zaneta Adderley-Burton.

Her comments came during a fact-finding visit to the InterHealth Canada-run facility.

After being shown round by nurse manager, Meleck Cummings, she said: "This is an extremely impressive hospital and the facilities are excellent too. I have also enjoyed lunch in the hospital restaurant which I have to say was wonderful.

"Everyone I have met during my tour has been both friendly and very knowledgeable and the potential here in Grand Turk is huge.

"As the service provider, I am looking forward to working closely with InterHealth Canada to ensure that we all meet people's expectations of their country's new health-care system and provide quality healthcare to all.

"I am also looking forward to seeing how the Cockburn Town Medical Centre can be utilized further over the coming months and years to the benefit of the community as we work together to provide a centre of excellence here in Grand Turk."

Meanwhile InterHealth Canada chief executive, Roger Cheesman, welcomed Mrs Adderley-Burton to her new post and paid tribute to her predecessor, Brian Hogan.

He added: "As CEO of InterHealth Canada and a director of NHIB, I welcome Mrs Adderley-Burton on board.

"Brian Hogan has undertaken sterling work on creating the systems of NHIP and steering the organisation through the early days. Mrs Burton brings a new set of skills and a new conceptual framework to the post of CEO of NHIP and will, I am sure, build on the solid foundations Mr Hogan has created.

"In my meetings with Mrs Adderley-Burton I have found her to be a very dynamic and progressive lady and I look forward to working with her in the coming years."



Scholar: De-Andrae Brown, son of Grand Turk nurse, Inette Brown.



Success: Proud parents Meleck and Dattee Cummings with daughter, Melecia

Melecia and De-Andrae top of the class

MELECK and Dattee Cummings are brimming with pride.

The proud parents have just seen their daughter Melecia graduate from school with some fantastic exam results.

The youngster was a student at the One Grinton Primary School in Grand Turk and achieved an outstanding 85.86 percent in her G-Sat exam.

Cockburn Town Medical Centre nurse manager, Meleck, said: "We are so proud of our beautiful daughter and congratulate her

on graduation and exam results."

Melecia is now looking forward to joining her brother and friends at H J Robinson High School.

Congratulations are also due to De-Andrae Brown, son of Grand Turk nurse, Inette Brown.

The 11-year-old scholar, who is the valedictorian for New Man's Preparatory School, was another youngster who graduated with outstanding results.

De-Andrae is an aspiring scientist and he gives credit to God for his achievement.

Reunited again!



PHARMACY technician, Ranji Ebanks can't stop smiling.

After months living on his own in Grand Turk, he has now been joined by his family on a permanent basis.

Wife Francita Francis-Ebanks and daughters Renese (7) and Renae (1) have arrived from St Catherine Jamaica.

"It's great to have my family here at last", said Ranji. "Absolutely fantastic."

Hospital staff come to aid of hurricane victims

A GROUP of InterHealth Canada workers have been helping with the clear-up effort following Hurricane Irene.

Doctors, nurses, facilities and administration staff gave up their weekend to volunteer with the TCI Red Cross.

The big-hearted bunch headed to Five Cays to assess damage to people's homes and hand out aid where needed and offer medical advice.

Engineering assistant, Stephen McDonnell, said: "Having got through the hurricane unscathed, I think many of us just wanted to help those less fortunate than ourselves.

"Doing volunteer work for the Red Cross was just one small way we could assist and I think we were all very humbled by what we saw.

"People's lives have been turned upside down by Hurricane Irene and it certainly makes you appreciate what you have. But it was no surprise to see so many InterHealth Canada staff out there helping because hospital people are caring people."

Among those assisting the aid effort were Dr Robyn Barnes, Peter Nicholson, Kathleen Bree, Nicki Mullins, Fiona McDonnell, Zena Trainor, Paul Baker, Stephen McDonnell, Alison Pyper and Noernia Ulisses.



INTERHEALTH CANADA **IN**FOCUS



Cambridge University duo Ben Peirce and Alice Brice recently spent six weeks on work experience with InterHealth Canada in the TCI. During their stay, the trainee doctors spent some time working in the community including at the Richmond School where they gave youngsters tips on first aid. Alice is pictured checking a student's ear.



A series of Accreditation Canada education sessions were recently held in Provo and Grand Turk. Leading the way were two AC experts in the shape of Donna Hutton and Kathrina Loeffler. Here Donna is pictured during an interactive session at the Cheshire Hall Medical Centre.



Youngest baby delivered at Cheshire Hall Medical Centre

LITTLE Angel Missick is an 810-gram miracle.

The tiny bundle of joy became the most premature baby to be born at the Cheshire Hall Medical Centre.

And at just 27 weeks and 12 inches in height, she is one of the youngest and smallest arrivals on record in the TCI.

Angel, who was delivered by emergency department staff after mum, Collene, was admitted with stomach pains.

InterHealth Canada pediatrician, Dr Lorena Soler, explained: "A 27-week-old baby is very young but she was delivered naturally and both mum and Angel were in good health.

"Angel was immediately put on a ventilator and placed under observation in an incubator in our neonatal intensive care unit (NICU). But fortunately she was very active and all the signs were very encouraging.

"Angel is a beautiful little girl and despite weighing just 810 grams (1lb 8ozs) she has a high chance of living a perfectly normal and healthy life, thanks to both the expertise of

InterHealth Canada staff and the fantastic medical facilities here in the TCI."

After spending her first few hours in the NICU, Angel was flown with mum to Nassau for further treatment.

"Angel will now undergo an extensive period of care in the Bahamas", added Dr Soler, "after which she will be allowed to return with Collene to Cheshire hall.

"It is likely she'll be in Nassau for five weeks and she will only be allowed back to Provo once she is breathing unaided and eating by mouth.

"In total she will probably spend about 10 weeks in hospital between the Bahamas and here."

Once back at Cheshire Hall, Collene will be taught the revolutionary Kangaroo Care procedure that was introduced to the TCI by InterHealth Canada earlier this year.

Dr Soler explained: "Kangaroo Care is a way of teaching parents to bond with their babies through touching skin to skin.

"Collene and Angel won't have had that opportunity to bond in that way and so it will be absolutely perfect for them both.

"Already we have seen it help bond many other parents and their babies, and in some cases it's definitely greatly helped improve the health and wellness of infants."

She added: "Angel is a special little baby and we shall be doing all we can to support her and her family over the coming months."

Meanwhile Dr Soler paid tribute to InterHealth's emergency staff for their 'brilliant work'.

She said: "I am so proud of our emergency team, who worked so hard during Angel's first few minutes of life.

"Those first minutes are part of the 'golden hour', which has a direct impact on the baby's quality of life.

"They are unsung heroes and heroines in and I would like to thank all the team, especially nurse Sergio Azevedo, Mara Sanderson, Sue Howe and Dr Bridget Freeman."



Treat: A smiling Debbie shows off her spa treatment voucher.

Treatment tables have been turned for Debbie

AFTER years of pampering and pummeling the good people of TCI, the tables are about to be turned for Debbie Findley-Clayton.

InterHealth's popular head of physiotherapy, recently celebrated her 40th birthday and so colleagues had a whip round to buy her a present.

Now when you've spent your whole career looking after others, what could be better than someone taking care of you for a few hours?

Well that's exactly what Debbie has to look forward to because her work mates bought her a range of treatments at Spa Sanay in Grace Bay.

As well as her gift, colleagues also threw a surprise party, leaving the birthday girl overwhelmed.

She said: "It was a fantastic birthday and I'd like to say a big thank you to all of my very special friends at InterHealth. What you all did for me was amazing – thank you.

"Shareel invited me round to her place and so I went over thinking it would be me and her chatting over some jerk chicken. Instead, there were lots of people there celebrating my birthday and it was a really special surprise.

"The gift was a wonderful gesture too and I am so looking forward to having my treatment. I will think of you all when I do and again, I thank each and every one of you for making it a birthday to remember."

You ain't nothing but a found dog

IT WAS bound to happen, wasn't it?

If it hadn't been Mary Jo it could well have been Roger. And if not Roger then probably Fiona or Suzanne.

What are we talking about, I hear you cry.

Potcakes of course. Spend too much time in the company of the above named quartet and chances are you'll end up finding, falling in love with and owning a cute little puppy.

And that's exactly how it was for Sarah Hetherington, who recently spent six weeks working for InterHealth Canada TC alongside, and covering for, MJ in materials management.

The pair are former colleagues in Canada and when MJ arranged to return home for the birth of her first grand child, she immediately called on Sarah for help.

"I was delighted to receive MJ's call", explained Sarah, "and was thrilled and excited to be offered the chance to come to TCI and work for InterHealth.

"MJ and I go back a long way and it was wonderful to come and work with her either side of her trip home. I've loved every minute of it and everyone was so kind and made me feel so welcome.

"What InterHealth Canada have created here is amazing and I the people of TCI are very lucky to have such wonderful facilities.

"As my time grew shorter and shorter I was beginning to get sadder and sadder about leaving and there were a few tears on the last day. But I do have a very special reminder of my time here to take home with me.

"Everyone knows MJ loves dogs and it must off rubbed off on me because I have adopted a Potcake called Turk. He's great fun and he will remind me of my time in TCI ev-



It's a dog's life: Sarah Hetherington returned to Canada with more than she bargained for.

ery single day."

Sarah, whose husband Daniel and 11-year-old son, Kyle, spent some time in Provo too, is hoping to return to the islands when MJ next decides she's due a vacation.

INTERVIEW

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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.